Representative Payee Manager
User Guide

Version 6.0.7

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Introduction

The *Representative Payee Manager* system is an easy and comprehensive approach to automating much of the work associated with representative payee services. The system tracks all details about transactions for clients. Some of the features included are:

Client Information

- Basic client information
- Client demographics
- Case notes
- Asset tracking
- Event tracking
- Contacts
- Document linking
- Impairments
- Test scores
- Photo

Financial Information

- Recurring payments, deposits, and transfers
- Check, deposit, and transfer entry
- Batch payments for vendors and clients
- Print all or selected checks
- Reconcile your bank account
- Mass and individual accounts
- User-defined check layout
- Interest allocation

Reports

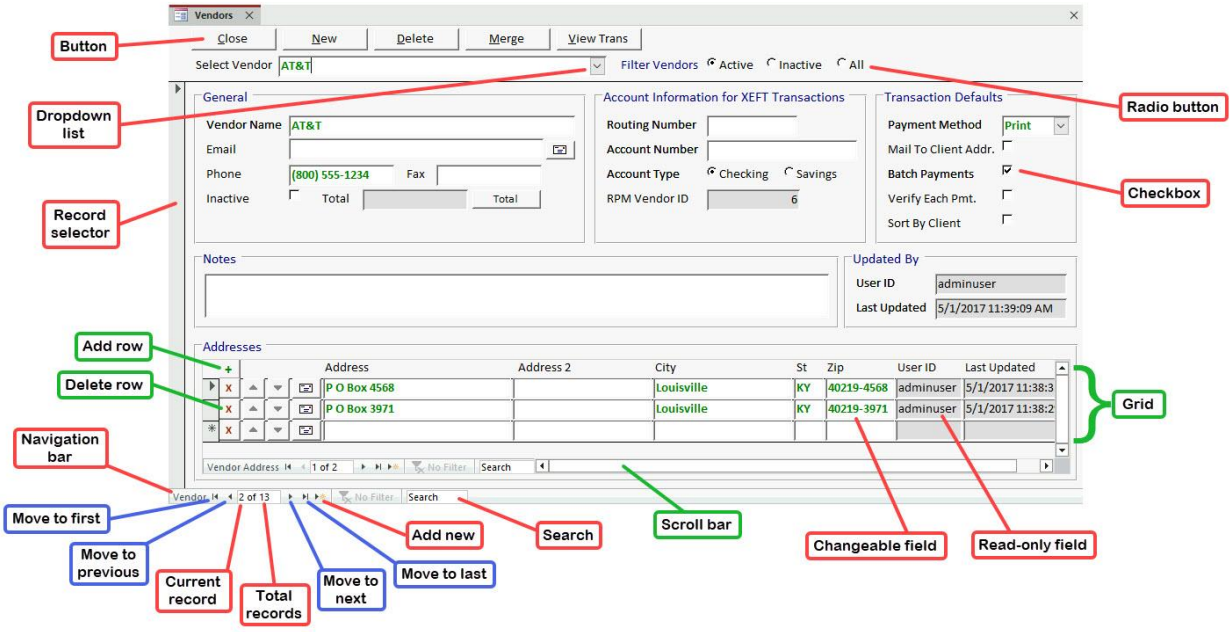
- Transactions by client, date, and type
- Balances and budgets
- Income and expense graphs
- Case notes and statistics
- Vendor transactions
- Client lists and information
- Reconciled and outstanding transactions
- Over 160 reports with multiple variations

Security

- User logon and password protection
- Security levels for controlling access
- Limit access to clients by types
- Audit trails

System Navigation

In addition to following traditional *Windows* design standards, other visual cues make using the system easier. Cues such as the use of color make it easier to see information and to determine if it can be changed. All user data displays in sunken boxes. Within the boxes, green text with a white background indicates the data can be changed, whereas black text with a white background indicates the data is read-only. Black text with a gray background indicates data that cannot be directly entered but is instead calculated by the system (for example, age or account balance). Labels are displayed to the left or top of the data item and are black text. Data items of similar types are grouped together with frames and have a blue title in the top left corner of the frame.



A consistent approach has been taken in designing all the screens. The sample screen above demonstrates many of those standards:

- **Button -** used to open a screen or report, or process or close a screen, as indicated by the label on the button.
- **Checkbox** - used to indicate a Yes/No value. In this case, it indicates whether to batch payments for this vendor by default. Checked means "Yes"; unchecked means "No."
- **Dropdown list** - used for a list of selectable values. Start typing to move to an item in the list, or use the "down" arrow to the right to open the list and choose an item. If the desired value is not in the list, entering an invalid value (such as an "x") will prompt a message with instructions for adding to the list (if the list can be changed).
- **Grid** - a list of rows that lets you enter or view multiple rows of information.
  - **Add Row** - click the **+** button to add a new row.
  - **Delete Row** - click the **X** button on a row to delete that row.
- **Radio button** - used to select only one option out of two or more possibilities.
- **Navigation bar** - the navigation control at the bottom of most screens allows the user to move between records, such as individual clients or vendors. The buttons allow moving to the first, previous, next, or last record on a screen. "Record 2 of 12" means you are currently editing or viewing the 2nd record and there are 12 total records.
- **Scroll Bar** - use the vertical and horizontal scroll bars to scroll both up/down and left/right when more data exists than can be seen on the screen at one time.

- **Search** - use the "Search" box to find information in the currently displayed records. Type in a value to search for and use your "Enter" key to search. Use "Enter" again to find subsequent matches.
  - Using the "Search" box at the bottom of the *Clients* or *Vendors* screen will search all the displayed clients or vendors (excluding information in grids under those clients or vendors).
  - Use the "Search" box in a grid to find information within the records displayed on the grid. For example, using the "Search" box below client case notes will search the case notes for the selected client.
- **Record selector** - the record selector at the left of most screens indicates the editing status for the current record. For screens that use grids and show multiple records on a screen, the record selector is located at the left of each row but has the same functionality. The available symbols on the record selector are described below.

This indicates a new record in which you can enter information.

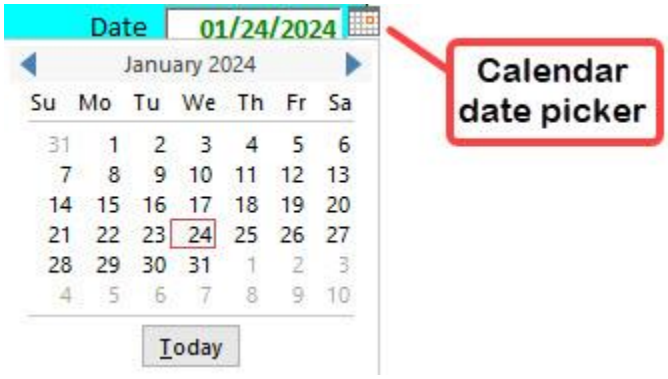
This indicates the currently selected record when no changes have been made to the record.

This indicates that a record has been modified but not saved. To discard changes made and restore the original data, select the "Undo" option from the *Records* menu or use the "ESC" key on your keyboard. Use "ESC" once to clear out information entered in the current field. Use "ESC" twice to clear out the entire record entered but not yet saved.

**** Use the "ESC" key on your keyboard if you start entering information and do not want to save it ****

This indicates a record that is locked (being changed) by another user.

Date Entry



The Calendar Date Picker displays when you enter a date field. Use it to select a date from the calendar instead of manually entering a date. Click **Today** to enter the current date in the field.

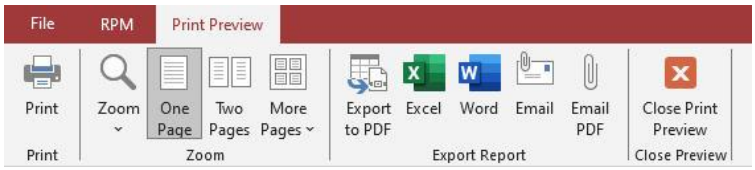
Enter dates manually using the format m/d; the date defaults to the current year. For example, enter 1/1 to enter January 1 in the current year. To enter dates in other years, use the format m/d/y (for example, enter 1/1/23 for January 1, 2023).

Ribbon Menu

The above menu is the default ribbon.

The *Text Formatting* section (not pictured) will only be displayed for screens where Rich Text format can be used. This includes the *Personal*, *Case Notes*, and *Notes* tabs on the *Clients* screen.

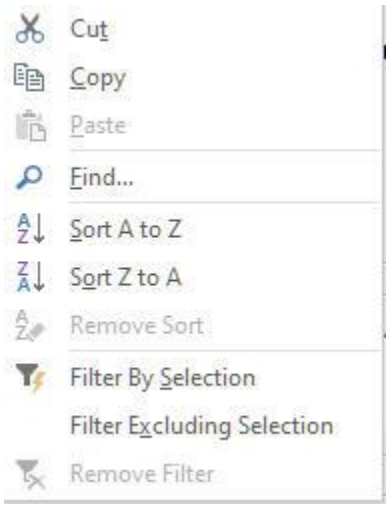
The **Spell Check** button will be added to the *Text Formatting* menu when using the *Case Notes* or *Notes* tab. Spell Check functionality comes from *Microsoft Office*. Spell Check will be available if you are using the same version of *Office* as the *Access* runtime version you are using for *RPM*.



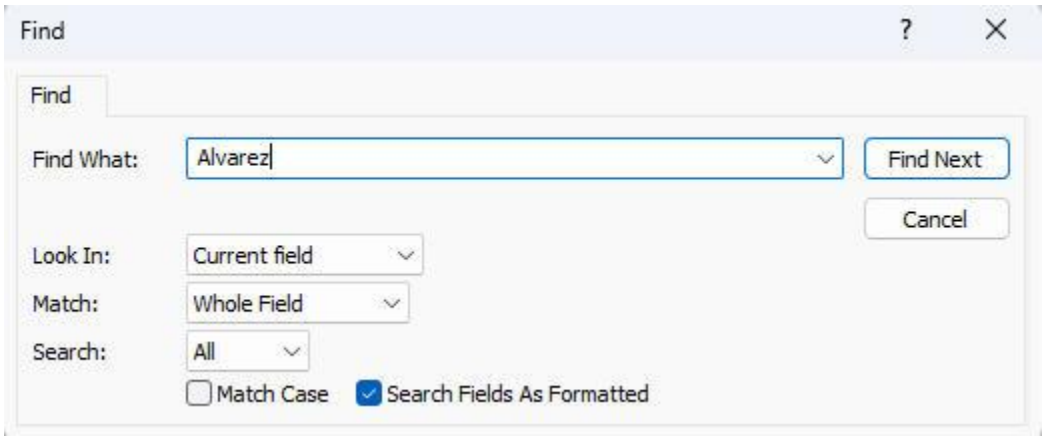
When viewing reports, an additional ribbon will be available, as shown above. Use the **Export to PDF** button to export a report to a PDF file. The PDF file can be saved or emailed. Use the **Email PDF** button to send the report to yourself. The **Email** button is built-in *Microsoft* functionality and may not work with all email systems. If the **Email** button does not work with your system, use **Email PDF** or **Export to PDF** instead.

Shortcut Menu

A shortcut menu is available on most screens. Open it by right-clicking on a field on a screen. The available options may vary based on the current screen.



Finding Records



To find information on a screen, right-click in the field to search and select **Find** from the *Shortcut Menu*, or use the **Find** button on the *Records* menu.

- **Find What** - enter the information to find (for example, social security number, date, or amount). The *Find What* format must match the format on the screen.
- **Look In** - select "Current Field" to find in the current field. Select "Current Document" to search all fields on the screen.
- **Match** - select "Whole Field" to find information that matches the entire value. Select "Any Part of Field" to find information that is a partial match. Select "Start of Field" to find information that matches the start of a field (such as the start of a last name).
- Click **Find Next** to find the first match. Click **Find Next** again to search for additional matches.

Sorting Records

To sort information on a screen, right-click in the field to sort and select "Sort A to Z" or "Sort Z to A" from the shortcut menu. Sorting is also available by clicking in a field and selecting the "Ascending" or "Descending" options on the *Filter/Sort* menu. Use **Remove Sort** to remove the sort, or close and reopen the screen.

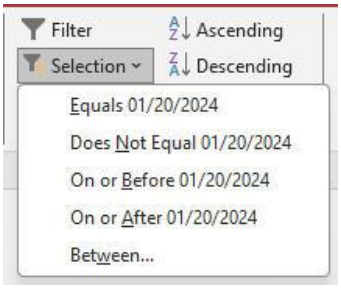
Filtering Records

To filter information on a screen, right-click in the field to filter and select "Filter by Selection" or "Filter Excluding Selection" from the shortcut menu. Filtering is also available by clicking in a field and using the "Filter" or "Selection" options on the *Filter/Sort menu*.

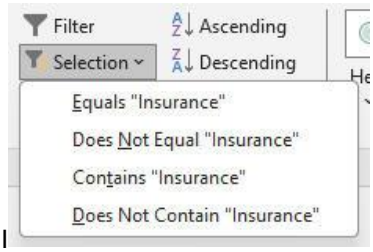
The "Selection" options are the following:

- Equal to the current value
- Not equal to the current value
- Containing the current value
- Not containing the current value

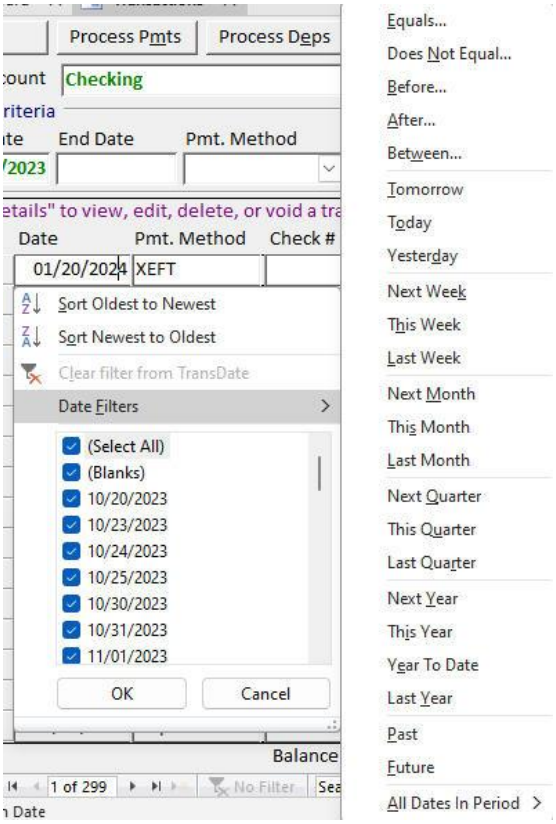
Below is an example of filtering based on a date. Click a date on the *Transactions* screen, for example, and filter the records that equal or do not equal that date.



Below is an example of filtering based on a transaction category. Click a category on the *Transactions* screen, for example, and filter records that equal or do not equal that category.

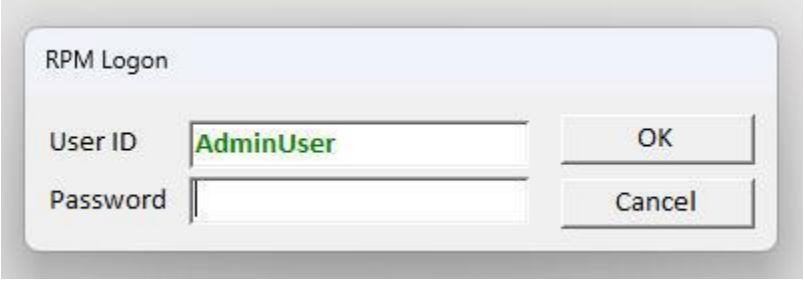


The **Filter** button on the *Filter/Sort* menu will show additional filtering options depending on the type of field being filtered. With a date field, multiple dates can be selected. Under the "Date Filters" option on the shortcut menu, options such as "Today," "Last Week," "This Month," and "Year To Date" are available, as shown below.



Click **Remove Filter** on the shortcut menu or the **Toggle Filter** button on the *Filter/Sort* menu to stop filtering. Filters can also be removed by closing and reopening a screen.

System Logon



Each user will be assigned a user ID and password by an *RPM* administrator at your company. The password is case-sensitive. For example, "PASSWORD" is not the same as "password." Click **OK** to continue or **Cancel** to exit the system.

If you forget your password, it can be reset by another *RPM* user who has rights to the *Users* screen.

Getting Started

See our "Getting Started" topics in our Knowledge Base for specific steps to start using *RPM*:
rpmccs.com/resources/category/getting-started/

Account Types

RPM can use both mass and individual checking accounts. Regardless of the account type used, *RPM* will track the balance for each individual client.

Using a mass account has some benefits. A single batch check can be sent to a vendor for all clients or groups of clients. Deposits can be imported from a bank file using the *Import ACH Deposits* utility. There is only one account to reconcile. Mass accounts may be interest-bearing, and the interest can be automatically distributed to clients.

Mass Account - a bank account shared by multiple clients, also known as a collective account. All deposits are made into the shared account. Payments are made for all clients from the shared account. All transactions are tracked through the shared account, but *RPM* keeps track of each individual client's transactions and balance within the account.

Individual Account - a bank account belonging to a specific client. Deposits are made separately into each client's account. Payments are made for each client from their account. Individual transactions and balances are tracked for each client.

Regardless of the type of account(s) used, all money in* RPM *will be assigned to individual clients.

Entering Clients and Initial Balances

The following tasks can be completed before you start using *RPM* for live transactions:

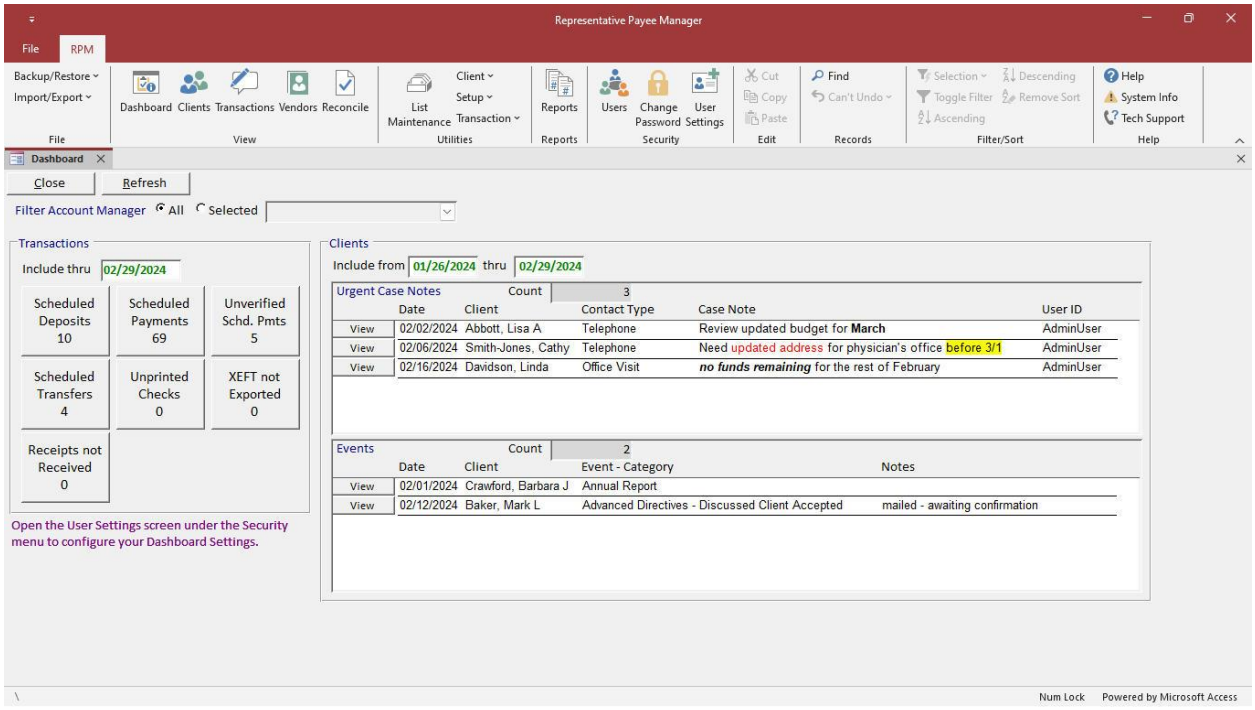
1. Set your desired default settings on the *System Setup* screen.
2. Set up your check format using the *Check Layout* screen.
3. Enter clients on the *Clients* screen. At a minimum, fill out the information on the *Basic* tab before entering transactions. The remaining tabs can be filled out at any time.
4. Print the *Client List* (on the *Reports* screen under the *Clients* section) to verify the client information.
5. Enter vendors on the *Vendors* screen. Set the "Transaction Defaults" for each vendor. To batch payments by default for vendors, set the "Batch Payment" option for the vendor and for client types under the "Client Type" list on the *List Maintenance* screen.
6. Set up the categories to use for deposits and payments under the "Deposit Category" and "Payment Category" lists on the *List Maintenance* screen. Categories can be changed at any time, and the changes will be reflected in any existing transactions already using the category.
7. Use the *Schedule Pmts* and *Schedule Deps* tabs on the *Clients* screen to set up any recurring scheduled payments and deposits. Enter the "Next Payment" date or "Next Deposit" date for the first date to process transactions in *RPM*. To set up scheduled payments or deposits for all clients or a type of clients, use the *Scheduled Payments Create* and *Scheduled Deposits Create* screens.

If you are moving existing clients and balances from another system, you MUST follow these steps when you are ready to go live:

1. Reconcile your bank account. You will need the **reconciled balance** for each client and any remaining uncleared checks and deposits.
2. Use **Enter Deposit** on the *Transactions* screen to enter each client's current reconciled bank balance.
3. Use the *Reconcile* screen to mark all the existing deposits as reconciled. The "Cleared Balance" on the *Reconcile* screen should match your current reconciled bank balance.
4. Use **Enter Deposit** to enter any remaining uncleared deposits.

5. Use **Enter Payment** on the *Transactions* screen to enter any remaining uncleared payments. Select "Manual Check" for the Payment Method and enter the original check number, or select "EFT" or "Debit" for payments without a check number.
6. Print *All Balances - By Client* (on the *Reports* screen under "Balances") to ensure client balances in *RPM* match your existing balances. If the balances match, you are ready to begin entering or processing all future transactions in *RPM*.

Dashboard



The *Dashboard* screen provides quick access to scheduled tasks in *RPM*. Tasks include outstanding transactions, urgent case notes and events not completed. Select **Dashboard** from the *View* menu to open this screen.

This is the first screen shown in *RPM* if "Display Dashboard when opening *RPM*" is selected on the *User Settings* screen. Other default options for the *Dashboard*, including the account manager and date range options, can also be set in *User Settings*.

The "Filter Account Manager" option allows you to see tasks for **all** clients or just tasks assigned to a **selected** account manager.

Transactions

The "Transactions" buttons show the outstanding items of each type of transaction up to the "Include thru" date. Clicking a button opens the corresponding screen for processing those items. You must have appropriate security rights to process the items. Without process rights, a report of the items displays instead.
For example, the **Scheduled Payments** button displays the count of scheduled payments to be processed up to and including the "Include thru" date. With rights to process payments, clicking **Scheduled Payments** will open the *Process Payments* screen and display those payments to be processed. Without rights to process payments, clicking the button will open the *Scheduled Payments* report.

Clients

The "Clients" section displays urgent case notes and events not yet completed during the date range. Click **View** for an item to go directly to that case note or event on the *Clients* screen.

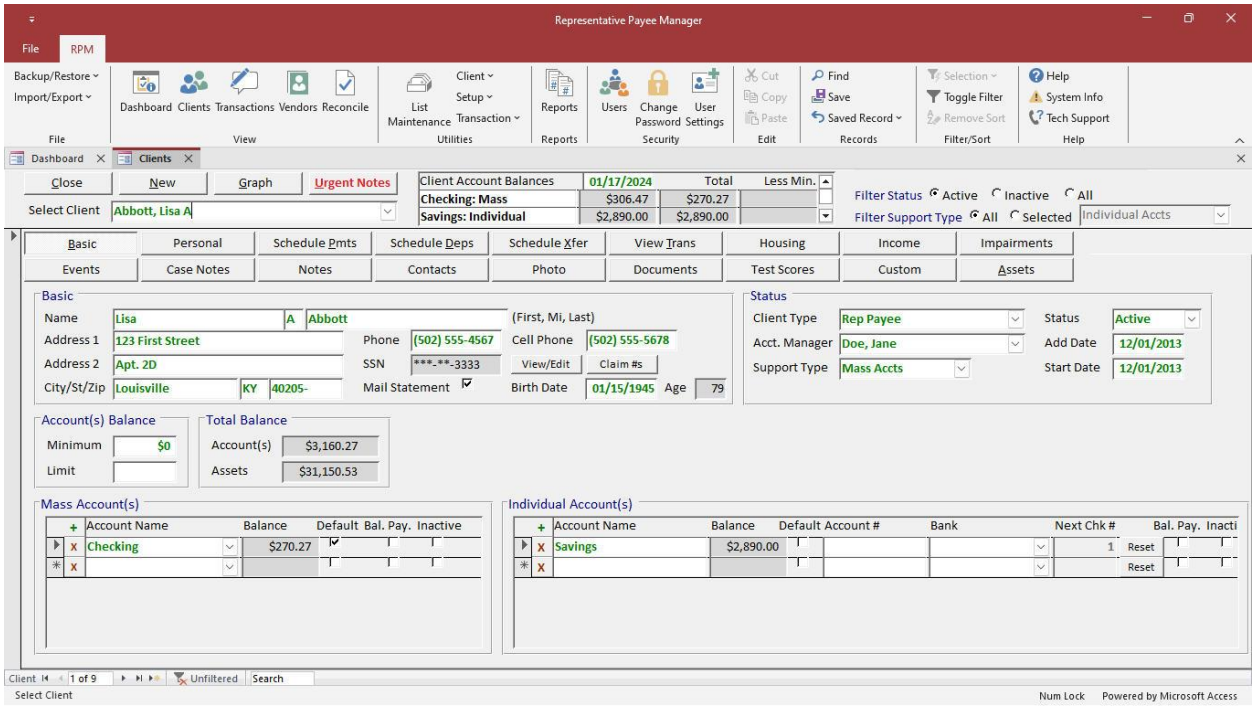
Click **Refresh** to update displayed counts and items. This can be useful if other users are also updating information in *RPM*.

Clients

Select **Clients** from the *View* menu to open the *Clients* screen. The information on this screen is organized using tabs. Click the desired tab to view that information for the selected client. The information on each tab is explained in the following topics.

To add a client, click the **New** button. When adding a new client, the cursor will default to the "SSN" field before continuing with the client's name. Entering the SSN first allows you to check for duplicate clients before proceeding.

Basic Tab



The *Clients* screen contains information about each client. Use the "Select Client" field to quickly move between clients by name. Start typing a letter or last name to move to that part of the list. Select a client to go to that client's record. See *System Navigation* for more navigation details.

Account balances display at the top of the screen. This includes the balance on the current date, the total balance, and the total balance less the minimum entered (if any) for this client. Enter a different date to see the balance on that date. Each user can turn their own balance display on or off on the *User Settings* screen.

The "Filter Status" options allow you to see active, inactive, or all clients. To view all clients (active and inactive), click the **All** option.
The "Filter Support Type" options allow you to see clients assigned to all or a selected support type. Set your defaults on the *User Settings* screen.

Client type and support type filters can be added for a user ID on the *Users* screen. If client types and/or support types are assigned to your user ID, you will only be able to access those types of clients. If client types or support types have NOT been assigned to your user ID, you will be able to access all clients. "Access Limited to assigned Client Types and/or Support Types" displays at the top of the screen if your user ID has been set up for client and/or support type filtering.

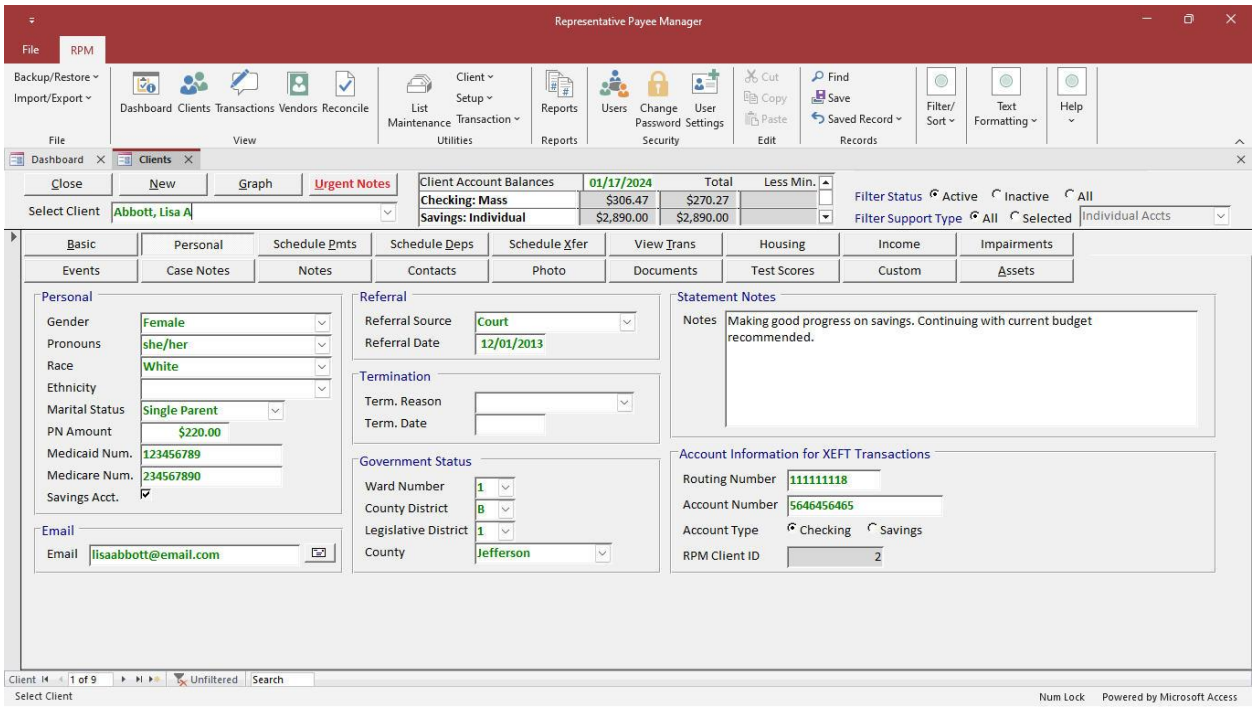
By default, clients are sorted alphabetically by name. To change the sort, right-click in the field you wish to sort and select "Sort A to Z" or "Sort Z to A" from the *Shortcut* menu.

Fields on the *Basic* tab are explained below.

- **Name** - client's name in *First, Middle Initial, Last* name order.
- **Address** - client's mailing address. Either a 5- or 9-digit ZIP code can be entered.
- **Phone** - area code field is included but not required.
- **Cell Phone** - area code field is included but not required.
- **SSN** - when you enter the SSN, the system will check for duplicates to prevent entering the same client more than once. After the initial entry, only the last four digits of the SSN display. Click **View/Edit** to view the entire SSN or to modify it.
- **Claim #s** - use this button for entering claim numbers for the client (see the *Claim Numbers* topic for more information).
- **Mail Statement** - check to mail the *Client Statement (Window Envelope)* report to the client's mailing address. Set the default "Mail Statement to Client" option on the *System Settings* tab on the *System Setup* screen.
- **Birth Date** - client's birth date. The client's current age is automatically calculated and displayed next to the birth date.
- **Client Type** - select a value from the list (*List Maintenance, Client Type*).
- **Acct. Manager** - select a value from the list (*List Maintenance, Account Manager*).
- **Support Type** - defaults to the currently filtered support type. A different value can be selected from the list (*List Maintenance, Support Type*).
- **Status** - select a value from the list. A client can only be "Active" or "Inactive." Transactions cannot be entered for "Inactive" clients. The default when adding a new client is "Active."
- **Add Date** - defaults to the date the client was added to the system.
- **Start Date** - the date this person became a client. This is used to determine a client's anniversary for various reports.
- **Minimum** - the minimum balance for the client. A warning message displays if a transaction would lower the client's balance below their minimum. View clients with balances below their minimum on the *Reports* screen under *Balances, Balances Under Minimum*.
- **Limit** - the balance limit for the client. Leave blank or zero if the client does not have a limit. View clients with balances exceeding their limit on the *Reports* screen under *Balances, Balances Over Limit*.
- **Total Balance Account(s)** - displays the client's total balance for all mass and individual accounts.
- **Total Balance Assets** - displays the client's total balance for all assets.
- **Mass Account(s)** - select any mass accounts to be used by this client. Mass accounts are shared by multiple clients. Click the **+** button to add a new row.
  - **Account Name** - select a mass account to which you want to assign this client. New mass accounts can be added in *List Maintenance, Mass Account*. The account name will be disabled if the mass account is marked as inactive on the *List Maintenance* screen.
  - **Balance** - displays the client's current balance in this account.
  - **Default** - check if this will be the client's default account. When entering transactions, the default account will populate automatically. The first account entered (mass or individual) will be automatically set up as the default account. If additional accounts are added, a different account can be selected as the default.
  - **Bal. Pay.** - check if you want to automatically create a transaction for the client's balance in this account when running the *Client Balance Transactions* utility.
  - **Inactive** - check to make the mass account inactive for this client. The account name will be disabled if the mass account is marked as inactive in *List Maintenance*.
- **Individual Account(s)** - enter any individual accounts to be used by this client. An individual account can only be used by the client for which the account is entered. Click the **+** button to add a new row.
  - **Account Name** - enter a name for the account. You do not need to enter the client's name as part of the account name. The client's name displays along with the account name on other screens to distinguish between accounts.
  - **Balance** - displays the client's current balance in this account.

- **Default** - check if this will be the client's default account. When entering transactions, the default account will populate automatically. The first account entered (whether mass or individual) will be automatically set up as the default account. If additional accounts are added, a different account can be selected as the default.
- **Account #** - enter the account number for this account. This is not required but must be entered to print account numbers on the checks (for example, if you are using blank check paper or checks without the encoding already printed).
- **Bank** - select the bank for this account. Add new banks in *List Maintenance, Bank*. This is not required but must be entered if you want the bank information to print on the checks (for example, if you are using blank check paper).
- **Next Chk #** - enter the next check number to be used for this account. After saving the record, the next check number can be reset using the **Reset** button to the right of the "Next Chk #" field.
- **Bal. Pay.** - check if you want to automatically create a transaction for the client's balance in this account when running the *Client Balance Transactions* utility.
- **Inactive** - check to make the individual account inactive.

Personal Tab



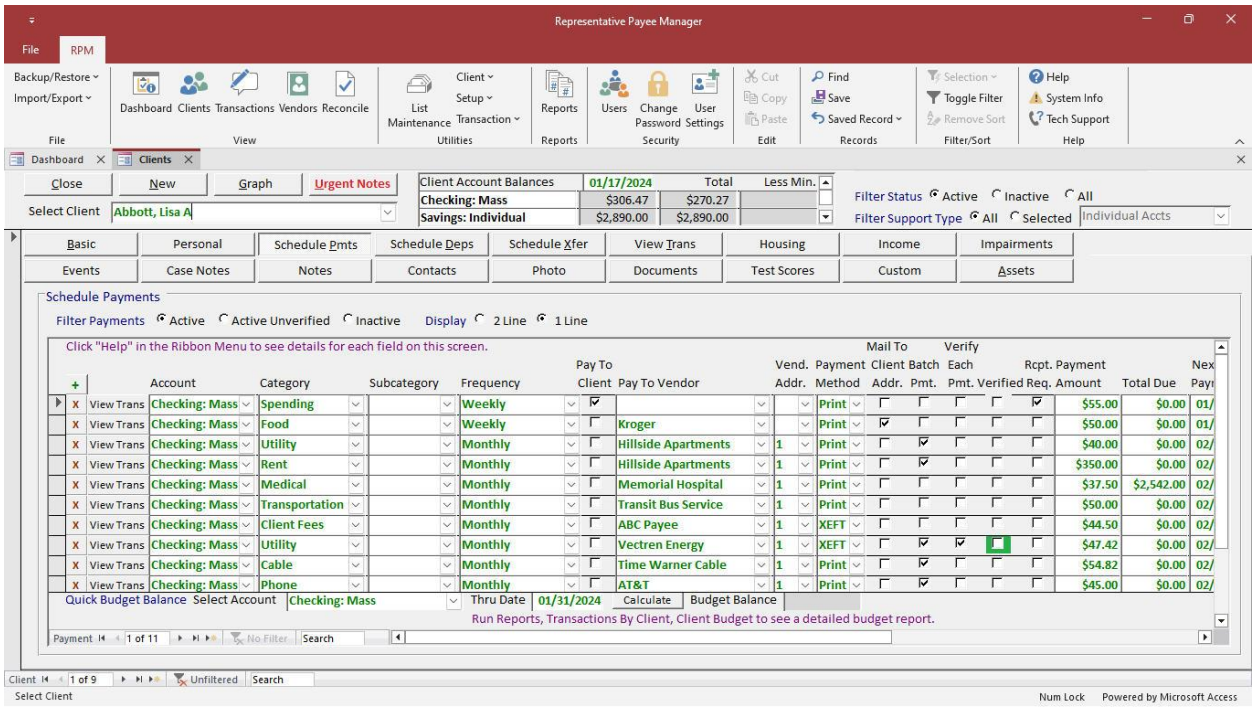
The *Personal* tab is used for entering demographic information for a client.

Fields are explained below.

- **Gender** - select a value from the list (*List Maintenance*, *Gender*).
- **Pronouns** - select a value from the list (*List Maintenance*, *Pronouns*).
- **Race** - select a value from the list (*List Maintenance*, *Race*).
- **Ethnicity** - select a value from the list (*List Maintenance*, *Ethnicity*).
- **Marital Status** - select a value from the list (*List Maintenance*, *Marital Status*).
- **PN Amount** - the personal needs amount (used for information only).
- **Medicaid Num.** - the Medicaid number.
- **Medicare Num.** - the Medicare number.
- **Savings Acct.** - a flag indicating whether the client has a separate savings account (used for information only).
- **Email** - email address. Click the **Mail** button next to the email address to start an email message addressed to that person using your default email application. This functionality may not be available for all email applications, but it should work with *Outlook*.
- **Referral Source** - select a value from the list (*List Maintenance*, *Referral Source*).
- **Referral Date** - used to track the referral date.
- **Term. Reason** - select a value from the list (*List Maintenance*, *Termination Reason*).
- **Term. Date** - used to track the termination date.
- **Ward Number** - select a value from the list (*List Maintenance*, *Ward Number*).
- **County District** - select a value from the list (*List Maintenance*, *County District*).
- **Legislative District** - select a value from the list (*List Maintenance*, *Legislative District*).
- **County** - select a value from the list (*List Maintenance*, *County*).
- **Notes** - used to enter notes to print on client statement reports. The *Text Formatting* section of the ribbon menu can be used to format the statement notes (bold, underline, italics, highlight, etc.).

- **Routing Number** - routing number for XEFT transactions paid to the client.
- **Account Number** - bank account number for XEFT transactions paid to the client.
  **** To validate the routing and account number, a $0 XEFT transaction can be entered using Enter Payment on the Transactions screen to send a pre-note transaction for a client. ****
- **Account Type** - checking or savings account.
- **RPM Client ID** - system-generated unique client ID.

Schedule Payments Tab



The *Schedule Pmts* tab is used to schedule recurring payments for a client. Transactions can be created for scheduled payments using the *Process Payments* screen.

Click the **+** button to add a new row.

Click the **X** button on a row to delete that row. Use the "End Date" to deactivate a scheduled payment after that date instead of deleting it.

Click **View Trans** to see existing transactions that have been processed for the scheduled payment.

Scheduled payments can be displayed on 1 or 2 lines. The 2-line option will include these additional items:

- **Audit Rpt** button beneath the **View Trans** button.
- "Remaining Balance" field for any payments with a "Total Due" entered.
- Day of the week under the "Next Payment" date.
- 2 lines of information for the larger entry fields.

Changes and deletions will be logged in the audit events. Click **Audit Rpt** to see any changes made to the displayed scheduled transaction. Use the reports in the "Audit" section on the *Reports* screen to see changes made to all scheduled transactions.

Fields are explained below.

- **Account** - select the account. This defaults to the client's default account.
- **Category** - select a category from the list *(List Maintenance, Payment Category)*.
- **Subcategory** - select an optional subcategory from the list *(List Maintenance, Subcategory)*.
- **Frequency** - select the frequency. When a scheduled payment is processed, the next scheduled payment date will be automatically updated based on the frequency. See details for the available frequencies in the *Transaction Frequency* topic.
- **Pay To Client** - select this to make a payment to the client. A transaction can be paid to either a client or a vendor.

- **Pay To Vendor** - select the vendor for a payment to a vendor. Vendors can be added on the *Vendors* screen.
- **Vendor Address** - select the vendor address. If the vendor has only one address, it will be used by default. If the vendor has more than one address, select the address to use. Leave the selection blank if no address is needed.
- **Payment Method** - select a value from the list. Select "Print" if you want a check to print. The other payment methods will add a transaction to the register without printing a check. See details for the available payment methods in the *Payment Methods* topic. Set the default payment method for a vendor on the *Vendors* screen. Set the default for payments to clients on the *System Settings* tab on the *System Setup* screen.
- **Mail to Client** - select this to print the client's mailing address on a check.
  - For a check paid to a vendor, the client's mailing address will print on the check instead of the vendor's address. Use this to mail a check that is paid to a vendor directly to a client. Set the default for a vendor on the *Vendors* screen.
  - For checks paid to clients, select this to print the client's mailing address on the check. If this is not selected, no mailing address will print on the check. Use this to separate checks that will be mailed to a client from those that will be picked up by the client. You can set the default "Mail to Client Address" option on the *System Settings* tab on the *System Setup* screen.
- **Batch Payment** - select this to print multiple transactions on a single check or export multiple transactions as a single XEFT. This will group all payments to a vendor in the same account and for the same date on a single check or XEFT. Select "Batch Payment" for client payments to print a single check or export a single XEFT to a client for more than one category. This option defaults to checked for "Print" and "XEFT" payment methods if the selected vendor is marked as "Batch Payments" on the *Vendors* screen and the client type is marked as "Batch Payment" in *List Maintenance*, *Client Type*. Check or remove this option for any scheduled payments manually.
- **Verify Each Pmt.** and **Verified** - select "Verify Each Pmt." if each instance of the payment needs to be verified before it can be processed. Select this option, for example, for a payment amount that varies each month, such as a utility payment. When the bill is received each month, enter the current amount and click "Verified." The payment will then be available to be processed. Once a verified payment has been processed, the "Verified" option will be removed, and the payment must be verified again before the next occurrence can be processed. Set the default for a vendor on the *Vendors* screen. The "Verified" box will be highlighted in green if the payment requires verification but has not been verified.
- **Rcpt. Req.** - select this if a receipt is required after the payment is processed. Mark the receipt as received on the *Transaction Detail* screen. View transactions requiring a receipt not yet received on the *Reports* screen under *Transactions, Receipt Required Not Received*.
- **Payment Amount** - the monetary amount of the payment. If this varies, the amount can be updated before processing the payment.
- **Total Due** - use this amount if the client owes a total and will make payments until the total is paid. For example, if the client owes $1,000 and the vendor has agreed to payments of $100 per month, enter a "Payment Amount" of $100 and a "Total Due" of $1,000.
- **Remaining Balance** - this only applies if a "Total Due" has been entered. The "Remaining Balance" is automatically calculated when payments are processed.
- **Next Payment** - enter the next date the payment should be processed. Once a payment is processed, the next payment date will be automatically updated based on the selected frequency. This date can be changed if the payment schedule changes.
- **End Date** - enter an end date if the payment should end after a certain date. Leave the date blank to continue the payment indefinitely. If a "Total Due" has been entered for the payment, the end date will be automatically calculated and cannot be changed. **To immediately end an existing payment, enter an end date PRIOR TO the "Next Payment" date.**
- **Sort by Client** - select this to sort a check paid to a vendor by the client's name instead of the vendor's name when printing the check. Set the default for a vendor on the *Vendors* screen.
- **Check Memo** - enter the memo to be printed on the check. This defaults to the client's name and the payment category.
- **Notes** - notes about this scheduled payment. Notes are included on some reports but will not print on a check.
- **Start Date** - defaults to the date the scheduled payment is entered, but can be changed. This is for informational purposes only.

- **User ID** - the user who entered or updated this scheduled payment. This will be automatically filled in by the system.
- **Last Updated** - the date and time the scheduled payment was last updated. This will be automatically filled in by the system.

Quick Budget Balance

This is used to quickly see the client's budget balance for upcoming scheduled transactions, including payments, deposits, and transfers. Use the "Select Account" list to select an account other than the client's default account. The "Thru Date" defaults to the last day of the current month but can be changed to another date. Click **Calculate** to see the "Budget Balance" for the upcoming scheduled transactions through the selected date.

To see scheduled payments that are no longer active, select the "Inactive" option under "Filter Payments." Otherwise, only active payments display. An active payment is any payment that has a "Next Payment" date and is assigned to an active mass or individual account.

To see any active payments that need to be verified before processing, select the "Active Unverified" option under "Filter Payments."

Payment Methods

The following payment methods are available:

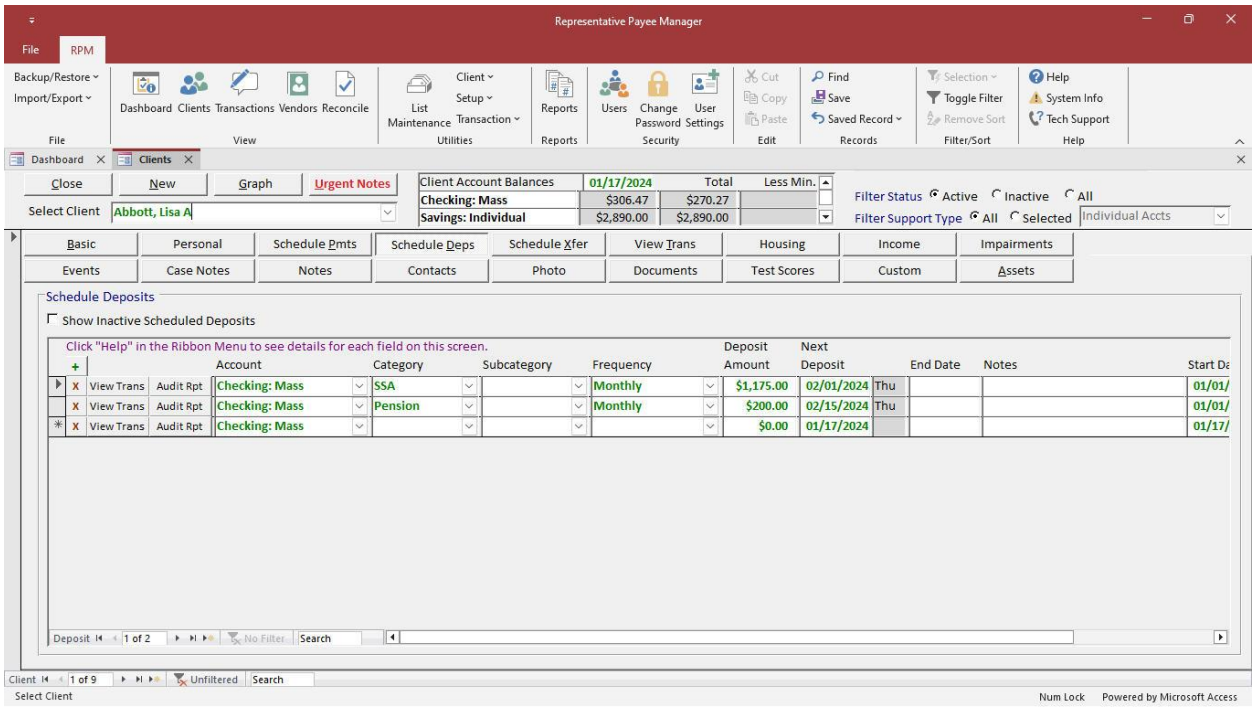
- **Check** - a check that has been printed in *RPM*.
- **Debit** - a debit transaction. This is most often used for an adjustment, such as a bank fee.
- **Deposit** - a deposit transaction.
- **EFT** - an electronic transaction. This is most often used for payments that are automatically withdrawn from an account.
- **Manual Check** - a manually entered check. This is most often used for any handwritten checks or for entering past checks when converting from another system.
- **Print** - a check that is ready to be printed.
- **Transfer** - transfers between clients within the same mass bank account. There is no actual bank transaction for this. This moves money between clients within a mass bank account.
- **Transfer In** - the deposit transaction for a transfer between different bank accounts. The accounts can be for the same client or different clients.
- **Transfer Out** - the payment transaction for a transfer between different bank accounts. The accounts can be for the same client or different clients.
- **XEFT** - an electronic transaction that can be exported to a file using the *Export XEFT Transactions* screen.

Transaction Frequency

The following frequencies for scheduled transactions are available:

- **One-Time** - one time only.
- **Daily** - every day.
- **Weekly** - every week. The transaction will occur on the same day each week—for example, every Monday.
- **BiWeekly** - every other week. The transaction will occur on the same day every other week—for example, every other Monday.
- **Monthly** - every month. The transaction will occur on the same date every month—for example, the tenth day of every month.
- **Monthly 1st Week** - every month. The transaction will occur on the 1st occurrence of the same day of the week each month—for example, the 1st Wednesday of each month.
- **Monthly 2nd Week** - every month. The transaction will occur on the 2nd occurrence of the same day of the week each month—for example, the 2nd Wednesday of each month.
- **Monthly 3rd Week** - every month. The transaction will occur on the 3rd occurrence of the same day of the week each month—for example, the 3rd Wednesday of each month.
- **Monthly 4th Week** - every month. The transaction will occur on the 4th occurrence of the same day of the week each month—for example, the 4th Wednesday of each month.
- **Monthly 5th Week** - every month. The transaction will occur on the 5th occurrence of the same day of the week each month—for example, the 5th Wednesday of each month. Not every month will have a 5th week, so some months will be skipped.
- **BiMonthly** - every other month. The transaction will occur on the same date every other month.
- **Quarterly** - every three months. The transaction will occur on the same date every three months.
- **SemiAnnually** - every six months. The transaction will occur on the same date every six months.
- **Annually** - every year. The transaction will occur on the same date every year.
- **BiAnnually** - every other year. The transaction will occur on the same date every other year.

Schedule Deposits Tab



The *Schedule Deps* tab is used to schedule recurring deposits for a client. Transactions can be created for scheduled deposits using the *Process Deposits* screen.

Click the **+** button to add a new row.

