SYNOVUS®

GATEWAY

Synovus Accelerate AR Console

User Guide

Contents

Purpose

This document is intended to give you the background information and procedures that you need to manage your Synovus Accelerate AR™ services, accessed through the Synovus Gateway℠ digital commercial banking portal.

Audience

This document is intended for all Accelerate AR Console users with business and commercial accounts.

Summary

Synovus Accelerate AR™ Console provides a robust image archive for receivables information and provides search and reporting tools to manage the receivables information captured from one or more sources. Images and data are stored based on a defined duration period and can be accessed and downloaded for that set period of time. All access is via a secure internet connection using a standard supported web browser.

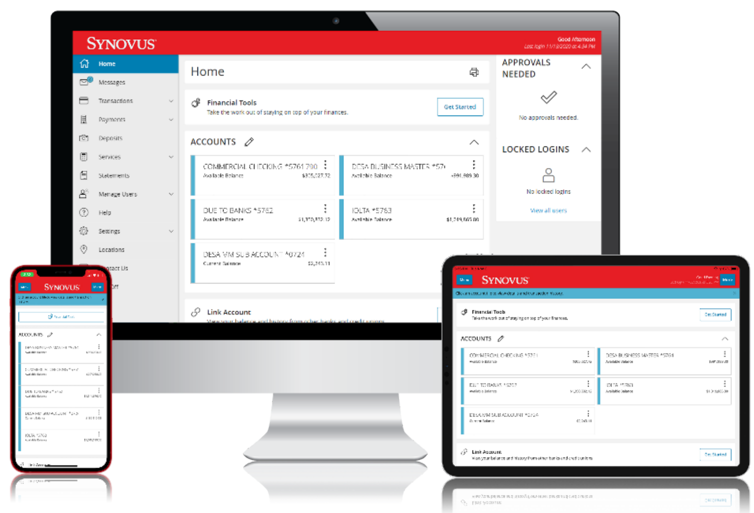
Users can perform procedures in Synovus Accelerate AR Console such as viewing images and data, researching receivables information, and searching for specific items within an entity. Standard users may also perform the following tasks:

- View the Synovus Accelerate AR Console Dashboard
- View available Payment and Batch Summary information
- View Batch and Transaction Details
- Execute Payment and Advanced Searches
- Save Search Queries
- Manage saved Search Queries
- View Notifications for an Entity

NOTE: Some tasks may not apply to all users based on permissions and/or the capture application.

CHAPTER 1: Getting Started

Access Synovus Accelerate AR Console through the Synovus Gateway digital commercial banking portal.



If unfamiliar with the Synovus Gateway Log in steps, please view the step-by-step Log in to Synovus Gateway demo. You may also view the Synovus Gateway Comprehensive User Guide for details specific to the Gateway portal at synovus.com/gatwaycommercialresources.

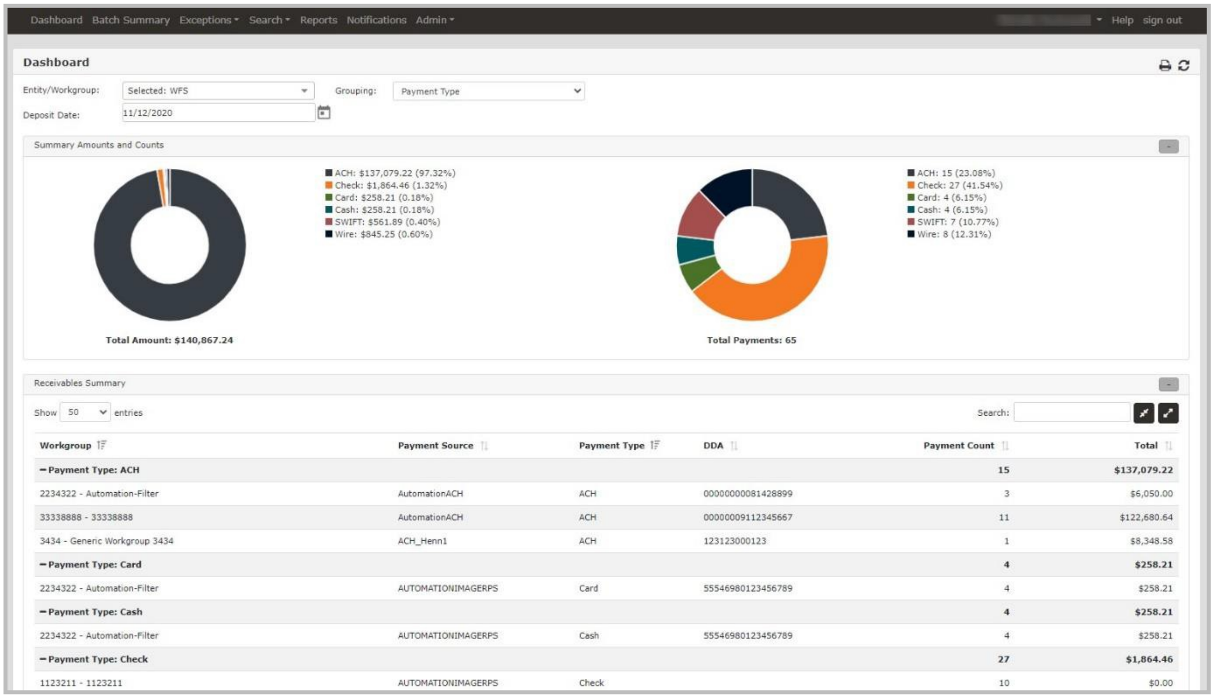
Logging in to Synovus Accelerate AR Console

- To access Synovus, Accelerate AR Console once logged in to Gateway, simply select the **Accelerate AR Console** tab.

*The Synovus Gateway Mobile App requires your mobile service provider's data and / or text plan. Message and data rates may apply.

CHAPTER 2: Quick Guide to Navigation

Upon login to Synovus Accelerate AR Console, the Dashboard page is displayed. The user group to which you have been assigned to by your organization's Console administrator, and the roles applied to the groups, determine your permission to features and functions.



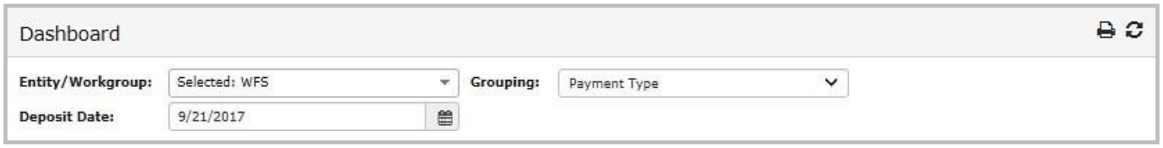
Menu Options

Menu options are available along the top of the screen for easy navigation to the various functions available in the Accelerate AR Console application. Additional sub-menus appear as dropdown lists when selecting main menu options that have a triangle symbol. Only menu and sub-menu items for which you have permission will be displayed.

Menu Item	Description
Dashboard	Displays the Dashboard and Receivables Summary.
Batch Summary	A summary of individual batches processed for the entity.
Exceptions	Provides a link to the Client Decisioning Module and Payment Reassociation applications (if permissioned).
Search	Options for Payment Search and Advanced Search allow searches using specific data to find a transaction. An option to set-up and manage specific user queries is also available.
Reports	Allows a user to generate standard audit and reconciliation reports.
Notifications	Allows a user to view Notifications and Notification Filters.
Admin	Allows an Administrator to manage users.

Dashboard

When the Dashboard item on the menu bar is selected, a page displays that has an upper **Summary Amounts and Counts** section and a lower **Receivables Summary** section. There are three Dashboard filters at the top of the page: Entity/Workgroup, Grouping, and Deposit Date filter.

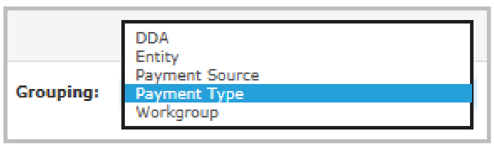


Entity/Workgroup Filter

By default, the Dashboard displays information for the parent entity or workgroup assigned to your user ID, which is displayed in the **Entity/Workgroup** box. A different entity or workgroup, if available, can be selected using the field dropdown list.

Grouping Filter

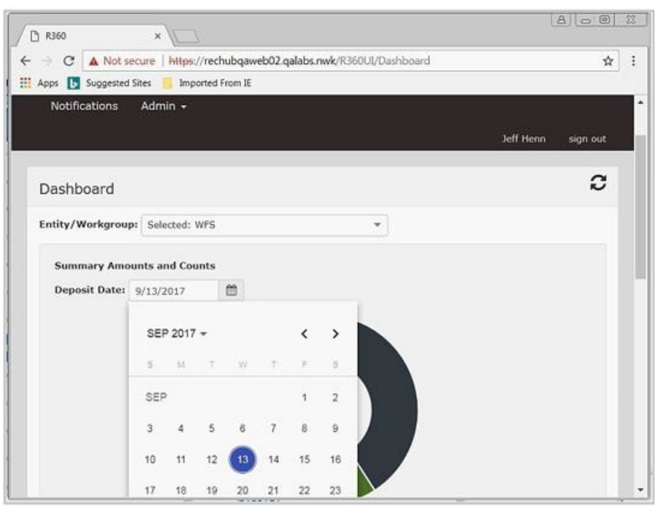
The **Grouping** filter allows the selection of groups via a dropdown list.



Deposit Date Filter

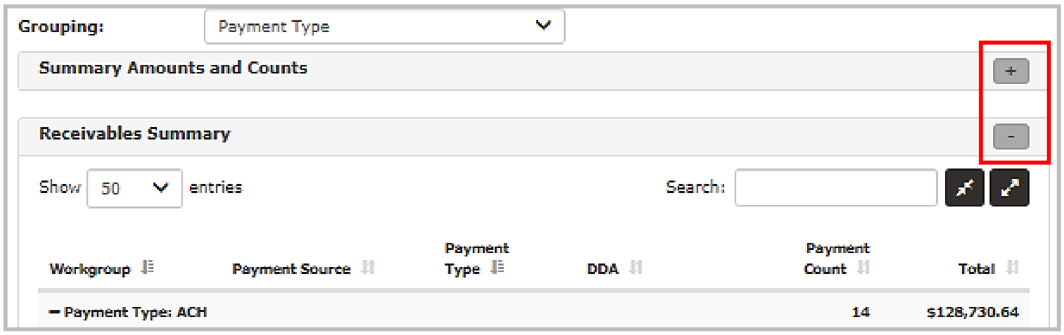
The **Deposit Date** defaults to the current date. To select another date, click on the calendar icon and then on the date desired, or click on the date field and type a date. Double-click on a section of the date to select it. Click a third time to select the entire date field.

In Firefox and Chrome when the window is in restored down mode, there may be cases where the date picker is not visible until you scroll down the page.



Page Utilities

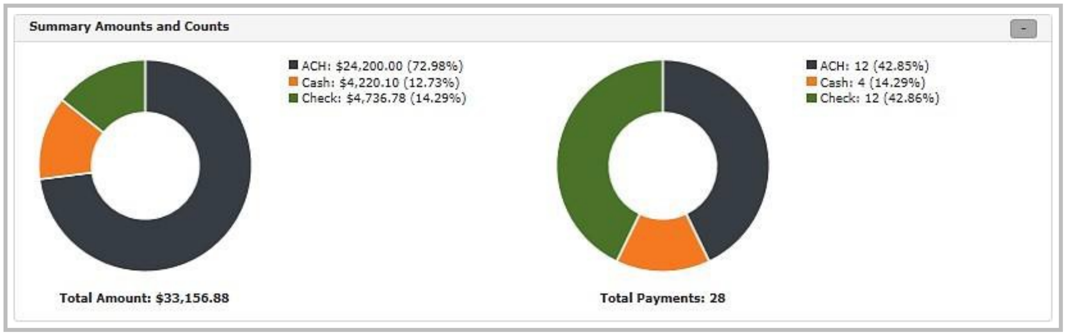
You can minimize or maximize both sections of the dashboard (**Summary Counts and Amounts** and **Receivables Summary**) using the collapse/expand buttons at the right in each section header. This allows you to decide which panels you would like displayed.



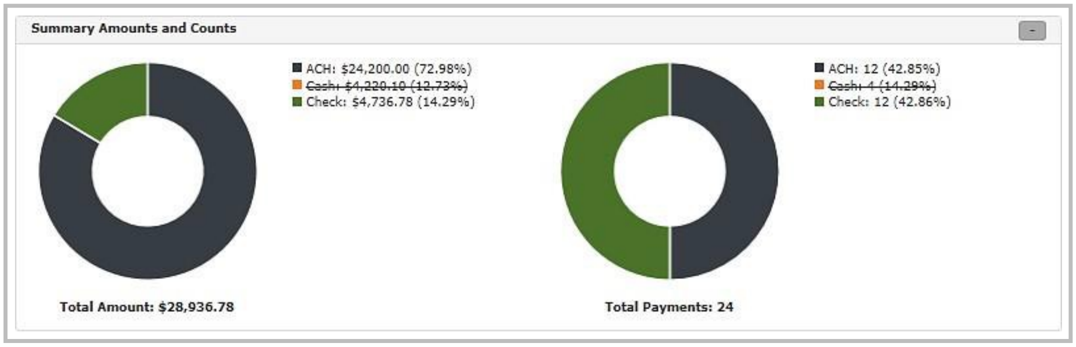
The application remembers this setting for the physical machine and your individual user ID even after you have logged out.

Summary Counts and Amounts

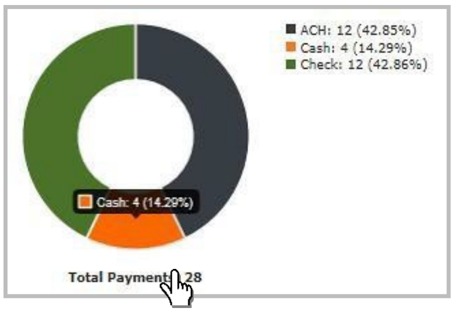
The section at the top of the Dashboard page displays the **Summary Counts and Amounts** totals with accompanying doughnut charts.



The pieces of the doughnuts can be removed by clicking on an item in the legend. Compare image below where Cash has been removed from the doughnuts.

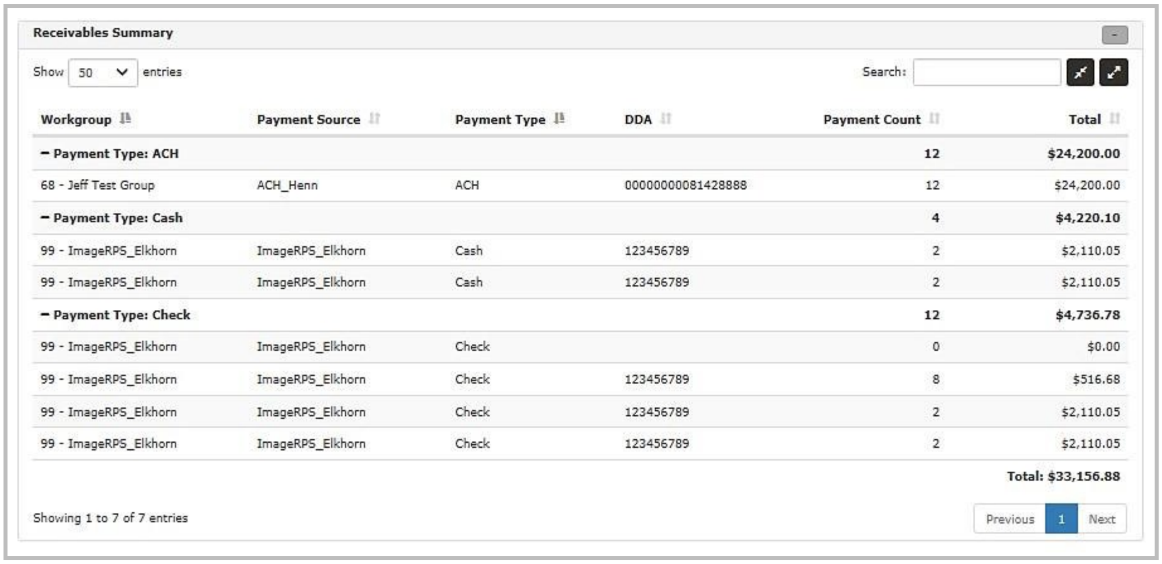


Percentages are displayed in both the legend and by hovering over a piece on the graph. If the data is too long in the legend it may truncate with ellipsis (…) but hovering over the piece will display the data in its entirety.



Receivables Summary Grid

The **Receivables Summary** section of the page displays a grid of all payments received for the filter setting at the top of the **Dashboard** page.



