September 28, 2016

CSeries Check Printing
Training Course

State of North Carolina

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CSeries Check Printing
Training Course

Office of the State Controller
September 28, 2016

This Training was prepared by:

The Office of the State Controller

http://www.osc.nc.gov

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TABLE OF CONTENTS

INTRODUCTION 1

Overview 1

Objectives 1

LOGGING ON 1

PRINTING CHECKS 5

Batch System Check Printing 5

Manual Check Printing 9

REPRINTING CHECKS 11

Reprinting Batch System Checks 11

Reprinting Individual System Checks or Manual Checks 14

ENTERING A MANUAL CSERIES CHECK 19

CSERIES INTERNET EXPLORER SETTINGS 33

REPORTING 27

Accessing Check Inquiry Report 27

Accessing Reports under Reporting menu (OPTIONAL) 31

CSERIES FORMS 33

CSeries Manual Check Request Form 37

CSeries Check Printing Form 38

CHECK PRINTING POLICY 39

Introduction

Overview

This course provides an agency's check printing staff the procedures within the CSeries software to review and print system and manual checks and to process payment replacement checks.

The ***CSeries*** software is the replacement for the current software that is being used to print checks. The ***CSeries*** software is web-based software that is not required to be installed on a computer. Once a user has been assigned a username and initial password, they will be able to log into the CSeries software to print their agency's checks.

Objectives

Upon successful completion of this course, participants will know how to:

- Log successfully into *CSeries* software
- Print system checks from batch production processing
- Print manual checks initiated from *NCAS* on the *Manual Payment Entry (MPE)* screen
- Enter and Print manual checks entered within the *CSeries* software
- Print Check Register report for checks printed during the day

NOTE

Any questions about the ***CSeries*** software or problems using the software, please call **OSC Support Services at (919) 707-0795** to request a ticket to be entered.

Logging On

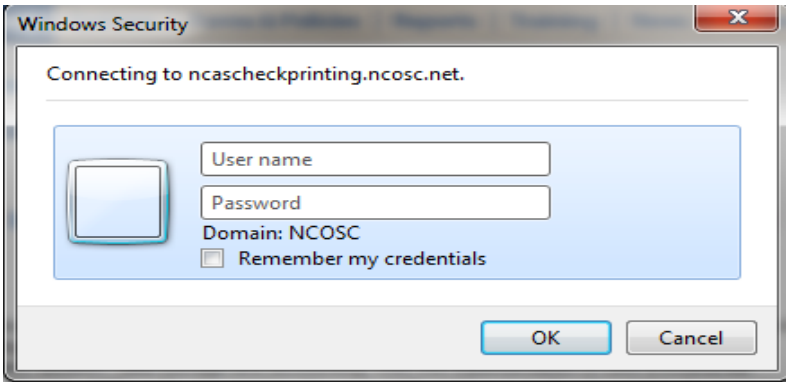
🗁 Software requirements for *CSeries*:

- Only can be used with Internet Explorer

1. On your desktop, double click on the **Client CSeries website shortcut** to log into the *CSeries* software.

🗁 *You must log into CSeries using the CSeries link that has been placed on your computer's desktop and not open up another IE browser window. This link has been configured especially to work with the CSeries software.*

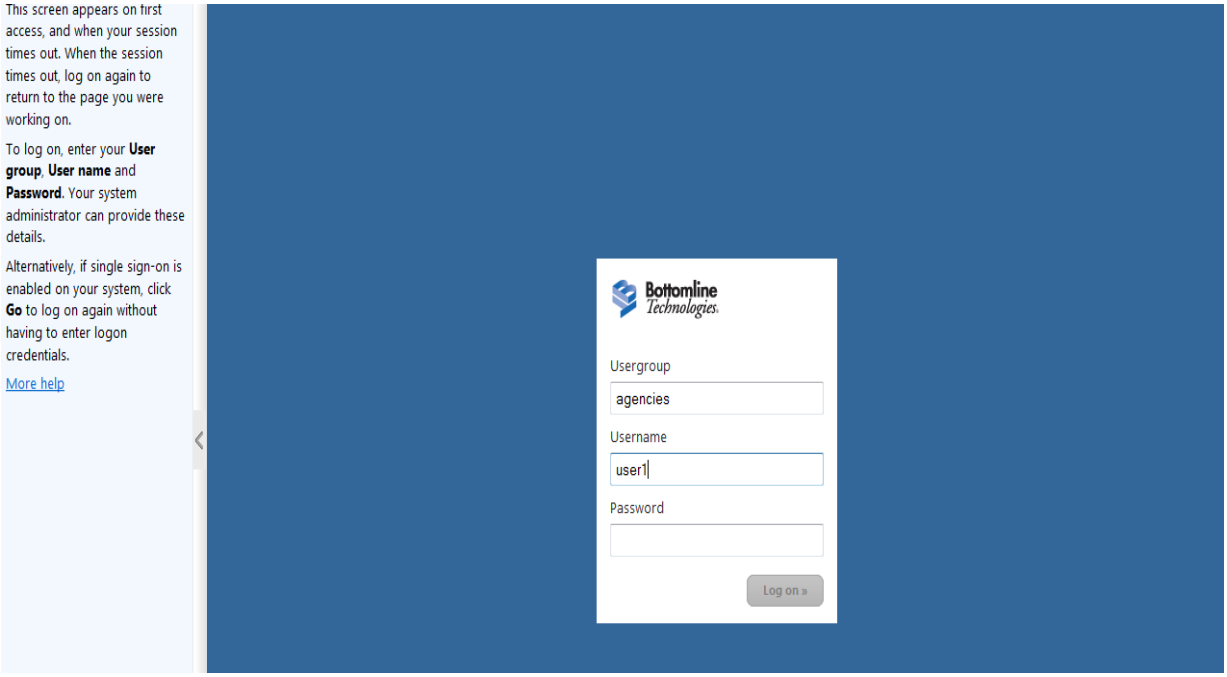
2. The following popup box will display. You will need to key the following:



- **USERNAME:** ***eads\Your NCID***
- **PASSWORD:** ***Your NCID password***

🗁 *By placing a checkmark in the "Remember my credentials" checkbox, CSeries will remember the above username after the initial login.*

3. Click OK



4. Type in **your Usergroup** that has been assigned.

   - This will be given to you during initial setup for each user.

5. Type in **your Username** that has been assigned

   - This will be given to you during initial setup for each user.