Click the **X** button on a row to delete that row. Use the "End Date" field to deactivate a scheduled deposit after that date instead of deleting it.

Click **View Trans** to see existing transactions that have been processed for the scheduled deposit.

Changes and deletions will be logged in the audit events. Click **Audit Rpt** to see any changes made to the displayed scheduled transaction. Use the reports in the "Audit" section on the *Reports* screen to see changes made to all scheduled transactions.

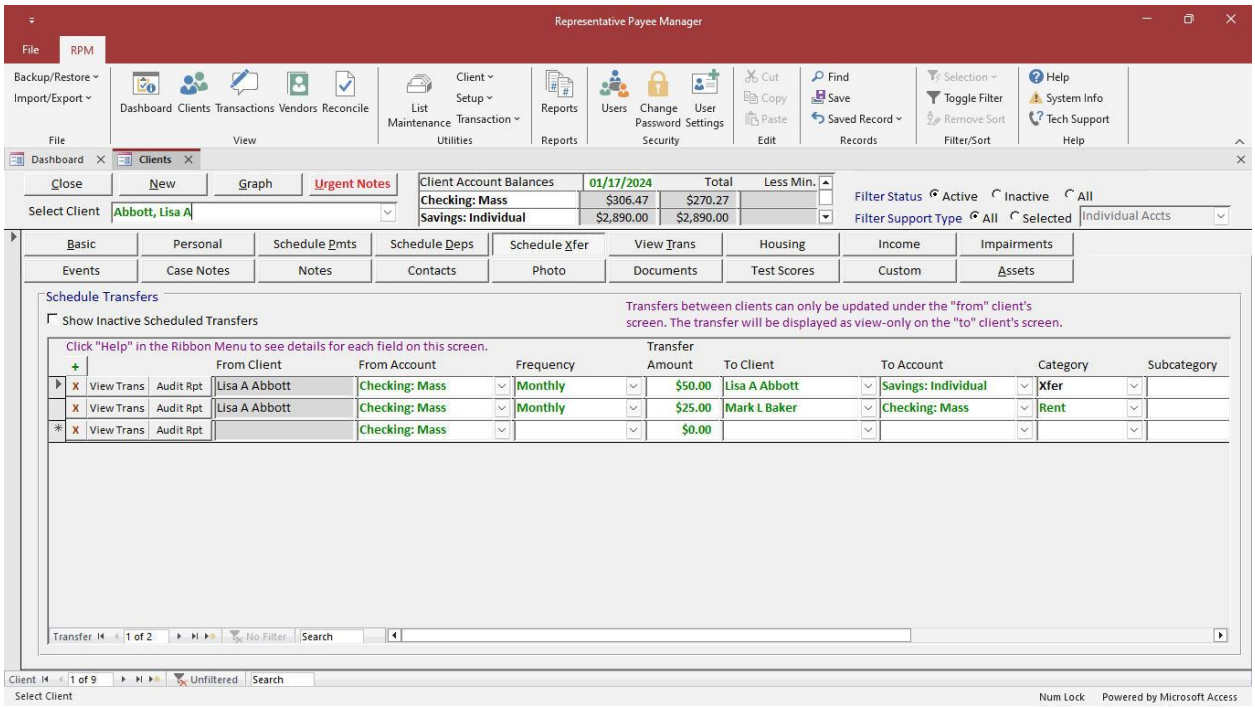
Fields are explained below.

- **Account** - select the account. This defaults to the client's default account.
- **Category** - select a category from the list (*List Maintenance*, *Deposit Category*).
- **Subcategory** - select an optional subcategory from the list (*List Maintenance*, *Subcategory*).
- **Frequency** - select the frequency. When a scheduled deposit is processed, the next scheduled deposit date will be automatically updated based on the frequency. See details for the available frequencies in the *Transaction Frequency* topic.
- **Deposit Amount** - the monetary amount of the deposit. If this varies, the amount can be updated before processing the deposit.
- **Next Deposit** - enter the next date the deposit should be processed. Once a deposit is processed, the next deposit date will be automatically updated based on the selected frequency. This date can be changed if the deposit schedule changes.
- **End Date** - enter an end date if the deposit should end after a certain date. Leave the date blank to continue the deposit indefinitely. **To immediately end an existing deposit, enter an end date PRIOR TO the "Next Deposit" date.**

- **Notes** - notes about this scheduled deposit.
- **Start Date** - defaults to the date the scheduled deposit is entered, but can be changed. This is for informational purposes only.
- **User ID** - the user who entered or updated this scheduled deposit. This will be automatically filled in by the system.
- **Last Updated** - the date and time the scheduled deposit was last updated. This will be automatically filled in by the system.

To see scheduled deposits that are no longer active, click the option "Show Inactive Scheduled Deposits." Otherwise, only active deposits display. An active deposit is any deposit that has a "Next Deposit" date and is assigned to an active mass or individual account.

Schedule Transfers Tab



The *Schedule Xfer* tab is used to schedule recurring transfers for a client. Transactions can be created for scheduled transfers using the *Process Transfers* screen.

Click the **+** button to add a new row.

Click the **X** button on a row to delete that row. Use the "End Date" field to deactivate a scheduled transfer after that date instead of deleting it.

Click **View Trans** to see existing transactions that have been processed for the scheduled transfer.

Changes and deletions will be logged in the audit events. Click **Audit Rpt** to see any changes made to the displayed scheduled transaction. Use the reports in the "Audit" section on the *Reports* screen to see changes made to all scheduled transactions.

Fields are explained below.

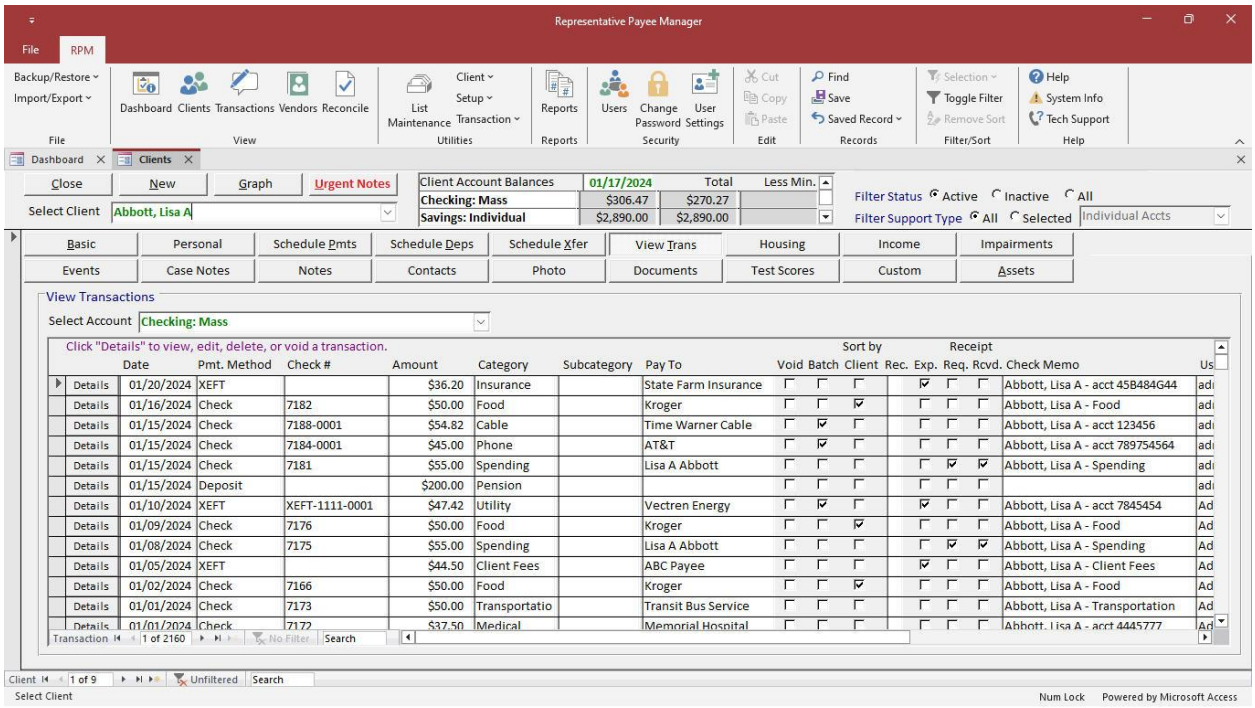
- **From Account** - select the account from which the money will be transferred. This defaults to the client's default account.
- **Frequency** - select the frequency. When a scheduled transfer is processed, the next scheduled transfer date will be automatically updated based on the frequency. See details for the available frequencies in the *Transaction Frequency* topic.
- **Transfer Amount** - the monetary amount of the transfer. If this varies, the amount can be updated before processing the transfer.
- **To Client** - select the client who will receive the transferred money.
- **To Account** - select the account into which the money will be transferred.
- **Category** - select a category from the list (*List Maintenance*, *Payment Category*). The category can only be selected for transfers between different clients. For transfers between different accounts belonging to the same client, the "Category" will automatically be set to "Xfer" and cannot be changed.
- **Subcategory** - select an optional subcategory from the list (*List Maintenance*, *Subcategory*). The subcategory can only be selected for transfers between different clients.

- **Next Transfer** - enter the next date the transfer should be processed. Once a transfer is processed, the next transfer date will be automatically updated based on the selected frequency. This date can be changed if the transfer schedule changes.
- **End Date** - enter an end date if the transfer should end after a certain date. Leave the date blank to continue the transfer indefinitely. **To immediately end an existing transfer, enter an end date PRIOR TO the "Next Transfer" date.**
- **Notes** - notes about this scheduled transfer. This defaults to the "transfer from"/"to" client and "from"/"to" account.
- **Start Date** - defaults to the date the scheduled transfer is entered, but can be changed. This is for informational purposes only.
- **User ID** - the user who entered or updated this scheduled transfer. This will be automatically filled in by the system.
- **Last Updated** - the date and time the scheduled transfer was last updated. This will be automatically filled in by the system.

To see scheduled transfers that are no longer active, click the option "Show Inactive Scheduled Transfers." Otherwise, only active transfers display. An active transfer is any transfer that has a "Next Transfer" date and is assigned to an active mass or individual account.

Transfers between different clients can only be updated under the **"from"** client's screen. The transfer displays as view-only on the **"to"** client's screen.

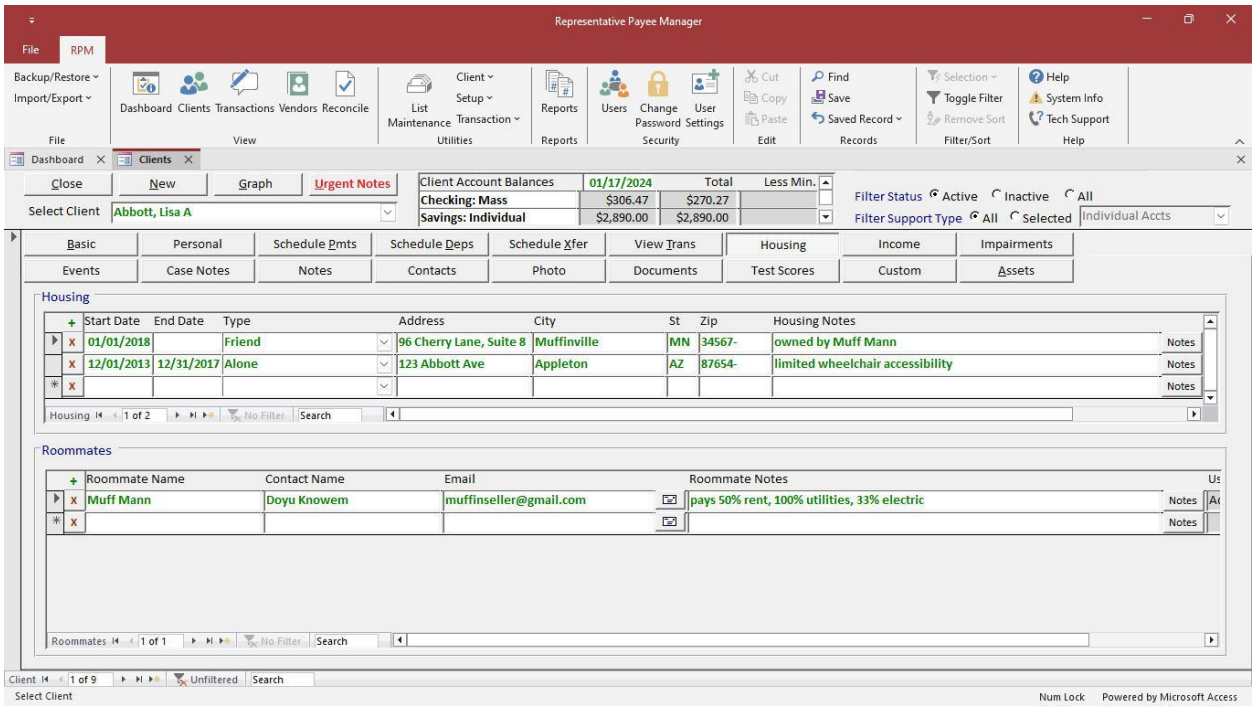
View Transactions Tab



The *View Trans* tab is used for viewing client transactions. If the client has more than one account, use the "Select Account" list to select another account. All data on this tab is read-only.

Click **Details** to the left of a transaction to view the detailed information for that transaction. With the appropriate security rights, transactions can be edited, deleted, or voided from the *Transaction Detail* screen.

Housing Tab



The *Housing* tab is used for entering housing and roommate details for a client.

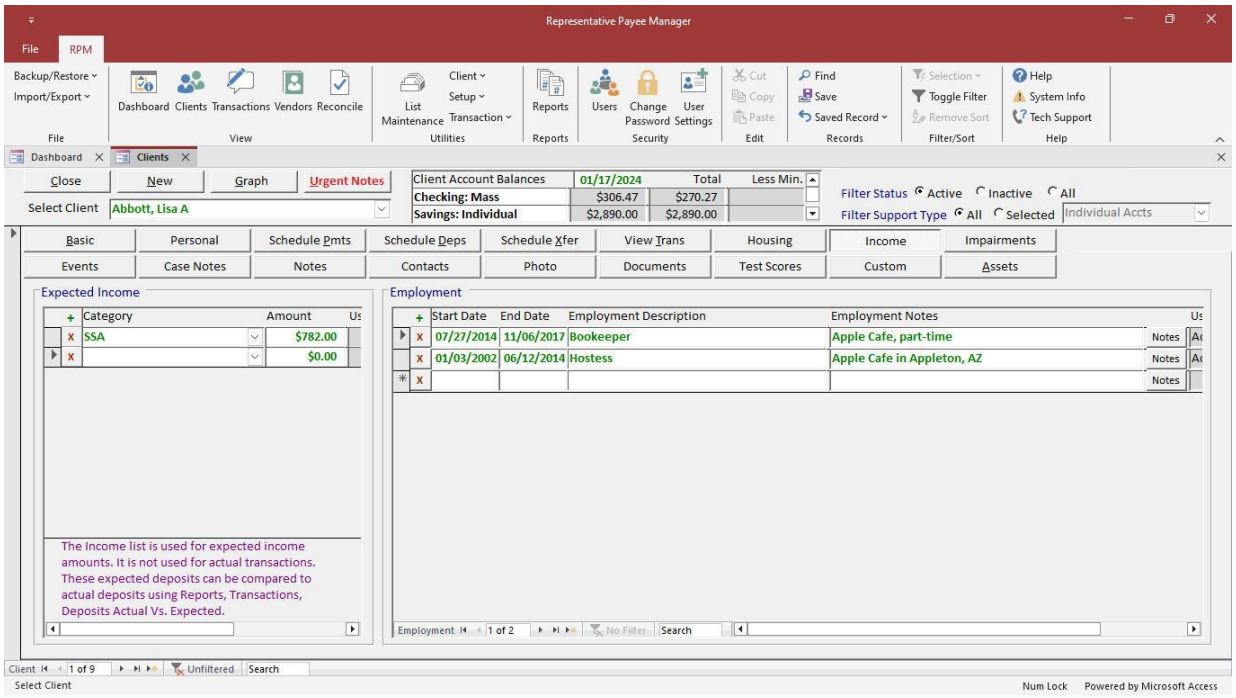
Click the **+** button to add a new row.
Click the **X** button on a row to delete that row.

Fields are explained below.

- **Housing** - used for tracking housing changes for a client.
  - **Start Date** - the first date of the client's residence at this location (or, if not available, the client's enrollment date at your company).
  - **End Date** - the last date of the client's residence at this location. This field is optional.
  - **Type** - select a "Type" for each housing record. The values in the "Type" list can be maintained in *List Maintenance, Housing Type*.
  - **Address** - enter an address for the housing record in the "Address," "City," "St," and "ZIP" fields.
  - **Housing Notes** - enter any notes about this housing record. To view the entirety of the notes for a housing entry, click the **Notes** button on the right.
  - **User ID** - the user who entered or updated this housing record. This will be automatically filled in by the system.
  - **Last Updated** - the date and time the housing record was last updated. This will be automatically filled in by the system.
- **Roommates** - used for tracking a client's roommate(s).
  - **Roommate Name** - enter the roommate's name.
  - **Contact Name** - enter the name of a contact associated with this roommate, such as their representative payee.
  - **Email** - enter an email address associated with the roommate or contact. If an address is entered, emails can be sent to this address by clicking the envelope button to the right of the "Email" field.

- **Roommate Notes** - enter any notes about the roommate, such as the division of housing expenses. To view the entirety of the notes for a roommate entry, click the **Notes** button on the right.
- **User ID** - the user who entered or updated this roommate record. This will be automatically filled in by the system.
- **Last Updated** - the date and time the roommate record was last updated. This will be automatically filled in by the system.

Income Tab



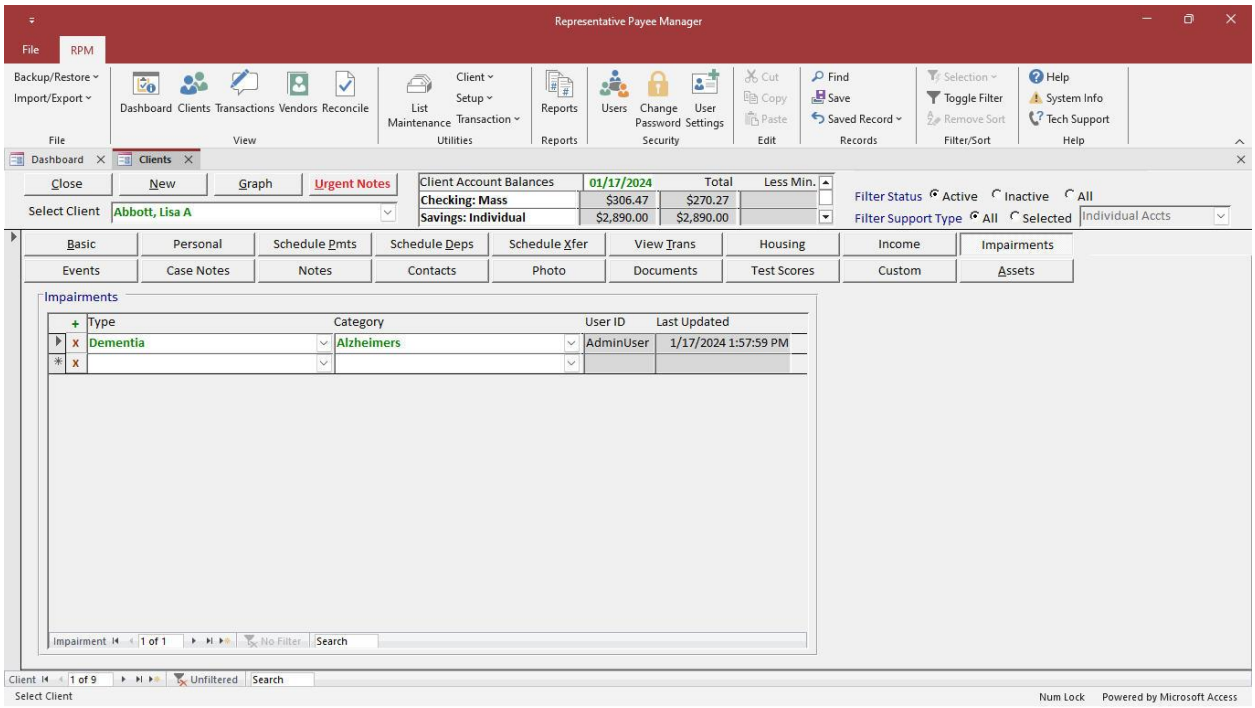
The *Income* tab is used for entering expected income sources and employment details for a client.

Click the **+** button to add a new row.
Click the **X** button on a row to delete that row.

Fields are explained below.

- **Expected Income** - used for tracking expected income sources for a client.
  - **Category** - select a category for each source of income. The values in the "Category" list can be maintained in *List Maintenance*, *Deposit Category*.
  - **Amount** - enter a monetary amount for the expected income. This is not used for any actual transactions. The expected deposits can be compared to actual deposits on the *Reports* screen under *Transactions, Deposits Actual Vs. Expected.*
  - **User ID** - the user who entered or updated this expected income record. This will be automatically filled in by the system.
  - **Last Updated** - the date and time the expected income record was last updated. This will be automatically filled in by the system.
- **Employment** - used for tracking employment details for a client.
  - **Start Date** - the first date of the client's employment in this position (or, if not available, the client's enrollment date at your company).
  - **End Date** - the end date of the client's employment in this position. This field is optional.
  - **Employment Description** - enter a description of the job.
  - **Employment Notes** - enter any notes. To view the entirety of the notes for an employment entry, click the **Notes** button on the right.
  - **User ID** - the user who entered or updated this employment record. This will be automatically filled in by the system.
  - **Last Updated** - the date and time the employment record was last updated. This will be automatically filled in by the system.

Impairments Tab

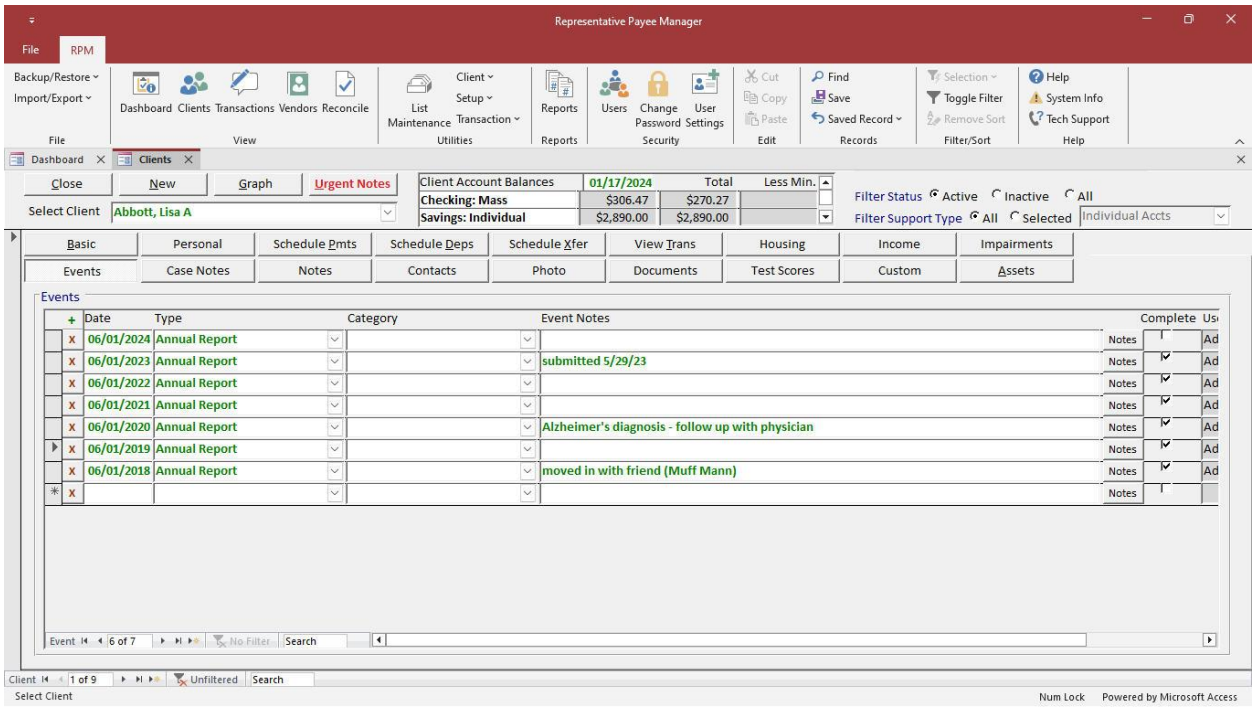


The *Impairments* tab is used for entering a client's impairments.

Click the **+** button to add a new row.
Click the **X** button on a row to delete that row.

Select the appropriate impairment from the list. If applicable, select an impairment category. The list of valid values for impairments and impairment categories can be maintained in *List Maintenance*, *Impairment*.

Events Tab



The *Events* tab can be used to track both scheduled and completed events. The *Event Listing By Date* report can be used to print a list of clients with a selected event in a date range.

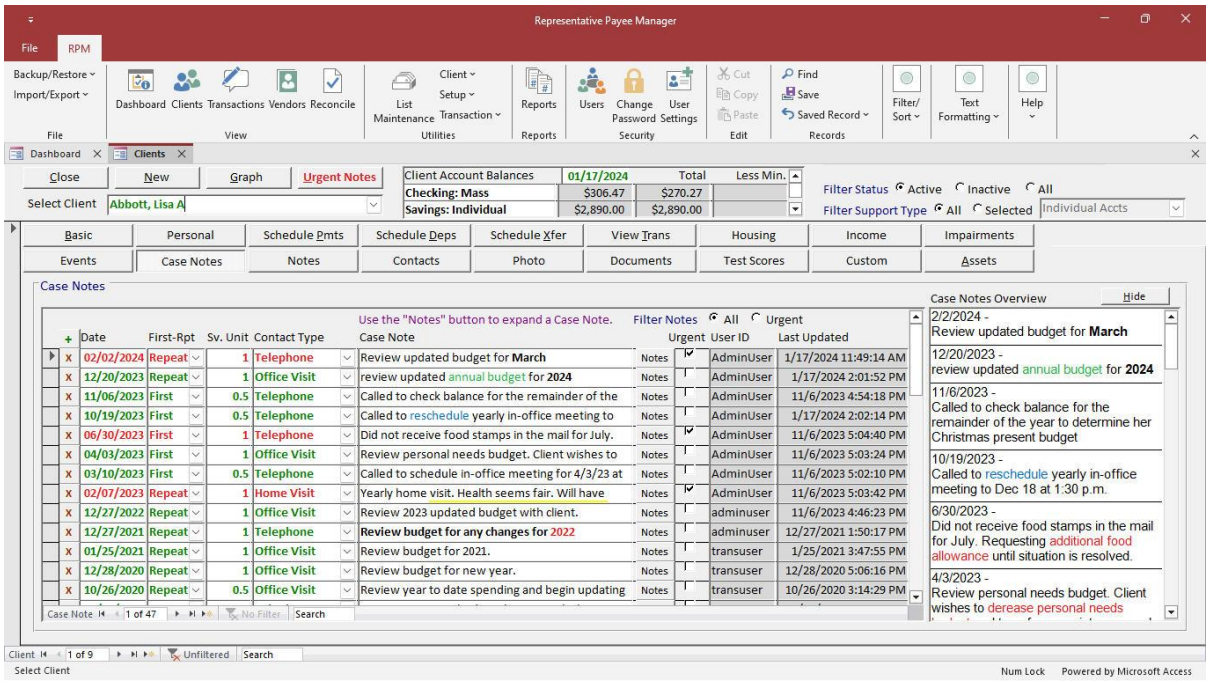
Click the **+** button to add a new row.

Click the **X** button on a row to delete that row.

Fields are explained below.

- **Date** - the date an event is scheduled for or was completed.
- **Type** - the type of event (*List Maintenance*, *Event*).
- **Category** - a category of the selected type of event. The category is optional.
- **Event Notes** - enter any notes about the event. To view the entirety of the notes for an event entry, click the **Notes** button on the right.
- **Complete** - check to mark the event complete.
- **User ID** - the user who entered or updated this event record. This will be automatically filled in by the system.
- **Last Updated** - the date and time the event record was last updated. This will be automatically filled in by the system.

Case Notes Tab



The *Case Notes* tab is used for entering case notes for a client.

The "Case Notes Overview" section on the right side of the screen allows you to read the detailed case notes. Click **Hide** or **Show** to turn the overview display off or on.

Click the **+** button to add a new row.

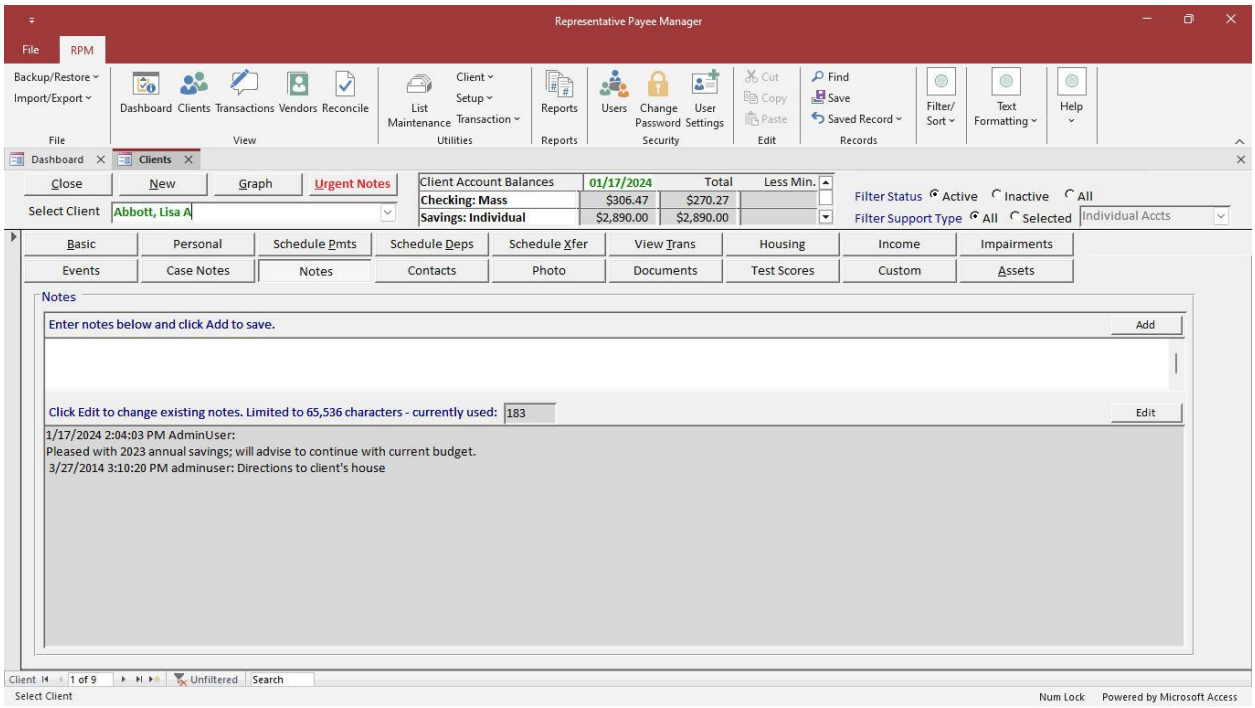
Click the **X** button on a row to delete that row.

Fields are explained below.

- **Date** - the date of the contact with the client.
- **First-Rpt** - select whether this is the first contact or a repeat occurrence of the contact.
- **Sv. Unit** - enter the service units associated with this contact. Define your own meaning behind the service unit values.
- **Contact Type** - select a value from the list (*List Maintenance*, *Case Notes Contact Type*).
- **Case Note** - enter any notes. Click **Notes** to expand this field into a larger box for entry or viewing. The *Text Formatting* section of the ribbon menu can be used for information entered in the case note text (bold, underline, italics, highlight, etc.).
- **Urgent** - check this to mark the case note urgent. Use the "Filter Notes" option to display all case notes or only urgent case notes. If the client has any urgent case notes, an **Urgent Notes** button is displayed in red at the top of the *Clients* screen, regardless of the selected tab. Click the button to view those urgent case notes.
- **User ID** - the user who entered or updated this case note. This will be automatically filled in by the system. **Case notes can only be edited or deleted by the user who entered the case note. Any user with rights to update case notes can remove the "Urgent" flag on any case note.**
- **Last Updated** - the date and time the case note was last updated. This will be automatically filled in by the system.

Click **Spell Check** to check the spelling within the current case note. Spell Check functionality comes from *Microsoft Office*. Spell Check will be available if you are using the same version of *Office* as the *Access* runtime version you are using for *RPM*.

Notes Tab



The *Notes* tab is used for entering notes for a client. This is recommended for general notes not related to a specific date. Use the *Case Notes* tab for date-specific notes on which reports can be run. Notes are limited to 65,536 characters.

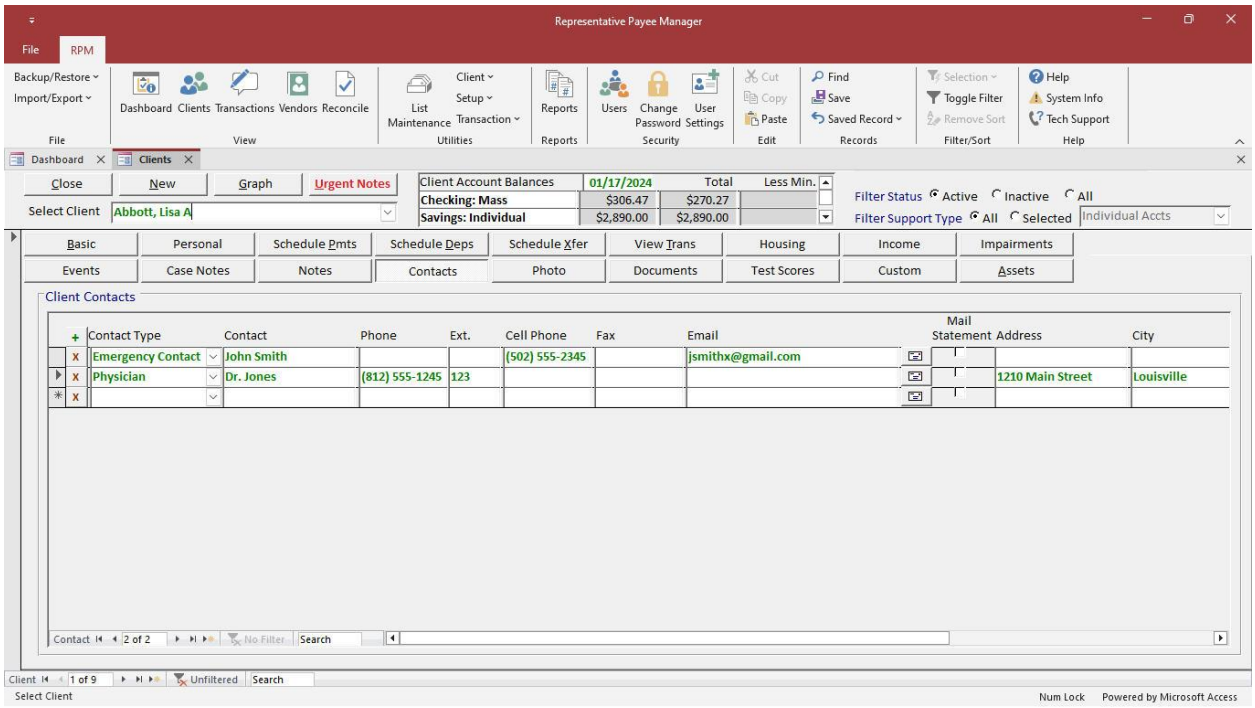
Enter new notes in the top box and use **Add** to add the notes to the existing notes. The current date, time, and user ID will be automatically added with the notes.

Click **Edit** to edit any existing notes.

The *Text Formatting* section of the ribbon menu can be used for information entered in the notes (bold, underline, italics, highlight, etc.). Formatting will add to the number of characters used.

Click **Spell Check** to check the spelling within the entered notes. Spell Check functionality comes from *Microsoft Office*. Spell Check will be available if you are using the same version of *Office* as the *Access* runtime version you are using for *RPM*.

Contacts Tab



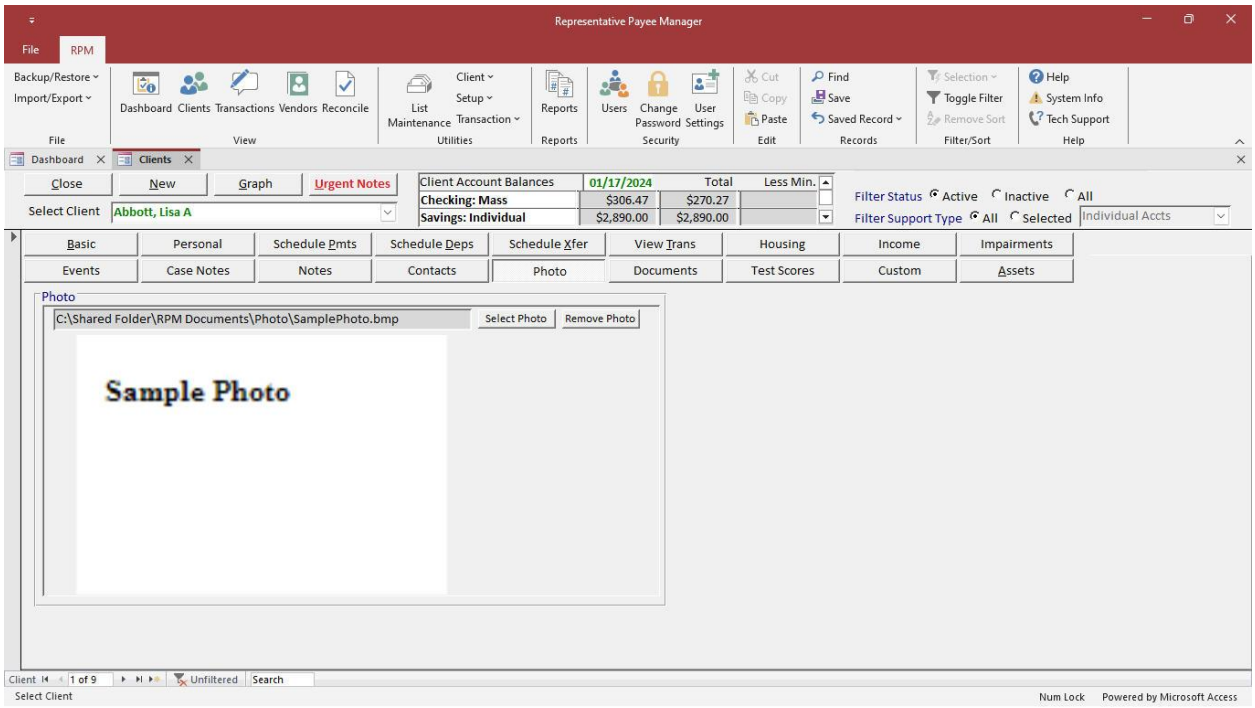
The *Contacts* tab is used for entering a client's contacts.

Click the **+** button to add a new row.
Click the **X** button on a row to delete that row.

Select a "Contact Type" and enter information for the contact. The contact types can be maintained in *List Maintenance, Client Contact Type*.

Check the "Mail Statement" box to mail the *Client Statement (Window Envelope)* report to the contact's mailing address.

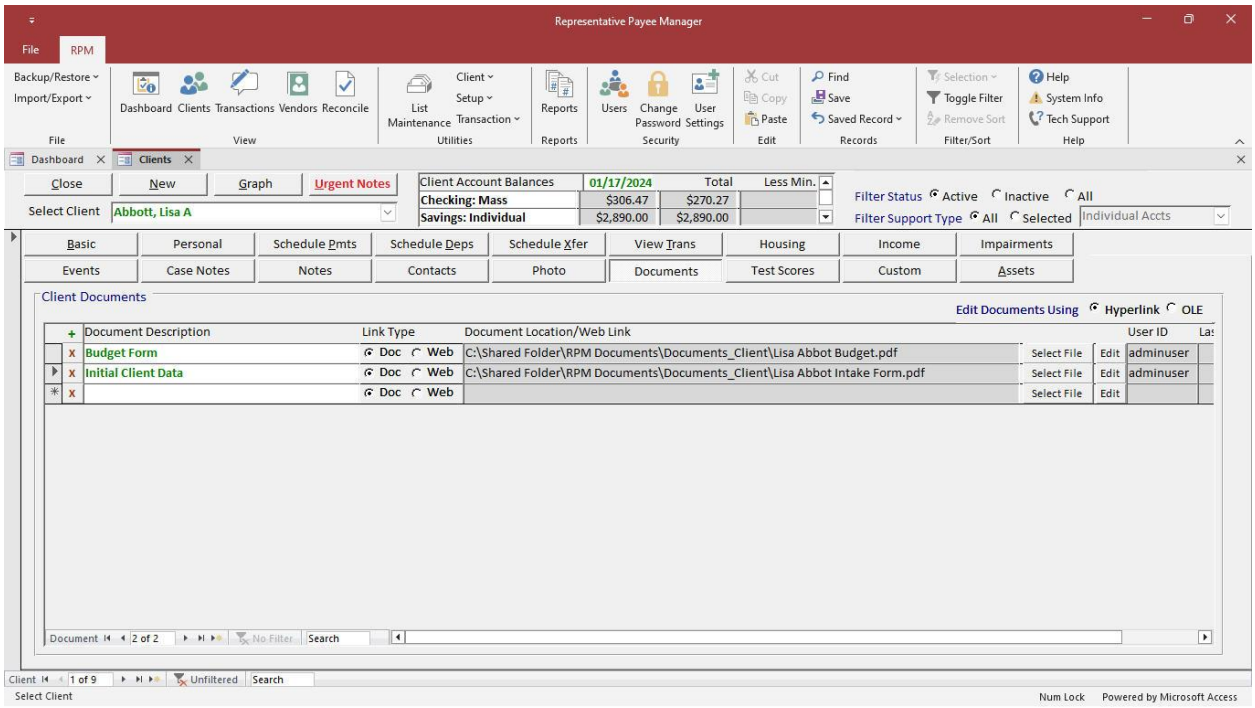
Photo Tab



The *Photo* tab is used to display a client photo.

Click **Select Photo** to select the client photo that you wish to use. Other users will only be able to view the photo if it is in a network location accessible to all users. Click **Remove Photo** to remove the photo.

Documents Tab



The *Documents* tab is used to link client documents. The documents themselves are NOT stored in *RPM*—only a **link** to the document is stored in *RPM*.

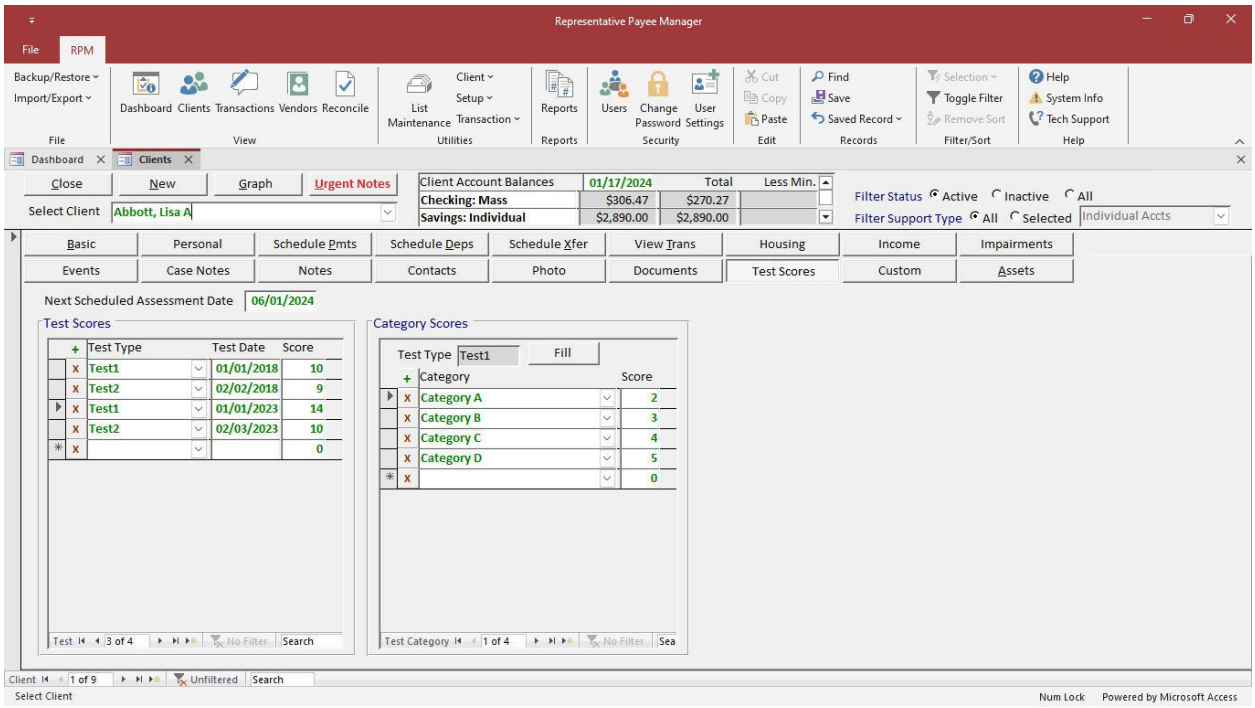
Click the **+** button to add a new row.

Click the **X** button on a row to delete the link. This will not delete the actual document.

Fields and buttons are explained below.

- **Document Description** - a description of the document.
- **Link Type** - select "Doc" to link a document located on your computer or network. Select "Web" to enter a link to a website or online document.
- **Document Location/Web Link** - displays the linked document name and location when "Doc" is selected for the "Link Type." When "Web" is selected for the "Link Type," enter the website or link to an online document in this field.
- **Select File** - used to locate a document on your computer or network. This is only available when "Doc" is selected for the "Link Type." Other users will only be able to access the documents if they are in a network location accessible to all users. The documents should be stored using a mapped drive, such as *F:\RPM Documents*, and not a specific UNC path, such as *\\Server\RPM Documents*. If the UNC path changes in the future, there is no way to automatically update the document location to the new path. A drive mapping can remain the same regardless of the server name.
- **Edit** - used to open a document or web link. Not all types of documents can be opened using **Edit**. Documents can be opened either as a *Hyperlink* or with *OLE* (Object Linking and Embedding). If there are problems opening documents with one option, try the other option.
- **User ID** - the user who entered or updated this record. This will be automatically filled in by the system.
- **Last Updated** - the date and time the document was last updated. This will be automatically filled in by the system.

Test Scores Tab



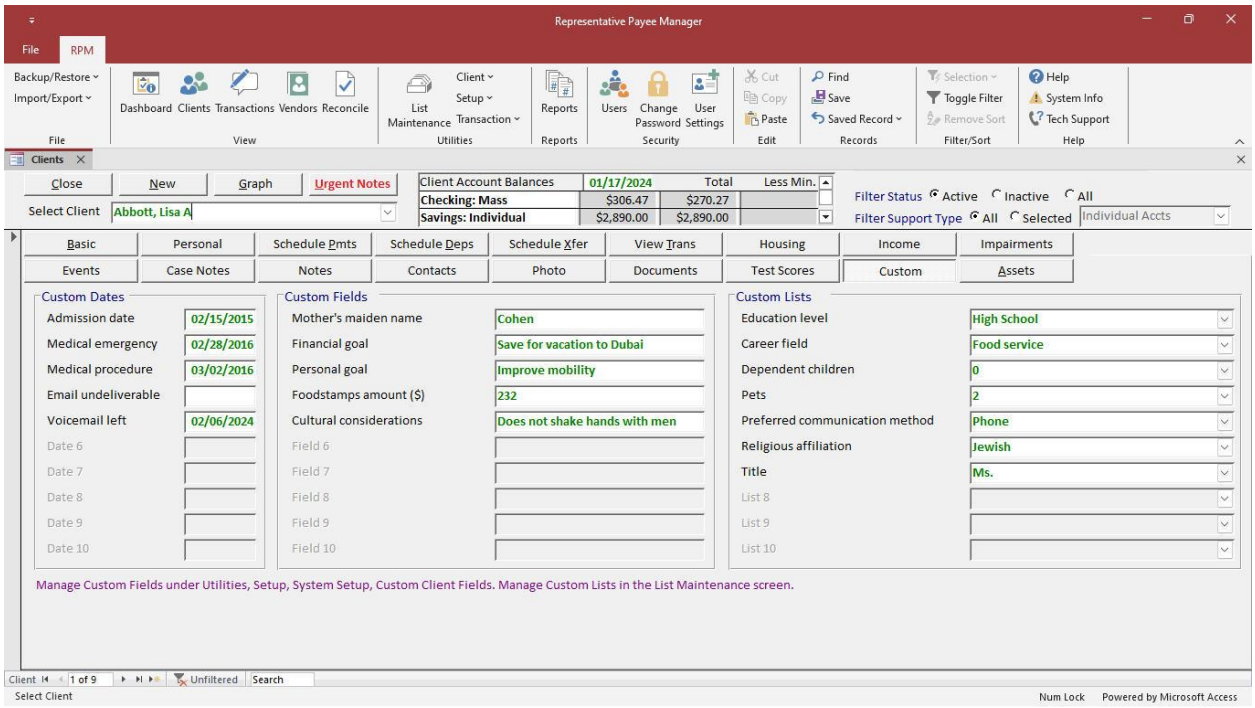
The *Test Scores* tab is used to enter client test scores.

Click the **+** button to add a new row.
Click the **X** button on a row to delete that row.

To enter a test the client has taken, select a "Test Type" from the list. The list of test types can be maintained in *List Maintenance*, *Test Type*. Enter the date of the test in the "Test Date" and the score achieved in the "Test Score."

If a test has categories, scores can be entered for the individual categories. The scores for each category will be automatically added together to fill in the total "Score" for that test. Click **Fill** to create a record for each category of the selected test, or select categories and enter scores individually.