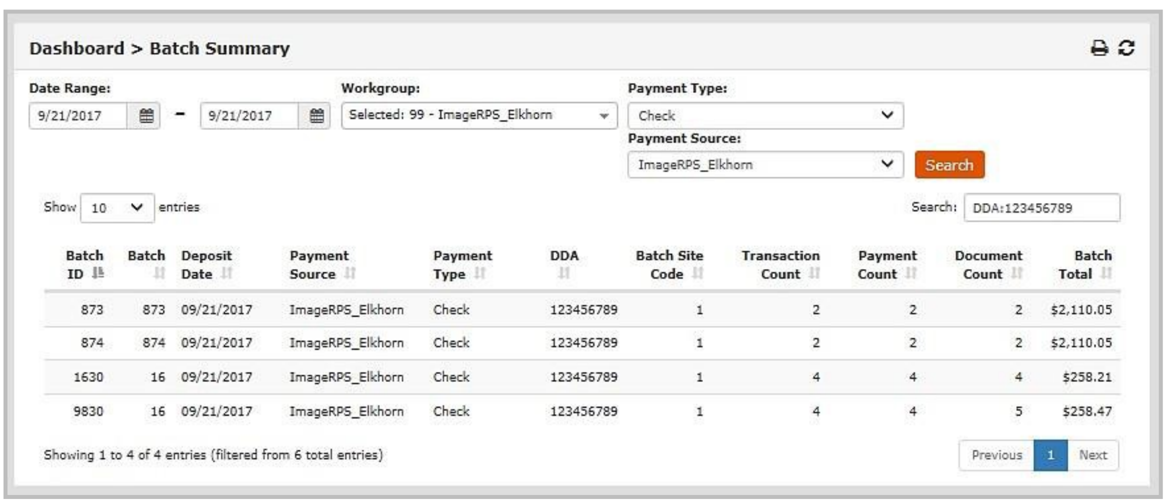
Use the **Search** box to filter the data displayed in the rows of the data grid. Characters entered will automatically filter the data as each character is typed. The filter is applied across all pages of the data grid.

The data in the grid is grouped according to the type selected in the Grouping filter at the top of the **Dashboard** page.

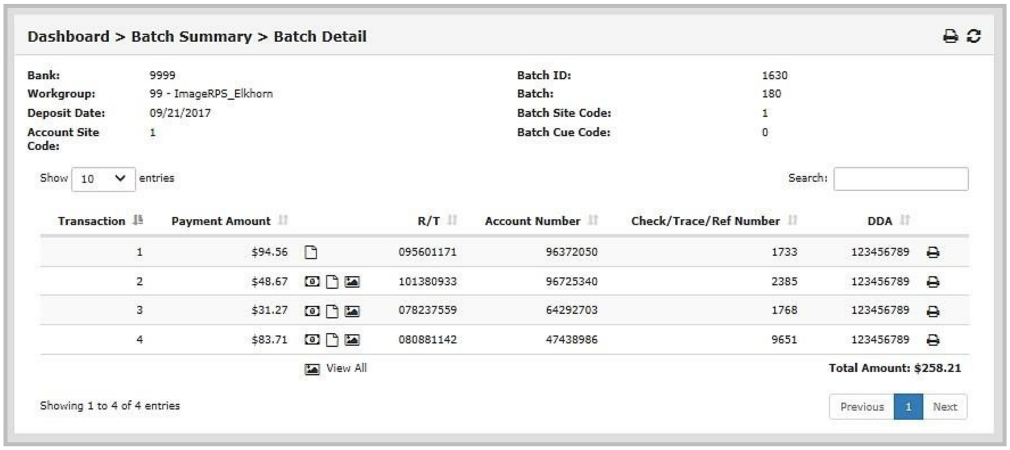
Drill Down to Batches and Transactions

The **Receivables Summary** section of the Dashboard page provides the ability to drill down to the **Batch Summary**, **Batch Detail** and **Transaction Detail** pages.

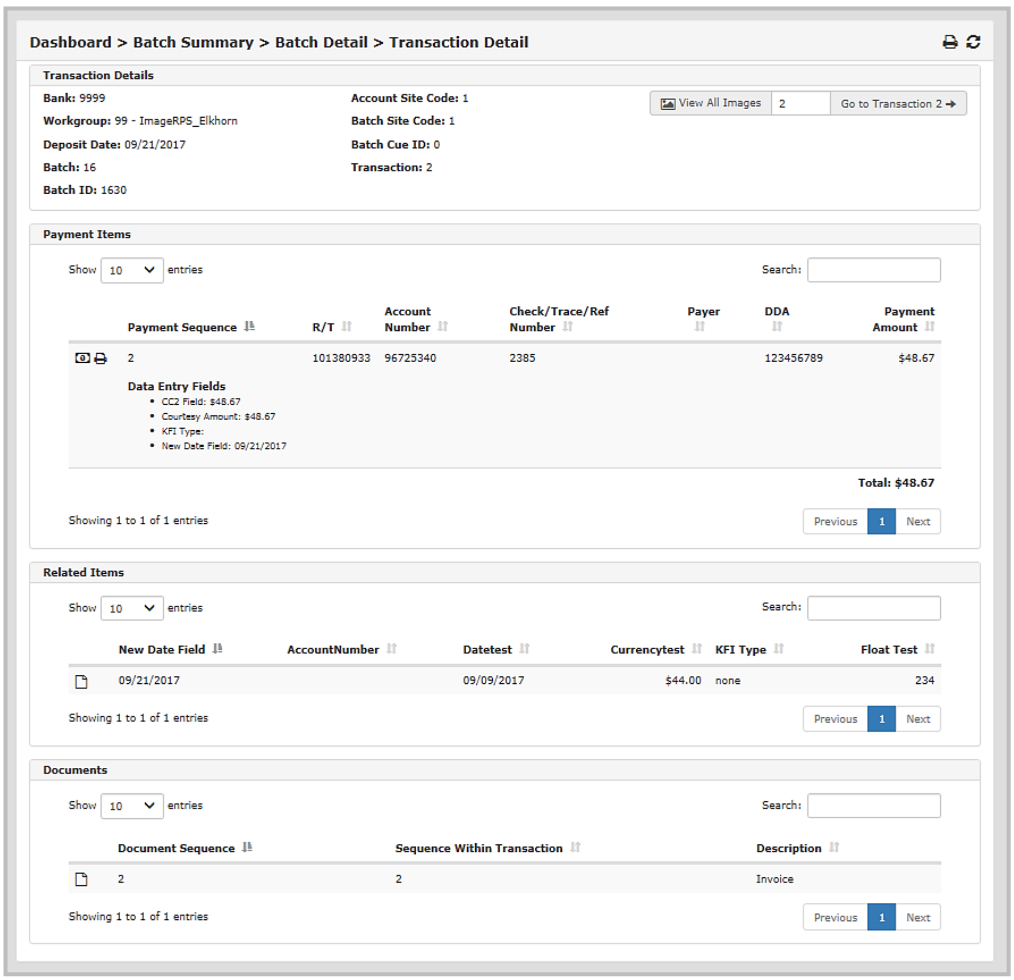
Click a row on the **Receivables Summary** page to view a summary of the batches on the **Batch Summary page**. See the Batch Summary section for more information about the **Batch Summary** page.



Click a batch row in the **Batch Summary** page to view the batch details. See the Batch Detail section for more information about the **Batch Detail** page.



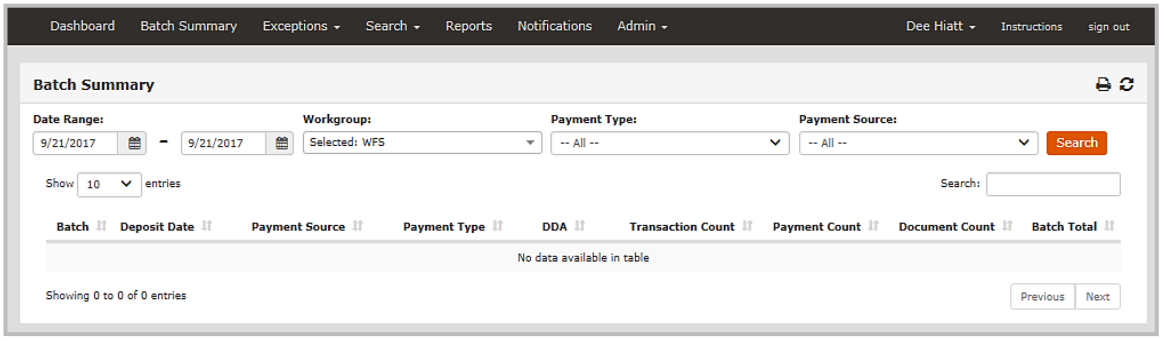
Click a transaction row on the **Batch Detail** page to view the transaction details for the batch. See the Transaction Detail section for more information about the **Transaction Detail** page.



Click any breadcrumb on the page header to return to a previous level.

Batch Summary

The Batch Summary provides high level information about each batch processed for a selected workgroup and date range. Batch summary information is displayed by selecting the Batch Summary menu item or by drilling down from a workgroup row in the Receivables Summary section of the Dashboard page.



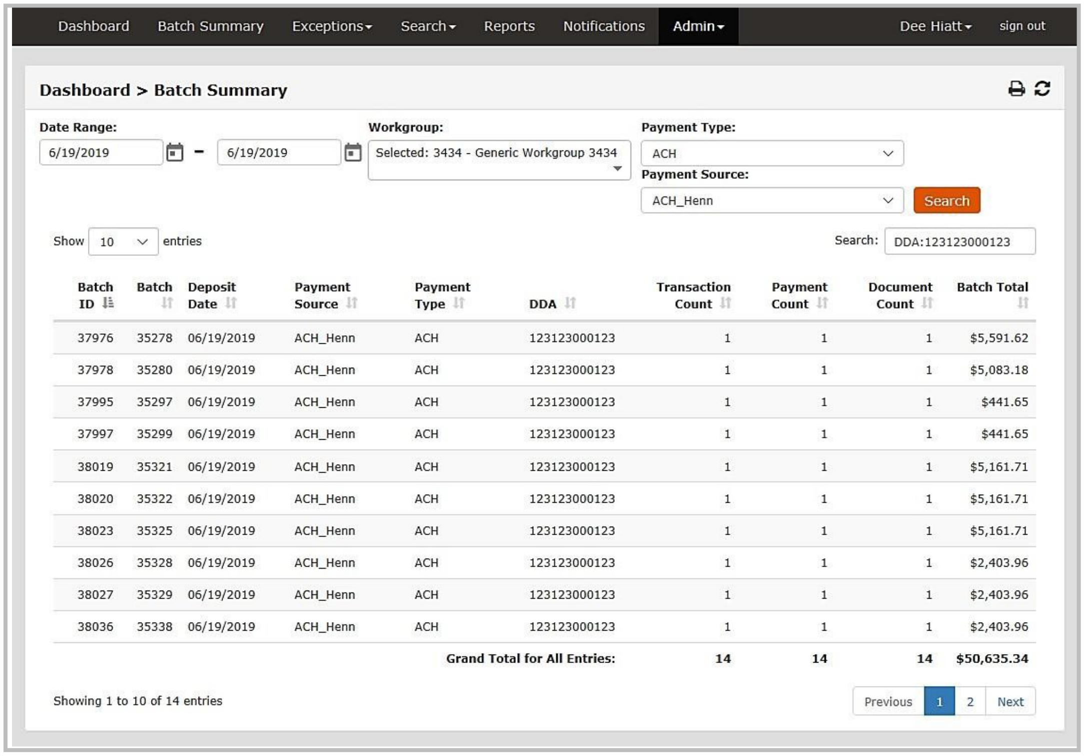
To view the summary for a batch, perform the following steps.

NOTE: These steps do not apply if drilling down from the Receivables Summary section of the Dashboard page.

1. Select a start and end **Date Range**. By default, the current date populates the fields when the page opens.
2. Select a workgroup from the **Workgroup** selector. Entities cannot be selected, only workgroups. Double-click a workgroup to select it. Failure to select a workgroup generates an error.
3. Select the payment type from the **Payment Type** dropdown list or use the default of **--All--**.
4. Select the payment source from the **Payment Source** dropdown list or use the default of **--All--**.
5. Click **Search**.

NOTE: The data displayed by the Batch Summary page is dynamic in that it shows only batches in workgroups that contain data and that you have permission to view.

The **Batch Summary** page displays the results in a grid. The **Batch ID** column may not be displayed as it is an option selected by an administrator in Workgroup Maintenance. The default sort is by Deposit Date and then Batch Number.



NOTE: If the data grid is resorted using a column header, this sort is not retained by the system when the search is modified by returning to the Batch Summary page using the breadcrumbs at the top of the page. The system default Batch Summary sort returns when the user exits the Batch Summary > Batch Detail > Transaction Detail breadcrumb path by viewing a different Synovus Accelerate AR Console page.

The following data is displayed on the Batch Summary page.

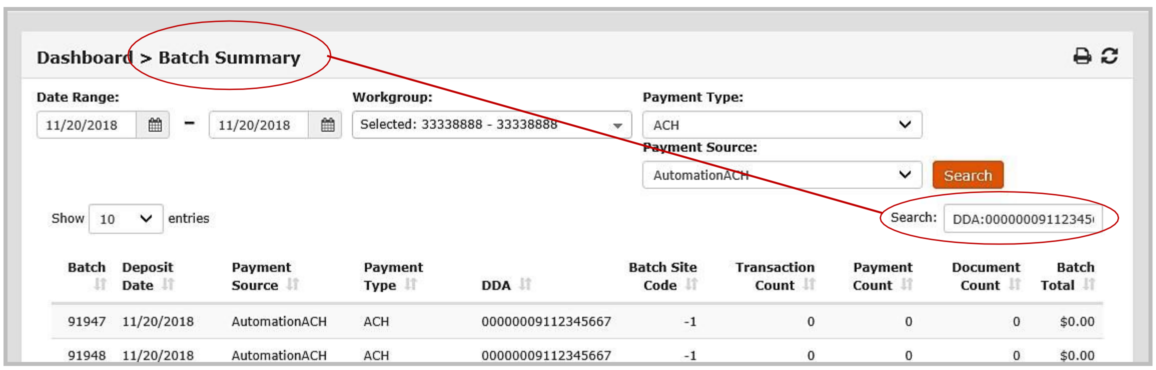
Column	Description
Batch ID (not shown)	An optional field, commonly used with Lockbox processing batches, which can be displayed using a System Admin option at the workgroup level.
Batch	The Batch, or Batch Number, is the main Accelerate AR Console batch number that is always viewable by the users throughout the user interface. This number comes from the source system or is generated by Accelerate AR Console when there is no source system batch number. NOTE: The Batch number is NOT unique system wide. It is possible to have two or more batches with the same batch number but from different payment sources. The system uses a multi-field key so that each batch will be separate and distinct in the system.
Deposit Date	The deposit date of the batch.
Payment Source	The system the data came from.

Column	Description
Payment Type	The type of payment tendered.
DDA	The Direct Deposit Account number.
Transaction Count	The number of transactions in the batch.
Payment Count	The number of payments in the batch.
Document Count	The number of non-payment documents in the batch.
Batch Total	The dollar value of the entire batch.

At the bottom of the data grid is the **Grand Total for All Entries**. Please note that these totals are for all items in the data set even when displayed as multiple pages or when using the Search tool and the page is filtered by the search.

Use the **Search** box to filter the data displayed in the batch rows of the data grid. Enter characters in the search box then press the Enter key to initiate the search. The filter is applied across all pages of the data grid.

When the Batch Summary page is displayed by selecting a Workgroup in the Receivables Summary section of the Dashboard, the DDA filter displays in the **Search** box.

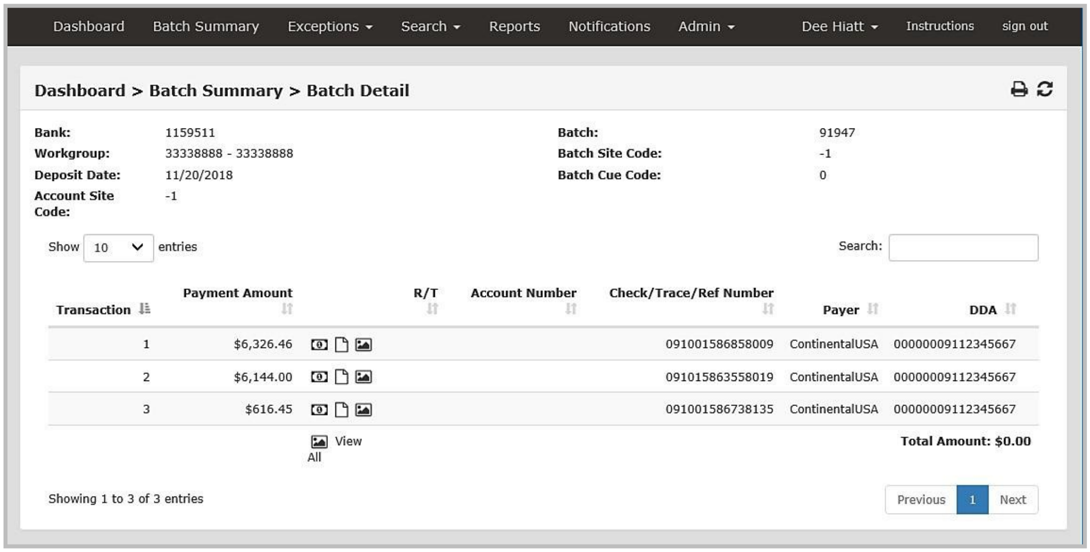


To access the Batch Detail page for a specific batch, click the batch row in the grid. See the following Batch Detail section for more information. The Batch Summary report can also be printed using the print icon.