6. Type in the **initial password** that will be given to you during initial setup.

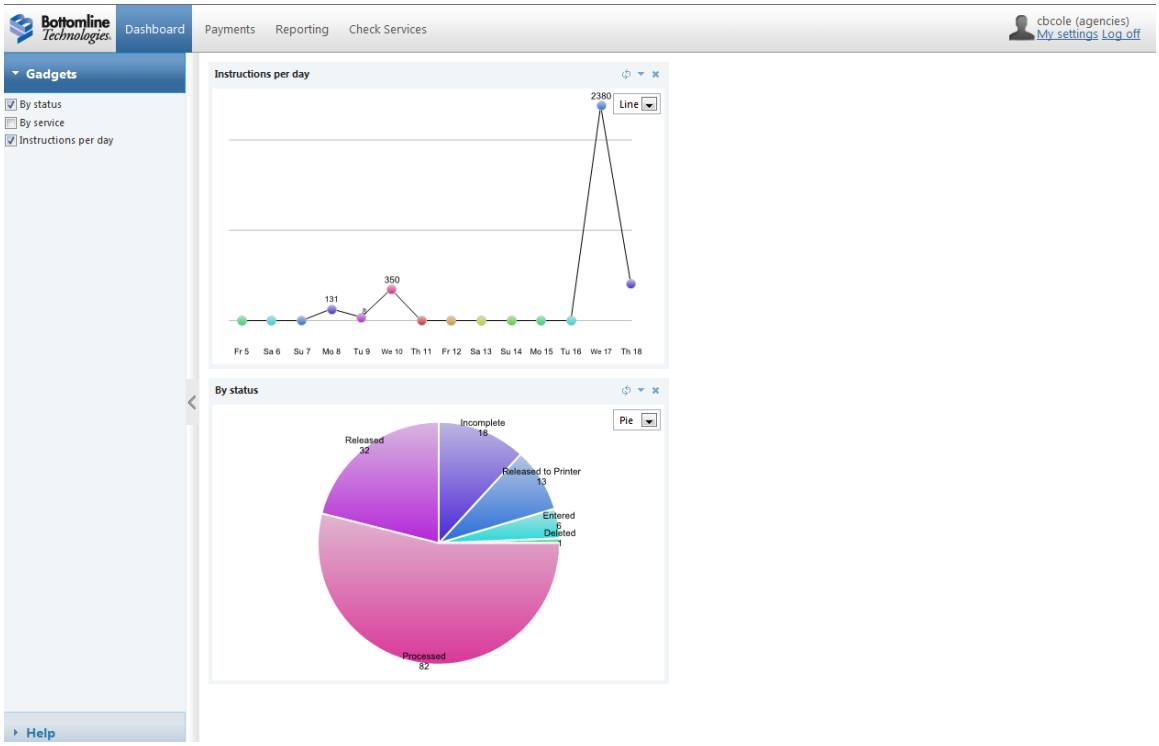
7. The following screen will appear prompting you to change your password.

   - This will only occur during your initial log onto the software and every 90 days when the password expires.

   - **Password requirements:**
     - **At least 8 digits**
     - **Contain at least 1 special character**

8. Type in the **initial password** for the old password..
9. Type in a **New Password that you chose**.
10. Retype your new password to confirm your new password.
11. Click **Save**.

12. The **Dashboard** tab will display a graph that displays payments by status. This in an informational page only.

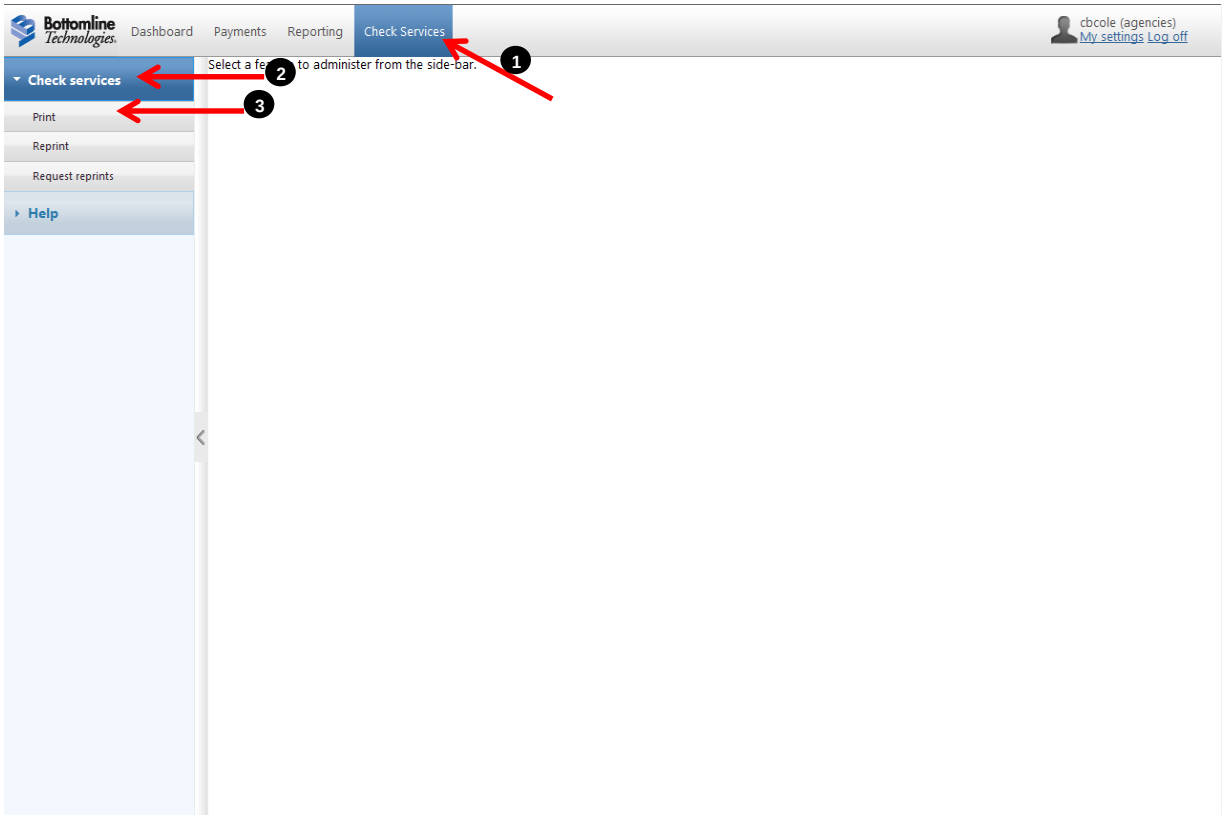


Printing Checks

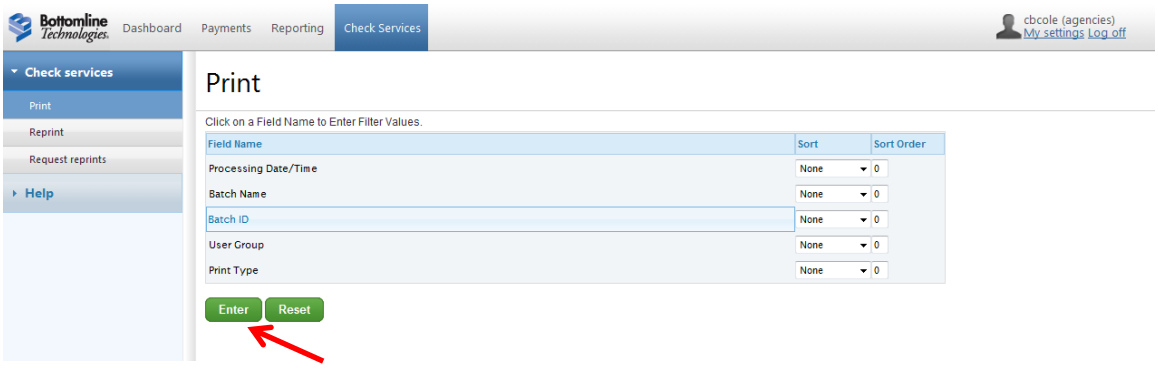
This section will demonstrate how to print batch system *(NCAS)* checks and to print manual checks.

Batch System Check Printing

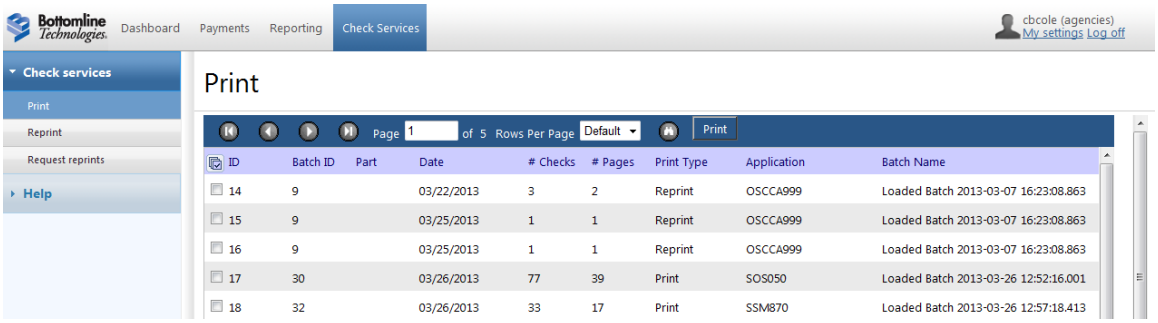
1. Select the **Check Services Tab** on the top menu bar.
2. In the side-bar, select **Check services.**
3. Select **Print**.