Custom Tab



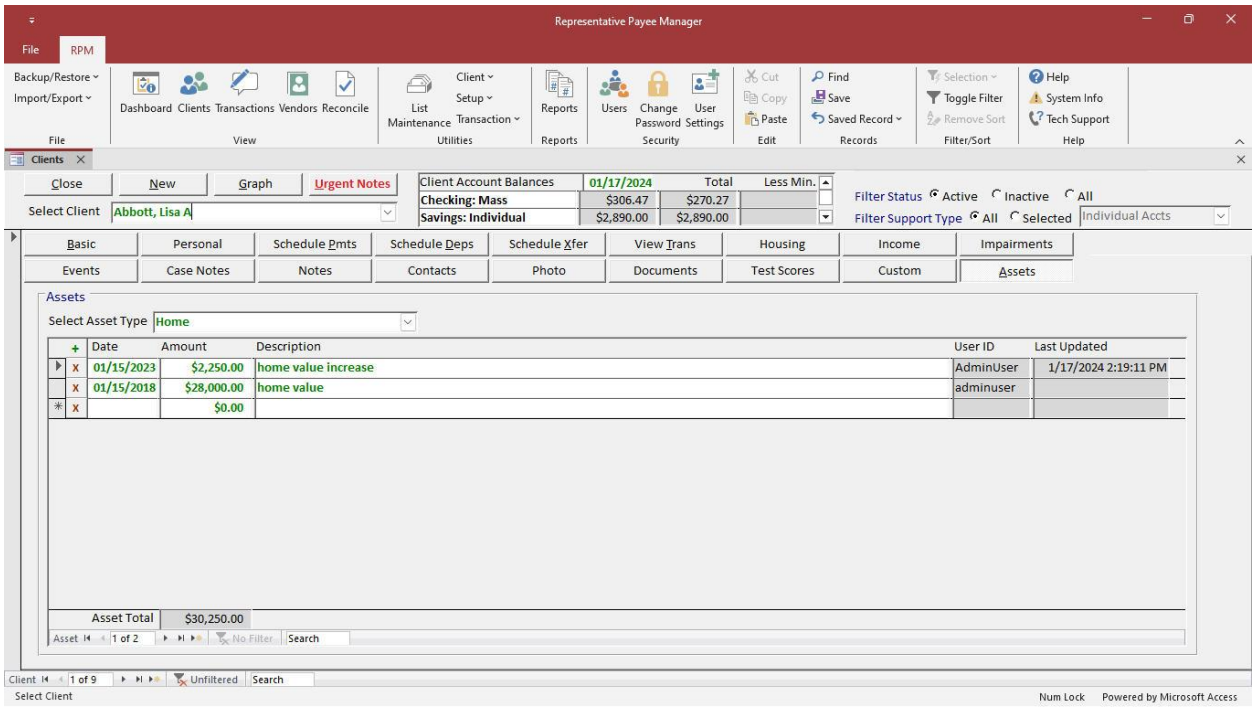
The *Custom* tab is used to enter custom information for a client.

Custom fields can be configured on the *Custom Client Fields* tab on the *System Setup* screen.

Fields are explained below.

- **Custom Dates** - values can be entered for up to 10 custom dates.
- **Custom Fields** - values can be entered for up to 10 custom fields.
- **Custom Lists** - values can be entered for up to 10 custom lists. The values in the *Custom Lists* can be maintained in *List Maintenance*, *Custom List 1–10*.

Assets Tab



The *Assets* tab allows you to keep track of assets other than checking accounts. The list of asset types can be maintained in *List Maintenance*, *Asset Type*.

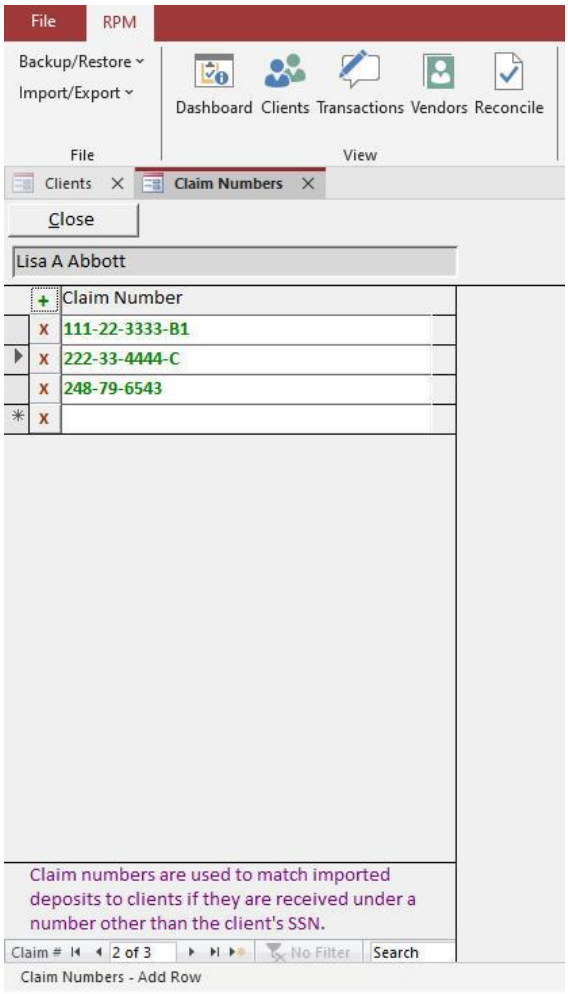
Click the **+** button to add a new row.

Click the **X** button on a row to delete that row.

Fields are explained below.

- **Date** - the date for this asset transaction.
- **Amount** - the amount for this asset transaction (this can be positive or negative).
- **Description** - a description for this transaction.
- **User ID** - the user who entered or updated this asset record. This will be automatically filled in by the system.
- **Last Updated** - the date and time the asset record was last updated. This will be automatically filled in by the system.

Claim Numbers

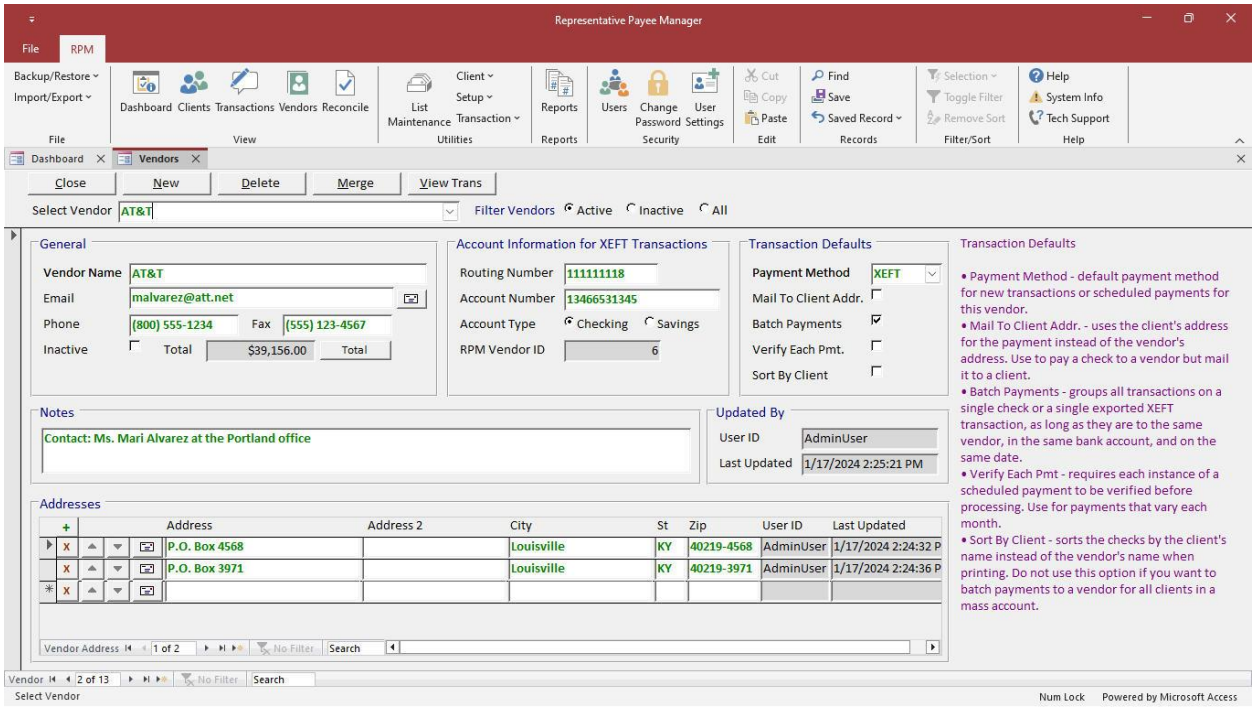


Click **Claim #s** on the *Basic* tab of the *Clients* screen to open the *Claim Numbers* screen. Use this to enter one or more claim numbers for the client. You'll only need this if you import an electronic deposit file from your bank using the *Import ACH Deposits* screen. When deposit transactions are imported, the system matches the SSN or claim number from each deposit to the SSN or claim number(s) entered in *RPM*. If a match is found, a deposit transaction will be created for the matching client.

Click the **+** button to add a new row.

Click the **X** button on a row to delete that row.

Vendors



Select **Vendors** from the *View* menu to open the *Vendors* screen.

The *Vendors* screen lets you view and maintain information about vendors. Vendors should include anyone to whom payments will be made other than the clients. **Transactions can be paid directly to clients. Clients do NOT need to be entered as vendors.**

Use the "Select Vendor" list to find the record for an existing vendor.

The "Filter Vendors" options allow you to see active, inactive, or all vendors. To view all vendors (active and inactive), click the **All** option.

By default, vendors are sorted alphabetically by name. To change the sorting, right-click in the field you wish to sort and select "Sort A to Z" or "Sort Z to A" from the *Shortcut* menu.

To add a vendor, click **New**.

To delete a vendor, click **Delete**. Vendors with transactions cannot be deleted.

If you are no longer using a vendor, click the "Inactive" checkbox to mark the vendor inactive. Vendors can only be marked inactive if there are no active scheduled payments assigned to them. Once a vendor has been marked inactive, no additional transactions can be created for them. Existing transactions can still be viewed.

Click **Total** to display the total monetary amount of all transactions paid to this vendor. Click **View Trans** to display the transactions for this vendor.

Account Information for XEFT Transactions

This information will be used for transactions to the vendor using the XEFT payment method.

- **Routing Number** - routing number.
- **Account Number** - bank account number.
- **Account Type** - checking or savings account.
- **RPM Client ID** - system-generated unique vendor ID.

***** To validate the routing and account numbers, a $0 XEFT transaction can be entered using Enter Payment on the Transactions screen to send a pre-note transaction for a vendor. *****

Transaction Defaults

Default options can be set for each vendor in the *Transaction Defaults* section. Details for the options are below. **Changes to the default options for a vendor will only apply to scheduled or manually entered payments that are entered after the change.** Existing scheduled payments for the vendor will not be updated. Use the *Scheduled Payments Update* screen to make changes to existing scheduled payments.

- **Payment Method** - select the default payment method. See details for the available payment methods in the *Payment Methods* topic. Set the default for new vendors on the *System Settings* tab on the *System Setup* screen.
- **Mail To Client Addr.** - select this to default payments to use the client's name and address for the "mail to" information instead of the vendor's name and address.
- **Batch Payments** - select this to default payments as batch payments. This will print multiple transactions on a single check or export multiple transactions as a single XEFT, as long as they are for the same vendor, in the same bank account, and on the same date.
- **Verify Each Pmt.** - select this to require each instance of a scheduled payment to be verified before processing. This is useful if the monetary amount varies by payment, like for a monthly utility payment. When you receive the actual bill each month, enter the current amount and select "Verified." The payment will then be available to be processed. Once a verified scheduled payment has been processed, the "Verified" option will be removed, and the payment must be verified again before the next occurrence can be processed.
- **Sort By Client** - select this to default payments to sort by the client's name instead of the vendor's name when printing a check. Set the default to "Sort Checks by Client Name" on the *System Settings* tab on the *System Setup* screen. Do not use this option if you want to batch payments to a vendor for all clients in a mass account.

Addresses

Multiple addresses can be added for each vendor. If a vendor has more than one address, you will be able to select the address to use for a transaction after selecting the vendor. If a vendor has only one address, that address will be used by default.

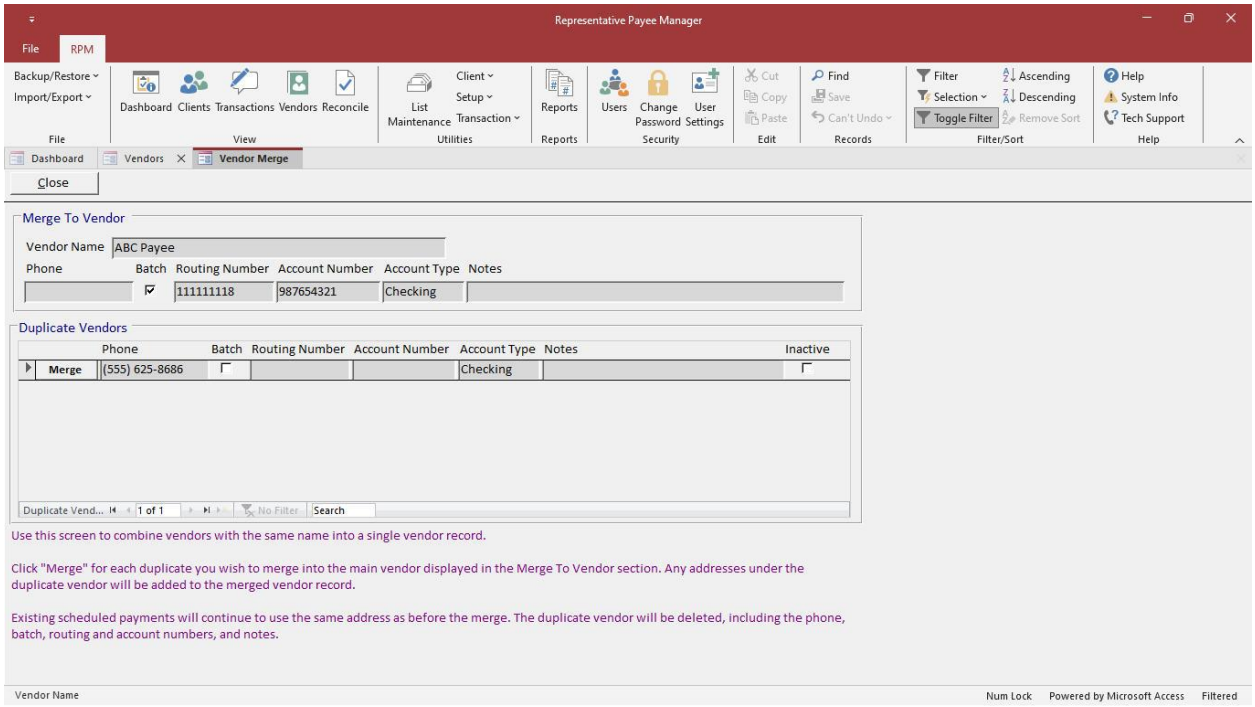
Click the **+** button to add a new address.

Click the **X** button on a row to delete that address.

Click the up or down arrow next to an address to reorder the address list.

Click the **Envelope** button next to an address to print an envelope to that address.

Merge Vendors

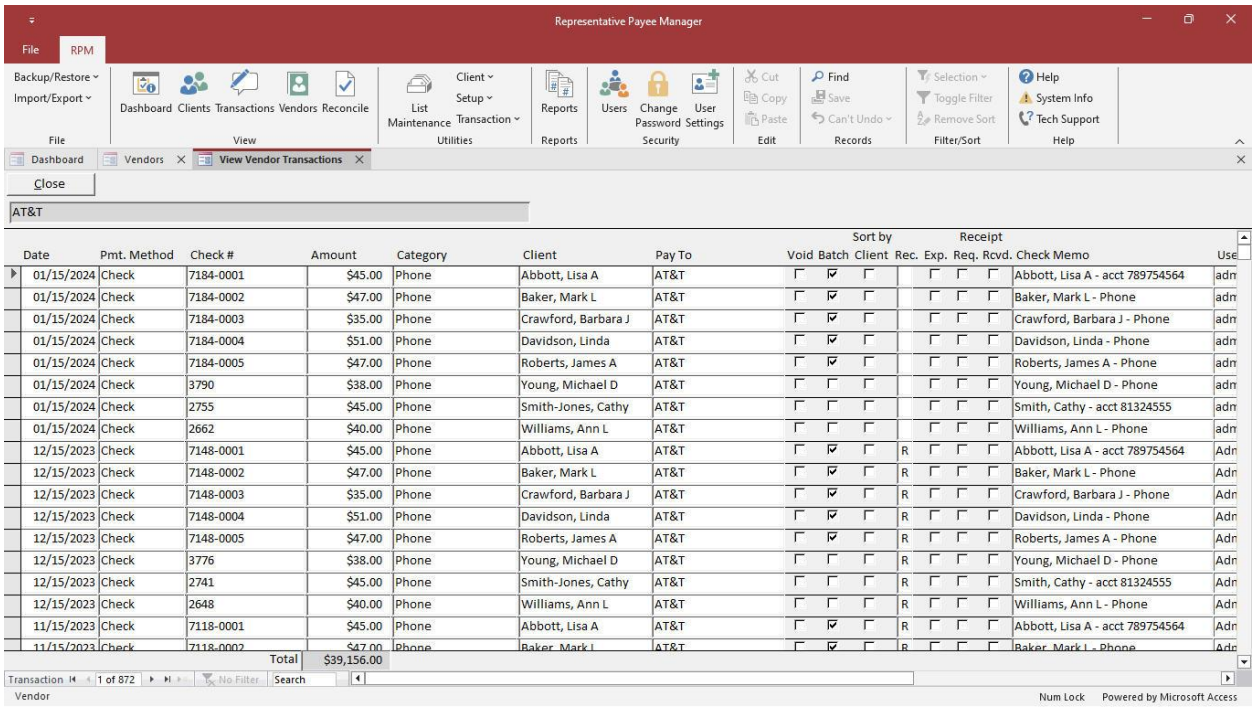


If there are multiple vendors entered with the same name, they can be combined into a single vendor record. To combine records for similar but not identical vendor names, change the name first to an identical name.

Select one of the vendors with the same name and then click **Merge** to see the duplicate vendors. Click **Merge** for each of the duplicate vendors to be merged into the original vendor. Any addresses under the duplicate vendor will be added to the merged vendor record. Existing scheduled payments will continue to use the same address that was used before the merge. The duplicate vendor will be deleted, including the phone number, routing and account numbers, and notes.

Review possible duplicate or unused vendors on the *Reports* screen under *Vendor, Vendor List with Transaction Counts*.

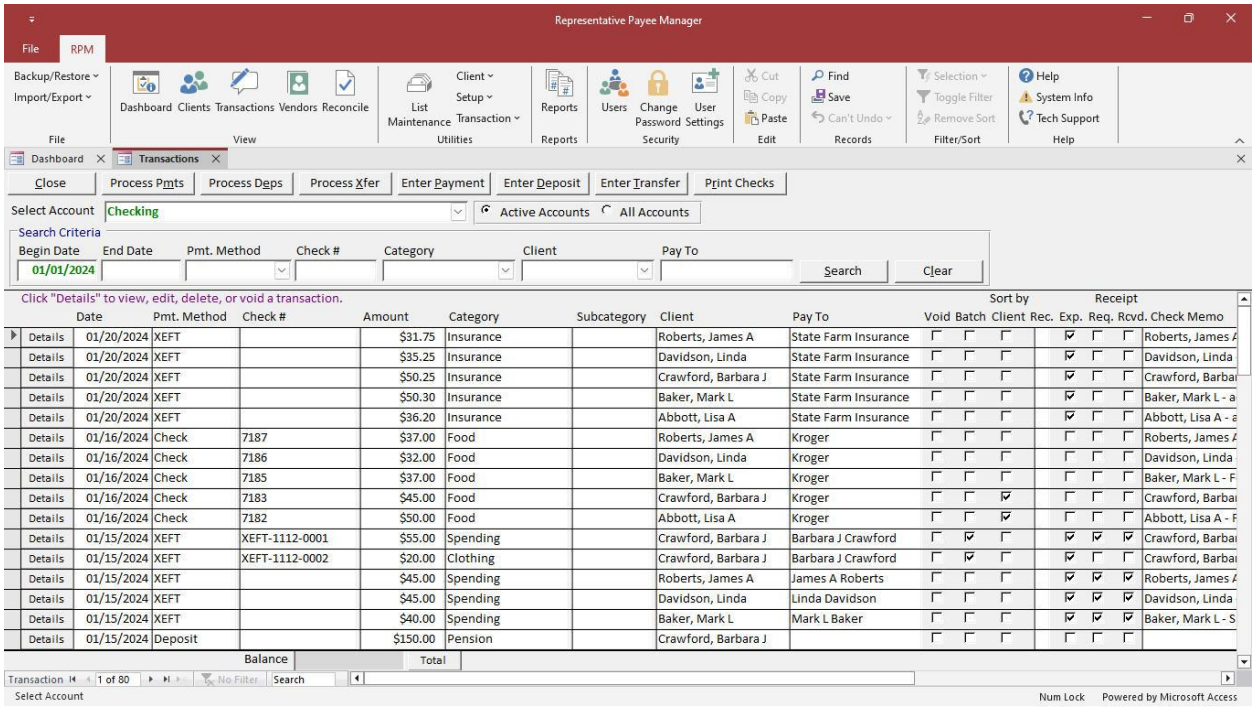
View Vendor Transactions



The *View Vendor Transactions* screen is used to view all transactions that exist in the system for the current vendor. Select **View Trans** on the *Vendors* screen to see these transactions.

Client type and support type filters can be added for a user ID on the *Users* screen. If client types and/or support types are assigned to your user ID, you will only be able to view transactions for those types of clients. If client types or support types have NOT been assigned to your user ID, you will be able to view transactions for all clients. "Access Limited to assigned Client Types and/or Support Types" displays at the top of the screen if your user ID has been set up for client and/or support type filtering.

Transactions



Select **Transactions** from the *View* menu to open the *Transactions* screen.

The information on this screen is read-only. To change, delete, or void an existing transaction, click "Details" to the left of that transaction.

The *Transactions* screen shows the transaction register for a selected account. Use the "Select Account" dropdown to view the transaction register for another account. Mass accounts are listed first, followed by individual accounts. Mass accounts are listed alphabetically by account name. Individual accounts are listed alphabetically by client and account name.

By default, only active accounts will be shown. To see all accounts, select the "All Accounts" option.

Use the "Search Criteria" options to search for selected transactions. Enter one or more of the criteria and click **Search** to display the transactions matching the criteria. Click **Clear** to remove all the criteria and display no transactions. With a large mass account, click **Clear** prior to processing payments/deposits, entering transactions, or printing checks to improve processing time.

- **Begin Date** - enter a date to display transactions on or after, or leave blank for all dates. Set the "Default Number of Days for Displaying Transactions" on the *System Settings* tab of the *System Setup* screen.
- **End Date** - enter a date to display transactions on or before, or leave blank for all dates.
- **Pmt. Method** - select a payment method from the list, or leave blank for all payment methods.
- **Check #** - enter a full or partial check number, or leave blank for all check numbers. Enter "387*" to display all check numbers beginning with 387. To see all lines for a batch check, enter the check number followed by an asterisk (*); for example, "3874*".
- **Category** - select a category from the list, or leave blank for all categories.
- **Client** - select a client from the list, or leave blank for all categories.
- **Pay To** - enter a full or partial "pay to" name, or leave blank for all "pay to" values. Use an asterisk (*) at the beginning and/or end of the name for a partial match. For example, enter "State*" to display all the pay to names beginning with *State*. Enter "*Insurance*" to display all the "pay to" names containing *Insurance*.

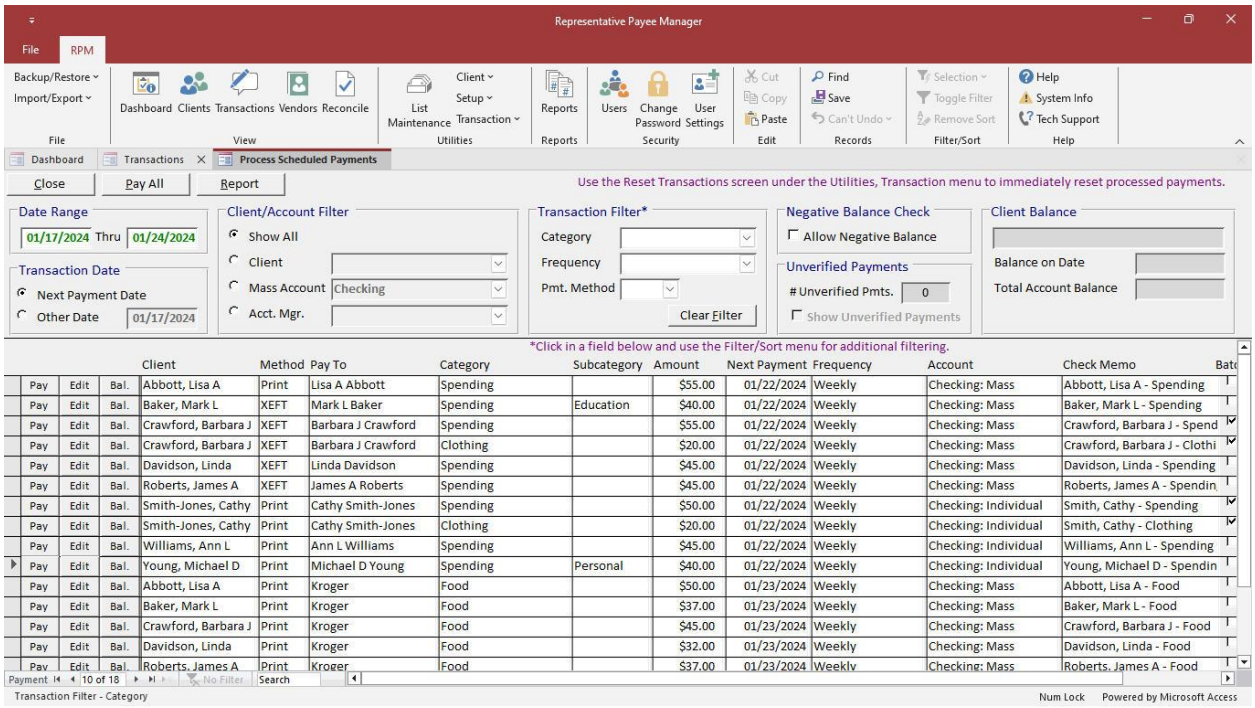
Client type and support type filters can be added for a user ID on the *Users* screen. If client types and/or support types are assigned to your user ID, you will only be able to access those types of clients. If client types or support types have NOT been assigned to your user ID, you will be able to access all clients. "Access Limited to assigned Client Types and/or Support Types" displays at the top of the screen if your user ID has been set up for client and/or support type filtering.

By default, the list of transactions is sorted in descending date order with the most recent transactions at the top. To change the sorting, right-click in the field you wish to sort and select "Sort A to Z" or "Sort Z to A" from the *Shortcut* menu.

Check numbers that have a dash are batch checks. The number to the left of the dash is the actual check number, and the number to the right of the dash is the reference number for that line on the check. Batch XEFT transactions display a sequence number for the whole transaction, followed by a reference number for each line item. For example, a batch XEFT to Kroger for $75 might have one $25 payment from A. Shin (displayed as XEFT 99-001) and one $50 payment from Q. Mijares (displayed as XEFT 99-002).

Click **Total** to view the current account balance.

Process Payments



The *Process Payments* screen can be accessed by selecting **Process Pmts** from the *Transactions* screen. This is used to process scheduled payments and add them to the transaction register.

Client type and support type filters can be added for a user ID on the *Users* screen. If client types and/or support types are assigned to your user ID, you will only be able to process payments for those types of clients. If client types or support types have NOT been assigned to your user ID, you will be able to process payments for all clients. "Access Limited to assigned Client Types and/or Support Types" displays at the top of the screen if your user ID has been set up for client and/or support type filtering.

Date Range

The screen shows a list of transactions scheduled for payment during the date range you select. The date range defaults to the date of the earliest unprocessed payment through the current date. Process payments for other dates by entering a different date range.

Transaction Date

By default, the transactions will be dated on the "Next Payment" date. Use the "Other Date" selection to date the transactions on a different date. For example, if the "Next Payment" date falls on a holiday or a weekend, use the "Other Date" option to date the transactions on the day before or the day after the holiday or weekend. Changing the transaction date does not change the next scheduled payment date.

Client/Account Filter

The "Client/Account Filter" is used to display scheduled payments for all clients, for a selected client, for a selected mass account, or for clients assigned to a selected account manager. To view transactions for a single client, select the "Client" filter option and then select the client from the list.

Transaction Filter

The "Transaction Filter" is used to filter scheduled payments by category, frequency, or payment method. Use the "Category" list to view payments for a selected category. Use the "Frequency" list to view payments with a selected

frequency. Use the "Pmt. Method" list to view payments for a selected payment method. Click **Clear Filter** to remove the "Category," "Frequency," and "Pmt. Method" filters.

Negative Balance Check

Check this option to automatically process payments resulting in a negative balance instead of being prompted for each. A message displays after the payments are processed showing how many payments, if any, resulted in a negative balance. This option is only available if the **"Negative Balance Check"** is set to **"Warn"** on the *System Setup* screen. A user must also have "Update" rights to the "Allow Negative Balance" option on the *Users* screen.

Unverified Payments

If there are any unverified payments for the selected date range or filter options, the number displays on the screen. Select "Show Unverified Payments" to view the unverified payments. These cannot be processed until the scheduled payment is marked as "Verified." Details about payments requiring verification can be found on the *Schedule Pmts* tab of the *Clients* screen.

Pay/Pay All

Click **Pay** to the left of a payment to process that individual payment. Click **Pay All** to process all payments shown. Payments with a payment method of "Print" will be added to the transaction register and can then be printed. Payments with a payment method of "XEFT" will be added to the transaction register and can then be exported. Other payment methods will be added to the transaction register with no further processing required.

After the transaction is created, the "Next Payment" date will be updated based on the frequency for that transaction. If that next calculated pay date is outside of the date range you have selected, the row will disappear after you have clicked **Pay**.

Edit

Click **Edit** if you need to make any changes to the payment before processing. Only users with rights to the *Schedule Pmts* tab on the *Clients* screen will have access to the **Edit** button.

Changes can be made to groups of scheduled payments on the *Scheduled Payments Update* screen.

Client Current Balance

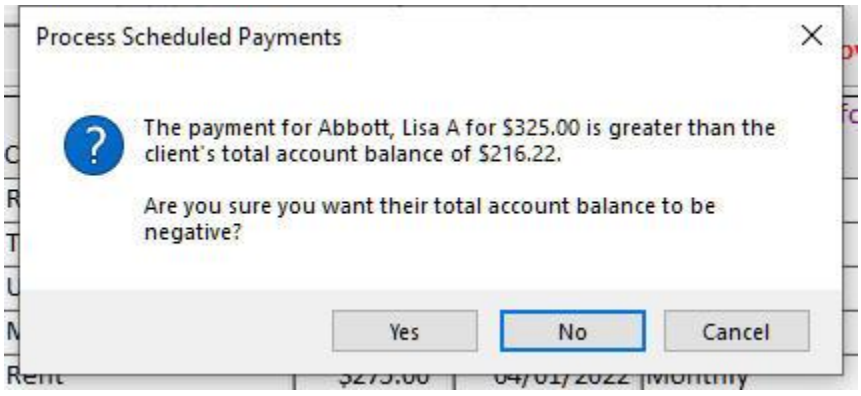
Click **Bal.** to display the client's balance on the payment date and total account balance.

Below Minimum

A minimum balance amount can be entered for each client on the *Basic* tab of the *Clients* screen. A warning message displays if a transaction would take the client below their minimum balance.

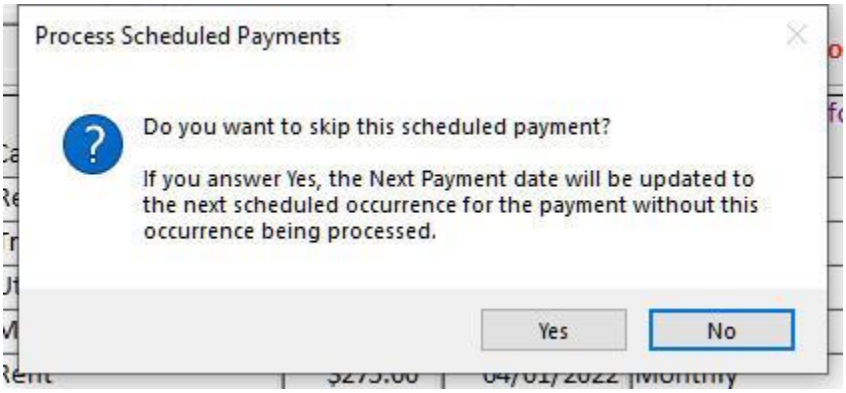
Negative Balance Warning

If the *System Setup* options for the "Negative Balance Check" are set to **"Warn"** for either the "Balance on Transaction Date" or "Total Account Balance," messages like the following display. Bypass these messages by checking "Allow Negative Balance" before processing payments.



- Select **Yes** to process the transaction.
- Select **No** and the transaction will NOT be processed.
- Select **Cancel** to cancel processing this and any remaining payments. For example, if **Pay All** was selected before encountering a potential negative balance, **Cancel** would cancel the Pay All process.

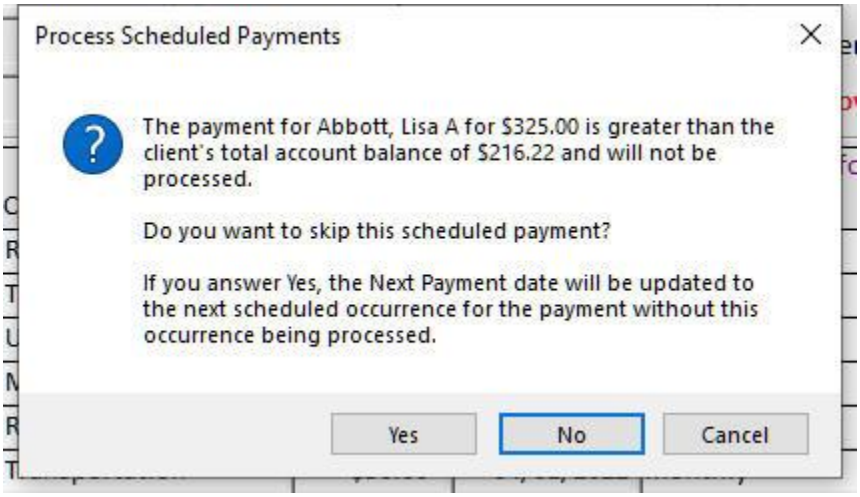
If **No** is selected for the balance warning, a message displays for skipping the scheduled payment.



- Select **Yes** to skip this payment. The "Next Payment" date will be updated to the next scheduled occurrence for the payment as if the transaction had been processed. This instance of the payment will not be processed.
- Select **No** to leave the payment as scheduled. The "Next Payment" date will not be changed, and the payment will still be displayed on the *Process Payments* screen after processing payments.

Negative Balance Prevention

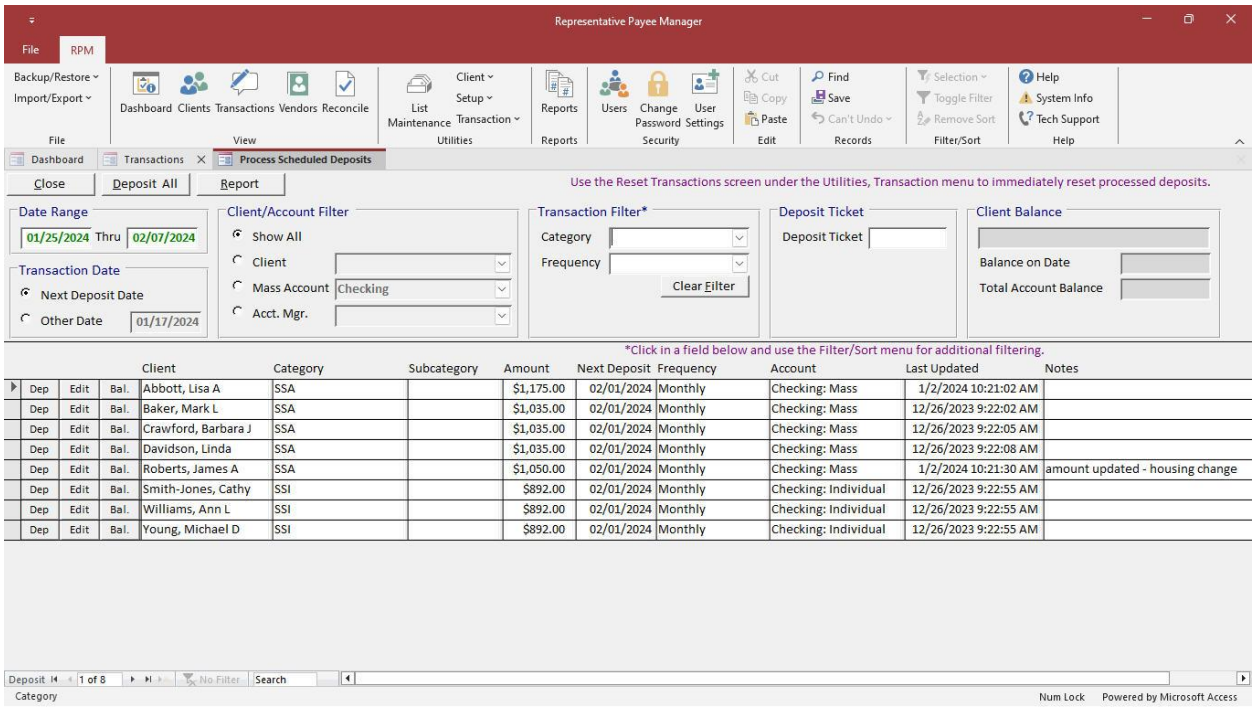
If the *System Setup* options for the "Negative Balance Check" are set to **"Prevent"** for either the "Balance on Transaction Date" or "Total Account Balance," a message like the following displays.



- Select **Yes** to skip this payment. The "Next Payment" date will be updated to the next scheduled occurrence for the payment as if the transaction had been processed. This instance of the payment will not be processed.
- Select **No** to leave the payment as scheduled. The "Next Payment" date will not be changed, and the payment will still be displayed on the *Process Payments* screen after processing payments.
- Select **Cancel** to cancel processing this and any remaining payments. For example, if **Pay All** was selected before encountering a potential negative balance, **Cancel** would cancel the Pay All process.

Click **Report** to display a report of the scheduled payments currently shown.

Process Deposits



The *Process Deposits* screen can be accessed by selecting **Process Deps** from the *Transactions* screen. This is used to process scheduled deposits and add them to the transaction register.

Client type and support type filters can be added for a user ID on the *Users* screen. If client types and/or support types are assigned to your user ID, you will only be able to process deposits for those types of clients. If client types or support types have NOT been assigned to your user ID, you will be able to process deposits for all clients. "Access Limited to assigned Client Types and/or Support Types" displays at the top of the screen if your user ID has been set up for client and/or support type filtering.

Date Range

The screen shows a list of scheduled deposits during the date range you select. The date range defaults to the date of the earliest unprocessed deposit through the current date. Process deposits for other dates by entering a different date range.

Transaction Date

By default, the transactions will be dated on the "Next Deposit" date. Use the "Other Date" selection to date the transactions on a different date. For example, if the "Next Deposit" date falls on a holiday or a weekend, use the "Other Date" option to date the transactions on the day before or the day after the holiday or weekend. Changing the transaction date does not change the next scheduled deposit date.

Client/Account Filter

The "Client/Account Filter" is used to display scheduled deposits for all clients, for a selected client, for a selected mass account, or for clients assigned to a selected account manager. To view transactions for a single client, select the "Client" filter option and then select the client from the list.

Transaction Filter

The "Transaction Filter" is used to filter scheduled deposits by category or frequency. Use the "Category" list to view deposits for a selected category. Use the "Frequency" list to view deposits with a selected frequency. Click **Clear Filter** to remove both the "Category" and "Frequency" filters.

Deposit Ticket

Enter a deposit ticket ID if you want to group deposits into a batch deposit amount for reconciliation purposes. Deposits with the same deposit ticket ID and date will appear as a single deposit on the *Reconcile* screen. Leave this blank for an individual deposit. A deposit ticket ID can be up to ten characters. For example, use a deposit date (January 23, 2024) for the deposit ticket ID (01-23-2024).

Dep/Deposit All

Click **Dep** to the left of a deposit to process that individual deposit. Click **Deposit All** to process all deposits shown.

After the transaction is created, the "Next Deposit" date will be updated based on the frequency for that transaction. If that next calculated deposit date is outside of the date range you have chosen, the row will disappear after you have clicked **Dep**.

Edit

Click **Edit** if you need to make any changes to the deposit before processing. Only users with rights to the *Schedule Deps* tab on the *Clients* screen will have access to the **Edit** button.

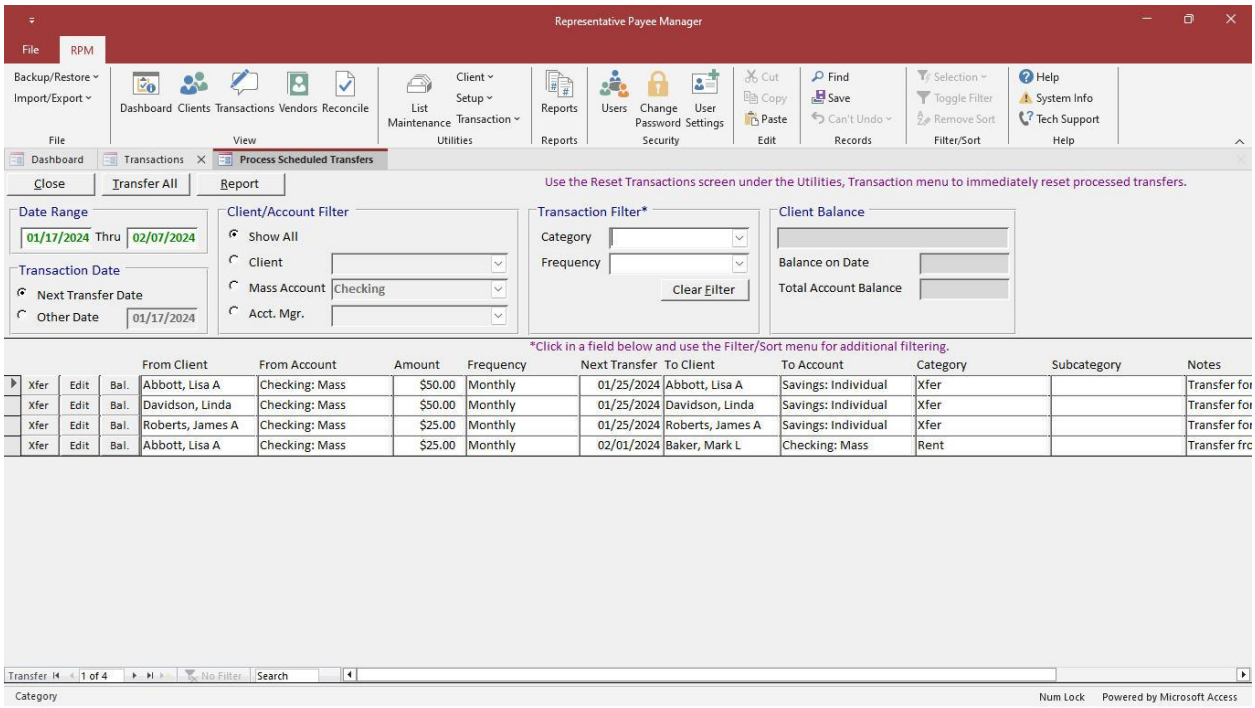
Changes can be made to groups of scheduled deposits on the *Scheduled Deposits Update* screen.

Client Current Balance

Click **Bal.** to display the client's balance on the deposit date and total account balance.

Click **Report** to display a report of the scheduled deposits currently shown.

Process Transfers



The *Process Transfers* screen can be accessed by selecting **Process Xfer** from the *Transactions* screen. This is used to process scheduled transfers and add them to the transaction register.

Client type and support type filters can be added for a user ID on the *Users* screen. If client types and/or support types are assigned to your user ID, you will only be able to process transfers for those types of clients. If client types or support types have NOT been assigned to your user ID, you will be able to process transfers for all clients. "Access Limited to assigned Client Types and/or Support Types" displays at the top of the screen if your user ID has been set up for client and/or support type filtering.

Date Range

The screen shows a list of transfers scheduled during the date range you select. The date range defaults to the date of the earliest unprocessed transfer through the current date. Process transfers for other dates by entering a different date range.

Transaction Date

By default, the transactions will be dated on the "Next Transfer" date. Use the "Other Date" selection to date the transactions on a different date. For example, if the "Next Transfer date" falls on a holiday or a weekend, use the "Other Date" option to date the transactions on the day before or the day after the holiday or weekend. Changing the transaction date does not change the next scheduled transfer date.

Client/Account Filter

The "Client/Account Filter" is used to display scheduled transfers for all clients, for a selected client, for a selected mass account, or for clients assigned to a selected account manager. To view transactions for a single client, select the "Client" filter option and then select a client from the list. This filter only applies to the "from" client and "from" account.

Transaction Filter

The "Transaction Filter" is used to filter scheduled transfers by category or frequency. Use the "Category" list to view transfers for a selected category. Use the "Frequency" list to view transfers for a selected frequency. Click **Clear Filter** to remove both the "Category" and "Frequency" filters.

Xfer/Transfer All

Click **Xfer** to the left of a transfer to process that individual transfer. Click **Transfer All** to process all transfers shown. Each transfer will consist of two transactions.

- One transaction will be shown for the **"from"** client and **"from"** account. This amount will be deducted from the client's account balance. The payment method will be "Transfer Out" if the transfer is going to a different bank account. The payment method will be "Transfer" if the transfer is to another client within the same mass account.
- A second transaction will be shown for the **"to"** client and **"to"** account. The amount for this transaction will be added to the client's account balance. The payment method will be "Transfer In" if the transfer is from a different bank account. The payment method will be "Transfer" if the transfer is from another client within the same mass account.

After the transactions are created, the "Next Transfer" date will be updated based on the frequency for that transaction. If that next calculated transfer date is outside of the date range you have selected, the row will disappear after you have clicked **Xfer**.

Edit

Click **Edit** if you need to make any changes to the transfer before processing. Only users with rights to the *Schedule Xfer* tab on the *Clients* screen will have access to the **Edit** button.

Client Current Balance

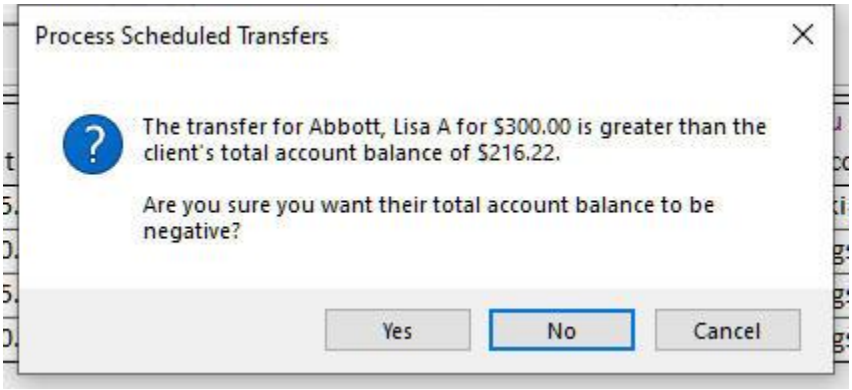
Click **Bal.** to display the client's balance on the transfer date and total account balance.

Below Minimum

A minimum balance amount can be entered for each client on the *Basic* tab of the *Clients* screen. A warning message displays if a transfer would take the client below their minimum balance.

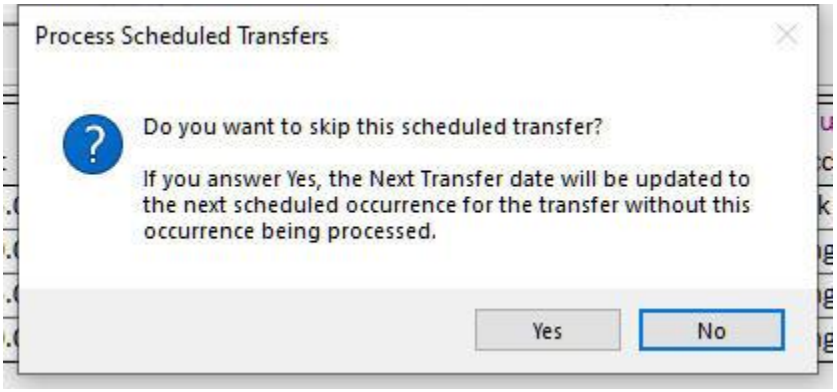
Negative Balance Warning

If the *System Setup* options for the "Negative Balance Check" are set to **"Warn"** for either the "Balance on Transaction Date" or "Total Account Balance," messages like the following display.



- Select **Yes** to process the transaction.
- Select **No** and the transaction will NOT be processed.
- Select **Cancel** to cancel processing this and any remaining transfers. For example, if **Transfer All** was selected before encountering a potential negative balance, **Cancel** would cancel the Transfer All process.

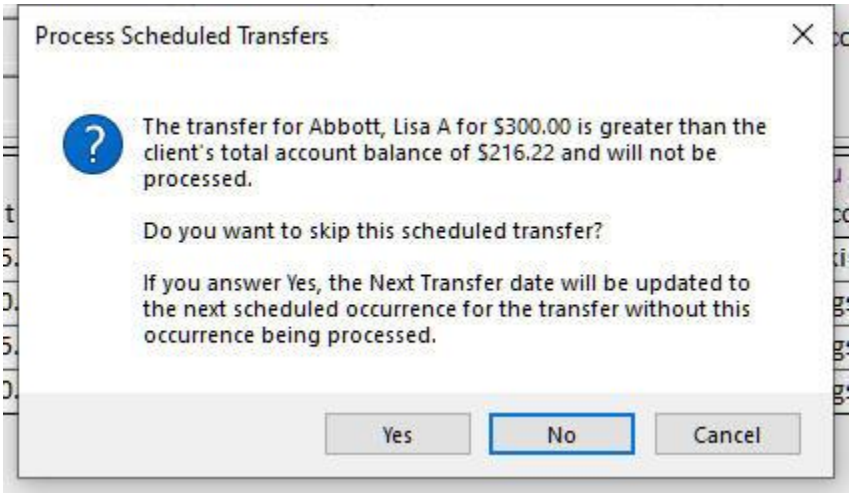
If **No** is selected for the balance warning, a message displays for skipping the scheduled transfer.



- Select **Yes** to skip this transfer. The "Next Transfer" date will be updated to the next scheduled occurrence for the transaction as if the transaction had been processed. This instance of the transfer will not be processed.
- Select **No** to leave the transfer as scheduled. The "Next Transfer" date will not be changed and the transfer will still be displayed on the *Process Transfers* screen after processing transfers.