Batch Detail

Batch details are accessed when you click a batch row on the Batch Summary page or the **Batch Detail** hyperlink on a Search results page.

The **Batch Detail** page provides transaction information for payments processed in the selected batch for the **Deposit Date** selected.



The **Batch Detail** page header displays the following data.

Item	**Description**
Workgroup	The workgroup identifier is comprised of the Workgroup ID and the Name.
Deposit Date	The date the batch was deposited.
Batch	The Batch, or Batch Number, is the main Accelerate AR Console batch number that is always viewable by the users throughout the user interface. This number comes from the source system or is generated by Synovus Accelerate AR Console when there is no source system batch number. NOTE: The Batch number is NOT unique system wide. It is possible to have two or more batches with the same batch number from different payment sources. Each batch will be separate and distinct in the Accelerate AR Console application.

The Batch Detail page data grid contains the following information.

Column	Description
Transaction	The transaction number of the payment in the batch.
Payment Amount	The dollar amount of the transaction.
Document Image Icons	Icons that will display document images are in the data grid between between the Payment Amount and R/T columns. The icons are only displayed when there is an image for a transaction. If there are no images for the batch, the View All icon is also hidden.
R/T	The bank routing and transaction number, or ABA, of the transaction.
Account Number	The DEBIT account number; the checking account number of the payer. See the special note below about how the data is sorted.
Check/Trace/ Ref Number	The check number, ACH trace number, or check serial number. The unique reference number to the payment tendered. See the special note below about how the data is sorted.
Payer	The party making the payment; the remitter.
DDA	The CREDIT account number; the corporate customer account number to which the payment is deposited.

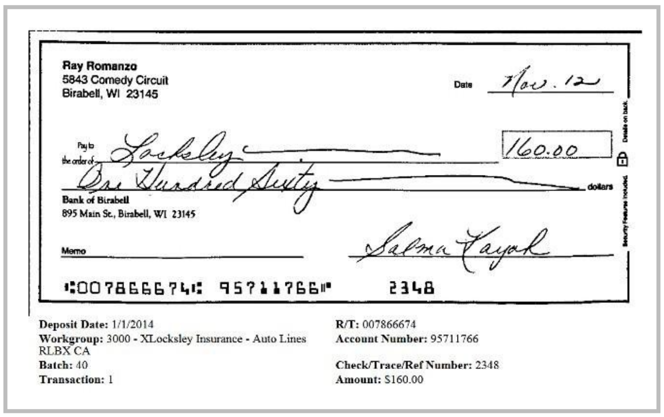
NOTE: Other columns may display if they have been activated in System Settings under Configuration Admin.

* SPECIAL NOTE about the **Account Number** and **Check/Trace/Ref Number** column sort patterns. These two columns are alphanumeric fields, not numeric. Consequently, they sort data differently than numeric fields. Where numeric fields sort on the actual numerical value and disregard leading zeros, alphanumeric field sorting considers all characters from the left to the right including leading zeros. For example, although numerically the value ‘00056’ is larger than the value ‘0031’, in an alphanumeric field the value ‘00056’ is smaller than the value ‘0031’ due to the number of leading zeros. The following screenshot illustrates an ascending sort (smallest value to largest value) of an alphanumeric field.

Check/Trace/Ref Number
001536
001537
00189
0032
007958
007959
01062
01238
0124
02020

Click the **View Payment Image(s)** icon to generate a PDF document of the check image.

Sample View Image report



Click the **View Transaction Document(s)** icon to generate a PDF document containing all the non-check images for the selected batch.

Click the **View All Images for Transaction** icon to generate a PDF containing all the images for the selected transaction.

Click the **View All Images for Batch** icon View All to generate a PDF containing all the images for the batch.

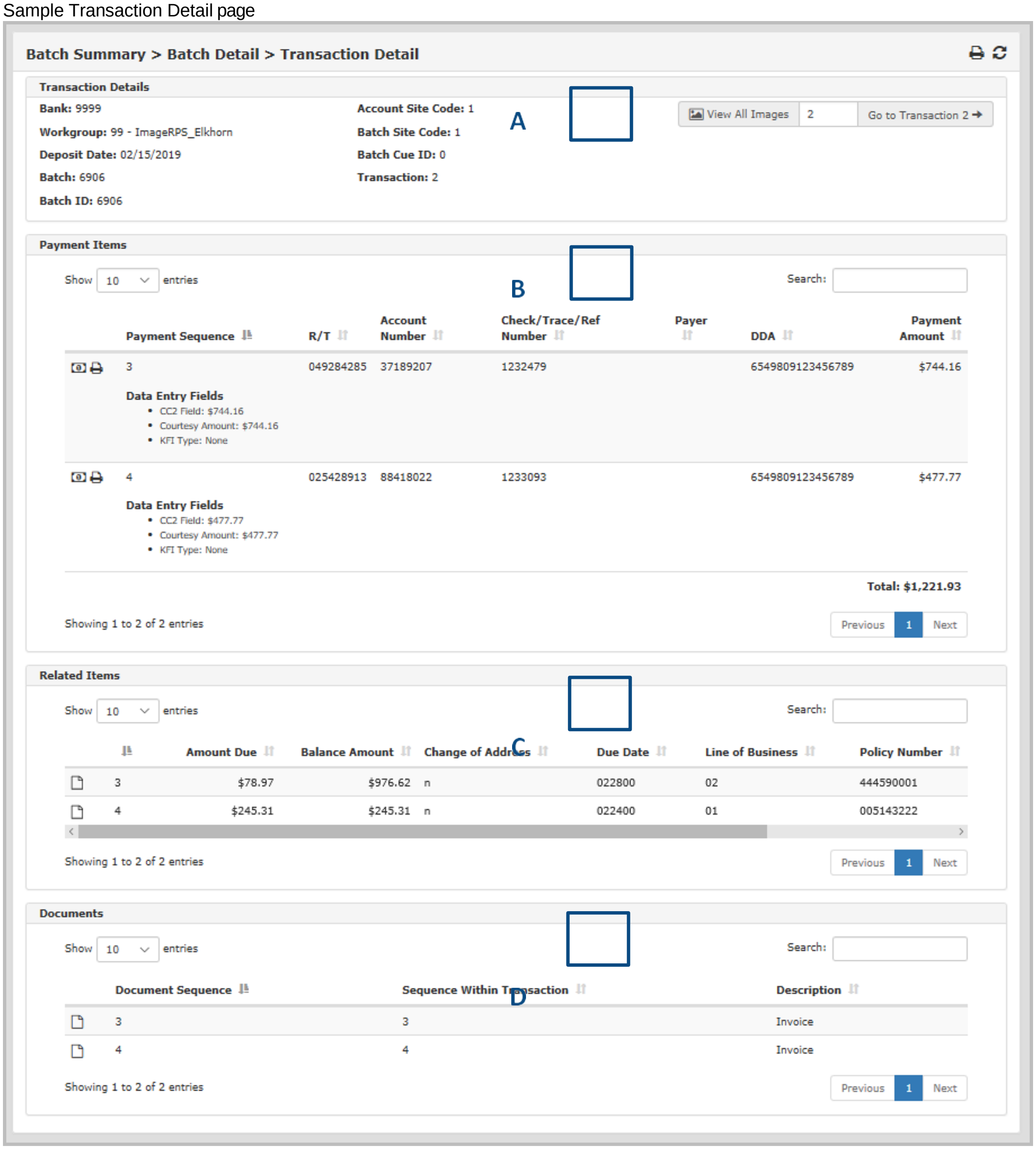
Click the **View Lockbox Audit** icon at the far right to generate a Transaction Report PDF. This feature is only available with Lockbox payment sources and administrator permission. The report includes all Lockbox data and document images for the transaction.

A batch detail report can be printed from this screen. All report samples are in the Report Document.

Transaction Detail

Transaction details are accessed when a user clicks a transaction row in the Batch Detail page. The Transaction Detail page provides payment information for the transaction. Information in the Transaction Detail page may vary based on the type of transactions captured. A sample Transaction Detail page is displayed below. The blue boxes with A, B, C and D are used in this guide to identify the four sections and correlate to the descriptions below the Transaction Detail screen shot.

Sample Transaction Detail page



Transaction Details (A)

The header displays the information that identifies the transaction and is located directly below the breadcrumb trail. It includes the **Workgroup**, **Deposit Date**, **Batch**, and **Transaction**.

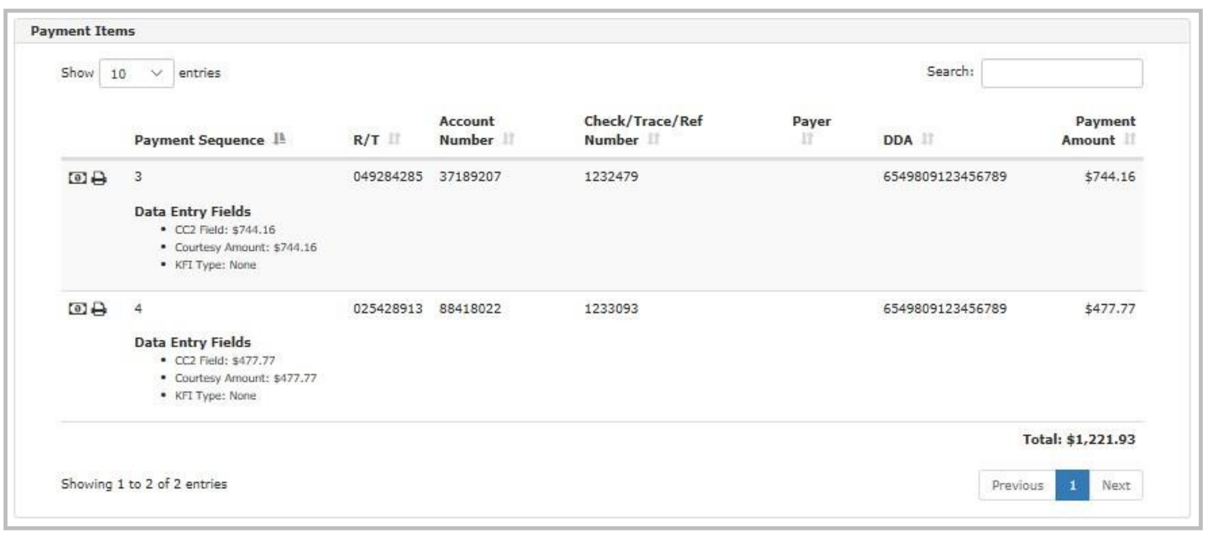
NOTE: The display of the following header items can be enabled/disabled by a system administrator at **Admin > System Settings** in the Display Options box.

- » Batch Cue ID
- » Account Site Code
- » Bank ID
- » Batch Site Code
- » Payment Sequence
- » Transaction Invoice Sequence

Enter a different transaction number in the Transaction box and click **Go to Transaction** to display the transaction details for a different transaction within the current batch. Click the icon at the upper right of the page to display and print the **Transaction Detail Report** (see below).

Payment Items (B)

The Payment Items area displays the information for one or more payments included in the transaction. Although the columns report the same data for all payments, any miscellaneous data with the bold labels, such as **Data Entry Fields** shown here, will vary depending on the payment source.

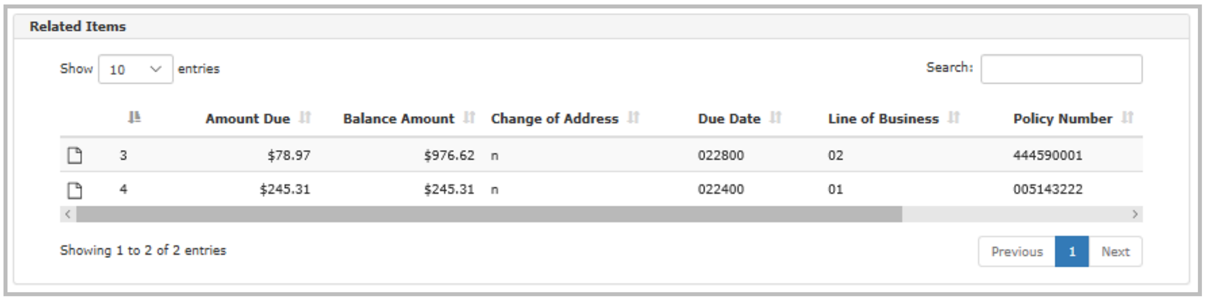


Click the **View Image(s)** icon to generate a PDF document of the check image. This check image icon will not be displayed if there are no images for the transaction.

Click the **View Item Report** icon to generate an Item Report PDF. This feature is only available with Lockbox processing payment sources and for users with the proper permission. The report includes all Lockbox data and document images for the item.

Related Items (C)

The Related Items area displays the information for any non-payment (not a check) documents such as invoice, stub, correspondence, etc. There may or may not be items displayed in this area.


Related Items

Show 10 entries Search:

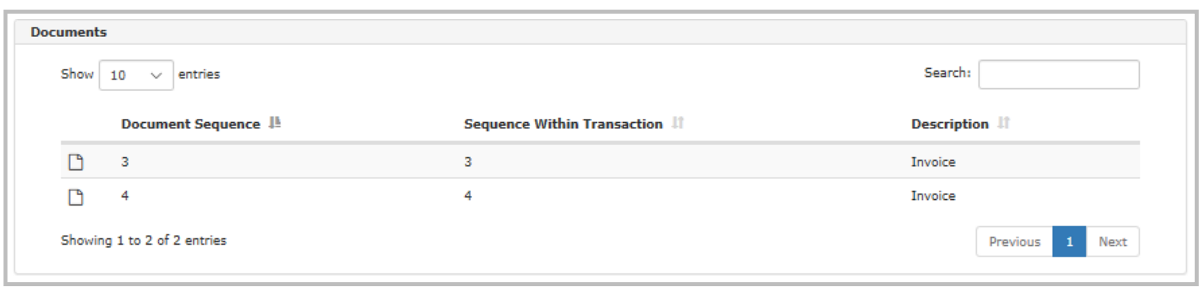
		Amount Due	Balance Amount	Change of Address	Due Date	Line of Business	Policy Number
	3	$78.97	$976.62	n	022800	02	444590001
	4	$245.31	$245.31	n	022400	01	005143222

Showing 1 to 2 of 2 entries Previous 1 Next

The first column of numbers that does not have a header/description is the related items sequence numbers for the current batch. It starts with 1 in the first transaction of the batch and increments by 1 with each additional related item. Click the **View Images** icon to generate a PDF document containing the image of the selected Related Item.

Documents (D)

The Documents area lists any non-payment documents associated with the transaction.