4. The Print Filter screen displays. Click **Enter**.



5. The check batches that are available for printing will be displayed. If you have multiple batches, you will see multiple rows displayed. Also, if you have requested a manual check from the MPE screen in NCAS, you would see that check as a separate row. *(This process will be demonstrated later in the training manual.)*



IMPORTANT

Before printing checks, you will need to make sure to turn on the check printer. Below are the steps to follow:

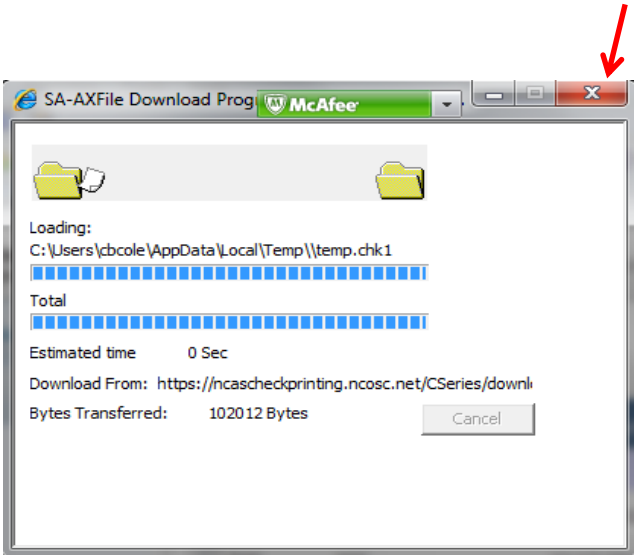
1. Use the gold key to unlock the printer tray, verify that check stock is in the tray.
2. Fan any new Check Stock and put into tray 2 on Troy 4350 and tray 3 on Troy 4000 and 8000. Load the tray with the blue line facing down and toward the right of the printer.
3. Use the second key to unlock the printer, turning it to the Print MICR setting.

6. To print a batch of checks, click on the checkbox next to the batch id in the main **Print Screen** grid.

> **IMPORTANT**
>
> After following instruction #7, a popup box will eventually display with the check printer name. DO NOT CLICK THE "**Print**" BUTTON TWICE. The printer popup box may take a few seconds to display.

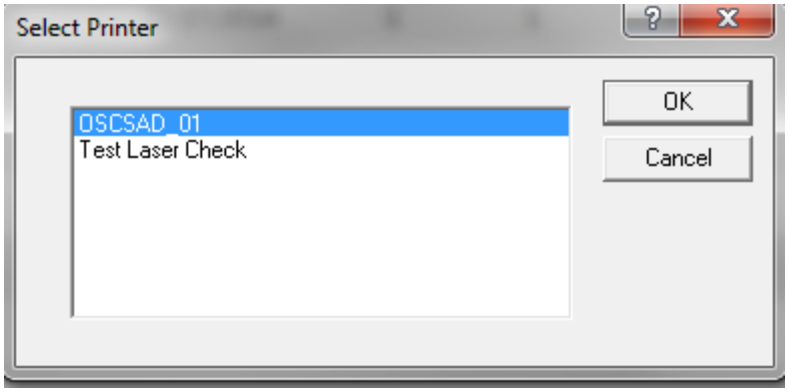
7. Click **Print** on the navigation bar.

> **IMPORTANT**
>
> You may see the following popup window that does not disappear. If you do, click the red X in the corner to close so that printer popup box displays.



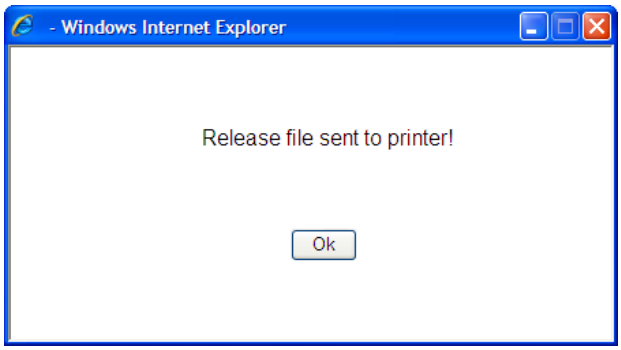
8. The **Select Printer** popup box will display shortly.

9. **Select** the printer and click **OK**.
   (Even if you only have one printer listed, you will still need to select your printer by clicking on the printer and then click OK.)



10. The checks should start immediately printing at the check printer.

11. Click **OK** in the **Release file sent to printer!** message box to remove the batch from the Print screen grid.



If vendor names include any of the following special characters, the symbol will create errors within the Cseries software. Never include the following symbols in the VENDOR NAME field in NCAS to prevent these errors.

Symbols: **| , ”, [], {}, !, $, %, #, ~, *, @, &**

Manual Check Printing

With the *CSeries* software, the NCAS *Manual Payment Entry (MPE)* screen will send the manual check to the *CSeries* software for printing. The trigger in *NCAS* to send a manual check to *CSeries* is to enter a "**Y**" in the PRINT CHECK field.

> For details of how to enter a manual check on the *MPE* screen in NCAS, please see the *NCAS Accounts Payable Processing* manual for step by step instructions.

In NCAS:

```
N45 AP                        MANUAL PAYMENT ENTRY                        MPE
235 - ENTER REQUIRED KEY FIELDS
NEXT FUNCTION: ________ ACTION: ________                  04/18/2013  14:25:42
REQUEST: ________
==============================================================================
BANK ACCT PAY CODE: XXD (1)          PYMT REF NBR: 1234_____ (2)
PAYMENT AMOUNT    : 100.00_____ (3)  PAYMENT DATE: 04/18/2013_ (4)
SINGLE DOC DISCNT : _                PAY ENTITY  : ____
VENDOR/EMP NUMBER : _ (5)_____ __    SHORT NAME  : _______________
PAID INVOICE NBR  : _______________  LIST DOC BEG: _______________
PAYMENT NBR       : __               PARTIAL NBR : ___
PRINT CHECK       : Y (6)
DOCUMENT  DOCUMENT   PYMT PART          GROSS            NET        PAID
NUMBER     DATE      NBR  NBR          AMOUNT          AMOUNT     GRS NET

7399245    03/15/13  001  000          100.00           100.00    (8)_  __
```

1. Type **your BAP code (XXD)** in the BANK ACCT PAY CODE field to indicate which bank account the payment needs to be recorded.

2. Type the agency assigned **manual check number** in the PYMT REF NBR field.

> Manual check numbers can only be up to 9 digits. Errors will occur if a check number is used over 9 digits.

3. Type the **payment amount** in the PAYMENT AMOUNT field to indicate the total amount of the manual check.

4. Type the **payment date** in the PAYMENT DATE field to identify the date of the manual check.

5. Type the **vendor number and group** in the VENDOR/EMP NUMBER fields.

6. Type "**Y**" in the PRINT CHECK field.

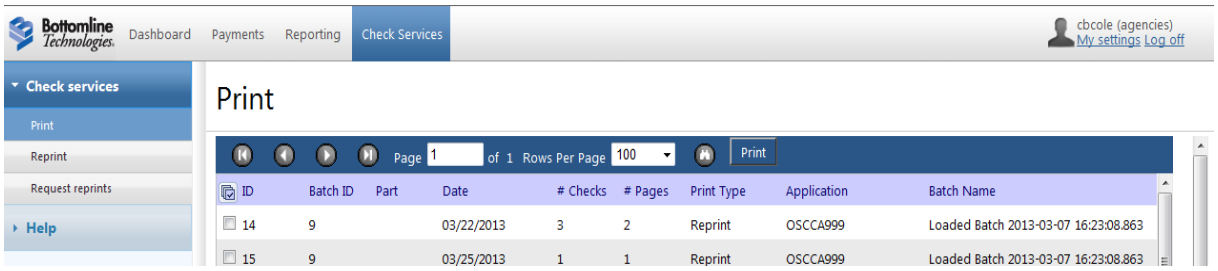
> If you do not type the **Y** in the PRINT CHECK field, the check will not push to the *CSeries* check printing software. At this point, the manual check will need to be cancelled in *NCAS* and the *MPE* screen processed again with a different check number making sure to type **Y** in the PRINT CHECK field.

