

J.P. Morgan Receivables Online

January 2021

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- Important Entitlements cannot be modified for Security Administrators (SAs). At the time of service implementation, entitlements at the company level and the user level for SAs are entered by the Bank. SAs are not allowed to modify their or each other’s service entitlements.*Glossary.....89

Receivables Online Log On

Overview

Receivables Online is an internet-based receivables management application and account reconciliation solution. It combines advanced image and data capture technology to deliver a consolidated view of current-day and long-term remittance data.

Receivables Online, which is accessed through the J.P. Morgan Access™ at www.ipmorganaccess.com, provides you with more self-service capabilities and security features. For example:

Machine Registration – When you log on to Access from a computer that is not recognized, you must provide an Activation Code to register your computer. This is done to keep your information secure. The Activation Code will be e-mailed to you. Once the Activation Code is submitted, your computer will be registered.

Express Password Reset – You will have the ability to reset your password without having to rely on your Security Administrator. Simply set up Challenge Questions and Answers, so if you forget your password, you can answer a series of questions to reset your password.

Site Phrase – You will have the ability to reset your Site Phrase that is used in the two-step logon process.

Secure ID Token – Depending on your setup, you may be required to utilize a secure ID token when logging on. Your Security Administrator will provide the token, if needed.

After logging on, the Access landing page is displayed, where you can select Receivables Online from the **More Services** menu. If you have access to multiple Web IDs, you will be prompted to select a Receivables Online account. Once you have selected the appropriate account, you will be taken to Receivables Online. If you only have one Web ID, you will bypass the Select Receivables Online Account page and proceed directly to Receivables Online.

The Log Out icon is displayed in header on every Receivables Online screen. You must log on and log out each time you want to open and close the Receivables Online application. By default, your login password is set to expire every 90 days.

Log On – How To

J.P. Morgan ACCESS®

Log On

User ID

Please enter your User ID and click Continue

[Forgot or Retrieve Password / User ID?](#)
[Where do I enter my Password?](#)

Continue

Client Resources

[Security Center](#)

[Regional Help Desk Phone Numbers](#)

[Regulatory Information](#)

ALERT - MALWARE AND SOCIAL ENGINEERING ATTACKS.

[Learn More](#)

New, faster global search across J.P. Morgan ACCESS® Online™

[Learn More](#)

Attention

Malware Alert

J.P. Morgan has received reports of fraudsters successfully installing on clients' computers malware that requests that the user make multiple log on attempts, enter token codes multiple times as part of the log on, or asks the end user to have someone else log on from their machine. **J.P. Morgan ACCESS will never request that another user attempt to log on from your computer** or ask you to enter multiple token codes as part of the log on process.

Wire Fraud from Email Requests

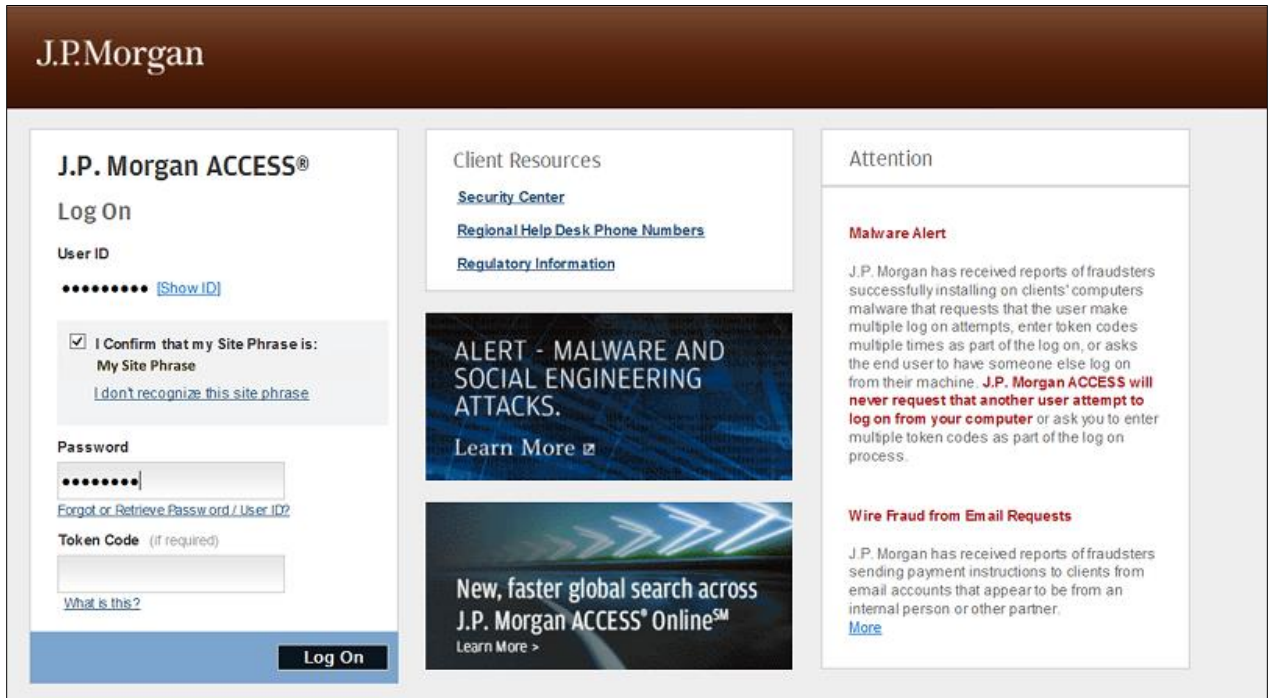
J.P. Morgan has received reports of fraudsters sending payment instructions to clients from email accounts that appear to be from an internal person or other partner.

[More](#)

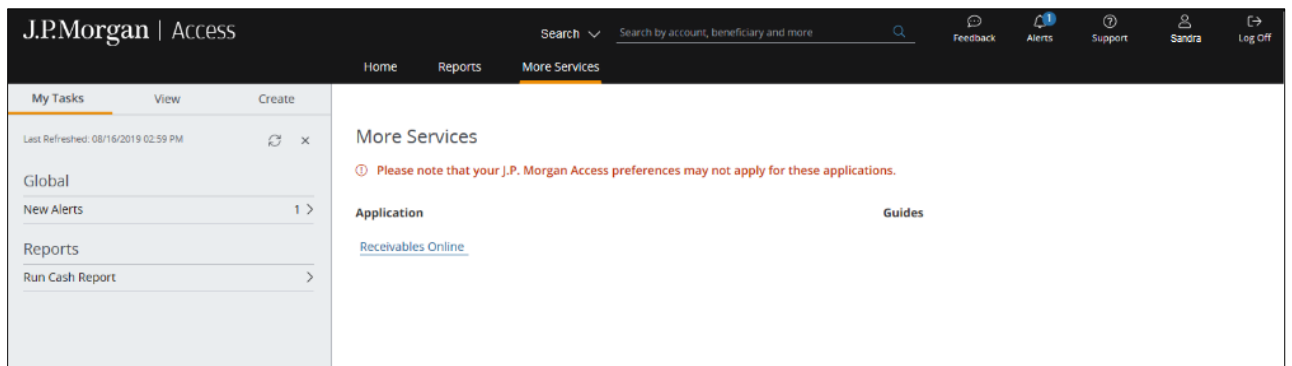
To log on to the Receivables Online application, you will use your User ID, Site Phrase and Password. You may also need to use a Secure ID Token, if one has been assigned to you.

1. Enter your assigned User ID in the **User ID** field.

2. Select the **Continue** button to display the second Log On screen.



3. Confirm that the personal **Site Phrase** displayed is correct.
4. Enter your password in the **Password** field.
5. If you have been assigned a Secure ID token, enter the security code displayed on your token into the **Token Code** field.
6. Select **Log On**.
7. The J.P. Morgan Access™ dashboard is displayed. Select **Receivables Online** from the **More Services** menu.



Password Requirements

Your password is case-sensitive, meaning that it must be typed in exactly as it is defined with upper and lower case alpha characters and numbers. When you log on for the first time, the Change Password screen opens, and you are required to change your password for security purposes. The following Password rules apply.

- Password must be between eight to 20 characters long
- Contain at least one upper-case letter, one lower-case letter and one number
- Not contain spaces but can contain following special characters: @ # \$ % & _ + / { } | ~ ?
- Not contain three or more consecutive numbers or letters (e.g. "123Smjth / ABCSmjth" would not be allowed)
- Not contain three or more repeated numbers, letters or special characters (e.g. "AAASmjth / 111Smjth / @@@Smjth" would not be allowed)
- Not contain the words "morgan", "chase", "test", "admin", "qwerty", "password", "yesterday"
- Be different from your J.P. Morgan Access™ User ID
- Your new password cannot be the same as your previous 10 passwords

There are three conditions when a password must be changed:

1. The first time you login to Receivables Online
2. When your password periodically expires
3. When your password has been reset either through Express Password Reset or by your Security Administrator

By default, your login password is set to expire every 90 days.

To change your existing password from the Access Log On screen:

J.P. Morgan ACCESS[®]
 Password Setup: Change Password

[Regional Help Desk Phone Numbers](#)
[Security Center](#)

User ID *

Current Password *

New Password *

Confirm New Password *

Token Code *

What is this?

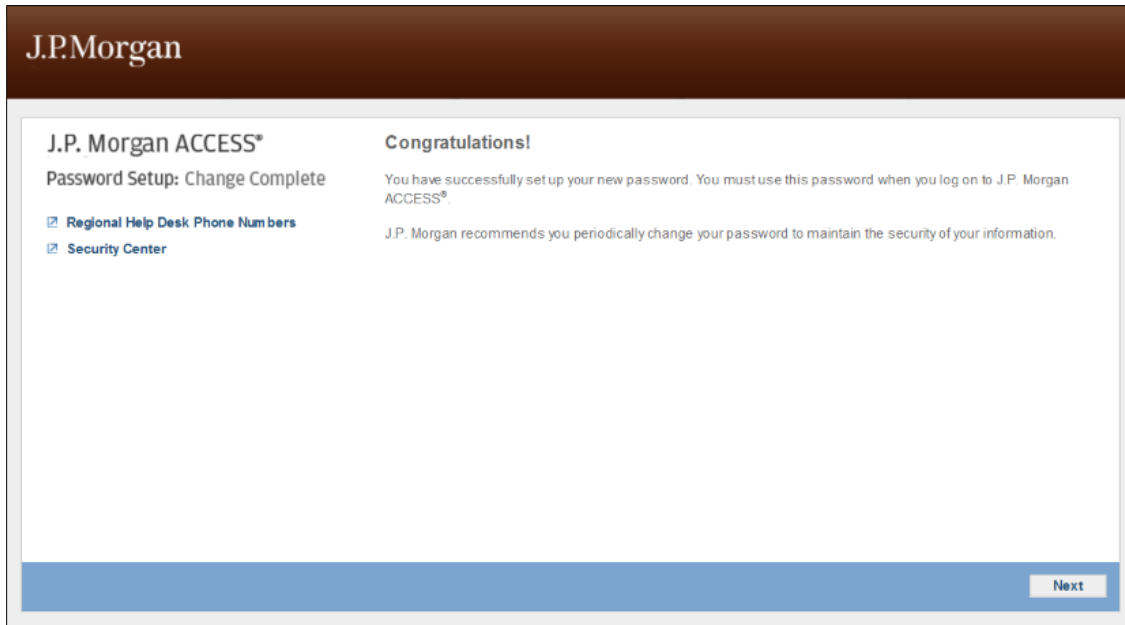
*Required Field

Password Must

- Be between 6 and 8 characters long
- Contain at least one letter and one number
- Not contain spaces or special characters
- Not contain three or more consecutive numbers or letters (e.g. "123Smjth / ABCSmjth" would not be allowed)
- Not contain three or more repeated numbers or letters (e.g. "AAASmjth / 111Smjth" would not be allowed)
- Not contain the words "morgan" or "chase"
- Be different from your J.P. Morgan ACCESS User ID

Next

1. Enter your **User ID** in the **User ID** field.
2. Enter your current password in the **Enter Current Password** field.
3. Enter a new password in the **New Password** field. Remember, your password is case-sensitive. It must contain alpha and numeric characters between eight and 20 characters.
4. Enter your new password again in the **Confirm New Password** field exactly as you entered it in the previous field to confirm the new entry.
5. Select **Next**.
6. The new password is saved successfully. J.P. Morgan Access[™] will display the following confirmation message:



7. Select **Next** to return to the J.P. Morgan Access™ landing page, where you can select Receivables Online from the **More Services** menu.

The next time you log on, you must enter the new password to gain access to Receivables Online.

Machine Registration

Each time you log on to J.P. Morgan Access™ from a computer that is not recognized, you are required to register your computer using a new **Activation Code**. This is done to keep your information safe and secure. The initial computer that is used to log on to Access™ for the first time will be automatically registered. Any subsequent computers used to log on will require Machine Registration. The Activation Code will be e-mailed to you. You will then be required to enter your Activation Code before you can successfully log on to Receivables Online. Once the **Activation Code** has been submitted, your computer will be registered.

J.P. Morgan ACCESS®

Register Machine

- Already have an Activation Code?
- Regional Help Desk Phone Numbers
- Security Center

You must register each computer you use to log on to J.P. Morgan ACCESS.

Each time you log on to J.P. Morgan ACCESS from a computer we do not recognize, our security guidelines require us to give you a new Activation Code. This is a measure to keep your information safe and secure.

Please select how you will receive your Activation Code. This simple process takes a few minutes to complete.

- I have an e-mail address on file with J.P. Morgan, send me the Activation Code by e-mail.
Note: If the e-mail does not arrive within minutes, call your Security Administrator or your regional J.P. Morgan ACCESS Help Desk.
- I don't have an email address on file with J.P. Morgan. I understand that I will not be able to proceed until I have called my Security Administrator and obtained an Activation Code. If no Security Administrator is available, I will contact my regional J.P. Morgan ACCESS Help Desk.

Next Cancel

J.P. Morgan ACCESS®

Enter Activation Code

- Don't have an Activation Code?
- Regional Help Desk Phone Numbers
- Security Center

Once you have received your Activation Code, enter it with your J.P. Morgan ACCESS password into the fields below. If you are a security token user, you also need to enter a new token code.

Activation Code *

Password *

Token Code *

What is this?

*Required Field

- Retain registration on this workstation after logging out.

Completion of the computer registration process will result in browser cookies being set on your machine. This helps us maintain security and identify you when you return to the site. Further information on J.P. Morgan's cookie policy is available on the Terms & Conditions page.

Next Cancel

Express Password Reset (EPR)

When logging on to Receivables Online through J.P. Morgan Access™, you will be prompted to set up your Express Password Reset (EPR) responses if you have not done so on your initial login. EPR setup will be required to successfully log on to Receivables Online. EPR will present a series of challenge questions, and depending on which questions selected, you will need to provide answers to those questions.

J.P. Morgan ACCESS®
Express Password Reset

[Regional Help Desk Phone Numbers](#)
[Security Center](#)

With Express Password Reset, you can reset your J.P. Morgan ACCESS password independently, without calling your Security Administrator or your regional J.P. Morgan ACCESS Help Desk.

Registering for Express Password Reset is quick and easy. Simply select a Challenge Question from each of the three drop-down lists below and type easy-to-remember responses in the spaces provided. If you ever forget your password, your responses to these questions will be used to validate your identity before you will be allowed to reset your own password. Challenge Question responses are not case sensitive.

Challenge question responses do not have to correspond directly to the questions as long as you can easily remember them. They should be something only you know, but simple enough so that you would always give the same response. For example, "What is the name of the street or road you lived on as a child?" could be answered with "chocolate ice cream sundae" or "pizza".

This information will ONLY be used to verify your identity as part of the password reset process. The information will NOT be used for any other purposes. All data will be encrypted and stored electronically in the United States. You will be required to update your questions and responses annually. This will allow you to easily reset your password in the future and improve security.

*Required Field

Select your first question from the following drop-down list*

What was the brand of your first bicycle?

Type the answer to your first question *

.....

Retype the answer to your first question *

.....

Select your second question from the following drop-down list*

How many pets did you have as a child?

Once this setup is completed, you will have the ability to reset your password if you forget it or get locked out in the future.

From the Access Log On page, select the **Forgot your password?** link and do the following:

1. Enter your User ID and your email address.

The screenshot shows the 'J.P. Morgan ACCESS Password Setup' page. At the top left is the J.P. Morgan logo. Below it, the page title is 'J.P. Morgan ACCESS Password Setup'. On the left side, there are two links: 'Regional Help Desk Phone Numbers' and 'Security Center', both with a small square icon to their left. The main content area contains instructions: 'Enter your User ID and the email address and select "Next". The email address must match the one in your user profile. If your password has been forgotten or locked, this service will allow you to change your password and log on to J.P. Morgan ACCESS.' Below this are three input fields: 'User ID (Forgot User ID?)', 'Email Address', and 'Token Code (if required)'. The 'Email Address' field has a note below it: '(Must match email address recorded in your user profile.)'. To the right of the input fields, there is a note: 'If you require further assistance with your User ID or password reset, please contact your Security Administrator.' At the bottom right of the form, there are two buttons: 'Next' and 'Cancel'.

2. Choose one Challenge Question from each of the three drop-down lists.
3. Enter the easy-to-remember answers, and then select **Submit**.

J.P.Morgan J.P. Morgan ACCESSSM

[Log On](#)

Help Desk **Express Password Reset**

If you need assistance please contact your regional Help Desk.

The Americas
866-872-3321 (US toll free)
813-432-6122
Private Bank Clients –
Contact your Client Service Representative

Asia Pacific

Australia
1800-302-364 (AU toll free)
+61-2-9250-4700

China
10-800-265-2550 (CN toll free)
10-800-650-0576 (CN toll free)

Hong Kong
800-964-289 (HK toll free)

India
+91-22-6695-3419

Indonesia
+62-21-5291-8651

Japan
0034-800-1-00032 (JP toll free)

With Express Password Reset, you can reset your J.P. Morgan ACCESS password independently, without calling your Security Administrator or your regional J.P. Morgan ACCESS Help Desk .

Registering for Express Password Reset is quick and easy. Simply select a Challenge Question from each of the three drop-down lists below and type easy-to-remember responses in the spaces provided. If you ever forget your password, your responses to these questions will be used to validate your identity before you will be allowed to reset your own password. Challenge Question responses are not case sensitive.

You may change your challenge questions or responses at any time. From the J.P. Morgan ACCESS dashboard, go to Profile and then click on the Change Password Setup link.

This information will ONLY be used to verify your identity as part of the password reset process. The information will NOT be used for any other purposes. All data will be encrypted and stored electronically in the United States.

Select your first question from the following drop-down list:

What was the model name of the first vehicle you owned?

Type the answer to your first question*

Retype the answer to your first question*

Select your second question from the following drop-down list:

In what city were you at the turn of the millennium?

Type the answer to your second question*

Retype the answer to your second question*

Select your third question from the following drop-down list:

What is your first pet's name?

Once you have answered them correctly, an e-mail will be sent to you with your temporary password. You will be able to log on to Access with the temporary password and will be required to update your password.

Site Phrase

When logging on to Receivables Online through J.P. Morgan Access™, you will be prompted to set up your personal Site Phrase if you have not done so during your initial log on. Site Phrase setup will be required to successfully log on to Receivables Online. The personal Site Phrase selected will be displayed during the log on process for your confirmation to ensure you are logging on through the authorized URL.

The screenshot shows a web interface for setting up a Site Phrase. At the top left is the J.P.Morgan logo. Below it, the page title is "J.P. Morgan ACCESS® Log On - Site Phrase Set Up". On the left side, there are two links: "Regional Help Desk Phone Numbers" and "Security Center", both with a checkmark icon. The main content area contains the following text: "You are required to set up a personal Site Phrase, which will help to further protect you against cyber fraud. A Site Phrase is any sentence or phrase created by you that is easy to remember." Below this, it says "The Site Phrase will be presented each time you log on to validate that you are logging on to the authentic J.P.Morgan ACCESS website." There is a text input field labeled "Enter Your Personal Site Phrase" with a vertical cursor. Below the field, examples are provided: "[Examples: I love baseball, My fav cuisine is Chinese, etc]". To the right of the input field, under the heading "Site Phrase", there are two bullet points: "Your personal Site Phrase must be between 10 and 50 characters in length." and "Use only alphanumeric characters. Special characters (for example, %, #, &) are not allowed." At the bottom right of the page, there are two buttons: "Next" and "Cancel".

Personally Identifiable Information

When logging on to Receivables Online through J.P. Morgan Access™ for the first time, you will be prompted to enter your Personally Identifiable Information (PII). This consists of your legal name and residential address (you may choose to substitute your business address).

The screenshot shows a registration form for J.P. Morgan Access. The header includes the J.P. Morgan logo. The main heading is "J.P. Morgan Access® Personally Identifiable Information (PII)". Below this, there are links for "Regional Help Desk Phone Numbers" and "Security Center". The form contains several input fields: "Legal First Name" (required), "Middle Name", "Legal Last Name" (required), "Country" (dropdown menu), "Address Line 1" (required), and "Address Line 2". To the right of the form, there are two informational sections: "Why is J.P. Morgan collecting my legal name and address?" and "Will I need to provide this information every time I log on?".

Once you have completed your initial log on and profile setup process, you can make Security changes when needed through the J.P. Morgan Access™ Settings Menu.

The screenshot shows the "Settings" menu in the J.P. Morgan Access interface. The "Security" option is selected and highlighted. The "Security" section contains several items: "We recommend you change your password every 90 days." with a link to "Change Password"; "Your security challenge questions have been entered." with a link to "Change Challenge Questions"; "This is one of your registered computers." with a link to "Unregister All Machines"; "Edit Your Personally Identifiable Information (PII)." with a link to "Edit PII"; and "Edit Site Phrase" with a link to "Edit Site Phrase".

Navigation

Receivables Online has a streamlined, intuitive design that simplifies capturing, viewing, and managing receivables transactions. All transactions are displayed in single, nearly full-sized screens with more information making it easier to filter a list, view transactions, or take action on an item. When you log on to Receivables Online you will be taken to the default landing page. This will generally be the Transaction History page, unless you have Remote Capture entitlements, then you will be taken directly to the Capture Transactions page. The Receivables Online header and menu bar are visible on all Receivables Online pages, so you can easily navigate to any function or feature.

Receivables Online Header

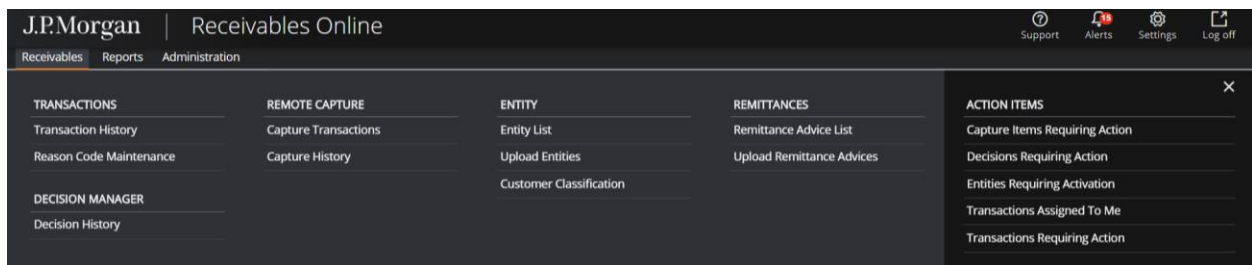


You can access common functions from the header icons:

- **Support** will open a page where you can access support materials and user guides.
- **Alerts** will take you to your alerts inbox to view important system and transaction alert messages. *See the [Alerts](#) section for additional details.*
- **Settings** will open a page where you can update your default scanner, display and print, and alert options. *See the [Settings](#) section for additional details,*
- Use **Log off** to log off of Receivables Online.

