

VERTICAL RECEIPTS UPGRADE

Prepare Each PC for Vertical Receipt Upgrade

- Log into GOLD and receipt print session
- Launch ProDOC (if not auto launched by CU*Base)
- Exit ProDOC by right-clicking on the P in the system tray and selecting "Exit"



• Launch ProDOC by typing "ProDOC" in the CU*Base shortcut

File Edit Tools	Help	
CU*BAS	E - All Available Tools	Q 🎝
What would Search for	you like to do today? Tool # Shorto	cut PRODOC
	Exact match Search long description	
Tool #	Title	Shortcut

Print Receipt in CU*Base and Verify

ProDOC - Signature Capture(KKARNES)		- 0 X
Form Name: Receipt × ~	4 Page 1 of 1 ▶	an Options
*Account 11111111	d Fillable Field 🗳 Import File Remove Form	Elements
Teller_ID: 28		
"Required		-
	Member number Member name TAMM Person served TAMM Date and time 10/14/20 Branch/served by Receipt ID	111111111 Y M TESTTTT Y M TESTTTT 20 11:20 ET 01/28 1258708
	Today's Transacti Acct Transaction CASH IN -001 CHECKING DEPOSIT	ons Amount 630.00 630.00
	CASH BACK ACCOUNT Summary Acct Description -000 REGULAR SHARE Available funds -050 CRYSTAL FREE CHK Available funds -060 CHRISTMAS CLUB 10/3 Available funds	Balance 67.89 62.89 506.01 506.01 50.00 40.00
Add this document to package:	-850 VISA PLATINUM REWAR Available funds	.00
Time Frame Users ● 120 Days ◯ No Limit ● Current ◯ AI Refresh	end of Receipt	
Cash Tracker	Print OSign Send To Member	🖺 Save 🖉 Cance

When the receipt populates in **ProDOC**, verify that the receipt looks like the picture displayed to the left.

- 1. Verify Indexes filled correctly
 - a. Account Number
 - b. Teller ID
- 2. Verify signature box is in correct location

Sign the receipt with the signature pad and click "**Print**". Verify the following:

- 1. Verify credit union logo looks correct
- 2. Verify account number masking
- 3. Click Save, and verify the document in **iDocVAULT**



TROUBLESHOOTING

Are your vertical receipts not showing up correctly? Please double check these settings...

1. Right-click on your ProDOC icon in the system tray



2. Click SETUP in the menu that pops up



3. Click the 3 dots in next to your receipt printer (yours will show a different name)



4. Click OK on the "Printer Select" screen





5. Make sure the Paper Size is set to "Roll Paper 80 x 3276 mm" and the Orientation is set to "Portrait". Please change them to these settings if they do not match – if "Roll Paper 80 x 3276 mm" is not an option, you will need to remove and reinstall the printer in Windows. Contact your IT help desk.

Printer			
Name:	EPSON TM-T88VI Receipt	∼ Pro	operties
Status:	Ready		
Type:	EPSON TM-T88VI Receipt5		
Where:	ESDPRT001	A \$	
Comment	. 🦯		
Paper		Orientation	
Size:	Roll Paper 80 x 3276 mm V		Portrait
Source:	Automatically Select \sim	A	Landscape

- 6. Click **OK** and try printing your receipt again.
- 7. Contact your IT help desk if you still have issues.