Negative Balance Prevention

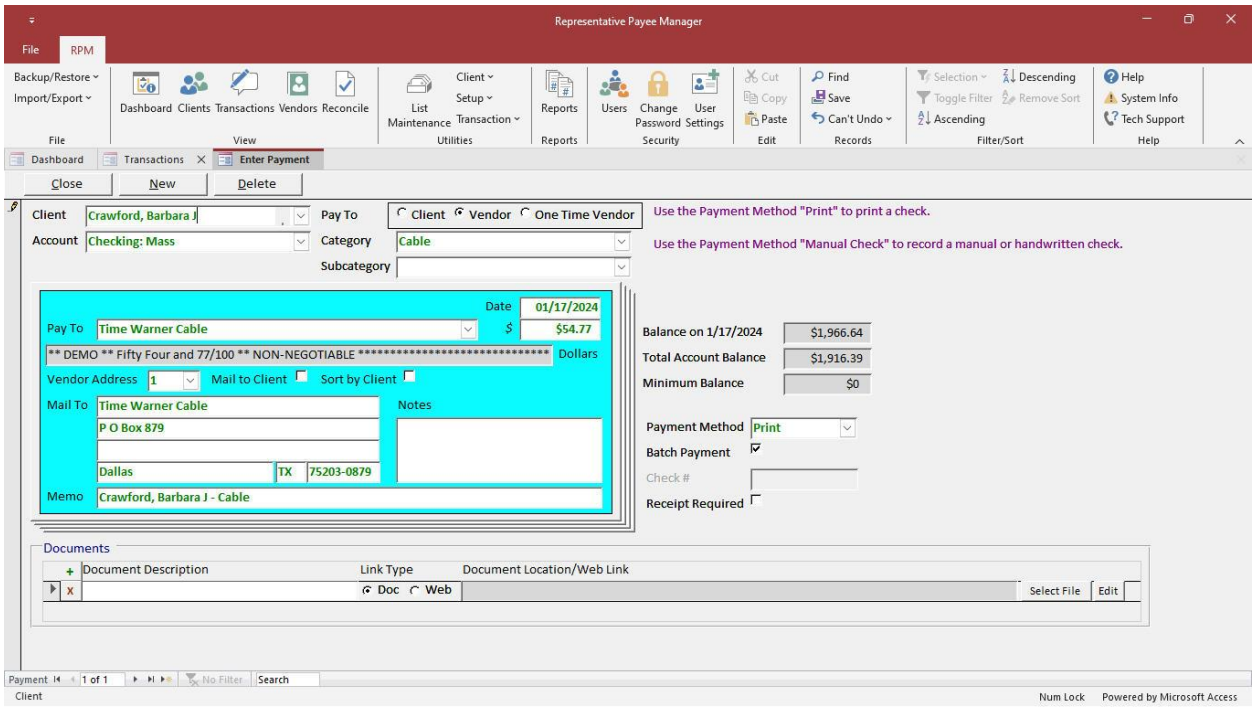
If the *System Setup* options for the "Negative Balance Check" are set to **"Prevent"** for either the "Balance on Transaction Date" or "Total Account Balance," a message like the following displays.



- Select **Yes** to skip this transfer. The "Next Transfer" date will be updated to the next scheduled occurrence for the transfer as if the transaction had been processed. This instance of the transfer will not be processed.
- Select **No** to leave the transfer as scheduled. The "Next Transfer" date will not be changed, and the transfer will still be displayed on the *Process Transfers* screen after processing transfers.
- Select **Cancel** to cancel processing this and any remaining transfers. For example, if **Transfer All** was selected before encountering a potential negative balance, **Cancel** would cancel the Transfer All process.

Click **Report** to display a report of the scheduled payments currently shown.

Enter Payments



The *Enter Payments* screen can be accessed by selecting **Enter Payment** from the *Transactions* screen. This is used to create individual transactions that are not scheduled.

After entering a transaction, continue with another by clicking **New**. To delete a transaction from this screen, click **Delete**.

Client type and support type filters can be added for a user ID on the *Users* screen. If client types and/or support types are assigned to your user ID, you will only be able to enter payments for those types of clients. If client types or support types have NOT been assigned to your user ID, you will be able to enter payments for all clients. "Access Limited to assigned Client Types and/or Support Types" displays at the top of the screen if your user ID has been set up for client and/or support type filtering.

The fields on this screen are explained below.

- **Client** - select the client.
- **Pay To Client/Vendor/One Time Vendor** - select whether this payment will be paid to the client, a vendor, a one-time vendor. For "Vendor," select a vendor from your active vendor list. For "One Time Vendor," enter the vendor's name and address information manually. This field defaults to "Vendor" for the initial payment. If that is changed for a payment, subsequent payments entered in the same session will default to the new selection.
- **Account** - select the account. This defaults to the client's default account.
- **Category** - select a category from the list *(List Maintenance, Payment Category)*.
- **Subcategory** - select an optional subcategory from the list *(List Maintenance, Subcategory)*.
- **Date** - enter the date. This defaults to the current date. If the date is changed, subsequent payments entered in the same session will default to that new date.
- **Pay To** - select the vendor for a payment to a vendor or enter a vendor name manually for a one-time vendor.
- **Amount** - enter the amount. A negative amount can be entered to reverse an EFT payment or to enter a credit line for a batch check.

- **Vendor Address** - select the vendor address. If the vendor has only one address, it will be used by default. If the vendor has more than one address, select the address you wish to use. Leave the selection blank to print no address on the check.
- **Mail to Client** - select this to print the client's mailing address on a check.
  - For a check paid to a vendor, the client's mailing address will print on the check instead of the vendor's address. Use this to mail a check to a client that is paid to a vendor. Set the default for a vendor on the *Vendors* screen.
  - For checks paid to clients, select this to print the client's mailing address on the check. Otherwise, no mailing address will print on the check. This can be used to separate checks that should be mailed to a client from those that will be picked up by the client. Set the default "Mail to Client Address" setting on the *System Settings* tab of the *System Setup* screen.
- **Sort by Client** - select this to sort a check paid to a vendor by the client's name instead of the vendor's name when printing. Set the default for a vendor on the *Vendors* screen.
- **Mail To** - defaults to the vendor address or to the client's address based on whether this check is paid to the client or to a vendor and the "Mail to Client" option.
- **Memo** - defaults to the client's name and category. Can be changed.
- **Notes** - notes about the transaction can be entered but will not print on checks.
- **Payment Method** - select a value from the list. Select "Print" if you want a check to print for this transaction. The other payment methods will add a transaction to the register without printing a check. See details for the available payment methods in the Payment Methods topic. Set the default payment method for a vendor on the *Vendors* screen. Set the default for payments to clients on the *System Settings* tab of the *System Setup* screen.
- **Batch Payment** - select this if you want to print multiple transactions on a single check or export multiple transactions as a single XEFT. This will group all payments on a single check or XEFT, as long as they are to the same vendor, in the same account, and for the same date. Select "Batch Payment" for client payments to print a single check or export a single XEFT to a client for more than one category. This option is the default for Print and XEFT payment methods if the selected vendor is marked as "Batch Payments" on the *Vendors* screen and the client type is marked as "Batch Payment" in *List Maintenance, Client Type*. Check or remove this option for any payment manually.
- **Check #** - enter the check number when the payment method is "Manual Check."
- **Receipt Required** - select this if a receipt is required for the payment. Mark the receipt as received on the *Transaction Detail* screen. View transactions requiring a receipt not yet received on the *Reports* screen under *Transactions, Receipt Required Not Received*.
- **Balance on Date** - displays the client's account balance on the transaction date. A message displays if you enter a transaction that causes the client to have a negative balance on that date. The message will warn about or prevent the negative balance based on the "Negative Balance Check" setting for the "Balance on Transaction Date" option on the *System Setup* screen.
- **Total Account Balance** - displays the client's total account balance. A message displays if the transaction causes the client to have a negative total account balance. The message will warn about or prevent the negative balance based on the "Negative Balance Check" setting for the "Balance on Transaction Date" option on the *System Setup* screen.
- **Minimum Balance** - displays the client's minimum balance (if any) from the *Basic* tab of the *Clients* screen. A warning message displays if the transaction would take the client below their minimum balance.

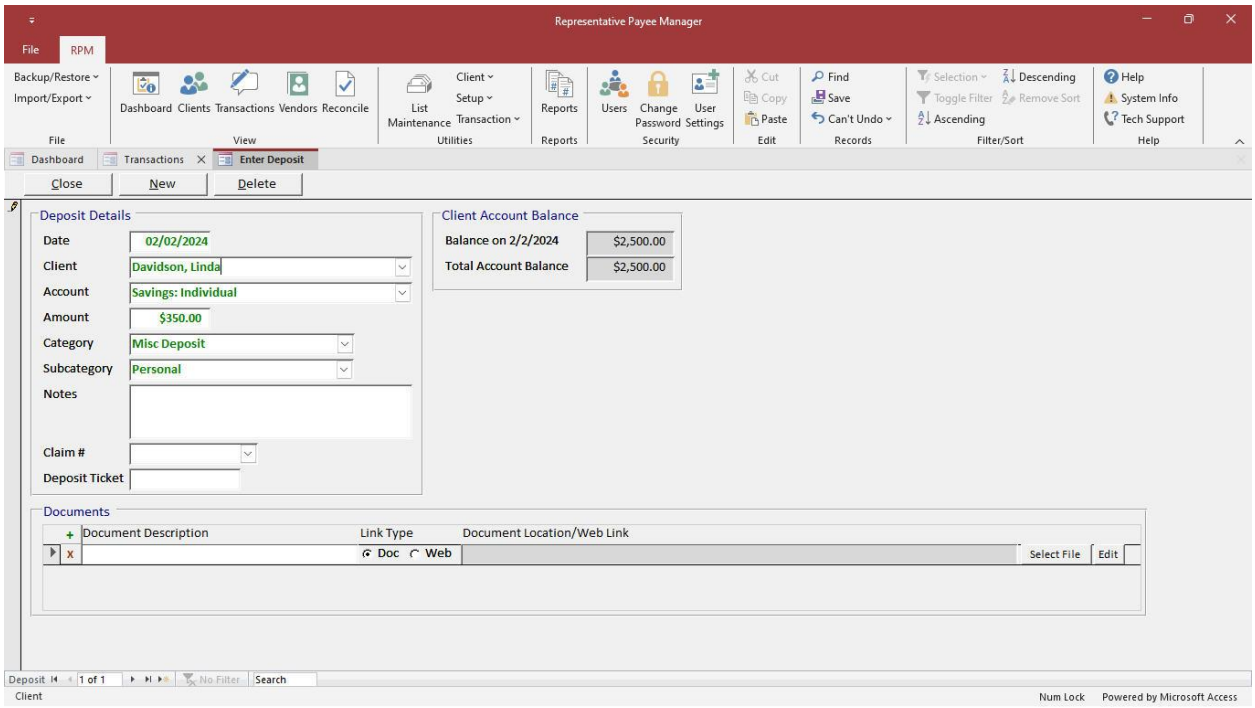
Documents

This is used to link documents, such as receipts or invoices, to a transaction. The documents themselves are NOT stored in *RPM*—only a link to the document is stored in *RPM*.

- Click the **+** button to add a new row.
- Enter a description in the "Document Description" field and select the "Link Type." Select "Doc" to link a document located on your computer or network. Select "Web" to enter a link to a website or online document.
  - **Document link** - click **Select File** to locate the document on your network. Other users will only be able to access the documents if they are in a network location accessible to all users. The documents should be stored using a mapped drive, such as *F:\RPM Documents*, and not a specific UNC path, such as *\\Server\RPM Documents*. If the UNC path changes in the future, there is no way to automatically update the document location to the new path. A drive mapping can remain the same regardless of the server name.
  - **Web link** - enter a website or link to an online document.
- Click the **X** button on a row to delete the link to the document. This will not delete the actual document.

Once this screen is closed, any payments entered will be included on the *Transactions* screen.

Enter Deposits



The *Enter Deposits* screen can be accessed by selecting **Enter Deposit** from the *Transactions* screen. This is used to create individual deposit transactions that are not scheduled.

After entering a transaction, continue with another by clicking **New**. To delete a transaction from this screen, click **Delete**.

Client type and support type filters can be added for a user ID on the *Users* screen. If client types and/or support types are assigned to your user ID, you will only be able to enter deposits for those types of clients. If client types or support types have NOT been assigned to your user ID, you will be able to enter deposits for all clients. "Access Limited to assigned Client Types and/or Support Types" displays at the top of the screen if your user ID has been set up for client and/or support type filtering.

The fields on this screen are explained below.

- **Date** - enter the date. This defaults to the current date. If the date is changed, subsequent deposits entered in the same session will default to that new date.
- **Client** - select the client.
- **Account** - select the account. This defaults to the client's default account.
- **Amount** - enter the amount. A negative amount can be entered to reverse a deposit.
- **Category** - select a category from the list *(List Maintenance, Deposit Category)*.
- **Subcategory** - select an optional subcategory from the list *(List Maintenance, Subcategory)*.
- **Notes** - enter any notes.
- **Claim #** - select the claim number associated with this deposit (optional). Claim numbers can be entered by clicking **Claim #s** on the *Clients* screen.
- **Deposit Ticket** - enter a deposit ticket ID if you want to group deposits into a batch deposit amount for reconciliation purposes. Deposits with the same deposit ticket ID and date will be shown as a single deposit on the reconciliation screen. Leave this blank for an individual deposit. A deposit ticket ID can be up to ten characters. For example, use a deposit date (January 23, 2024) for the deposit ticket ID (01-23-24).

- **Balance on Date** - displays the client's account balance on the transaction date.
- **Total Account Balance** - displays the client's total account balance.

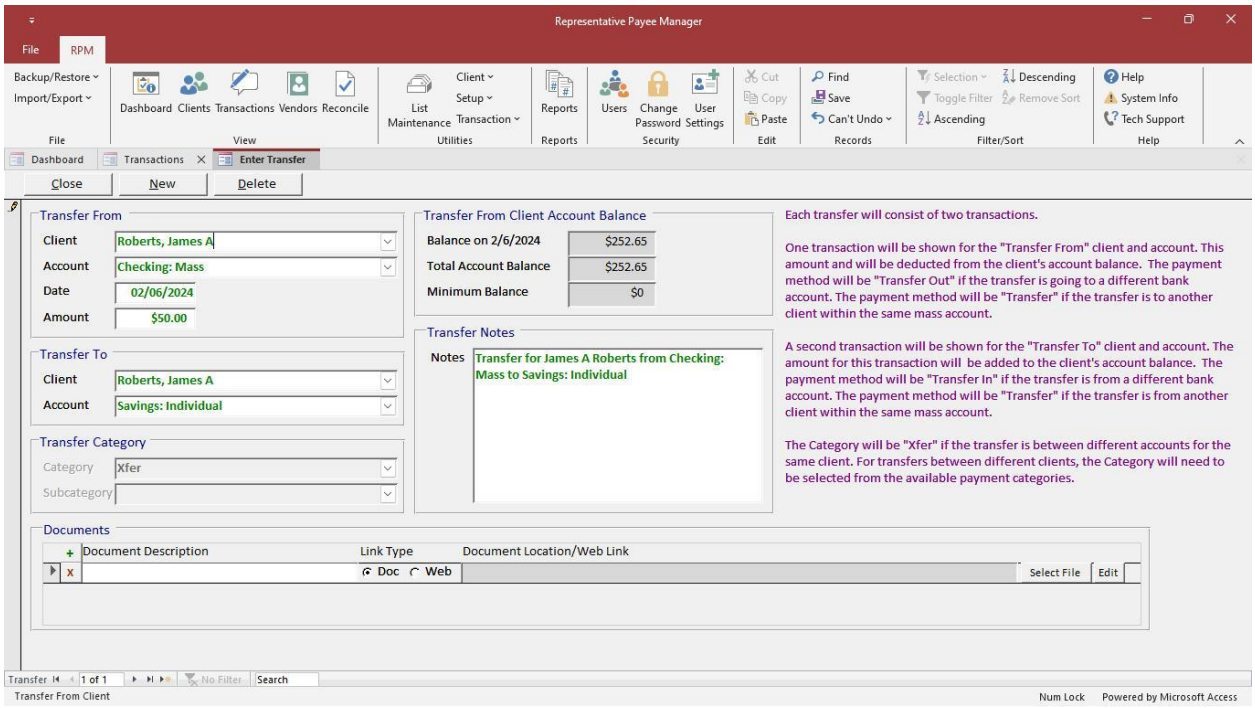
Documents

This is used to link documents, such as receipts or invoices, to a transaction. The documents themselves are NOT stored in *RPM*—only a link to the document is stored in *RPM*.

- Click the **+** button to add a new row.
- Enter a description in the "Document Description" field and select the "Link Type." Select "Doc" to link a document located on your computer or network. Select "Web" to enter a link to a website or online document.
  - **Document link** - click **Select File** to locate the document on your network. Other users will only be able to access the documents if they are in a network location accessible to all users. The documents should be stored using a mapped drive, such as *F:\RPM Documents*, and not a specific UNC path, such as *\\Server\RPM Documents*. If the UNC path changes in the future, there is no way to automatically update the document location to the new path. A drive mapping can remain the same regardless of the server name.
  - **Web link** - enter a website or link to an online document.
- Click the **X** button on a row to delete the link to the document. This will not delete the actual document.

Once this screen is closed, any deposits entered will be included on the *Transactions* screen.

Enter Transfers



The *Enter Transfer* screen can be accessed by selecting **Enter Transfer** from the *Transactions* screen. This is used to transfer money between clients and/or accounts.

After entering a transaction, continue with another by clicking **New**. To delete a transaction from this screen, click **Delete**.

Client type and support type filters can be added for a user ID on the *Users* screen. If client types and/or support types are assigned to your user ID, you will only be able to enter transfers for those types of clients. If client types or support types have NOT been assigned to your user ID, you will be able to enter transfers for all clients. "Access Limited to assigned Client Types and/or Support Types" displays at the top of the screen if your user ID has been set up for client and/or support type filtering.

The fields on this screen are explained below.

Transfer From

- **Client** - the client from whom the money will be transferred.
- **Account** - the bank account from which the money will be transferred. This defaults to the client's default account.
- **Date** - enter the date. This defaults to the current date. If the date is changed, subsequent transfers entered in the same session will default to that new date.
- **Amount** - enter the amount.
- **Balance on Date** - displays the client's account balance on the transaction date. A message displays if you enter a transfer that causes the client to have a negative balance on that date. The message will warn about or prevent the negative balance based on the "Negative Balance Check" setting for the "Balance on Transaction Date" option on the *System Setup* screen.

- **Total Account Balance** - displays the client's total account balance. A message displays if you enter a transfer that causes the client to have a negative total account balance. The message will warn about or prevent the negative balance based on the "Negative Balance Check" setting for the "Balance on Transaction Date" option on the *System Setup* screen.
- **Minimum Balance** - displays the client's minimum balance (if any) from the *Basic* tab of the *Clients* screen. A warning message displays if a transfer would take the client below their minimum balance.

Transfer To

- **Client** - the client who will receive the transferred money.
- **Account** - the account into which the money will be transferred.

Transfer Category

- **Category** - select a category from the list *(List Maintenance, Payment Category*). The category can only be selected for transfers between different clients. For transfers between different accounts for the same client, the category will automatically be set to "Xfer" and cannot be changed.
- **Subcategory** - select an optional subcategory from the list *(List Maintenance, Subcategory*). The subcategory can only be selected for transfers between different clients.

Transfer Notes

The "Notes" default to the "transfer from"/"to" client and "from"/"to" account.

Documents

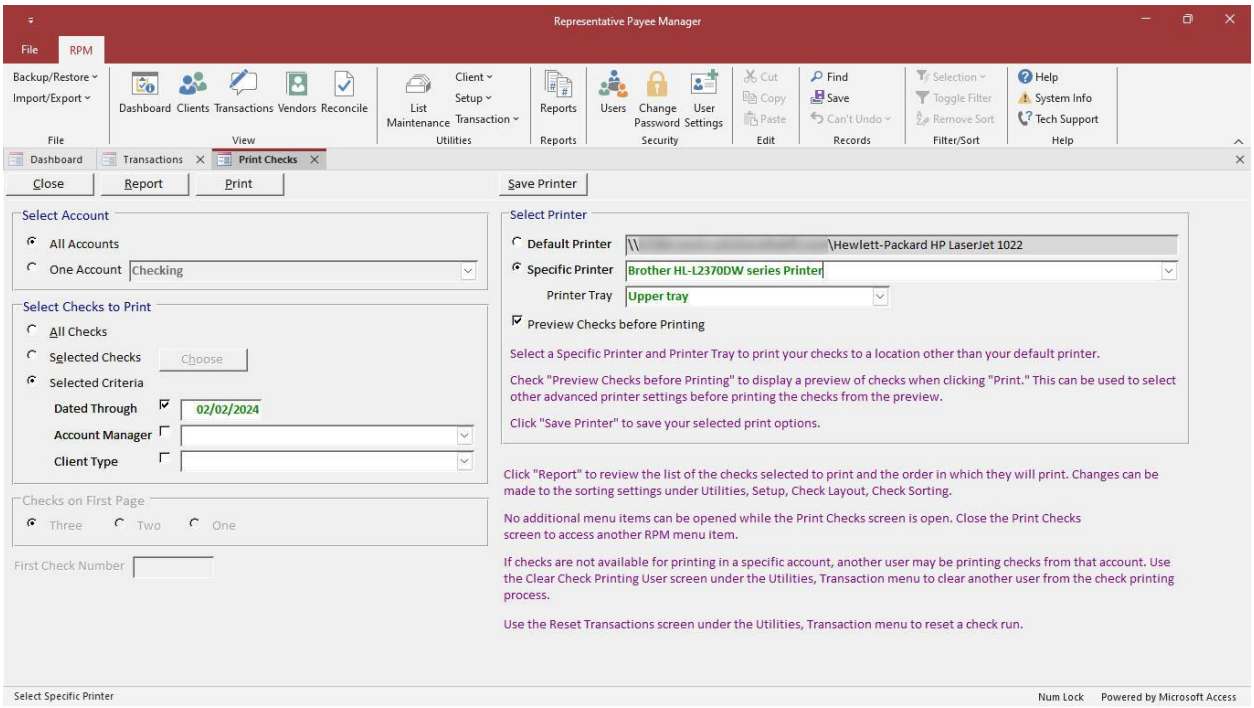
This is used to link documents, such as receipts or invoices, to a transaction. The documents themselves are NOT stored in *RPM*—only a link to the document is stored in *RPM*.

- Click the **+** button to add a new row.
- Enter a description in the "Document Description" field and select the "Link Type." Select "Doc" to link a document located on your computer or network. Select "Web" to enter a link to a website or online document.
  - **Document link** - click **Select File** to locate the document on your network. Other users will only be able to access the documents if they are in a network location accessible to all users. The documents should be stored using a mapped drive, such as *F:\RPM Documents*, and not a specific UNC path, such as *\\Server\RPM Documents*. If the UNC path changes in the future, there is no way to automatically update the document location to the new path. A drive mapping can remain the same regardless of the server name.
  - **Web link** - enter a website or link to an online document.
- Click the **X** button on a row to delete the link to the document. This will not delete the actual document.

Once this screen is closed, any transfers entered will be included on the *Transactions* screen. Each transfer will consist of two transactions.

- One transaction will be shown for the **"transfer from"** client and account. This amount will be deducted from the client's account balance. The payment method will be "Transfer Out" if the transfer is going to a different bank account. The payment method will be "Transfer" if the transfer is to another client within the same mass account.
- A second transaction will be shown for the **"transfer to"** client and account. The amount for this transaction will be added to the client's account balance. The payment method will be "Transfer In" if the transfer is from a different bank account. The payment method will be "Transfer" if the transfer is from another client within the same mass account.

Print Checks



The *Print Checks* screen can be accessed by selecting **Print Checks** from the *Transactions* screen. This is used to print checks for transactions where the payment method is "Print."

Client type and support type filters can be added for a user ID on the *Users* screen. If client types and/or support types are assigned to your user ID, you will only be able to print checks for those types of clients. If client types or support types have NOT been assigned to your user ID, you will be able to print checks for all clients. "Access Limited to assigned Client Types and/or Support Types" displays at the top of the screen if your user ID has been set up for client and/or support type filtering.

Select Account

With more than one bank account, "Print Check Numbers" must be selected on the *Check Layout* screen to print for all accounts at the same time. If "Use Numbered Checks" is selected, checks can only be printed for one account at a time.

Select Checks to Print

- **All Checks** - use this option to print all checks.
- **Selected Checks** - click **Choose** to select individual checks. As you select checks to print, your user ID will be saved with the selected checks. More than one user can print checks at the same time, but only for different bank accounts. Once you select checks to print, another user will not be able to print in the same account(s) until you are done.
- **Selected Criteria** - select one or more of the criteria options, including checks through a date, assigned to a specific account manager, or assigned to a specific client type.

Checks on First Page

When using s*tandard* checks (three checks per page), select whether the first page of checks is a full page of three checks or a partial page of one or two checks.

First Check Number

When using *pre-numbered* checks, make sure the "First Check Number" matches the number on your actual check paper. If it does not match, change the number before clicking **Print**.

If check numbers are being printed on your check paper, the "First Check Number" will be disabled and will be automatically calculated based on the last check number printed for the account.

Select Printer

- Your current Default Printer displays at the top of the "Select Printer" section of the screen. To use a different printer, select the "Specific Printer" option and choose a printer from the dropdown list.
- After selecting a printer, you can change the tray your checks will print to using the "Printer Tray" dropdown. If you have selected a PDF printer, the tray will default to the "Forms" tray.
- Check "Preview Checks before Printing" to display a *Print Preview* when you click **Print**. Checks can be reviewed here and printed from the preview. You can also use this option to select advanced printer settings.
- To save your printer, tray, and preview selections for the next time you print checks, click **Save Printer**.

Printer settings can also be selected on the *Printer* tab of the *Check Layout* screen.

Report

Click **Report** to see a report of the checks selected to print and the order in which they will print.

Print

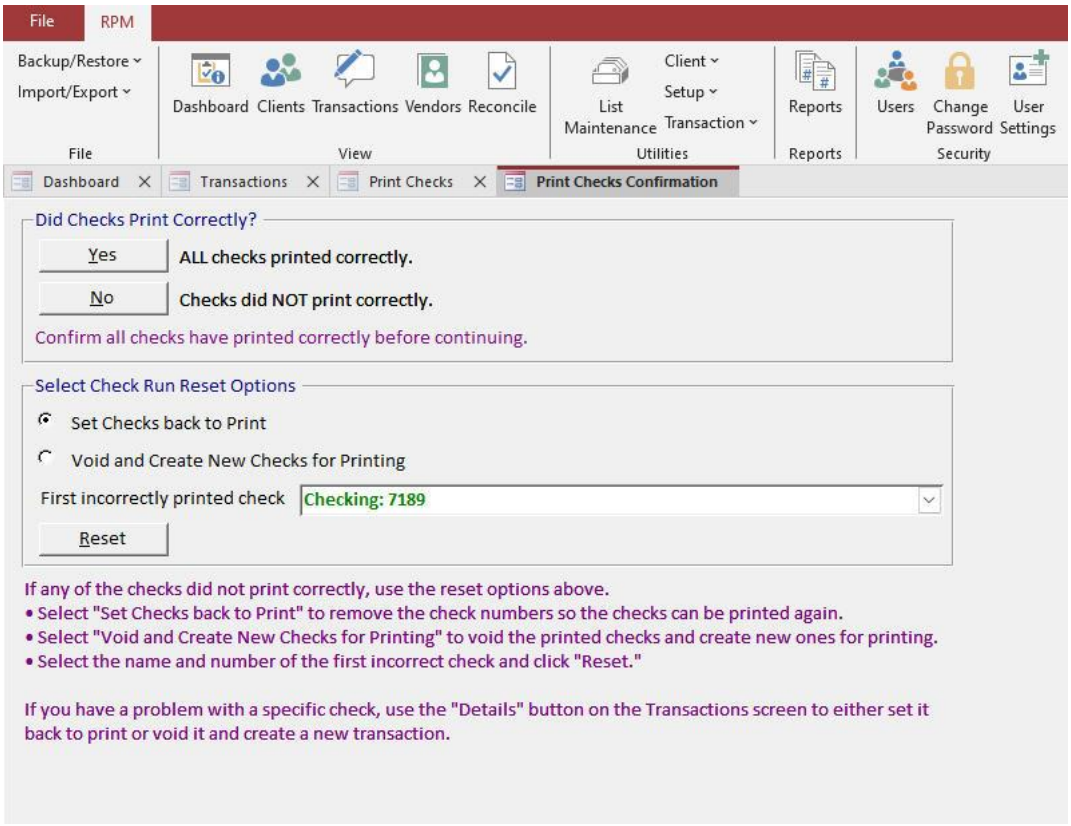
Click **Print** to print the checks. If "One Account" is selected, a dialog box displays showing the number of checks that will be printed and the check numbers to be used. This box will not display when "All Accounts" is selected.

If "Preview Checks before Printing" is selected, clicking **Print** will open a *Print Preview* screen that displays the checks that will be printed. Click **Print Checks** on the *Print Preview* screen to select your advanced printer settings and print the checks. To close the *Print Preview* screen without printing the checks, click **Close Check Preview** without clicking **Print Checks**; this will set the checks back to "Print."

Print Checks Confirmation

After checks have been sent to the printer, the following screen displays.

***** Do not click "Yes" on this screen until confirming the checks have printed correctly. *****



After checks have finished printing, click **Yes** if all the checks printed correctly.

Click **No** if any of the checks did not print correctly and select from the reset options below.

Select Check Run Reset Options

- **Set Checks back to Print** - this will simply set the incorrect checks back to print for printing again. Corrections can be made to the transactions before printing again.
- **Void and Create New Checks for Printing** - this will void the incorrect checks and create new transactions for printing. Corrections can be made to the new transactions before printing.
- **First incorrectly printed check** - select the first check if the entire check run was incorrect. Otherwise, select the check where the incorrect printing starts. *All checks on or after the selected check will be reset.*

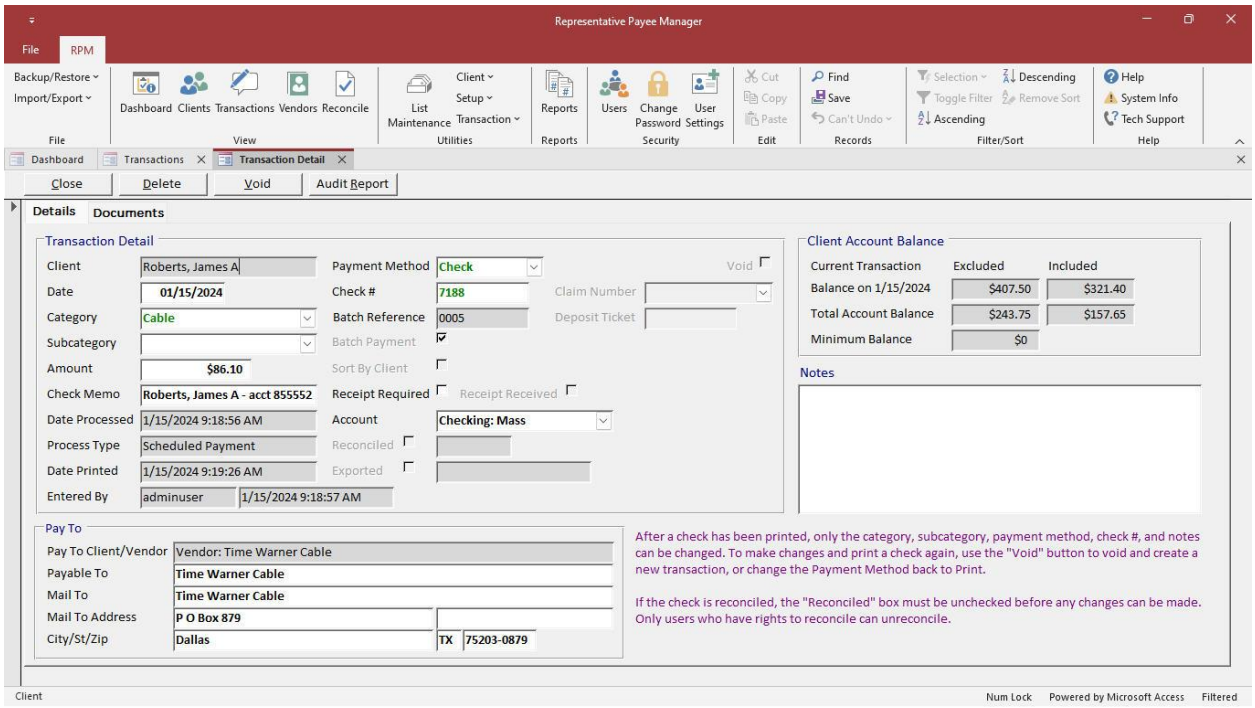
Click **Reset** to reset the selected checks. A confirmation message will display. Click **Yes** to continue.

***** Any checks that print incorrectly and are reset should be destroyed. *****

If checks need to be reset after closing this screen, use one of the options below.

- Use the *Reset Transactions* screen to reset all or part of a check run. This can only be done if none of the checks in the check run have been voided or reconciled.
- Change the "Payment Method" for a printed check to "Print" on the *Transaction Detail* screen.
- Click **Void** for a printed check on the *Transaction Detail* screen and create a new transaction for printing.

Transaction Detail



To change, delete, or void an existing transaction, click **Details** to the left of that transaction on the *Transactions* screen or on the *View Trans* tab of the *Clients* screen.

Depending on the type of transaction, the *Transaction Detail* screen will have different options available. Users must have "Update" rights on the *Users* screen under the *View* tab for the "Details - Edit Payment," "Details - Edit Deposit," or "Details - Edit Transfer" menu option to be able to update that type of transaction.

Click **Delete** to delete a transaction. Users must have "Update" rights on the *Users* screen under the *View* tab for the "Details - Delete Payment," "Details - Delete Deposit," or "Details - Delete Transfer" menu option to be able to delete that type of transaction.

Click **Void** to void a transaction. Users must have "Update" rights on the *Users* screen under the *View* tab for the "Details - Void Payment," "Details - Void Deposit," or "Details - Void Transfer" menu option to be able to void that type of transaction.

If the transaction has been reconciled, the "Reconciled" box must be unchecked before any changes can be made. Only users who have rights to reconcile can unreconcile.

Any changes or deletions made on this screen will be logged in the audit events. Click **Audit Report** to see any changes for the displayed transaction. See changes to all transactions on the *Reports* screen under "Audit."

Client Account Balance

Balances are displayed, both excluding and including the current transaction. Any changes to the amount for a transaction will check the following balances.

- **Balance on Date** - displays the client's account balance on the transaction date. A message displays when changing the amount would result in a negative balance on that date. The message will warn about or prevent the negative balance based on the "Negative Balance Check" setting for the "Balance on Transaction Date" option on the *System Setup* screen.
- **Total Account Balance** - displays the client's total account balance. A message displays when changing the amount would result in a negative total account balance. The message will warn about or prevent the negative balance based on the "Negative Balance Check" setting for the "Balance on Transaction Date" option on the *System Setup* screen.
- **Minimum Balance** - displays the client's minimum balance (if any) from the *Basic* tab of the *Clients* screen. A warning message displays if changing an amount would take the client below their minimum balance.

Deposits

Deposits can be changed unless the transaction is reconciled.

Unprinted Checks

Checks can be changed before printing. The "Payment Method" will be "Print" for a check that has not been printed.

Printed Checks

After a check has been printed, only the category, subcategory, payment method, check number, and notes can be changed. To make changes and print a check again, use the **Void** button to void and create a new transaction, or change the "Payment Method" back to "Print."

Manual Checks

Manual checks can be changed unless the transaction is reconciled.

Debit

Debit payments can be changed unless the transaction is reconciled.

EFT

EFT payments can be changed unless the transaction is reconciled.

XEFT

XEFT payments can be changed unless the transaction has been exported or reconciled.

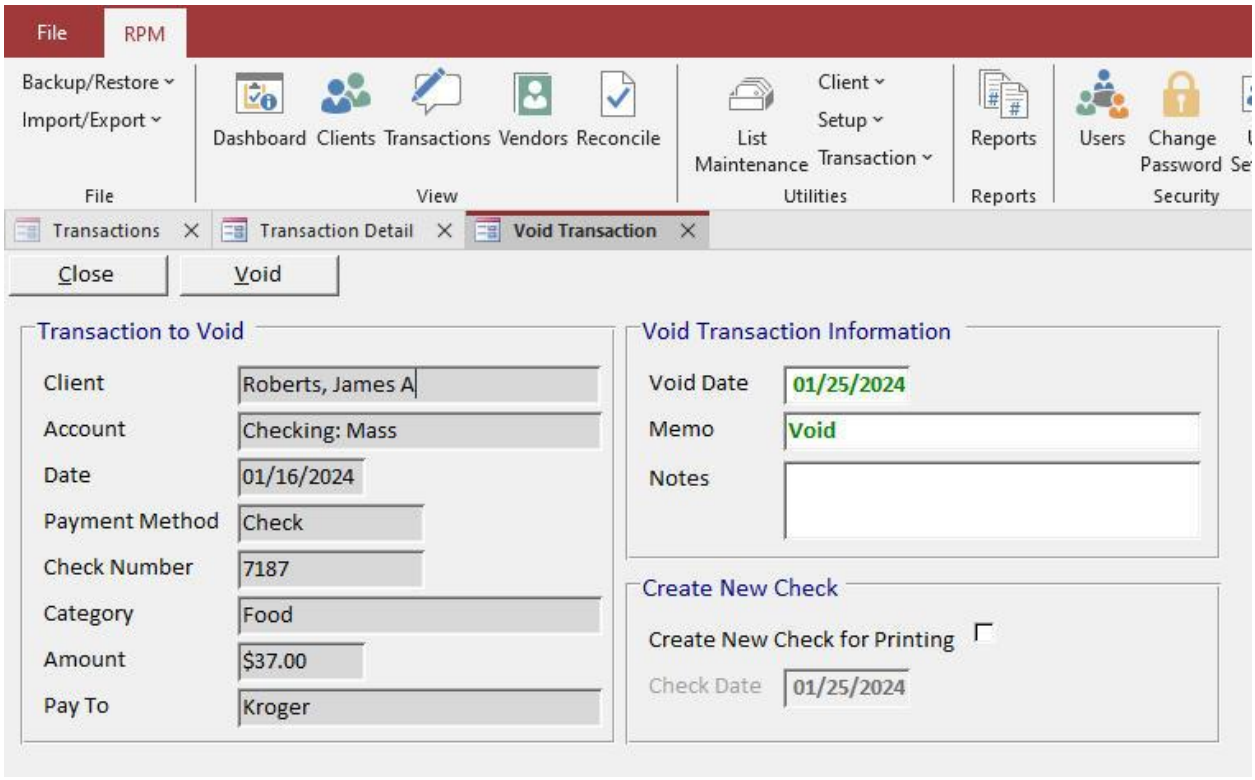
If the transaction has been exported, the "Exported" box must be unchecked before any changes can be made. Only users who have rights to export XEFT transactions can remove the "Exported" flag.

Transfers

Transfers can be changed unless either of the two transactions associated with the transfer are reconciled.

If you change the date, type, or amount for a transfer, the associated "transfer from" or "to" transaction will also be updated. If you delete a transfer transaction, the associated "transfer from" or "to" transaction will also be deleted.

Void



Any type of transaction other than an XEFT can be voided with the **Void** button on the *Transaction Detail* screen.

The "Void Date" defaults to the current date but can be changed to any date on or after the original transaction date.

The same transaction cannot be voided more than once.

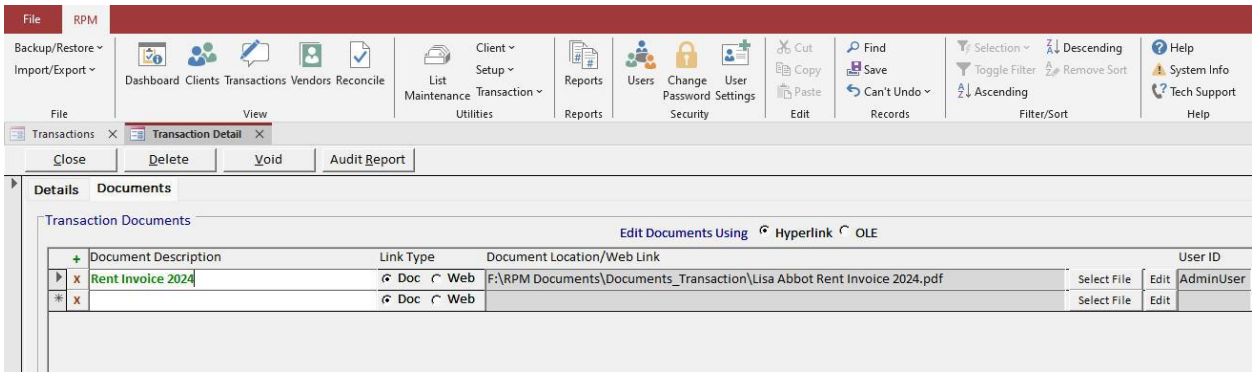
If you void a batch check, all detail lines associated with that check will be voided.

Check "Create New Check for Printing" to automatically create a new copy of the check for printing to replace the void check. Changes can be made to the new check before printing.

Click **Void** to create the void transaction. A void check will have the same original check number followed by the letter "V." Both the original and void transaction will be flagged as "Void."

**** If you mistakenly void a transaction, click "Details" for the void transaction on the *Transactions* screen and delete the void transaction. ****

Documents



The *Documents* tab is used to link documents, such as receipts or invoices, to a transaction. The documents themselves are NOT stored in *RPM*—only a **link** to the document is stored in *RPM*.

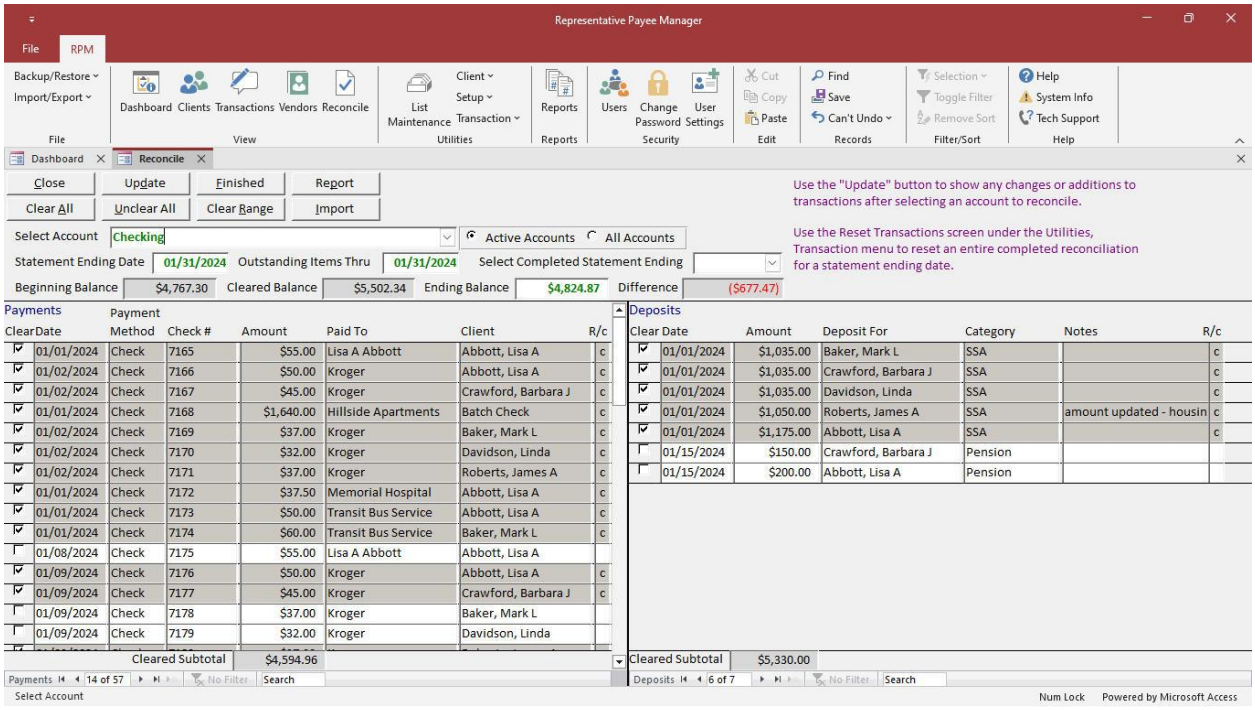
Click the **+** button to add a new row.

Click the **X** button on a row to delete the link. This will not delete the actual document.

The fields and buttons are explained below.

- **Document Description** - a description for the document.
- **Link Type** - select "Doc" to link a document located on your computer or network. Select "Web" to enter a link to a website or online document.
- **Document Location/Web Link** - displays the linked document name and location when "Doc" is selected for the "Link Type." When "Web" is selected for the "Link Type," enter the website or link to an online document.
- **Select File** - used to locate a document on your computer or network. This is only available when "Doc" is selected for the "Link Type." Other users will only be able to access the documents if they are in a network location accessible to all users. The documents should be stored using a mapped drive, such as *F:\RPM Documents*, and not a specific UNC path, such as *\\Server\RPM Documents*. If the UNC path changes in the future, there is no way to automatically update the document location to the new path. A drive mapping can remain the same regardless of the server name.
- **Edit** - used to open a document or web link. Not all types of documents can be opened using **Edit**. Documents can be opened either as a *Hyperlink* or with *OLE* (Object Linking and Embedding). If there are problems opening documents with one option, try the other option.
- **User ID** - the user who entered or updated this record. This will be automatically filled in by the system.

Reconcile



Select **Reconcile** from the *View* menu to open the *Reconcile* screen. This is used to reconcile a selected account. Use the "Select Account" list to view the transactions for another account. Mass accounts will be listed first, followed by individual accounts. Mass accounts will be listed alphabetically by account name. Individual accounts will be listed alphabetically by client and account name.

By default, only active accounts will be shown. To see all accounts, select the "All Accounts" option.

Payments will be shown in check number order. Deposits are sorted by date and amount. To change the sorting, right-click in the field you want to sort and select "Sort A to Z" or "Sort Z to A" from the *Shortcut* menu.

Statement Ending Date

Enter the "Statement Ending Date" from the ending date on your bank statement. The completed reconciliation will be saved using this date. To view or change a previous reconciliation, use the "Select Completed Statement Ending" list. Any previously reconciled items display, as well as any remaining outstanding items through the "Outstanding Items Thru" date.

Outstanding Items Thru

The "Outstanding Items Thru" date defaults to the same date as the statement ending date. Outstanding transactions will only be included on the reconcile screen if the transaction date is on or before the "Outstanding Items Thru" date. Change this to a later date to include any future outstanding items.

Beginning Balance

The "Beginning Balance" shows the total items reconciled prior to this statement ending date. This should match the beginning balance on your bank statement. If it does not match, verify that previous reconciliations are correct. On the *Reports* screen, use *Reconciliation, Account Statement List* to view reconciliation totals for previous statement ending dates. If any previous months are no longer reconciled, use *Audit, Audit Events By Event* and select the "Reconcile Removed" audit event to see if any previously reconciled transactions were unreconciled. Select the "Reconcile Bank Account" audit event to see a history of completed reconciliations.

Cleared Balance/Ending Balance/Difference

The "Cleared Balance" shows the reconciled account balance, including the beginning balance and any items cleared on this statement. Enter the "Ending Balance" from the ending balance on your bank statement. As items are cleared, the cleared balance will be updated. The "Difference" is calculated automatically by subtracting the cleared balance from the ending balance. When the cleared balance and ending balance match, the difference will be zero and the reconciliation will be complete.

Click the **Clear** checkbox to mark any items as cleared. The "Difference" will be updated as items are cleared. Items that have been marked as cleared will have a gray background and display "c" in the "R/c" (Reconciled/Cleared) column. Items that have not been cleared will have a white background and the "R/c" column will be blank. When viewing or updating a previously completed reconciliation, reconciled items display "R" in the "R/c" column.

Update

Click **Update** to update the displayed transactions with any possible changes made to the transactions while the reconcile screen is open. For example, if you or another user changes an existing transaction or adds a new transaction in the account being reconciled, use **Update** to show those changes.

Report

Click **Report** to display a list of the reconciled and remaining outstanding items. Outstanding transactions will only be included if they are dated on or before the Statement Ending Date.

Finished

Transactions are merely in a reconciling state until "Finished" is clicked. Once finished, the transactions will be reconciled. *

Click **Finished** to complete the reconciliation and mark the cleared items as reconciled. The completed *Account Reconciliation* report will display. Reconciliation reports are also available on the *Reports* screen.

If the *Reconcile* screen is closed before finishing, items marked as cleared will remain when the screen is opened again.

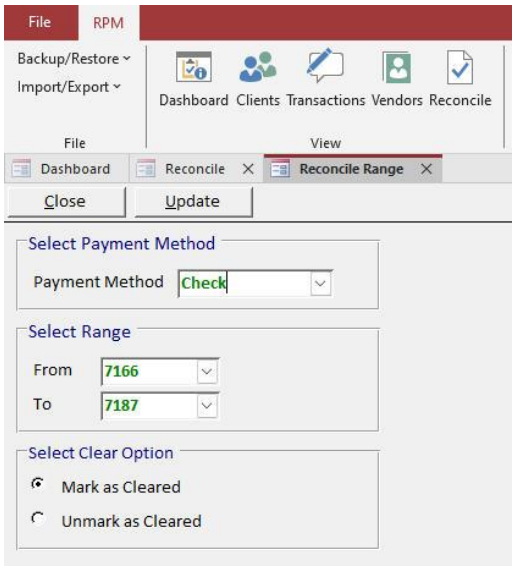
Clearing Transactions Automatically

There are four options available to clear transactions automatically.

- **Clear All** - use this to automatically clear all uncleared payments and deposits.
- **Unclear All** - use this to automatically unclear all cleared payments and deposits. On previously completed statements, this will NOT remove any reconciled items. Use the *Reset Transactions* screen to reset an entire completed reconciliation.
- **Clear Range** - clear or unclear a range of transactions for a selected payment method. See the instructions under **"Clear Range"** below.
- **Import** - clear a list of checks from a file. See the instructions under **"Import"** below.

Clear Range

Click **Clear Range** to mark or unmark a range of transactions as cleared. Select the "Payment Method" and then select the range of check numbers or transaction dates. Select the "Mark as Cleared" option to clear a range of items or the "Unmark as Cleared" option to remove the cleared flag. Click **Update** to update the selected range. After closing this screen, the information will be updated on the *Reconcile* screen.



