

FactorSoft™

• Release v4.7

RemoteScan User Guide



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Limitations on Maintenance Services

The FactorSoft™ application is intended for use in accordance with the standards and processes described within this documentation. Efforts to investigate and/or repair FactorSoft™ application or data integrity issues caused by activities or integrations outside of the intended use of the FactorSoft™ platform will be subject to the then-current Jack Henry Professional Services billable hourly rate.

Standard Maintenance Services (Technical Support) does not include the following:

Investigation and Remediation of errors and data integrity issues caused, contributed to, or by any of the following:

- a software program that was not originally provided by Jack Henry
 - third-party automation, BOT/Screen Scraping technology, custom importers, or any other integration with FactorSoft[™] that was not created by or in conjunction with Jack Henry.
- any modification not provided by Jack Henry to the software or standard database schema
 - the addition of custom database elements including triggers, stored procedures, tables, and columns
 - the alteration of standard FactorSoft™ triggers, tables, columns, stored procedures and indexes
 - the execution of T-SQL scripts resulting in changes to the data stored within the FactorSoft™ database
- equipment, software, networks or any other infrastructure in the customer's environment that does not meet the minimum requirements described within the thencurrent FactorSoft[™] product documentation

Please note that if you are exploring possibilities with third-party software providers or considering altering the FactorSoft database in any way, it is strongly recommended that you discuss your plans with the FactorSoft™ support team before making any commitments or changes. As your software partner, we may be able to help solve your business problem in a way that does not introduce risk, data corruption, or system instability.

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RemoteScan

RemoteScan provides Live users (or lenders who are running a licensed copy of FactorSoft and are internally hosting through Citrix or Microsoft Terminal Services) with the capability of scanning document image files from their desktop computers for use in FactorSoft. You can scan images from a scanner attached to the local computer to a folder on the local computer, and then upload the images to FactorSoft using RemoteScan. RemoteScan supports black and white images in .TIF or .PDF file formats.

CAUTION

If you are running a licensed copy of FactorSoft (i.e., not a hosted account), your version of FactorSoft must be version 2.14.9 or higher. Additionally, RemoteScan must be run on IBM-compatible computers. It will not function on computers running iOS operating systems.



Setting Up RemoteScan

There are only a handful of options that must be configured before using RemoteScan. To set up the options, start the RemoteScan Application from the RemoteScan folder in **Start**, **All Applications** on your computer, or a desktop icon if one has been set up. RemoteScan starts and appears on the computer:

1. Select the Options tab.

CLMS Remote Scan (version 4.0.0.162)	_		>
Main Upload Progress Options			
Number of days to keep history: 0			
Number of days to look for existing client batches: 10			
Default file browse location: C:\		Browse	
◯ Last location used			
Default image upload speed: () Custom speed			
C Last speed used			
Allow scanning for IDC (must restart application)	Change Subscrip	ption Key	

2. Set the RemoteScan options as required:

Option	Description
Number of days to keep history	Set the number of days after which images are purged from the folder. For instance, if this value is set to 3, image files with dates older than three days from the current computer date are automatically deleted from the folder.
	The default value is "0", which indicates that the files are never auto- matically deleted from the image folder.
Number of days to look for existing client batches	Enter the number of days in the past to display open batches for the selec- ted client when you click the Begin Batch button on the Main tab. After files are uploaded, the batch that was used to upload the images is empty and can be reused by adding new images and uploading.
Default file browse loc-	Set the folder location where RemoteScan will look for images to upload.

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Option	Description
ation	 Custom location: Select this option and enter the folder location to specify the default file location.
	• Last location used: Select this option to use the folder location from the most recent upload as the default file location.
Default image upload speed	Select the default upload speed. This speed indicates the length of a pause after each packet is sent (each image upload consists of multiple packets that are sent across the internet and reassembled at the Live host computer). "1 - Lowest speed" is the longest pause and each successive option is a shorter pause time. By setting this option, you can throttle network traffic from RemoteScan and lessen the performance effect from the upload on the network.



Using RemoteScan

RemoteScan is simple to use. First, using your desktop scanner and its associated software, scan the documents to the upload folder in black and white (Bitonal) TIF format. Next, open the RemoteScan program, select the image type to be uploaded, select the files to be uploaded, and then execute the request. The program's user interface also provides an Upload Progress tab, on which you can monitor all upload jobs requested in the current session.