Menu Bar

You can quickly access tasks and view information from the Receivables menu bar.




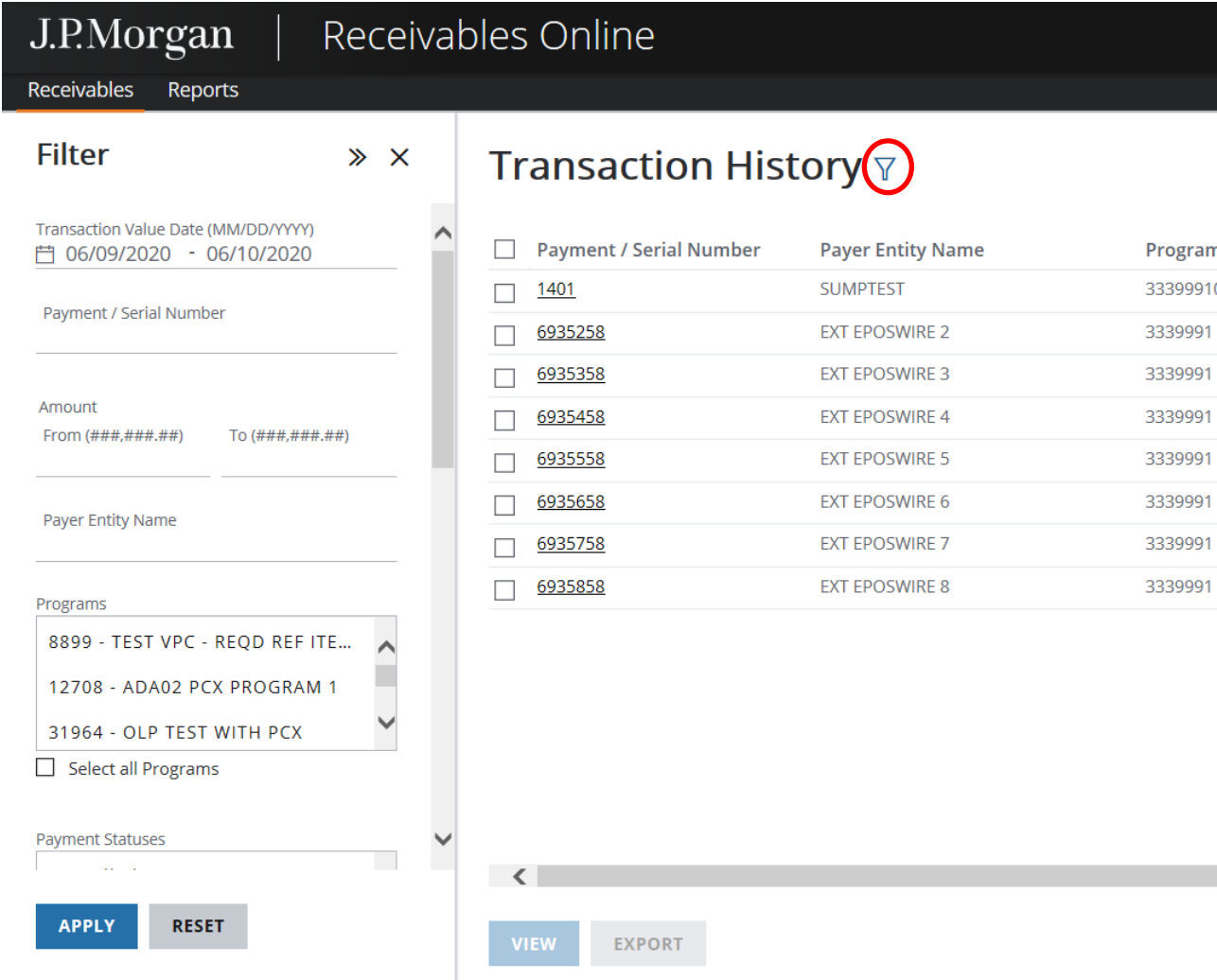
Select from the following menu options:

- **Receivables** – Displays options for viewing and managing receivables transactions
- **Reports** – Displays available reports based on your company and user level entitlements
- **Administration** – For entitled users, displays options for viewing and maintaining user entitlements

- **Action Items** – Quick links displayed in the menu panel that allow you to directly navigate to filtered results screens where you can perform immediate tasks on specific transactions

Filters and Actions

On the various list screens in Receivables Online, select the **Filter** icon  to open the Filters panel, where you can filter your captured batches, transactions, remittances, entities or User lists by date, program, status, etc.



J.P.Morgan | Receivables Online

Receivables Reports

Filter » ×

Transaction Value Date (MM/DD/YYYY)
06/09/2020 - 06/10/2020

Payment / Serial Number

Amount
From (###,###.##) To (###,###.##)

Payer Entity Name


Programs

- 8899 - TEST VPC - REQD REF ITE...
- 12708 - ADA02 PCX PROGRAM 1
- 31964 - OLP TEST WITH PCX

Select all Programs

Payment Statuses

APPLY **RESET**

Transaction History 

<input type="checkbox"/> Payment / Serial Number	Payer Entity Name	Program
<input type="checkbox"/> 1401	SUMPTST	33399910
<input type="checkbox"/> 6935258	EXT EPOSWIRE 2	3339991
<input type="checkbox"/> 6935358	EXT EPOSWIRE 3	3339991
<input type="checkbox"/> 6935458	EXT EPOSWIRE 4	3339991
<input type="checkbox"/> 6935558	EXT EPOSWIRE 5	3339991
<input type="checkbox"/> 6935658	EXT EPOSWIRE 6	3339991
<input type="checkbox"/> 6935758	EXT EPOSWIRE 7	3339991
<input type="checkbox"/> 6935858	EXT EPOSWIRE 8	3339991

VIEW **EXPORT**

The available filter parameters will be displayed in the filter panel.

The screenshot displays the 'Receivables Online' interface. On the left is a 'Filter' panel with sections for Programs, Statuses, Batch Number, Captured By, Captured Date, and Last Modified By. On the right is a 'Capture History' table with columns for Batch Number, Status, Captured By, Last Modified Date & Time, Last Modified By, Program, Group, Currency, and Amount. At the bottom right, a 'Grand Total' is shown as USD 10,881,743.35. Red numbers 1 through 7 are overlaid on the image to indicate specific UI elements.

1. Select your desired parameters from the available filter options.
2. Select **Apply** to execute your search.
3. Use **Reset** to clear your filter selections and return to the default filter.
4. Your search results will be displayed in the viewing panel.
5. Key actions can be executed by item or in groups, by checking one or more items in the list and selecting one of the action buttons. To select all items in a list, select the checkbox above the header row of the results list. Key actions include:
 - Export
 - Submit
 - Save/Save & Continue
 - View
 - Edit
 - Activate/Deactivate.
6. **Grand Totals** will be displayed for the items included in your results list in the bottom right corner of the screen.
7. You can page through your results using the **Pagination** buttons in the lower right corner of the results list.

Breadcrumbs

The concept behind breadcrumbs is to mark a trail as you navigate forward (or, “drill down” deeper) through the application screens. The breadcrumbs are also known as “the path” that you have taken to arrive at the current screen. The breadcrumb is the reverse route you would take back to the previous screen. The breadcrumb is displayed on every detail screen in Receivables Online. The example below shows the breadcrumb that is created when you select a specific transaction from the Transaction History list. Selecting the breadcrumb will return you to the Transaction History list screen.

The screenshot shows the J.P. Morgan Receivables Online interface. At the top, there is a navigation bar with 'Support', 'Alerts', 'Settings', and 'Log off' icons. Below this is a 'Receivables Menu' section with a breadcrumb trail: '<Transaction History'. The main content area is titled 'Transaction Details' and displays the following information:

Payer Entity Name NAME 1, PAYER	Value Date 11/14/19	Transaction Amount USD 1,500.00	Site PCX
Program 7bbb23 - PCX LOCKBOX	Deposit Account 8bbb34567	Batch Number 525	Reference Text -

Below the details, there are tabs for 'Payments', 'Invoices', and 'Notes'. Under 'Payments', there are sub-tabs for 'Payment Information', 'Payment Details', 'Payment References', and 'Return Details'. The 'Return Details' sub-tab is selected, showing a table with the following data:

Payment / Serial Number	Currency	Amount	Disposition	Return Reason	Return Date	Return Sub Account	Bulk Return Ref	Return Details
VP7V03000001105	USD	6.98	Refund	View Details	11/14/19	7bbb23	No Details	No Details

At the bottom, there is a section for 'Images - 0 Check(s), 0 Document(s)' with the text 'No images available.'

Important

Do not use your browser's "Back" button to navigate backward once you have logged on. Doing so may cause your transactions to be submitted incorrectly. Always use the breadcrumb, Menu, or Pagination links on a page to navigate forward and backward through Receivables Online.

Wildcard Search

Many search fields in Receivables Online will accept a partial text entry that includes the asterisk (*) meta-character in place of missing characters in the text string. Wildcard searches are useful both as a shortcut to entering a query and as a tool to fill in the blanks when you only know part of the alpha or numeric text entry you need to locate. The asterisk (*) can be used at the beginning, middle, or end of a string search.

For example, we have entered a wildcard text string at the **Entity Name** field in the **Transaction History Filter**. We know that there is at least one Entity with a name that includes the text string, "Test" in the full Entity name.

Filter

Transaction Value Date (MM/DD/YYYY)
06/09/2020 - 06/10/2020

Payment / Serial Number

Amount
From (###,###.##) To (###,###.##)

Entity Name
test

Programs

The text string, test*, will return all entries in the database that begin with that text string. The wildcard text strings, *test and *test* will produce all entries in the database that contain the string, "test" anywhere. The search returns the following transactions in the Transaction History list.

Transaction History									
<input type="checkbox"/>	Payment / Serial Number	Payer Entity Name	Program	Channel	Method of Payment	Value Date	Status	Currency	Amount
<input type="checkbox"/>	1000007	Entity Name1	224224-Program Name	Remote Capture Desktop	Check	12/27/19	Deposited	USD	75.00
<input type="checkbox"/>	20000023	Entity Name 2	224224-Program Name	Remote Capture Desktop	Check	12/27/19	Deposited	USD	226.80

Note: The same functionality applies in all of the filter panels throughout Receivables Online.

Image Viewer

Image Viewer – Overview





The Image Viewer is accessible from various Receivables Online transaction screens. The Image Viewer displays payment-related images such as a check, coupon, invoice, postal envelope, or other packaging material.



The Image Viewer presents images in a single-page format with thumbnails for easy navigation through multiple images. It allows you to:

- Quickly view multiple check and/or document images for a transaction.
- Print an entire transaction with one request.
- Download an entire transaction, and print and/or save it to a file that can be attached to an email message.
- Activate the Image viewer from the Transaction History list screen to view and/or export several transactions at once.
- The Image Viewer also includes a thumbnail feature.

Image Viewer – Toolbar

The Image Viewer toolbar allows you to navigate between transaction images, adjust the magnification settings and page orientation, as well as print and save image. The following table shows each toolbar icon and its description.

Icon	Description
	Rotate
	Zoom In
	Zoom Out
	Invert

Icon	Description
 A small icon of a floppy disk, representing the 'Save' function.	Save
 A small icon of a printer, representing the 'Print' function.	Print

View Document Images

Document images may be viewed in black and white or in color, depending on how your account is configured on the Bank's capture platform. All images may be downloaded and saved to your PC's file system.

To view a document image from the Transaction Details screen, a transaction-related image must be available. Images are not available with electronic payments.

Important

You may want to create a folder for your images in the desired location of your PC's file system before you save an image.

To view images for one or more transactions, do the following:

1. Perform a search by applying your selected filters, and select a transaction link in the Transaction History list screen. The Transaction Details screen opens.

The screenshot displays the 'Transaction Details' screen in the J.P. Morgan Receivables Online interface. The top navigation bar includes 'Receivables', 'Reports', and 'Administration'. The main content area shows transaction details for a check of USD 75.00. Below this, there is a section for 'Images - 1 Check(s), 0 Document(s)' which contains a check image viewer. The check image shows the following details: Entity Name 1, check number 1000007, date April 1, 2007, and 'Pay to the order of Payee Name' for \$ 75.00.

2. In the **Transaction Details** screen, select a check or other payment-related image. The Image Viewer window opens with the selected document displayed.
3. Alternately, you can select one or more transactions in the Transaction History list, and select **View**. The selected transactions will open, and you can utilize the pagination buttons at the bottom of the screen to page through images for each transaction.

Exporting Data and Images

The ability to export filtered search results is available from the following screens in Receivables Online:

- Transaction History
- Capture History
- Entity List
- Remittance Advice List
- Decision History
- Capture Items Requiring Action
- Transactions Requiring Action
- View User

To export your filtered search results to a spreadsheet:

1. Choose the transaction(s) you want to export, and then select **EXPORT**.
2. The **Export** window displays. If both data and images are available, you can select the type of information to export.
3. To export data, select **Data**, and then select **EXPORT**.



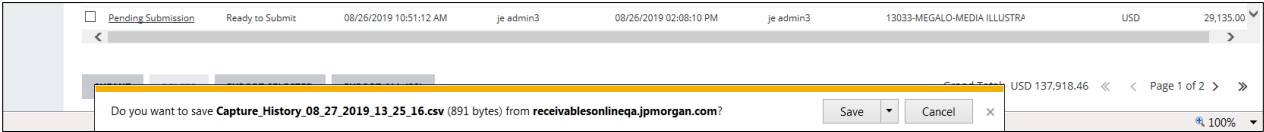
Export Transactions

Data

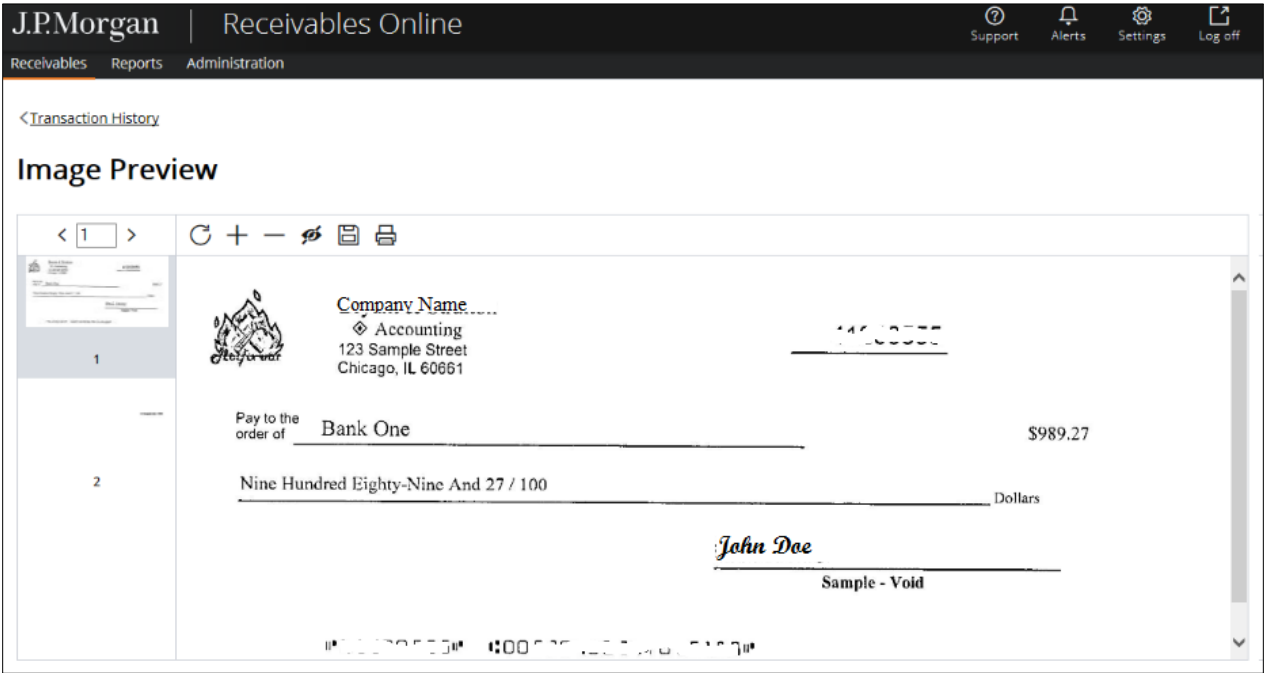
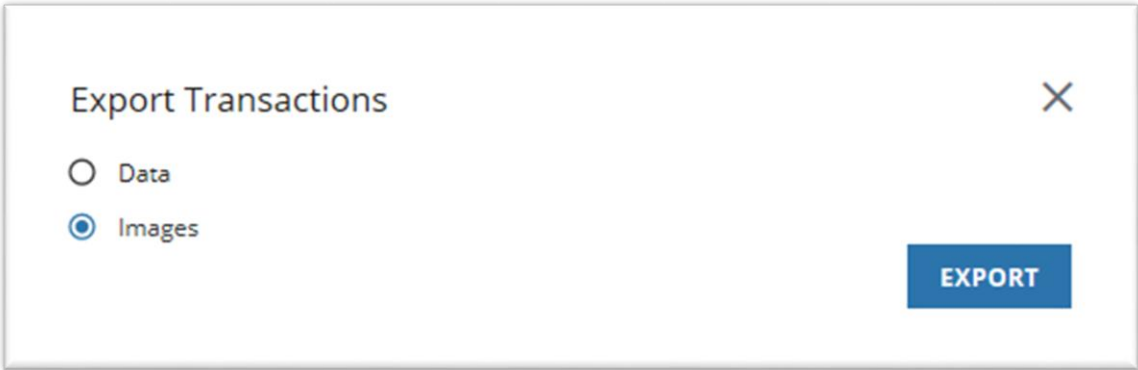
Images

EXPORT

- 4. Your file extract message will display at the bottom of the screen; you can save the file to your PC and/or open the exported CSV file for viewing.



- 5. To export images, select **Images**, and then select **EXPORT**. The Image Viewer displays with the selected document(s). If multiple images are included in a transaction, the first image is displayed. You can page forward or use the thumbnail feature to view additional images.



Settings

Settings – Overview

In addition to your JP Morgan Access™ Settings, there are a few settings available in Receivables Online. The Receivables Online **Settings** icon is accessed from the Receivables Online header, which is available on every Receivables Online screen. Selecting the Settings icon will display the Settings page. Depending on your entitlements, options on the page will allow you to change some of the characteristics of your default user profile and your Alert destination.

Settings

Display and Print

Default Start Page: Transaction History

Time Zone: Central Time

Time Format: 12 Hr

Date Format: YYYY-MM-DD

Currency Format: 100,000.00

Remote Capture

Remote Capture Scanner: EPSON CAPTUREONE - 60/90

Alerts

Alert Destination: Alert Inbox Only

SAVE

- **Display and Print**—you can update how data is displayed in Receivables Online.
- **Remote Capture**—you can update your Remote Capture scanner setting.
- **Alerts**—you can update the destination for receiving Alerts. See the [Alerts](#) section for additional details.

The various profile settings can help you customize the way transactions are presented to best suit the way you perform your daily work. Alerts-related information is only displayed if your company subscribes to the Alert Service.

Display and Print Settings

In Display and Print Settings, you can update how information is displayed on the Receivables Online screens.

- **Start Page**—Set your preferred landing page when you start Receivables Online.
- **Time Zone**—Set your preferred Time Zone. The default is Central Standard Time (CST).
- **Time Format**—Set your preferred Time Format for 12 Hr. or 24 Hr.
- **Date Format**—Set your preferred Date Format. The default is MM/DD/YY.
- **Currency Format**—Set your preferred Currency Format. The default is 999,999.99.

Remote Capture Settings

If you subscribe to the Remote Capture Service, you will have the option to select a scanner. Simply, select your scanner from the dropdown list, and then select **Save**. The scanner you selected will become your default scanner.

Alert Settings

If you subscribe to the Alerts Service, you can update the destination for delivery of your Alerts.

- **Alert Inbox Only**—alerts will be delivered to your Alert Inbox in Receivables Online, but not to your email.
- **Alert Inbox and Email**—alerts will be delivered to both your Receivables Online Alert Inbox and your email address.

Support

The **Support** icon can be found in the upper right corner of the Header in *Receivables Online*.

When you select the Support icon, you will be routed to the Receivables Support page where you can access the *Receivables Online* User Guides and obtain additional support information.

Receivables Support

Product Guides

- [Data Enrichment User Guide](#)
- [Decision Manager User Guide](#)
- [Receivables Online User Guide](#)
- [Remitter Management User Guide](#)
- [Remote Capture Mobile User Guide](#)
- [Remote Capture User Guide](#)

Contact

If you have forgotten your password, you must contact your Security Administrator to have it reset.

For technical support, please contact your local Help Desk Monday - Friday 7a.m. to 7p.m CT.

US Central: 1-888-363-3318
 US Eastern: 1-866-872-3321
 EMEA: +44 (0) 20-7777-5555

Remote Capture Resource Center

Quick Tips

Remote Capture Resource Center
 Please visit our Resource Center for access to Remote Capture user guides, FAQs, scanner purchasing, scanner driver installation, online demos and more.
[Remote Capture Resource Center](#)

Quick Tip Recommendation:
 Upon completion of scanning checks, click on Capture Search to review the status of each check. Users may also use Capture Search results as a Deposit Slip.

Express Password Reset
 Have you ever forgotten your password and needed to call the Help Desk to get it reset? You can save time by setting up your user account for Express Password Reset.

Simply go to **My Settings** in the upper right corner of the screen and click on the link for **View/Maintain Challenge Questions**. Answer a few simple questions and next time you need to reset your password, you can do it yourself online!

For technical support, please contact your local Help Desk. An up to date list of numbers by region can be found on the Login Page.

Message Center

No messages at this time.

To access one of the User Guides, select the link for the user guide you would like to review; a PDF file will open for the selected user guide.

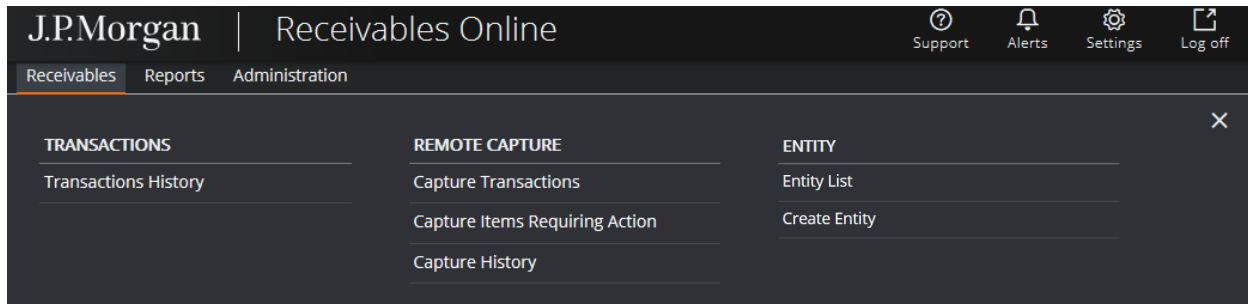
Message Center

When you logon to Receivables Online, any important messages about system outages or updates will be displayed. You can also access these messages from the Message Center on the **Support** screen. The Message Center is used to present a variety of important system messages to users. Messages are presented in chronological order with the most recent message displayed first. An expiration date is set for each displayed message. When that date is reached, the message is automatically removed from the display and deleted from the system.

Receivables Online – Menu Bar

When you log on to Receivables Online you will be taken to the default landing page. This will generally be the Transaction History page, unless you have updated your start page in the Display and Print Settings. The Menu Bar is visible on all Receivables Online pages, so you can easily navigate to any function or feature.