Documents

Show 10 entries Search:

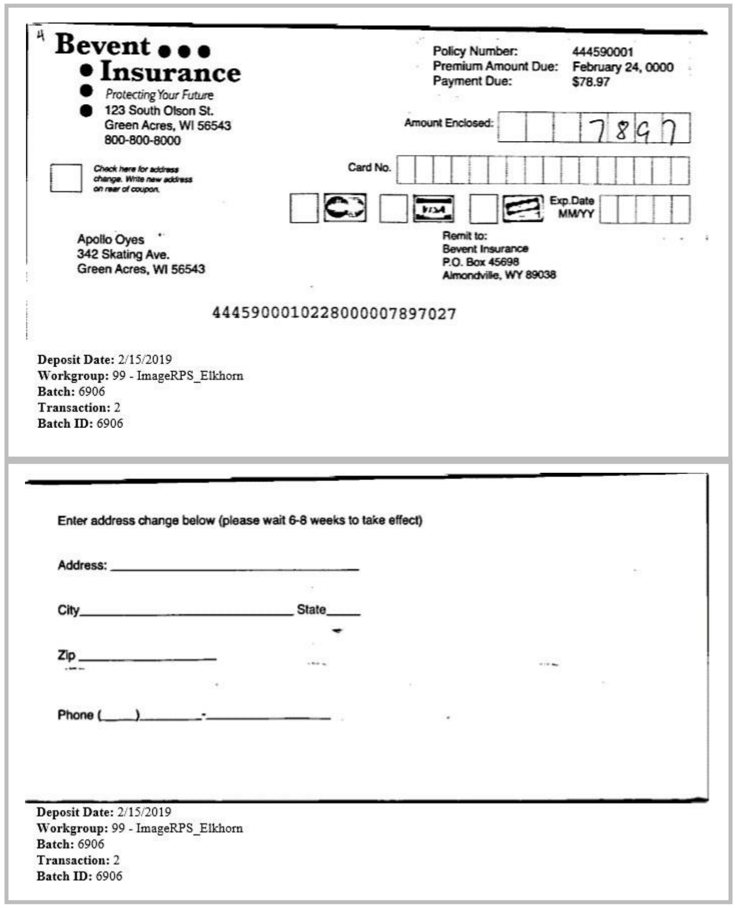
	Document Sequence	Sequence Within Transaction	Description
	3	3	Invoice
	4	4	Invoice

Showing 1 to 2 of 2 entries Previous 1 Next

The **Document Sequence** column displays the document sequence number in the current batch. It starts with 1 in the first transaction of the batch and increments by 1 with each additional document.

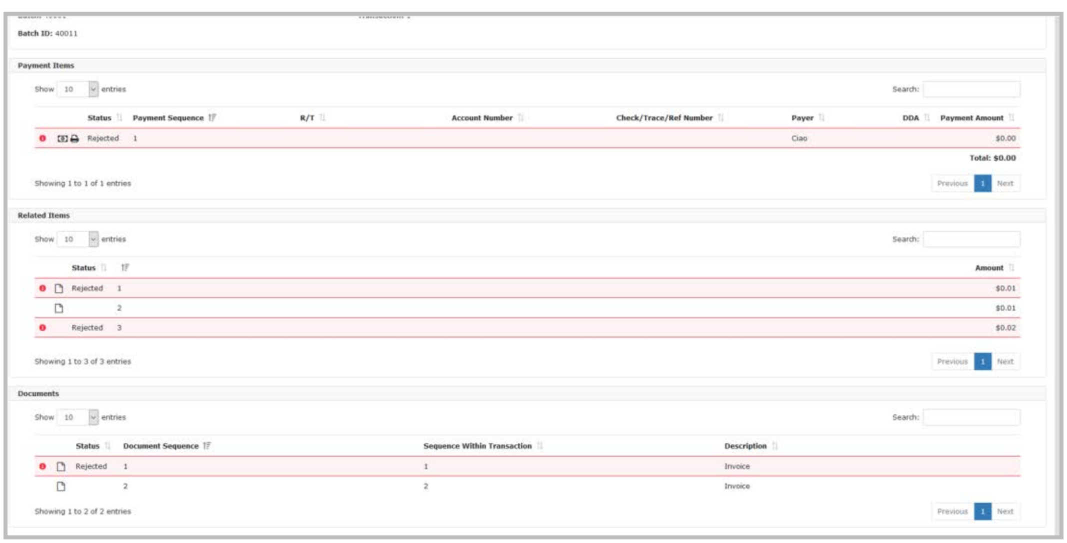
Click the **View Transaction Image(s)** icon to generate a PDF document containing the images for the selected document. This document image icon will not be displayed if there are no images for the transaction.

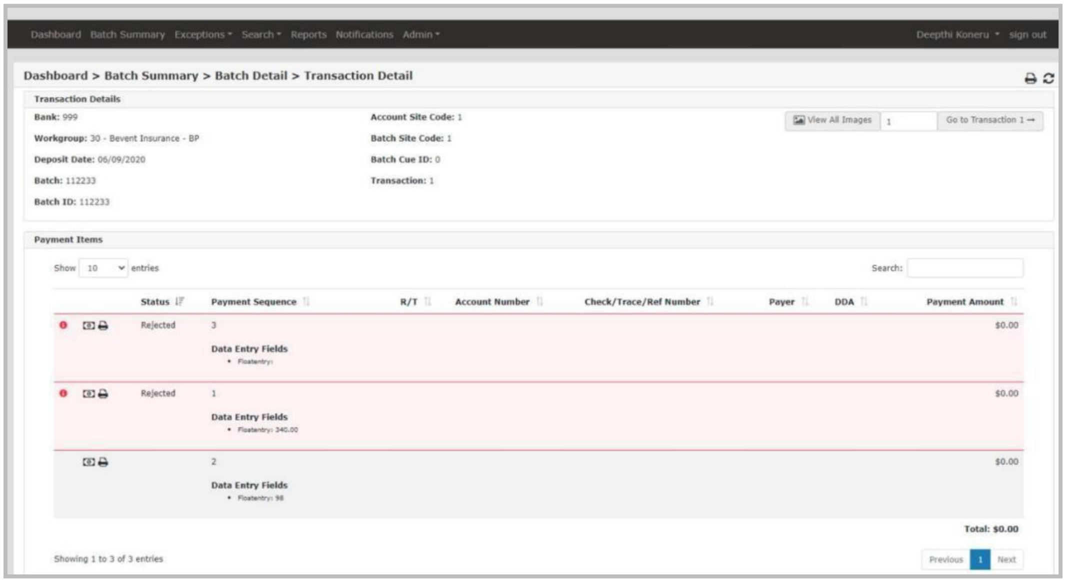
Sample Document Images



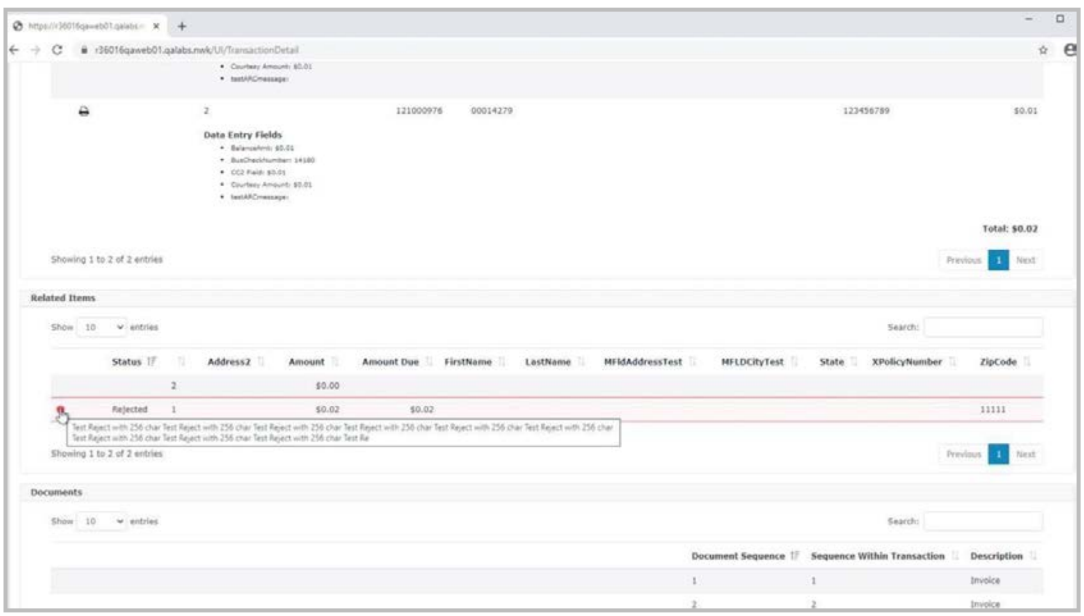
Rejected Items

Rejected items from Lockbox processing can be viewed. The rejected items can be viewed on the Transaction Detail page in the Payments or Related Items grids. The rejected items are highlighted in Red with a 'Status' of Rejected in anew Status column.





If the user hovers over (or clicks on) the error icon, the reject reason from processing is displayed in the hover over message.

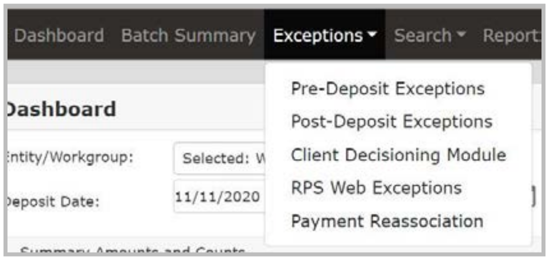


Exceptions

Exceptions are payment items that require your action to provide missing or correct erroneous information. Payments with exceptions in Accelerate AR Console are routed to the exceptions workflow application Client Decisioning Module.

Access to Exceptions

Click on the Exceptions item on the menu bar then click **Client Decisioning Module** or **Payment Reassociation**.

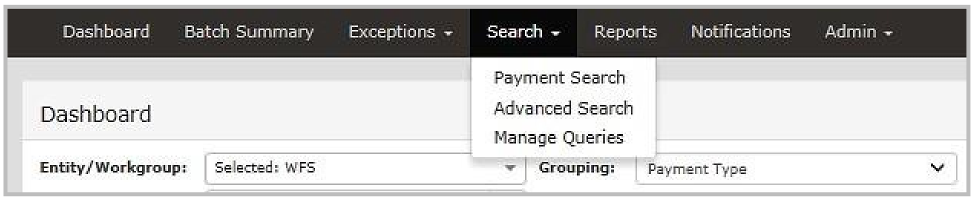


You must be granted permission to access a specific exception menu item.

Search

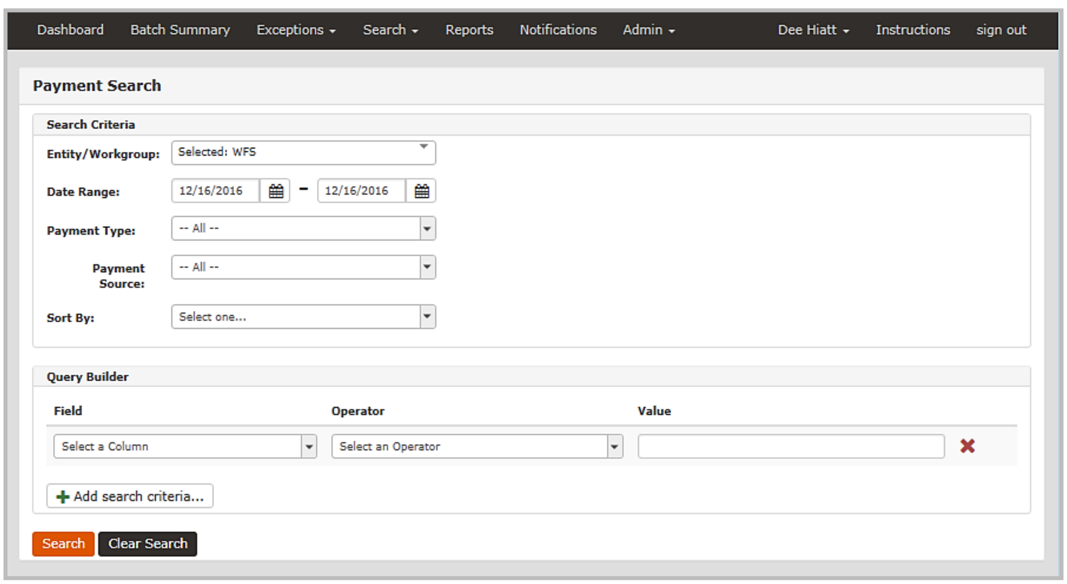
Synovus Accelerate AR Console offers robust search capabilities which allow you to search for images based on standard MICR fields as well as optional user defined fields configured at the Entity level. Examples of user defined fields include invoice number, customer name, net amount, division number, etc. These additional fields of information are captured according to the site requirements and become part of the image search criteria.

The three search sub-menu options that are available under the main Search menu item are **Payment Search**, **Advanced Search** and **Manage Queries**.



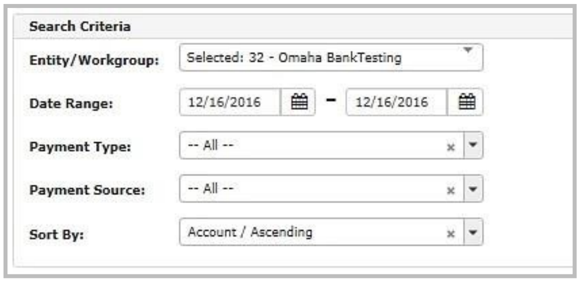
Payment Search

The Payment Search page allows you to perform a search on the payment (i.e. check, ACH, wire, etc.) part of transactions. This search function will search across multiple entities and workgroups. It executes the search in the selected entity, all child entities, and all workgroups of the entities.



Defining a Payment Search

Search Criteria



Use the following criteria to define the parameters of a search.

» Select the **Entity/Workgroup** from the dropdown list. This is a required field.

» The **Date Range** defaults to the current date. To select another date, click on the calendar icon and then on the date desired, or click on the date field and type a date.

- Click once in the field to insert the cursor.
- Double-click on a section of the date to select it.
- Click a third time to select the entire date field.

NOTE: The Date Range may be limited for a workgroup by the system administrator.

» Select the **Payment Type** from the dropdown list. Options in the list are All, ACH, Check, SWIFT, and Wire. This field is optional.

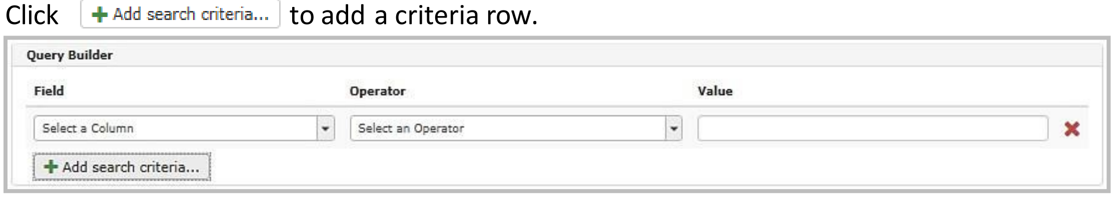
» Select the **Payment Source** from the dropdown list. This field is optional.

» Select a **Sort By** field from the dropdown list to order the data in the results grid. This field is optional. If the parameter is left blank, the default sort is Account/Ascending.

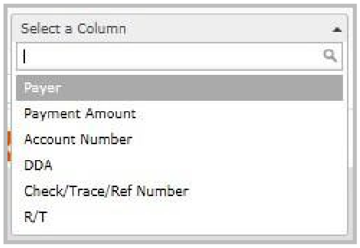
Query Builder

Use the **Query Builder** section to add additional search criteria.

» Click + Add search criteria... to add a criteria row.



» Click the **Select a Column** box to select a field from a dropdown field list.



NOTE: An entity or a workgroup must be selected in the **Search Criteria** section before the **Select a Column** dropdown list is populated.

» Click the **Select an Operator** box to select an operator from a dropdown list.

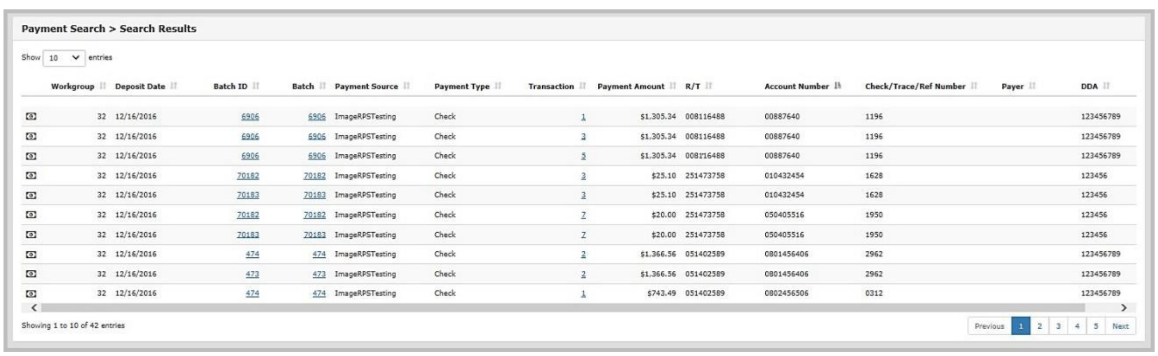
» Enter a value in the **Value** field.

» Click ✖ to delete a criteria row.

»Click + Add search criteria... to add as many criteria rows as needed. Results for the search are displayed on the Search Results page.

Payment Search Results

If the search criteria entered is valid and the system is successful in returning items based on the criteria, the **Search Results** page displays.