You can use RemoteScan to capture either invoice images to be used in purchase processing, or check images to be used in the collections processing. Each option is described in the following sub-sections:

Uploading Invoice Images

Follow these procedures to upload invoice images to the Live host:

1. Open the RemoteScan application.

You can open the application from a desktop icon if one has been set up on your computer. If there is no desktop icon, double-click the **Remote Scan Application** entry in the **Start**, **All Programs**, **Fact-orSoft Remote Scan** folder.

TIP

If an older version of FactorSoft is being used, the path may be displayed as C:\FactorSoft or C:\CADENCE.

CLMS Remote	Scan (version 4.0.0.162)	_	×
Main Upload F	Progress Options		
Image Type:	Invoice ~		
Client:	✓ Refresh Clients		
Source type:	File \vee		
Paper size:	8.5x11 😔		
File path:	Browse		
	Upload File		
	Complete Batc	h	
Database:	062019_AH_QAA		
Ready			

- 2. Select Invoice in the Image Type option.
- 3. Select the client to which to upload the images from the **Client** list.
- 4. Click the **Begin Batch** button.

This opens a new batch that will be used to upload the invoice image(s) to the client in FactorSoft.



If there are batches for the client within the Number of days to look for existing client batches set on the Options tab, the Existing Batches Found screen is displayed.

Image Type:	Invoice	\sim	
Client:	AC CAPITAL	✓ Refresh Clients	s
Source type:	File	\sim	
Paper size:	8.5x11	\sim	
File path:		Browse	
	Upload File		
Γ	Existing batches found X	Begin Batcl	h
	Existing batches for client 'AC CAPITAL'	Complete Bat	tch
	BatchNumber 3418		
	Process Batch New Batch Cancel		

To select an existing batch:

- Highlight the batch in the BatchNumber list.
- Click Process Batch.

To create a new, empty batch, click the **New Batch** button.

5. Complete the fields on the Main tab:

Field	Description
Source Type	Currently, File is the only Source Type available.
Paper Size	Select the paper size of the document image.



Field	Description
	• 8.5x11
	• A4
	• 11.5x12.25
	• Checks
	• Custom
File path	Enter complete drive and folder location where the document image file is located. You can click the Browse button to display a browser screen, which you can use to navigate to the folder location.

6. Click **Upload** File.

RemoteScan uploads the image file to the batch. A progress bar is displayed as the file uploads.

C CU	MS Remote	Scan (version 4.0.0.162)		_	×
	no nemote				0
Main	Upload P	rogress Options			
In	nage Type:	Invoice ~			
	Client:	AC CAPITAL	Refresh Clients		
S	ource type:	File ~			
	Paper size:	8.5x11 ~			
	File path:	C:\Temp\5-27-2020 schedule 1.pdf	Browse		
		Upload File	Cancel Batch Complete Batch		
	Database:	.062019_AH_QAA			
Ready					

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TIP

While the upload is in progress, you can click Cancel Batch to stop the upload.

- 7. To add more document images to the batch, repeat steps 5 and 6 until all images to upload for the client are included in the batch.
- 8. When all image files have been uploaded to the batch, click the **Complete Batch** button on the Main tab.

The program creates the batch and writes the images to the database. When completed, the invoice batch is available in the Manage Pending Purchases (F8) screen.

To create a purchase batch from the images, select the batch and click the **Rework** button. The Schedule Batch screen appears and the images are displayed in the Invoice Image screen.