Receivables

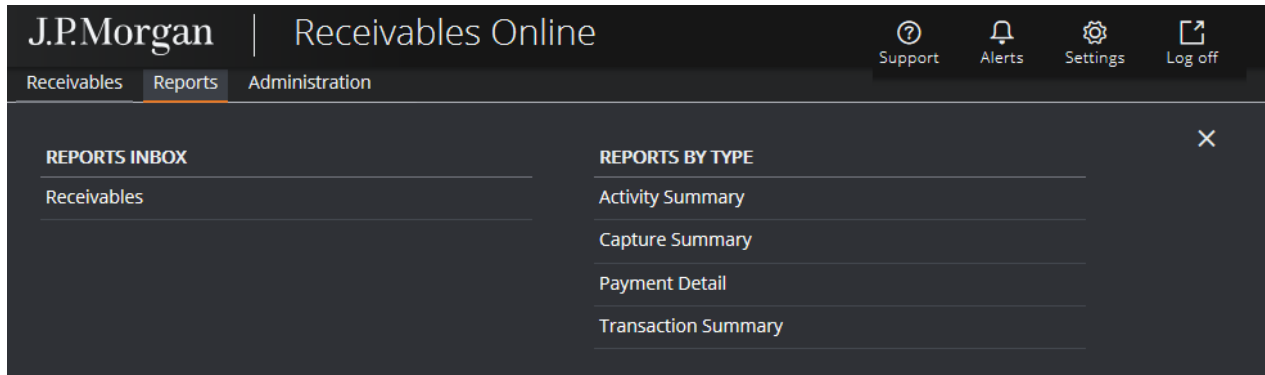


Depending on your entitlements and the services your company subscribes to, you will find one or more of the following options under **Receivables**.

- **Transactions**
 - **Transaction History**—View and filter transaction activity. See the [Transaction History](#) section of this guide for additional details.
 - **Transactions Requiring Action**—Immediately view all transactions in *Enrichment Required* status. This option is available with company-level entitlement to Remittance Association or Supplemental Data Entry service. See the Data Enrichment User Guide for additional details on this feature.
- **Remote Capture**
 - **Capture Transaction**—If your company subscribes to the Remote Capture service, this feature allows entitled users to capture check transactions via desktop scanner for deposit submission. See the Remote Capture User Guide for additional details.
 - **Capture Items Requiring Action**—Immediately view all remote capture transactions that have not yet been submitted for deposit and require additional action. This option is available with company-level entitlement to the Remote Capture service. See the Remote Capture User Guide for additional details on this feature.
 - **Capture History**—If your company subscribes to the Remote Capture service, this feature allows entitled users to view and filter all Remote Capture transaction activity. See the Remote Capture User Guide for additional details.

- **Entity**
 - **Entity List**—If your company subscribes to Entity Management (formerly Remitter Management), Integrated Receivables or Concourse programs, this feature allows entitled users to view information about your company’s Entities. *See the Entity Management User Guide for additional details.*
 - **Create Entity**—If your company subscribes to Entity Management (formerly Remitter Management), Integrated Receivables or Concourse programs, this feature allows entitled users to create a new Entity. *See the Entity Management User Guide for additional details.*
 - **Upload Entities**—If your company subscribes to Entity Management (formerly Remitter Management), Integrated Receivables or Concourse programs, this feature allows entitled users to create a new Entities via an upload template. *See the Entity Management User Guide for additional details.*
- **Remittances**
 - **Remittance Advice List**—If your company subscribes to the Remittance Association or Integrated Receivables services, this option allows entitled user to view available remittance advices. *See the Data Enrichment User Guide for additional details.*
 - **Create Advice**—If your company subscribes to the Remittance Association or Integrated Receivables services, this option allows entitled user to create a new remittance advice. *See the Data Enrichment User Guide for additional details.*
 - **Upload Advices**—If your company subscribes to the Remittance Association or Integrated Receivables services, this option allows entitled user to create new remittance advices via an upload template. *See the Data Enrichment User Guide for additional details.*
- **Decision Manager**
 - **Decision History**—If your company subscribes to the Decision Manager service, this feature allows entitled users to view and filter all suspended transaction decision activity. *See the Decision Manager User Guide for additional details.*
 - **Decisions Requiring Action**—Immediately view all Decision Manager items that require action. This option is available with company-level entitlement to the Decision Manager service. *See the Decision Manager User Guide for additional details.*

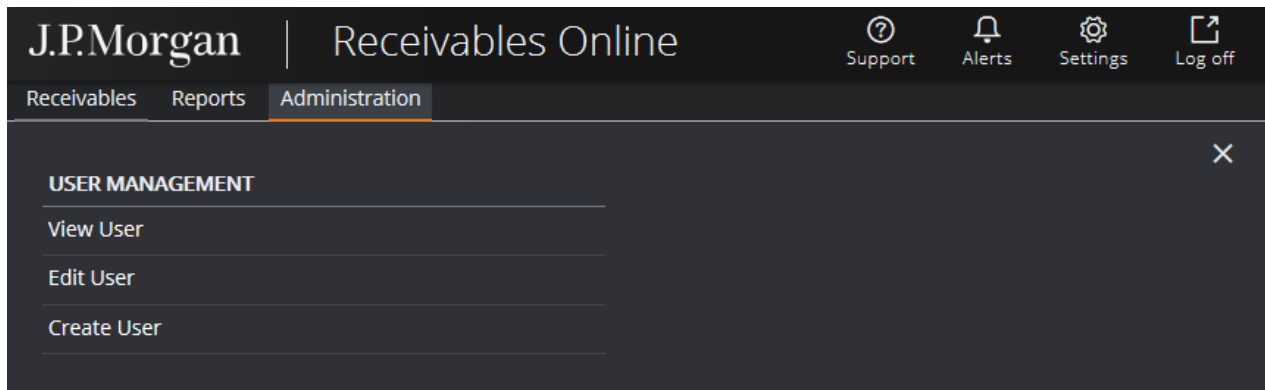
Reports



Depending on your entitlements and the services your company subscribes to, you will find one or more of the following options under **Reports**.

- **Reports by Type**—A list of available reports based on the user’s entitlements. See the [Reports](#) section of this guide for additional details.
 - Activity Summary
 - Capture Summary
 - CSV+ Detail
 - Custom Report
 - Extended Detail
 - Payment Details
 - Return Item Summary
 - Transaction Summary
- **Reports Inbox**—A list of downloadable reports based on the user’s entitlements.
 - Electronic Payment Detail
 - Data Files
 - Data and Image Files
 - Lockbox Deposit Advices
 - Custom Reports

Administration



Depending on your entitlements and the services your company subscribes to, you will find one or more of the following options under **Administration**. (See the [Administration](#) section of this guide for additional details.)

- **View User**—Allows Security Administrators to view user entitlements.
- **Edit User**—Allows Security Administrators to edit user entitlements for Receivables Online users.
- **Create User**—Allows Security Administrators to create user entitlements for new Receivables Online users.

Action Items

Action items are quick links displayed on the Receivables Menu Bar that allow you to directly navigate to filtered results screens where you can perform immediate tasks on specific transactions. The action item links may include:

- **Capture Items Requiring Action**—Allows users to immediately view all remote capture transactions that have not yet been submitted for deposit and require additional action. This option is available with company-level entitlement to the Remote Capture service. See the Remote Capture User Guide for additional details on this feature.
- **Transactions Requiring Action** (formerly Enrichment Required)—Allows users to immediately view all transactions that are in Enrichment Required status. This option is available with company-level entitlement to Remittance Association or Supplemental Data Entry service. See the Data Enrichment User Guide for additional details on this feature.
- **Transactions Assigned To Me**—Allows users to navigate directly to transaction payment results if certain payments have been assigned to them. Assignment of work requires Workflow Update entitlement at the user level, but any user can access the work that is assigned to them using the Action Item.

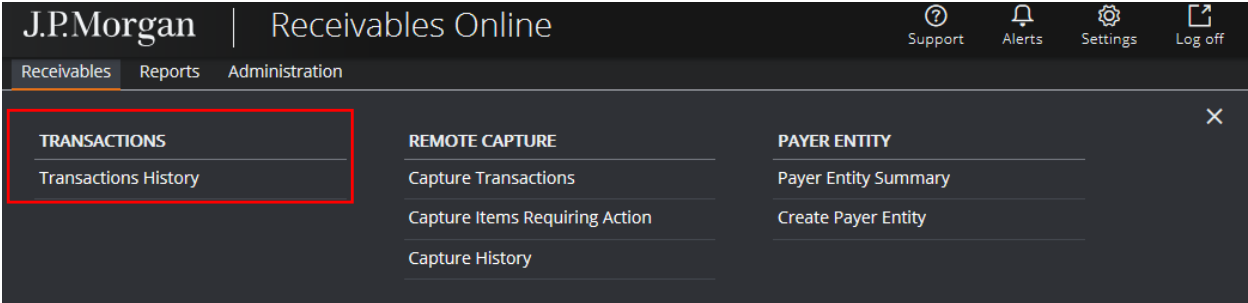
- **Entities Requiring Activation**—Allows users to immediately view all Payer Entities with a status of *New*. This link is available with company-level entitlement to Entity Management service.
- **Decisions Requiring Action**—Allows users to immediately view all Decision Manager items that require action. This option is available with company-level entitlement to the Decision Manager service. *See the Decision Manager User Guide for additional details.*

Transaction History

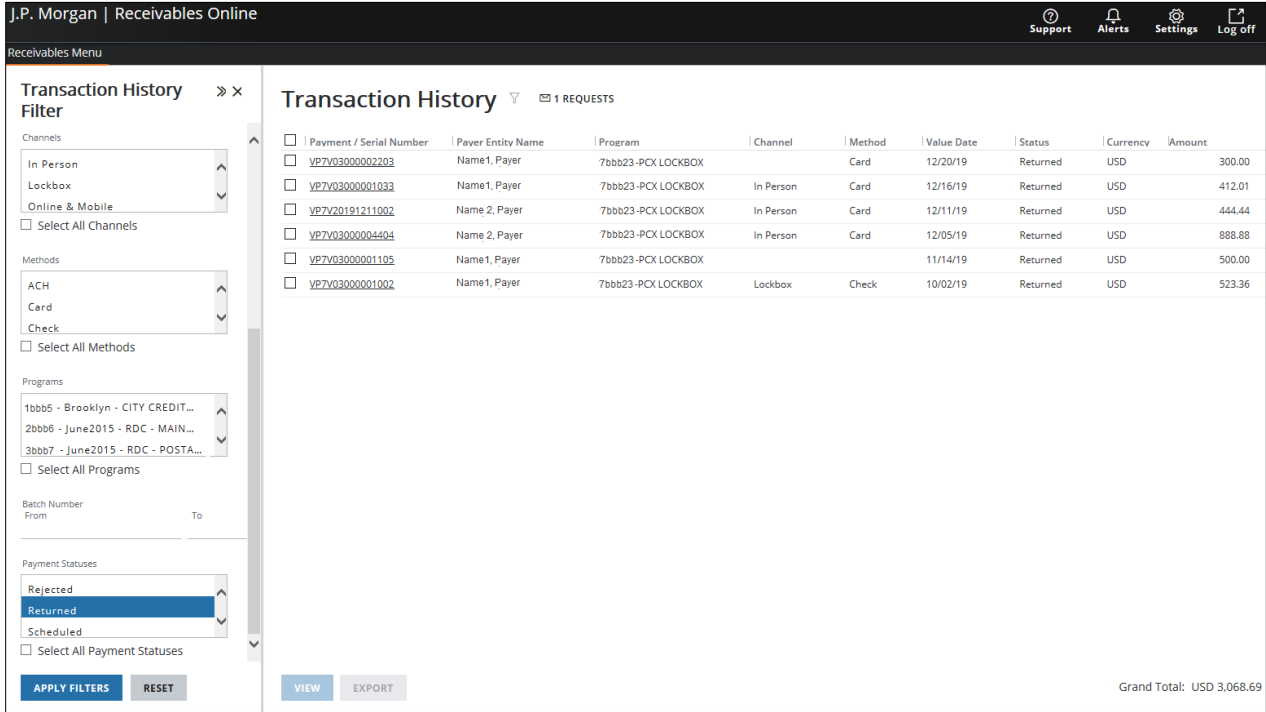
Transaction screens are the starting point for creating queries to access and display transactions for your entitled Programs based on a wide variety of criteria. Depending on your company-level and user-level entitlements, you can access one or more of the following screens:

- Transaction History
- Transactions Requiring Action

To access Receivables Online transactions, select **Transaction History** from the **Transactions** section of the **Receivables** menu.



The system will automatically display all of your transactions for the current day for the Programs to which you are entitled.



You can further refine or change your search by using the various criteria available in the **Filter** panel.

Transaction History Filter

Choose your filter criteria from the **Filter** panel on the Transaction History screen, and then select **Apply** to execute your search. **Note:** If the filter panel has been closed, select the filter icon to reopen the panel. Basic filter criteria include:

- **Value Date**—Two fields used to define the beginning (From) and ending (To) criteria for a range of dates from the earliest date to the latest (up to a 90-day range). All transactions with Value Dates in the defined range are returned. To select a single Value Date for your search, select the desired date in the **From** and **To** fields using the date picker. Only the transactions that match that Value Date are returned. Value Date is the banking day on which the payment was deposited to your account. In addition to selecting a single date or date range in the Value Date fields you may limit your query by using the various preselected date options, including **Current Day, Previous Day, Previous Week, Previous Month, Last 3 Months**.
- **Payment/Serial Number** – A numeric entry up to 20 characters is used to identify and search for a transaction to display based on its check or payment number. A wildcard search using the asterisk (*) in place of unknown characters may be used at this field.
- **Amount** – Two fields used to define the least amount (From) and greatest amount (To) criteria for a range of payment amounts in the **##.##** format. All transactions with amounts in the defined range are returned. To enter a single payment amount for your search, enter the desired amount in the **From and To** fields. Only the transactions that match that payment amount are returned.
- **Entity Name** – A specific payment Entity name can be entered in this field to further narrow your search. The entry is not case-sensitive. To perform a wild card search for one or more Entity names that contain the same series of characters, enter an asterisk (*) followed by a few common characters. For example, the search string, **Plumbing* would return entries such as ABC Plumbing Supply Co., Smith’s Plumbing Contractors, XYZ Plumbing Co., and so on.
- **Channels** – A value to identify the source of the payment. Select one or more of the following Channels: Admin, Electronic Deposit, In Person, Lockbox, Online & Mobile, Remote Capture Desktop, Remote Capture Mobile, or Voice. Use **Select All Channels** to select all payment channels.

- Methods of Payment**—A value to identify the method of payment. Select one or more of the following Methods of Payment: ACH, Apple Pay, Check, Credit Card, Google Pay, Pay Pal, Misc, Pinless Debit Card, Signature Debit Card or Wire. Use **Select All Methods of Payment** to select all payment methods.
- Programs**—The Programs listed are those to which your Customer Security Administrator has granted you access. Select one or more of the Programs. Use **Select All Programs** to select all of your programs.
- Batch Number**—Two fields used to define a range of batch numbers from the lowest (From) to the highest (To) numeric batch results you want to display. All transactions with batch numbers in the defined range are returned. To enter a single batch number for your search, enter it in the **From** and **To** fields. Only the transactions that match that batch number are returned.
- Payment Statuses**—Select one or more of the following Payment Statuses: *Cancelled, Deposited, In Process, Processing Cancellation, Processing Refund, Re-presented, Refunded, Rejected, Returned, Scheduled*. Use **Select All Payment Statuses** to select all statuses.

The more filter criteria you populate, the more narrowly defined your search will be. The drop-down and multi-select options include specific values you can select to further limit the number of results returned.

A successful query returns results in the **Transaction History** list.

Payment / Serial Number	Payer Entity Name	Program	Channel	Method of Payment	Value Date	Status	Currency	Amount
0176		33233-RDC LOCKBOX2 - NO REF ITEMS	Remote Capture Desktop	Check	12/31/19	Deposited	USD	10.00
05579		33233-RDC LOCKBOX2 - NO REF ITEMS	Remote Capture Desktop	Check	12/31/19	Deposited	USD	300.00
31381		33133-RDC LOCKBOX1 - GROUPS	Remote Capture Desktop	Check	12/31/19	Deposited	USD	.05
31381		33233-RDC LOCKBOX2 - NO REF ITEMS	Remote Capture Desktop	Check	12/31/19	Deposited	USD	.05

Grand Total: USD 310.10

Important

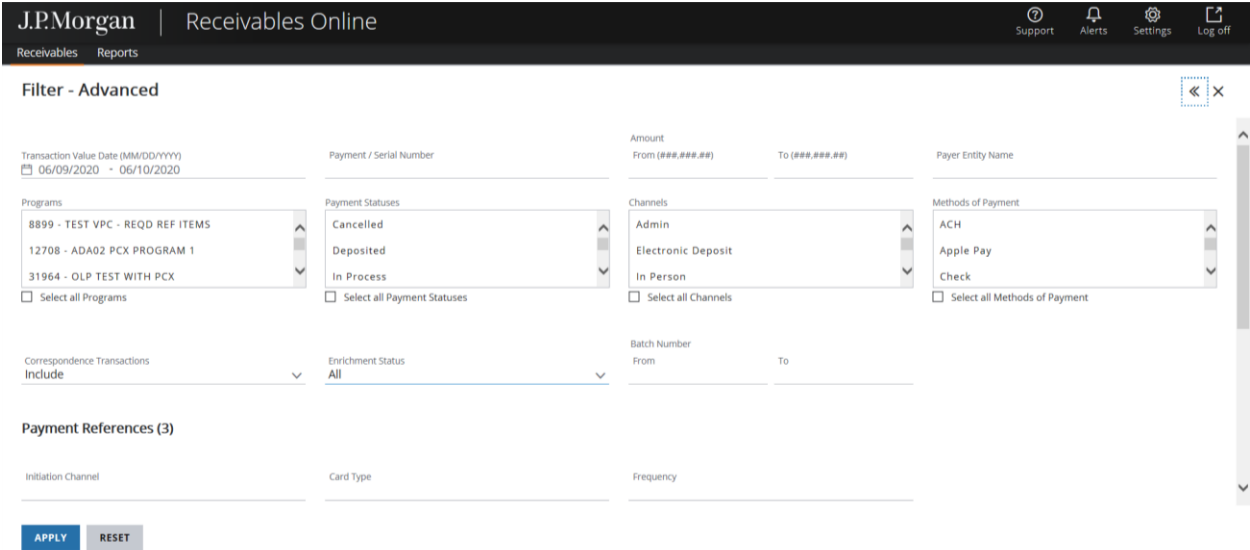
You must enter filter criteria in at least one field to activate the Apply filters button and complete a successful database query.

When no results are found to match your search criteria, an unsuccessful search displays the message “No Transactions found. Please refine your filter criteria.”

Finally, the number of search results returned cannot exceed the system limit. If the number of items exceeds the limit, the maximum number of results are returned with a notification that you have exceeded the maximum results limit.

Advanced Transaction History Filter

Selecting the expand arrow [>>] opens the Advanced Filter, which provides the ability to search on your additional Payment and Invoice Reference fields, if needed.



Payment References

Payment References are optional payment level search criteria that can be configured to accommodate unique business processes and other customer or industry-specific requirements. They are only displayed if your company has subscribed to the specific field(s).

Invoice (Remittance) References

Invoice (Remittance) References are optional remittance level search criteria that can be configured to accommodate unique business processes and other customer or industry-specific requirements. They are only displayed if your company has subscribed to the specific field(s).

Archived Transaction Retrieval

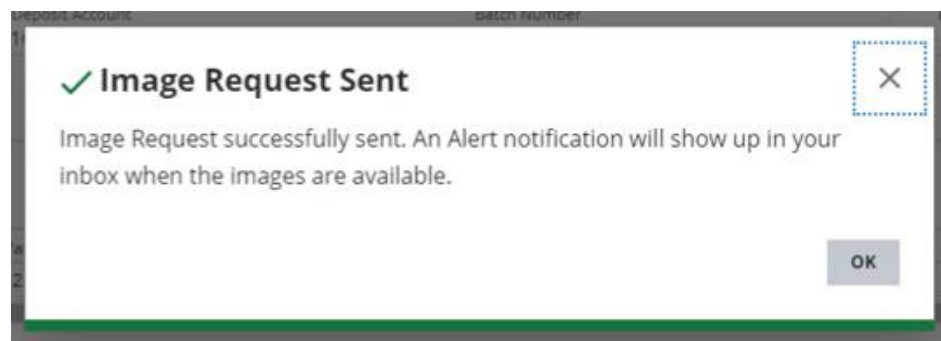
If your company subscribes to the Long-Term Archive service, you may be able to search for archived transactions from the Transaction History screen. If your entered search criteria includes transactions that are older than 180 days and have images, the images will be archived from immediate view. If you select a transaction with archived images, the transaction will display a message on the Transaction Details page indicating the Transaction has been archived.

Images - 1 Check(s), 4 Document(s)

① Images for this transaction have been archived and can take time to retrieve. To retrieve images, click "Get Images" below and when the images are available you will receive an alert notification with a link to your images.

GET IMAGES

Select **Get Images** to submit a request to retrieve the transaction's images from the archive.



Then select **OK** in the Confirmation pop-up window that displays.

Once the image has been retrieved from the archive, you will receive an Alert in your Alert inbox.

Unarchived images are available for viewing on the Transaction Details screen for 48 hours after their retrieval.

Transaction History List

Once you have executed a successful search from the **Transaction History Filter**, your search results will be displayed in the **Transaction History** viewing panel, sorted with your most recent transactions displayed first.

The screenshot shows the 'Receivables Online' interface. On the left is a 'Filter' panel with sections for 'Transaction Value Date (MM/DD/YYYY)' (06/09/2020 - 06/10/2020), 'Payment / Serial Number', 'Amount' (From (###,###.##) To (###,###.##)), 'Payer Entity Name', 'Programs' (with a dropdown menu showing options like '8899 - TEST VPC - REQD REF ITE...', '12708 - ADA02 PCX PROGRAM 1', and '31964 - OLP TEST WITH PCX'), and 'Payment Statuses'. At the bottom of the filter panel are 'APPLY' and 'RESET' buttons. The main area is titled 'Transaction History' and contains a table with the following columns: 'Payment / Serial Number', 'Payer Entity Name', 'Program', 'Channel', and 'Method of Payment'. The table lists several transactions, with rows 6, 7, and 8 highlighted in blue. Row 6 has a checked checkbox. Below the table are 'VIEW (2)' and 'EXPORT (2)' buttons. A 'Grand Total: Multiple Currencies' is displayed at the bottom right.

Payment / Serial Number	Payer Entity Name	Program	Channel	Method of Payment
<input type="checkbox"/> 1401	SUMPTST	333999106 - RO_GLOBAL_LVB_SUMANTH	Lockbox	Check
<input type="checkbox"/> 6935258	EXT EPOSWIRE 2	3339991 - RO_ELECTRONIC_SUMANTH	Electronic Deposit	Wire
<input type="checkbox"/> 6935358	EXT EPOSWIRE 3	3339991 - RO_ELECTRONIC_SUMANTH	Electronic Deposit	Wire
<input type="checkbox"/> 6935458	EXT EPOSWIRE 4	3339991 - RO_ELECTRONIC_SUMANTH	Electronic Deposit	Wire
<input type="checkbox"/> 6935558	EXT EPOSWIRE 5	3339991 - RO_ELECTRONIC_SUMANTH	Electronic Deposit	Wire
<input checked="" type="checkbox"/> 6935658	EXT EPOSWIRE 6	3339991 - RO_ELECTRONIC_SUMANTH	Electronic Deposit	Wire
<input checked="" type="checkbox"/> 6935758	EXT EPOSWIRE 7	3339991 - RO_ELECTRONIC_SUMANTH	Electronic Deposit	Wire
<input type="checkbox"/> 6935858	EXT EPOSWIRE 8	3339991 - RO_ELECTRONIC_SUMANTH	Electronic Deposit	Wire

Each row in the display includes a selection checkbox. You can mark one or more checkboxes to select multiple transactions for subsequent action on that subset. You will see a transaction count increment on the Action buttons as you select transactions. To select all transactions from your search, select the checkbox in the header row of the transaction list.