Payment Search > Search Results

Show 10 entries

	Workgroup	Deposit Date	Batch ID	Batch	Payment Source	Payment Type	Transaction	Payment Amount	R/T	Account Number	Check/Trace/Ref Number	Payer	DDA
	32	12/16/2016	6906	6906	ImageRPSTesting	Check	1	$1,305.34	008116488	00887640	1196		123456789
	32	12/16/2016	6906	6906	ImageRPSTesting	Check	3	$1,305.34	008116488	00887640	1196		123456789
	32	12/16/2016	6906	6906	ImageRPSTesting	Check	5	$1,305.34	008116488	00887640	1196		123456789
	32	12/16/2016	70182	70182	ImageRPSTesting	Check	3	$25.10	251473758	010432454	1628		123456
	32	12/16/2016	70183	70183	ImageRPSTesting	Check	3	$25.10	251473758	010432454	1628		123456
	32	12/16/2016	70182	70182	ImageRPSTesting	Check	7	$20.00	251473758	050405516	1950		123456
	32	12/16/2016	70183	70183	ImageRPSTesting	Check	7	$20.00	251473758	050405516	1950		123456
	32	12/16/2016	474	474	ImageRPSTesting	Check	2	$1,366.56	051402589	0801456406	2962		123456789
	32	12/16/2016	473	473	ImageRPSTesting	Check	2	$1,366.56	051402589	0801456406	2962		123456789
	32	12/16/2016	474	474	ImageRPSTesting	Check	1	$743.49	051402589	0802456506	0312		123456789

Showing 1 to 10 of 42 entries

Previous 1 2 3 4 5 Next

NOTE: It is possible to have two or more batches with the same batch number when the batches are from different payment sources.

Click the batch number hyperlinks in the **Batch ID** or **Batch** columns to access the Batch Details page.

Click the transaction number hyperlink in the **Transaction** column to access the Transaction Detail page.

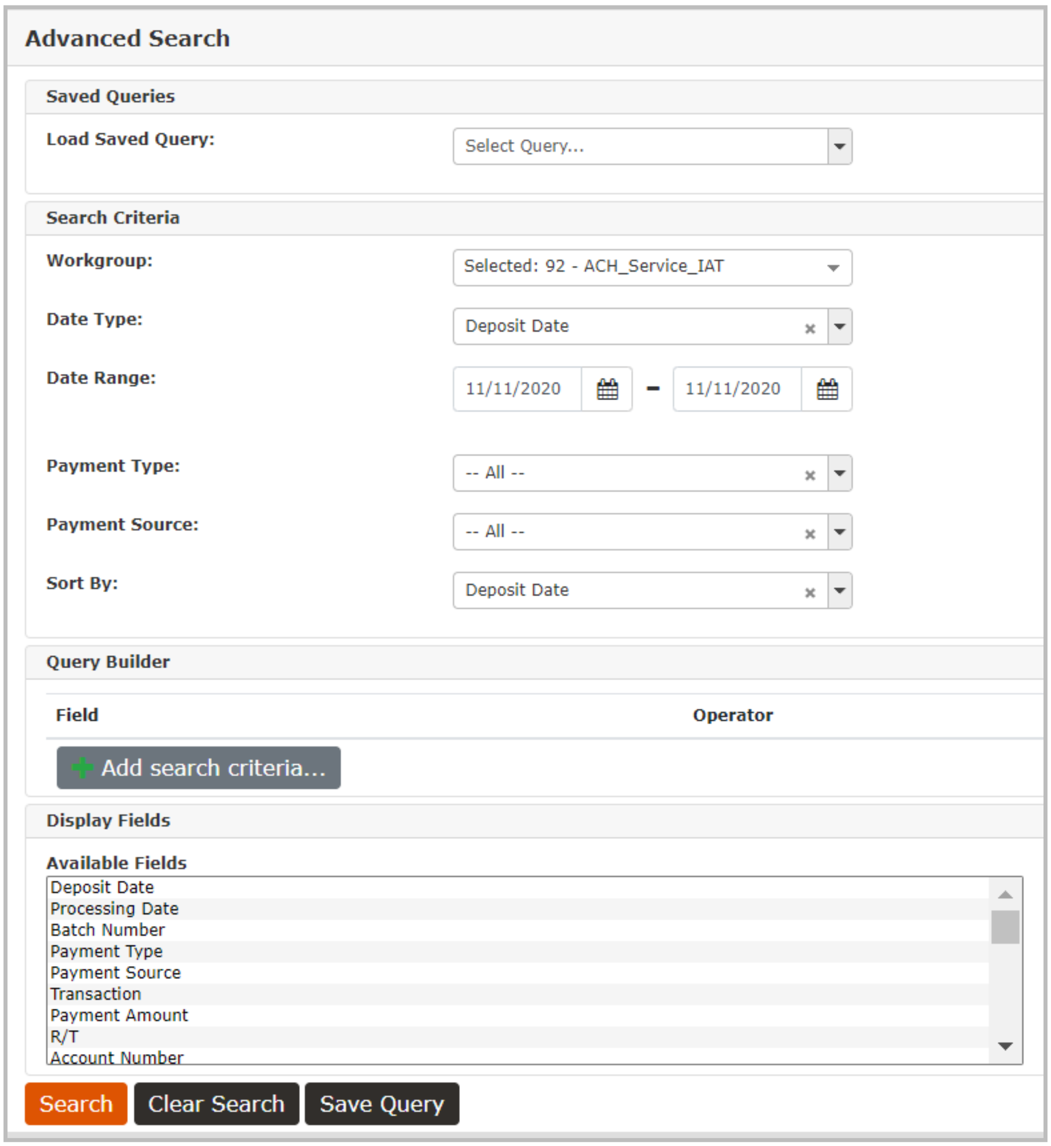
Select the **View Check** icon to generate a PDF document of the check image.

Click on Payment Search in the breadcrumb trail Payment Search > Search Results at the top of the page to return to the **Payment Search** page.

Advanced Search

The **Advanced Search** page allows you to specify search criteria for specific items within a workgroup using advanced search parameters. The system also enables a user to save search criteria that are frequently used as queries, which saves time, and builds research accuracy.

Advanced Search is also a tool that could potentially be used for a CD replacement download. However, depending on volume, it may be necessary to download daily or weekly to stay within the 5000-row download limit.



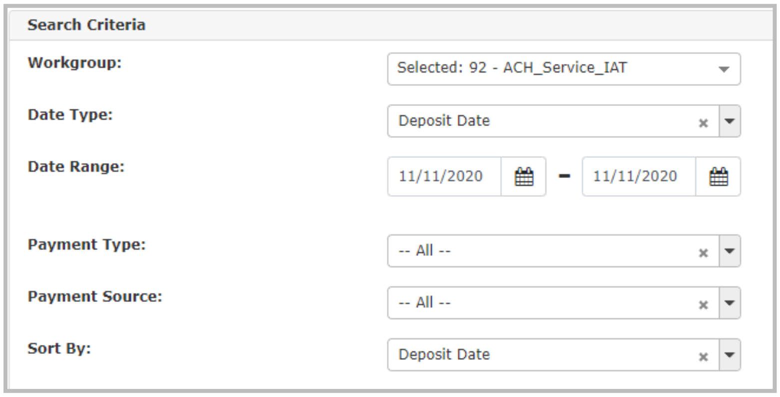
Defining an Advanced Search

Saved Queries

If previous searches have been saved as queries, click the **Select Query** box to select a query from the dropdown list. Queries are user specific and are saved and accessed at the user level.

NOTE: Values for the **Date Range** parameter in the **Search Criteria** section are not saved in a query. The current date will be the default date and the user must enter the desired dates after loading a saved query.

Search Criteria



Use the following criteria to define the parameters of a search.

» Select the **Workgroup** from the dropdown list. Only workgroups may be selected, not entities. This is a required field.

» Select the Date Type from the dropdown list. This feature gives you the ability to search Deposit Date or Processing Date.

» The **Date Range** defaults to the current date. To select another date, click on the calendar icon and then on the date desired, or click on the date field and type a date.

- Click once in the field to insert the curser.
- Double-click on a section of the date to select it.
- Click a third time to select the entire date field.

NOTE: The Date Range may be limited for a workgroup by the system administrator.

» Select the **Payment Type** from the dropdown list. Options in the list are All, ACH, Check, SWIFT, and Wire. This field is optional.

» Select the **Payment Source** from the dropdown list. This field is optional.

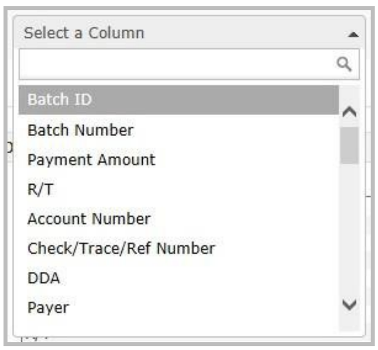
» Select a **Sort By** field from the dropdown list to order the data in the results grid. This field is optional. If the parameter is left blank the default sort is on the Deposit Date field in descending order.

Query Builder

Use the **Query Builder** section to add additional search criteria.

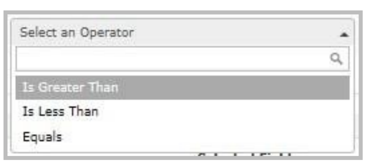
» Click Add search criteria... to add a criteria row.

» Click the **Select a Column** box to select a field from the field list dropdown.



NOTE: A workgroup must be selected in the **Search Criteria** section before the Select a **Column** dropdown list is populated.

» Click the **Select an Operator** box to select an operator from the dropdown list.



» Enter a value in the **Value** field.

» Click ✖ to delete a criteria row.

» Click Add search criteria... to add as many criteria rows as needed.

NOTE: If no data has ever been imported for a specific data entry field, that field will not be displayed on the results screen to prevent the display of a completely empty column. Additionally, invoice level data will only appear in the Results screen if an invoice - specific data entry field is selected as part of the query. If no invoice-specific data entry fields are selected, then only payment-related data will appear.

Display Fields

NOTE: A workgroup must be selected in the **Search Criteria** section before the **Available Fields** box is populated. Available Fields vary by customer.

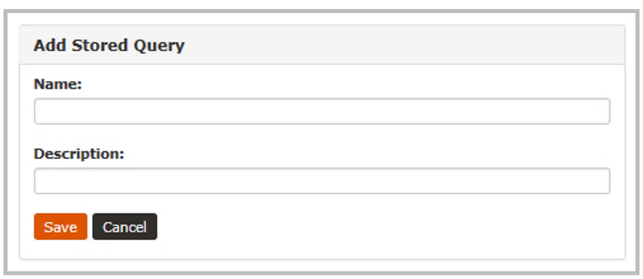
Use the arrow buttons between the boxes to move all or selected fields to and from the **Selected Fields** box. Use of the **Display Fields** section is optional.

If no fields are moved from the **Available Fields** box to the **Selected Fields** box, the first twelve fields in the **Available Fields** box (i.e., **Payment Sequence** down through **Payer**) are displayed in the **Search Results** grid. Image icons display to the left of the data columns. Moving one or more fields to the **Selected Fields** box will cause the search results to display only the image icons and the selected fields.

» Click Search to initiate the search. The Search Results page will display.

» Click Clear Search to reset all search criteria and begin again.

» Click Save Query to save the defined search as a query for future use. The **Add Stored Query** dialog box will display.



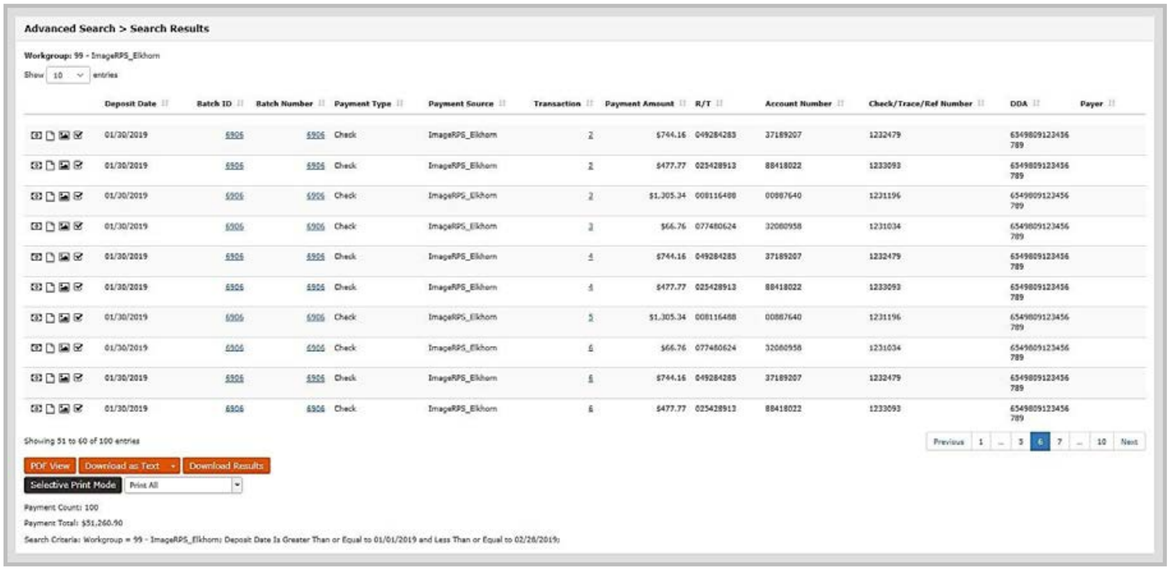
» Enter values for the query **Name** and **Description**.

» Click **Save** to retain the search criteria as a query. Queries are managed in Manage Queries.

» Click **Cancel** to exit without saving.

Advanced Search Results

If the search criteria entered is valid and the system is successful in returning items based on the criteria, the **Search Results** page displays.

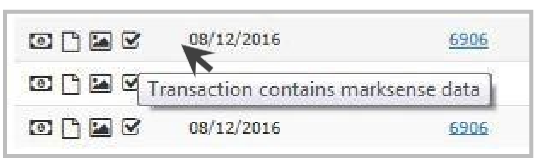


Click the **View Payment Image** icon to generate a PDF document of the check image. This document image icon will not be displayed if there are no images for the batch.

Click the **View Transaction Image** icon to generate a PDF document containing all the non-check images for the selected batch. This document image icon will not be displayed if there are no images for the batch.

Select the **View All Images for Transaction** icon to generate a PDF containing all the images for the selected transaction. This document image icon will not be displayed if there are no images for the batch.

The check box icon indicates that the transaction contains mark sense data.

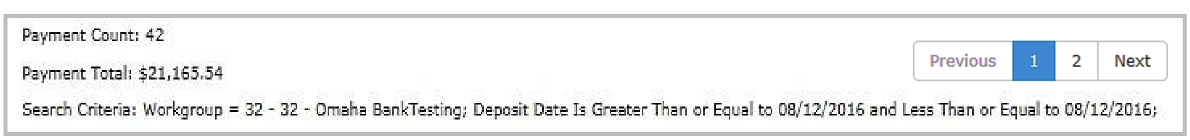


To access the Batch Details for a specific batch, click the batch ID **View Batch** hyperlink in the **Batch ID** column or the batch number **View Batch** hyperlink in the **Batch Number** column.

Click the transaction number **View Transaction** hyperlink in the **Transaction** column to view the Transaction Detail page.

Page navigation buttons are provided at the bottom right of the page.

The search criteria that was entered in the **Search Criteria** section of the **Advanced Search** page is displayed in the bottom left corner of the **Search Results** page.



NOTE: The following is behavior that may occur in the results of an Advanced Search:

» It is possible to have two or more batches with the same batch number when the batches are from different payment sources.

» When searching for a stub with specific criteria, the stub meeting the criteria will be returned as well as the other stubs in the same transaction. The criteria fields for non-matching stubs will be blank.

» When you search on a field, regardless if in a check or a stub, the entire transaction will be returned in the data set and the application will attempt to combine the check and the stub information in a single row. If the result is a singles transaction (i.e., one check and one stub) then one row is displayed. If the result is a multi-transaction then the result set will vary as follows.

- A single check with multiple stubs transaction will display one row per stub with the same check information on each row. For example, 1 check with 3 stubs = 3 rows.
- A single stub with multiple checks transaction will display one row per check with the same stub information on each row. For example, 1 stub with 3 checks = 3 rows.
- For a multiple check and multiple stub transaction, where a stub data entry field is not selected for display when creating the Advanced Search query, only the check results will display with one row per check.
- For a multiple check and multiple stub transaction, where a stub data entry field is selected for display, the results will display the Cartesian product of both checks and stubs. This means that the number of rows will be equal to the number of checks times the number of stubs (i.e., checks * stubs = rows).For example:

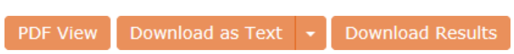
  2 Checks & 3 Stubs = 6 rows

  3 Checks & 3 Stubs = 9 rows

  2 Checks & 5 Stubs = 10 rows

Viewing and Downloading Search Results

You will be able to view and download search results data and images using the buttons at the bottom of the page if you have been activated by the system administrator. If the features are disabled, the buttons will be dimmed.