C Manage Pe	ending Purchase	es (F8)						E E		
Lient »		Office	Batch #	Date	Amount	Status				
Carrier Paym Carrier Paym	C Schedule B	atch#1370 for N	NOT Approved (lient (NOTAP	PPRO)		I	<u> </u>	_	
Contracts Cli HubTran HubTran Images Images Images	Purchase dat Total invoice	e: December 11, s: 6	2019 🗖 Thes funde	e invoices will ed on purchase ss invoice deliv	not be e very			Actual: Variance:	600.00 0.00	<u>F</u> inished <u>H</u> elp
Images Images Images Invoice Deliv Invoice Deliv	Invoices Ex	penses Recou screen view	rse Calculation	/ Reserves	Payout Pendin	j Invoices Debl	tor Credit Limi	ts		Check <u>N</u> ames
Load Proces Load Proces NOT Approv Write Invoice Write Invoice	Date: Debtor: Amount		Due/Daux	invoice	e Image		-	- 🗆 ×		<u>C</u> ancel
Write Invoice Re <u>w</u> ork	PO#: Description:		Duci Days.	Derum 2473 LOS Deber Florer Lo Jami IB 2023 Breise Namer Protocore Conto Namer Conto Deruc Pro- Post Conto Deruc Pro-	sterior LLo aceto 2014 france B			Back Flip		
Maintenanc	Invoice # 61520-1 61520-2 61520-3	> Seq 1 2 3	Date 12/11/2019 12/11/2019 12/11/2019	Sach, Laboras Lan Danies, 24/2 (20) Daniel (20) (20) Daniel (20) (20) Daniel (20) (20) Droczach, Gark (1 nad Administration (20) Labora (20) Anali (1)ag.	e(2 x/2) INTERCELLA: NOTICE INTERCELLA INTERCELA INTERCELA INTERCELLA INTERCELLA I			Unassign Delete	arning	<u>E</u> dit
	61520-4 61520-5 61520-6	4 5 6	12/11/2019 12/11/2019 12/11/2019	Sade L Constant Carrier 3472 Loc Satter Lagertown Protection Carrier Protection Protection Part Advances 198 Loc L 19-0	eff (2.1) SUTTOR LAS due Toson Fusion B			Criginal		<u>D</u> elete
				Andre Page			,	Print All Print Flagged		
				I✔ On Top Scale ✔	AC Transporta	ASSIGNED	61520-1	24 Print 4.03.70 7		

Uploading Check Images

Follow these procedures to upload check images to the Live host:



1. Open the Remote Scan application.

You can open the application from a desktop icon if one has been set up on your computer. If there is no desktop icon, double-click the **Remote Scan Application** entry in the **Start**, **All Programs**, **Fact-orSoft Remote Scan** folder.

TIP

If an older version of FactorSoft is being used, the path may be displayed as C:\FactorSoft or C:\CADENCE.

The Remote Scan application opens on your desktop.

2. Select Check in the Image Type option.

ain Upload P	Progress Options				
Image Type:	Check		~		
Source type:	File		\sim		
Paper size:	8.5x11		\$		
File path:				Browse	
		Upload File			
				Begin Batch	
				Complete Batch	

3. Click the **Begin Batch** button.

This opens a new batch that will be used to upload the check image(s) to FactorSoft.

If there are open check batches, the Existing Batches Found screen is displays.

CLMS Remote	Scan (version 4.0.0.162)	_	_	×
Main Upload F	Progress Options			
Image Type:	Check ~			
Source type: Paper size: File path:	File 8.5x11 Existing batches found X C:\Temp\52 Existing Batches BatchNumber 100855 100867 100868 100877 100878 Process Batch New Batch Cancel Total	Batch e Batch		
Database:	062019_AH_QAA			
Ready				:

4. Complete the fields on the Main tab:

Field	Description	
Source Type	Currently, File is the only Source Type available.	
Paper Size	Select the paper size of the document image.	
	• 8.5x11	
	• A4	
	• 11.5x12.25	
	Checks	
	• Custom	
File path	Enter complete drive and folder location where the document image file is located. You can click the Browse button to display a browser screen,	

RemoteScan User Guide

Using RemoteScan

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Field	Description
	which you can use to navigate to the folder location.

5. Click Upload File.

Remote Scan uploads the image file to the batch. A progress bar is displayed as the program uploads.

C o	LMS Remote	Scan (version 4.0.0.162)			×
Mair	n Upload P	rogress Options			
	Image Type:	Check 🗸			
	Source type:	File ~			
C	Paper size:	8.5x11 ~			
	File path:	C:\Temp\20190114.215.2557.28690001C.pdf Brc	owse		
		Upload File	Cancel Batch		
	Database:	062019_AH_QAA			
Ready					
Ready					

6. To add more check images to the batch, repeat steps 4 and 5 until all images to upload are included in the batch.



CLMS Remote	Scan (version 4.0.0.162)	-	×
Main Upload P	rogress Options		
Image Type:	Check ~		
Source type:	File		
Paper size:	8.5x11 ~~~~		
File path:	C:\Temp\5-27-2020 schedule 2.pdf Browse		
	Upload File		
	Desis Dateb		
	begin bach		
	Complete Batc	h	
Database	002019 ALL OAA		
Database.			
Uploading batch #1	00887 Batch upload time remaining: 00:00:00		:

7. When all image files have been uploaded to the batch, click the **Complete Batch** button on the Main tab.

The program creates the batch and writes the images to the database. When completed, the invoice batch is available in the Post Payments (F6) screen.