Select **View** to view **Transaction Details** for the selected transactions.

Select **Export** to export transaction data or images (if available) for the selected transactions. *See the [Exporting Data and Images](#) section for additional details.*

You may also select the transaction hyperlink in the **Payment/Serial Number** column to view the **Transaction Details** for a single transaction.

Column Headings

The following columns are displayed on the **Transaction History** list view.

Selection Checkbox – the first column in the list section of the screen includes checkboxes at each transaction. When marked, items can be viewed, noted as exceptions, and/or assigned to an available user. You may select items across multiple pages. There is also a checkbox at the head of the column. When marked, all transactions in your search results are automatically selected for one or more actions. **Note:** The ability to mark items as exceptions and assign items to users requires the appropriate entitlement, which is assigned by your Customer Security Administrator.

Payment/Serial Number—The numeric ID of a check or other form of payment. Entries in this key column are hyperlinks to the payment details for each transaction.

Entity Name—The name of the payment originator, if captured

Program—The Program to which remittances are directed

Channel—The originating source of the transaction

Method of Payment—The method of payment for the transaction

Value Date—The Value Date of the transaction

Status—The status of a payment (*Cancelled, Deposited, In Process, Refunded, Rejected, Returned, Re-presented, Scheduled*)

Currency—The currency of a payment

Amount—The amount of the payment

Enrichment Status—If your company subscribes to the Supplemental Data Entry, Remittance Association or Invoice Matching services, you will see the enrichment status (*Enrichment Required; Enrichment Complete*) displayed.

Action Buttons

View—Allows you to view the payment details for all check-marked transactions at one time in the **Transaction Details** screen.

Export—Allows you to download the transaction results for all check-marked transactions to a spreadsheet. Optionally, you can save the spreadsheet file to your computer's file system. You can also download images (if available).

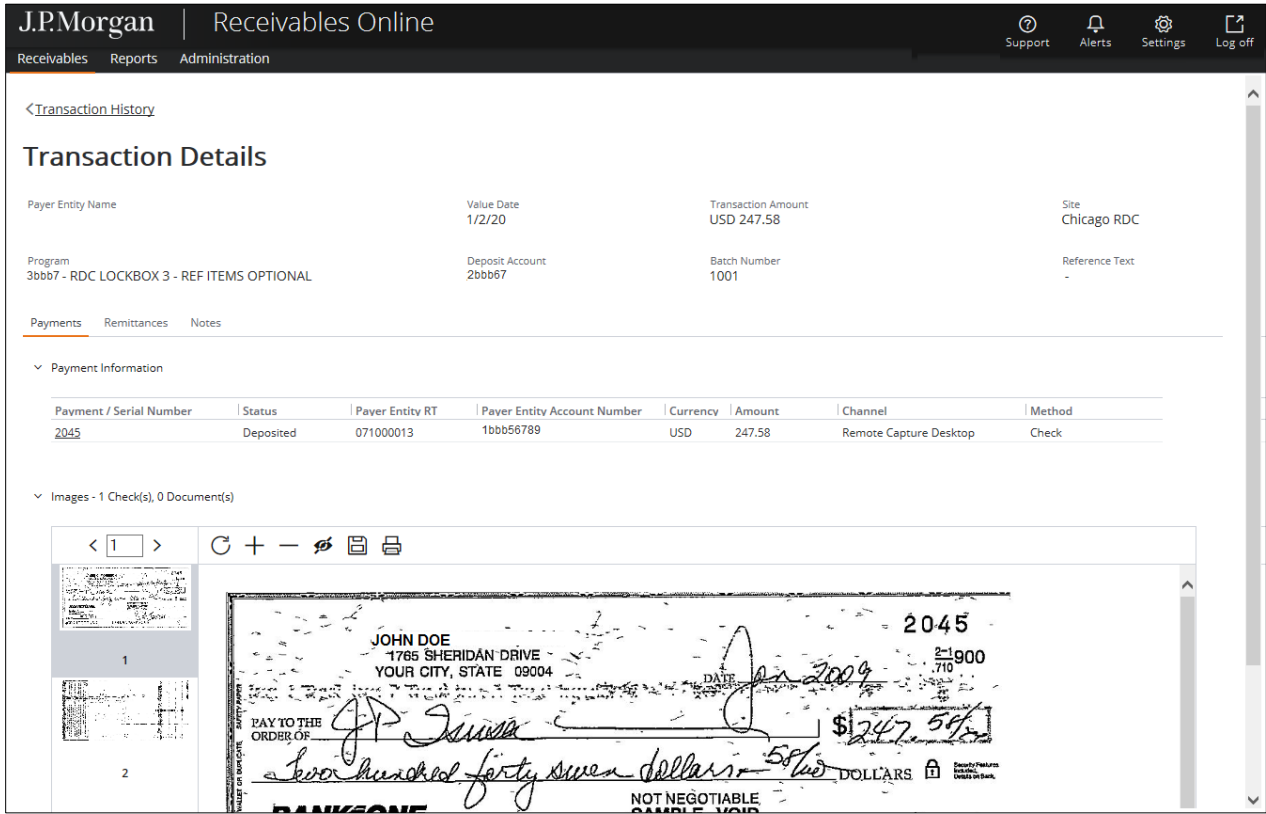
Transaction Details

Transaction Details – Overview

The **Transaction Details** screen is immediately displayed after you select an item from the Transaction History screen that lists multiple transaction results following a search.

Screen Layout

The **Transaction Details** screen displays "read-only" transaction information. The details include: Entity Name, Value Date, Transaction Amount, Site, Program, Deposit Account, Batch Number, and Reference Text.



Additional Payment Information is displayed in the following sections depending on the status of the transaction and your customer-level and user-level entitlements.

Payments

- **Payment Details**–The following fields are displayed for each payment included in the transaction: Payment/Serial Number, Status, Entity RT, Entity Account Number, Currency, Amount, Channel and Method of Payment.

- Payment References**—The payment reference fields displayed in this section are defined by each customer and are based on a company’s operational and business requirements. If your company has optional payment reference fields defined, they are displayed in Payment References.
- Return Details**—The return details will be displayed only if a return was received and matched to the original transaction. The following fields are displayed: Payment/Serial Number, Currency, Amount, Disposition, Return Reason, Return Date and Return Sub-Account. If available, the Bulk Return Reference and Return Details will also be displayed.

Remittances

The screenshot shows the 'Transaction Details' page in J.P.Morgan Receivables Online. The page includes a navigation bar with 'Support', 'Alerts', 'Settings', and 'Log off'. Below the navigation bar, there are tabs for 'Payments', 'Remittances', and 'Notes'. The 'Remittances' tab is active. The page displays a table of remittance information with the following data:

INVOICE NUMBER	INVOICE AMOUNT	STUB AMT 1	CHECK DIGIT	DOCUMENT TYPE	USER FIELD 2	USER FIELD 3	CUSTOMER NUMBER
853311	46.22						CUST008

- Remittance Information**—The invoice reference fields displayed in this section are defined by each customer and are based on a company’s operational and business requirements. If your company has optional invoice reference fields defined, they are displayed here. Reference Information provides the payment details needed for cash application, exception management, and customer servicing. The fields include those captured from remittance documents during check processing or those included with electronic payments. Multiple lines of reference data may be presented for each transaction.
- Unassociated Advices**—Unassociated Remittance Advices will display for customers that utilize the Remittance Association or Invoice Matching services. Payments that are not automatically matched can be manually matched to a remittance advice. Unassociated remittances are displayed in this section as defined by each customer and are based on a company’s operational and business requirements. If your company has unassociated remittances option defined, they are displayed here.

- **Open Invoices**—Open Invoices will display for customers that utilize the Invoice Matching services. Payments that are not automatically matched can be manually matched to open invoices. Criteria to search for open invoices are displayed in this section as defined by each customer and are based on a company’s operational and business requirements.
- **Notes**—When you select the Notes tab you may be allowed to add or change entries depending on the entitlements granted by your Security Administrator (SA). Editing is an entitlement that is assigned by the SA. Only entitled users have access to add or edit capabilities. Without this entitlement, you will only be able to view any Notes that have been added to the transaction,

The screenshot displays the J.P.Morgan Receivables Online interface. At the top, there is a navigation bar with the J.P.Morgan logo, the text 'Receivables Online', and utility icons for Support, Alerts, Settings, and Log off. Below this is a secondary navigation bar with 'Receivables', 'Reports', and 'Administration' tabs. The main content area starts with a '< Transaction History' link. The 'Transaction Details' section is divided into a grid of key-value pairs: Payer Entity Name (ABCD CORPORATION), Value Date (12/27/19), Transaction Amount (USD 75.00), and Site (Chicago). Below this, another row shows Program (3bbb7 - Program 1), Group (GROUP 3 - CHECK ONLY), Deposit Account (2bbb67891), and Batch Number (41). A 'Reference Text' field is empty. At the bottom of the details, there are tabs for 'Payments', 'Remittances', and 'Notes', with 'Notes' being the active tab. The 'Add Note' section features a large text input area with a character count of '0 / 2000' and an 'ADD' button. Below this, the 'Transaction Notes' section shows a timestamped note: '12/31/19 11:23 AM by Sandra Billingshurst' followed by the text 'Sample transaction note.' and buttons for 'EDIT NOTE' and 'DELETE'.

You must have Update entitlement to perform the following Notes-related tasks:

Add a Note

1. Select the **Notes** tab.
2. Select the textbox to position the cursor for text entry and type your note text.
3. Select **ADD**. The **Note** text, **Date Entered** (current date) and **Entered By** (your full user name) information is now displayed.

Edit a Note

1. Select the **Notes** tab.
2. Provided there is at least one existing note to edit, select **EDIT** to enable Edit mode. You may only edit the notes you created.
3. Change the existing Note text in the Edit Note textbox.
4. Select **Save** to save your changes.

Delete a Note

You may also delete existing **Note** text, provided that the text was entered by you.

1. Select **EDIT**. The Save, Cancel, and Delete buttons are displayed.
2. Select **DELETE**. The Note text is deleted from the screen.

You may cancel an editing session at any time by selecting **Cancel**. None of your edits will be saved.

Images—For Programs that capture images, check and/or remittance document images are displayed. Images are not included with electronic payments. *See the [Image Viewer](#) section for additional details.*

Transactions Requiring Action

The Transactions Requiring Action menu option will take you to the Transaction History screen with a pre-filtered list of transactions that require enrichment.

This menu option is available to customers that utilize the Supplemental Data Entry, Remittance Association and/or Invoice Matching data enrichment services. *See the [Data Enrichment User Guide](#) for additional details on transaction enrichment services.*

Returns

Returns – Overview

Return information can be accessed in two ways through *Receivables Online*.

- **Reassociated Returns** that are linked to their original transaction can be viewed through **Transaction History**. Using the Transaction History filter, you can search for a transaction(s) with a Payment Status of *Returned*. The resulting transaction(s) listed will contain a **Return Details** section on the **Transaction Details** screens that will provide detailed information about the return.
- **Unassociated Returns** that are not linked to their original transaction can be viewed on the **Return Item Summary** report. This report includes both Reassociated and Unassociated returns, depending on the report selection criteria entered.

Transaction History – Reassociated Returns Search

To search for Returns, select a Payment Status of *Returned* in your filter criteria on the **Transaction History** filter along with your Current Day, Previous Day or Date Range criteria. This broad scope search will return all of the transactions that have a reassociated return for the Value Date range selected.

The screenshot shows the 'Transaction History' interface in Receivables Online. On the left is a filter sidebar with sections for Channels, Methods, Programs, Batch Number, and Payment Statuses. The 'Payment Statuses' dropdown is set to 'Returned'. The main area displays a table of transaction results with columns for Payment / Serial Number, Payer Entity Name, Program, Channel, Method, Value Date, Status, Currency, and Amount. A 'Grand Total' of USD 3,068.69 is shown at the bottom right.

Payment / Serial Number	Payer Entity Name	Program	Channel	Method	Value Date	Status	Currency	Amount
<input type="checkbox"/> VP7V03000002203	Name1, Payer	7bbb23-PCX LOCKBOX		Card	12/20/19	Returned	USD	300.00
<input type="checkbox"/> VP7V03000001033	Name1, Payer	7bbb23-PCX LOCKBOX	In Person	Card	12/16/19	Returned	USD	412.01
<input type="checkbox"/> VP7V20191211002	Name 2, Payer	7bbb23-PCX LOCKBOX	In Person	Card	12/11/19	Returned	USD	444.44
<input type="checkbox"/> VP7V03000004404	Name 2, Payer	7bbb23-PCX LOCKBOX	In Person	Card	12/05/19	Returned	USD	888.88
<input type="checkbox"/> VP7V03000001105	Name1, Payer	7bbb23-PCX LOCKBOX			11/14/19	Returned	USD	500.00
<input type="checkbox"/> VP7V03000001002	Name1, Payer	7bbb23-PCX LOCKBOX	Lockbox	Check	10/02/19	Returned	USD	523.36

Important

When no results are found to match your search criteria, an unsuccessful search displays the message “No Transactions found. Please refine your filter criteria.”

In addition, the number of search results returned cannot exceed the system limit. If the number of items exceeds the limit, the maximum number of results is returned and displays a notification that you have exceeded the maximum results limit.

To view the Return Details, select the Payment/Serial Number link to display the Transaction Details. Go to the Return Details tab to view the return-related information.

J.P. Morgan | Receivables Online

Support Alerts Settings Log off

Receivables Menu

< Transaction History

Transaction Details

Payer Entity Name: NAME 1, PAYER | Value Date: 11/14/19 | Transaction Amount: USD 1,500.00 | Site: PCX

Program: 7bbb23 - PCX LOCKBOX | Deposit Account: 8bbb34567 | Batch Number: 525 | Reference Text: -

Payments Invoices Notes

Payment Information

Payment Details Payment References Return Details

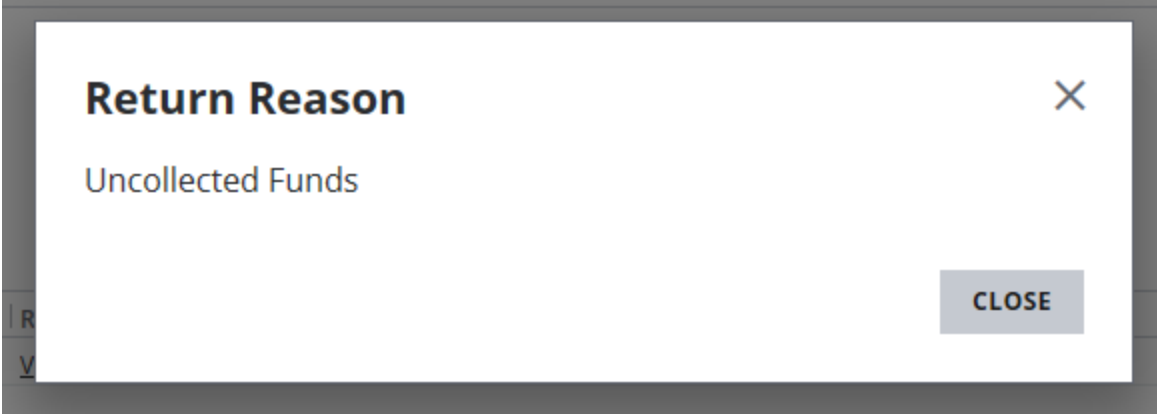
Payment / Serial Number	Currency	Amount	Disposition	Return Reason	Return Date	Return Sub Account	Bulk Return Ref	Return Details
VP7V03000001105	USD	6.98	Refund	View Details	11/14/19	7bbb23	No Details	No Details

Images - 0 Check(s), 0 Document(s)

No images available.

The following return-level information will be provided in the **Return Details**.

- **Payment/Serial Number**—The numeric ID of the original transaction
- **Currency**—The currency of the return
- **Amount**—The amount of the return
- **Disposition**—This indicates the type of return (Return, Redeposit, RCK, Returned ACH RCK, Returned ACH, Refund, DDRTNS, Returned Wire, and Mandate).
- **Return Reason**—Select the **View Details** link to display view the return reason. Select **Close** to return to the Return Details.

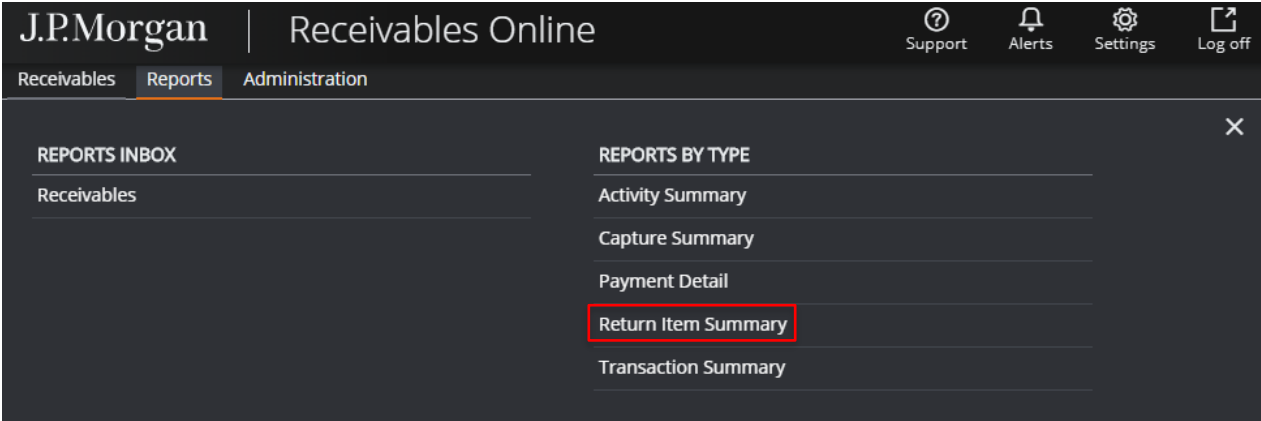


- **Return Date**—The date the return was processed or the Value Date.
- **Return Sub Account**—The Deposit DDA for the return
- **Bulk Return Reference**—An additional reference that ties to the bulk return credit on your DDA, if the particular return was part of a bulk-return posting. This data may be blank if there is no bulk reference for the return.
- **Return Details**—Additional return details that may accompany the return transaction. This data may be blank if no additional return details were provided with the return.

Return Item Summary Report

This report provides detailed return-related information for both Reassociated (returns linked to their original transaction) and Unassociated (returns not linked to their original transaction) returns. The report summarizes return item totals for customers who want to better understand the impact of returns on cash flow and accounts receivable. It allows you to identify trends at a client level. You can view return items and totals by Disposition Indicator and/or by Return Reason for a single date or for a specified range of one to 31 Return Dates.

Select **Return Item Summary Report** from the **Reports by Type** menu.



This report selection criteria screen will be displayed.

The screenshot shows the 'Return Item Summary' report selection criteria screen. At the top, there is a navigation bar with 'J.P.Morgan | Receivables Online' and utility icons for Support, Alerts, Settings, and Log off. Below the navigation bar, there are tabs for 'Receivables', 'Reports', and 'Administration'. The main heading is 'Return Item Summary'. The form includes several search criteria: 'Return Date*' with 'Start Date - End Date' and a calendar icon; 'Return SubAccount:' with a dropdown menu set to 'ALL'; 'Deposit DDA:' with a dropdown menu set to 'ALL'; 'Disposition Indicator:' with a dropdown menu set to 'ALL'; and 'Reassociated Items:' with a dropdown menu set to 'Include'. A blue 'RUN' button is located at the bottom left of the form.

Enter your search criteria and select **Run** to execute the report.

- **Return Date**—From/To fields with a pop-up calendar
- **Return Sub-Account**—Select an account from the drop-down list, or select “All” to request returns for all programs to which you are entitled.
- **Deposit DDA**—Select an account from the drop-down list, or select “All” to request returns for all programs to which you are entitled.
- **Disposition Indicator**—Select a value from the drop-down list, or select **All**. The following disposition indicators are available: Return, Redeposit, RCK, Returned ACH RCK, Returned ACH, Refund, DDRTNS, Returned Wire, and Mandate.
- **Reassociated Items**—Select a value from the drop-down list to either Include or Exclude reassociated returns, or Search Reassociated Returns Only.

Select **RUN** to execute the report.

The screenshot shows the 'Return Item Summary' report results. At the top, there is a navigation bar with 'J.P. Morgan | Receivables Online' and utility icons for Support, Alerts, Settings, and Log off. Below the navigation bar, there are tabs for 'Receivables', 'Reports', and 'Administration'. The main heading is 'Return Item Summary'. Below the heading, there is a table with the following columns: Return Date, Program Name, Deposit DDA, Payment/Serial Number, Currency, Amount, Return Disposition, Return SubAccount, Return Reason, Payer Entity RT, and Payer DDA. The data is grouped by Return Date, showing four entries for 12/05/19, 12/11/19, 12/16/19, and 12/20/19. At the bottom left, there is a blue 'EXPORT' button. At the bottom right, there is a summary: 'Item Total: 4 Grand Total: USD 28.74 << < Page 1 of 1 > >>'. The table data is as follows:

Return Date	Program Name	Deposit DDA	Payment/Serial Number	Currency	Amount	Return Disposition	Return SubAccount	Return Reason	Payer Entity RT	Payer DDA
12/05/19	7bbb23 - PCX LOCKBOX -PCX - 100	8bbb345678	3398	USD	7.99	Refund	7bbb23	Corporate Customer Advises Not Authorized	021000021	7bbb23
12/11/19	7bbb23 - PCX LOCKBOX -PCX - 100	8bbb345678	3398	USD	7.99	Refund	7bbb23	Uncollected Funds	021000021	7bbb23
12/16/19	7bbb23 - PCX LOCKBOX -PCX - 100	8bbb345678	3398	USD	9.98	Refund	7bbb23	No Account/Unable to Locate	021000021	7bbb23
12/20/19	7bbb23 - PCX LOCKBOX -PCX - 100	8bbb345678	7398	USD	2.78	Refund	7bbb23	Customer Advises Not Authorized	021000021	7bbb23

The following information is displayed for each return item. The report also provides Total Amounts by Return Date. A Grand Total Item Count and Amount (by Currency if there are multiple) are provided on the bottom of the report. Select the Export button to export the report in CSV (spreadsheet) format.

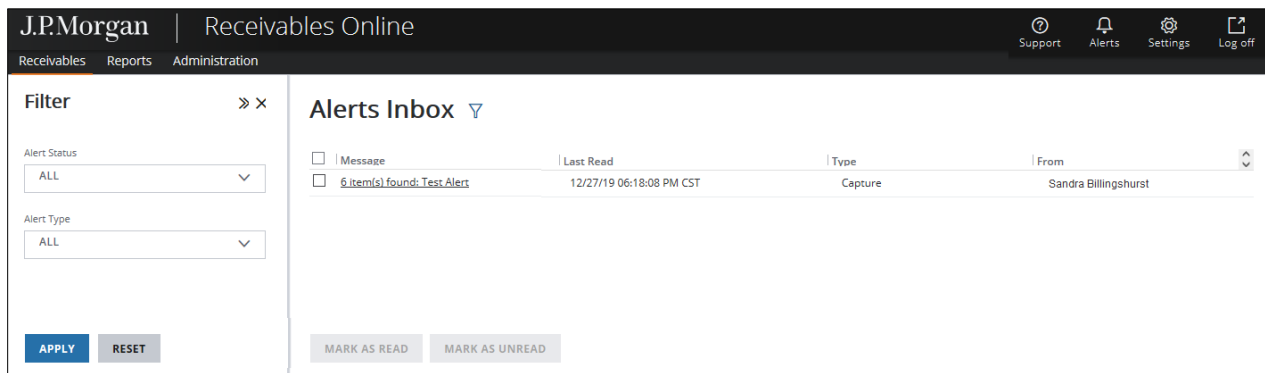
- **Return Date**—From/To fields with a pop-up calendar
- **Program Name**—The name of the Program for the return transaction
- **Deposit DDA**—Select an account from the drop-down list, or select **All** to request returns for all programs to which you are entitled.
- **Payment/Serial Number**—The numeric ID of the original transaction, if the return is reassociated
- **Currency**—The currency of the return
- **Amount**—The amount of the return
- **Return Disposition**—One of the following disposition indicators will be displayed: Return, Redeposit, RCK, Returned ACH RCK, Returned ACH, Refund, DDRTNS, Returned Wire, Mandate.
- **Return Sub-Account**—Select an account from the drop-down list, or select “All” to request returns for all programs to which you are entitled.
- **Return Reason**—A description of the reason for the return
- **Entity RT**—The routing number of the entity
- **Entity DDA**—The DDA of the entity
- **Bulk Return Reference**—An additional reference that ties to the bulk return credit on your DDA, if the particular return was part of a bulk return posting. This data may be blank if there is no bulk reference for the return.
- **Return Details**—Additional return details that may accompany the return transaction. This data may be blank if no additional return details were provided with the return.