7. Press **ENTER** to display invoices in balanced status for this vendor.

8. Type **S** in the GROSS field to identify that the gross amount of the document was paid.

9. Type **N** or **NEXT** in the REQUEST field and press **ENTER** to process the information.

The processing of a manual check from *NCAS* to the *CSeries* software runs through several jobs behind the scenes to create the check batch. This process may take up to **15 or more** minutes depending on when the *MPE* screen is processed. Once the processing is complete, the check will appear under the **Print** menu under the **Check Services** tab.



You will then be able to select that manual check and print just as you would a batch of checks.

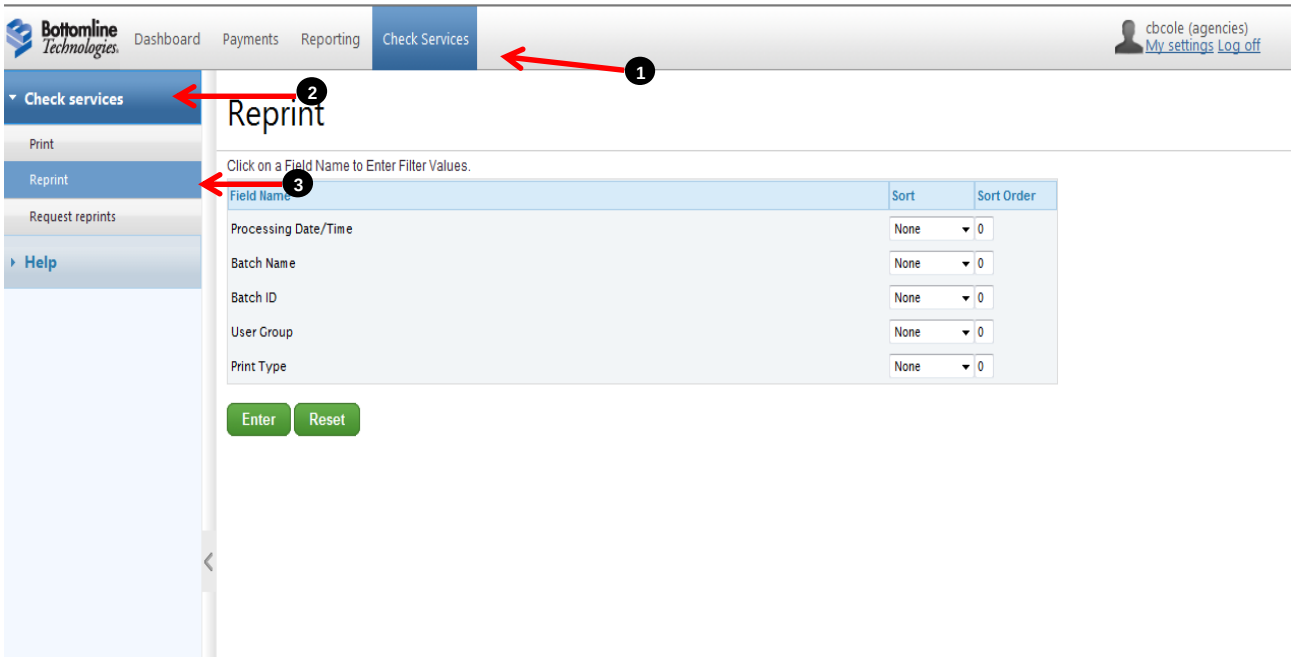
Reprinting Checks

This section will demonstrate how to reprint batch system *(NCAS)* checks and individual system or manual checks.

Reprinting Batch System Checks

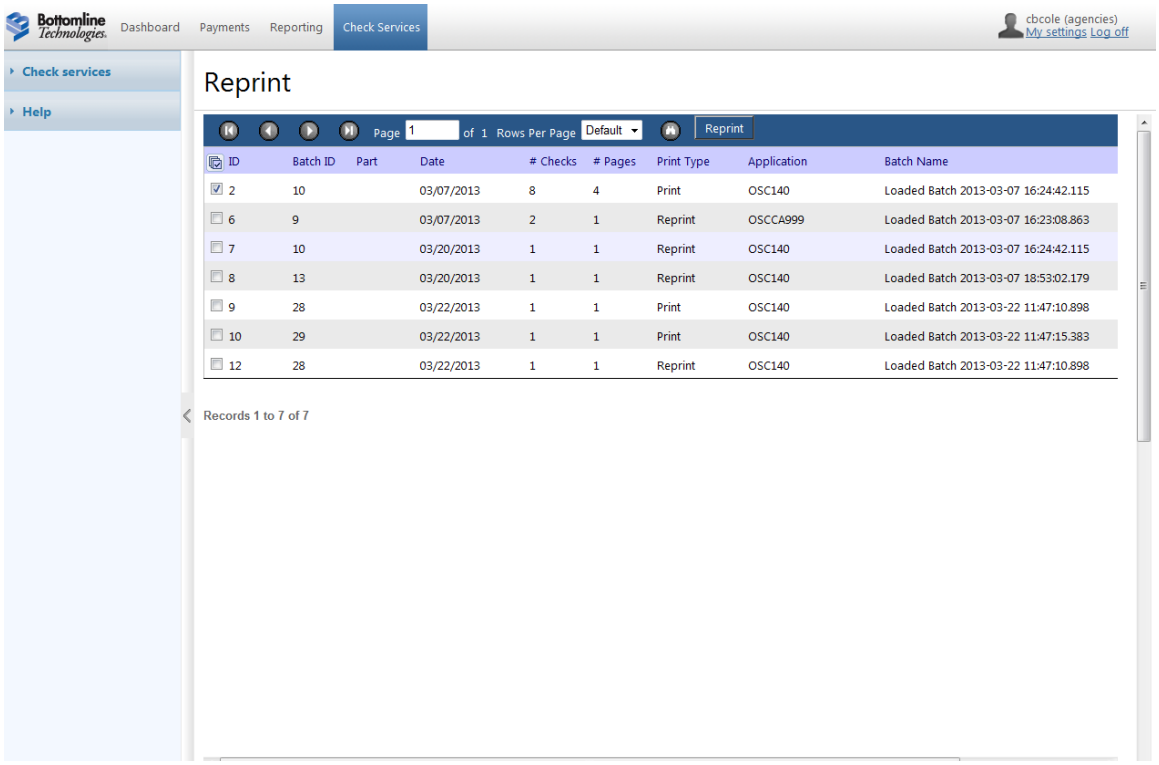
IMPORTANT: ***Reprinting of batch system checks should only be used in the case that the original batch print job was not completed successfully to avoid duplication of checks!***

1. Select the **Check Services Tab** on the top menu.
2. Select **Check services** in the left side menu.
3. Select **Reprint**. The Reprint filter screen displays. This can be used to filter for specific information.