To post payments from the images, select Manage Payment Batches from the Office menu, select the batch in the Manage Payment Batches grid, and click the **Post** button. The Post Payments (F6) screen appears and the images are displayed in the Check Image screen.



					a			
				View	Closed Bat	ches		
Batch #	Post Date	Source	Description	Pending	Updated	Unassign	n Status	
100855	4/29/2020	ACH		1	0	0	Open	
100867	5/1/2020		images.dat #215-2557-2	0	0	18	Open	
100868	5/1/2020		images.dat #626-074507	0	0	4	Open	
100871	5/6/2020	WIRE	Bank Interface	1	0	0	In-use (BBSADM	
00877	6/9/2020	WFRec	0000000004415	0	U	0	Upen	
00878	6/9/2020		Bank Interface	0	0	0	Upen	
00880	7/16/2020			0	0	0	Upen	
100882	771672020			U	U	U	Upen	
En C	nter a check Che Customer/Client Se Select by: ICuston	ecks alre	-				Forward	
			409900- 5 + 12 - 12 - 12 - 12 - 12 - 12 - 12 - 12	And a second sec	com S - observed S		Back Flip Rotate Unassign Delete Check	Clients

Monitor Upload Progress

After the Upload File button has been pressed on the Main Tab to upload a batch of invoice or check images, the batch can be viewed on the Upload Progress tab.



	Options					
otal batches: 15 atches remaining:	0		Upload speed:	1		•
otal time remaining	g: 00:00:00			Slower		Faster
BatchNumber	ClientName	Status	Cancel?	TimeRemaining	ByteCount	UploadedByte(/
00879	Check Batch	Cancelled		00:00:00	0	0
00880	Check Batch	Completed		00:00:00	53338056	53338056
091	212 BIZ LLC/GE	Completed		00:00:00	53338056	53338056
00880	Check Batch	Cancelled		00:00:00	0	0
00880	Check Batch	Cancelled		00:00:00	14437	14437
00880	Check Batch	Cancelled		00:00:00	11293656	11293656
00881	Check Batch	Cancelled		00:00:00	11293656	11293656
00882	Check Batch	Completed		00:00:00	27992	27992
00883	Check Batch	Cancelled		00:00:00	0	0
00884	Check Batch	Completed		00:00:00	14437	14437
00885	Check Batch	Completed		00:00:00	27992	27992
00886	Check Batch	Cancelled		00:00:00	27992	27992
00887	Check Batch	Completed		00:00:00	53338056	53338056
00855	Check Batch	Cancelled		00.00.00	53338056	53338056

Ready

Field	Description
Total Batches	The number of batches that have been created in the current session.
Batches Remaining	The number of batches not in completed status for the current session.
Upload speed	Select the upload speed for the current batch being uploaded. This speed indic- ates the length of a pause after each packet is sent (each image upload con- sists of multiple packets that are sent across the internet and reassembled at the Live host computer). "Slower" is the longest pause and each successive space on the slider is a shorter pause time. By setting this option, you can throttle network traffic from RemoteScan and lessen the performance effect from the upload on the network.
Total time remaining	An approximate time remaining for the currently uploading batch. Otherwise, this column displays all zeroes.
Grid	Lists all open and completed batches for the current session:

Field	Description
	 BatchNumber: The image batch number for the open or completed batch.
	ClientName: The client name.
	 Status: The status of the upload. Editing = open batch. Completed = closed batch.
	 Cancel?: Yes = cancelled batch.
	 TimeRemaining: Displays the time remaining for an active upload job in hh:mm:ss format.
	 ByteCount: Displays the cumulative number of bytes of the image files selected for the batch.
	 UploadedByteCount: Displays the cumulative number of bytes of the image files uploaded to the batch.

When all image files have been uploaded to the batch, click the Complete Batch button on the Main tab.

When the **Complete Batch** button on the Main tab is pressed for an invoice or check batch, the status of the batch changes to **Completed** in the Upload Progress grid. This indicates that the batch is ready to be accessed in FactorSoft to assign images to a purchase or payment batch.