Alerts

Provided you have the Alert service entitlements, the **Alert Inbox** is accessible from the **Alerts** icon in the Receivables Online header. Alert notifications are sent to your **Alert Inbox** and/or email address and may include payment notification, capture notification, return notification, decision notification, and remittance notification alert messages. The types of alert notifications you receive depends on the Alert Services to which your company subscribes and your entitlement permissions, which are managed by your Security Administrator (SA). Alert messages are retained in your Alert Inbox for 14 days.

Alert Inbox–Overview

When you open the Alert Inbox by selecting the **Alerts** icon on the Receivables Online header, all alert messages are displayed by default. You may use the Alert Filter panel to select specific alert messages. Filtering is optional, but can be useful when you have a large number of **Alert Messages** to review. There are two levels of filtering, **Alert Status** and **Alert Type**.

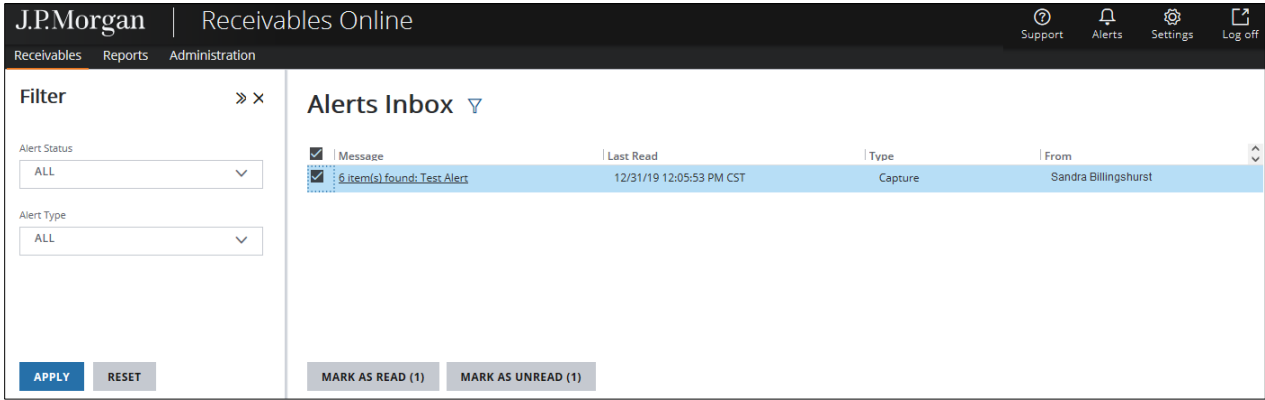


Filter Alert Messages

In the **Alert Status** field, select **Read** to view only alert messages that have been previously opened. Select **APPLY**. Now check the alert messages listed in the alert message list panel of the **Alert Inbox**. Only previously opened alert messages are displayed.

In the same manner, you can select **Unread** in the **Alert Status** field to view only new alert messages that have never been opened. When you select **APPLY** only new alert messages are displayed. Also note that the **Last Read** column entry for each new message is blank.

When you select **RESET** to reset the default option, both **Read** and **Unread** messages are displayed in the **Alerts Inbox** list. You can also update the Alert Status by selecting one or more alert messages from the list, and then selecting **MARK AS READ** or **MARK AS UNREAD**.



The

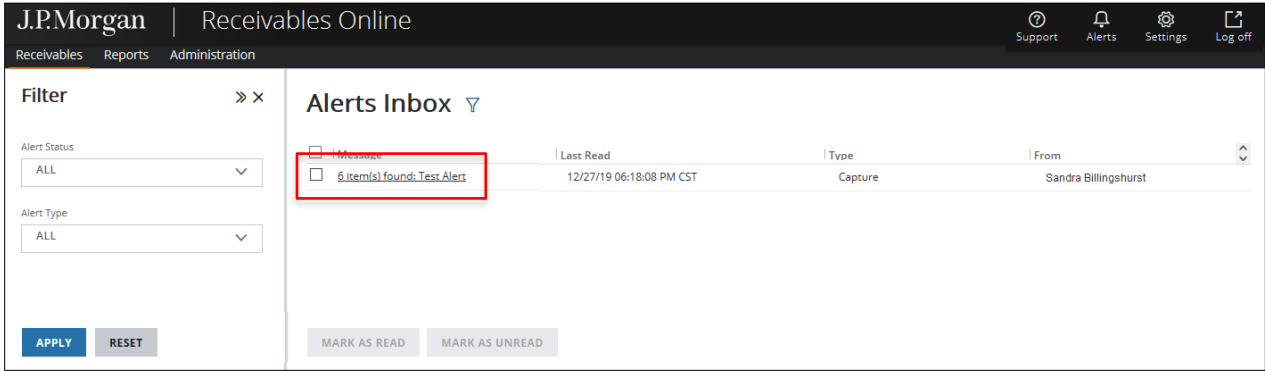
alert message list can also be filtered by type. The **Alert Type** drop-down list includes the available alert types – additional details about each alert type are noted below.

Important

Options are only displayed for the services your company subscribes to and for which your Security Administrator has given you entitlement.

Read Alert Messages

To read an Alert **Message**, select the alert message hyperlink. The alert message hyperlink text includes the number of items that have met the alert trigger criteria.



The hyperlink of an alert message will take you directly to the Transaction History (for Payment and/or Return Notifications), Capture History (for Capture Notifications), Decision History (for Decision Notifications), or Remittance Advice List (for Remittance Notifications) screen and display the batches/transactions for the alert. **Note:** If a Return Notification is for a return that is not associated to an original transaction, the alert hyperlink will take you to the Return Item Summary report screen.

Alert Types

Alert types include Payment Notifications, Return Notifications, Capture Notifications, Remittance Notifications, Archive Notifications and Decision Notifications.

Payment Notifications—Payment notifications are triggered when payment transactions that meet your alert query criteria enter the system. If you are entitled to receive alerts, payment notification messages are sent to your Alerts Inbox. You may also receive payment notifications that have been triggered by the queries created by other users if you are a designated recipient.

Return Notifications—Return notifications are triggered when return items that meet your alert query criteria enter the system. If you are entitled to receive return items, return notification messages are sent to your Alerts Inbox.

Capture Notifications—Capture notifications are triggered when Remote Capture items (items scanned by user) move into a status (*Rejected* or *User Action Required*) selected in your alert query criteria. If you are entitled to receive alerts, capture notification messages are sent to your Alert Inbox.

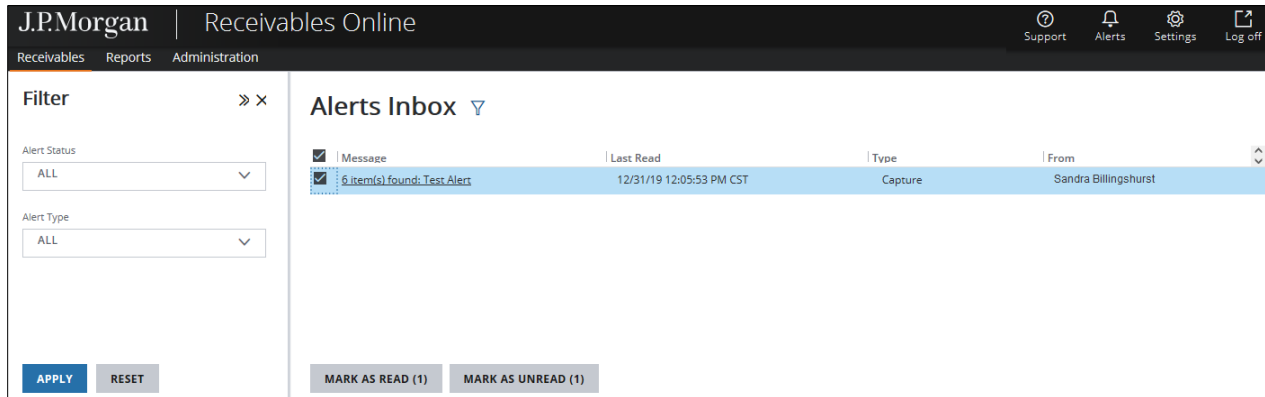
Remittance Notifications—Remittance notifications are triggered when Remittance Association with Email remittance advices move into a status (*Unassociated*, *Associated* and/or *Error*) selected in your alert query criteria. If you are entitled to receive alerts, remittance notification messages are sent to your Alerts Inbox.

Archive Notifications—Archive notifications are triggered when a user has requested an archived image for a transaction that is over 180 days old.

Decision Notifications—Decision Manager Notifications are triggered when Program transactions that are pending a decision by the user move into a status (*Expired*, *New*, and *Submitted*) selected in your alert query criteria. If you are entitled to receive alerts, decision notification messages are sent to your Alerts Inbox.

Alerts Inbox Display

The **Alerts Inbox** displays payment notifications, capture notifications, return notifications, remittance notifications, archive notifications and/or decision notifications based on your specified filtering criteria.



By default, the items in the **Alerts Inbox** are sorted so that messages with the most recent alert retrieval dates are displayed first. The column headings in the list panel of the **Alerts Inbox** are:

Message—The messages in this column are sequentially sorted so that the alert having the most recent date is listed first. Each line item begins with the number of items found that matched the item's designated trigger criteria, followed by a description of the criteria that were defined.

Last Read—Most recent date and time that the alert message was read

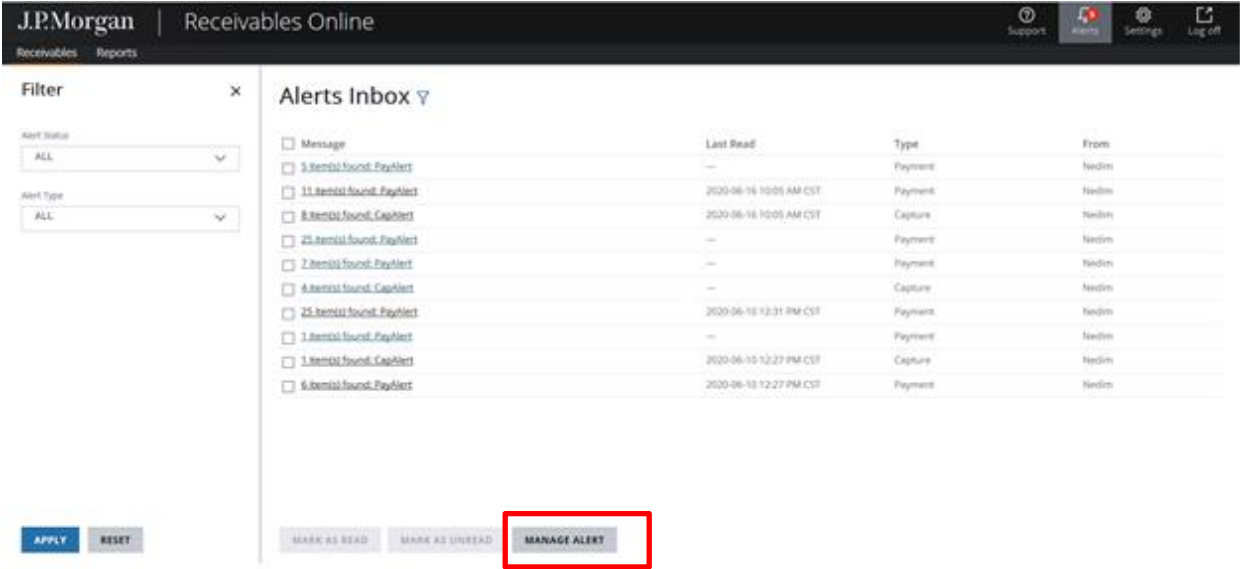
Type—The labels in this column indicate the type of message as determined by the filtering criteria you have set.

From—The name of the user who created the alert message

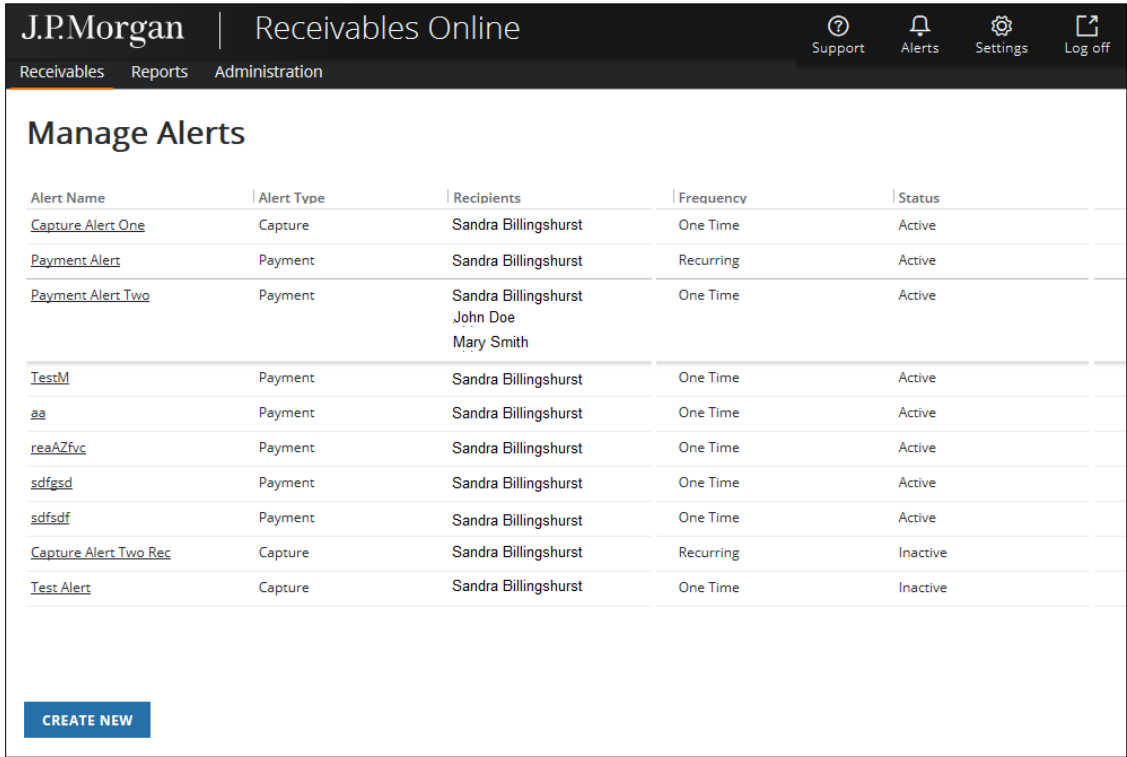
New (previously unread) alerts are displayed in black with the **Last Read** column blank. All other items are displayed in blue, meaning that they have been read.

Manage Alerts – Overview

The **Manage Alerts** screen lets you create new alerts or view, modify, delete, activate, and deactivate any or all of the alerts that you have created. To access, select **MANAGE ALERT** on the **Alerts Inbox** screen.



The Manage Alerts screen will be displayed with a list of alerts that you have previously created.



Edit and Delete Alerts

Items in the **Alert Name** column are hyperlinks that open the **Edit Alert Details** screen in which alert criteria can be modified or deleted.

Create Alerts

New alert triggers can be initiated from this screen using **Create New**, which opens the **Create New Alert** screen. Only authorized users who have been granted alert update entitlements are able to access the **Manage Alerts** screen to create new alerts or edit existing alerts. The **MANAGE ALERT** selection will only be displayed to users with update entitlements to at least one of the Alert Service subscriptions.

Activate and Deactivate Alerts

The alert frequency parameter can be set to **One-Time** or **Recurring** when an alert is created or edited. If an alert is set to have a **One-Time** frequency, it will be automatically changed to **Inactive** status after an initial notification is generated. Users may change the frequency and status to activate and deactivate alert items as needed.

Manage Alerts—How To

View Alerts

While the Alert Inbox displays all of the alert messages that you have received, the **Manage Alerts** screen displays all alerts that you have created. Your alerts are displayed with the most recently created item at the beginning of the list. The alerts that you create remain in the display until you delete them.

Alert Name	Alert Type	Recipients	Frequency	Status
Capture Alert One	Capture	Sandra Billingshurst	One Time	Active
Payment Alert	Payment	Sandra Billingshurst	Recurring	Active
Payment Alert Two	Payment	Sandra Billingshurst John Doe Mary Smith	One Time	Active
TestM	Payment	Sandra Billingshurst	One Time	Active
aa	Payment	Sandra Billingshurst	One Time	Active
reaAZfyc	Payment	Sandra Billingshurst	One Time	Active
sdfgsd	Payment	Sandra Billingshurst	One Time	Active
sdfsd	Payment	Sandra Billingshurst	One Time	Active
Capture Alert Two Rec	Capture	Sandra Billingshurst	Recurring	Inactive
Test Alert	Capture	Sandra Billingshurst	One Time	Inactive

[CREATE NEW](#)

Create New Alerts

To create a new alert, select **CREATE NEW** from the Manage Alerts screen. Start by selecting an Alert Type, entering an Alert Name, Frequency, and Activation status.

When creating the new alert, you also need to select your **Assigned Recipients** from the list of pre-defined **Available Recipients** listed in the alert delivery region of the screen. Use the right and left arrows to move names back and forth between the two lists as needed. You have the option to mark the **All** checkbox to assign all available recipients in your company. **Note:** The user who creates an alert is an automatic recipient and is not listed in either of the recipient lists. Your entitlement to create new alerts is determined by your Security Administrator.

The alert trigger region of the screen will vary depending on the type of alert you are creating. Below is a summary of the trigger criteria available for each alert type.

Select **SAVE** to complete the setup and save your new alert.

You may select **CANCEL** if you would prefer to cancel the alert setup.

Payment Alert Triggers

Payment notification alerts can be setup using the following trigger criteria:

Amount—Range of currency values (up to 10 characters each) of payments

Channels—A list of the payment channels available, includes: Electronic Deposit, In Person, Lockbox, Online & Mobile, Remote Capture-Desktop, Remote Capture-Mobile and Voice

Methods of Payment—A list of the methods of payment, includes: ACH, Apple Pay®, Check, Credit Card, Google Pay™, Misc., PayPal, Pinless Debit Card, Real Time Payment, Signature Debit Card, Wire

Program—The Program to which your remittances are directed, (a “virtual Program”) for electronic payments

DDA—Demand Deposit Account into which your receipts are deposited

Group—Numeric group identifier. The Group feature applies only to Remote Capture Programs of Lockbox Programs for which remittance sorting/grouping services are provided

Payment Status—A list of the available payment statuses

Remittance References/Payment References—These references are only available to companies that have unique Reference Details defined. Fields under these headings are uniquely defined for your company and may include information that is specific to your operating environment, such as Invoice Number, Purchase Order Number, Discount %, etc. If your company has not defined reference data to be entered during processing, this section will not display any fields.

For customers subscribing to the Remittance Association/Supplemental Data Entry Service the following additional field is available:

Enrichment Status—Options are: *All, Complete, and Required*

For customers subscribing to the Remote Capture service, the following additional field is available:

Remote Capture Items—Options are: Include, Remote Items Only, and Exclude

For customers subscribing to the Entity Management service, the following additional field is available:

Customer ID—The Customer ID value assigned to an Entity

Return Alert Triggers

Return Notification alerts use a limited set of Payment fields that are specific to identifying return items. They are:

Amount—The range of currency values (up to 10 characters each) of payments

Disposition Indicator—A drop-down list that includes the following options:

- **Charge Back**—Indicates a check that has been returned. The amount is debited from the deposit account (Program DDA). The physical item is returned by the drawee bank for a charge back. This is considered a "final return" for purposes of reassociation to the original item deposited by Program.
- **Redeposit**—Indicates a check that has been returned once by a drawee bank and sent a second time for collection (subject to regulations governing representment). This is *not* considered a "final return" for purposes of re-association to the original item deposited by Program.
- **RCK**—Indicates a check that has been returned once and sent to the drawee bank as an ACH debit for the second presentment. This is *not* considered a "final return" for purposes of reassociation to the original item deposited by Program.
- **Returned ACH RCK**—Indicates an RCK item that has been returned and the amount debited from the deposit account. This is considered a "final return" for purposes of reassociation to the original item deposited by Program.

Capture Alert Triggers

Capture Notification alerts use a limited set of alert criteria specific to identifying Remote Capture items. They are:

Program—A list of Programs subscribing to the Remote Capture service for your company. You can select one or more Programs by moving Programs from **Available Programs** to **Assigned Programs**.

Alert of Status—The status of an item that should trigger an alert. The options are: *All, Requires User Action, or Rejected*.

Decision Alert Triggers

Decision Manager Notification alerts use a limited set of alert criteria that are specific to identifying decision items. They are:

Program—List of Programs subscribing to the Decision Manager service for your company. You can select one or more Programs by moving Programs from **Available Programs** to **Assigned Programs**.

Status—A list of statuses for Decision Manager transactions (*Expired, New and Submitted*)

Decision—A list of decisions for Decision Manager transactions (*Accepted, Pending, Rejected and Reprocessed*).

Capture Type—A list of Program capture types (*Check Only, Check and Document(s), Credit Card, Document(s) Only, Scannables, and Scannables with Document(s)*).

Amount—A range of currency values (up to 10 characters each) of payments

Group—Numeric group identifier. The Group feature applies only to Programs for which remittance sorting/grouping services are provided.

Remittance Alert Triggers

Remittance Notification trigger fields include:

Expected Payment Date—The date or date range when the payment is expected

Reference Number—The Entity’s reference number expected on the payment

Amount—A range of currency values (up to 10 characters each) of the expected payment

Program—The Program to which your remittances are directed (a “virtual Program”) for electronic payments

Channels—A list of the payment channels available, includes: Electronic Deposit, In Person, Lockbox, Online & Mobile, Remote Capture-Desktop, Remote Capture-Mobile and Voice

Methods of Payment—A list of the methods of payment, includes: ACH, Apple Pay®, Check, Credit Card, Google Pay™, Misc., PayPal, Pinless Debit Card, Real Time Payment, Signature Debit Card and Wire

Association Status—The status of an advice that should trigger an alert. The options are: *All, Associated, Unassociated, or Error*

Primary Entity Name—The name of the Entity on the remittance advice

Entity RT #—The Entity’s routing transit number (up to 12 characters); that is, the routing number of the bank on which the expected payment is drawn.