NOTE: For these features to be active for an operator, the "Search – Download/Print Advanced Search Results" permission controls activation of the view and download search results features.

NOTE: Synovus Accelerate AR Console limits the volume of data that may be viewed or downloaded from Advanced Search to 5000 rows. If the results returned by a query are greater than 5000 rows, the buttons are disabled and not available.

PDF View

Click PDF View to open a PDF document of the results grid with the standard Adobe controls to save, print, or page through the document.

Deposit Date	Batch Number	Payment Type	Payment Source	Transaction	Payment Amount	R/T	Account Number	Check/Trace/Ref Number	DDA	Payer
08/05/2019	3006	Check	integraPAY-I1702	1	$ 2.29	0	0		170117029	Eunjung Kang
08/05/2019	99000	Check	integraPAY-I1702	1	$ 206.00	0	5919345		170117029	Eunjung
08/05/2019	99004	Check	integraPAY-I1702	1	$ 852.00	0	5919345		170117029	Eunjung
08/05/2019	99005	Check	integraPAY-I1702	1	$ 852.00	591591591	5919345		170117029	Eunjung

Check Count: 4

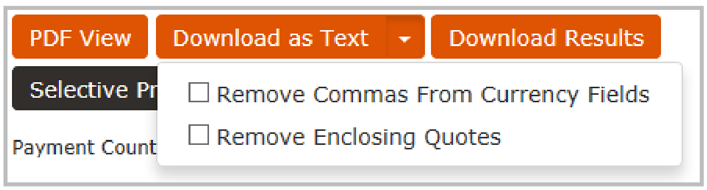
Check Total: $1,912.29

Search Criteria: Workgroup = 1701 - ; Deposit Date Is Greater Than or Equal to 08/05/2019 and Less Than or Equal to 08/15/2019;

Download as Text

Use **Download As Text** to create a CSV format that may be downloaded and saved locally and opened in a text editor or MS Excel.

1. Click the down arrow next to 'Download as Text' to display the options and their check boxes.



2. Select one or both options if desired.
3. Click **Download as Text** to create the file.Text

file with no options checked.

```
Deposit Date,Batch ID,Batch Number,Payment Type,Payment Source,Transaction,Payment Amount,R/T,Account Number,Check/Trace/Ref
Number,DDA,Payer,
"07/29/2019","12894","12894","ACH","ACH Service","1","$7,989.73","","","202881060000101","888888881","",
"07/29/2019","12898","12898","ACH","ACH Service","1","$276.35","","","000000000000001","666666671","",
"07/29/2019","12900","12900","ACH","ACH Service","1","$7,803.76","","","000000000000001","666666671","",
"07/29/2019","12900","12900","ACH","ACH Service","2","$1,132.65","","","000000000000001","666666671","",
"07/29/2019","12902","12902","ACH","ACH Service","1","$8,360.01","","","000000000000001","666666671","",
```

Text file with Remove Commas From Currency Fields option checked. (red box on currency fields)

```
Deposit Date,Batch ID,Batch Number,Payment Type,Payment Source,Transaction,Payment Amount,R/T,Account Number,Check/
Number,DDA,Payer,
"06/18/2019","37835","35137","ACH","ACH_Henn","1","$82530000.00","","","113062999054918","0123456668","",
"06/18/2019","37836","35138","ACH","ACH_Henn","1","$39960000.00","","","071399949928319","0123456668","",
"06/18/2019","37836","35138","ACH","ACH_Henn","2","$15740000.00","","","071299935343720","0123456668","",
"06/17/2019","37780","35082","ACH","ACH_Henn","1","$19871.60","","","000000000000001","0123456668","DELUXE CORP",
"06/17/2019","37859","35161","ACH","ACH_Henn","1","$60021.10","","","000000000000001","0123456668","DELUXE CORP",
```

Text file with Remove Enclosing Quotes option checked. (red box on currency fields)

```
Deposit Date,Batch ID,Batch Number,Payment Type,Payment Source,Transaction,Payment Amount,R/T,Account Number,Check/Trace/Ref
Number,DDA,Payer,
07/29/2019,12894,12894,ACH,ACH Service,1,$7,989.73,,,202881060000101,888888881,,
07/29/2019,12898,12898,ACH,ACH Service,1,$276.35,,,000000000000001,666666671,,
07/29/2019,12900,12900,ACH,ACH Service,1,$7,803.76,,,000000000000001,666666671,,
07/29/2019,12900,12900,ACH,ACH Service,2,$1,132.65,,,000000000000001,666666671,,
07/29/2019,12902,12902,ACH,ACH Service,1,$8,360.01,,,000000000000001,666666671,,
07/29/2019,12902,12902,ACH,ACH Service,2,$5,523.99,,,000000000000001,666666671,,
```

Text file with both options checked. (red box on currency fields)

```
Deposit Date,Batch ID,Batch Number,Payment Type,Payment Source,Transaction,Payment Amount,R/T,Account Number,Check/Trace/Ref
Number,DDA,Payer,
06/18/2019,37835,35137,ACH,ACH_Henn,1,$8250000.00,,,113062999054918,0123456668,,
06/18/2019,37836,35138,ACH,ACH_Henn,1,$3995000.00,,,071399949928319,0123456668,,
06/18/2019,37836,35138,ACH,ACH_Henn,2,$1574000.00,,,071299935343720,0123456668,,
06/17/2019,37780,35082,ACH,ACH_Henn,1,$19871.60,,,000000000000001,0123456668,DELUXE CORP,
06/17/2019,37859,35161,ACH,ACH_Henn,1,$60021.10,,,000000000000001,0123456668,DELUXE CORP,
```

The **Remove Commas from Currency Fields** and **Remove Enclosing Quote** settings are remembered by the system for a user on the current workstation. If the user moves to a different workstation these option settings do not follow the user.

NOTE: A Wire PDF surrogate image example is provided at the end of this section.

Download Results Download Results

Click **Download Results** to generate a zip file containing a CSV, XML, HTML viewer and TIFF images for the query results.

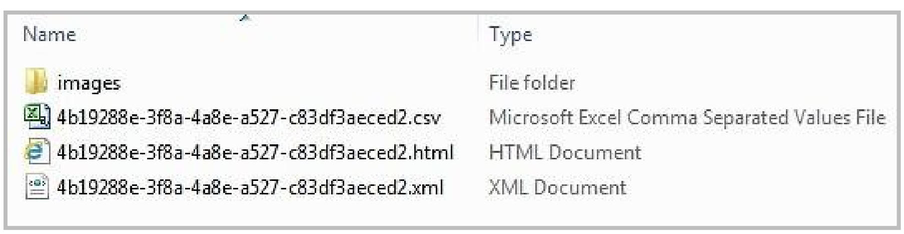
» An operating system prompt will appear for the user to open or save the download.

» The zip file is downloaded and contains the following:

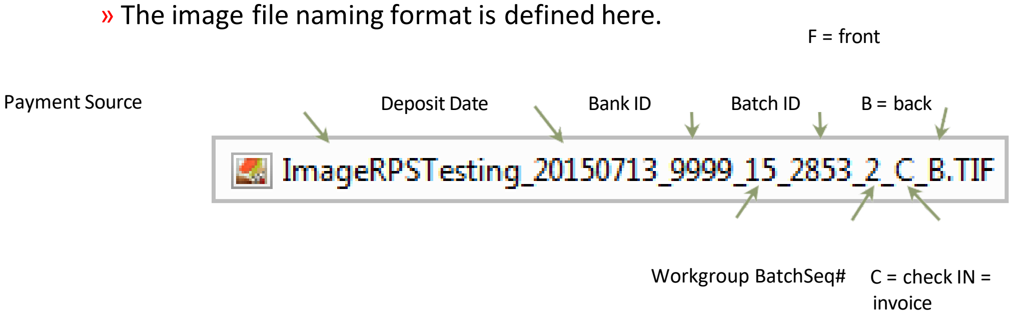
- A CSV file that can be opened as text or in MS Excel.
- An HTML document.
- An XML document.

NOTE: XML tags are not fixed and if there are multiple fields with the same name they will have _2, _3, _4, etc. after the field name.

- An “images” folder with document images in TIF format.

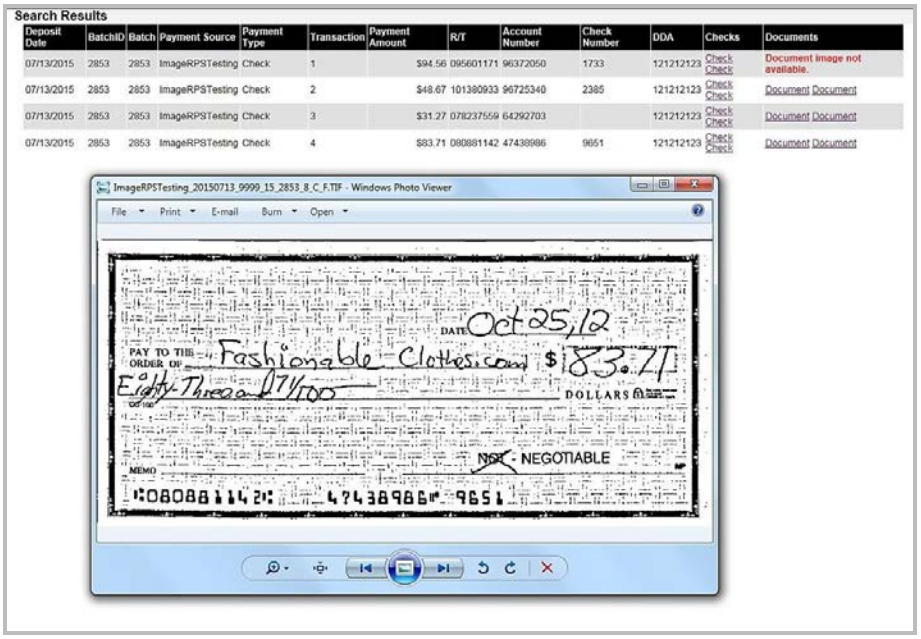


» The image file naming format is defined here.

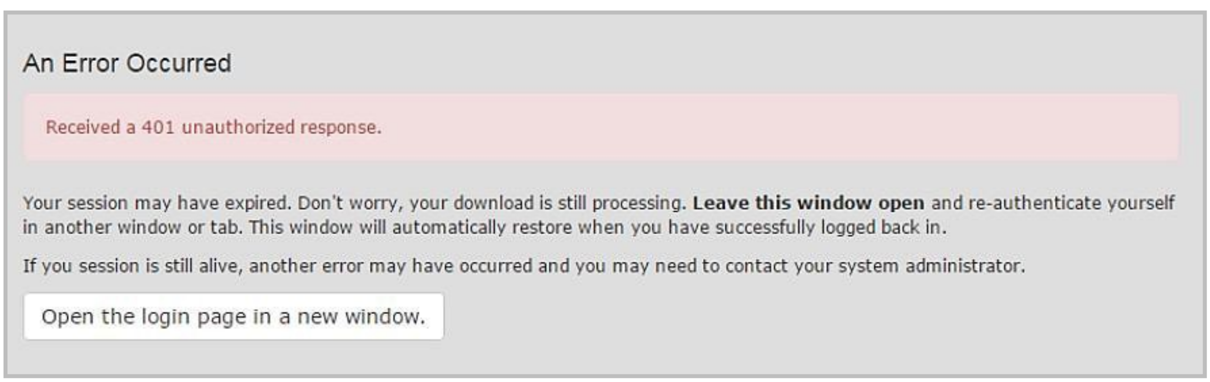


» To use the HTML viewer do the following:

- Extract the zipped files to the desired folder. The HTML viewer will not function correctly if the zipped files are not extracted to a new folder.
- Open the HTML file. The data and links to the images are displayed.
- Click on a check or document link to view the image.



NOTE: Attempting to download 5,000+ items at one time from the Advanced Search page could result in a session time-out during the download process. If this occurs, the system continues to create the zip file and the user is prompted to re-authenticate to access the file.

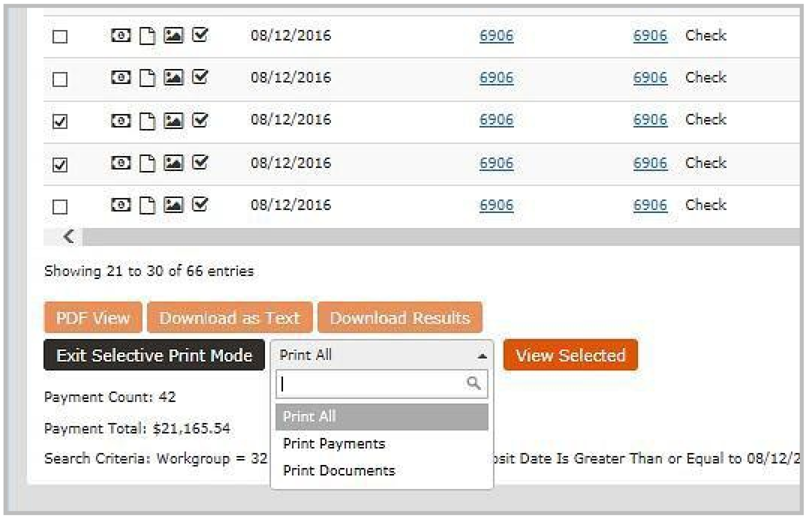


NOTE: The file will only be available until the file cleanup service runs. How often this service runs is configured in each environment and may vary, but the default setting is every 24 hours.

Selective Print Mode Selective Print Mode

Use the **Selective Print Mode** feature to select specific items from the results grid to be printed.

» Click **Selective Print Mode**. The **PDF View**, **Download as Text** and **Download Results** buttons are dimmed and become inactive. The print option dropdown box and View Selected button are displayed.



» Select the checkbox for each item to be printed.

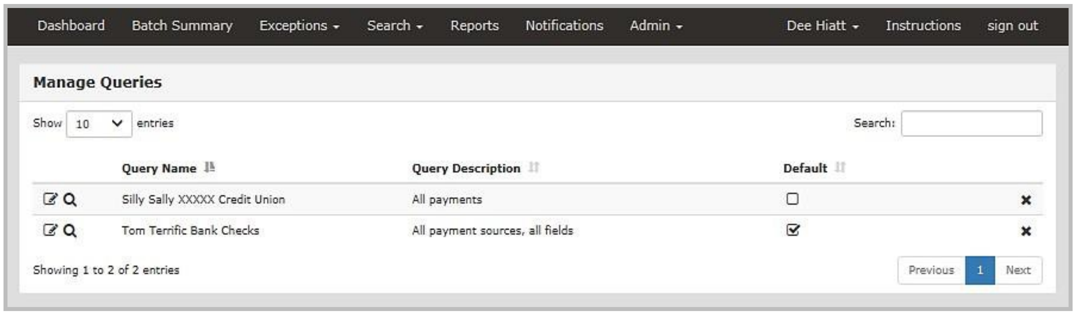
» Select the print option dropdown box Print All and select **Print Payments** for check images, **Print Documents** for non-check documents or leave at **Print All** for all check and non-check documents.

» Click View Selected to generate a PDF of the selected items.

Manage Queries

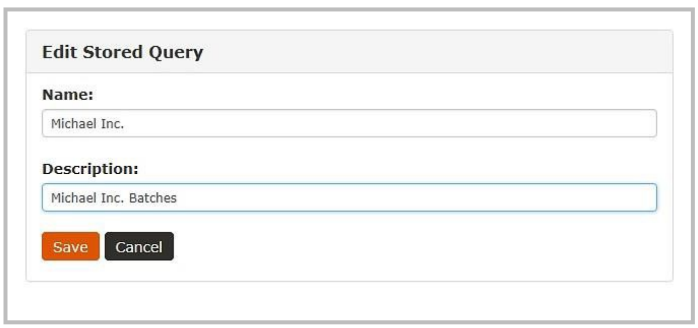
The Manage Queries page can be accessed from the menu bar by selecting Search > **Manage Queries**.

NOTE: Queries are user specific and are saved and reused at the user level. In other words, the logged in user will see and use only queries that the logged in user has saved. This is not a global feature.



Use the **Search** box Search: to filter the queries displayed in the grid. This filter acts on both the **Query Name** column and the **Query Description** column.

Click the **Edit query** icon in the first column to edit the name or description of a query.



Click the **Load query** icon in the second column to open the Advanced Search page and load the query.

If a default query is defined, the default check box is selected for that query. Check a box in the Default column to specify/change the default query. Select the **Delete query** icon to delete a specific query.

