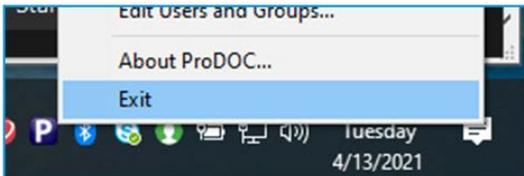


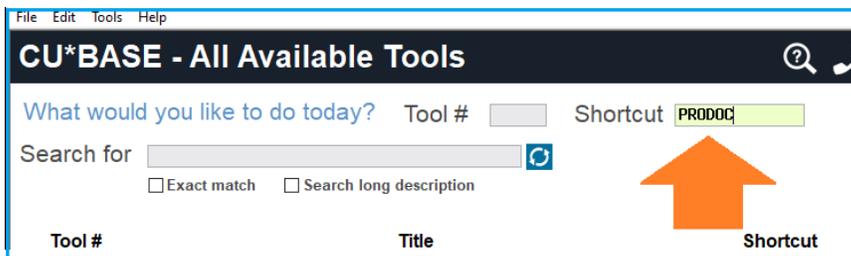
# VERTICAL RECEIPTS UPGRADE

## 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  in the system tray and selecting "Exit"



- Launch ProDOC by typing "ProDOC" in the CU\*Base shortcut



## Print Receipt in CU\*Base and Verify

Form Name: Receipt

\*Account: 111111111

Teller\_ID: 20

Member number: 111111111

Member name: TAMMY M TESTTTT

Person served: TAMMY M TESTTTT

Date and time: 10/14/2020 11:20 ET

Branch/served by: 01/28

Receipt ID: 1258708

-----Today's Transactions-----

Acct	Transaction	Amount
	CASH IN	630.00
-001	CHECKING DEPOSIT	630.00
	CASH BACK	.00

-----Account Summary-----

Acct Description	Balance
-000 REGULAR SHARE	67.89
Available funds	62.89
-050 CRYSTAL FREE CHK	506.01
Available funds	506.01
-060 CHRISTMAS CLUB 10/3	50.00
Available funds	40.00
-850 VISA PLATINUM REWAR	.00
Available funds	.00

-----End of Receipt-----

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

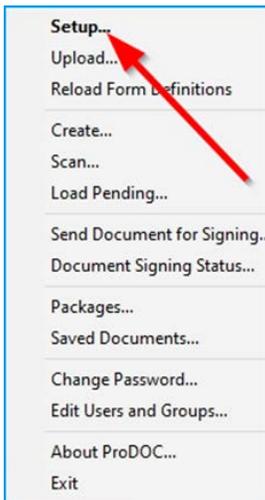
# TROUBLESHOOTING

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

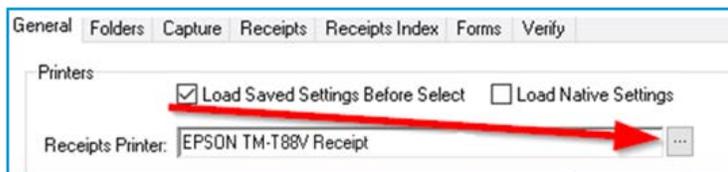
1. **Right-click on your ProDOC icon in the system tray**



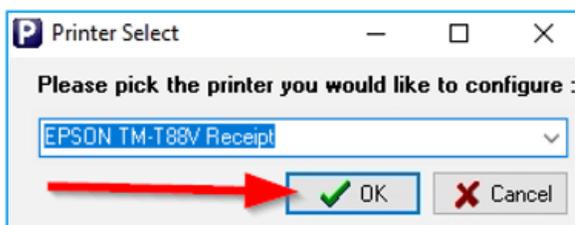
2. **Click SETUP in the menu that pops up**



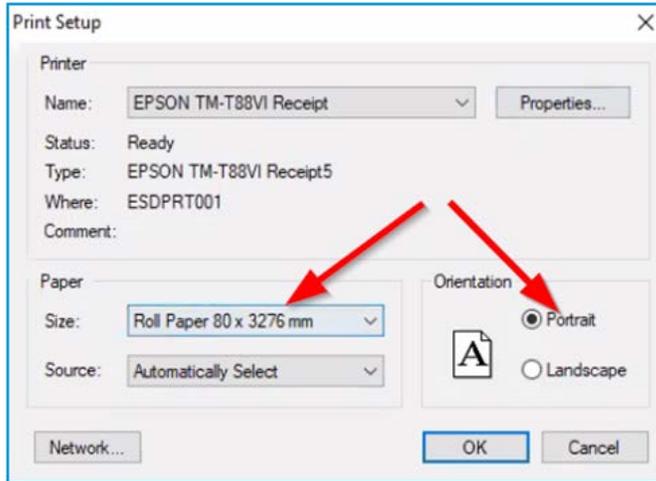
3. **Click the 3 dots** in next to your receipt printer (yours will show a different name)



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.*



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