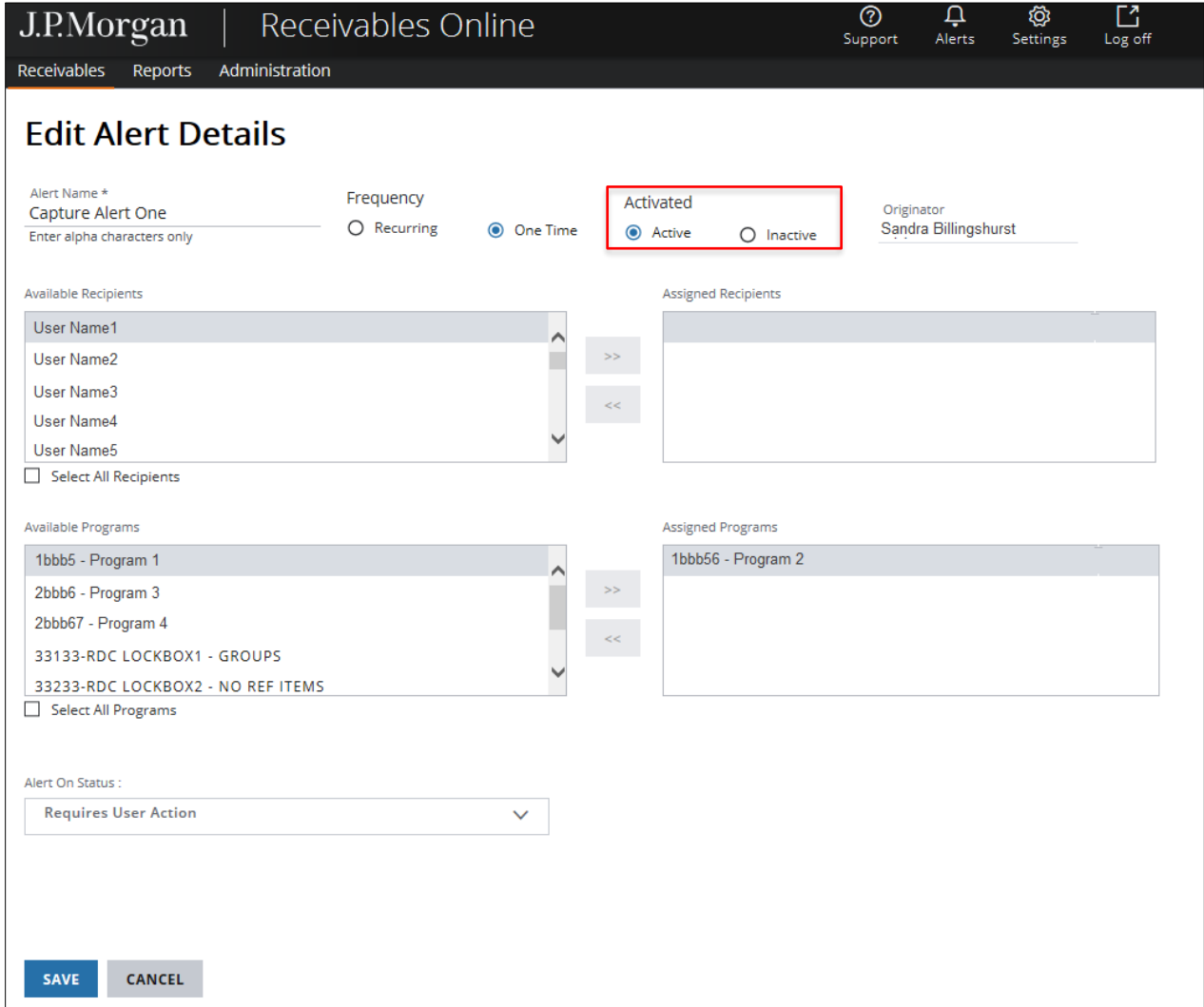
Entity DDA—The Demand Deposit Account number (up to 35 characters) on which the expected payment is drawn

Remittance References/Payment References—These references are only available to companies that have unique Reference Details defined. Fields under these heading are uniquely defined for your company and may include information that is specific to your operating environment such as Invoice Number, Purchase Order Number, Discount %, etc. If your company has not defined reference data to be entered during processing, this section will not display any fields.

Activate/Deactivate Alerts

To Activate and Deactivate alerts:

- 1. Select the **Alert Name** you want to edit from the Manage Alerts list. The **Edit Alert Details** screen will display.



- 2. Update the **Activated** status, by selecting **Active** or **Inactive** on the Edit Alert Details screen.
- 3. Select **SAVE** to save your changes.

Edit Alerts

The **Edit Alert Details** screen is used to edit alerts.

You can access this screen by selecting an existing Alert Name hyperlink on the Manage Alerts screen. The alert detail screen is populated automatically with the alert name, alert frequency, activation status, and originator name. The Alert Delivery criteria are also displayed, including the lists of available and assigned recipients.

The specific trigger fields are displayed based on the type of alert being edited. In edit mode, the currently defined fields for the selected alert are populated. You are able to modify any of the alert trigger fields.

To complete the editing process, select **SAVE** to save your changes. Selecting **CANCEL** clears the screen and cancels the editing process.

Delete Alerts

Select the Alert Name hyperlink from the Alert Maintenance screen.

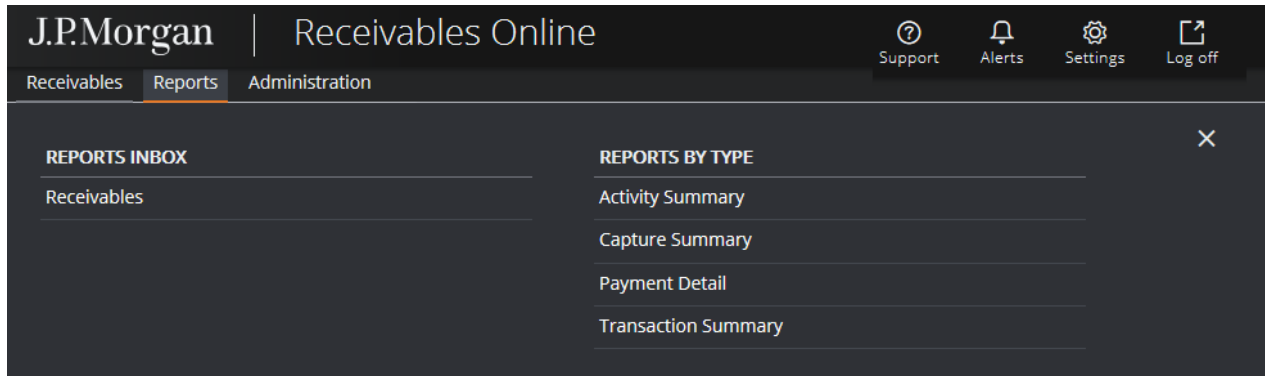
When the Edit Alert screen displays, verify that you want to delete the alert.

Select **DELETE** to delete the specified alert.

Reports

Reports – Overview

The **Reports Menu** is the point of access to several Receivables Online reports related to your daily, weekly, and monthly transaction management activities. Access to Reports functionality is governed by the entitlements assigned to you by your Security Administrator (SA).



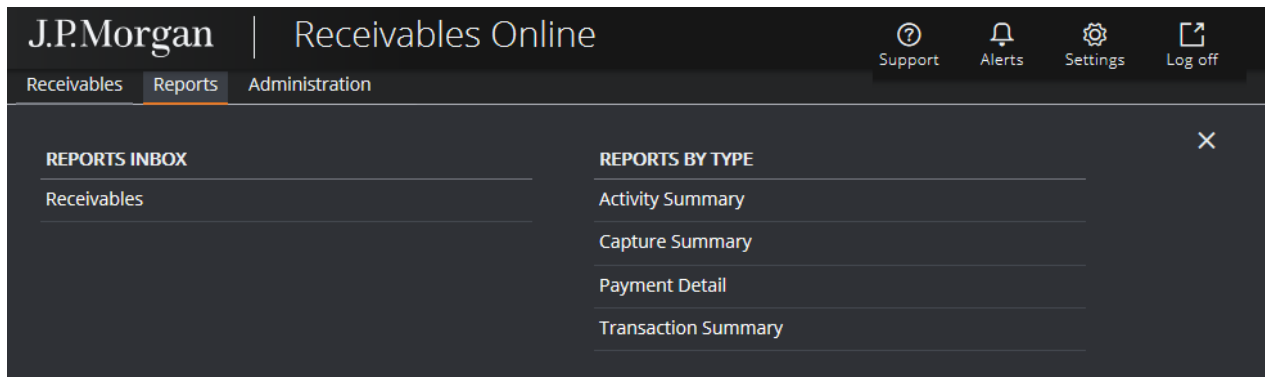
The **Reports by Type** menu displays the dynamic report options made available to you by your SA, so you may or may not be able to access all reports that are part of Receivables Online. Depending on the available report selected from this menu, You can define search parameters, such as date ranges of one to 31 days for transaction summaries, available transaction types, and Programs (based on entitlements), and other fields specific to a particular report. Search criteria vary depending on the report.

When successfully returned, results are displayed onscreen and may be exported in CSV format to facilitate analysis or printing. Among the **Reports by Type**, the search criteria are very similar; however, the way the reports can be configured allows for a variety of ways to view similar and commonly shared transaction data.

The **Report Inbox** provides access to data that is generated by systems outside of Receivables Online and sent to the application for inclusion in static-format reports, such as the **Lockbox Deposit Advice Report**, **Electronic Payment Detail**, and the **Transmission Journal**, as well as **Custom Report** requests and/or Data and Image files, based on your company's product subscriptions. These reports provide supplemental information for customers who require a summary of transaction activity from the Bank's processing platform. Since these reports are made available to you by your SA, you may have no access or only limited access to the report downloads available to your company.

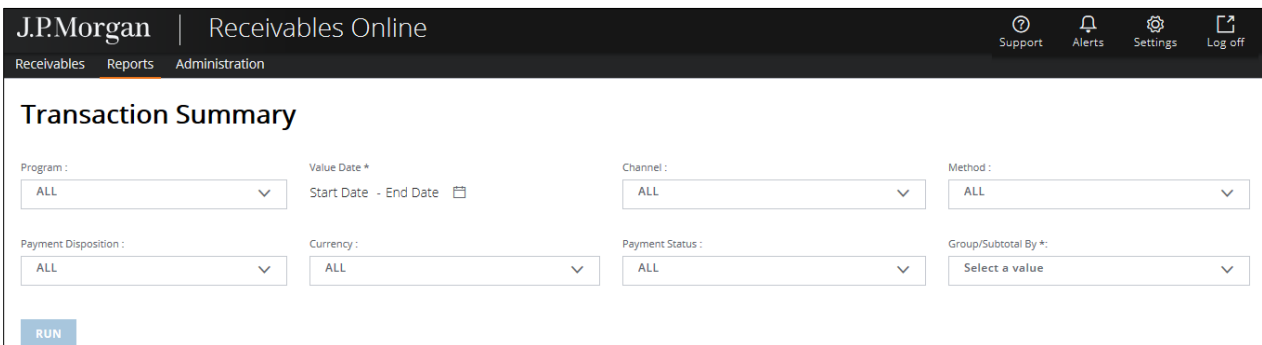
Reports by Type

The **Reports by Type** are standard reports generated from parameters selected. In the report selection screen, you can select and, in some cases, configure the report format based on similar search criteria for each report available to you. **Note:** Your online report options may differ from those displayed in the sample list. Your ability to access various reports is determined by your Security Administrator.



Select a Report

1. Select a report from the **Reports by Type** menu.
2. The report settings screen for the selected report will be displayed.



3. Using the drop-down lists and pop-up calendar, select your report criteria.
4. Select **RUN** to execute your report.
5. All transactions that match your selected criteria will be displayed in the report results.

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Receivables Reports Administration

Support Alerts Settings Log off

Transaction Summary

Value Date	Program	Items	Currency	Amount
▼ 12/27/19		10		87514.52
	3bbb7 - June - RDC LOCKBOX2 - NO REF ITEMS	2	USD	14
	3bbb7 - Chicago RDC - RDC LOCKBOX 3 - REF ITEMS OPTIONAL	5	USD	80724.11
	2bbb78 - Chicago - Program 2	3	USD	6776.41

EXPORT

Item Total: 10 Grand Total: USD 87,514.52 << < Page 1 of 1 > >>

- 6. Select **EXPORT** to export your report results in a CSV (spreadsheet) format.
- 7. You can update your selection criteria by selecting the **Report Settings** icon to open the settings panel.

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Receivables Reports Administration

Support Alerts Settings Log off

Report Settings

Program : ALL

Value Date * 27 Dec 19 - 27 Dec 19

Channel : ALL

Method : ALL

Payment Disposition : ALL

Currency : ALL

Payment Status : ALL

Group/Subtotal By *: Value Date

RUN

Transaction Summary

Value Date	Program	Items	Currency	Amount
▼ 12/27/19		10		87514.52
	3bbb7 - June - RDC LOCKBOX2 - NO REF ITEMS	2	USD	14
	3bbb7 - Chicago RDC - RDC LOCKBOX 3 - REF ITEMS OPTIONAL	5	USD	80724.11
	2bbb78 - Chicago - Program 2	3	USD	6776.41

EXPORT

Item Total: 10 Grand Total: USD 87,514.52 << < Page 1 of 1 > >>

Available Reports

The reports displayed in the **Reports by Type** menu are user-defined, allowing you to select and configure the report format based on similar search criteria for each report offered. The report criteria change depending on the report that is selected from the menu. **Note:** Your ability to access various reports is determined by your Security Administrator.

Activity Summary

This report summarizes transaction deposit totals by Value Date and Program for one to 31 days; includes a separate total for a selected unique reference field.

- **Program**—A drop-down list
- **Value Date**—A single field with pop-up calendar
- **Channel**—A drop-down list
- **Method of Payment**—A drop-down list
- **Currency**—A drop-down list
- **Count By**—A drop-down list
- **Count Unique Value Only**—A selection box

Assigned To Summary

This report summarizes workflow assignments, users' transaction status, and the number of transactions assigned, reviewed, closed, or unassigned for a specified range of one to 31 Value Dates within any period of the calendar that is still available in the image archive. The archive period is established during your implementation of the image service. This report may be downloaded in CSV (spreadsheet) format.

- **Assigned To**—A drop-down list of all registered users within your company
- **Status**—A drop-down list
- **Value Date**—From/To fields with pop-up calendars (31-day range limit)

Capture Summary

This report summarizes captured transactions for customers that subscribe to the Remote Capture service. The report shows a list of checks transactions captured in one or All Programs for a single Capture Date or a Capture Date range. Data may be sorted/grouped two ways: by Capture Date and Program or by Operator.

- **Program**—A drop-down list
- **Capture Date**—From/To fields with pop-up calendar (31 day range limit)
- **Status**—A drop-down list
- **Operator**—A drop-down list
- **Capture Device**—A drop-down list
- **Group/Subtotal By**—Group/subtotal by Program or Operator

CSV+ Detail

This report provides an opportunity to search and display transactions in individual or all **Programs** and/or transactions based on specific payment **Channels, Methods of Payment,** or specific **Value Date(s)**. The report is displayed as a Comma Separated Values (CSV) file, which you can discard after viewing or save to a spreadsheet file on your computer. You can use the data in this report to create your own analyses and customized reports based on Receivables Online payment and reference data.

- **Repeat Payment Data On Each Row**—A drop-down list. The Repeat option allows users to view the line item breakdown for multiple items covered by a single payment with all columnar data in the display. Row and columnar details are displayed for all payment items including separate invoices, shipping and freight charges, net discounts, etc. The default setting is Don't Repeat.
- **Program**—A drop-down list
- **Value Date**—From/To fields with pop-up calendar (31 day range limit)
- **Channel**—A drop-down list
- **Method of Payment**—A drop-down list

Extended Detail

This report shows a list of payments received in one or All Programs for a single Value Date or a Value Date range. Payment data may be sorted/grouped two ways: by **Value Date** and **Program Number,** or by **Entity Name.** Includes one to 9,999 lines of reference (invoice) details per payment.

This report includes standard, invoice references and payment references fields. You will be able to define the number of fields for both the payment reference and the invoice reference on the Report column section of the Online Service screen in Remit Admin. You will be able to select a total of six reference columns. The Extended Details report can display the following combinations of up to a total of six reference columns:

- **All payment reference fields**
- **All invoice reference fields**
- **A combination of invoice reference and payment reference fields**

When a combination of the reference fields are used, the report will display the fields in the following order:

- **Standard fields**
- **Invoice Reference fields**
- **Payment Reference fields**—One example would be a payment with multiple line items showing invoice details (for example, Invoice Number and Invoice Amount). Program subtotals are combined to display the Invoice Amount column totals at the bottom of each report page. Individual Program subtotals are displayed according to Entity Name, Routing Transit #, and Entity DDA. This report may be downloaded in CSV (spreadsheet) format.

The Extended Detail optionally includes Entity Name and Customer ID column headings for customers who subscribe to Entity Management service.

- **Program**—A drop-down list
- **Value Date**—A single field with pop-up calendar
- **Channel**—A drop-down list
- **Method of Payment**—A drop-down list
- **Currency**—A drop-down list
- **Sort/Group By**—A drop-down list

If you chose to export the results from the Extended Detail report, the system will display a pop-up message asking if you want to **Repeat Payment Data On Each Row**. The Repeat option allows you to view the line item breakdown for multiple items covered by a single payment with all columnar data in the display. Row and columnar details are displayed for all payment items including separate invoices, shipping and freight charges, net discounts, etc.

Payment Detail

This report shows a list of payments received in one or All Programs for a single Value Date or Value Date range. Payment data may be sorted/grouped two ways: by **Value Date** and **Program Number**, or by **Entity Name**.

This report shows individual payments and total payments within a Program. This report may be downloaded in CSV (spreadsheet) format.

The Payment Detail report optionally includes **Entity Name** and **Customer ID** column headings for customers who subscribe to Entity Management service.

- **Program**—A drop-down list
- **Value Date**—From/To fields with pop-up calendar
- **Channel**—A drop-down list
- **Method of Payment**—A drop-down list
- **Currency**—A drop-down list
- **Sort/Group By**—Select from Value Date or Entity sorting/grouping

Return Item Summary

This report provides details and summarizes return item totals for customers who want to better understand the impact of returns on cash flow and accounts receivable. It allows you to identify trends at a client level. You can view return item totals by **Disposition Indicator** and/or by **Return Reason** for a single date or for a specified range of one to 31 Return Dates. This report may be downloaded in CSV (spreadsheet) format.

- **Return Date**—From/To fields with pop-up calendar
- **Disposition Indicator**—A drop-down list

Transaction Summary

This report summarizes payments received in one or All Programs for a single Value Date or Value Date range. Payment data may be subtotaled three ways: by **Batch**, **Value Date**, or **Group**. This report shows an item count and total payments within a Program. This report may be downloaded in CSV (spreadsheet) format.

- **Program**—A drop-down list
- **Value Date**—From/To fields with pop-up calendar
- **Channel**—A drop-down list

- **Method of Payment**—A drop-down list
- **Payment Disposition**—A drop-down list
- **Currency**—A drop-down list
- **Payment Status**—A drop-down list
- **Group/Subtotal By**—Select from Batch, Value Date, or Group subtotaling

Report Inbox

Receivables Online also provides for delivery of reports produced by other systems that contain data not provided via the online dynamic reporting tool. These optional reports include Lockbox Deposit Advices, Lockbox Transmission Journals, and Electronic Payment Detail Reports.

These reports in their unique formats can be accessed from the **Report Inbox** and printed using an appropriate Windows application. For example, a report with a .txt extension could be printed using MS Notepad. The output depends on the report format and the application print settings.

The **Report Inbox** may contain any or all of the following options:

Lockbox Deposit Advice Report

This report prints a recap of check deposit credits by Program (Lockbox), DDA number, and account number. The printed report shows the time, process date, and amount of credit to an Entity's Program account.

Transmission Journal

This is a summary of items included on an electronic transmission generated by the bank's processing platform.

Electronic Payment Detail Report

This report provides detailed transaction information by account for daily electronic activity. It can be used to view payment and reference data for ACH and Wire transactions for customers that subscribe to Consolidated Receivables.

Custom Report

You can access your completed Custom Reports from the Report Inbox. Reports are available for 14 days from their date of creation.

Selection Parameters for the Report Inbox

Program—A drop-down list of the programs you are entitled to

Value Date—From/To fields with pop-up calendar to select the date the transactions were credited to your account

Status—You can select a Status of the report to filter the list of reports to only display reports in the selected status. The statuses available are *Processing, New, Accessed, Error, and No Entries Found*.

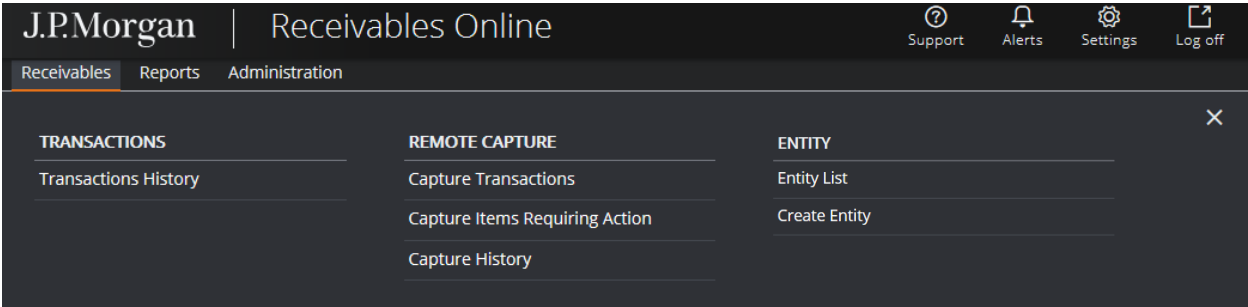
From Date—The starting report creation date for your search range

To Date—The last report creation date for your search range

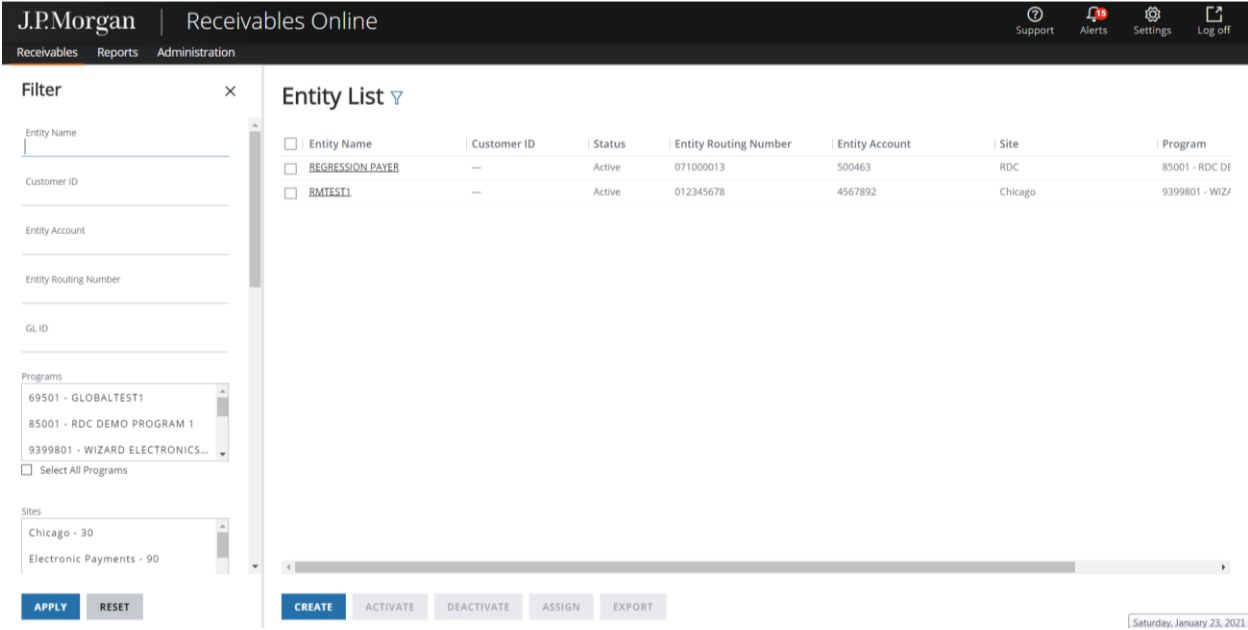
Report Name—This column displays the name of the report. It consists of the template name if a template was used, and the creation date and number of reports generated for the requested data. If a template was not used, then the report name consists of the generic name 'Custom Report' and the creation date and number of reports generated for the requested data.