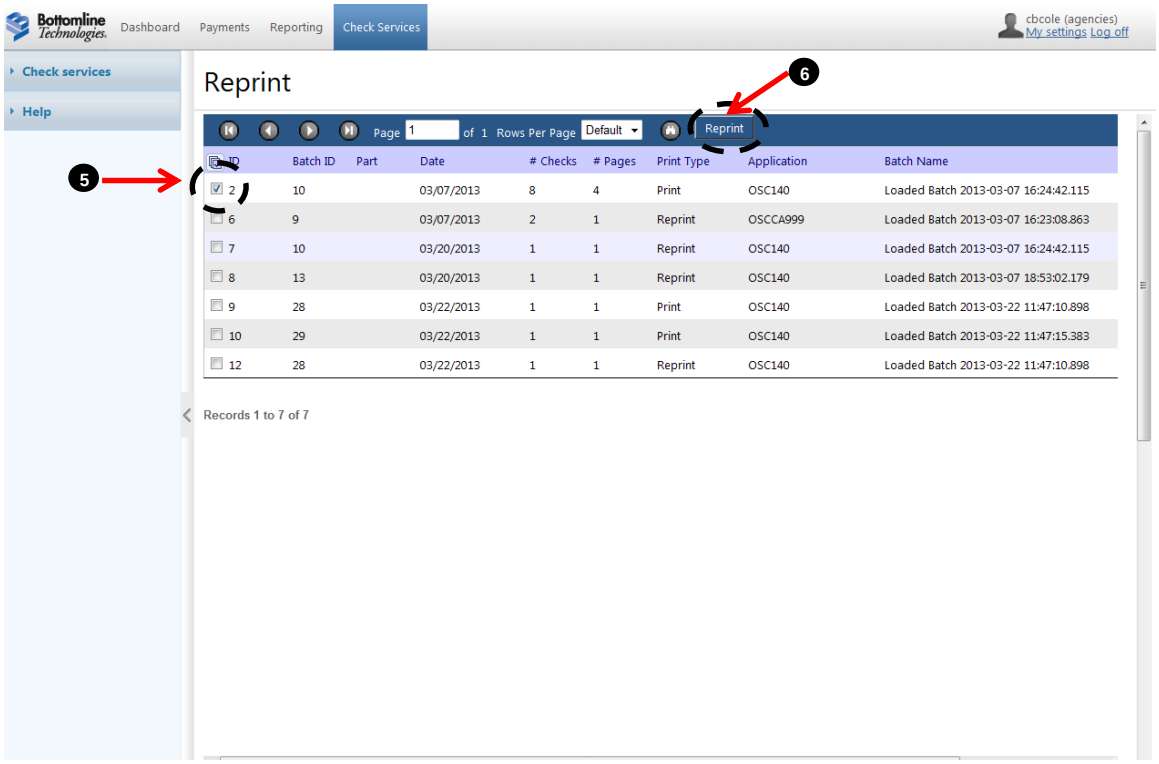
4. Click **ENTER** to display the **Reprint** screen.

   - The **Reprint grid** displays the batches that are available for reprinting.



5. **Check** the checkbox in the **Reprint grid** to select a batch for reprinting.

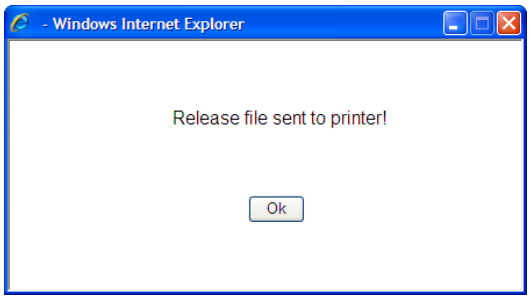
6. Click **Reprint** to launch the Select Printer popup box.



7. Select printer and click **OK**.

8. The checks will immediately start printing at the specified printer.

9. Click **OK** in the **Release file sent to printer!** message box to remove the batch from the Print screen grid.

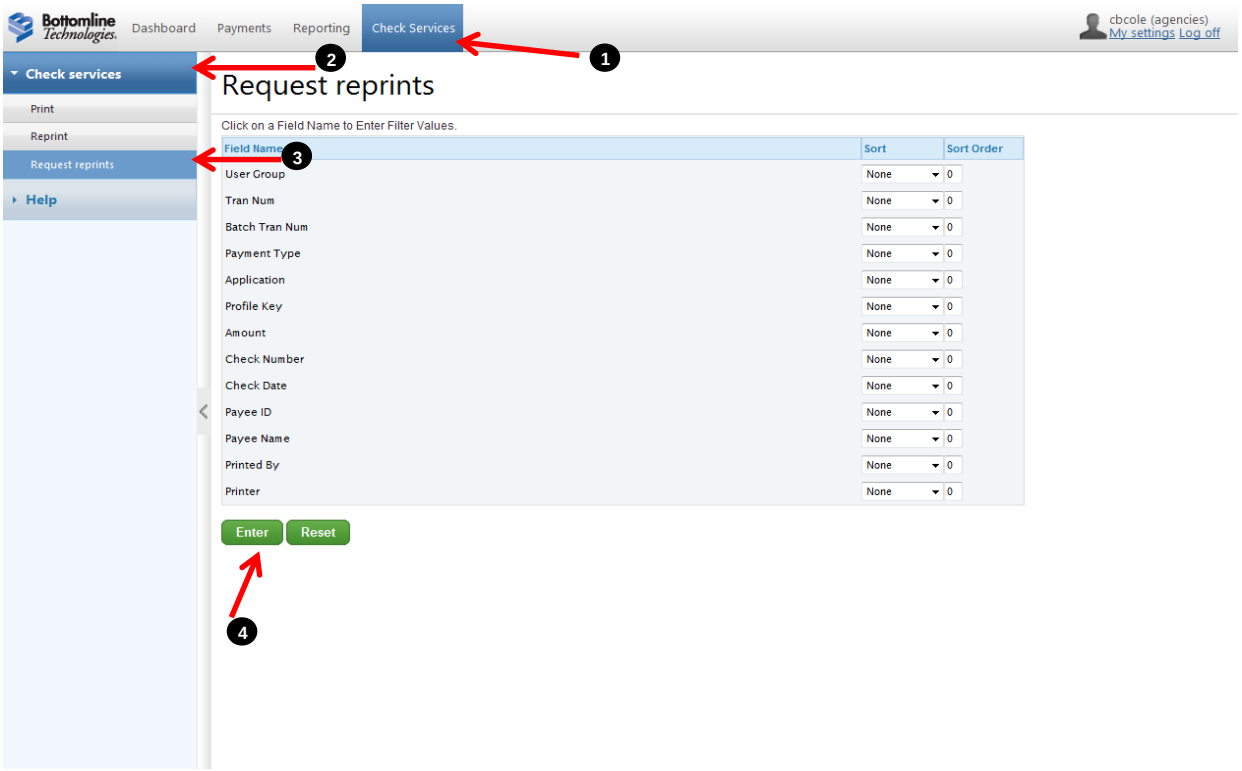


IMPORTANT: ***Reprinting of batch system checks should only be used in the case that the original batch print job was not completed successfully to avoid duplication of checks!***

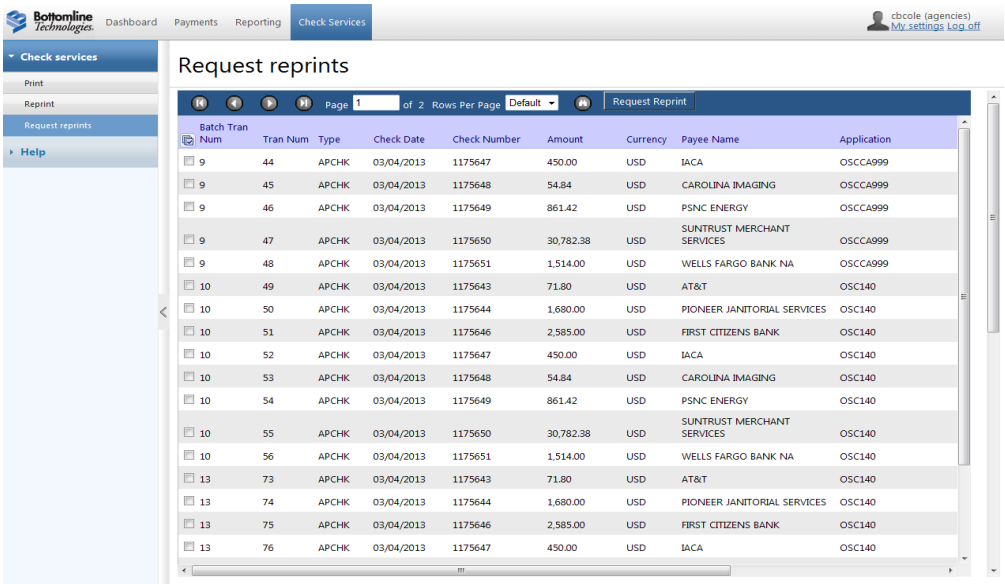
Reprinting Individual System Checks or Manual Checks

IMPORTANT: Reprinting of individual checks should only be used in the case that the original check was not printed successfully to avoid duplication of checks!