Import

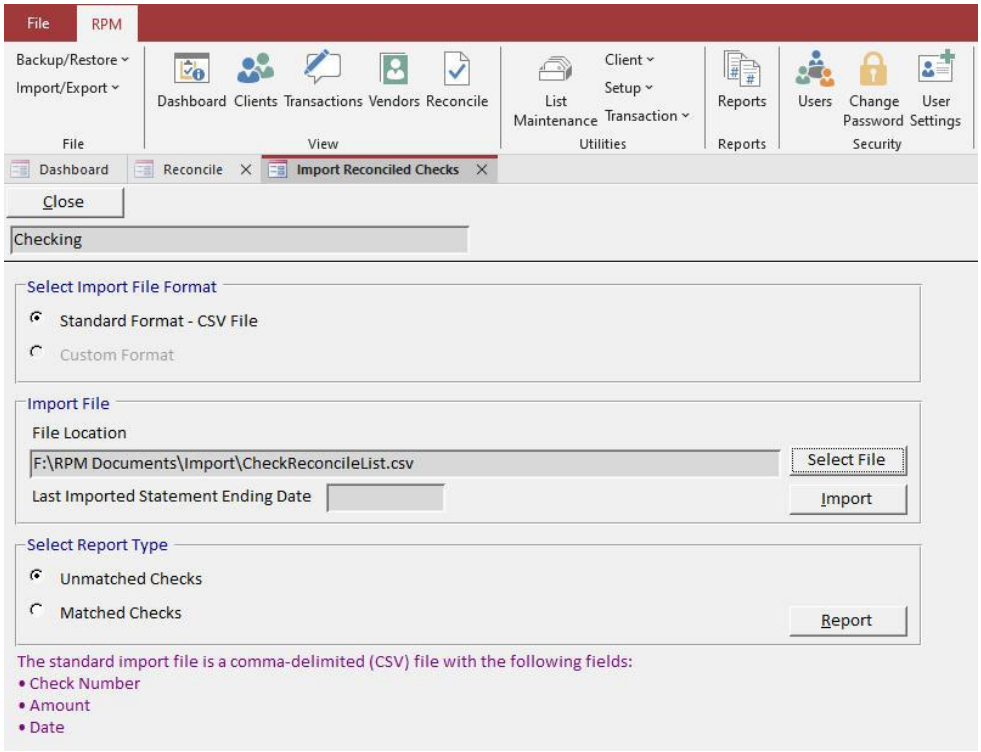
Click **Import** to import and reconcile a list of cleared checks from a file.

The standard import file is a comma-delimited (CSV) file with the following fields:

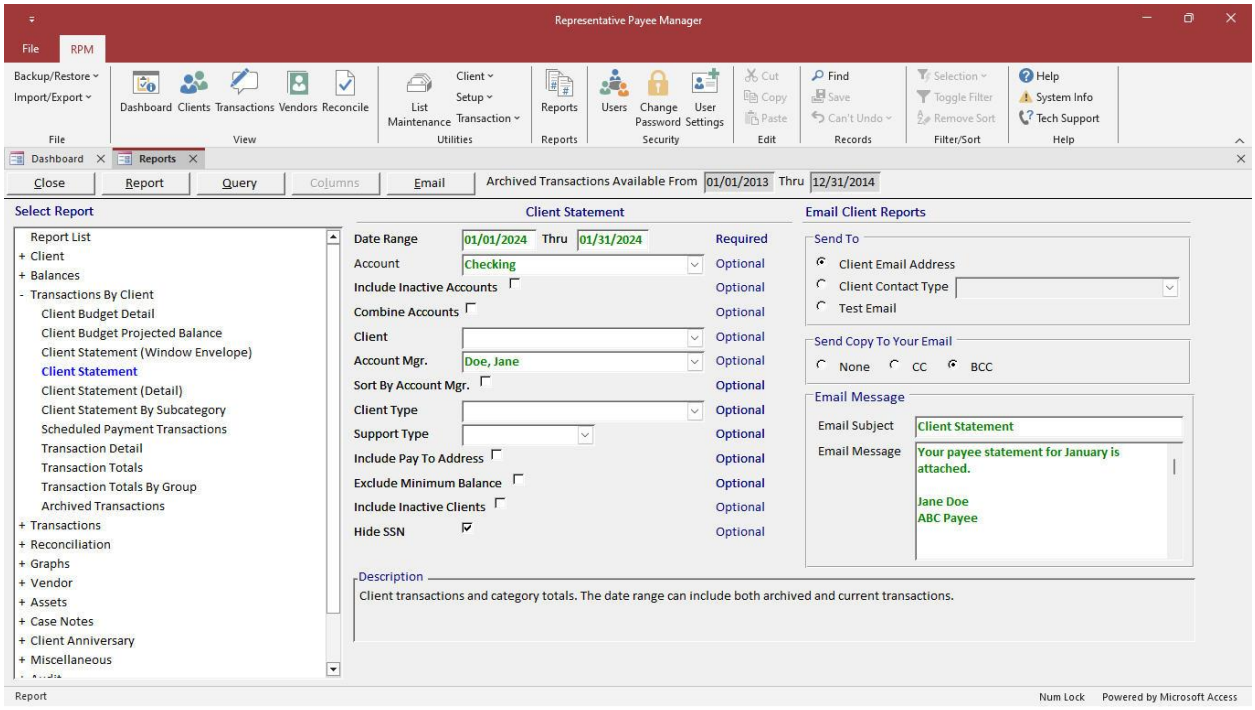
- Check Number
- Amount
- Date

For a different file format, contact us for a quote to add a custom format to *RPM*.

Once the file has been selected, click **Import** to import the check file into *RPM*. Checks in the import file that match the check number and amount on the *Reconcile* screen will be automatically marked as cleared. Use the *Unmatched Checks* report to see any checks in the file that do not match checks on the reconcile screen. The *Matched Checks* report will show the checks that match and have been marked as cleared.



Reports



The *Reports* screen is used to run reports. Select **Reports** from the ribbon menu to open this screen.

The reports are grouped into several main categories. Click the + next to a category to expand the category and see the reports. **Select *Report List* at the top of the reports and click "Report" to see a list of all available reports.**

Client type and support type filters can be added for a user ID on the *Users* screen. If client types and/or support types are assigned to your user ID, you will only be able to view those types of clients on reports. If client types or support types have NOT been assigned to your user ID, you will be able to view all clients. "Access Limited to assigned Client Types and/or Support Types" displays at the top of the screen if your user ID has been set up for client and/or support type filtering. If your user ID is assigned to only non-financial support types, you will not have access to any financial reports.

Click the report you wish to view under the "Select Report" list. Any criteria used to run the report displays on the right side of the screen. Criteria marked as "Required" must be entered to run the report. Criteria marked as "Optional" can be entered or left blank. If you leave optional criteria blank, all available items display on the report. For example, if you enter an optional "Client" selection, only the selected client displays on the report. If you leave the client selection blank, all clients display on the report.

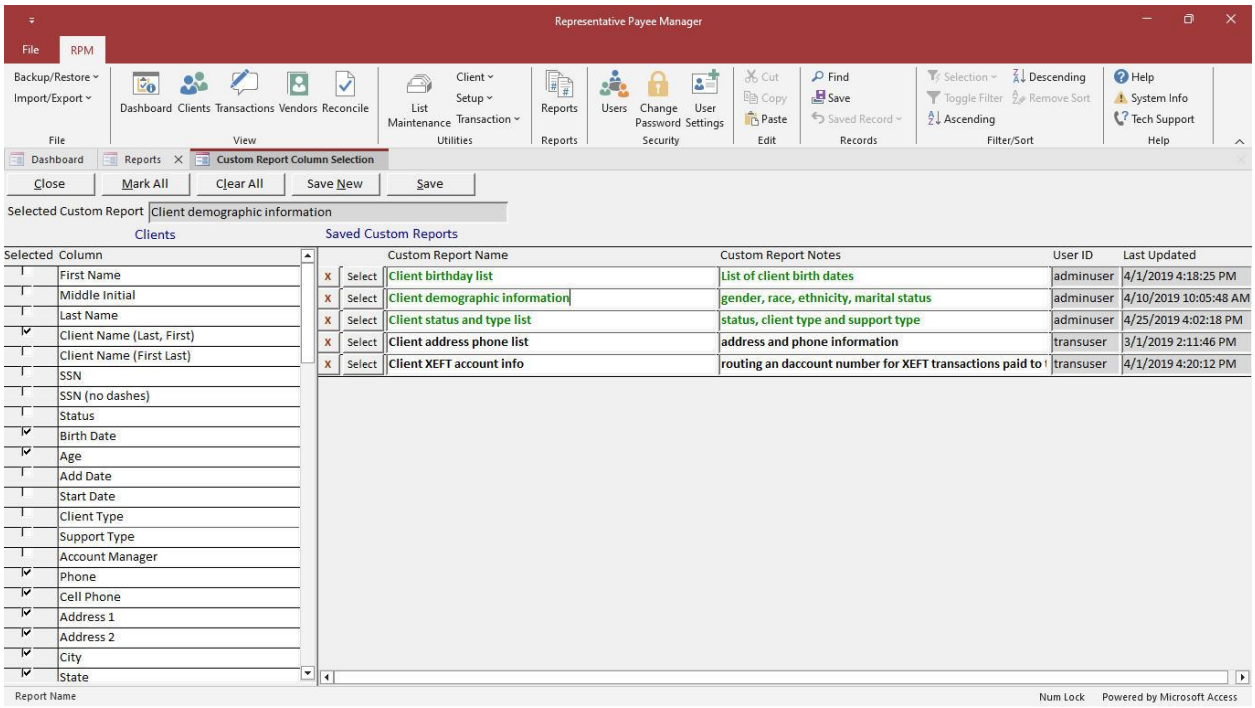
The **Columns** button will be enabled when a *Custom* report is selected. Click **Columns** to select the columns to include on the report. The available columns for that custom report will display.

Click **Report** to run the selected report.

Some reports will also have the **Query** button available, including all the *Custom* reports. This allows you to view the report data in a list format that can easily be exported to *Excel* or any other spreadsheet. Click **Query**, if available, to run the query for the selected report.

The **Email** button will be available for most of the *Transactions By Client* reports. The client reports can be sent to each client's email address or an email address for a selected contact type for each client. Select **Test Email** to send the reports to your own email address as entered on the *User Settings* screen.

Columns



Click **Columns** when you have selected a *Custom* report on the *Reports* screen to select which columns to include in the query results. Select *Custom, Custom Report Column List* to see a list of the available column selections for each custom report.

To use this group of columns again in the future, use **Save New** to save the selected columns as a *Saved Custom Report*.

Click **Select** for a *Custom Report* to select that report.

If changes are made to the columns selected for a *Selected Custom Report*, use **Save** to save those changes. Use **Save New** to save the selected columns as a new *Saved Custom Report* and leave the original report unchanged. Saved custom reports can only be changed by the user who created them. To make changes to a report saved by another user, use **Save New**.

Once the custom report and/or columns have been selected, click **Close** and use **Query** on the *Reports* screen to view the results. This can be done without saving the custom report. Saving the selected columns as a custom report just allows you to easily re-select those columns in the future.

Open Company

Select **Open Company** from the *Company* section of the ribbon menu to open this screen. This option is only available with an *RPM* Multi-Company license. For SQL databases, use the *SQL Connect* utility to set up new companies. For *Access* databases, use the *Company Connect* utility to set up new companies.

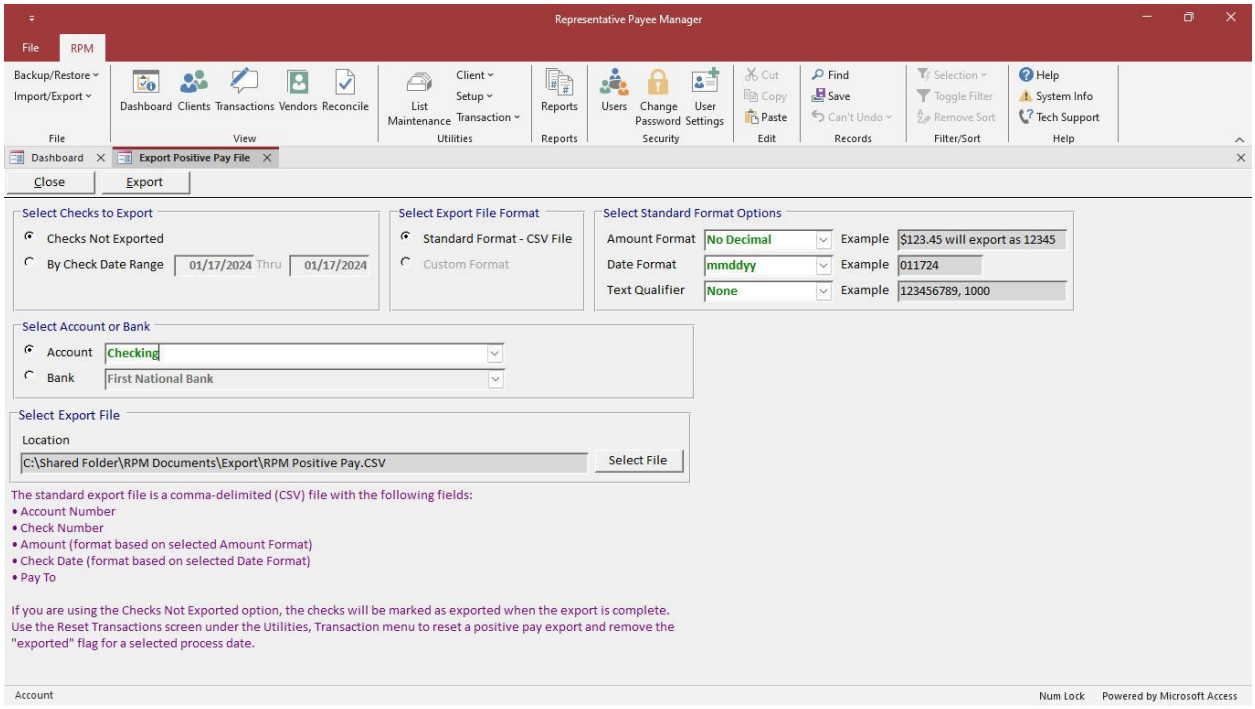
Select the **Company** you wish to open and click **OK**.

Click **Cancel** to leave the current company open.

File Menu

The following file menu options are used for importing and exporting information in *RPM*.

Export Positive Pay File



Select **Export Positive Pay File** from the *File, Import/Export* menu to open this screen. This is used to export check transactions to a file. The available options are outlined below.

Select Checks to Export

- **Checks Not Exported** - export any checks that have not been previously exported. Checks will be marked as exported when the export is complete. Use the *Reset Transactions* utility to reset a positive pay export and remove the exported flag for a selected process date.
- **By Check Date Range** - export checks dated in a selected date range.

Select Account or Bank

- **Account** - export checks for a selected account.
- **Bank** - export checks for all accounts assigned to a selected bank.

Select Export File Format

- **Standard Format CSV File** - export checks to a comma-delimited file containing the fields listed below.
  ***** CSV files should only be opened for viewing using* Notepad*. Do not open/save CSV files using* Excel*, or the correct formatting may be lost. *****
  - Account number
  - Check number
  - Amount
  - Check date
  - "Pay to" name
- **Custom Format -** Contact our office for more information about creating a custom export file format.

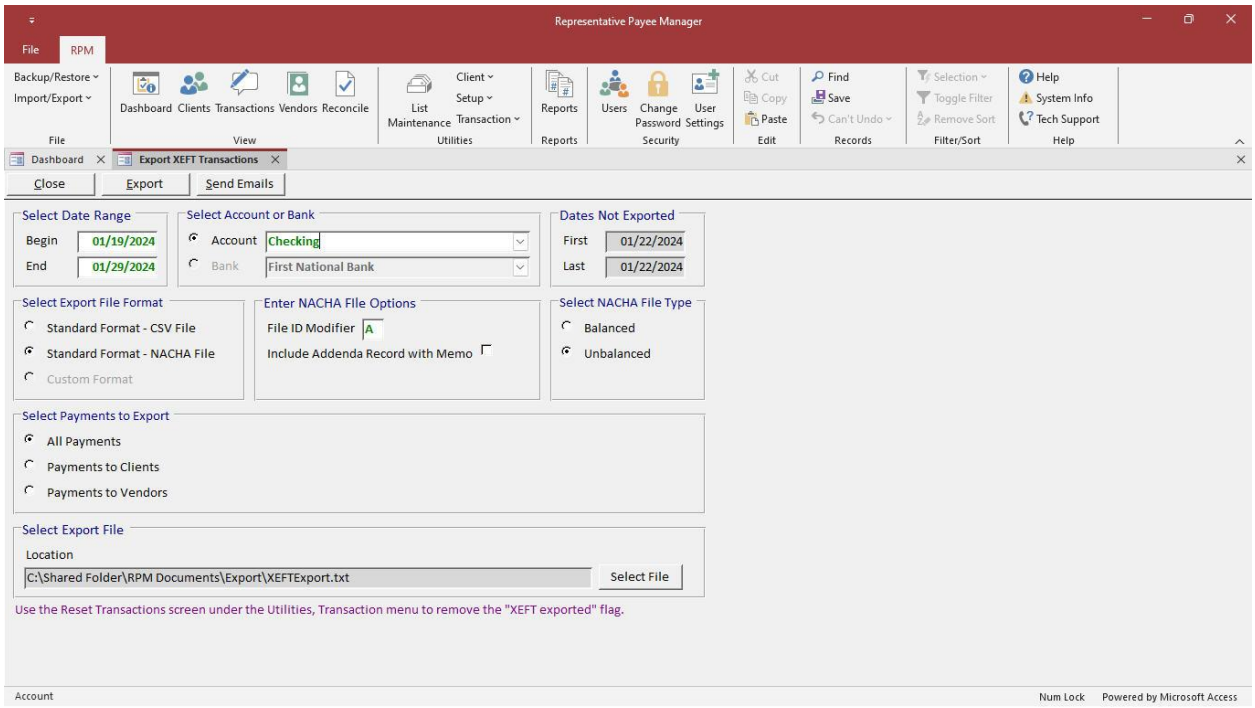
Select Standard Format Options

- **Amount Format** - export the amount with or without decimals.
- **Date Format** - select the format for the check date.
- **Text Qualifier** - export the fields with or without double quotes.

Select Export File

Select the export location and enter a file name using **Select File**.
Once the file has been selected, click **Export** to export the checks to the selected file.

Export XEFT Transactions



Select **Export XEFT Transactions** from the *File, Import/Export* menu to open this screen. This is used to export XEFT transactions to a file. The available options are outlined below.

Select Date Range

Enter the date range for the transactions you want to export. The "First" and "Last" dates that have not yet been exported will appear at the top right of the screen.

Select Account or Bank

- **Account** - export transactions for a selected account.
- **Bank** - export transactions for all accounts assigned to a selected bank.

Select Export File Format

- **Standard Format CSV File** - export transactions to a comma-delimited file containing the fields listed below. ***** CSV files should only be opened for viewing using* Notepad*. Do not open/save CSV files using* Excel*, or the correct formatting may be lost. *****
  - Transaction date
  - "Pay to" name
  - Amount
  - Routing number ("to" bank account)
  - Account number ("to" bank account)
  - "Mail to" name
  - Address 1
  - Address 2
  - City
  - State
  - ZIP

    - Check memo
    - Account type (checking or savings)
    - RPM client ID
    - Routing number ("from" bank account)
    - Account number ("from" bank account)
- **Standard Format NACHA File** - export transactions to a NACHA text file. Each payment will be exported in a Type 6 Entry Detail Record.
    - **File ID Modifier** - enter subsequent letters alphabetically if more than one file is sent on the same day.
    - **Include Addenda Record with Memo** - select this to create a Type 7 Entry Detail Addenda Record for each payment. This will export the check memo for each transaction in the addenda record.
    - **Select NACHA File Type** - select the "Balanced" option to include offset entries for the bank account from which the payments are being made. Select the "Unbalanced" option if offset entries are not required. Ask your bank which option you should use.
- **Custom Format -** Contact our office for more information about creating a custom export file format.

Select Payments to Export

- **All Payments** - export all outstanding XEFT payments.
- **Payments to Clients** - export only XEFT payments to clients.
- **Payments to Vendors** - export only XEFT payments to vendors.

Select Export File

Select the location and enter a file name using **Select File**.

Once the file has been selected, click **Export** to export the transactions into the file.

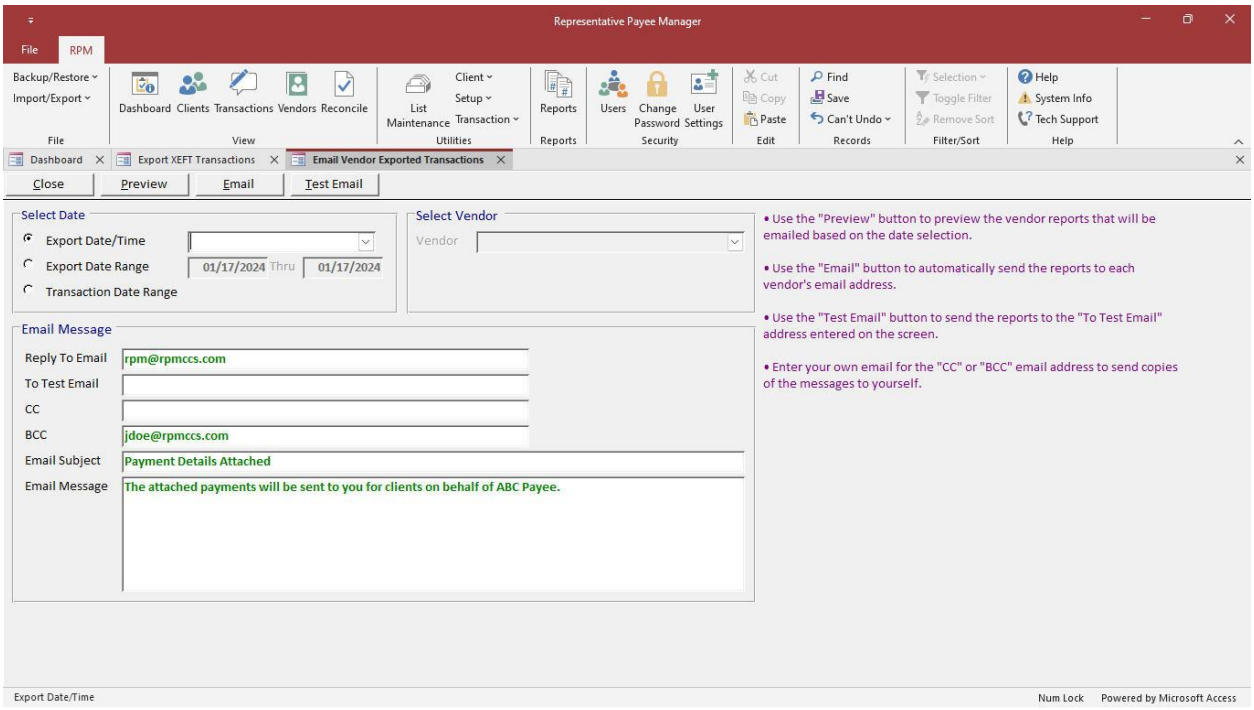
View a report of XEFT transactions and the export information using on the *Reports* screen under *Transactions, XEFT Transactions*.

After the export has been run, the transactions will be marked as "exported." Report on transactions included in a specific export file on the *Reports* screen under *Transactions, XEFT Exported Transactions*.

View or remove the "exported" flag for individual transactions by clicking **Details** for an XEFT transaction on the *Transactions* screen. Use the *Reset Transactions* utility to remove the XEFT "exported" flag for all the transactions for a selected process date. This can only be done if the transactions have not been reconciled.

A $0 XEFT transaction can be entered using *Enter Payment* on the *Transactions* screen to send a pre-note transaction for a client or a vendor.

Send Emails



The **Send Emails** button on the *Export XEFT Transactions* screen opens the *Email Vendor Exported Transactions* screen. This screen can be used to email reports to vendors showing the transactions that have been exported for that vendor. Emails will be sent to each vendor based on the email address entered for the vendor on the *Vendors* screen.

The fields on this screen are explained below.

Select Date/Vendor

- **Export Date/Time** - select this to email reports for all the transactions sent in a selected export. Once emails have been sent for a selected export, the date and time the emails were sent displays for that export to prevent duplicate emails.
- **Export Date Range** - select this to email reports for all the transactions exported within the date range entered. The "Vendor" selection will be available to send a report to a single vendor.
- **Transaction Date Range** - select this to email reports for all transactions dated within the date range entered. The "Vendor" selection will be available to send a report to a single vendor.

Email Message

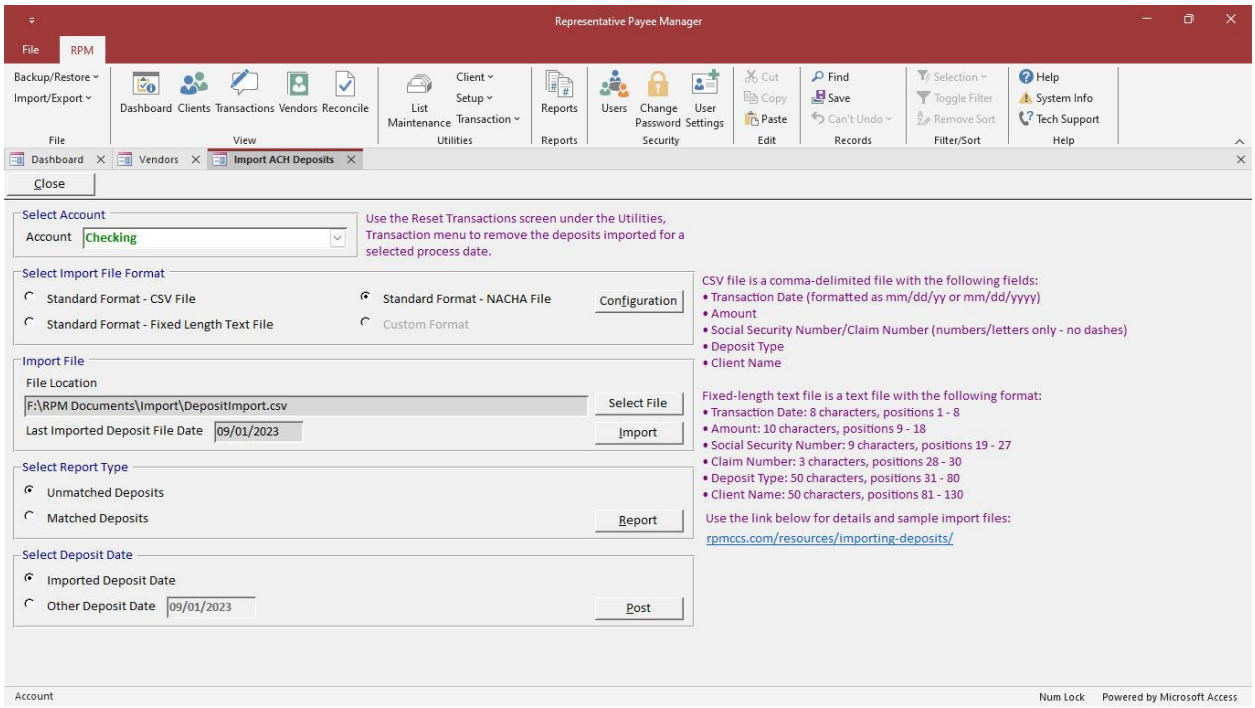
- **Reply To Email** - the email address used for replies to the sent emails. Emails will be sent *from* the address selected on the *System Setup* screen.
- **To Test Email** - the email address used with the **Test Email** button.
- **CC** - a copy of the emails will be sent to this optional address. For example, enter your email address to CC yourself on the sent messages.
- **BCC** - a blind copy of the emails will be sent to this optional address. For example, enter your email address to BCC yourself on the sent messages.
- **Email Subject** - the subject of the message.
- **Email Message** - the text to be included in the body of the message.

Click **Preview** to preview the reports that will be sent based on the date/vendor selections.

Click **Email** to automatically send the reports to each vendor's email address. When using the "Export Date/Time" option, the email process will be logged in the audit events (as "Email XEFT Transactions"). For each individual vendor email message, an audit event will be logged for each successful email ("Vendor Email Sent") or unsuccessful email ("Vendor Email Failed").

Click **Test Email** to automatically send the reports to the "To Test Email" address. For example, use your own email address to send test emails to verify the "Email Subject" and "Email Message" are correct.

Import ACH Deposits



Select **Import ACH Deposits** from the *File, Import/Export* menu to open this screen. This is used to import deposit transactions from a file provided by your bank.

Select Import File Format

- **Standard Format CSV File** - import deposits from a comma-delimited file containing the fields listed below. ***** Only open CSV files using* Notepad*. Do not open/save CSV files using* Excel*, or the correct formatting may be lost. *****
  - Transaction date (formatted as mm/dd/yy or mm/dd/yyyy)
  - Amount
  - Social Security number/claim number (numbers/letters only—no dashes)
  - Deposit type
  - Client name
- **Standard Format Fixed Length File** - fixed-length text file with the format listed below**.**
  - Transaction date: 8 characters, positions 1–8
  - Amount: 10 characters, positions 9–18
  - Social Security number: 9 characters, positions 19–27
  - Claim number: 3 characters, positions 28–30
  - Deposit type: 50 characters, positions 31–80
  - Client name: 50 characters, positions 81–130
- **Standard Format NACHA File** - import deposits from a NACHA text file. This is a standard bank file format.
- **Custom Format** - if your deposit file is not in one of the above formats, a custom format can be added to *RPM*. Regardless of the format, all the above fields must be included in your deposit file (excluding client name) to import deposits into *RPM*. Contact our office for information on adding a custom import file format.

Import

The first step is to import the file provided from your bank. Select the file to import using **Select File**.

Once the file is selected, click **Import** to import the file into *RPM*. When the file has been imported, the date of the file displays in the "Last Imported Deposit File Date."

Report

The second step is to run the *Unmatched* and *Matched Deposit* reports. Select the report to run and click **Report**.

The *Unmatched Deposits* report shows deposits from the file that will not be posted for one of the following reasons:

- There is no *RPM* client matching the social security or claim number in the deposit file. The client must be added, or the social security number or claim number must be entered for the client on the *Clients* screen.
- There is a matching client, but the client is not assigned to the selected account. The account must be added for the client on the *Clients* screen.
- There is a matching client, but the client is inactive. The client's status must be changed to "Active" on the *Clients* screen.
- The deposit date, amount, or category is missing from the imported deposit. If any of this information is missing in the deposit file, the deposit cannot be posted.

Either correct the errors shown on the *Unmatched Deposits* report before continuing the post process or enter those transactions manually.

The *Matched Deposits* report shows deposits for which there are matching client social security numbers or claim numbers in the system. These deposits will be imported to the appropriate client when posted.

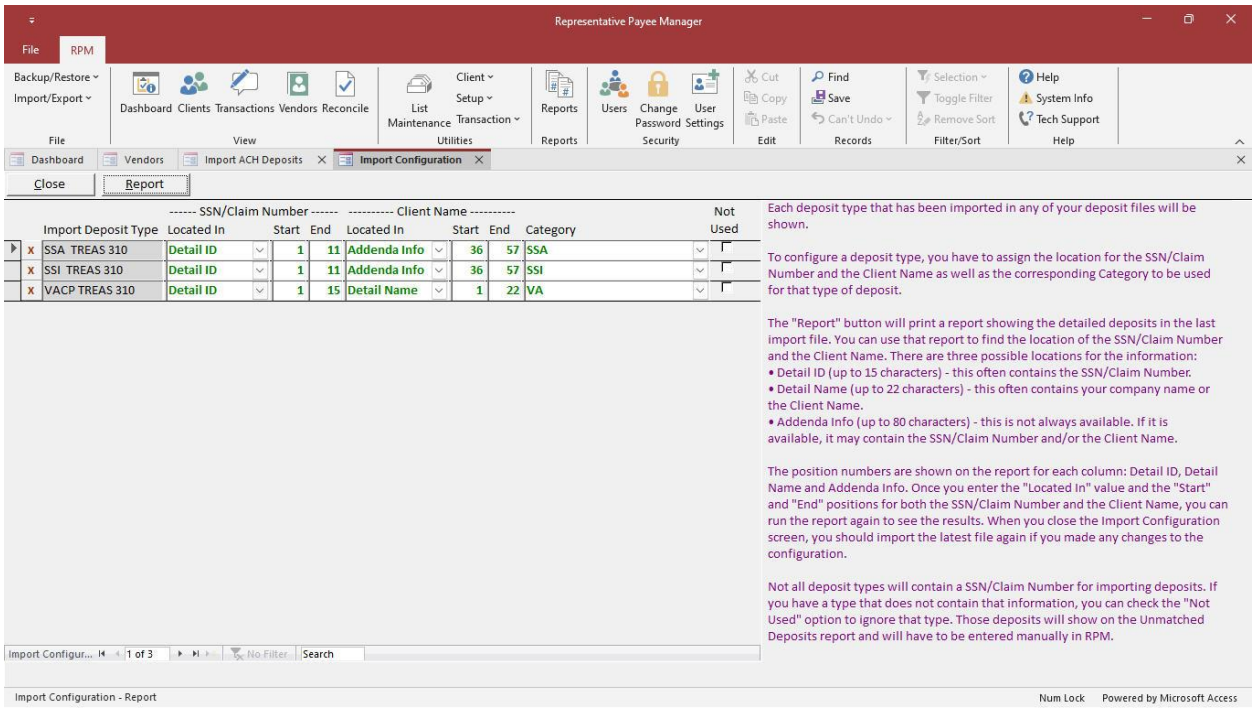
Post

The third and final step is to post the deposits. By default, the date from each imported transaction will be used as the deposit date. Change this to a different date by selecting "Other Deposit Date" and entering the date. Click **Post** to post the deposits into the *RPM* transaction register.

After the deposits have been posted, report on transactions included in a specific import file on the *Reports* screen under *Transactions, Imported Deposits*.

Use the *Reset Transactions* utility to remove the deposits imported for a selected process date. This can only be done if the transactions have not been reconciled.

Configuration



The **Configuration** button will only be enabled when using the Standard Format NACHA file option. Use this to configure any additional deposit types that are added or changed after the initial configuration.

Each deposit type that has been imported in any deposit file will be shown. To configure a deposit type, assign the location for the "SSN/Claim Number" and the "Client Name," as well as the corresponding "Category" to be used for that type of deposit. Click **Report** to print a report showing the detailed deposits in the last import file. Use that report to find the location of the SSN/claim number and the client name. There are three possible locations for the information:

- **Detail ID** (up to 15 characters) - this often contains the SSN/claim number.
- **Detail Name** (up to 22 characters) - this often contains your company name or the client's name.
- **Addenda Info** (up to 80 characters) - this is not always available. If it is available, it may contain the SSN/claim number and/or the client's name.

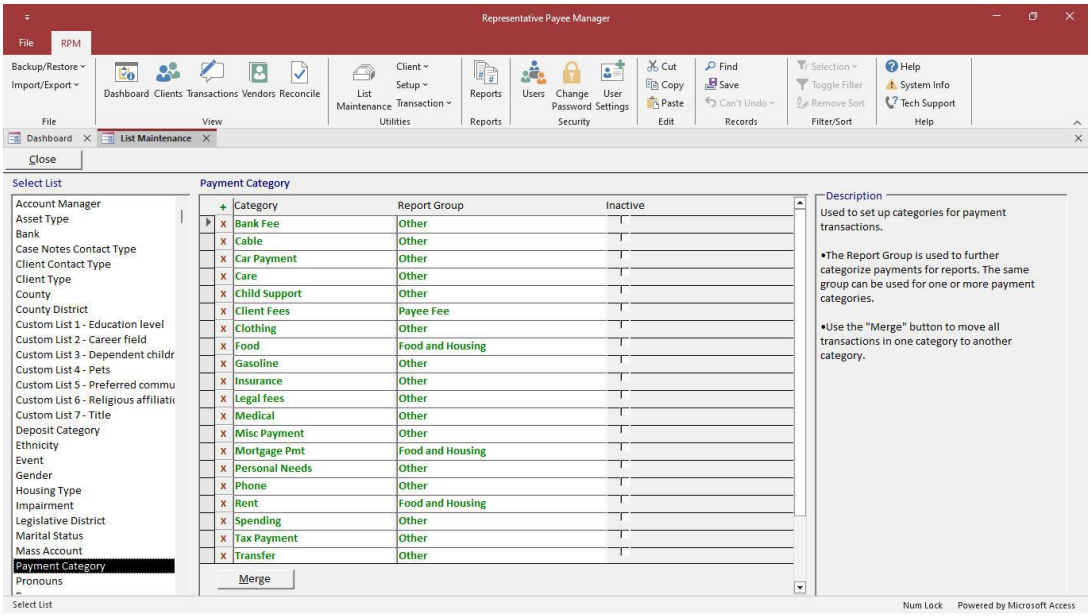
The position numbers are shown on the report for each column: "Detail ID," "Detail Name," and "Addenda Info." Once the "Located In" and "Start" and "End" positions for both the SSN/claim number and the client name are entered, run the report again to see the results. After closing the *Import Configuration* screen, import the latest file again if any changes were made to the configuration.

Not all deposit types will contain an SSN/claim number for importing deposits. For any deposit types that do not contain that information, check the "Not Used" option to ignore that type. Those deposits will be shown on the *Unmatched Deposits* report and must entered manually in *RPM*.

Utilities Menu

The following utilities are used for system setup and maintenance.

List Maintenance



Select **List Maintenance** from the *Utilities* menu to open this screen. This is used to maintain the available values in the various lists in the system.

Click the list you wish to maintain under the *Select List* option. The corresponding list displays on the screen.

Click the **+** button to add a new item to a list.

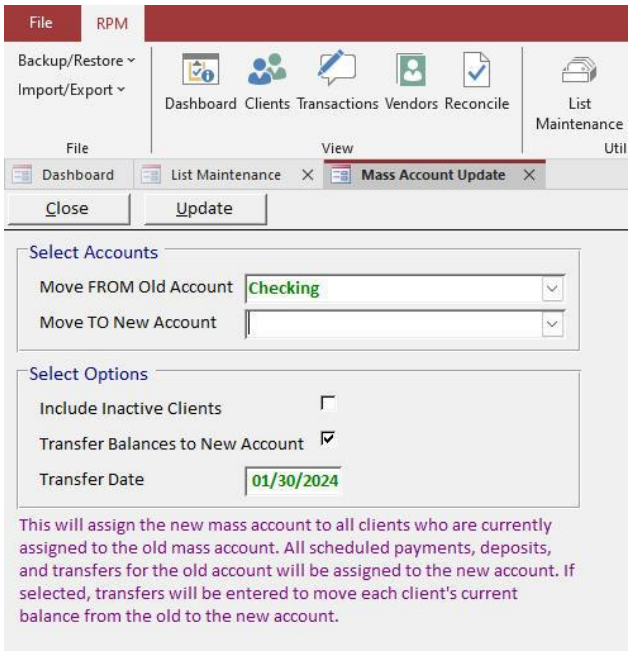
To delete an item from a list, click the **X** button next to the item.

The current available lists are:

- **Account Manager** - account managers and each manager's *RPM* user ID. Clients can be assigned to an account manager on the *Basic* tab of the *Clients* screen. Some reports can be filtered by account manager.
- **Asset Type** - asset types. Asset types are used on the *Assets* tab of the *Clients* screen.
- **Banks** - banks assigned to accounts. Banks are assigned to mass accounts under the *Mass Account* list and assigned to individual accounts on the *Basic* tab of the *Clients* screen.
  - The "Routing Number" should be entered if you are printing the encoding line on your checks.
  - The "Bank Information" should be entered if your bank information is not pre-printed on your checks.
  - The "ACH File ID" is used for the Immediate Origin number in the File Header record of a NACHA file. It is often a 1 followed by your Federal Tax ID number. Check with your bank to confirm.
- **Case Notes Contact Type** - case notes contact types. Case notes contact types are used on the *Case Notes* tab of the *Clients* screen.
- **Client Contact Type** - client contact types. Contact types are used on the *Contacts* tab of the *Clients* screen.
- **Client Type** - client types and groups. The client type is used on the *Basic* tab of the *Clients* screen. Some reports can be filtered by client type.
  - The "Batch Payment" option defaults transactions to "Batch Payments" if the client type and vendor are both marked as "Batch Payment."
  - The "Apply Fee" flag is used by the *Client Fee Transactions* utility. Only client types with this flag will have fees applied.

- **County** - counties. Counties are used on the *Personal* tab of the *Clients* screen.
- **County District** - county district codes and descriptions. The county district is used on the *Personal* tab of the *Clients* screen.
- **Custom Lists 1 through 10** - custom list values. The custom lists are used on the *Custom* tab of the *Clients* screen. Custom lists can be configured on the *Custom Client Fields* tab of the *System Setup* screen.
- **Deposit Category** - deposit categories. Deposit categories are used to categorize deposit transactions.
  - The "Apply Fee" flag is used by the *Client Fee Transactions* utility. Only deposit categories with this flag set will be included in the fee calculation.
  - The "Report Group" is used to further categorize deposits for reports. The same group can be used for one or more deposit categories.
  - Use **Merge** to move all transactions from one category to another category.
- **Ethnicity** - ethnicity values. Ethnicity is used on the *Personal* tab of the *Clients* screen.
- **Event** - events and event categories. Events are used on the *Events* tab of the *Clients* screen.
- **Gender** - gender values. Gender is used on the *Personal* tab of the *Clients* screen.
- **Housing Type** - housing types. Housing types are used on the *Housing* tab of the *Clients* screen.
- **Impairment** - impairment and impairment categories. Impairments are used on the *Impairments* tab of the *Clients* screen.
- **Legislative District** - legislative district codes and descriptions. The legislative district is used on the *Personal* tab of the *Clients* screen.
- **Marital Status** - marital status codes and descriptions. Marital status is used on the *Personal* tab of the *Clients* screen.
- **Mass Account** - mass accounts. Clients are assigned to these account(s) on the *Basic* tab of the *Clients* screen.
  - The "Account Number" should be entered and the "Bank" selected if you are printing the encoding line on your checks.
  - Check the "Default Acct." box for the primary mass account (if more than one).
  - Check the "Inactive" box for an account that will no longer be used.
  - The "ACH Company ID" is used for the Company Identification number in the Batch Header records of a NACHA file. It is often a 1 followed by your Federal Tax ID number. Check with your bank to confirm.
  - Use **Move Acct** to automatically move clients from an old to a new mass account.
- **Payment Category** - payment categories. Payment categories are used to categorize payment transactions.
  - The "Report Group" is used to further categorize payments for reports. The same group can be used for one or more payment categories.
  - Use **Merge** to move all transactions from one category to another category.
- **Pronouns** - pronoun values. Pronouns are used on the *Personal* tab of the *Clients* screen.
- **Race** - race values. Race is used on the *Personal* tab of the *Clients* screen.
- **Referral Source** - referral sources. The referral source is used on the *Personal* tab of the *Clients* screen.
- **Subcategory** - optional subcategory for transactions. Transactions can be totaled by subcategory.
- **Support Type** - support types. The support type is used on the *Basic* tab of the *Clients* screen. Some reports can be filtered by support type. Transactions can only be entered for clients if "Allow Transactions" is checked.
- **Termination Reason** - termination reasons. The termination reason is used on the *Personal* tab of the *Clients* screen.
- **Test Type** - test types and test categories. Test types are used on the *Test Scores* tab of the *Clients* screen.
- **Ward Number** - ward number codes and descriptions. The ward number is used on the *Personal* tab of the *Clients* screen.

Mass Account Update



Select **Move Acct** under the *Mass Account* list on the *List Maintenance* screen to open this screen.
The *Mass Account Update* screen is used to move clients from an old mass account to a new mass account.

The information to be entered includes:

Select Accounts

- **Move FROM Old Account** - the mass account *from which* clients will be moved.
- **Move TO New Account** - the mass account *to which* clients will be moved.

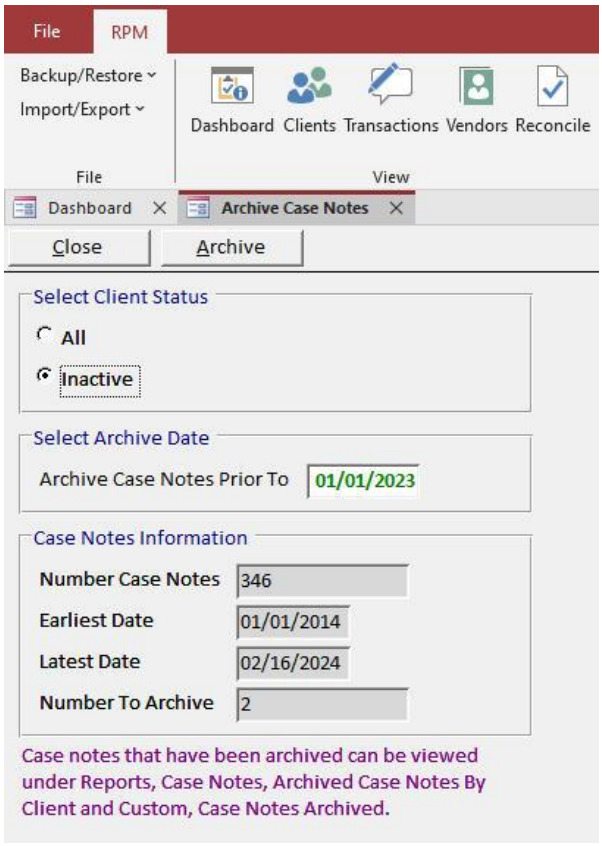
Select Options

- **Include Inactive Clients** - select this to include inactive clients.
- **Transfer Balances to New Account** - select this to automatically enter transfers moving each client's existing balance from the old to the new account. The date for the transfer must be entered.

Click **Update** to move clients from the old to the new account. Based on your selections, a message displays showing what will be included in the update. The update will assign the new mass account to all clients who are currently assigned to the old mass account. All scheduled payments and deposits for the old account will be assigned to the new account. If selected, transfers will be entered to move each client's current balance from the old to the new account. A message displays when the update is complete.

Client Utilities

Archive Case Notes



Select **Archive Case Notes** from the *Utilities, Client* menu to open this screen.

This is used to archive older case notes. Archived case notes no longer display on the *Clients* screen but can be viewed on reports.

Select "All" clients or only "Inactive" clients.

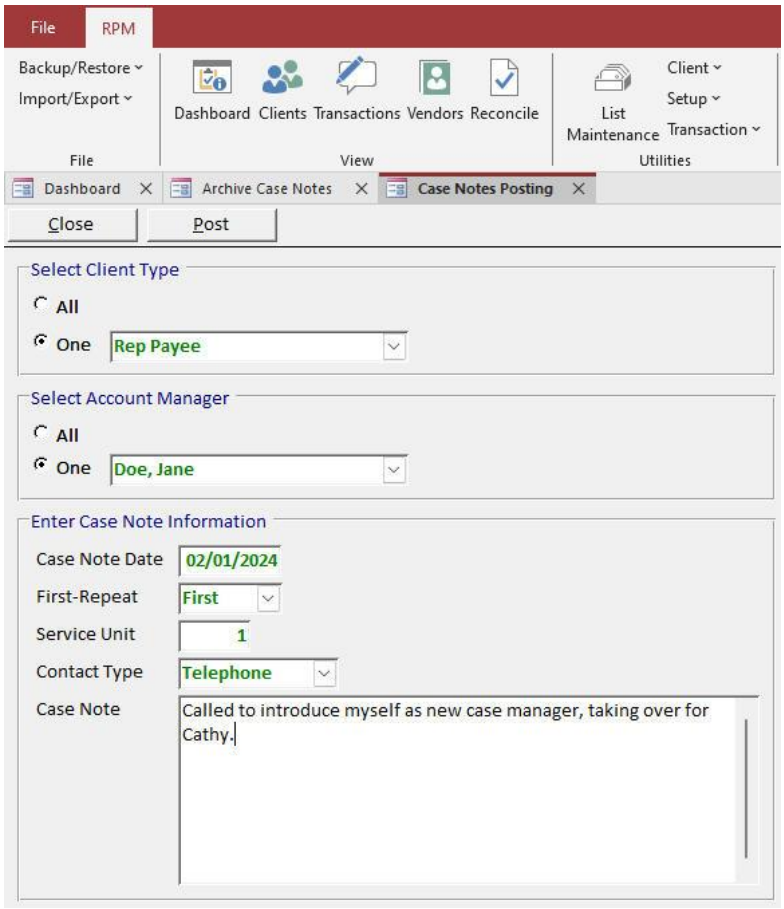
Enter the archive date.

The total number of case notes, earliest and latest case note date, and the number to be archived are displayed. Click **Archive** to start the process. A message displays reminding you to create a backup before beginning the archive process. Answer **Yes** to continue.

A final message prompts you to continue the archive process. Select **Yes** to continue or **No** to cancel. After selecting **Yes**, do not cancel or interrupt the archive process. A message displays when the archive is complete.

Archived case notes can be viewed on the *Reports* screen under *Case Notes, Archived Case Notes By Client* and *Custom, Case Notes Archived*.

Case Notes Posting



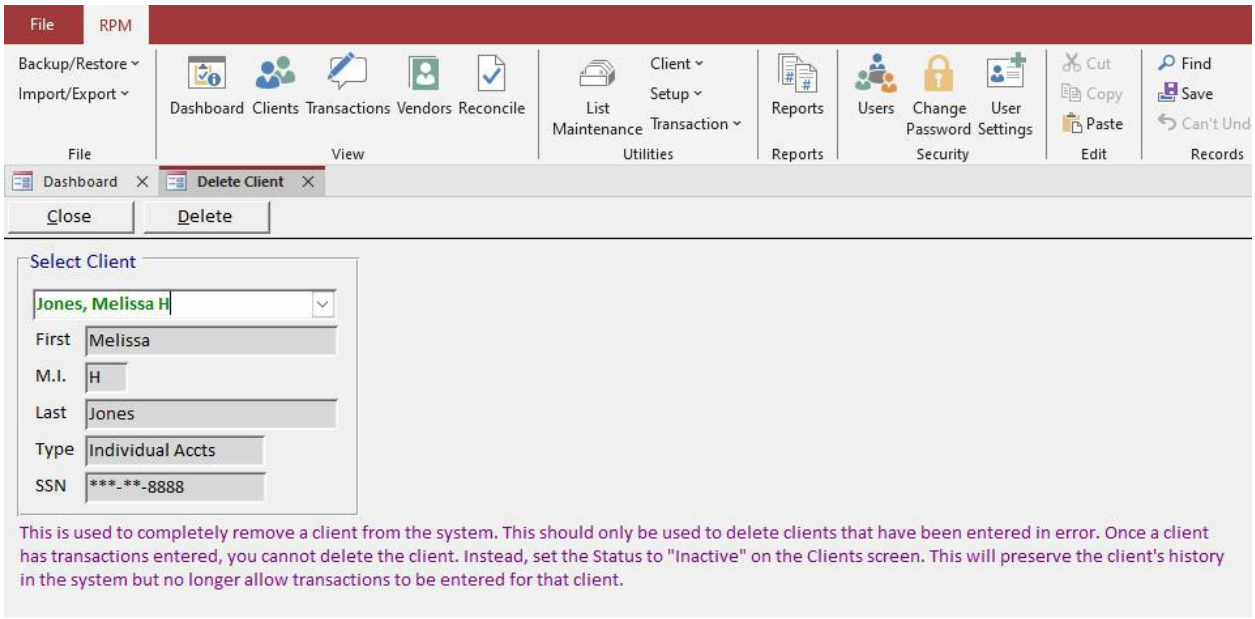
Select **Case Notes Posting** from the *Utilities, Client* menu to open this screen.
This is used to add case notes to all active clients or by client type and/or account manager.