Reports

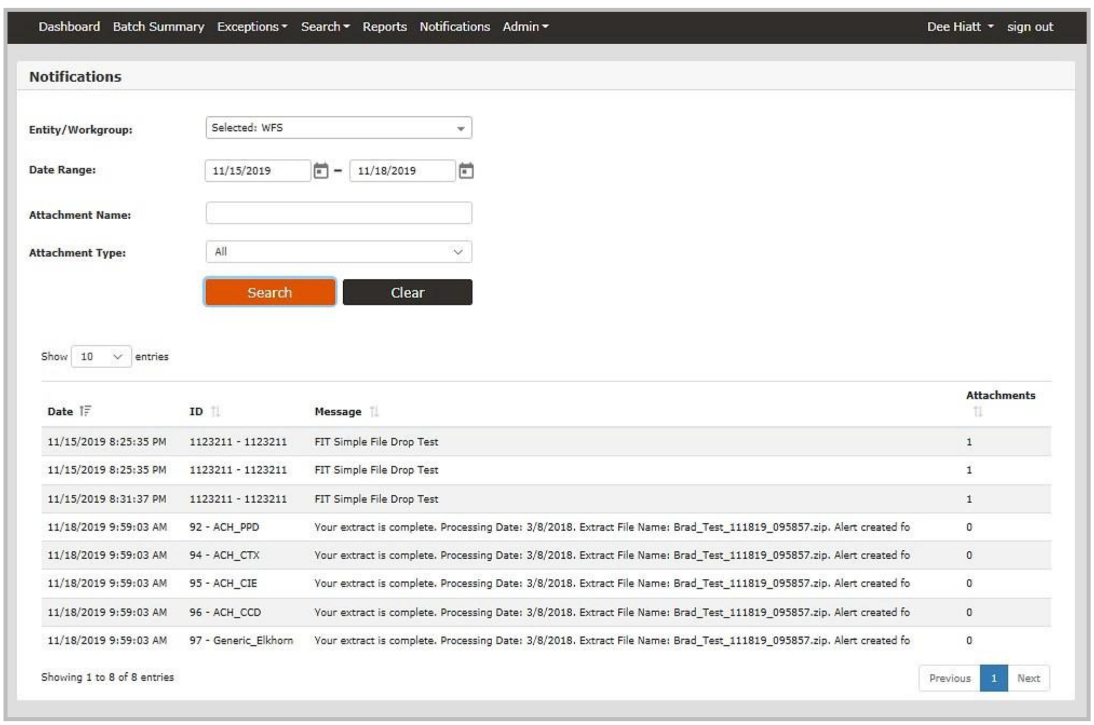
The Reports page allows you to execute various reports. The reports are all preconfigured with a specific output; however, each report may have a number of filters that can limit the amount of data displayed. The reports can be output in either PDF or CSV (text or Excel) format.

Viewing of reports is controlled by roles in **Security Admin**. If you do not have access to a report, you will not see the link on the Reports page to run the report. All reports descriptions and samples are provided in the Reports document.

Notifications

The **Notifications** page allows users to view the notifications that have been generated for an entity or workgroup. Notifications are typically reports generated by system alerts (i.e., an import failure or other system problem) but may also be extract files or other attachments. This page may look slightly different depending on where a notification was generated.

Click on Notifications on the Synovus Accelerate AR Console menu bar to display the Notifications page.



To view notifications, follow these steps:

1. Select an **Entity/Workgroup** from the dropdown list. Click the down arrow to see the tree, expand entities as needed, and double-click the entity or workgroup to select. Select the **Date Range**. By default, the current date appears in the **Date Range** but the user can select different dates using the calendar tool . Dates are usually entered with the beginning date first and the end date second. However, if a user happens to enter the dates in reverse order, Synovus Accelerate AR Console will update the search criteria and put the date range in the proper order.

2. The **Attachment Name** field is a filtering mechanism and is optional. Enter an attachment filename if known.
3. Select the **Attachment Type** from the dropdown list or select **All** types. If a type is not selected all types will be reported.
4. Click **Search** to display the notifications or click **Clear** to return the parameters to the defaults.

Based on the filter parameters entered, the notifications display in the Notifications grid which provides the following information.

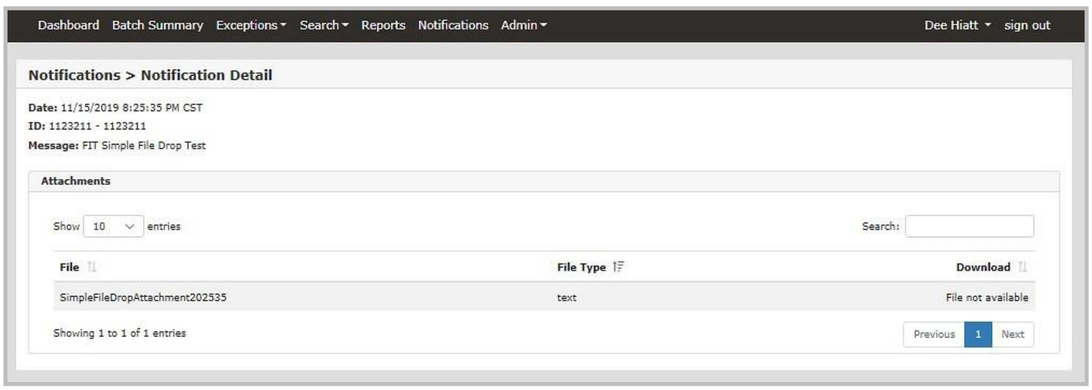
» **Date**–the date and time the notification was generated. Time information is based on the time zone of the user's system.

» **ID**–the workgroup ID.

» **Message**–a descriptive message about the notification.

» **Attachments**–the number of files attached to the notification.

Click anywhere in a notification row to view the **Notification Details** page.



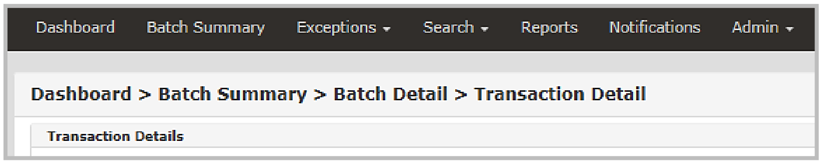
The **Notification Detail** page displays the **File** name, the **File Type** and a **Download** icon. Click the download icon to view or save the notification file depending on the file type (i.e., text, MS Word, PDF, MP3, etc.).

NOTE: Users with permission to view **Notifications** will also be able to view the **Notification Detail** page.

Admin-User Preferences

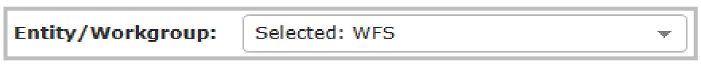
Addendum A–Detailed Navigation, Browser/Column Window Sizes and Icons

Breadcrumbs



A "breadcrumb" trail is prominently displayed on appropriate pages to facilitate navigating backward through previous pages. Although browser window "back" buttons will sometimes work, they are not consistent in operation. Use of the browser "back" button may lead to browser and connectivity errors. Use of the breadcrumb trail ensures a reliable user experience in the Synovus Accelerate AR Console application.

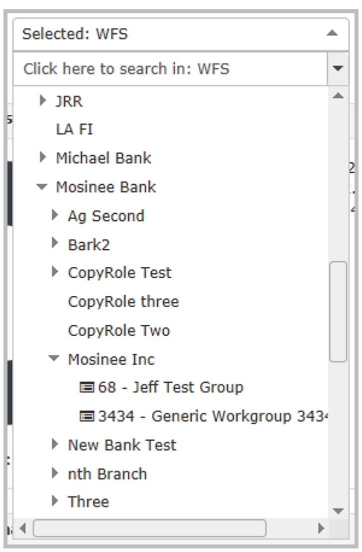
Entity/Workgroup Selector



This navigation tool is used throughout the Synovus Accelerate AR Console application. It allows you to select an entity, or a workgroup, for which data is to be displayed. Selecting an entity that has child entities will display data for the parent and the child entities.

Click anywhere in the **Entity/Workgroup** field, or on the down arrow, to display the dropdown list.

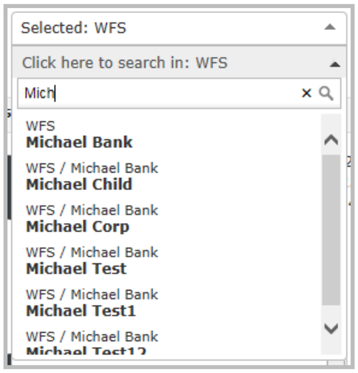
Entities that have an arrow before the name have child entities. Click the arrow to expand the tree and display the child entities. Expand and scroll the tree to find the desired entity or workgroup, and then double-click the name to select.



To search for an entity or workgroup, click the **Click here to search in:** title to display the **Search In** box.

Type a minimum of three characters of the name or workgroup number to be found. The search will automatically begin after the third character is typed, but additional characters may be added to refine the search.

Click once on an item in the search results to select it.



Icons

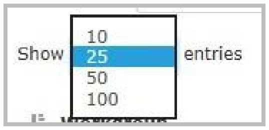
A number of icons are used throughout Synovus Accelerate AR Console.

Icon	Image	Description
Calendar		Displays a calendar to select a desired date. Pages that have calendars use one of two types of calendars.
Refresh Page		Refresh the data on the displayed page.
View Notification Detail		On the Notifications page, displays the Notifications Detail page for an item.
View Check Image		View the image of the check or ACH and WIRE surrogate check images.
View Transaction Document		View the non-check items.
View All Images		View all corresponding documents for the transaction or batch in a printer friendly version.
Mark sense data		Items with mark sense data will display this icon.
View report		Displays a context sensitive report such as an item report or a transaction report.
Print		Print the item/report.
Expand Group		Expands an individual group to show the items in the group.
Collapse Group		Collapses an individual group to hide the items in the group.
Locked		Items that have been locked will display this icon.

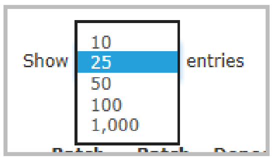
Icon	Image	Description
Edit		Opens a dialog box to edit parameters.
Delete		Opens a confirmation dialog box to delete or remove an item. It can also signify Non-Active and Close Modal.
Expand All Groupings		Expands all groups in a data grid.
Flip Image		Flips the image.
Unassign		Unassign the item.
Active		The item is currently Active or assigned.
Collapse All Groupings		Collapses all groups in a data grid.
Dropdown		Drop down the field to see more options.
Rearrange Sort Order		Move a search field up or down to display in a custom order.
Previous		Display the previous item or page.
Next		Display the next item or page.
First/Last		Displays the first page/item or last page/item.
Add/Subtract	>> > < <<	These buttons are used to configure parameters where items are moved between an "available" box and a "selected" box. The double arrow moves all items across boxes, the single arrow moves selected items across boxes.
Move Up/Down	+ -	This function can be found as part of the search criteria window and is used when building a search query. These buttons move a selected item up or down the display order.
Page Navigation		Allows the user to navigate through the pages of a grid.
Warning on Modal		Displays a warning for the modal.
Warning on Table Item		Displays a warning for a table item change.

» The **Show entries** tool will be found on many pages and allows you to adjust the number of rows that display. This setting may be used to eliminate the need to scroll the screen depending on the size and resolution of the computer monitor. Click anywhere in the quantity box to display the pick list of values.

Dropdown box for the Receivables Summary section of the Dashboard and Manage Queries pages.



Dropdown box for the Batch Summary, Batch Detail and Transaction Details pages.

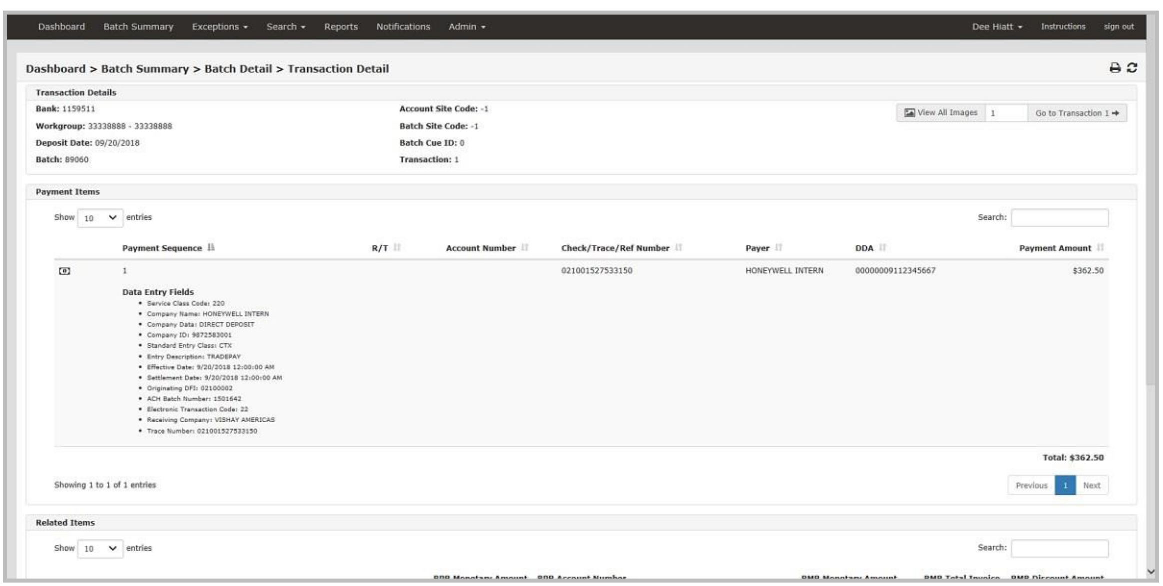


Viewing Grids

The column widths in the Synovus Accelerate AR Console browser window are dynamic and change as the width of the browser window is changed. The column heading line wrapping illustrated in this addendum is done using a 24” monitor with a native resolution of 1920 x 1080.

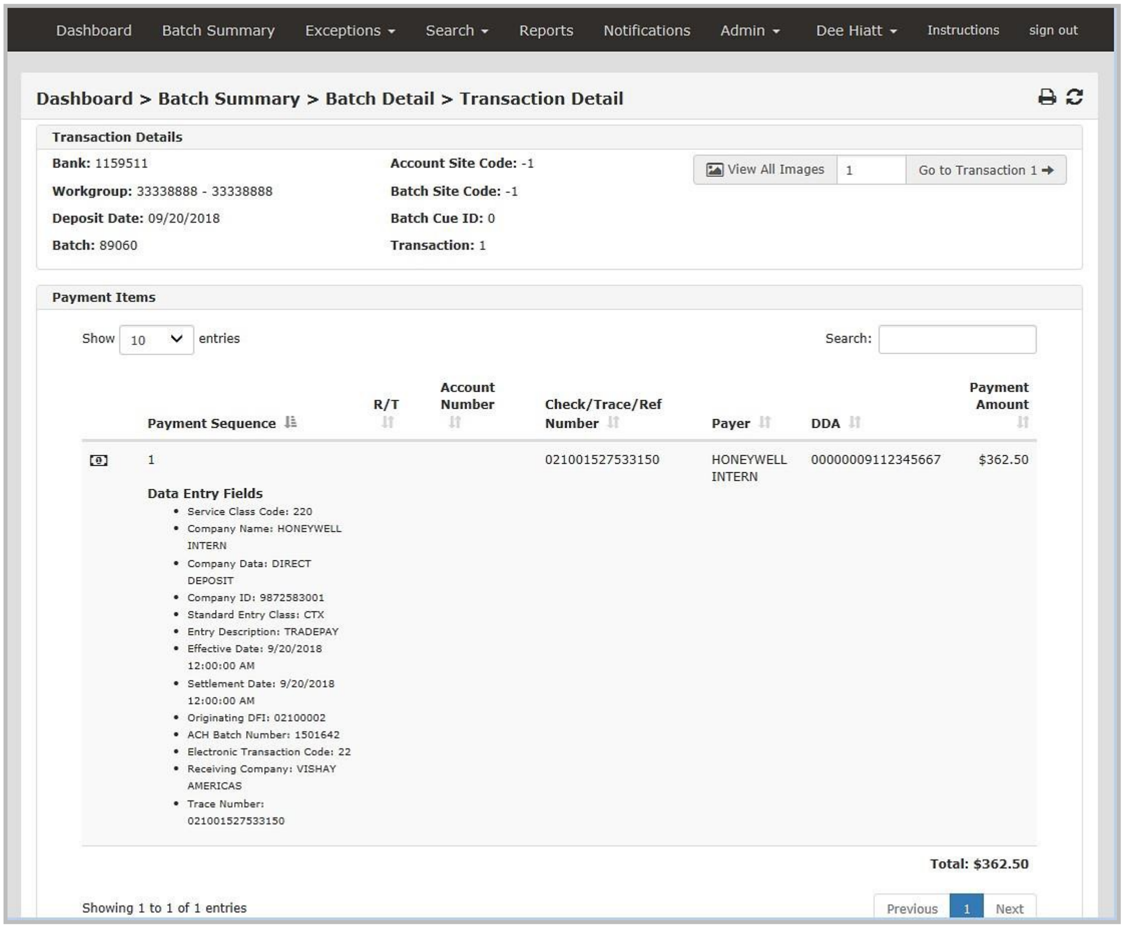
Some grids, such as those in the Receivables Summary, Batch Summary, Batch Detail, Transaction Detail and Advanced Search pages, may be adjusted to better view the data. The following functionality should be kept in mind.