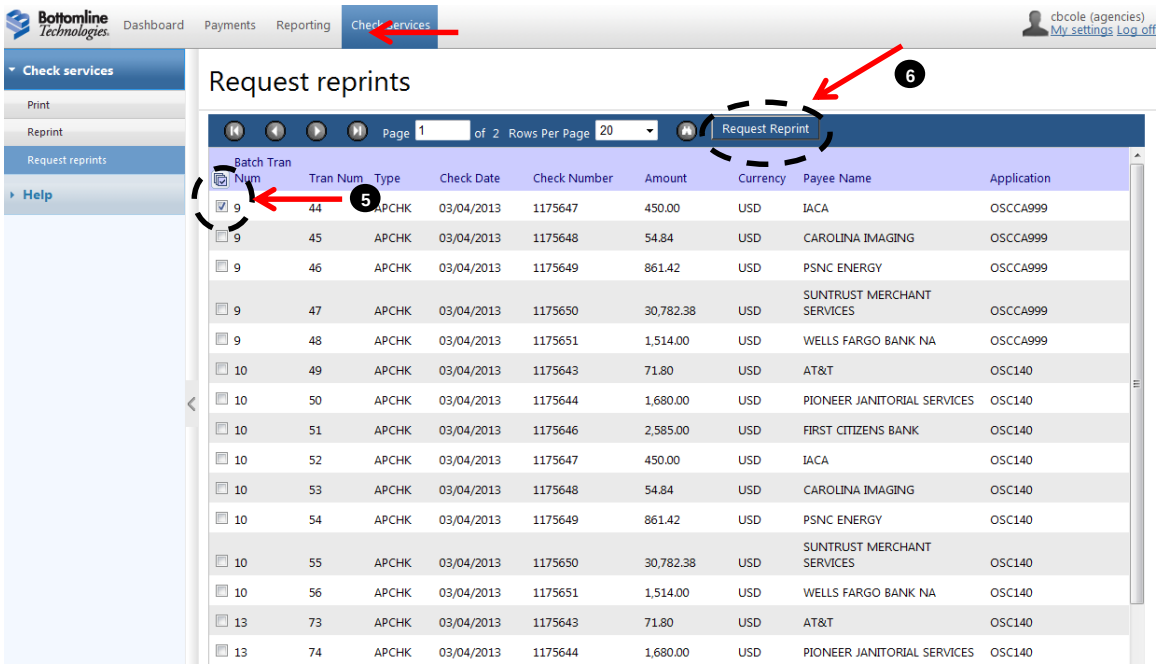
1. Select the **Check Services Tab** on the top menu.
2. Select **Check services** in the side menu.
3. Select **Request reprints**. The Individual Reprint Request filter screen displays. This filter screen can be used to look for specific check numbers, check dates, and multiple other fields if you chose to narrow down the list of checks.



4. Click **ENTER** to display the Request Reprint screen.



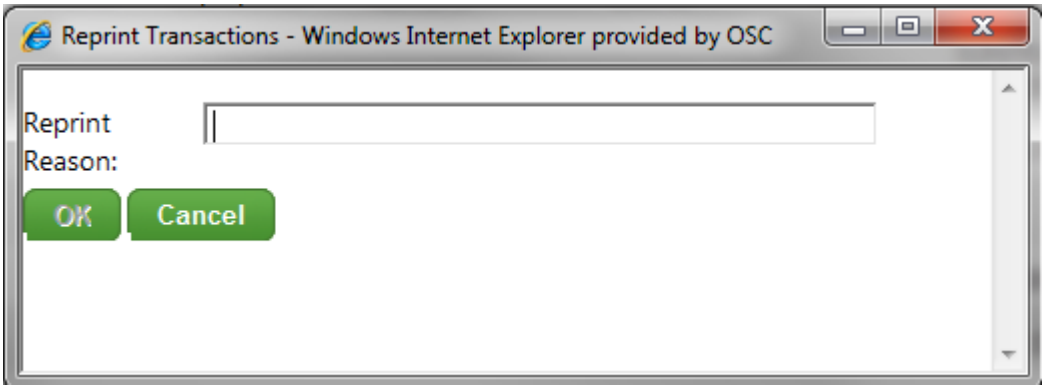
5. **Check** the checkbox in the **Request Reprints grid** to select an individual check for reprinting.



6. Click **Request Reprint**.

7. Enter a **Reprint Reason** in the Reprint Transactions popup box.

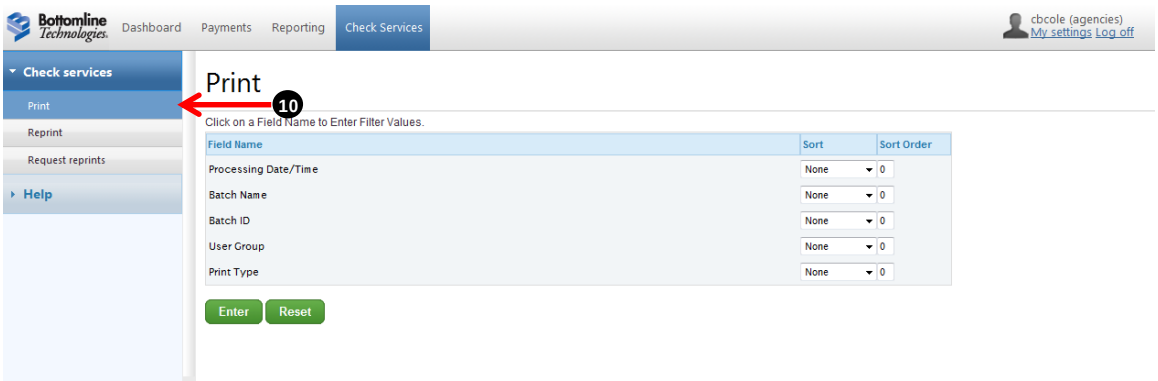
8. Click **OK**. The check is then removed from the Request Reprints grid.



9. **<u>After</u>** the individual check has been requested to be reprinted, the check will be available for printing in the **Check Services Print screen**.