The information for the case notes includes:

- **Case Note Date** - the date for the case note.
- **First-Repeat** - select whether this is the first or a repeat occurrence of the case note.
- **Service Unit** - the service units associated with the case note.
- **Contact Type** - select a contact type for the case note.
- **Case Note** - enter any notes for the case notes.

Once all the information has been entered, click **Post** to automatically create the case note records.

Delete Client

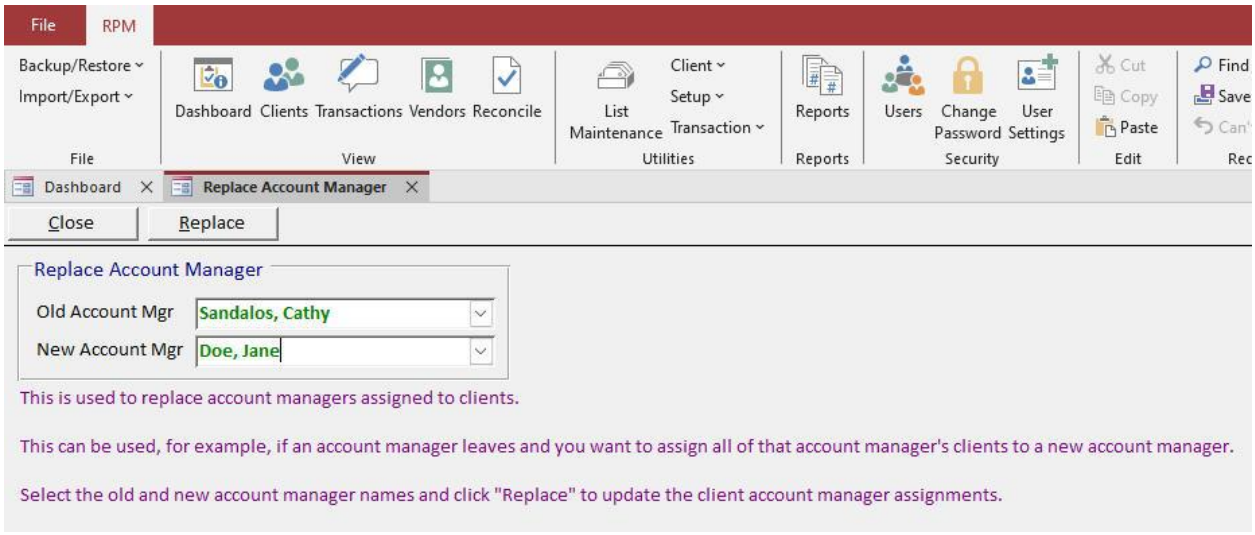


Select **Delete Client** from the *Utilities, Client* menu to open this screen.

The *Delete Client* screen is used to completely remove a client from the system. This should only be used to delete clients that have been entered in error. Clients with transactions cannot be deleted. Instead, set the "Status" to "Inactive" on the *Clients* screen. This will preserve the client's history in the system but prevent any additional transactions for them.

To delete a client, select the desired client from the list. The client's name and type display for verification. Click **Delete** to delete all information for the selected client.

Replace Account Manager



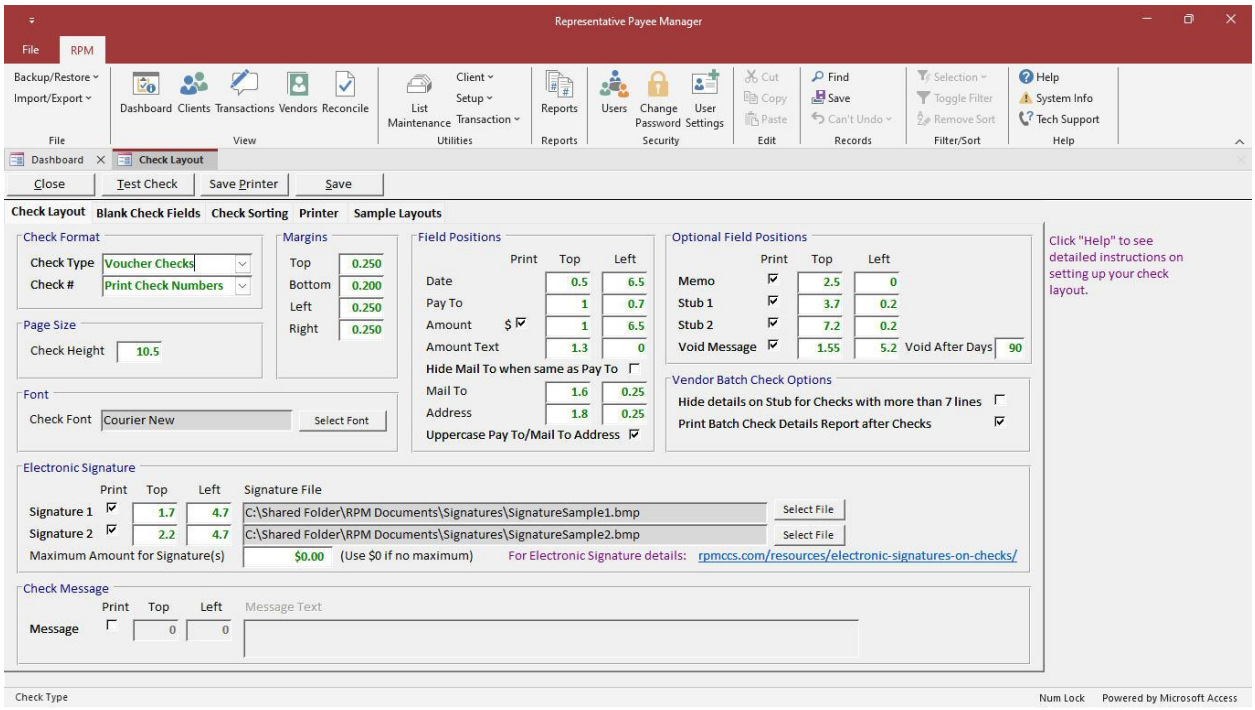
Select **Replace Account Manager** from the *Utilities, Client* menu to open this screen.

This is used to replace account managers assigned to clients. This can be used, for example, if an account manager leaves and you want to assign that account manager's clients to a new account manager.

Select the old and new account manager names and click **Replace** to update the client account manager assignments.

Setup Utilities

Check Layout



Select **Check Layout** from the *Utilities, Setup* menu to open this screen.

RPM can be set up to work with many different types of checks using the *Check Layout* screen. For check paper details, see our Knowledge Base article: rpmccs.com/resources/check-paper/. For any questions about checks you currently use, contact us.

Click **Test Check** to print a test check using the information entered. When printing a test check, boxes outlining each field can be included. This can assist in positioning fields and determining any potentially overlapping fields. The outline boxes will *not* print on live checks. If "Preview Checks before Printing" is checked on the *Printer* tab, the text check will open in a *Print Preview* that can either be printed or closed.

Click **Save** to save any changes to the check layout.

Click **Close** and select **Yes** to close without saving changes.

Check Format

- **Check Type**
  - **Voucher Checks** - laser printer checks with one check and two stubs per page.
  - **Standard Checks** - laser printer checks with three checks per page and no stubs.
  - **Continuous Checks** - dot matrix printer, continuous feed checks with or without stubs.
- **Check #**
  - **Print Check Numbers** - select this if your check paper does not have pre-printed check numbers. This option requires a MICR font and MICR toner to print encoding on checks. Enter the account number and select the bank for each mass account on *List Maintenance*, *Mass Account*. For individual accounts, enter the account number and select the bank on the *Basic* tab of the *Clients* screen. Enter the routing number and bank information for each bank on *List Maintenance*, *Bank*.
  - **Use Numbered Checks** - select this if your check paper has pre-printed check numbers.

Page Size

All measurements are in inches.

The "Check Height" is the vertical size of the check less any margin. For voucher checks, this will usually be 10.5. For standard checks, this will be 3.5. For continuous checks, this should be the actual height of a single check/stub from your continuous forms.

Margins

Set your desired margins in the "Margins" section of the screen. If the margins are set smaller than your selected printer will allow, printing a **Test Check** will automatically set the smallest allowable margins.

Font

Use **Select Font** to select the font to be used on checks. This only applies to the font used on the check, not on the check stubs. Only the "Font" can be changed. The font "Size" **cannot** be changed. After changing the font, use **Test Check** to print a test check and answer **Yes** to include boxes outlining each field. This will confirm the selected font will print correctly in the space available for each field.

Field Positions

The "Field Position" values determine where each field is located on the check. The "Top" value is the distance of the field from the top of the check after the margin. The "Left" value is the distance of the field from the left edge of the check after the margin. For example, if the date field should print 1.25" from the top of the check and the top margin is 0.25", enter a "Top" value of 1 for the field. If the date field should print 6.75" from the left of the check and the left margin is 0.25", enter a "Left" value of 6.5 for the field. To prevent fields from overlapping, the "Top" values should be at least 0.2" apart. For example, if the "Mail To" top value is 1.8, the "Address" top value should be 2. All fields print on a single line and need to be at least 0.2” apart on the check except the following:

- Address - prints up to 3 lines (address 1, address 2, city/state/zip) - height 0.6"
- Check Stub - height 2.5"
- Signature - height 0.5"
- Message - prints up to 3 lines - height 0.5"
- Company Info - prints up to 4 lines - height 0.625"
- Bank Info - prints up to 3 lines - height 0.4"

To easily position the fields on the check, use **Test Check** to print a sample check. If a field is not printing in the desired location, measure the difference from the top left of the current location to the top left of the desired location and add or subtract that amount from the "Top" and "Left" values.

The fields below can be turned on or off on the check with the "Print" box for that field.

- **Amount $** - when checked, prints a dollar sign ($) to the left of the check amount. Use this if the dollar sign is not pre-printed on the checks.
- **Hide Mail To when same as Pay To** - when checked, the "Mail To" name will not print if it is the same as the "Pay To" name. This would normally be used if your "Pay To" and "Mail To" print together on the checks. If these lines print in two different locations, do not check this option.
- **Memo** - when checked, the memo will print on the check. The memo will always print on check stubs if stubs are selected to print.
- **Stub 1 and Stub 2** - when checked, prints one or two check stubs including the following information: company information, "pay to," check number, date, amount, and account manager (if sorting by account manager). The check stub also includes up to 7 detail lines showing the amount, client, check memo, and category for each line item on the check.
- **Void Message** - when checked, prints "Void After X Days" on checks. Enter the number of days to use in the void message.
- **Signature 1** and **Signature 2** - when checked, one or two electronic signatures can be printed. See the **"Electronic Signature"** details below.

Vendor Batch Check Options

- Hide details on stub for checks with more than 7 lines - when checked, the check stubs will NOT display batch detail lines if there are more than 7 lines. All batch details lines will be shown instead on the *Batch Check Details* report.
- "Print Batch Check Details Report after Checks" - when checked, the *Batch Check Details* report displays automatically following the check run if it includes any batch checks to vendors.

Electronic Signature

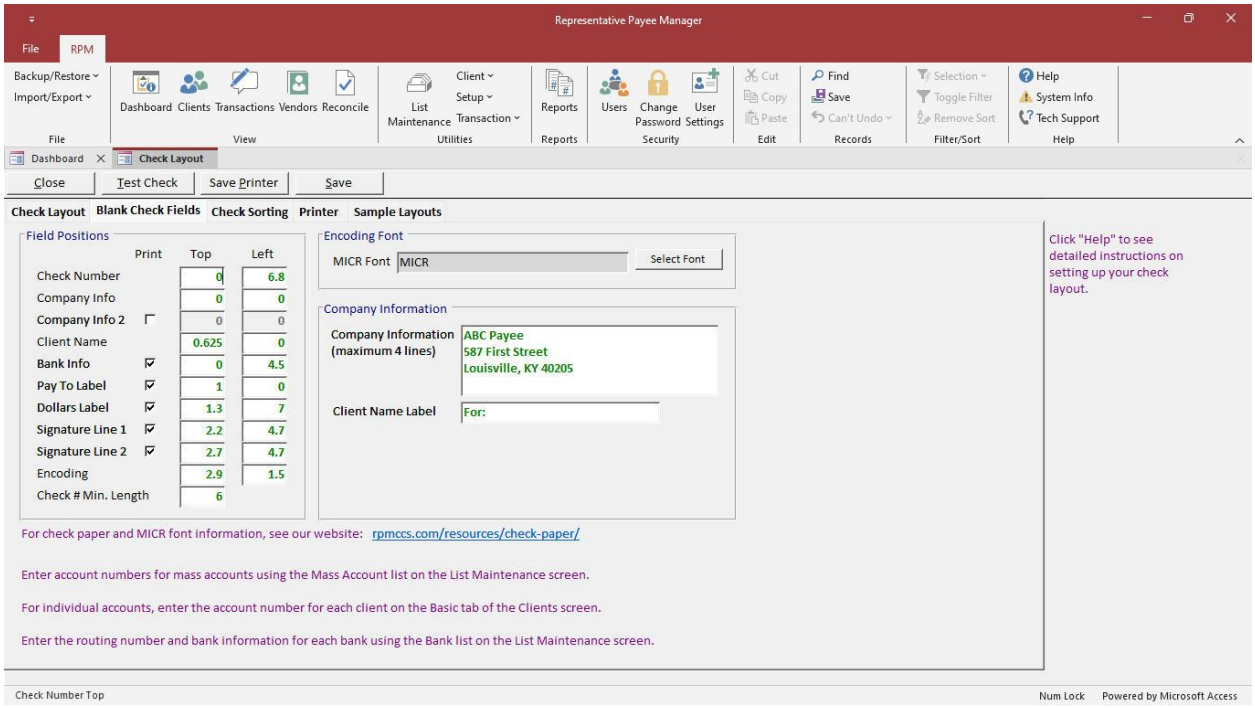
To include electronic signatures on the check, check the box for "Signature 1" and/or "Signature 2." Set the position for these fields and use **Select File** to select the signature file(s). Signature files should not be larger than 3" x 1/2".

Enter a value in the "Maximum Amount for Signature(s)" field to electronically sign checks up to that amount. Any checks over the maximum amount will be printed without the signature and must be signed manually. To sign all checks electronically, set the maximum amount to $0.

Check Message

To include a message on your checks, check the box for "Message," set the positions for the message, and enter the message text to use. The message can only be printed when using voucher checks for the "Check Type."

Blank Check Fields



Information on the *Blank Check Fields* tab is only enabled if "Print Check Numbers" is selected for the "Check #" option on the *Check Layout* tab. If you are using pre-numbered checks, the *Blank Check Fields* tab will be disabled and cannot be used. For pre-numbered checks, all of this information must be pre-printed on your checks: check number, company information, bank information, "pay to" label, dollars label, signature line(s), and encoding. Encoding includes the check number, bank routing number, and bank account number.

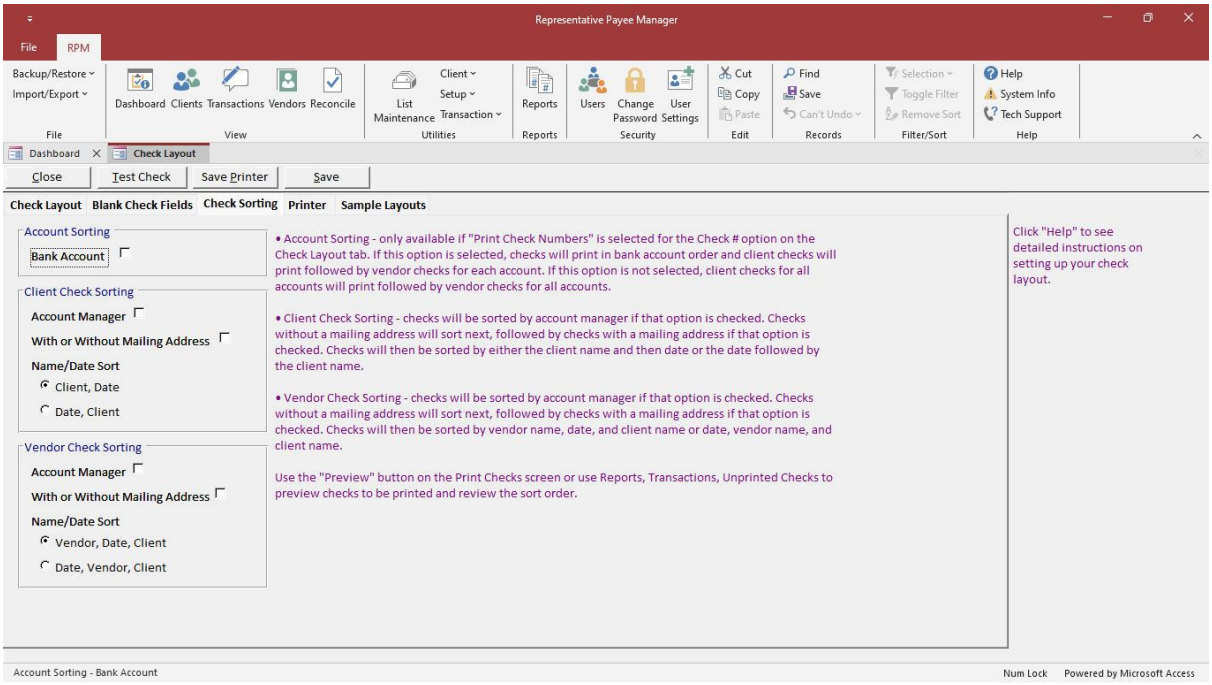
For individual accounts, the client's name will automatically print on the check following the "Client Name Label." This should be positioned below the "Company Information." The height of the "Company Information" is 0.625", so the "Client Name" top value should be 0.625" more than the "Company Info" top value. For mass accounts, the "Client Name" and "Client Name Label" will not print on the check—only the "Company Information" will print on the check. The "Company Information" is set up for 4 lines of information. For a second instance of the "Company Information," check the "Company Info 2" box.

When using checks without the encoding but with labels, turn off the fields that are already on the check paper: "Bank Info," "Pay To Label," "Dollars Label," "Signature Line 1," and "Signature Line 2." When using completely blank check paper, select those fields to print.

Enter a value in the "Check # Min. Length" to zero-fill the check numbers in the encoding line to print as the same minimum length. For example, some clients may use 4-, 5-, or 6-digit check numbers. Enter 6 as the *Check # Min. Length* to print all check numbers with 6 digits. Check 1000 will then print as 001000 in the encoding line.

To print encoding on checks, a MICR font and MICR toner must be used. The only fonts that work with *RPM* are included in the *RPM* Client install: MICR, MICRN, MICRN2, MICRW, MICRW2, MICRdark, MICRdarkN, MICRdarkN2, MICRdarkW, and MICRdarkW2. Select the font using **Select Font**.

Check Sorting



The *Check Sorting* tab is used to set the order in which checks will print. Checks can be sorted by the following:

- **Bank Account** (optional)
  - **Client Checks**
    - Account Manager (optional)
    - With or Without a Mailing Address (optional)
    - "Client Name, Date" or "Date, Client Name"
  - **Vendor Checks**
    - Account Manager (optional)
    - With or Without a Mailing Address (optional)
    - "Vendor Name, Date, Client Name" or "Date, Vendor Name, Client Name"

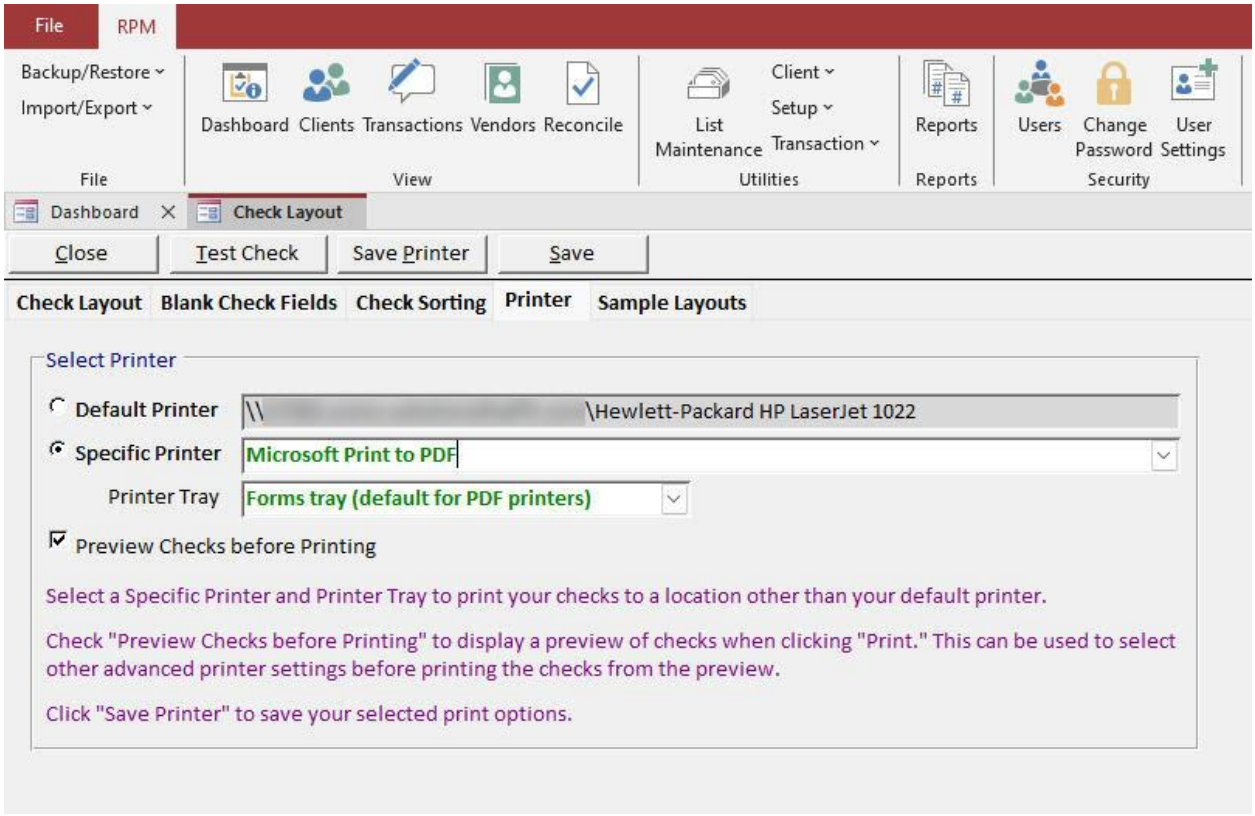
The first sort option is by bank account. This option is only available if "Print Check Numbers" is selected for the "Check #" option under *Check Format*. When using pre-numbered checks, this option is not available, since checks can only be printed for one bank account at a time. If this option is selected, checks will print in bank account order, and within each account, client checks will print followed by vendor checks. If this option is not selected, client checks for all accounts will print, followed by vendor checks for all accounts.

There are three possible selections for sorting checks paid to clients. The first option is to sort by account manager. The second option is for sorting checks with or without a mailing address. If this option is selected, client checks without mailing information will print first, followed by client checks with mailing information. The third option is for sorting by client name and then date or by date first and then client name.

There are also three possible selections for sorting checks paid to vendors. The first option is to sort by account manager. The second option is for sorting checks with or without a mailing address. If this option is selected, vendor checks without mailing information will print first, followed by vendor checks with mailing information. The third option is for sorting by vendor name, date, and then client name or by date, vendor name, and then client name.

See the sort order of checks before printing on the *Reports* screen under *Transactions, Unprinted Checks*. Change the sort settings on the *Check Layout* screen and run the report again to see how the changes affect check sorting.

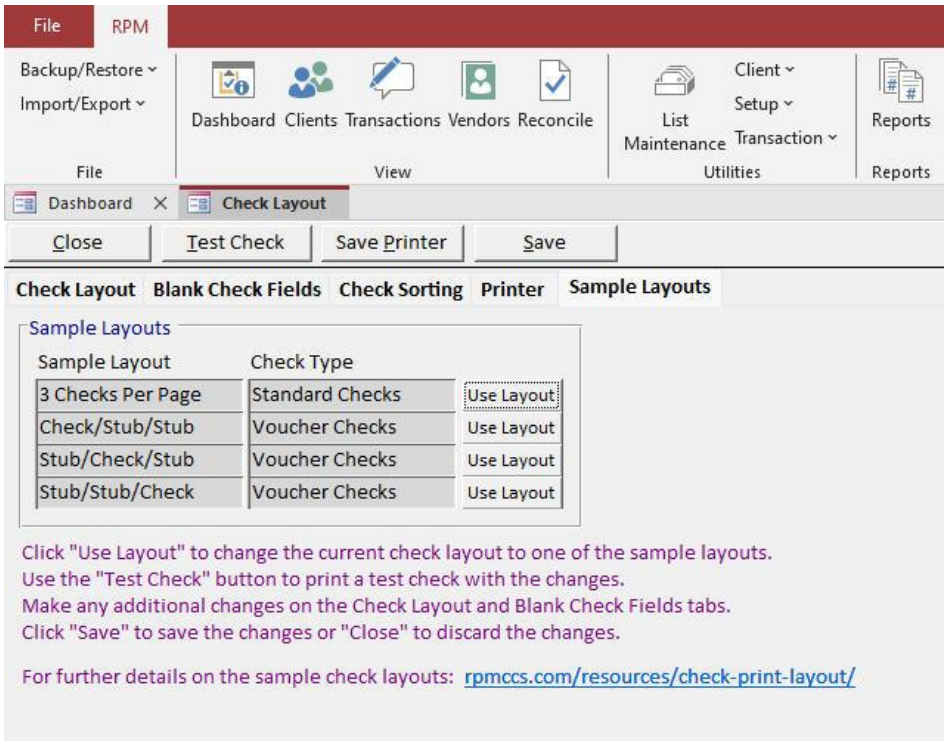
Printer



The *Printer* tab displays your current Check Printer information.

- Your current Default Printer displays at the top of the screen. To use a different printer, select the "Specific Printer" option and choose a printer from the dropdown list.
- After selecting a printer, you can change the tray your checks will print to using the "Printer Tray" dropdown. If you have selected a PDF printer, the tray will default to the "Forms" tray.
- Check "Preview Checks before Printing" to display a *Print Preview* when you print a check or a **Test Check**. Test checks can be reviewed here and either printed from the preview or closed. You can also use this option to select advanced printer settings.
- To save your printer, tray, and preview selections for printing checks, click **Save Printer**.

Sample Layouts



The *Sample Layouts* tab is used to change the check layout to any of the available sample layouts. The initial default layout is a voucher check followed by two check stubs.

Click **Use Layout** to change the current check layout to the selected sample layout.
Use **Test Check** to print a test check with the new layout.

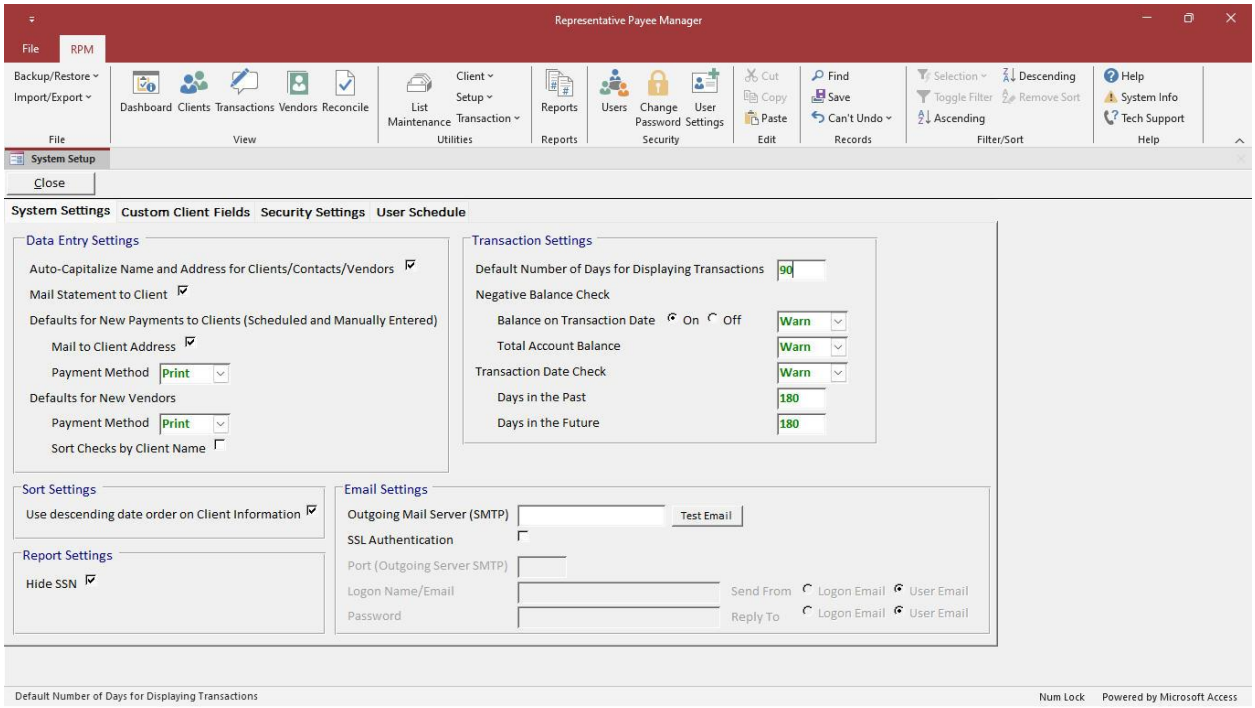
Make any changes to the layout on the *Check Layout* and *Blank Check Fields* tabs.

Changes can be saved using **Save** or discarded using **Close**.

System Setup

Select **System Setup** from the *Utilities, Setup* menu to open this screen. This is used to set default options in *RPM*. The settings on this screen apply to all *RPM* users.

System Settings Tab



Fields on the *System Settings* tab are explained below.

Data Entry Settings

- **Auto-Capitalize Name and Address for Clients/Contacts/Vendors** - check this option if you want the first letter of each word in a name or address automatically capitalized. For example, if you enter "123 first street," it will automatically be changed to "123 First Street."
- **Mail Statement to Client** - check if you want to mail the *Client Statement (Window Envelope)* report to each client's mailing address. The option can be turned on or off for each client.
- **Defaults for New Payments to Clients**
  - **Mail to Client Address** - check this option if you want checks paid to clients to automatically include the client's address on the check by default. The option can be turned on or off for each transaction.
  - **Payment Method** - select the default payment method to use when entering payments to clients. See details for the available payment methods in the *Payment Methods* topic.
- **Defaults for New Vendors**
  - **Payment Method** - select the default payment method to use when entering new vendors. See details for the available payment methods in the *Payment Methods* topic.
  - **Sort Checks by Client Name** - check this option to have checks paid to vendors sort by the client's name instead of the vendor's name by default. This option can be turned on or off for each vendor. The setting entered here will be the default for new vendors.

Sort Settings

- **Use descending date order on *Clients* screen** - check this option if you want the most recently dated records to show at the top of each list on the *Clients* screen. This includes *Housing*, *Income*, *Events*, *Case Notes*, *Test Scores*, and *Assets*.

Report Settings

- **Hide SSN** - check this option to default reports to hide the client's social security number. The option can be turned on or off when running reports.

Transaction Settings

- **Default Number of Days for Displaying Transactions** - enter the maximum number of days old you want displayed transactions to be on the *Transactions* screen. With a large mass account, using a lower default number of days will allow the *Transactions* screen to open faster. You can change the date range to view older transactions.
- **Negative Balance Check**
  - **Balance on Transaction Date** - select the option to warn about or prevent negative balances based on the **client's account balance on the date of a transaction**. Select "Warn" to display a warning message when transactions are being entered that causes a client to have a negative balance. Select "Prevent" to stop transactions from being entered that cause a client to have a negative balance. If this option is turned off, only the total account balance will be checked.
  - **Total Account Balance** - select the option to warn about or prevent negative balances based on the **client's total account balance**. Select "Warn" to display a warning message when transactions are being entered that cause a client to have a negative balance. Select "Prevent" to stop transactions from being entered that cause a client to have a negative balance.
- **Transaction Date Check** - select the option to warn about or prevent transaction dates outside of the selected past/future date range. Select "Warn" to display a warning message, or select "Prevent" to stop transactions outside of the selected past/future date range. Enter the number of days to check for "Days in the Past" and "Days in the Future." Any transaction dates entered outside of this range will display a warning message or be prevented from being entered based on your settings.

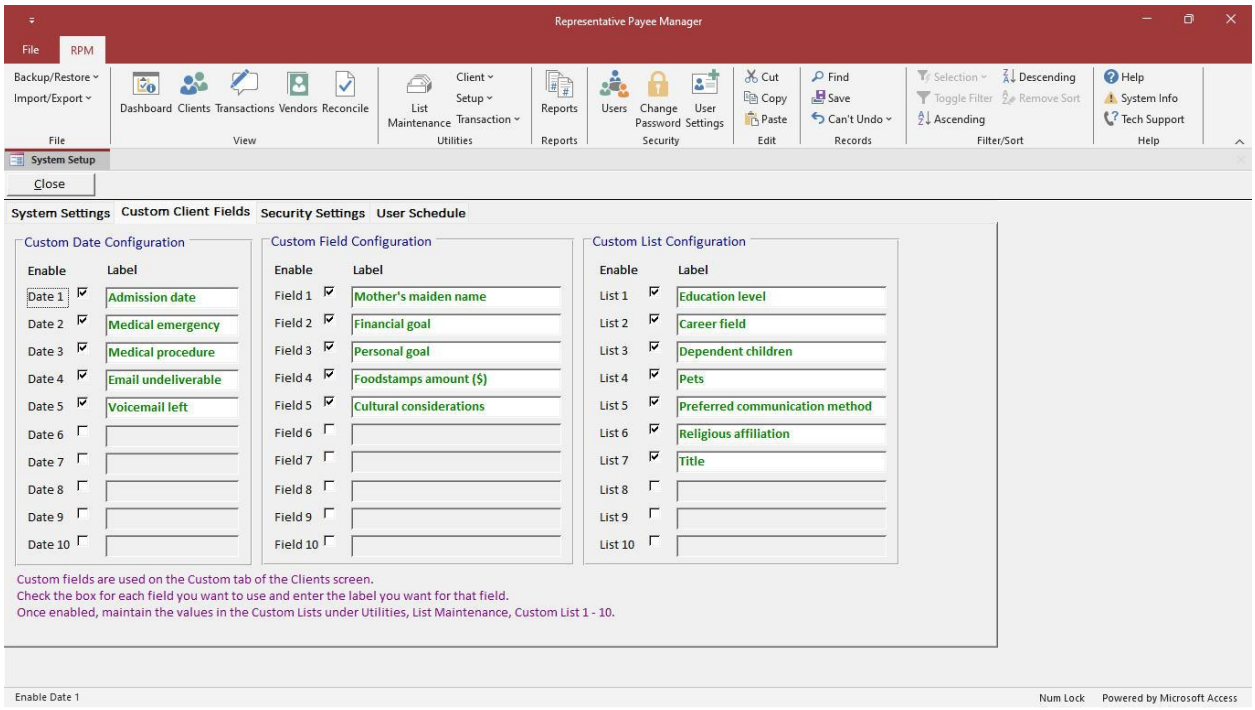
Email Settings

The email settings are used for sending reports to yourself, vendors, and clients. You may need to get this information from your IT department or from your internet provider. Click **Test Email** to test your email settings. Each user can enter their own email address on the *User Settings* screen.

See our Knowledge Base article rpmccs.com/resources/email-settings/ for examples using *Office 365* or *Gmail*.

- **Outgoing Mail Server (SMTP)** - the host name for your outgoing email.
- **SSL Authentication** - check this option if your outgoing mail server requires authentication, and fill in the remaining fields below.
- **Port (Outgoing Server SMTP)** - enter the port for your outgoing mail server.
- **Logon Name/Email** - enter the login name for your outgoing mail server.
- **Password** - enter the password for your outgoing mail server.
- **Send From Email** - select "Logon Email" to send all emails from the email address entered on this screen. This would apply when using a relay account or app password.
- **Reply To Email** - select "Logon Email" to set the "reply to" address to the same address used for sending emails. Select "User Email" to set the "reply to" address to each user's email entered on the *User Settings* screen.

Custom Client Fields Tab

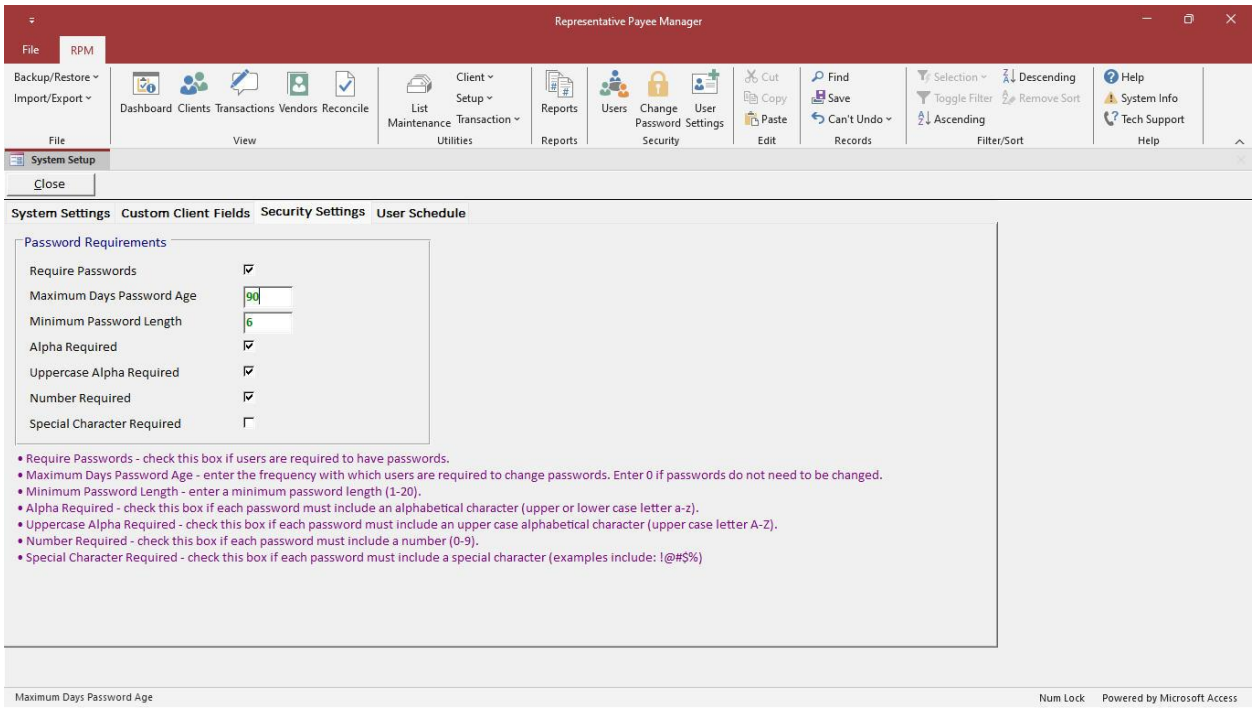


Custom fields are used on the *Custom* tab of the *Clients* screen. Fields on the *Custom Client Fields* tab are explained below.

Check the box for each field you want to use and enter the label you want for that field.

- **Custom Dates** - configure up to 10 custom dates.
- **Custom Fields** - configure up to 10 custom fields.
- **Custom Lists** - configure up to 10 custom lists. The values in the *Custom Lists* are maintained in *List Maintenance, Custom List 1–10*.

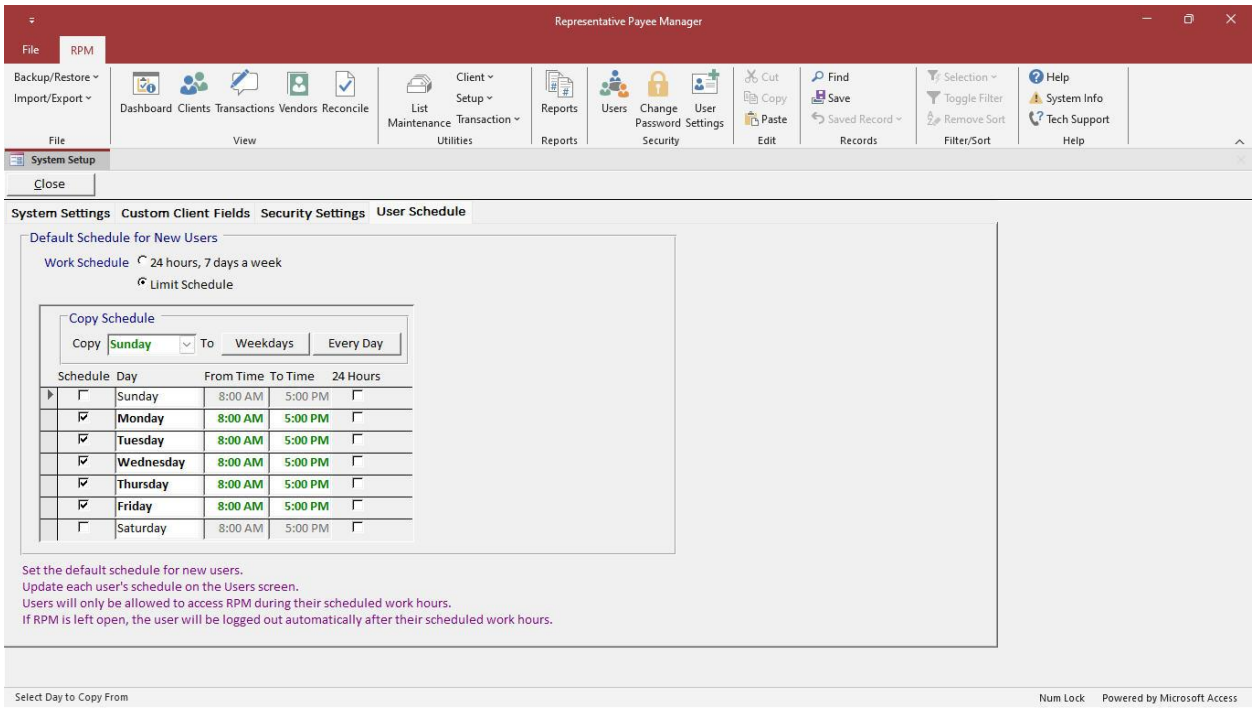
Security Settings Tab



Fields on the *Security Settings* tab are explained below.

- **Require Passwords** - check if users are required to have passwords.
- **Maximum Days Password Age** - enter the frequency with which users are required to change passwords. Enter "0" if passwords do not need to be changed.
- **Minimum Password Length** - enter a minimum password length from 1 to 20.
- **Alpha Required** - check if each password must include an alphabetical character (upper or lower case letter, a–z).
- **Uppercase Alpha Required** - check if each password must include an upper case alphabetical character (upper case letter, A–Z).
- **Number Required** - check if each password must include a number (0–9).
- **Special Character Required** - check if each password must include a special character (examples include: !@#$%).

User Schedule Tab



The *User Schedule* tab is used to set default allowable login times for new users. Changes on this screen will not impact existing users. To set a login schedule for existing users, go to the *Schedule* tab of the *Users* screen.

The available options on this tab are explained below.

Work Schedule

- **24 hours, 7 days a week** - select to allow users to log in to *RPM* at any time.
- **Limit Schedule** - select to set up a limited schedule for the users.

Limit Schedule

When "Limit Schedule" is selected, the allowable login times can be set for each day of the week.

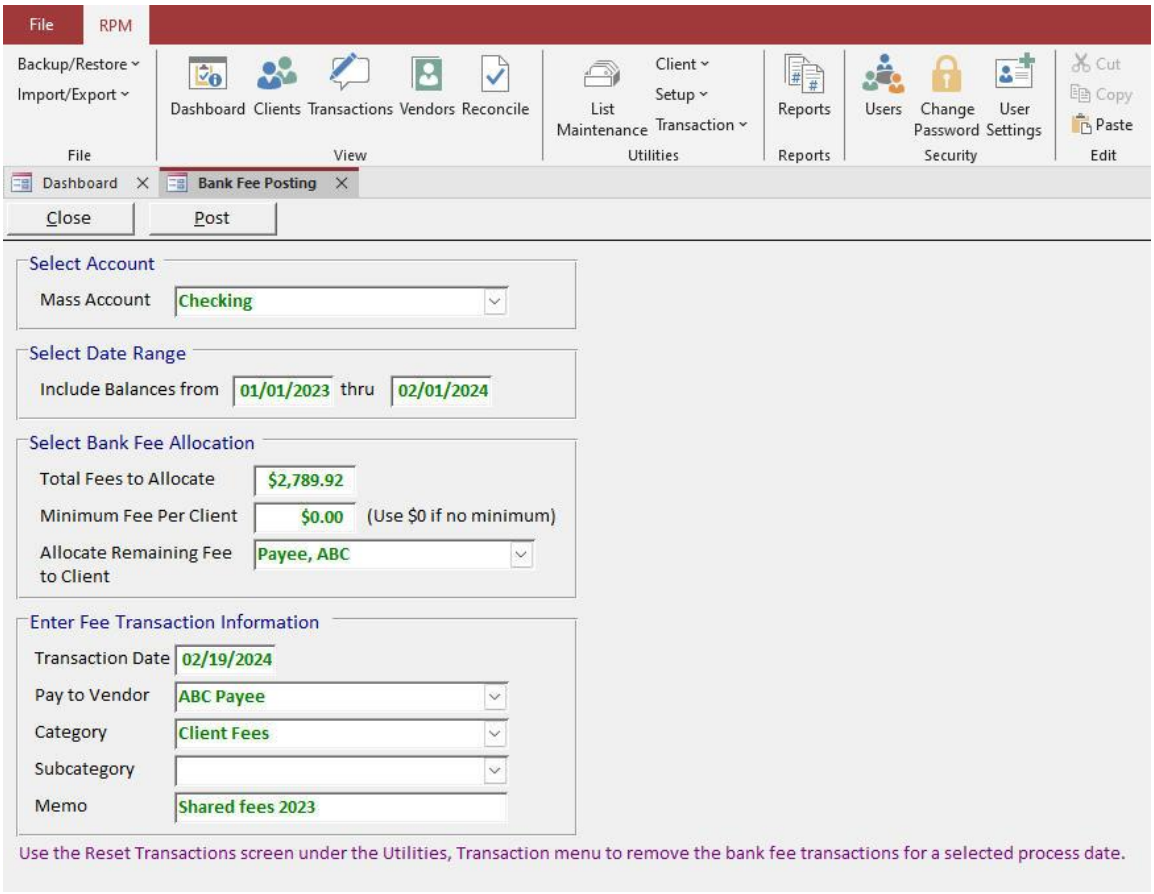
- **Schedule** - check this to set the allowed login times. Uncheck to prevent users from logging in at all on that day.
- **From Time** - enter the earliest login time allowed.
- **To Time** - enter the latest login time allowed. If *RPM* is left open after this time, users will be automatically logged out.
- **24 Hours** - check this to allow users to log in at any time.

Copy Schedule

- **Weekdays** - copy the schedule from the selected "Copy" day to weekdays.
- **Every Day** - copy the schedule from the selected "Copy" day to every day.

Transaction Utilities

Bank Fee Posting



Select **Bank Fee Posting** from the *Utilities, Transaction* menu to open this screen.

The *Bank Fee Posting* screen is used to allocate bank fees to all active clients in an account who have a start date on or before the thru date entered. This process is only available for mass accounts. Each client is allocated a portion of the bank fee based on their average daily balance during the date range.

The information to be entered for the transactions includes:

- **Mass Account** - the account to which the bank fees will be posted.
- **Include Balances from** - the date range for calculating each client's average daily balance. This should be the period for which the bank fee was charged and would usually come from the bank statement.
- **Total Fees to Allocate** - the total bank fees deducted from the account on the bank statement.
- **Minimum Fee Per Client** - optional minimum fee for each client. If a minimum fee is entered, each client will be charged the minimum fee, and the remaining fees above or below the minimum will be allocated based on each client's average daily balance. If the minimum fees add up to more than the total fees, the additional fees will be removed from each client's fee transaction based on the client's average daily balance. If the minimum fees add up to less than the total fees, the remaining fees will be added to each client's fee transaction based on the client's average daily balance.
- **Allocate Remaining Fee to Client** - the client to which any remaining amount (due to rounding) will be allocated. This is typically a dummy internal client set up for the purpose of entering any adjustment transactions for the account.

- **Transaction Date** - enter the date.
- **Pay to Vendor** - the vendor *to whom* the fee will be paid.
- **Category** - select the category.
- **Subcategory** - optional subcategory.
- **Memo** - enter the memo.

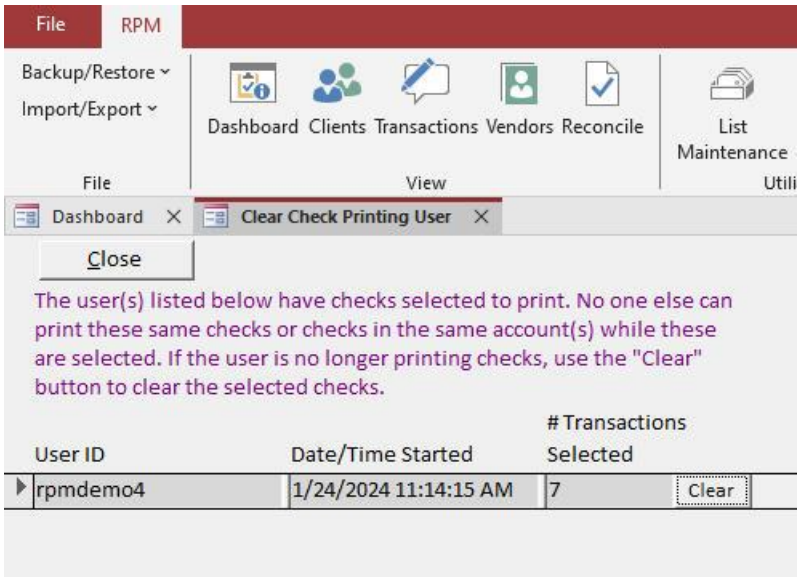
The posting process will create a fee transaction using the "Transaction Date," "Pay to Vendor," "Pay Type," and "Memo" entered. The transactions will have a payment method of "EFT" and will be marked as "cleared" for reconciliation.