Columns on the Accelerate AR Console web pages are dynamic, which means that the width of the column get wider and narrower as the browser window is widened and narrowed. As a user reduces the width of the browser window, the column headers and data begin to wrap as the columns become narrower.



Sample of a page when the browser window is wide.

Sample of a page when the browser window is narrowed. Note that some of the column headers have wrapped to fit in the narrower columns.

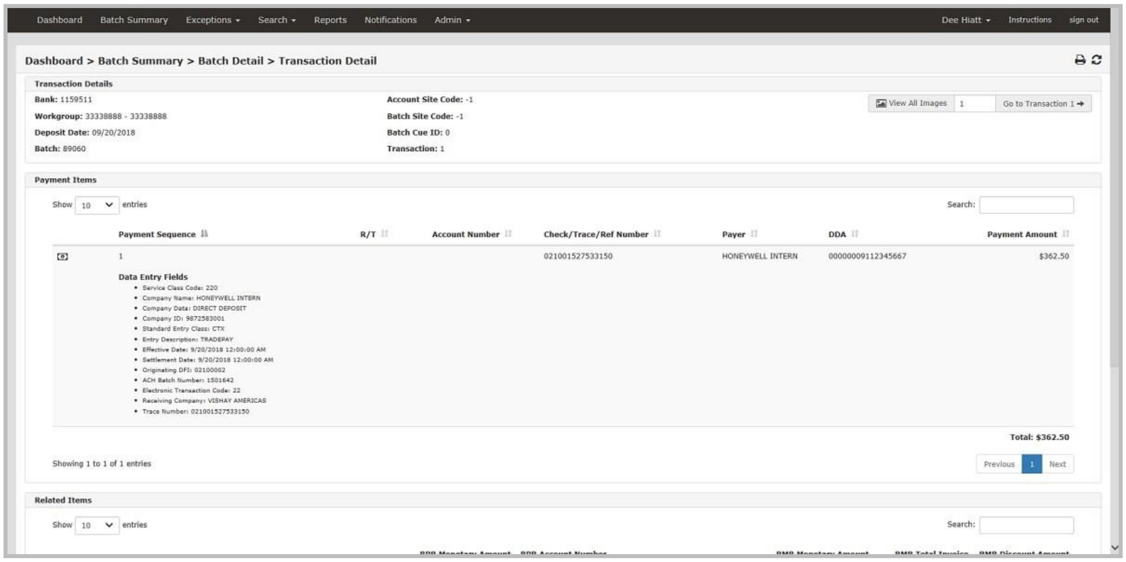


It is possible to get all columns into a smaller browser window using Windows hot keys for sizing. Use <CRTL -> to reduce the size of type and objects in the browser window, and use <CRTL +> to enlarge type and objects. <CTRL 0> returns the text and objects to the default (100%) browser size.

Click on a column heading to change the sort order of the results. The data will toggle between ascending and descending order with each click of the header.

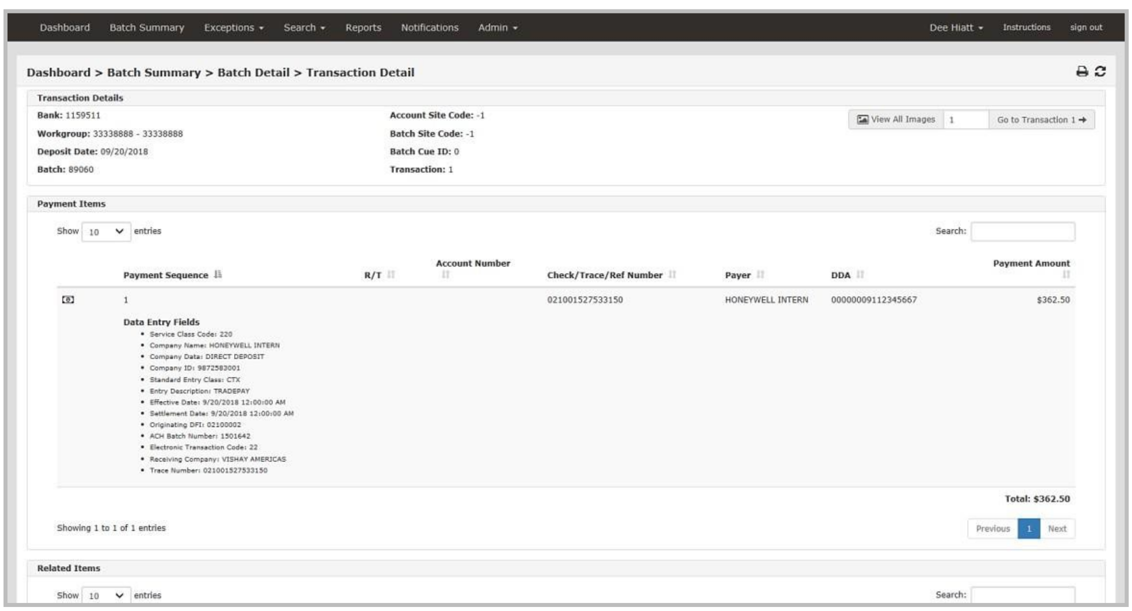
Adjustments to the appearance of the grid will be reflected in the PDF documents created by the Print icon.

Adjusts to the appearance of the grid are not retained when the user leaves a page. The default column setting will be used when the page is next opened.

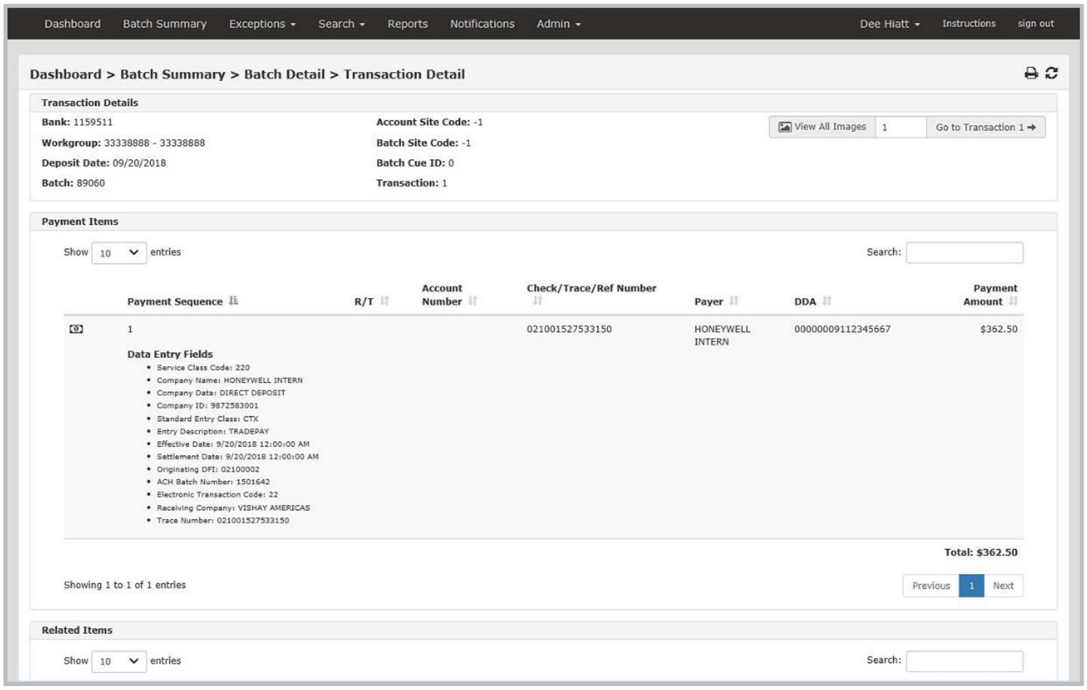


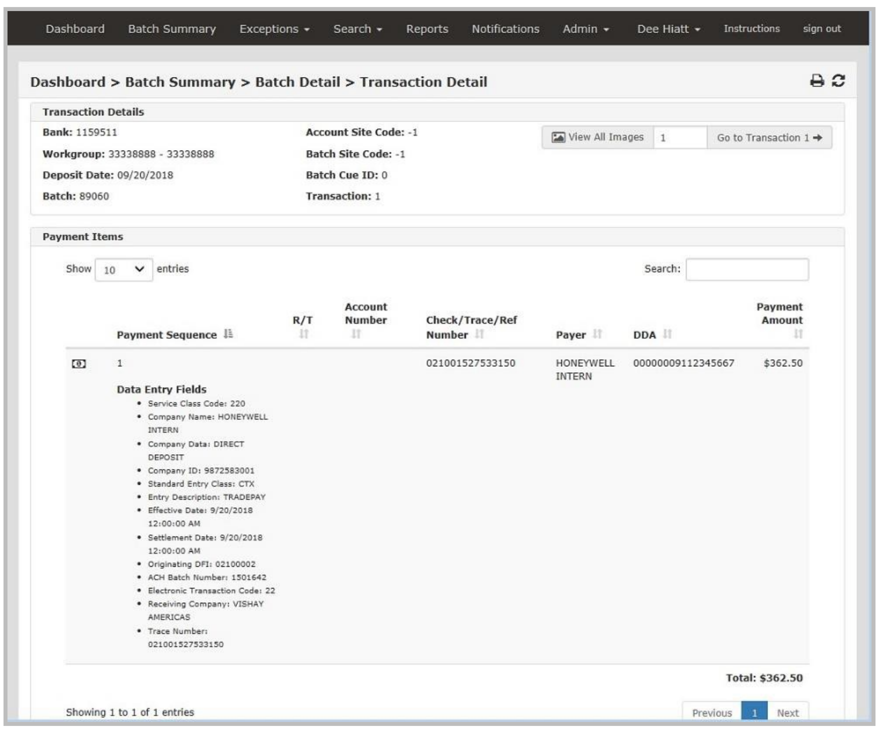
As a user reduces the width of the window, the column headers begin to wrap (stack) as the columns become narrower. All screen shots below are displayed at the same percentage as the maximized screen above (39%) to provide an accurate comparison.

Note in the following screenshots that as the browser window is narrowed, the column headers begin to wrap and stack up.

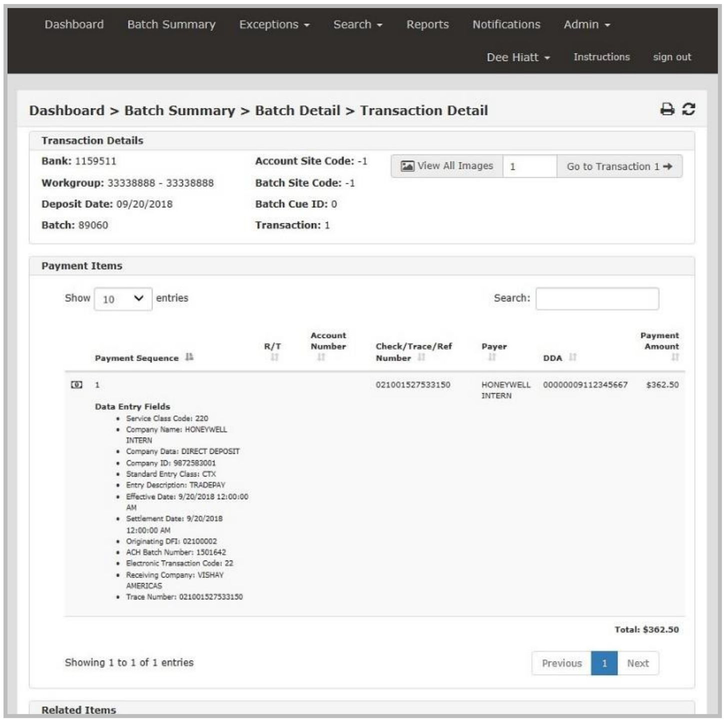


As the browser window is made narrower, the column header wrapping becomes more pronounced.

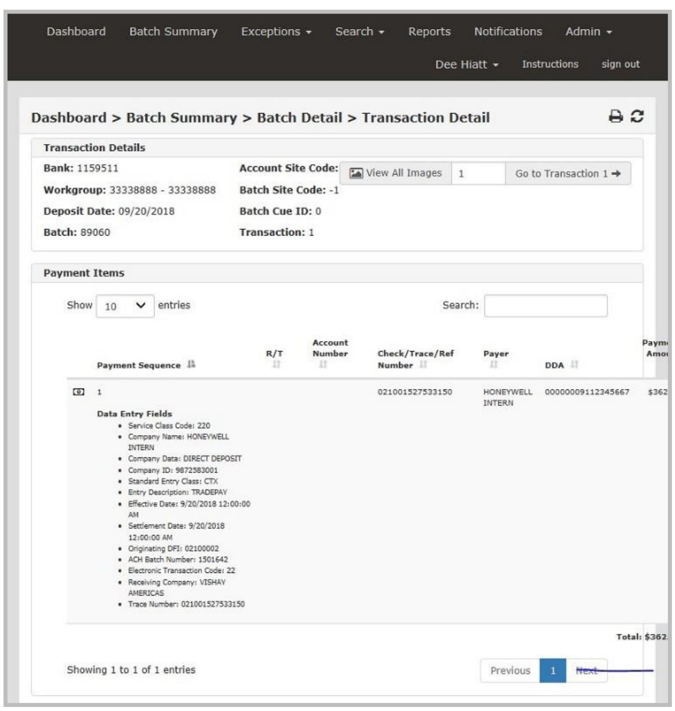




As one squeezes the browser window smaller and smaller, eventually the type size will go to a smaller point size and the menu bar at the top starts to wrap (stack).

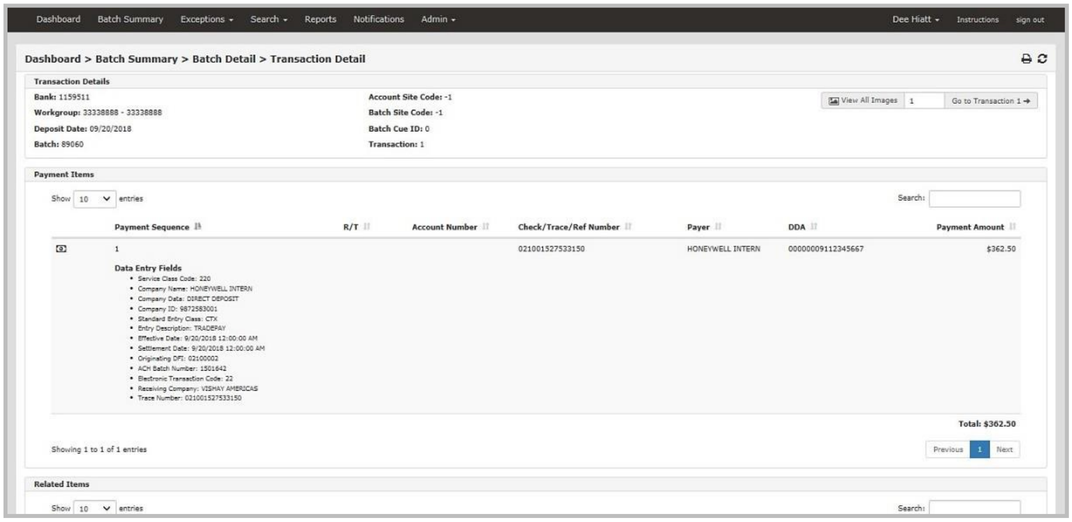


Continuing to narrow the browser window eventually begins to truncate columns.



It is possible to get all columns into a smaller browser window using Windows hot keys for sizing. Use <CRTL –> to reduce the size of type and objects and <CRTL +> enlarge type and objects. <CTRL 0> returns the text and objects to the default (100%) size.

The screen shot below is captured with <CRTL –> applied and inserted here at the same 39% of the actual screen size the same as the screen shots above. Note that all column headers are displayed without wrapping even though the window is much narrower that the maximized window screen shot at the beginning of this document.



You will need to size the browser window and scaling to meet your needs, understanding that narrowing the browser window will cause column headers and date to wrap.

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