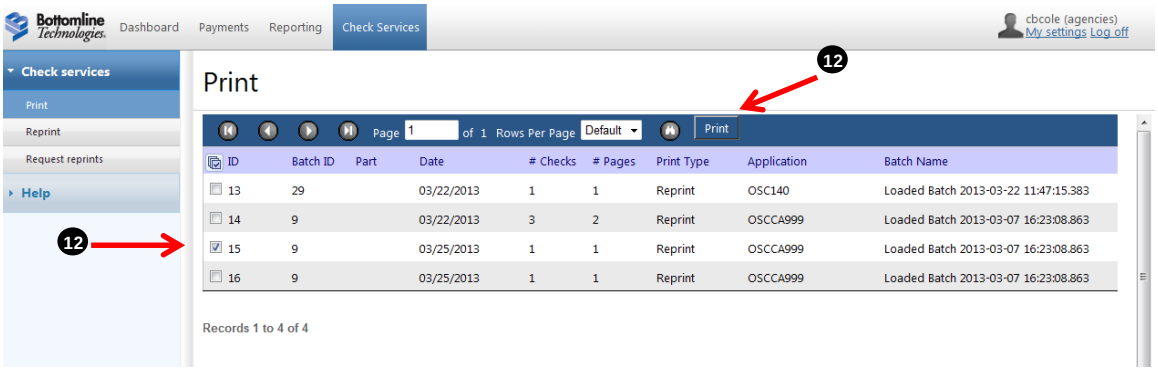
> **<u>REMEMBER</u>**
>
> The reprinting of an individual check can take up to **5 minutes** to appear in the **Check Services Print** screen after requesting a reprint. The request reprint of a check has to run through several *CSeries* jobs behind the scenes before it will appear under the Print screen.

10. Once the check has successfully run through the *CSeries* batch jobs, click **Check Services** on the side menu and select **Print**. The Print filter screen displays.



11. Click **Enter**.

12. **Check** the checkbox for the individual check that needs to be reprinted and click **Print**.



13. Select the printer and Click **OK.** The reprint of the check will start printing.

14. Click **OK** in the **Release file to printer!** message box to remove the check from the **Print** screen.

Entering a Manual CSeries Check

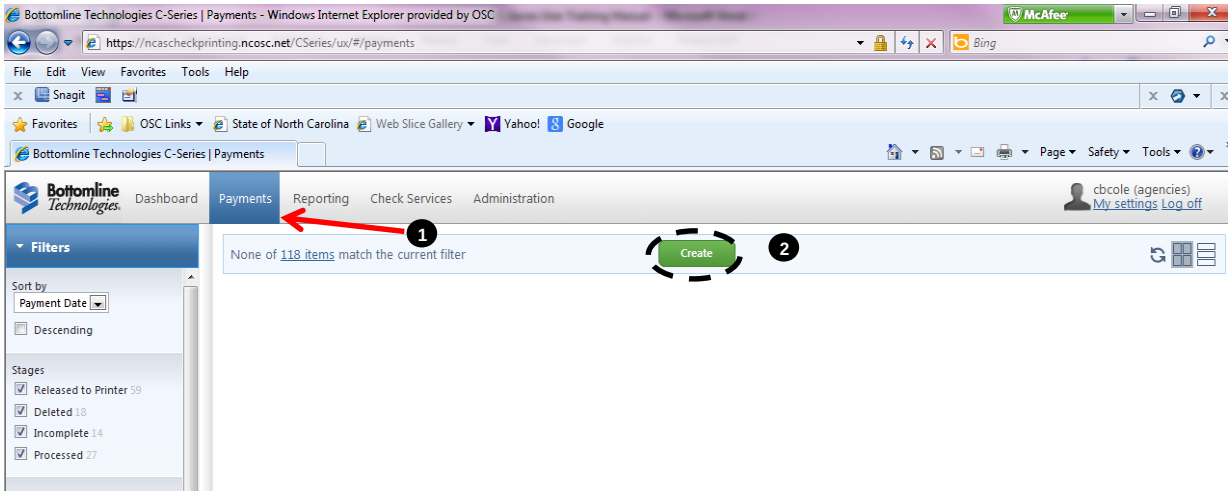
Sometimes there may be situations that a manual check needs to be created within the *CSeries* check printing software. The preferred method for creating manual checks is using the *MPE* screen in *NCAS* to push the manual check to *CSeries* for printing. However, there may be situations that the manual check needs to be created within the *CSeries* software. Creating manual checks within *CSeries* will not be available for users until requested.

Agencies will need to request this access within *CSeries* by using the ***CSeries Manual Check Request Form***. This form can be found on OSC's website at the following http://www.osc.nc.gov/sigdocs/sig_docs/documentation/forms/cpform.html

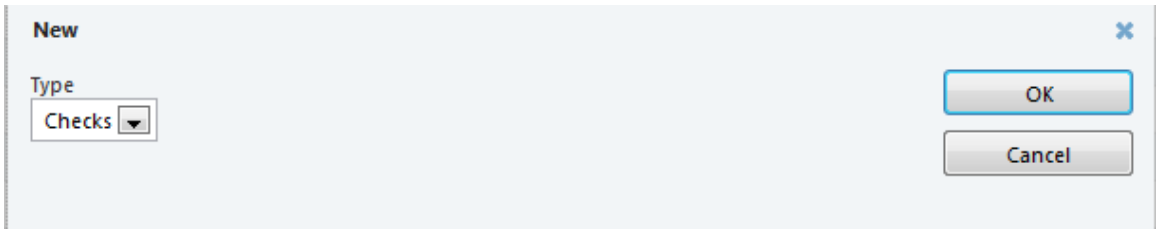
Once the request has been approved by OSC, the user will be granted access to *CSeries* to create this manual check. Once the manual check has been created, the access will then be reversed for that user. See below for the steps of how to process a manual check within the *CSeries* software.

To Enter a Manual CSeries Check:

1. Click on the **Payments** tab on the top menu.
2. Click on the **Create** button.



3. Click **OK** on the next popup box**.**



4. Enter a **Batch Name** in the *Batch Name* field on the Creating new batch screen.

   🗁 This would be the name that it will display for this manual check in CSeries only.

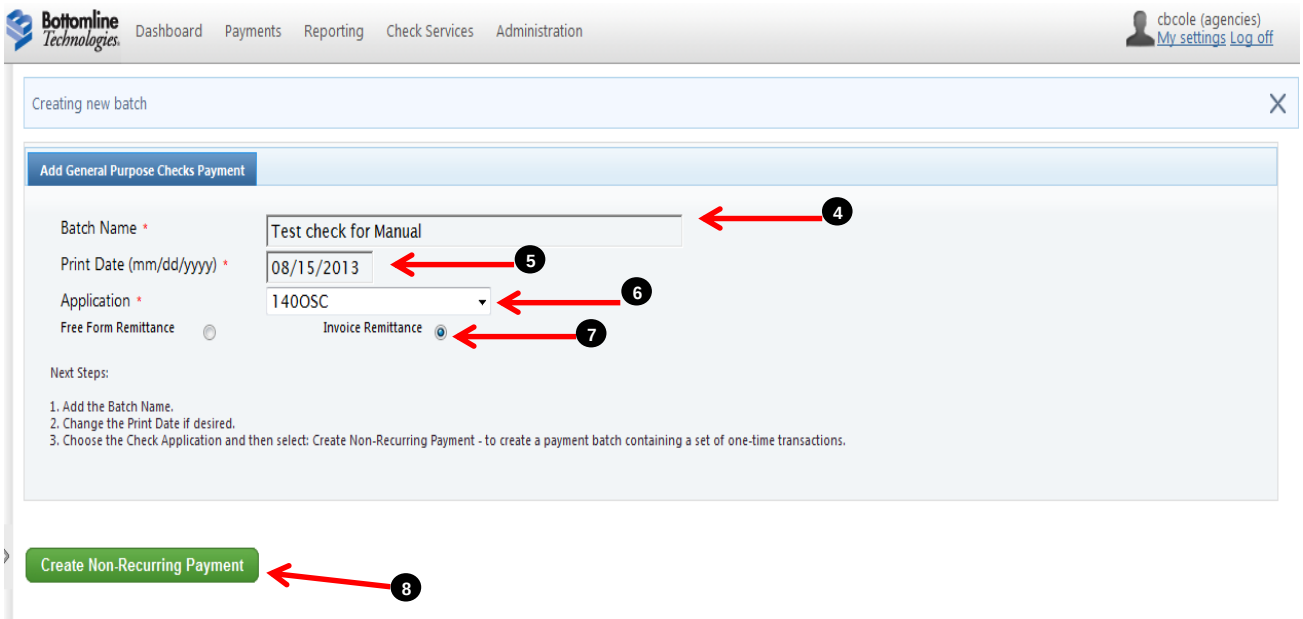
5. Enter a **Print Date**. This will normally be the current date.