Click **Post** to start the process. A report of the transactions displays to review before posting. When the posting process is complete, a message displays about the amount of any remaining bank fee that is allocated to the dummy client.

Bank fees will be allocated to clients regardless of their current balance, so a client could have a negative balance after bank fees are applied. Check for any negative balances in the account on the *Reports* screen under *Balances, Balances Under Amount*.

Use the *Reset Transactions* screen to remove the bank fee transactions for a selected process date. This can only be done if the transactions have not been reconciled.

Clear Check Printing User

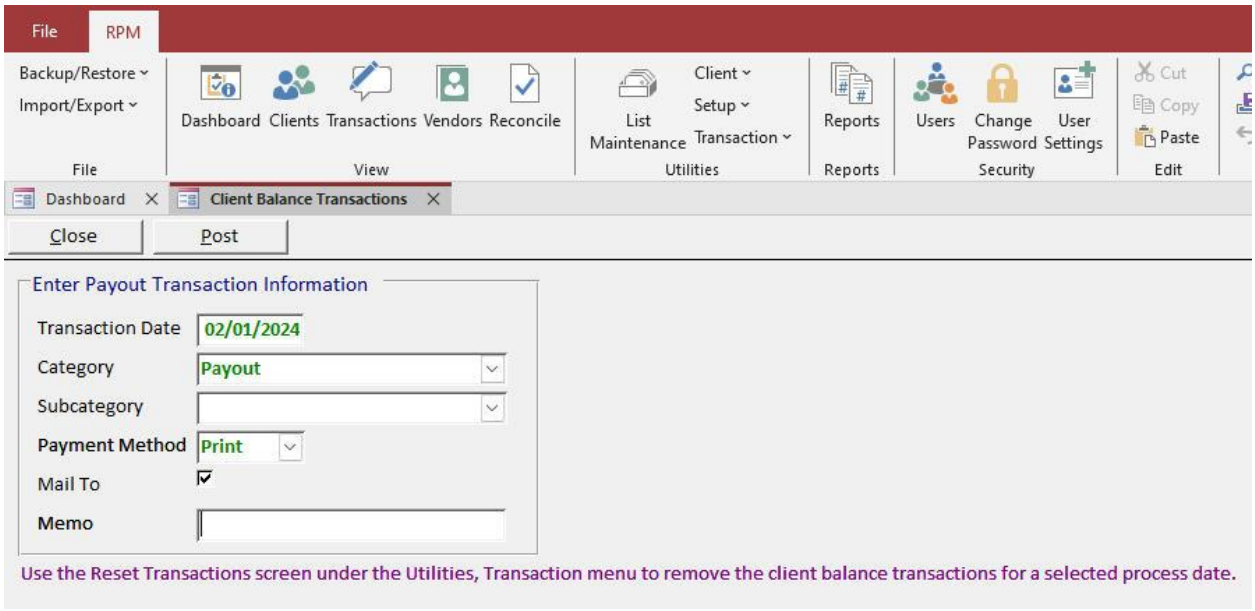


Select **Clear Check Printing User** from the *Utilities, Transaction* menu to open this screen.

The *Clear Check Printing User* screen is used to clear out a user who has transactions selected to print but is no longer printing checks. Only one user at a time can print checks within the same bank account. If a user exits *RPM* abnormally while printing checks, you may need to use this utility to clear out the user before another user will be able to print checks in the same account.

Click **Clear** to clear the user from the check printing screen. Make sure the user is not currently printing checks before you do this. After this is complete, another user will be able to print checks for the previously selected account(s).

Client Balance Transactions



Select **Client Balance Transactions** from the *Utilities, Transaction* menu to open this screen.

This is used to create transactions that pay out the current account balance for selected clients. Use the "Bal. Pay." checkbox on the *Basic* tab of the *Clients* screen to mark the selected client accounts. Balance payout transactions will only be created for active clients and active accounts.

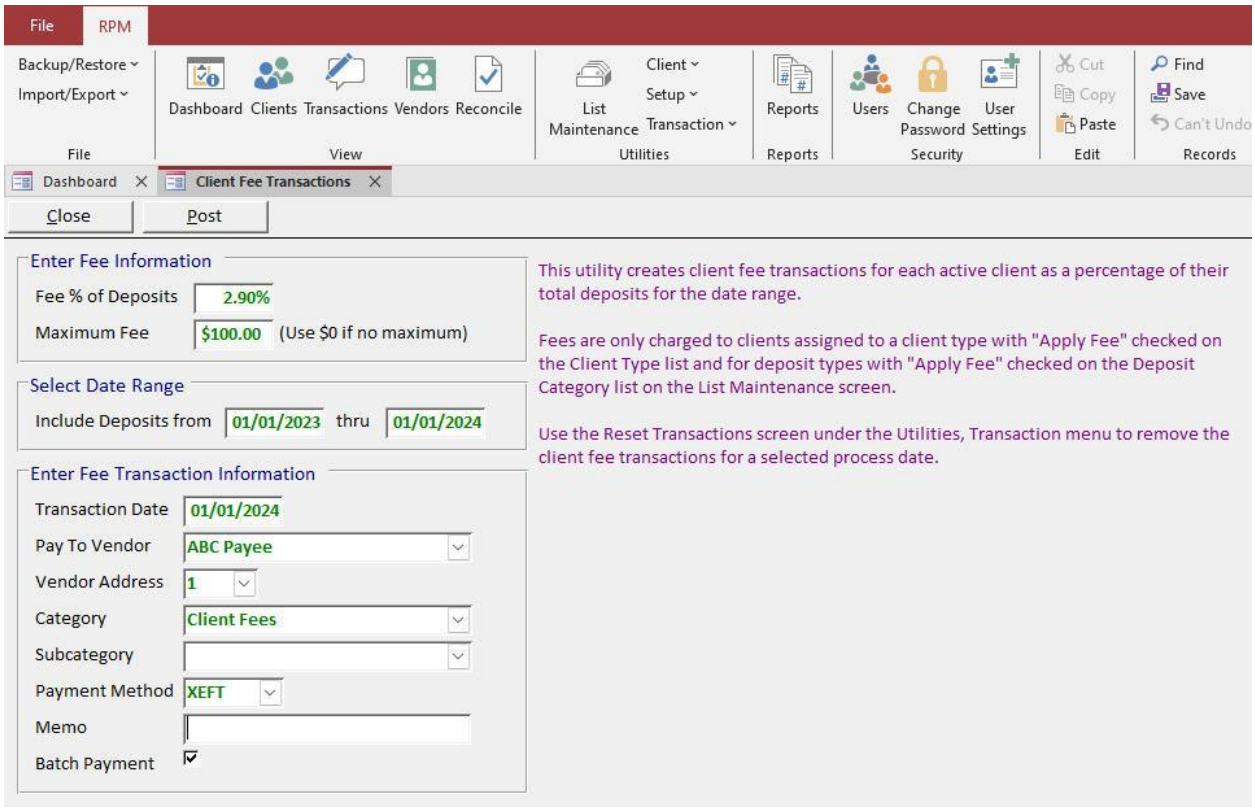
The information to be entered for the transactions includes:

- **Transaction Date** - enter the date.
- **Category** - select the category.
- **Subcategory** - optional subcategory.
- **Payment Method** - select "Print" if you want a check to print for this transaction. The other payment methods will add a transaction to the register without printing a check. See details for the available payment methods in the *Payment Methods* topic.
- **Mail To** - check if you want the client's address printed on the check.
- **Memo** - enter the memo.

Once all the information has been entered, click **Post** to automatically create the client balance transactions. A report of the transactions displays to review before posting. These transactions will be added to the transaction register, and checks can be printed if the "Print" payment method was selected. Transactions will only be created for active clients with a balance greater than $0 in an account marked for balance payout.

Use the *Reset Transactions* screen to remove the client balance transactions for a selected process date. This can only be done if the transactions have not been printed or reconciled.

Client Fee Transactions



Select **Client Fee Transactions** from the *Utilities, Transaction* menu to open this screen.

This is used to create client fee transactions for each active client based on their total deposits during a date range. This only applies to clients who are assigned to a client type with "Apply Fee" checked on *List Maintenance, Client Type*. Deposits are only included in the total for deposit types with "Apply Fee" checked on *List Maintenance, Deposit Category*. Client fee transactions will be posted to the client's default active account.

If you charge a flat fee, enter those transactions as scheduled payments for each client using the *Schedule Pmts* tab on the *Clients* screen.

The information to be entered for the transactions includes:

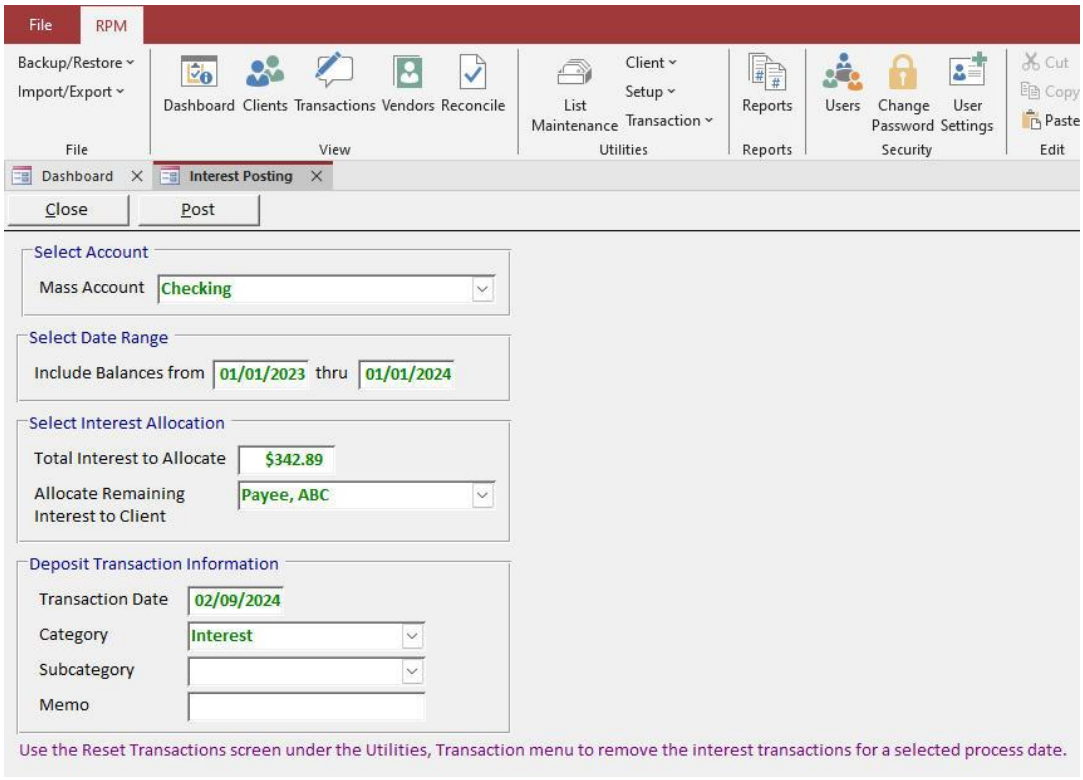
- **Fee % of Deposits** - the percentage of total deposits used for calculating each client's fee. For example, if the fee is 0.5% and a client has deposits totaling $1,000 for the date range entered, that client's fee transaction will be $5.
- **Maximum Fee** - the optional maximum fee amount for each client.
- **Include Deposits from** - the date range for totaling deposits.
- **Transaction Date** - enter the date.
- **Pay To Vendor** - select the vendor to whom the fee will be paid.
- **Vendor Address** - select the vendor address. If the vendor has only one address, it will be used by default. If the vendor has more than one address, select the address you wish to use. Leave the selection blank if you don't want to print an address on the check.
- **Category** - select the category.
- **Subcategory** - optional subcategory.

- **Payment Method** - select "Print" if you want a check to print for this transaction. The other payment methods will add a transaction to the register without printing a check. See details for the available payment methods in the *Payment Methods* topic.
- **Memo** - enter the memo.
- **Batch Payment** - select this if the transactions should be grouped on a single check or XEFT transaction.

Once all the information has been entered, click **Post** to automatically create the client fee transactions. A report of the transactions displays to review before posting. These transactions will be added to the transaction register, and checks can be printed if the "Print" payment method was selected. Transactions will only be created for active clients with a balance greater than the fee amount due.

Use the *Reset Transactions* screen to remove the client fee transactions for a selected process date. This can only be done if the transactions have not been printed or reconciled.

Interest Posting



Select **Interest Posting** from the *Utilities, Transaction* menu to open this screen.

The *Interest Posting* screen is used to allocate interest earned in an account to each active client in the account. This process is only available for mass accounts. Each client is allocated a portion of the interest based on their average daily balance during the date range.

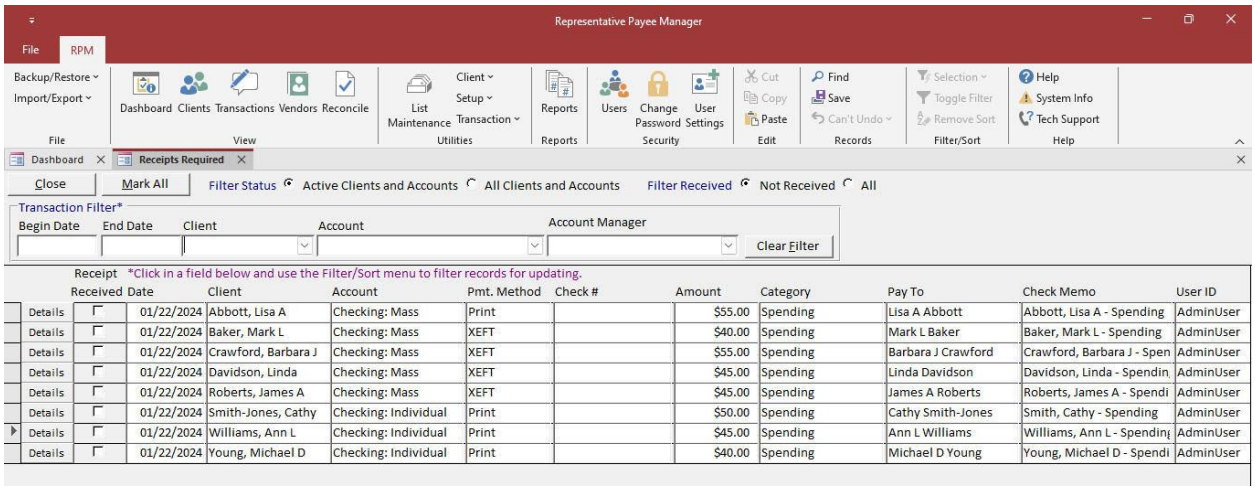
The information to be entered for the transactions includes:

- **Mass Account** - the account to which the interest will be posted.
- **Include Balances from** - the date range for calculating each client's average daily balance. This should be the period for which the interest was earned and would usually come from the bank statement.
- **Total Interest to Allocate** - the total interest to be allocated. This would usually be the interest amount on the bank statement.
- **Allocate Remaining Interest to Client** - the client to which any remaining amount (due to rounding) will be allocated. This is typically a dummy internal client set up for the purpose of entering any adjustment transactions for the account.
- **Transaction Date** - enter the date.
- **Category** - select the category.
- **Subcategory** - optional subcategory.
- **Memo** - enter the memo.

The posting process will create a deposit transaction using the "Transaction Date," "Category," and "Memo" entered. Click **Post** to start the process. A report of the transactions displays to review before posting. When the posting process is complete, a message displays about the amount of remaining interest allocated to the dummy client.

Use the *Reset Transactions* screen to remove the interest transactions for a selected process date. This can only be done if the transactions have not been reconciled.

Receipts Required



Select **Receipts Required** from the *Utilities, Transaction* menu to open this screen. This is used to update the "Receipt Received" option for transactions requiring receipts. This screen will only display transactions that have the "Receipt Required" option checked.

The "Filter Status" option filters transactions for active or all clients.

The "Filter Received" option filters transactions with or without the "Receipt Received" option checked.

Client type and support type filters can be added for a user ID on the *Users* screen. If client types and/or support types are assigned to your user ID, you will only be able to access those types of clients. If client types or support types have NOT been assigned to your user ID, you will be able to access all clients. "Access Limited to assigned Client Types and/or Support Types" displays at the top of the screen if your user ID has been set up for client and/or support type filtering.

Transaction Filter

Use the "Transaction Filter" options to search for specific transactions. Enter one or more of the following criteria to display the transactions matching the criteria. Click **Clear Filter** to remove all the criteria and display all transactions. Right-click on a field and use the *Shortcut* menu or use the *Filter/Sort* ribbon menu options to further filter transactions shown.

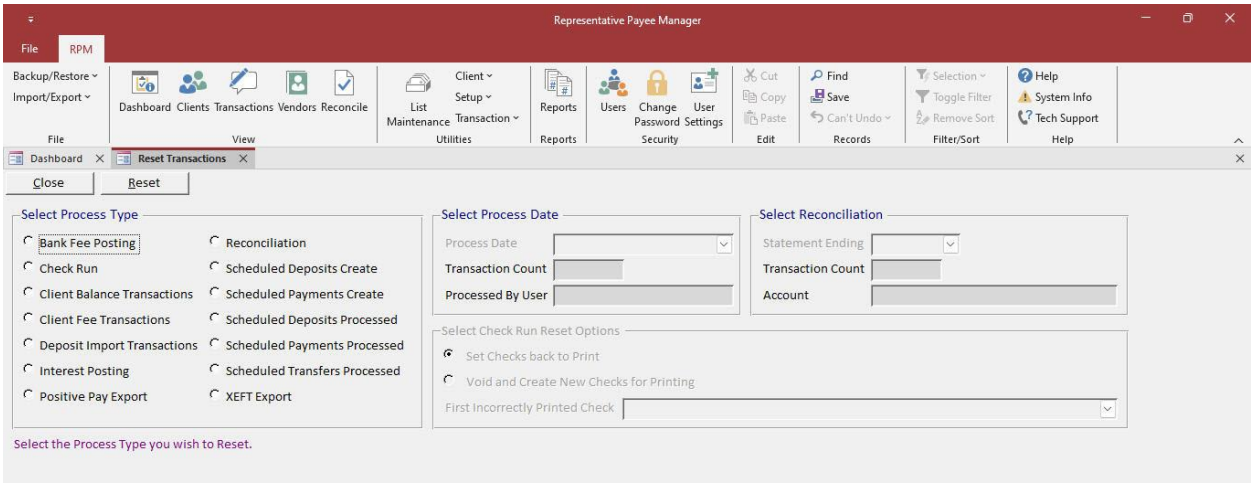
- **Begin Date** - enter the earliest date for transactions to display, or leave blank for all dates.
- **End Date** - enter the latest date for transactions to display, or leave blank for all dates.
- **Client** - select a client from the list, or leave blank for all.
- **Account** - select an account from the list, or leave blank for all.
- **Account Manager** - select an account manager from the list, or leave blank for all.

Check the "Receipt Received" option for any displayed transaction. To remove the "Receipt Required" option for a transaction, click **Details** to edit that transaction.

Mark All

Use **Mark All** to automatically check the "Receipt Received" option for **ALL** the displayed transactions.

Reset Transactions



Select **Reset Transactions** from the *Utilities, Transaction* menu to open this screen. This is used to reset various transactions. Any process that is reset will be logged in the audit events.

For each process you want to reverse, select the original "Process Date" or "Statement Ending Date." If you are not sure which date contains the transactions you want, find this by clicking **Details** for one of the specific transactions on the *Transactions* screen. Use the "Date Processed" for Bank Fee Posting, Client Balance Transactions, Client Fee Transactions, Deposit Import Transactions, Interest Posting, Scheduled Deposits, Scheduled Payments, and Scheduled Transfers. Use the "Date Printed" for a Check Run. Use the "Exported" date for Positive Pay Export and XEFT Export. Use the "Reconciled" date for a Reconciliation.

Bank Fee Posting

This is used to remove bank fee transactions created with the *Bank Fee Posting* utility. Bank fee transactions can only be reversed if none of them have been reconciled.

Select the process date and time you want to reverse. The number of transactions and the user who posted them will display.

Click **Reset** to remove the transactions.

Check Run

This is used to set checks back to print for a selected check run. Checks are usually set back to print right after a check run if they did not print correctly. To set the checks back to print after closing that screen, use this utility. Print runs can only be reset if none of the checks in the print run have been reconciled or voided.

Select the process date and time of the print run for the checks you want to reset. The number of checks and the user who printed them will display.

Select Check Run Reset Options

- **Set Checks back to Print** - this will simply set the incorrect checks back to print for printing again. Corrections can be made to the transactions before printing again.
- **Void and Create New Checks for Printing** - this will void the incorrect checks and create new transactions for printing. Corrections can be made to the new transactions before printing.
- **First incorrectly printed check** - select the first check if the entire check run was incorrect. Otherwise, select the first check that printed incorrectly. *All checks on or after the selected check will be reset.*

Click **Reset** to reset the selected checks. A confirmation message will display. Click **Yes** to continue.

***** Any checks that print incorrectly and are reset should be destroyed. *****

Use **Details** on the *Transactions* screen to set individual checks back to print or void them and create new transactions.

Client Balance Transactions

This is used to remove client balance payout transactions created with the *Client Balance Transactions* utility. Client balance payout transactions can only be reversed if none of them have been printed or reconciled.

Select the process date and time for the transactions you want to reverse. The number of transactions and the user who posted them will display.

Click **Reset** to remove the transactions.

Client Fee Transactions

This is used to remove client fee transactions created with the *Client Fee Transactions* utility. Client fee transactions can only be reversed if none of them have been printed or reconciled.

Select the process date and time for the transactions you want to reverse. The number of transactions and the user who posted them will display.

Click **Reset** to remove the transactions.

Deposit Import Transactions

This is used to remove deposit transactions imported with the *Import ACH Deposits* utility. Imported deposits can only be reversed if none of them been reconciled.

Select the process date and time for the transactions you want to reverse. The number of transactions and the user who posted them will display.

Click **Reset** to remove the transactions.

Interest Posting

This is used to remove interest transactions created with the *Interest Posting* utility. Interest transactions can only be reversed if none of them have been reconciled.

Select the process date and time for the transactions you want to reverse. The number of transactions and the user who posted them will display.

Click **Reset** to remove the transactions.

Positive Pay Export

This is used to reset checks exported with the *Export Positive Pay File* utility. Checks that have been marked as exported can only be reset if none of them have been reconciled.

Select the process date and time for the transactions you want to reset. The number of transactions and the user who exported them will display.

Click **Reset** to remove the exported flag on the transactions.

Reconciliation

This is used to unreconcile all the transactions for a bank reconciliation.

Select the statement ending date you want to unreconcile. The number of transactions and the account will display.

Click **Reset** to remove the reconciliation.

Scheduled Deposits Create

This is used to delete scheduled deposits created using the *Scheduled Deposits Create* utility. The scheduled deposits will only be removed if:

- The scheduled deposit has not been processed to create transactions.
- The scheduled deposit has not been updated since it was created. This applies to any changes made using the *Schedule Deps* tab on the *Clients* screen or the *Scheduled Deposits Update* utility.

Select the creation date and time for the scheduled deposits you want to delete. The number of scheduled deposits and the user who created them will display.

Click **Reset** to remove the scheduled deposits.

Scheduled Payments Create

This is used to delete scheduled payments created using the *Scheduled Payments Create* utility. The scheduled payments will only be removed if:

- The scheduled payment has not been processed to create transactions.
- The scheduled payment has not been updated since it was created. This applies to any changes made using the *Schedule Pmts* tab on the *Clients* screen or the *Scheduled Payments Update* utility.

Select the creation date and time for the scheduled payments you want to delete. The number of scheduled payments and the user who created them will display.

Click **Reset** to remove the scheduled payments.

Scheduled Deposits Processed

This is used to reverse a group of processed scheduled deposits. A group of scheduled deposits can only be reversed if:

- Each deposit in the group is the last deposit processed for that scheduled transaction. For example, if you process weekly deposits for the previous week and then process the same deposits for the current week, deposits can only be reversed for the current week and not the previous week.
- None of the original scheduled transactions have been updated since they were processed. This applies to any changes made using the *Schedule Deps* tab on the *Clients* screen or the *Scheduled Deposits Update* utility.

Select the process date and time for the deposits you want to reverse. The number of deposits and the user who processed them will display.

Click **Reset** to remove the deposit transactions and set the "Next Deposit" date back to the previous next deposit date.

Scheduled Payments Processed

This is used to reverse a group of processed scheduled payments. A group of scheduled payments can only be reversed if:

- None of the processed check payments have been printed or reconciled.
- Each payment in the group is the last payment processed for that scheduled transaction. For example, if you process weekly payments for the previous week and then process the same payments for the current week, payments can only be reversed for the current week and not the previous week.
- None of the original scheduled transactions have been updated since they were processed. This applies to any changes made using the *Schedule Pmts* tab on the *Clients* screen or the *Scheduled Payments Update* utility.

Select the process date and time for the payments you want to reverse. The number of payments and the user who processed them will display.

Click **Reset** to remove the payment transactions and set the "Next Payment" date back to the previous next payment date.

Scheduled Transfers Processed

This is used to reverse a group of processed scheduled transfers. A group of scheduled transfers can only be reversed if:

- Each transfer in the group is the last transfer processed for that scheduled transaction. For example, if you process weekly transfers for the previous week and then process the same transfers for the current week, transfers can only be reversed for the current week and not the previous week.
- None of the original scheduled transactions have been updated since they were processed. This applies to any changes made using the *Schedule Xfer* tab on the *Clients* screen.
- None of the processed transfers have been reconciled.

Select the process date and time for the transfers you want to reverse. The number of transfers and the user who processed them will display.

Click **Reset** to remove the transfer transactions and set the "Next Transfer" date back to the previous next transfer date.

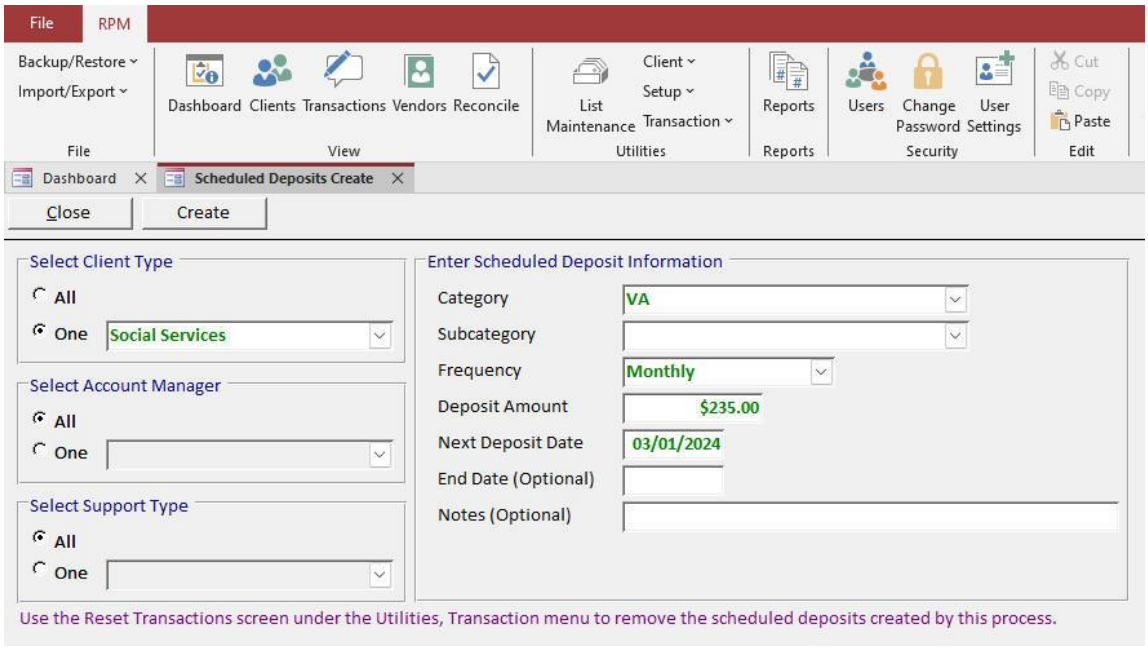
XEFT Export

This is used to reset XEFT transactions exported with the *Export XEFT Transactions* utility. Exported transactions can only be reversed if none of them have been reconciled.

Select the process date and time for the transactions you want to reverse. The number of transactions exported and the user who exported them will display.

Click **Reset** to remove the "exported" flag on the transactions.

Scheduled Deposits Create



Select **Scheduled Deposits Create** from the *Utilities, Transaction* menu to open this screen. This is used to create scheduled deposits for all active clients or by client type, account manager, or support type.

Client type and support type filters can be added for a user ID on the *Users* screen. If client types and/or support types are assigned to your user ID, you will only be able to create scheduled deposits for those types of clients. If client types or support types have NOT been assigned to your user ID, you will be able to create scheduled deposits for all clients. "Access Limited to assigned Client Types and/or Support Types" displays at the top of the screen if your user ID has been set up for client and/or support type filtering.

Enter Scheduled Deposit Information

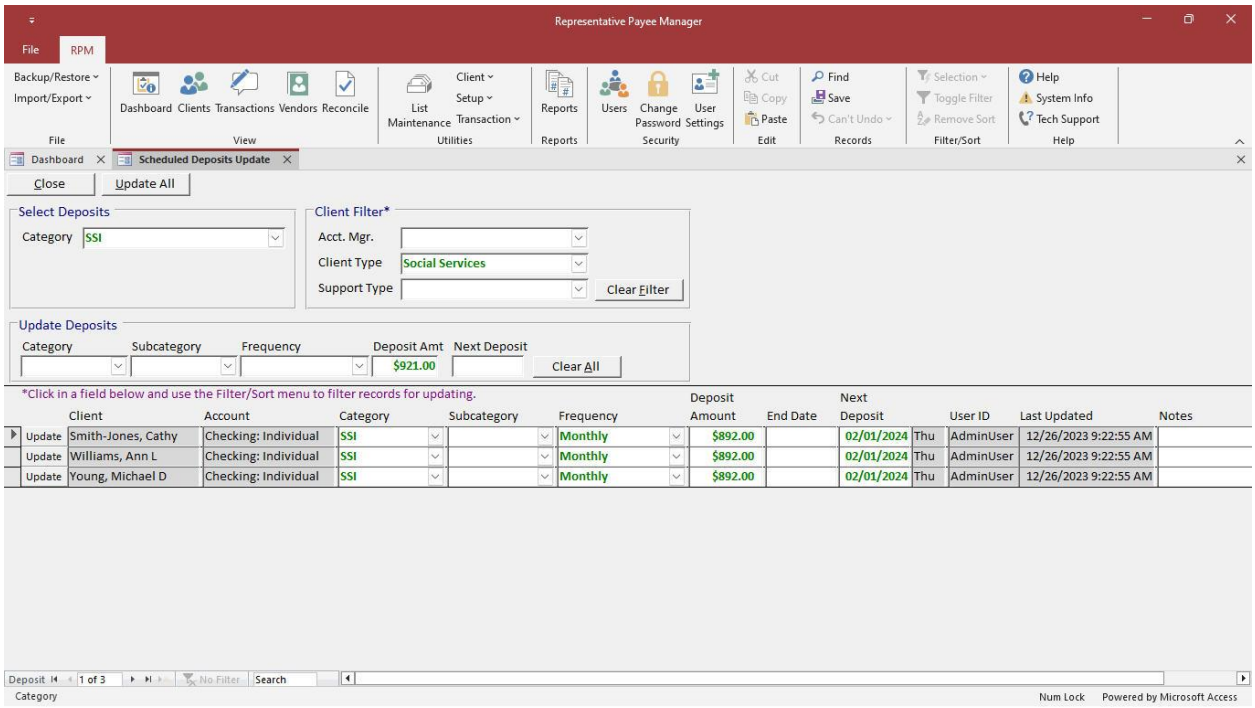
- **Category** - select a category from the list *(List Maintenance, Deposit Category)*.
- **Subcategory** - select an optional subcategory from the list *(List Maintenance, Subcategory)*.
- **Frequency** - select the frequency for this deposit. When you process a scheduled deposit, the system will automatically schedule the next deposit based on the frequency you have selected. See details for the available frequencies in the *Transaction Frequency* topic.
- **Deposit Amount** - the monetary amount of the deposit. If this varies, the amount can be updated before processing the deposit.
- **Next Deposit Date** - enter the next date that the deposit should be processed. Once a deposit is processed, the next deposit date will be automatically updated based on the selected frequency. This date can be changed if the deposit schedule changes.
- **End Date** - enter an end date if you want the deposits to end by a certain date. This can be left blank if the deposit should continue indefinitely.
- **Notes** - notes about this scheduled deposit.

Create

Click **Create** to create scheduled deposits based on the deposit information entered for the selected clients. Once the scheduled deposits have been created, the *Scheduled Deposits Update* screen will open and display the deposits created.

Use the *Reset Transactions* utility to remove the scheduled deposits created by this process.

Scheduled Deposits Update



Select **Scheduled Deposits Update** from the *Utilities, Transaction* menu to open this screen. This is used to update a group of scheduled deposits.

Client type and support type filters can be added for a user ID on the *Users* screen. If client types and/or support types are assigned to your user ID, you will only be able to update scheduled deposits for those types of clients. If client types or support types have NOT been assigned to your user ID, you will be able to update scheduled deposits for all clients. "Access Limited to assigned Client Types and/or Support Types" displays at the top of the screen if your user ID has been set up for client and/or support type filtering.

Select Deposits

Select all deposits for a specific category. Only active deposits (with a next deposit date) will be shown. Right-click on a field and use the *Shortcut* menu or use the *Filter/Sort* ribbon menu options to further filter deposits to update.

Client Filter

The "Client Filter" is used to filter scheduled deposits by the account manager, client type, or support type. Click **Clear Filter** to remove any client filters.

Update Deposits

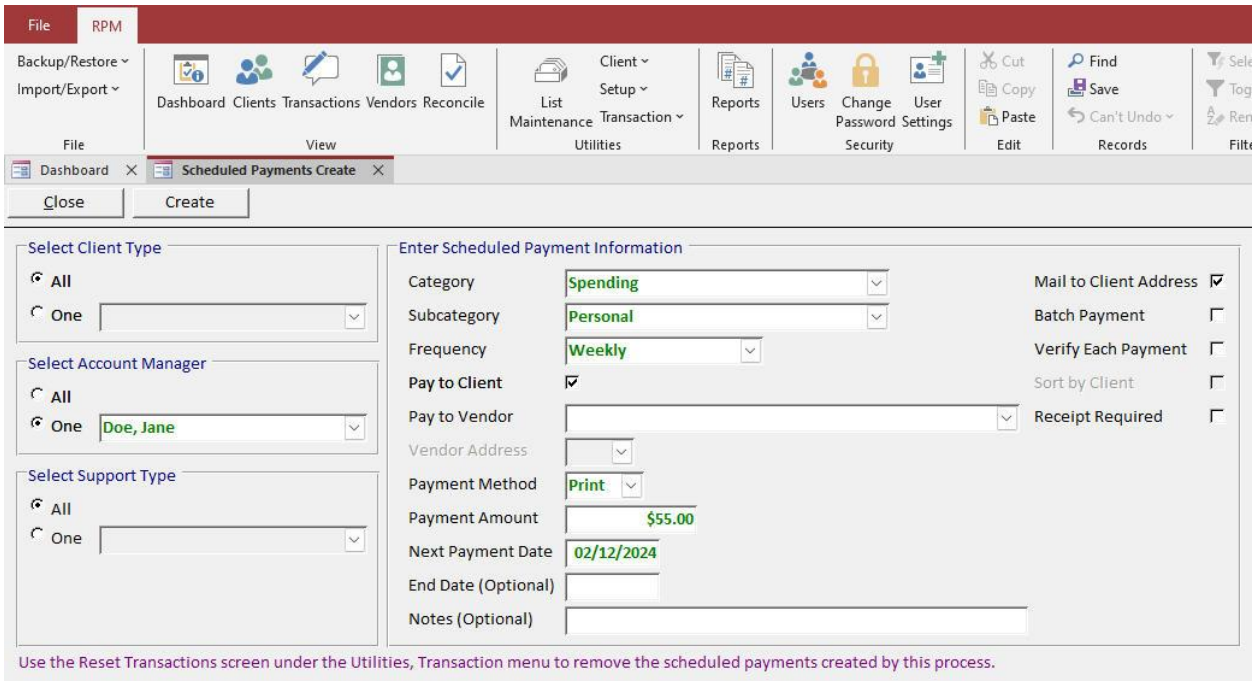
Once you have deposits displayed, enter the information that you want to automatically change. Automatically update any or all the following: "Category," "Subcategory," "Frequency," "Deposit Amount," and/or "Next Deposit" date. If you leave any of these items blank, the information will remain unchanged. The deposit amount will only be updated if you enter an amount greater than zero.

Update/Update All

Click **Update** to the left of a deposit to update the information on that individual deposit. Click **Update All** to update all deposits shown. A message will display asking you to confirm the update before it is processed. The "Last Updated" date/time will be updated when a deposit is changed. Changes will be logged in the audit events.

Individual deposits can also be updated manually on this screen.

Scheduled Payments Create



Select **Scheduled Payments Create** from the *Utilities, Transaction* menu to open this screen. This is used to create scheduled payments for all active clients or by client type, account manager, or support type.

Client type and support type filters can be added for a user ID on the *Users* screen. If client types and/or support types are assigned to your user ID, you will only be able to create scheduled payments for those types of clients. If client types or support types have NOT been assigned to your user ID, you will be able to create scheduled payments for all clients. "Access Limited to assigned Client Types and/or Support Types" displays at the top of the screen if your user ID has been set up for client and/or support type filtering.

Enter Scheduled Payment Information

- **Category** - select a category from the list *(List Maintenance, Payment Category)*.
- **Subcategory** - select an optional subcategory from the list *(List Maintenance, Subcategory)*.
- **Frequency** - select the frequency for this payment. When you process a scheduled payment, the system will automatically schedule the next payment based on the frequency you have selected. See details for the available frequencies in the *Transaction Frequency* topic.
- **Pay To Client** - select this for a payment to be paid to the client (rather than to a vendor).
- **Pay To Vendor** - select the vendor for a payment to be paid to a vendor. Vendors can be added on the *Vendors* screen.
- **Vendor Address** - select the vendor address. If the vendor has only one address, it will be used by default. If the vendor has more than one address, select the address you wish to use. If you're printing a check, leave the selection blank if you don't want an address to print on the check.
- **Payment Method** - select a value from the list. Select "Print" if you want a check to print for this transaction. The other payment methods will add a transaction to the register without printing a check. See details for the available payment methods in the *Payment Methods* topic. Set the default payment method for a vendor on the *Vendors* screen. Set the default for payments to clients on the *System Settings* tab on the *System Setup* screen.
- **Payment Amount** - the monetary amount of the transaction that will be generated. If this varies, the amount can be updated before processing the payment.

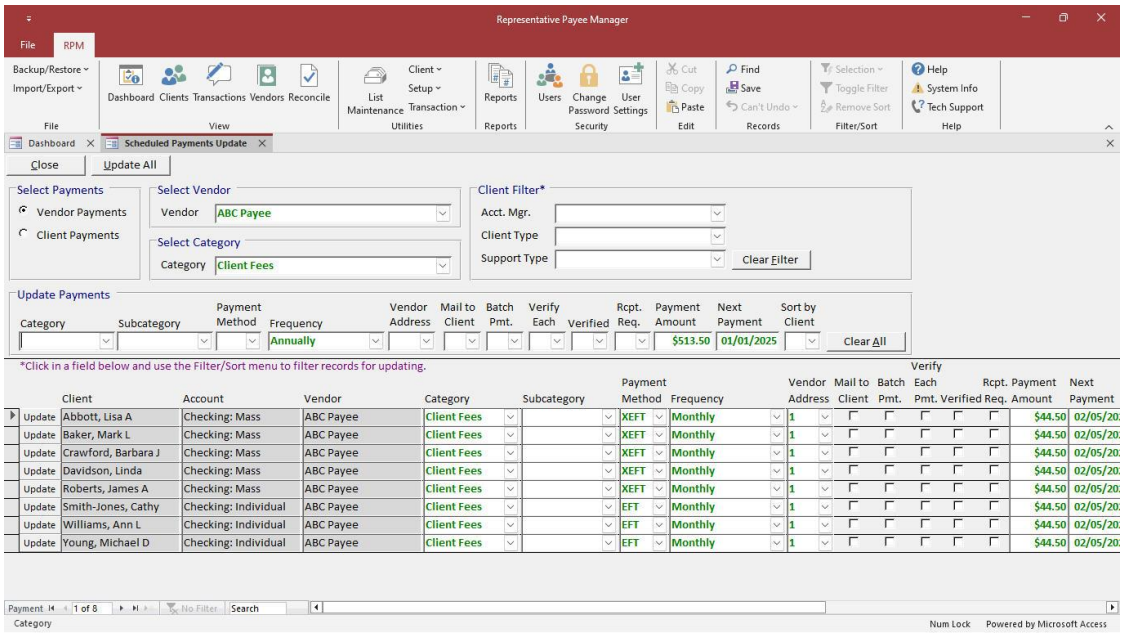
- **Next Payment Date** - enter the next date the payment should be processed. Once a payment is processed, the next payment date will be automatically updated based on the selected frequency. This date can be changed if the payment schedule changes.
- **End Date** - enter an end date if you want the payments to end by a certain date. This can be left blank if the payment should continue indefinitely.
- **Notes** - notes about this scheduled payment. Notes are included on some reports but will not print on a check.
- **Mail to Client Address** - select this to print the client's mailing address on a check.
  - For a check paid to a vendor, the client's mailing address will print on the check instead of the vendor's address. Use this to mail a check to a client that they will pay to a vendor. Set the default for a vendor on the *Vendors* screen.
  - For checks paid to clients, select this if you want the client's mailing address to print on the check. If you do not select this option for a check paid to the client, no mailing address will print on the check. This can be used to separate checks that should be mailed to a client from those that will be picked up by the client. Set the default "Mail to Client Address for Pay to Client checks" option on the *System Settings* tab on the *System Setup* screen.
- **Batch Payment** - select this if you want to print multiple transactions on a single check or export multiple transactions as a single XEFT. This will group all payments on a single check or XEFT, as long as they are to the same vendor, in the same account, and for the same date. Select "Batch Payment" for client payments to print a single check or export a single XEFT to a client for more than one category.
- **Verify Each Payment** - select the "Verify Each Payment" option if each instance of the payment needs to be verified before it can be processed (for example, if the monetary amount varies by payment, like a utility payment).
- **Sort by Client** - select this to sort a check paid to a vendor by the client's name instead of the vendor's name when printing the check. Set the default for a vendor on the *Vendors* screen.
- **Receipt Required** - select this if a receipt is required after the payment is processed. Mark the receipt as received on the *Transaction Detail* screen. View transactions requiring a receipt not yet received on the *Reports* screen under *Transactions, Receipt Required Not Received*.

Create

Click **Create** to create scheduled payments for the selected clients based on the payment information entered. Once the scheduled payments have been created, the *Scheduled Payments Update* screen will open and display the payments created.

Use the *Reset Transactions* screen to remove the scheduled payments created by this process.

Scheduled Payments Update



Select **Scheduled Payments Update** from the *Utilities, Transaction* menu to open this screen. This is used to update a group of scheduled payments.

Client type and support type filters can be added for a user ID on the *Users* screen. If client types and/or support types are assigned to your user ID, you will only be able to update scheduled payments for those types of clients. If client types or support types have NOT been assigned to your user ID, you will be able to update scheduled payments for all clients. "Access Limited to assigned Client Types and/or Support Types" displays at the top of the screen if your user ID has been set up for client and/or support type filtering.

Select Payments

Select "Vendor Payments" or "Client Payments." If "Vendor Payments" is selected, select a vendor and/or category. If "Client Payments" is selected, select a category. Only active payments (with a next payment date) will be shown. Payments with a "Total Due" are not included on this screen and must be updated using the *Schedule Pmts* tab on the *Clients* screen. Right-click on a field and use the *Shortcut* menu or use the *Filter/Sort* ribbon menu options to further filter payments to update.

Client Filter

The "Client Filter" is used to filter scheduled payments by the account manager, client type, or support type. Click **Clear Filter** to remove any client filters.

Update Payments

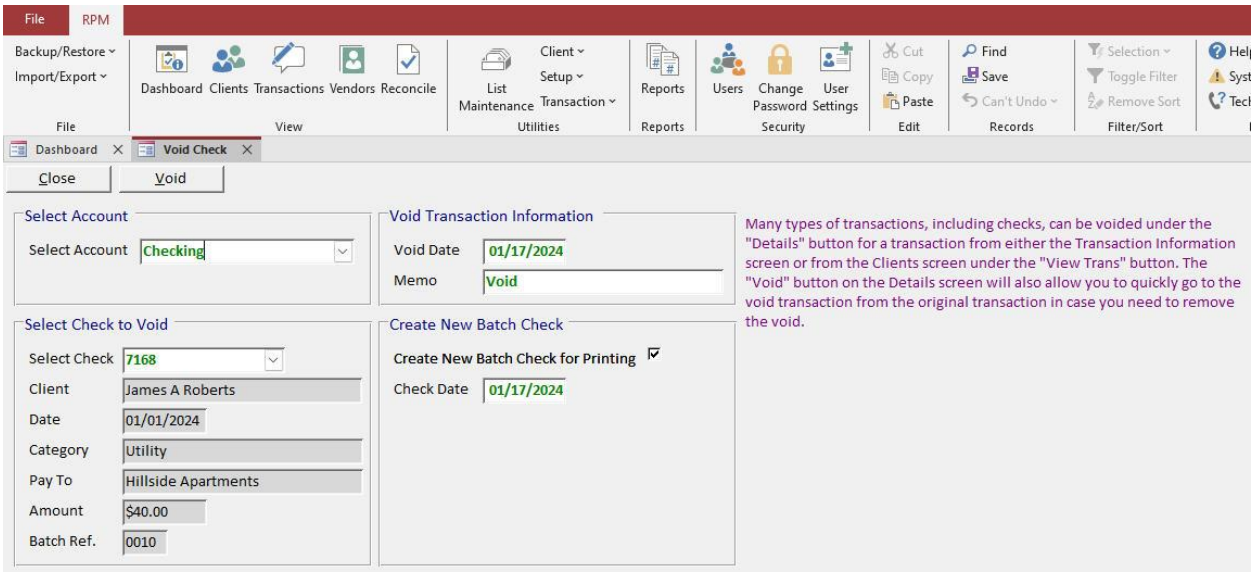
Once you have payments displayed, enter the information that you want to automatically change. Automatically update any or all the following: "Category," "Subcategory," "Payment Method," "Frequency," "Vendor Address," "Mail to Client," "Batch Pmt.," "Verify Each," "Verified," "Rcpt. Req.," "Payment Amount," "Next Payment" date, and/or "Sort by Client." If you leave any of these items blank, the information will remain unchanged. The payment amount will only be updated if you enter an amount greater than zero.

Update/Update All

Click **Update** to the left of a payment to update the information on that individual payment. Click **Update All** to update all payments shown. A message will display asking you to confirm the update before it is processed. The "Last Updated" date/time will be updated when a payment is changed. Changes will be logged in the audit events.

Individual payments can also be updated manually on this screen.

Void Check



Select **Void Check** from the *Utilities, Transaction* menu to open this screen. This is used to void a check from a selected account. Other types of transactions, including checks, can be voided under **Details** for a transaction from either the *Transactions* screen or from the *Clients* screen under the *View Trans* tab. The **Void** button on the *Details* screen will also allow you to quickly go to the void transaction from the original transaction to remove a void.

Select the account and check number. Only checks that have been printed and not reconciled can be voided.

The "Void Date" defaults to the current date but can be changed to any date on or after the original check date.

If a batch check is selected, all detail lines for the check will be voided. Select "Create New Batch Check for Printing" to create a new copy of the batch check. The **Void** button on the *Details* screen allows creating new individual checks when voiding.

Click **Void** to create the void transaction. The void transaction will have the same original check number followed by the letter "V." Both the original and void transaction will be flagged as "Void."

**** If you mistakenly void a check, click "Details" for the void check on the *Transactions* screen and delete the void transaction. ****

Archive Balance Forward

Select **Archive/Balance Forward** from the *Utilities, Transaction* menu to open this screen.

This is used to archive older transactions. For better system performance, we recommend archiving transactions more than two years old.

On this screen, the total number of transactions displays, along with the earliest and latest transaction date and the earliest unreconciled transaction date. Enter a date at least one year old for archiving.

Only reconciled transactions will be archived. We recommend reconciling all transactions prior to the archive date. If there are any unreconciled transactions remaining, the count displays. On the *Reports* screen, use *Reconciliation, Account Reconciliation List* to see the accounts that have outstanding items. Use *Reconciliation, Outstanding Deposits* and *Outstanding Payments* through the archive date to view the actual outstanding transactions.

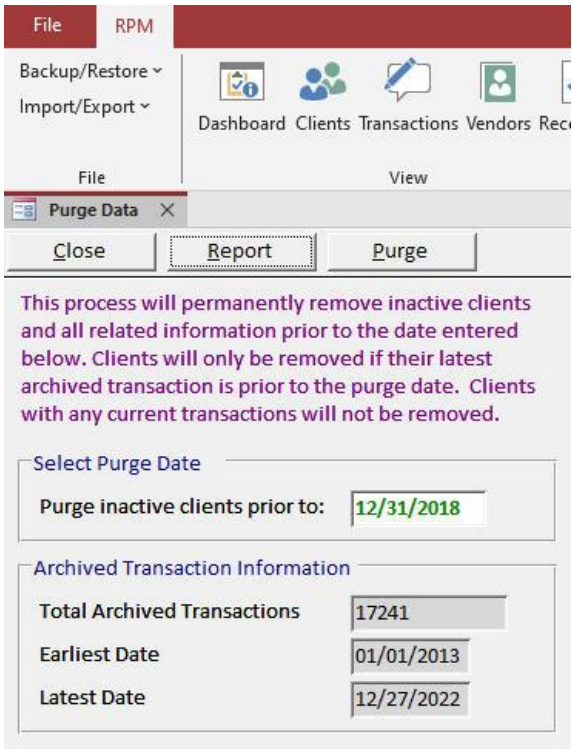
Archived transactions are saved to a separate transaction archive table, and each client's balance is carried forward from the archived transactions. "Archive Balance Forward" transactions will be created during the archive process and will be dated on the specified archive date. All client balances will be the same before and after the archive process.