Entities

Entity Management is an optional service in Receivables Online that is entitled at the company level. With this service enabled, all Receivables Online users in the company have Read-Only access to entity data. Records are automatically added to the entity database as an entity’s payments enter the system the first time. Entity records retain *New* status until they are activated or deleted. New entities are continuously added to the database as the capture platform detects them.



The Entity List menu option directs you to the Entity List screen in which all entities are displayed.



For additional information about Entity Management, see the *Receivables Online – Entity Management User Guide*.

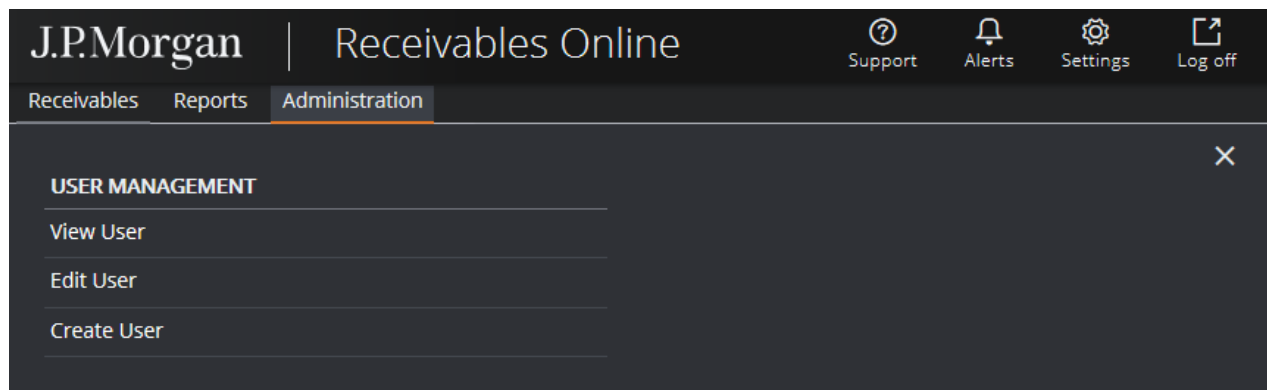
Administration

Basic user credential setup and maintenance is performed in J.P. Morgan Access™ via the Administration menu. Security Administrators (SAs) can also complete the following functions in Access:

- Retrieve User IDs and initial Passwords for new users
- Reset and unlock Passwords
- Deactivate and activate users
- Reset Site Phrases
- Assign, unassign, and replace security tokens for users who require tokens
- Assign and revoke temporary token codes
- Enable users to obtain temporary security token codes
- Activate or deactivate Single Machine Registration
- Unlink machines from a User ID

Note: Refer to the *Manage Credentials with Security Administration* topic in the Access Online Support tab for additional information on performing these functions.

Specific Receivables Online user entitlements are managed through the Administration functions within Receivables Online. The Administration menu is only accessible by SAs; it is not displayed for other user roles.



SAs may select from the following options in the Administration menu:

- View User
- Edit User
- Create User

View User

Selecting **View User** from the Administration menu will open the Users list. The default filter for the screen will display all users along with their J.P. Morgan Access™ ID, Name, Role, Status, Email, Last Login, and Creation date information.

<input type="checkbox"/>	J.P. Morgan Access ID	First and Last Name	Role	Status	Email
<input type="checkbox"/>		User Name1	NU - Normal User	Active	user.name1@jpmchase.com
<input checked="" type="checkbox"/>	username2	User Name2	CSA - Customer Security Administrator	Active	user.name2@jpmchase.com
<input type="checkbox"/>	username3	User Name3	CSA - Customer Security Administrator	Active	user.name3@jpmchase.com
<input type="checkbox"/>		User Name4	CSA - Customer Security Administrator	Active	user.name4@jpmchase.com
<input type="checkbox"/>		User Name5	NU - Normal User	Active	user.name5@jpmchase.com
<input type="checkbox"/>	username6	User Name6	CSA - Customer Security Administrator	Active	user.name6@jpmchase.com
<input type="checkbox"/>		User Name7	CSA - Customer Security Administrator	Active	user.name7@jpmchase.com
<input type="checkbox"/>	username8	User Name8	CSA - Customer Security Administrator	Active	user.name8@jpmchase.com
<input type="checkbox"/>	username9	User Name9	CSA - Customer Security Administrator	Active	user.name9@jpmchase.com
<input type="checkbox"/>		User Name10	NU - Normal User	Active	user.name10@jpmchase.com
<input type="checkbox"/>		User Name11	NU - Normal User	Active	user.name11@jpmchase.com
<input type="checkbox"/>		User Name12	CSA - Customer Security Administrator	Active	user.name12@jpmchase.com
<input type="checkbox"/>	username13	User Name13	CSA - Customer Security Administrator	Active	user.name13@jpmchase.com
<input type="checkbox"/>	username14	User Name14	CSA - Customer Security Administrator	Active	user.name14@jpmchase.com
<input type="checkbox"/>	username15	User Name15	CSA - Customer Security Administrator	Active	user.name15@jpmchase.com
<input type="checkbox"/>		User Name16	CSA - Customer Security Administrator	Active	user.name16@jpmchase.com
<input type="checkbox"/>		User Name17	CSA - Customer Security Administrator	Active	user.name17@jpmchase.com
<input type="checkbox"/>	username18	User Name18	NU - Normal User	Active	user.name18@jpmchase.com
<input type="checkbox"/>		User Name19	CSA - Customer Security Administrator	Active	user.name19@jpmchase.com
<input type="checkbox"/>		User Name20	CSA - Customer Security Administrator	Active	user.name20@jpmchase.com

You can refine your search using the **Filter** panel by selecting one or more of the following parameters and selecting the **APPLY** button:

- **Statuses**—Select *Active*, *Inactive*, or *All* user statuses.
- **JP Morgan Access ID**—Select a specific user by their ID. Enter all or a portion of a user’s alphanumeric ID. If you only know a part of the user ID, you can perform a wildcard search by substituting the asterisk (*) sign for characters at the beginning or end of your search string.

For example, if all you know the user’s ID includes the text string, csa, enter *csa* in the J.P. Morgan Access ID field. With this query definition, all user ID entries that include the text string csa would be returned.

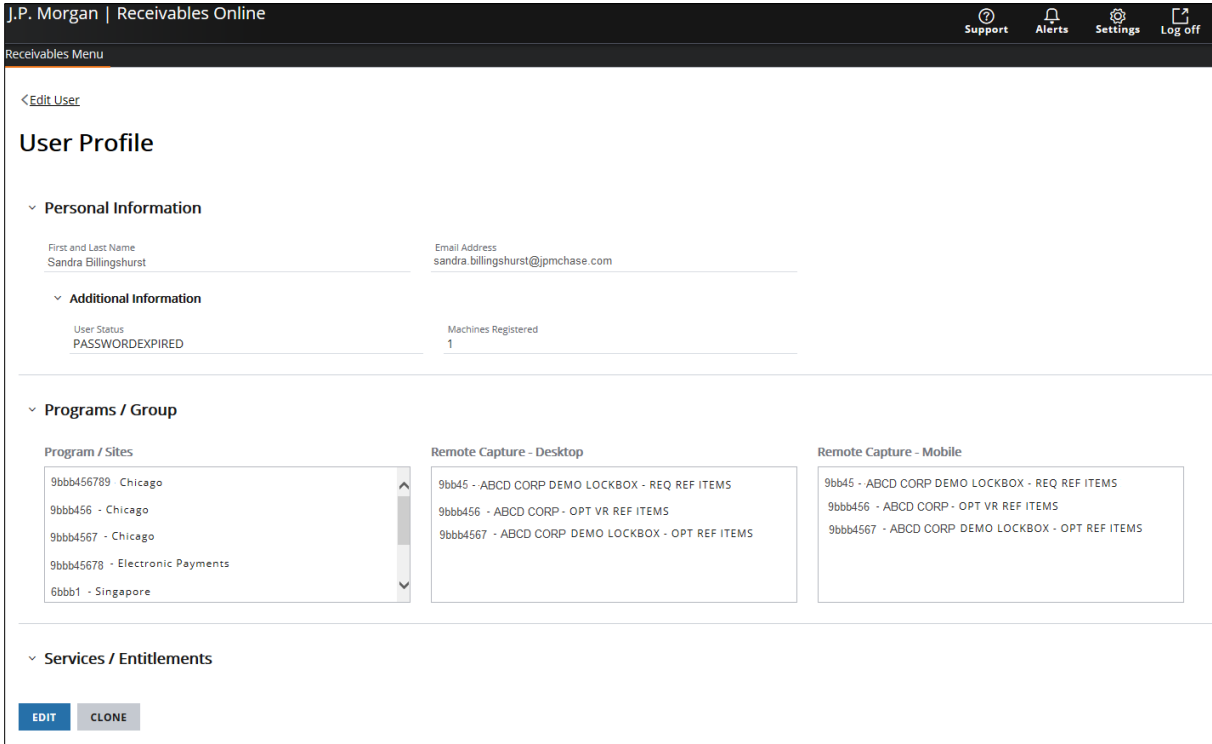
- **First and Last Name**—Select a specific user by their First and Last Name

You can export user information by selecting one or more user checkboxes from the list and selecting the Export button.

The screenshot shows the 'Administration' section of the 'Receivables Online' interface. On the left is a 'Filter' sidebar with options for 'Statuses' (Active, Inactive, Select All Statuses), 'J.P. Morgan Access ID', and 'First and Last Name'. The main area is titled 'Users' and contains a table of users. Two users, 'username2' and 'username3', are selected. At the bottom, there are buttons for 'EXPORT SELECTED USER(S) (2)' and 'EXPORT ALL USER(S) (50)'. The page is 'Page 1 of 3'.

J.P. Morgan Access ID	First and Last Name	Role	Status	Email
<input type="checkbox"/>	User Name1	NU - Normal User	Active	user.name1@jpmchase.com
<input checked="" type="checkbox"/>	username2	CSA - Customer Security Administrator	Active	user.name2@jpmchase.com
<input checked="" type="checkbox"/>	username3	CSA - Customer Security Administrator	Active	user.name3@jpmchase.com
<input type="checkbox"/>	User Name4	CSA - Customer Security Administrator	Active	user.name4@jpmchase.com
<input type="checkbox"/>	User Name5	NU - Normal User	Active	user.name5@jpmchase.com
<input type="checkbox"/>	User Name6	CSA - Customer Security Administrator	Active	user.name6@jpmchase.com
<input type="checkbox"/>	User Name7	CSA - Customer Security Administrator	Active	user.name7@jpmchase.com
<input type="checkbox"/>	User Name8	CSA - Customer Security Administrator	Active	user.name8@jpmchase.com
<input type="checkbox"/>	username9	CSA - Customer Security Administrator	Active	user.name9@jpmchase.com
<input type="checkbox"/>	User Name10	NU - Normal User	Active	user.name10@jpmchase.com
<input type="checkbox"/>	User Name11	NU - Normal User	Active	user.name11@jpmchase.com
<input type="checkbox"/>	User Name12	CSA - Customer Security Administrator	Active	user.name12@jpmchase.com
<input type="checkbox"/>	username13	CSA - Customer Security Administrator	Active	user.name13@jpmchase.com
<input type="checkbox"/>	username14	CSA - Customer Security Administrator	Active	user.name14@jpmchase.com
<input type="checkbox"/>	User Name15	CSA - Customer Security Administrator	Active	user.name15@jpmchase.com
<input type="checkbox"/>	User Name16	CSA - Customer Security Administrator	Active	user.name16@jpmchase.com
<input type="checkbox"/>	User Name17	CSA - Customer Security Administrator	Active	user.name17@jpmchase.com
<input type="checkbox"/>	User Name18	CSA - Customer Security Administrator	Active	user.name18@jpmchase.com
<input type="checkbox"/>	User Name19	CSA - Customer Security Administrator	Active	user.name19@jpmchase.com

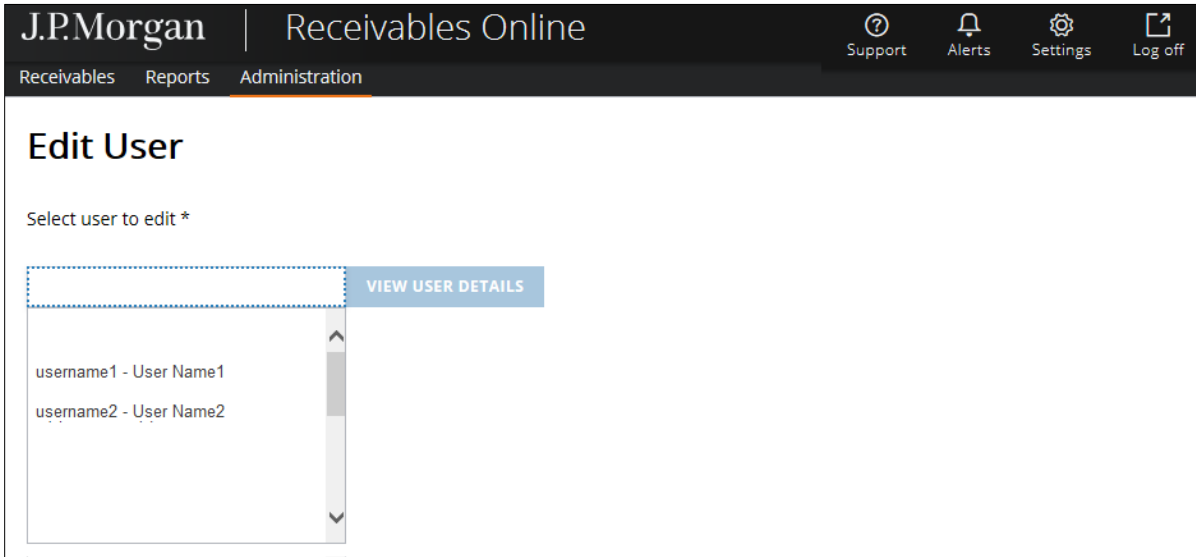
Access IDs are hyperlinks that allow you to drill down into a particular user’s profile information. When you select the hyperlink the User Profile screen displays.



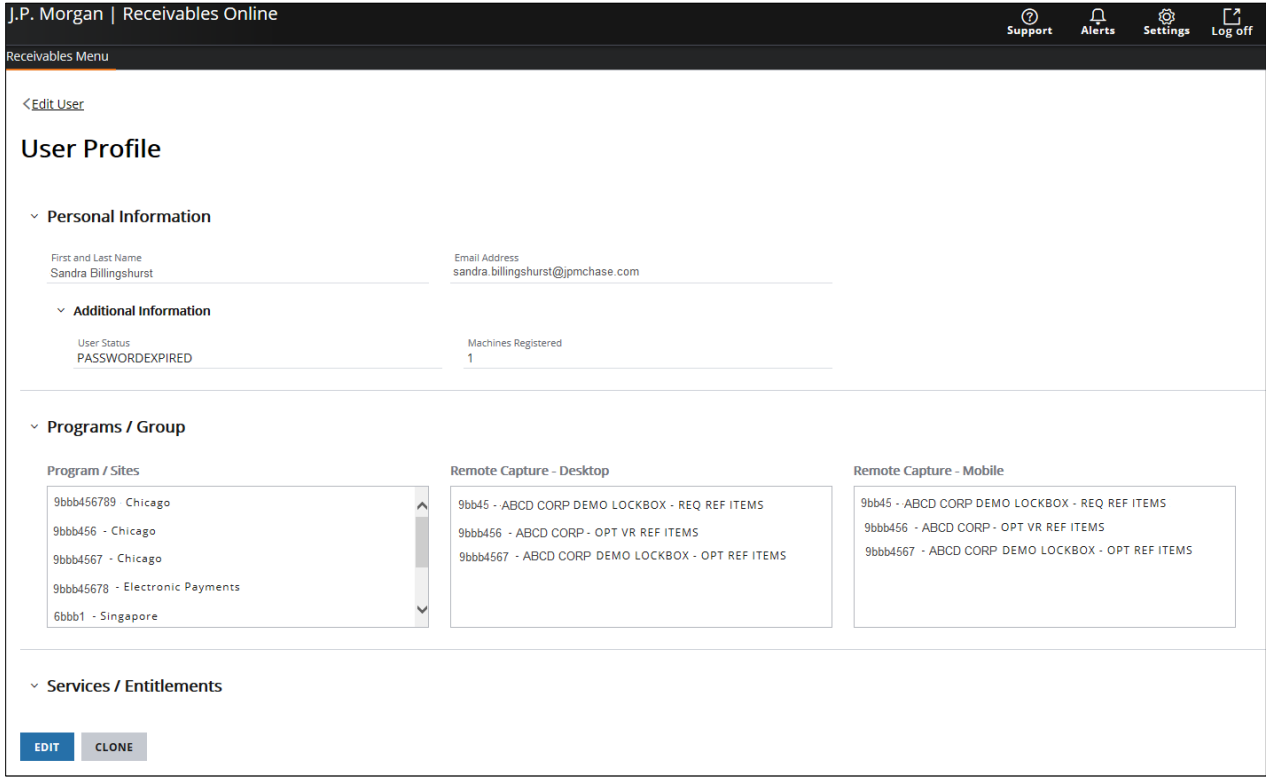
The **User Profile** screen is where you can view and edit detailed user profile information, including email address, user Programs/Groups and Entitlements. It is also where a Security Administrator can Clone an existing user profile.

Edit User

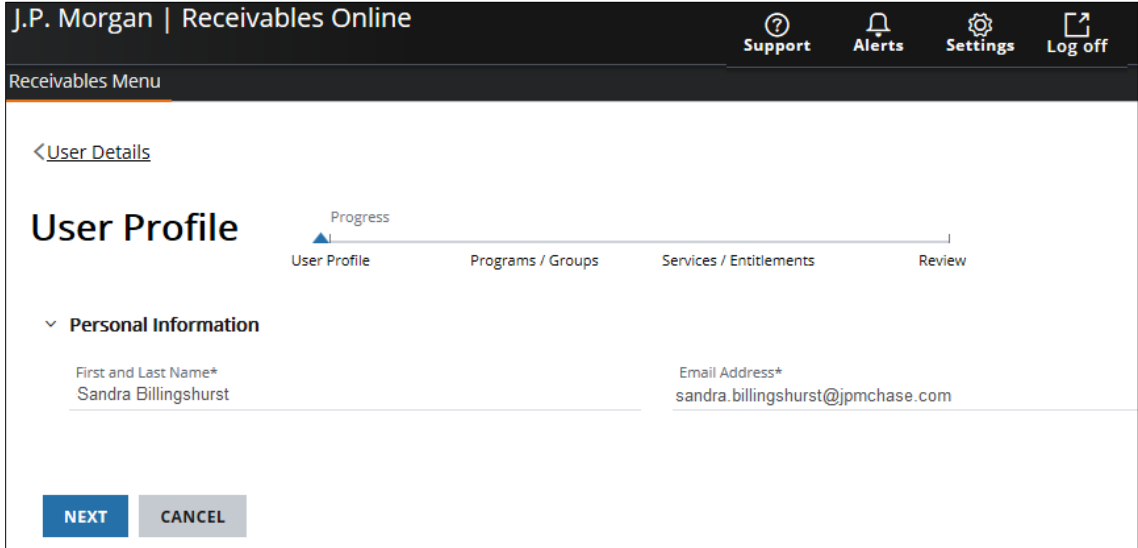
To edit a user’s profile information, select the **Edit User** option from the Receivables Online Administration Menu. When the **Edit User** screen displays, you can select a user to edit from the drop-down list.



After selecting the user you wish to edit, select **View User Details** to display the **User Profile** with the detailed entitlements assigned to the user.



Select **EDIT** to open the screen in edit mode and lead you through the user profile sections.



Use the **NEXT** and **PREVIOUS** buttons to proceed through the user's profile and complete any edits to Programs/Groups or Entitlements, as needed. Select **CANCEL** to exit edit mode.

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Support Alerts Settings Log off

Receivables Reports Administration

< Setup Selection

Programs / Groups

Progress: User Profile | **Programs / Groups** | Services / Entitlements | Review

At least one Program must be chosen *

Program / Sites

Available Programs

- 2bbb6 - Chicago
- 3bbb7 - Chicago
- 4bbb89 - Chicago
- 5bbb91 - Chicago
- 6bbb1 - Chicago

Assign All Programs

Assigned Programs

- 6bbb123450 - Hong Kong - China
- 2bbb67 - Chicago

Remote Capture - Desktop

Available Programs

- 2bbb67 - Program 1
- 2bbb6 - Program 2
- 3bbb78 - Program 3
- 4bbb89 - Program 4
- 5bbb9 - RDC LOCKBOX1 - GROUPS

Assign All Programs

Assigned Programs

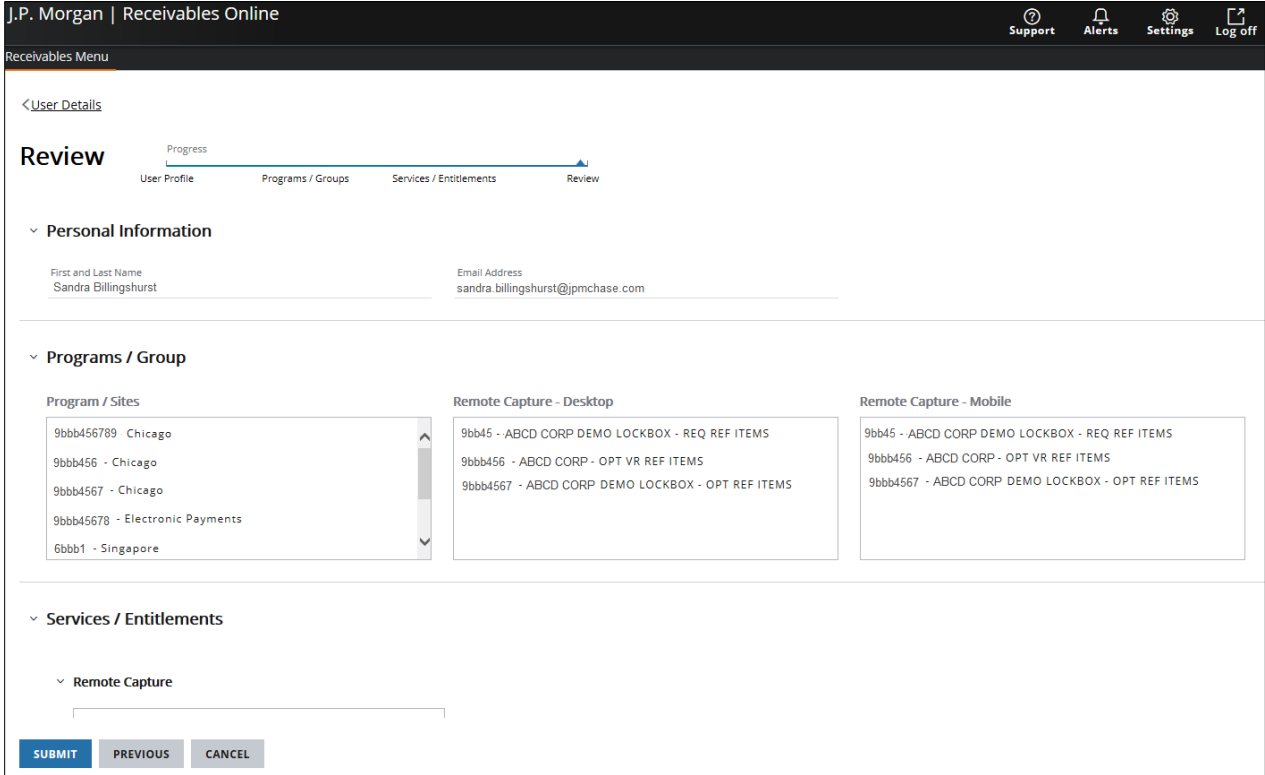
Remote Capture - Mobile

Available Programs

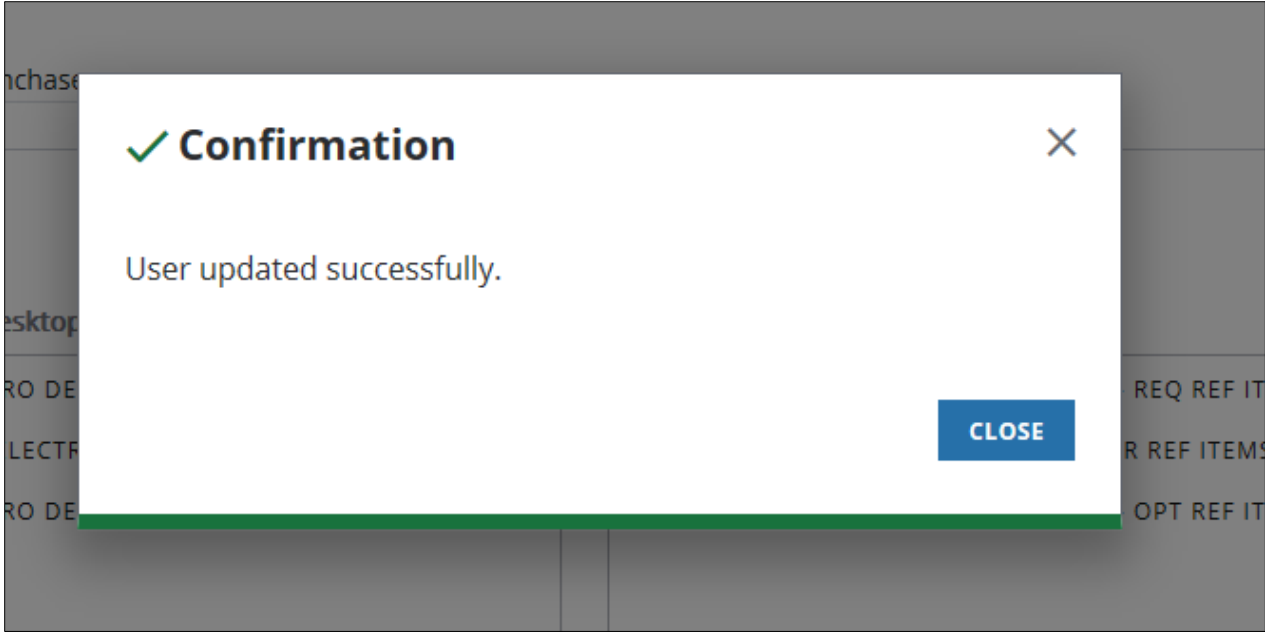
Assigned Programs

NEXT PREVIOUS CANCEL

When you have completed all of your edits, review them on the **Review** screen. Select the **SUBMIT** button to submit your changes.