Click **Archive** to start the process. A message displays reminding you to create a backup before beginning the archive process. Answer **Yes** to continue.

A final message prompts you to continue the archive process. Select **Yes** to continue or **No** to cancel. After selecting **Yes**, do not cancel or interrupt the archive process. A message displays when the archive is complete.

Archived transactions no longer display on the *Transactions* or *Clients* screens but can be viewed on reports. On the *Reports* screen, archived transactions can be viewed under *Transactions By Client*, *Client Statement* and *Archived Transactions* and under *Custom*, *Transactions Archived*.

Purge Data



Select **Purge Data** from the *Utilities, Transaction* menu to open this screen.

This is used to purge inactive clients and related information. Only inactive clients will be removed, and only if they do not have any transactions after the selected purge date.

Click **Report** to see a list of the clients that will be purged.

Click **Purge** to start the process. A message displays reminding you to create a backup before beginning the purge process. Answer **Yes** to continue.

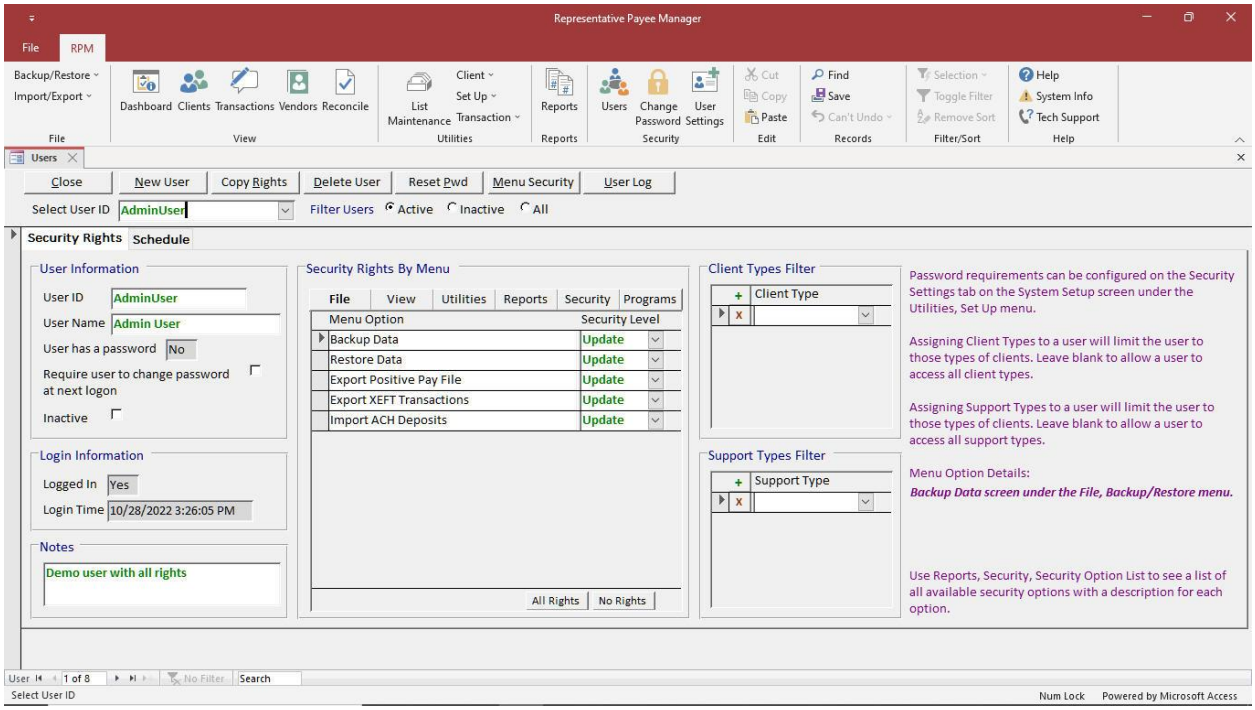
A final message prompts you to continue the purge process. Select **Yes** to continue or **No** to cancel. After selecting **Yes**, do not cancel or interrupt the purge process. A message displays when the process is complete.

Purged clients will no longer be available on any reports or screens.

Security

The following options are used to set up user IDs and passwords.

Users



Select **Users** from the *Security* menu to open this screen. This is used to add, delete, or change the security rights for each user. Passwords for users can be reset on this screen.

The "Filter Users" options allow you to see active, inactive, or all users. To view all users (active and inactive), click the **All** option. Only active users can log in to *RPM*.

Sample Users

There are several sample users available to start. These initially have blank passwords.

- **AdminUser** - user with all rights.
- **TransactionUser** - user with most rights other than security.
- **ViewUser** - user with view-only rights.
- **SecurityUser** - user with no rights other than security.
- **RPMDemo1** - demo user with all rights.
- **RPMDemo2** - demo user with all rights.
- **RPMDemo3** - demo user with all rights.
- **RPMDemo4** - demo user with all rights.

Use **"AdminUser"** to log in and set up your own users.
To make changes to an existing user, select their user ID from the "Select User ID" list.

Security Rights Tab

The *Security Rights* tab is used to set up security for each user. The available options on this tab are explained below.

The "User ID" will be used to log on to *RPM*. The "User Name" is for informational purposes only. "User has a Password" displays if the user has a password. Check "Require user to change password at next logon" to force the user to change their password the next time they log on to *RPM*. Password requirements can be configured on the *Security Settings* tab on the *System Setup* screen.

"Logged In" displays as "Yes" if the user is currently logged in to *RPM*. If the user is logged in, the "Login Time" field displays the date and time the user logged in.

Use the "Notes" field to enter any notes about this user.

Security Rights By Menu

The security rights are set for each user under the "Security Rights By Menu" section. The available options are shown on tabs corresponding to the menu options available in *RPM*. See a list of all available security options on the *Reports* screen under *Security, Security Option List*. Clicking on a Menu Option updates the "Menu Option Details" to the right of the screen.

- **File** - displays the available options under the *RPM File* menu.
- **View** - displays the available options under the *RPM View* menu.
- **Utilities** - displays the available options under the *RPM Utilities* menu.
- **Reports** - displays the available options under the *RPM Reports* menu.
- **Security** - displays the available options under the *RPM Security* menu.
- **Programs** - displays the options available under the "Start" menu on your computer (outside of *RPM*). These applications can be found using the *Windows* "Search" box.

Once you select a tab, the "Security Level" can be set for each Menu Option under that tab. The "Security Level" dropdown is a list of the available security levels for that menu option. The possible security levels include:

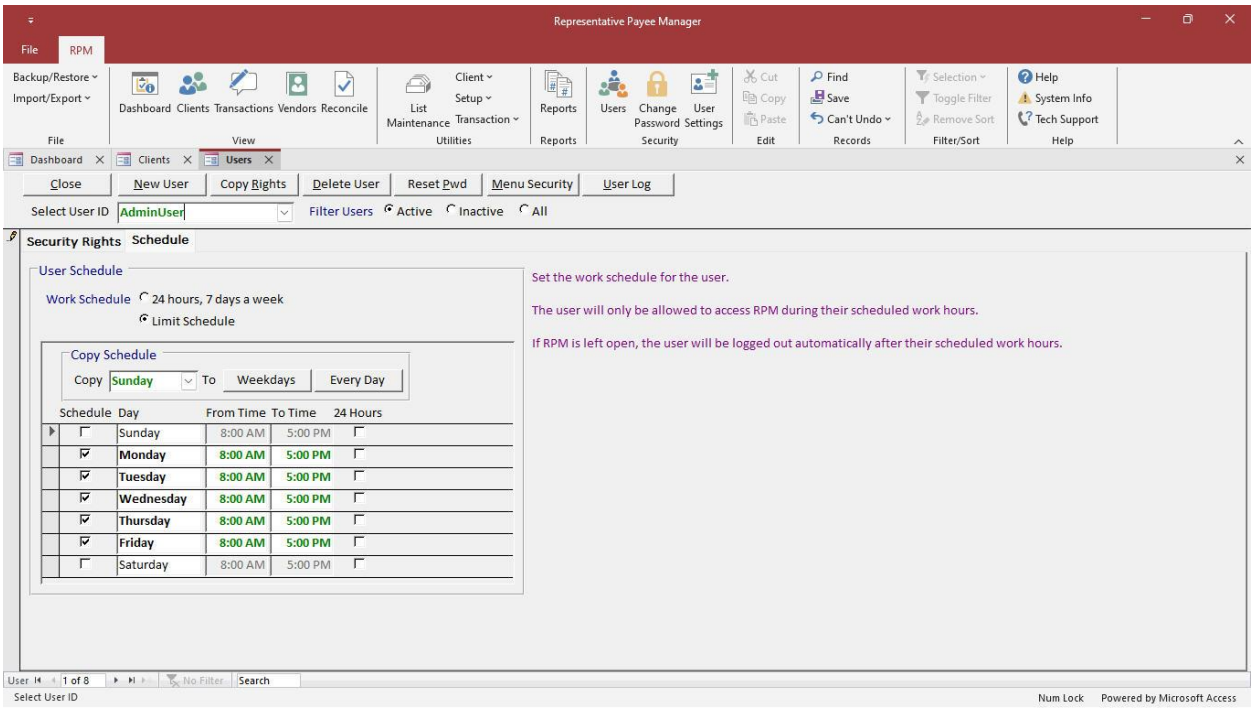
- **None** - the user will not have rights.
- **View** - the user will have view-only rights and will not be able to update any information.
- **Update** - the user will have update rights and will be able to enter and update information.

Click **All Rights** to quickly give a user all rights to the selected menu. Click **No Rights** to give a user no rights to the selected menu. Give all rights or no rights to a user, and then make any additional changes to the menu security levels as needed. Alternately, manually enter the rights for each menu option.

Client types can be assigned to a user under the "Client Types Filter" section. If one or more client types are assigned to a user, they will only have access to those types of clients. Leave this section blank to allow a user to access all clients.

Support types can be assigned to a user under the "Support Types Filter" section. If one or more support types are assigned to a user, they will only have access to those types of clients. Leave this section blank to allow a user to access all clients.

Schedule Tab



The *Schedule* tab is used to set allowable login times for each user. The default schedule for new users can be set on the *User Schedule* tab on the *System Setup* screen.

The available options on this tab are explained below.

Work Schedule

- **24 hours, 7 days a week** - select to allow a user to log in to *RPM* at any time.
- **Limit Schedule** - select to set up a limited schedule for the user.

Limit Schedule

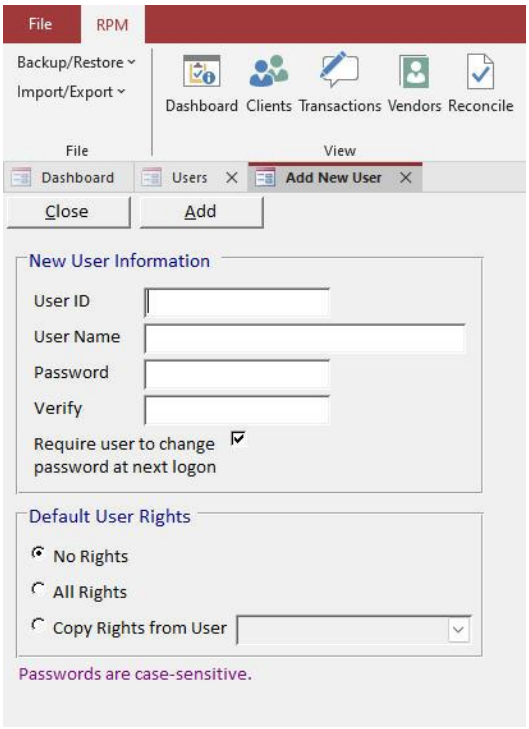
When "Limit Schedule" is selected for a user, the allowable login times can be set for each day of the week.

- **Schedule** - check this to set the login times allowed. Uncheck to prevent the user from logging in.
- **From Time** - enter the earliest login time allowed.
- **To Time** - enter the latest login time allowed. If *RPM* is left open after this time, the user will be automatically logged out.
- **24 Hours** - check this to allow the user to log in at any time.

Copy Schedule

- **Weekdays** - copy the schedule from the "Copy" day to weekdays.
- **Every Day** - copy the schedule from the "Copy" day to every day.

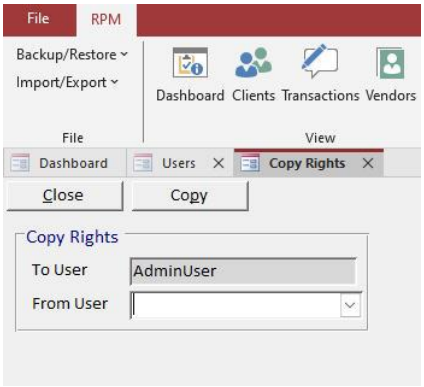
Add a New User



To add a new user, click **New User**.

Enter the desired user ID, user name, and password for the new user. The rights when adding a new user can be set to no rights, all rights, or rights copied from an existing user. After adding a user, the user's rights can be changed as needed. Click **Add** to add the new user.

Copy User Rights



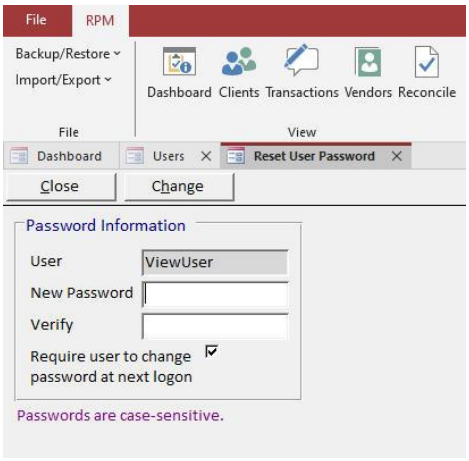
To copy rights from another user, click **Copy Rights**.

The current selected user ID displays in the "To User" field. Select the user whose rights you want to copy as the "From User," and click **Copy**.

Delete a User

To delete a user, select their user ID from the "Select User ID" list and click **Delete User**. To deactivate a user instead of deleting them, mark the user as "Inactive" on the "User Information" section of the screen.

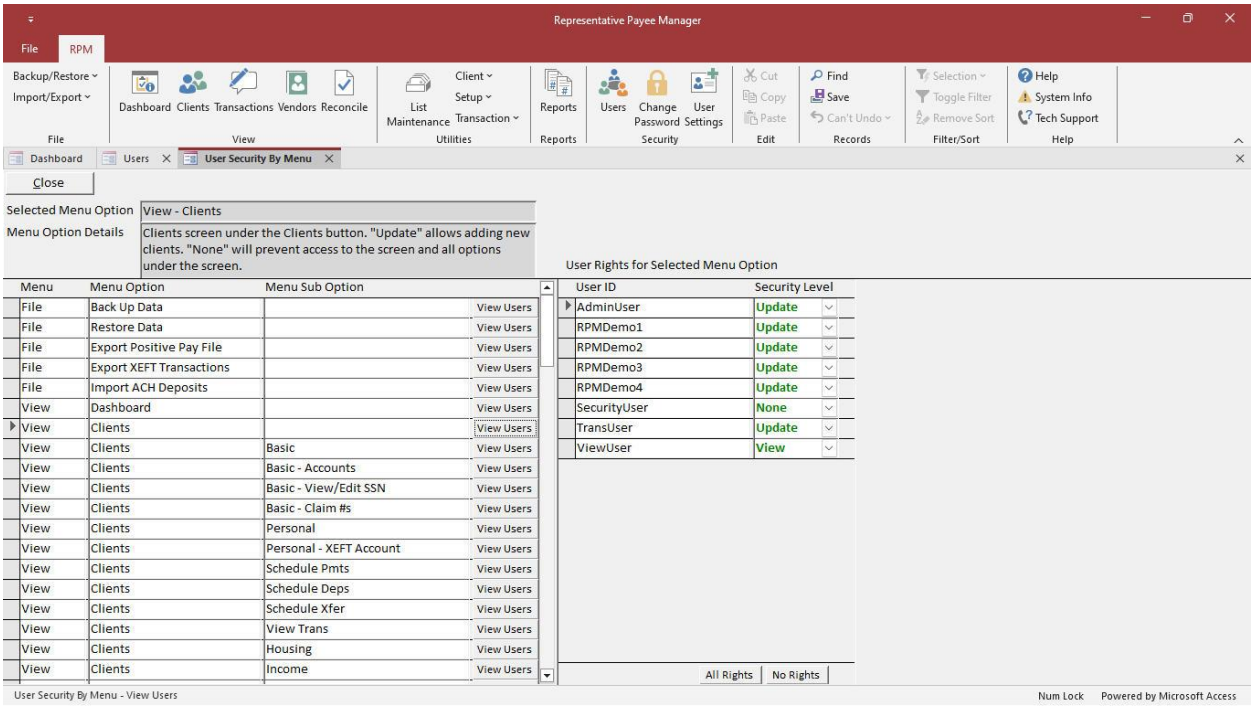
Reset Password



To reset a user's password, select the user ID from the "Select User ID" list and click **Reset Pwd**.

Enter the new password for the user under both "New Password" and "Verify," then click **Change**. To leave the user's password blank, click **Change** without entering anything for "New Password" or "Verify."

Menu Security

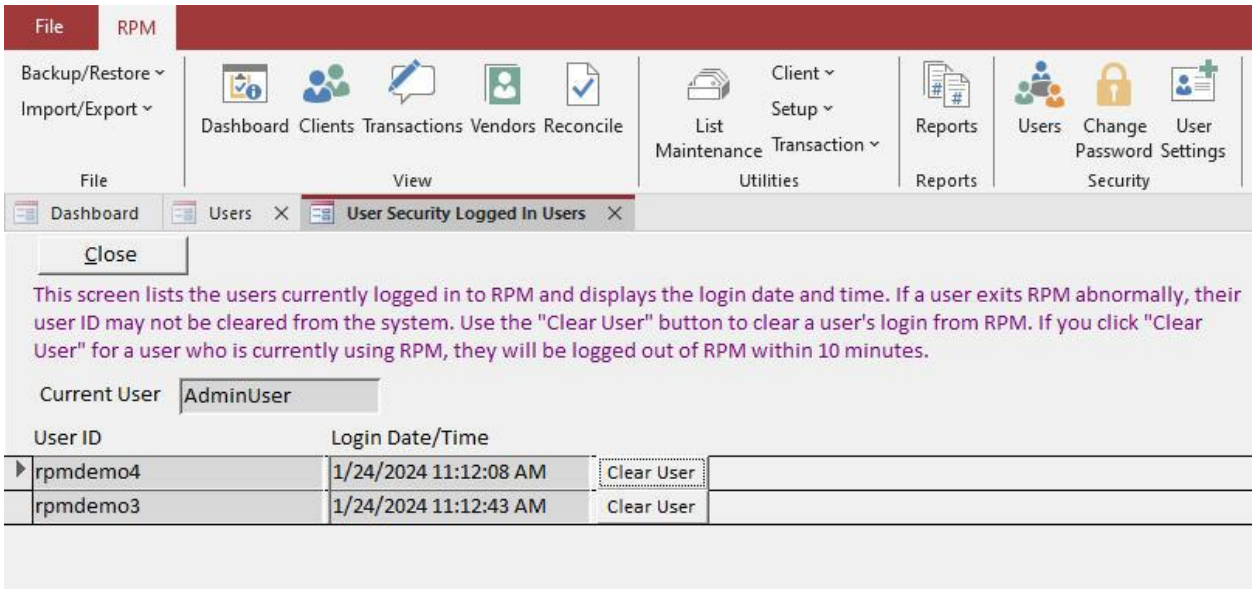


To view the user security assigned to each menu option, click **Menu Security**.

This screen lists all the available security menu options on the left side of the screen. To see all the user rights for that menu option, click **View Users**. The selected menu option displays at the top of the screen. Each user and the rights they have to the selected menu option displays on the right side of the screen.

Click **All Rights** to quickly give all users all rights to the selected menu option. Click **No Rights** to remove rights for all users to the selected menu option. Individual users' rights can also be changed here.

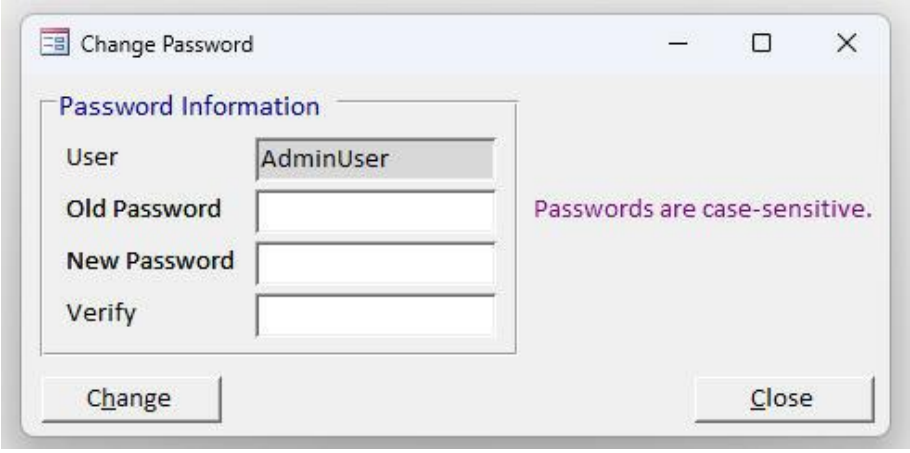
User Log



To view the users currently logged in to *RPM*, click **User Log**.

This screen lists the users currently logged in to *RPM* and displays the login date and time. If a user exits *RPM* abnormally, their user ID may not be cleared from the system. Click **Clear User** to clear a user's login from *RPM*. If you click **Clear User** for a user who is currently using *RPM*, they will be logged out of *RPM* within 10 minutes.

Change Password



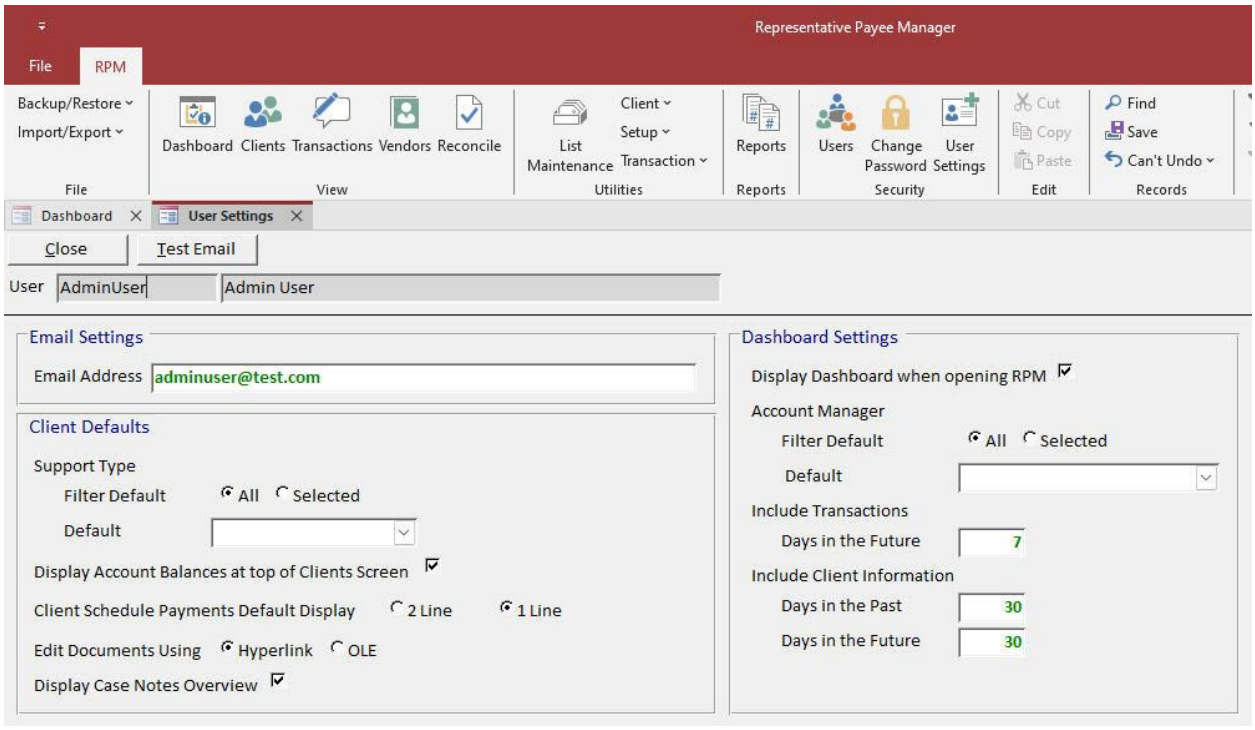
Select **Change Password** from the *Security* menu to open this screen. This is used to change your logon password. Users should change their passwords frequently. If you forget your password, it can be reset by another *RPM* user who has rights to the *Users* screen.

To change your password, enter your current password in the "Old Password" field, followed by the new password in both the "New Password" and "Verify" fields. To leave your password blank, click **Change** without entering anything for the "New Password" or "Verify."

**** Passwords are case-sensitive. ****

The next time you log on to *RPM*, the new password will be required.

User Settings



Select **User Settings** from the *Security* menu to open this screen. The current *RPM* user's settings can be changed here.

Email Settings

- **Email Address** - enter your email address. This will be used for sending reports in *RPM* to your own email. Use **Test Email** to send a test email to the email address entered.

Client Defaults

The following settings can be used to set default options for the *Clients* screen.

- **Support Type**
  - **Filter Default** - display all support types or a selected support type.
  - **Default** - select the default support type to display.
- **Display Account Balances at top of *Clients* screen** - option to display account balances or not.
- **Client Scheduled Payments Default Display** - display 1 or 2 lines by default on the *Schedule Pmts* tab.
- **Edit Documents Using** - select the default option to use for opening documents linked to clients or transactions. If there are problems opening documents with one option, try the other option.
- **Display Case Notes Overview** - option to turn the "Case Notes Overview" display on or off on the *Case Notes* tab.

Dashboard Settings

The settings below can be used to set the default options for the *Dashboard* screen.

- **Display *Dashboard* when opening *RPM* -** check this option to automatically display the *Dashboard* screen when opening *RPM*.
- **Account Manager**
  - **Filter Default** - display information for all account managers or a selected account manager.
  - **Default** - select the default account manager to display.
- **Include Transactions -** transaction counts on the *Dashboard* include scheduled deposits, scheduled payments, unverified scheduled payments, scheduled transfers, unprinted checks, XEFT transactions not exported, and receipts required but not received through this date.
  - **Days in the Future -** the default number of days in the future to show outstanding transaction item counts.
- **Include Client Information -** includes urgent case notes and events not complete.
  - **Days in the Past** - the default number of days in the past to show outstanding client items.
  - **Days in the Future -** the default number of days in the future to show outstanding client items.

Backing Up Your Data

This topic only applies for an *RPM Onsite* license with an *Access* database. For an *RPM Onsite* license with a *SQL Server* database, your IT department will need to back up your data files. For *RPM Cloud*, we handle all backups.

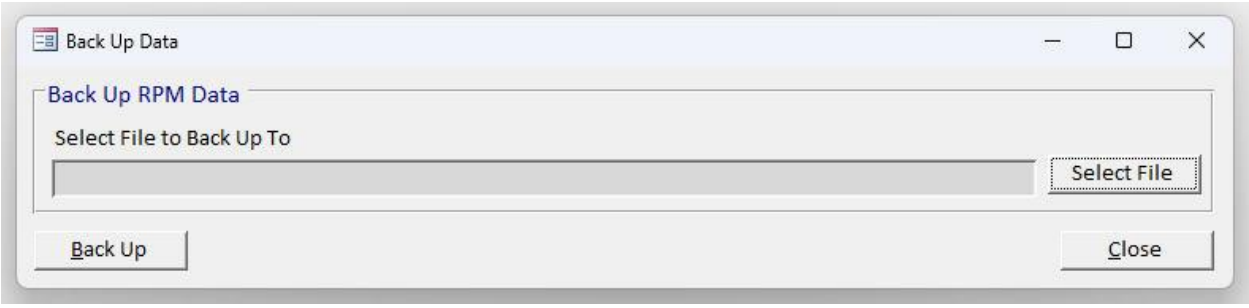
If *RPM* is installed on a network server, confirm with your IT department that your *RPM Server* folder is part of a regular network backup. Otherwise, use the "Back Up Data" option in *RPM*.

All current data for *RPM* is usually stored in a single file, *RPMData.mdb* (for a Multi-Company license, each additional company data file will be followed by a number: *RPMData2.mdb*). The data file is located in your *RPM Server* folder. Select **System Info** from the *Help* menu in *RPM* to see the location of your data file.

***** Your data file should be backed up daily or as often as you use* RPM. ****

All archived transactions are stored in a separate file in the *RPM Server* folder, *RPMData_Archive.mdb* (for a Multi-Company license, each additional company archive data file will be followed by a number: *RPMData_Archive2.mdb*). This file is only updated when you run the *Archive/Balance Forward* process and should be backed up periodically (or at least after you run the *Archive/Balance Forward* process).

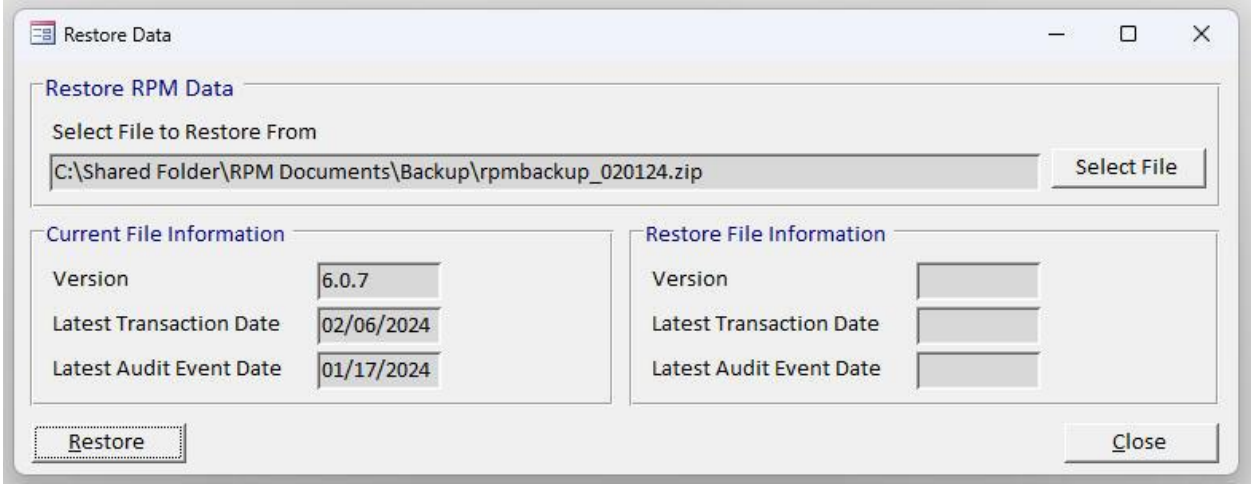
Back Up Data



Select **Back Up Data** from the *File, Backup/Restore* menu to open the backup screen. **All other users must be out of *RPM* to run the backup.**

Click **Select File** to select your backup file name and location. Once the file has been selected, click **Back Up** to back up your data. A message displays when your backup is complete. Both the current and archive data files will be included in the backup (*RPMdata.mdb* and *RPMData_Archive.mdb*). Click **Close** to close the backup screen.

Restore Data



Select **Restore Data** from the *File, Backup/Restore* menu to open the restore data screen. **This option can only restore from a backup that was created using the *Back Up Data* screen.** All other users must be out of *RPM* to restore data.

Click **Select File** to select the file from which you want to restore. Once the file has been selected, click **Restore** to start the process. Information will display from both your current data file and the data file from which you want to restore. Choose whether or not to restore the data from the displayed backup data file. If you go ahead with the restore, a message will display when the restore is complete, and *RPM* will shut down. Both the current and archive data files will be included in the restore (*RPMdata.mdb* and *RPMData_Archive.mdb*).

***** Restoring your data from a backup will overwrite any data that you currently have entered in* RPM *and replace it with the data in your backup. *****

Installation Instructions

This topic only applies for an ***RPM Onsite*** **license**. For ***RPM Cloud***, we handle all *RPM* installations.

For detailed instructions and requirements for an ***RPM Onsite*** **license with an *Access* database**, see our Knowledge Base topics:

rpmccs.com/resources/category/rpm-onsite-access/

For detailed instructions and requirements for an ***RPM Onsite*** **license with a *SQL Server* database**, see our Knowledge Base topics:

rpmccs.com/resources/category/rpm-onsite-sql/

RPM is designed to run either as a standalone application on a single computer or from a network.

The first step installs the *RPM Server* and database files. The second step installs the *RPM* Client on each workstation. We recommend having the installations completed by an IT person. The installation must be run with administrator rights.

Step 1 - Server Install

a) Download and save the *RPM* trial *RPMServerSetup607.exe* program from the link on our website. After you save the file, right-click on the file and select "Run as administrator" to start the *RPM Server* installation.

b) Follow the prompts until the *Destination Folder* screen. The folder defaults to *"C:\RPM Server"*. To install on a server, change this to a folder or UNC path located on your network file server (for example, *F:\RPM Server* or *\\Server\RPM Server*). We do NOT recommend installing from an IP address. **Users need all rights to the *RPM Server* folder to run *RPM*.**

d) The first time *RPM* is installed on a computer, an option displays to automatically run step 2 and install the *RPM* Client. If you select this option, skip to step **2b** below. Otherwise, continue with step **2a**.

Step 2 - Client Install

This step must be run on each workstation that will be using *RPM*. It will install a shortcut for *RPM* on the user's desktop and a menu option for *Representative Payee Manager* in the *Windows* program menu. The installation must be run with administrator rights. Users without administrator rights will be able to run *RPM* but cannot install the program.

a) When the server install was run, a folder named "Client Install" was created beneath the folder you specified. From that "Client Install" folder, run *RPMClientSetup.exe* to install the *RPM* Client (for example, *F:\RPM Server\Client Install\RPMClientSetup.exe*). Right-click on *RPMClientSetup.exe* and select **Run as administrator** to start the *RPM* Client installation.

b) Follow the prompts to install the application in the default location. The default location is *"C:\Users"*. **Do not install the client files in the same folder as the server files in step 1.**

c) Follow the remaining prompts until complete.

Administrator Utilities

The following items can be found under the *Start* menu on your computer (outside of *RPM*) or in the *RPM Server* folder. Applications on the *Start* menu can be found using the *Windows* "Search" box. Applications in the *RPM Server* folder can be found by navigating to the *RPM Server* folder (using *File Explorer*, for example) and then double-clicking on the application to run it.
The *Optimizer* and *Refresh Client* utilities can also be accessed within *RPM* on the *Tech Support* screen. The **User Log** option on the *Users* screen in *RPM* also performs the same function as the *User Maintenance* application.

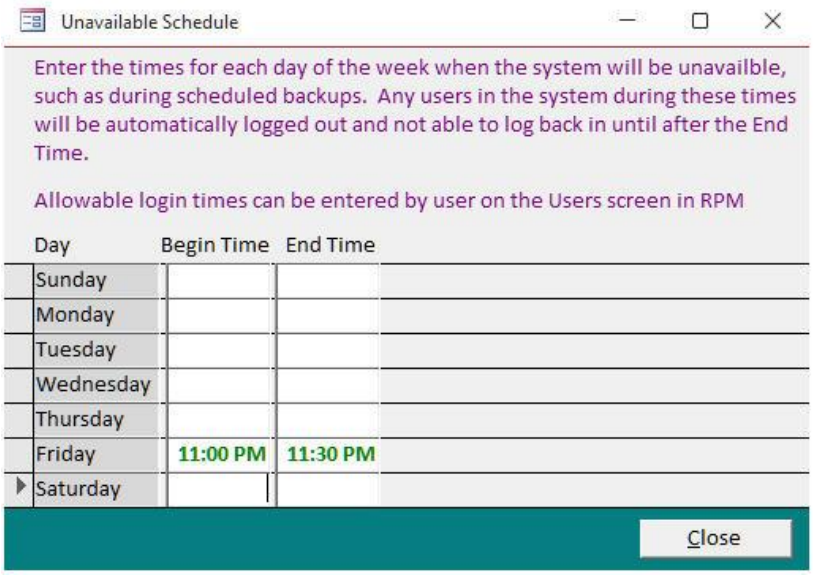
Optimizer

The *Optimizer* is a utility that can be used to compact your *RPM* database and repair any errors.
To access the *Optimizer* within *RPM*, open the *Tech Support* screen under the *Help* section of the ribbon menu. Click **Optimizer**.
Before the process begins, a message will display telling you that *RPM* must be shut down and asking if you want to continue. Click **Yes** to run the *Optimizer*. When it is complete, a message will display stating it has completed.
If you are unable to access the *Optimizer* in *RPM*, it can also be accessed from the *Windows* Start menu and the *RPM Server* folder. See our Knowledge Base article for more information: https://rpmccs.com/resources/optimizer/.

Refresh Client

The *Refresh Client* utility will update your *RPM* Client software with a new copy from the *RPM Server*. This utility is generally only used if directed to do so by *RPM* technical support personnel.
To access the *Refresh Client* utility within *RPM*, open the *Tech Support* screen under the *Help* section of the ribbon menu. Click **Refresh Client**.
Before the process begins, a message will display telling you *RPM* must be shut down and asking if you want to continue. Click **Yes** to continue. When complete, a message will display stating it has completed.
If you are unable to access *Refresh Client* in *RPM*, it can also be accessed from the *Windows* Start menu and the *RPM Server* folder. See our Knowledge Base article for more information: https://rpmccs.com/resources/refresh-client/.

Scheduler



The *Scheduler* application is used for entering times when the *RPM* system will be unavailable. Enter "Scheduler" in your *Windows* "Search" box and click the *Scheduler* app to run this utility.

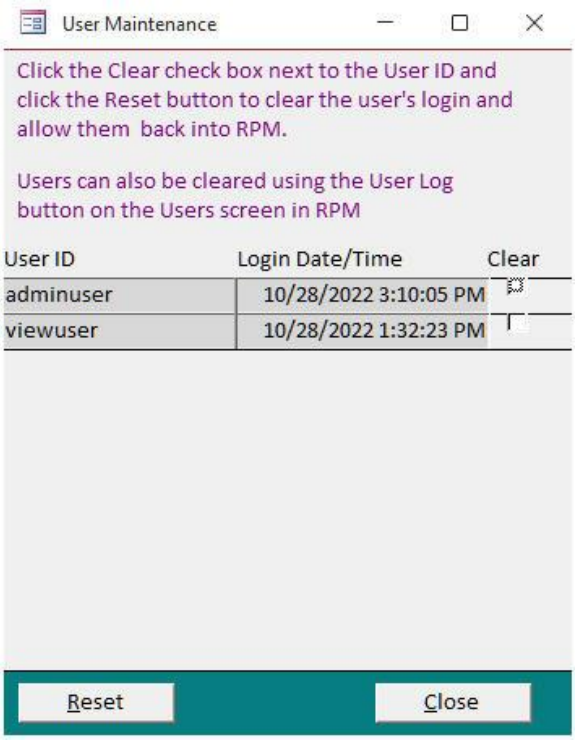
If you do not have this on your *Windows Programs* menu, run the application from the *RPM Server* folder. From your *RPM* Client computer, navigate to the *RPM Server* folder (using *File Explorer*, for example) and double-click on the *Scheduler* application to run it.

If you are using *RPM* during these times, users will be automatically logged off and not allowed back in until the time has passed. In the above example, the system is unavailable on Fridays from 11 p.m. to 11:30 p.m. These times can be used to schedule backups, run the *Optimizer*, or install an upgrade.

To change the times, type the begin and end times on the appropriate day of the week in the formation "hh:mm AM/PM." To remove an unavailable time, highlight and delete the begin and end time.

Users with rights to the *Users* screen in *RPM* can use the *Schedule* tab on that screen to set allowable login times for each user.

User Maintenance



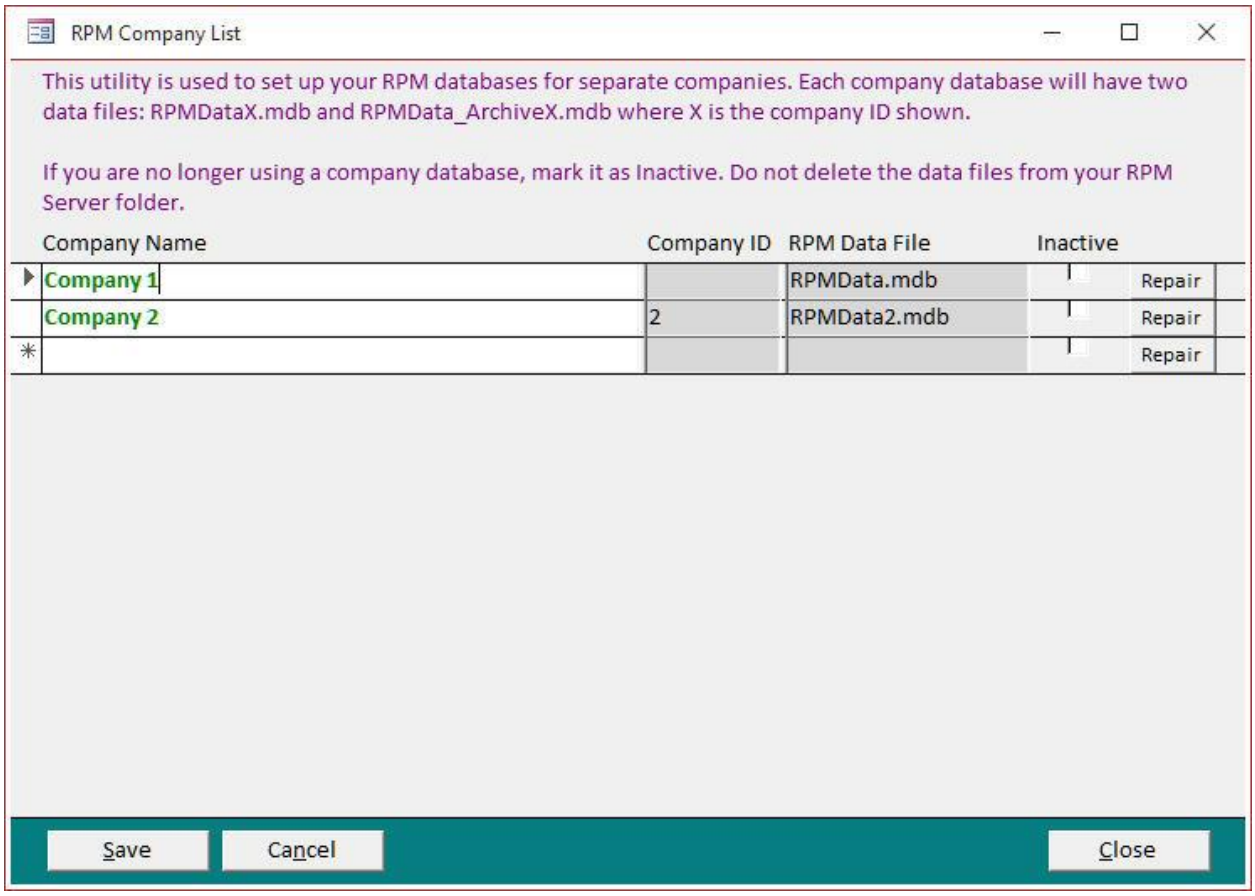
The *User Maintenance* application can be used to clear users who have exited *RPM* abnormally. Enter "User Maintenance" in your *Windows* "Search" box and click the *User Maintenance* app to run this utility.

If you do not have this on your *Windows Programs* menu, run the application from the *RPM Server* folder. From your *RPM* Client computer, navigate to the *RPM Server* folder (using *File Explorer*, for example) and double-click on the *UserMaintenance* application to run it.

RPM tracks when you log on to the system. You cannot log on to *RPM* using the same user ID on more than one computer at the same time. If you exit abnormally, your user ID may not be cleared from the system. In that case, the *User Maintenance* application can be used to clear users from the system. Click the "Clear" checkbox next to the user ID and click **Reset** to clear the user and allow them to get back into *RPM*.

Users with rights to the *Users* screen in *RPM* can use the **User Log** button on that screen to clear other users. See our Knowledge Base article for more information: https://rpmccs.com/resources/clear-user-log/.

Company Connect



Open the *CompanyConnect* application in the *RPM Server* folder to start the *Company Connect* utility. From an *RPM* Client computer, navigate to the *RPM Server* folder (using *File Explorer*, for example) and double-click on the *CompanyConnect* application to run it. This is only available with an *RPM Onsite* Multi-Company license using an *Access* database.

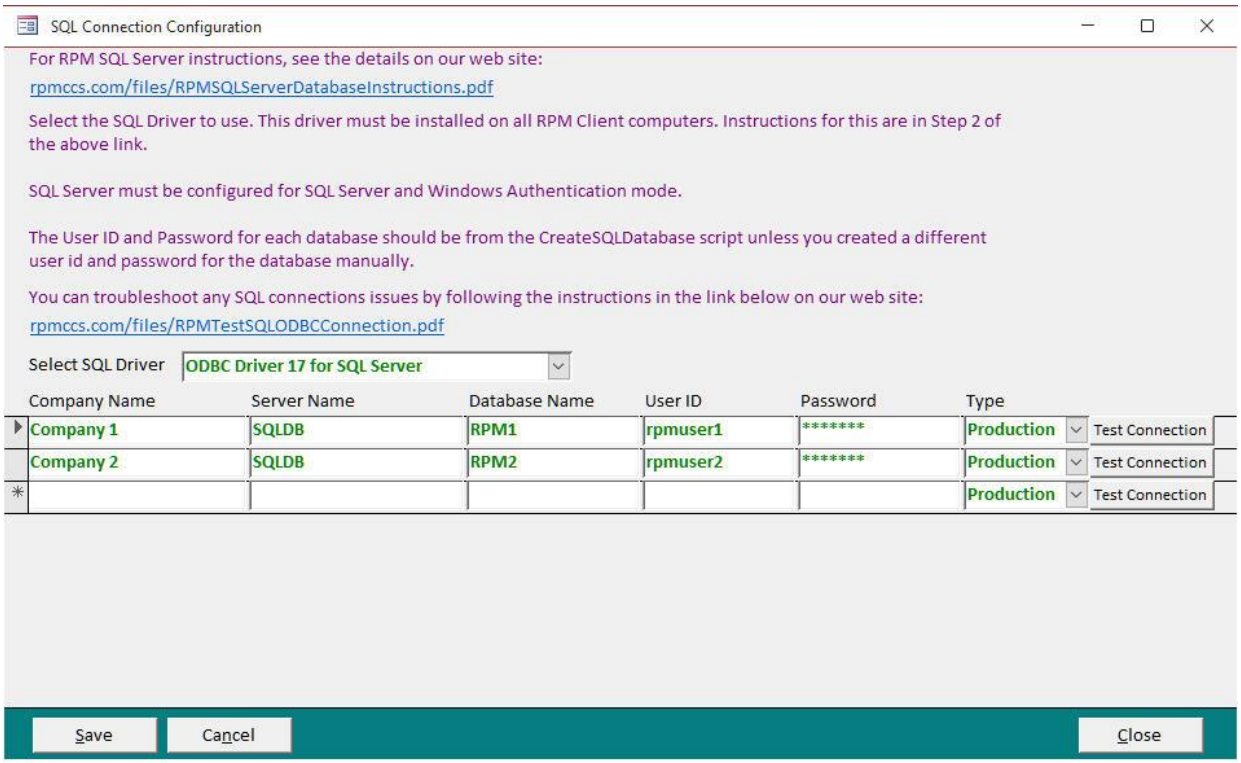
This utility is used to set up *RPM* databases for separate companies. If there is more than one database, each user will select the "Company Name" to use when opening *RPM*. If there is only one database, it will be opened automatically in *RPM*.

Use **"AdminUser"** to log in to a new company database and set up your own users.

Mark a company database as "Inactive" if it is no longer used. ***Do not delete the data files from your* RPM Server *folder.***

Click **Repair** to compact and repair any *RPM* company databases. All users in that company must have *RPM* closed to run the repair process.

SQL Connect



Open the *SQLConnect* application in the *RPM Server* folder to start the *SQL Connect* utility. From your *RPM* Client computer, navigate to the *RPM Server* folder (using *File Explorer*, for example) and double-click on the *SQLConnect* application to run it. This is only available with an *RPM Onsite* license using a *SQL Server* database.

This utility is used to set up the connection to each *RPM SQL Server* database. If there is more than one database, each user will select the "Company Name" to use when opening *RPM*. If there is only one database, it will be opened automatically in *RPM*.

Use **"AdminUser"** to log in to a new company database and set up your own users.

A SQL database must be created with the "CreateSQLDatabase" script before the connection can be set up. Instructions for setting up the *RPM* SQL database(s) are on our website: rpmccs.com/resources/setting-up-an-rpm-sql-server-database/

Select the SQL driver to use. The latest supported driver (ODBC Driver 17 for *SQL Server*) can be installed by running ***msodbcsql.exe*** from the *RPM Server\Client Install\ODBC Driver 17 for SQL Server* folder. The selected driver must be installed on **ALL** computers running the *RPM* Client. (Older supported drivers displayed in order from newest to oldest are available in the "Select SQL Driver" list and can be downloaded and installed from Microsoft.)

SQL Server must be configured for *SQL Server* and *Windows* Authentication mode.

The user ID and password for each database should be from the "CreateSQLDatabase" script unless you created a different user ID and password for the database manually.

The Type defaults to "Production." Change it to "Test" to use a database for testing. Live checks cannot be printed from a test database.

The SQL connection will be validated after you enter the connection information. Once a valid connection has been saved, the users will have access to that company in *RPM*. If the SQL password or any other information changes in the future, use this utility to update the connection configuration.

Click **Test Connection** to test an existing SQL connection.

Technical Support

For technical support, contact Complete Computer Solutions, Inc.

Mailing address:
PO Box 875
Floyds Knobs, IN 47119

Phone: (812) 923-0910

Visit our website (rpmccs.com) or access our Knowledge Base (rpmccs.com/resources/).

Send emails to "RPM@rpmccs.com".

One year of support is included with your initial purchase. After the first year, support is included in the annual license fee. New program releases are also included in this fee.

Unlimited support is available via email. Phone support includes up to 10 incidents per year (excluding *RPM Lite*). Additional phone support incidents can be purchased if necessary.

Visit our website to see current pricing for both *RPM Cloud* and *RPM Onsite*.