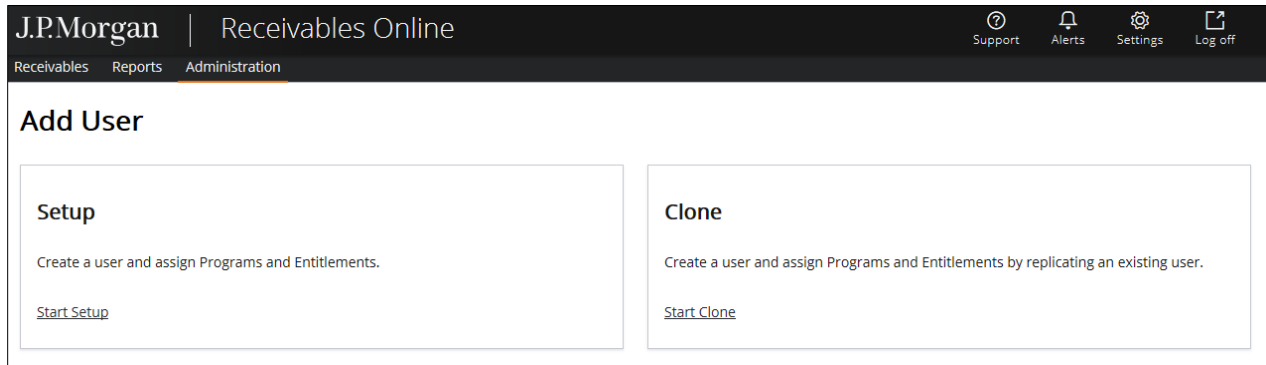


You will receive a Confirmation message indicating the user’s parameters have been successfully updated. Select the **CLOSE** button to return to the User Profile screen.



Create User

To add a new user profile, first select **Create User** from the Receivables Online Administration menu. The **Add User** screen will be displayed.

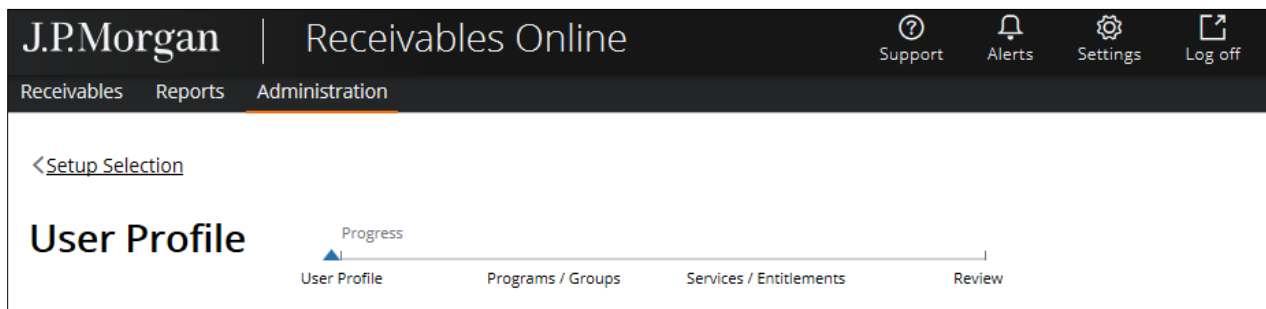


There are two ways to create a new user:

- **Setup**—Provides the Security Administrator a step-by-step process to add a new user and assign programs and user entitlements.
- **Clone**—Allows a Security Administrator to clone programs and entitlements for a new user based on the settings of an existing user.

Setup New User

To add a new user following the step-by-step setup workflow, select **Start Setup** on the Add User screen.



The User Profile screen will display with a progress bar that will track your progress through the User Setup process.

1. Select the **User Name** from the drop-down list to begin the setup process. **Note:** The user must be created in JP Morgan Access™ first before adding detailed Receivables Online programs and entitlements.
2. The user's Email Address will be displayed.

- Use the **NEXT** and **Previous** buttons to progress to the program and entitlement setup screens. As you move through the setup flow, the progress bar will reflect your progress
- The screen will progress to the Program/Groups screen where you will assign the Programs and Groups (if applicable) that the user requires. Programs and Groups are assigned by moving the values from the Available column to the Assigned column. Select **NEXT** to proceed.

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Support Alerts Settings Log off

Receivables Reports Administration

< Setup Selection

Programs / Groups

Progress

User Profile Programs / Groups Services / Entitlements Review

At least one Program must be chosen *

Program / Sites

Available Programs

- 2bbb6 - Chicago
- 3bbb7 - Chicago
- 4bbb89 - Chicago
- 5bbb91 - Chicago
- 6bbb1 - Chicago

Assigned Programs

- 6bbb123450 - Hong Kong - China
- 2bbb67 - Chicago

Assign All Programs

Remote Capture - Desktop

Available Programs

- 2bbb67 - Program 1
- 2bbb6 - Program 2
- 3bbb78 - Program 3
- 4bbb89 - Program 4
- 5bbb9 - RDC LOCKBOX1 - GROUPS

Assigned Programs

Assign All Programs

Remote Capture - Mobile

Available Programs

Assigned Programs

NEXT PREVIOUS CANCEL

- The setup workflow will progress to the Entitlements screen where you will assign the required entitlements for the user. This screen includes Entitlement definition for standard and subscription services including **Workflow, Notes, Alerts, Long-Term Archive, Entity Management**, etc. Separate update access can be specified for Workflow and Notes functions that allow users to assign transaction, flag exceptions, and add or edit notes, respectively. Read-Only users can only view the Workflow and Notes information. Update access for Alerts allows the user to create and edit alert triggers. Read-Only users can only receive alerts in their inbox but cannot create triggers.

Remote Capture and Decision Manager have specific entitlement options:

- **Remote Capture**—Capture, Submit and View entitlements can be granted. See the *Receivables Online—Remote Capture User Guide* for additional details about this optional service.
- **Decision Manger**—Save and/or Submit entitlements can be granted. See the *Receivables Online—Decision Manager User Guide* for additional details about this optional service.

Other Receivables Online entitlements include Data Augmentation, Alert Notifications, access to the company’s available Online and Downloadable Reports and File Downloads. You can assign access privileges to all or a select number of each of these to a user.

6. Once all entitlements have been updated, select the **NEXT** button to proceed to the Review screen.

J.P.Morgan | Receivables Online

Support Alerts Settings Log off

Receivables Reports Administration

< Setup Selection

Review

Progress

User Profile Programs / Groups Services / Entitlements Review

▼ Personal Information

First and Last Name: Sandra Billingshurst

Email Address: sbillingshurst@jpmchase.com

▼ Programs / Group

Program / Sites

224224 - Chicago

▼ Services / Entitlements

▼ Services

SUBMIT PREVIOUS CANCEL

- 7. Confirm all selections are correct, and then select **SUBMIT** to create the user profile. A confirmation message will be displayed indicating the user has been successfully created.

Clone User

Cloning a user is the process by which you copy an existing user's profile to create the exact same entitlement profile for a new user. You can clone a user in two ways:

1. Perform a user search through the View User screen, select a User, and then select **Clone**.
2. Go to the Create User screen, and then select **Start Clone**. You will be asked to select the **New User** and the **User To Replicate**.

The Clone User function refreshes the User Profile screen showing the user entitlement selections of the replicated user. Select **SUBMIT** to create the new user with the cloned entitlements.

User Profile Settings

Whether you are creating a new user profile or editing an existing user profile, the settings for Programs/Groups and Services/Entitlements functionality on the User Profile are the same.

Programs/Groups

Depending on your Company setup, the following sections will be displayed in the Programs/ Groups section of User Profiles. Access privileges to the various types of programs/groups are granted by moving the related program/group from the Available list to the Assigned list on the user's profile.

- **Programs/Sites**—General program viewing and reporting access
- **Return Sub Accounts**—Access to return reporting
- **Remote Capture—Desktop**—Access to capture transactions for deposit via desktop scanner
- **Remote Capture—Mobile**—Access to capture transactions for deposit via a mobile device
- **Remote Capture Group Name**—Access to capture transactions for specific remote capture groups
- **Decision Manager**—Access to review and/or submit decision exception items

Services/Entitlements

The following options will be displayed in the Services/Entitlements section of the User Profile. Depending on your Company setup, you may not see all of these options.

- **Remote Capture**—Capture, Submit, and/or View entitlements can be selected
- **Long-Term Archive**—The default setting is a disabled checkbox. Select the checkbox to enable Long Term Archive.
- **Online Reports**—A list of the online reports based on your Company setup
- **Downloadable Reports**—A list of the downloadable reports based on your Company setup
- **Alert Notifications**—Read Only and Update options are available for each of the various alert types (Capture, Payment, Return, Remittance, and Decision). The default setting is **Read Only**. To change any of these default service entitlements from **Read Only** to **Update**, select **Update** from the drop-down list.
- **Workflow** and **Notes**—The default setting is **Read Only**. To change either or both of these default service entitlements from **Read Only** to **Update**, select **Update** from the drop-down list.
- **Entity Management**—Read Only, Update, Upload, and Update options for viewing/managing Entity data for customers that subscribe to the Entity Management service
- **Data Augmentation**—Remittance data management options for customers that subscribe to Remittance Association and/or Invoice Matching services:
 - The default setting for **Association** is a disabled checkbox. Select the checkbox to enable Association.
 - The default setting for **Disassociation** is a disabled checkbox. Select the checkbox to enable Disassociation.
 - The default setting for **Remittance Entry & Upload** is a disabled checkbox. Select the checkbox to enable Remittance Entry & Upload.
 - The default setting for **Supplemental Data Entry** is a disabled checkbox. Select the checkbox to enable Supplemental Data Entry.
- **Concourse Entitlements**—Payment and Refund options for customer that have Concourse programs.

User Id/User Name Rules

The User Name must be unique within a customer. If an attempt is made to add a duplicate, an error message will be displayed and the user will not be added. After a user is added, the user name field is editable. If an attempt is made to change the user name of an existing user that is a duplicate of another user within that customer, an error message will be displayed and the user will not be updated.

Password Rules

By default, users' passwords are set to expire after 90 days. The expiration parameter can be set to 30, 60, or 90 days by the bank to accommodate variances in your company's security policy. The bank establishes a password expiration interval for your company at the time of service implementation. If a user does not change a password prior to expiration, the Customer Security Administrator must reset the user's password, or the user can select the **Forgot your password?** link to reset their password. If a user exceeds three log-on attempts, a Customer Security Administrator must also reset the password, or the user must use the **Forgot your password?** link to reset the password.

The following password rules apply:

- Password must be between eight to 20 characters long
- Contain at least one upper-case letter, one lower-case letter and one number
- Not contain spaces but can contain following special characters: @ # \$ % & _ + / { } | ~ ?
- Not contain three or more consecutive numbers or letters (e.g. "123Smjth / ABCSmjth" would not be allowed)
- Not contain three or more repeated numbers, letters or special characters (e.g. "AAASmjth / 111Smjth / @@@Smjth" would not be allowed)
- Not contain the words "morgan", "chase", "test", "admin", "qwerty", "password", "yesterday"
- Be different from your J.P. Morgan Access™ User ID
- Your new password cannot be the same as your previous 10 passwords

Important

Entitlements cannot be modified for Security Administrators (SAs). At the time of service implementation, entitlements at the company level and the user level for SAs are entered by the Bank. SAs are not allowed to modify their or each other's service entitlements.

Glossary

- [A](#) [B](#) [C](#) [D](#) [E](#) [F](#) [H](#) [I](#) [J](#) [L](#) [M](#) [N](#) [P](#) [R](#) [S](#) [T](#) [U](#) [V](#) [W](#) [Z](#)

- **ACH:** Automated clearing-house transactions are electronic payments received in your JPMorgan Chase account. They can be presented in Receivables Online along with Program check payments.
- **Action Items:** A section of the Receivables Menu that includes quick links for immediate access to daily action items: Capture Items Requiring Action, Transactions Requiring Action, etc.
- **Administrator Functions:** These are found under the Administration menu. They include viewing, editing and creating users. The Administration menu tab is only available to Security Administrators (SAs).
- **Alerts:** An optional feature in Receivables Online that allows entitled users to establish various notification alerts. These criteria (such as payments in excess of a certain amount or from a particular Entity) are defined to trigger alert messages, which are sent to the Alert Inbox.
- **Alert Inbox:** The repository that collects triggered alert messages for payment and other alert notifications.
- **Alert Trigger:** One or more parameters, such as a payment amount, payment type, or a particular Entity) defined by entitled users to search and flag specific incoming payment transactions for immediate scrutiny.

- [B](#)

- **Breadcrumbs:** A metaphor for the navigation path, which is displayed on every screen, just above the screen title. It tells you your location as you navigate through the application and is the preferred method of navigation when you trace your steps backward through screens you have already opened. There is a *strong caution* against using your browser's Back button, which can cause application errors.

- [C](#)

- **Case Sensitivity:** A rule that governs the definition and entry of passwords to access Receivables Online. Passwords can be a minimum of eight and a maximum of 20 alpha and/or numeric characters. The alpha characters may be upper and/or lower case but must be entered with each login exactly as created with special attention to alpha case.
- **Comma Separated Value (CSV) Format:** A file formatting syntax used to delimit multiple types of data for display in the rows and columns of a spreadsheet.

- **Compressed File:** Usually a large file or group of files that have been stripped of certain formatting and special characters so they can be made smaller for the purpose of emailing and/or storage. Compression and decompression algorithms are used in applications such as WinZip, a commonly used file compression tool
- **Security Administrator (SA):** The person(s) responsible for Receivables Online administration functions at a customer's location, such as adding or maintaining user profiles and assigning user-level entitlements.
- **Client Reference:** Additional information available on the Return Details screen in Receivables Online for iACH (International ACH) customers. This is the client reference assigned to a transaction upon sending to J.P. Morgan.
- **D**
 - **Date Range:** Two specified dates, the earlier date first, that define the duration for common transaction and report queries.
 - **Delimited File:** A file containing multiple data types separated by special characters, such as commas, colons, or semi-colons. This syntax determines how the data are read and displayed by a spreadsheet application.
 - **Download Center:** The screen in Receivables Online that displays New, Accessed, or All data transmissions for selection and downloading to a customer's A/R system.
 - **Download File:** Any file that can be downloaded (moved) to another file, software application, or PC file system.
- **E**
 - **Entity Alias Names:** Alternate names for an Entity used by your clients to remit funds to your deposit accounts.
- **F**
 - **File Delimiters** (valid, in Receivables Online): Columns may be separated by any of the following delimiters so uploaded file data are displayed in a readable spreadsheet format:
 - Comma (,)
 - Semicolon (;)
 - Pipe (|)
 - Colon (:)
 - Tab (/t)

- **Filter Criteria:** Alpha text string and/or numeric data entered in a query screen or software source code that defines the specifications and limitations of a search.
- H
- **Header Options:** the hyperlinks that are displayed on the Receivables Online header. These links include Log Out, Support, Alerts, and Settings and provide access to other screens in the application.
- I
- **Image Viewer:** Application that facilitates advanced document image viewing in Receivables Online.
- J
- **JPM Reference:** Additional information available on the Return Details in Receivables Online for iACH (International ACH) customers. This is a unique J.P. Morgan reference assigned to a transaction upon sending to J.P. Morgan.
- L
- **Log On/Log Out:** The act of accessing a software application, PC, or other secure electronic system using a password. Logging out is done to break the connection between the user and a secure system so that access by unauthorized users is prevented.
- **Long-Term Archive:** an optional feature that provides customers access to a secure, redundant storage device on which their transaction images can be stored up to 10 years.
- M
- **Message Center:** The message that displays important system messages to a national, regional, or local audience of users upon logon. When important system messages are present, all users will see a message when logging on to Receivables Online, regardless of the Default Start Page that is specified on the Settings page.
- N
- **Navigation Path:** Also known as breadcrumbs, the path is displayed on the screen, just above the screen title. It tells you your location as you navigate through the application and is the preferred method of navigation when you step backward to the previous screen you have already opened.
- **No Check Item:** Zero-amount transaction that only includes correspondence documents images.

- **Notes:** *See also*, Transaction Notes. Information pertaining to a specific transaction that is entered in the expanded Workflow/Notes section of the Transaction Details screen by an entitled user.
- P
 - **Password:** The eight to 20 character, case-sensitive, alphanumeric entry that is used in combination with Company ID and User ID entries to access the Receivables Online application.
 - **Payment Document:** A check with coupon, invoice, or other dated documentation that indicates payment to a Program. *See also*, Remittance Document, Scannable Payment Document.
 - **Pop-up Calendar:** Indicated by a calendar icon in the Receivables Online screens. A tool that allows quick and easy date entry.
 - **Program:** A repository or virtual repository to which payments are assigned for pre-defined, periodic transmittal to the Bank's Program customers for processing.
- R
 - **RCK:** Indicates a check that has been returned once and sent to the drawee bank as an ACH debit for the second presentment. This is *not* considered a final return for purposes of reassociation to the original item deposited by Program.
 - **Reassociation:** Return Details that can be reassociated with their original payment transaction details.
 - **Redeposit:** Indicates a check that has been returned once by a drawee bank and sent a second time for collection (subject to regulations governing representment). This is *not* considered a final return for purposes of reassociation to the original item deposited by Program.
 - **Remittance Document:** A check, coupon, invoice, or other dated documentation allowed as proof of payment to a Program. *See also*, Payment Document, Scannable Payment Document.
 - **Return Notification:** An Alert Type that allows receipt of a message in the Alert Inbox when Returned items are received. The message link in the Alert Inbox directs you to the Return Results screen or the Return Details screen, depending on the number of return items that matched the criteria defined by a single alert query.
 - **Return Reason:** A drop-down list. The Bank defines unique options for each customer subscriber. Common reasons are Stop Payment, Account Closed, or Non-Sufficient Funds. Others may be defined based on your company's set up.

- **Returned ACH RCK:** Indicates an RCK item that has been returned and the amount debited from the deposit account. This is considered a final return for purposes of reassociation to the original item deposited by Program.
- **Refund:** indicates a refund item from Connect that has been refunded and the amount debited from the deposit account. This is considered a final return for purposes of reassociation to the original item deposited from Connect.
- **Returned:** Indicates an ACH item from the International ACH systems (iACH/GACH) that has been returned and the amount debited from the deposit account.
- **Remittance Text:** Additional information available on the Return Details screen in Receivables Online for iACH (International ACH) customers. This is the information received from the clearing for the return item.
- S
 - **Scannable Payment Document:** *See also,* Payment Document, Remittance Document.
 - **Settings:** A Receivables Online screen accessible through the Setting icon on the J.P. Morgan Access® header on every screen in the application. This screen allows users to modify many of the application's default parameters that determine some functional and workflow characteristics.
 - **Sub-Account:** When your company subscribes to Return Service, the system creates a unique customer Return Account. Return sub-accounts are automatically created for each non-electronic Program and are assigned to both the parent company and its web company to which the Program belongs. The default return sub-account number is 999999 and it can only be accessed by one of the parent company's web-defined entities (when multiple entities are defined).
- I
 - **Transaction Notes:** Information pertaining to a specific transaction that is entered in the expanded Workflow/Notes section of the Transaction Details screen by an entitled user.
- U
 - **Upload File:** Function in Receivables Online that allows users to move a delimited data file from their A/R system to the Receivables Online application for processing.
 - **User ID:** the unique ID provided to you by your company's Security Administrator that must be entered in combination with your secure Password and Token Code during the Receivables Online log on process.

- **User Edit:** A function of the Administration activities only accessible by Security Administrators. This screen is accessed using a designated query executed in the User Maintenance Search screen to return one or more user profiles for review and/or editing. New user profiles are also created in this page.
- V
- **Value Date:** Additional information available on the Return Details screen in Receivables Online for iACH (International ACH) customers. This is the value date given to a transaction. For returns, this is the date of the original transaction credited to the account.
- W
- **Wild Card Search:** A method of defining a query that is broad or narrow in scope, it allows you to search for many or few records by entering a partial text string in any designated search field preceded or followed by the meta-character, * (an asterisk). For example, A* entered at the Entity Name field would return all Entity Names in the database beginning with the letter A.
- **Wire Transaction:** Electronic transfer via Fedwire of remittance funds to your JPMorgan account. These electronic payments can be presented in Receivables Online along with Program check payments.
- **Workflow:** Defined in the Transaction Details screen, this collection of information may include an exception flag, transaction status, who is assigned, when the transaction was last modified, and transaction notes.
- Z
- **Zippered File Format:** Compression and decompression algorithms are used in applications such as WinZip, a commonly used file compression tool. Files that have been compressed (i.e., zippered) have a .zip extension. A compressed file can be “unzippered” to extract a large file or group of files that were previously stripped of certain formatting and special characters so that they could be made smaller for the purpose of emailing and/or storage.