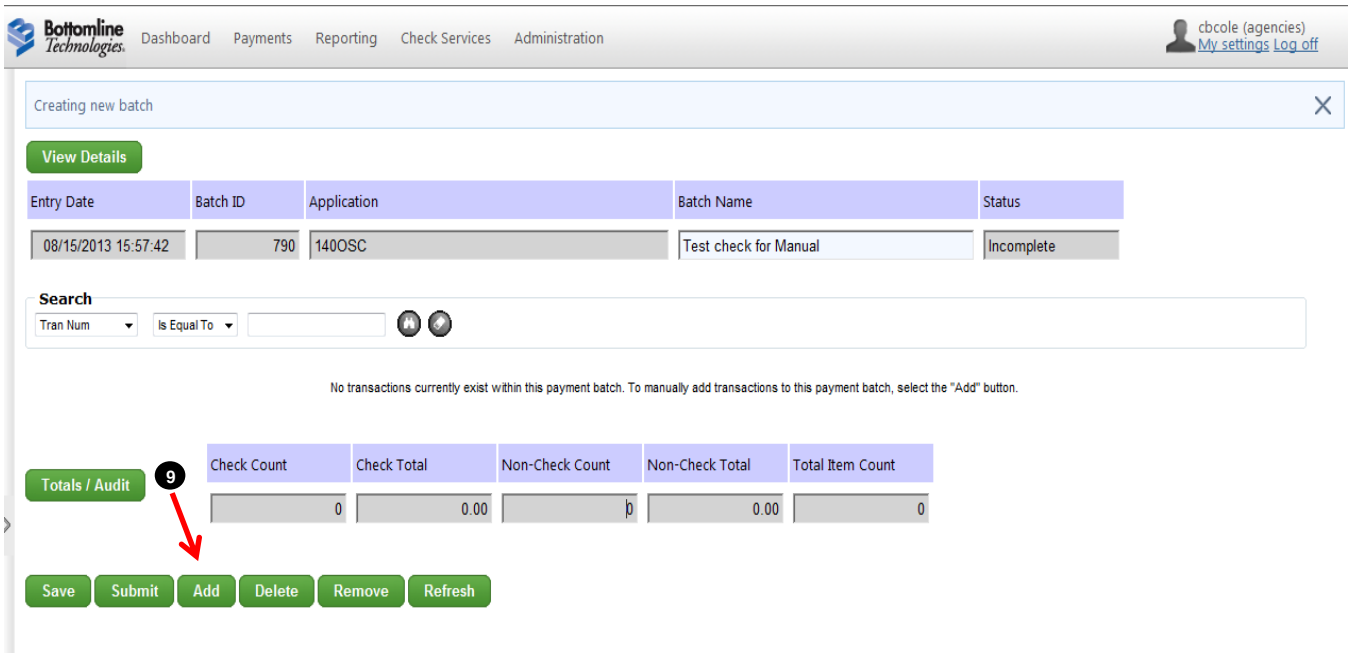
6. Choose the **application (bank account)** from the drop down box that this manual check need to be paid.

7. Check "**Invoice Remittance**" for the remittance type for the check.

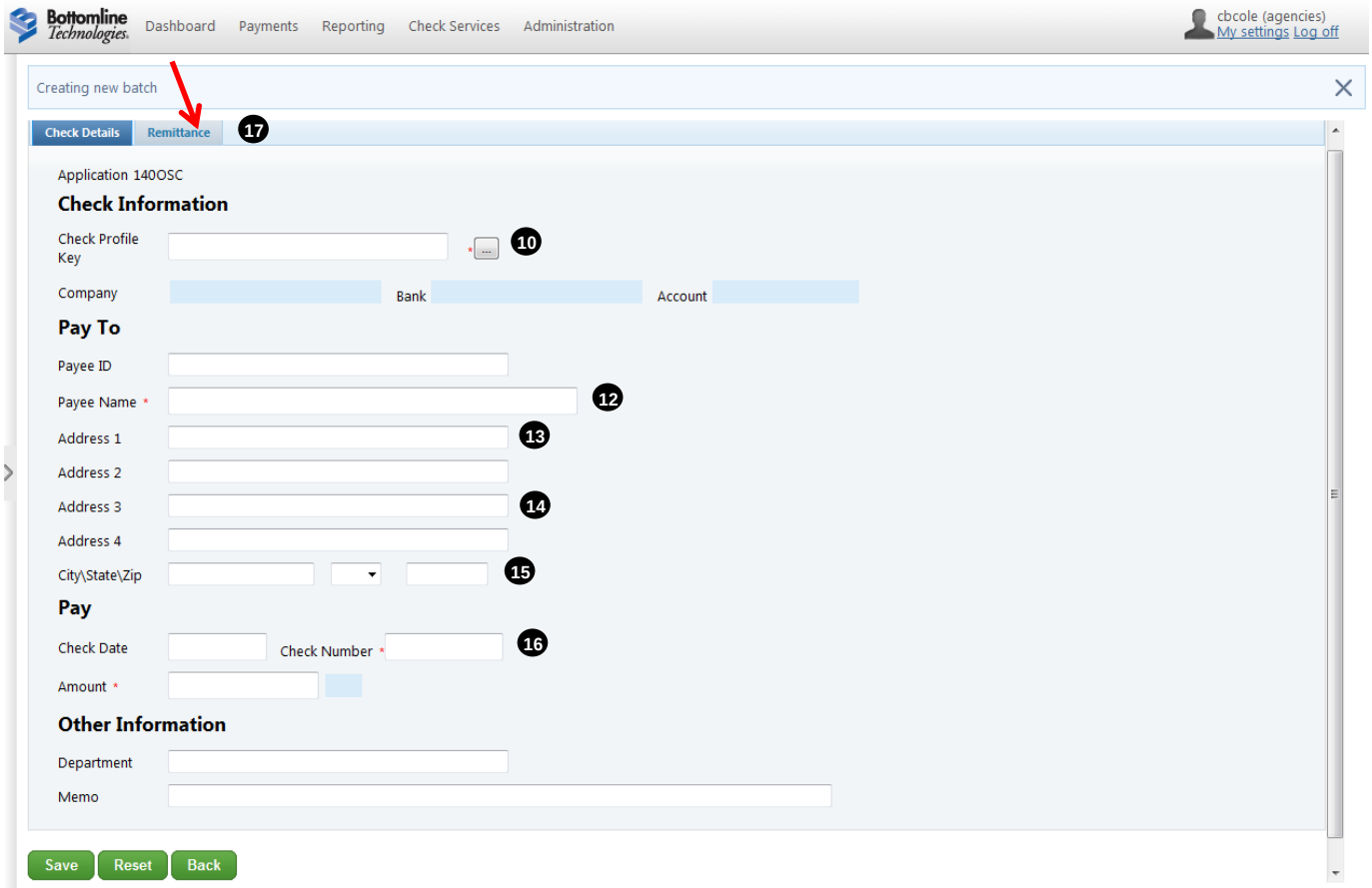
   - *Free Form Remittance* will only display a text box for the remittance part of the check.

8. Click **Create Non-Recurring Payment** to create the check batch.





9. Click on the **Add** button to display the Check Information screen.



10. Click on the button to display the different bank accounts for your agency.

11. Select the **Check Profile Key** *(Bank Account)* that this check needs to be paid.

12. Enter in the **vendor name** in the *Payee Name field*.

    You will need to capitalize any letters in these fields. The check prints exactly how it is entered in these fields.

13. Enter the **vendor street address** in the *Address 1 field*

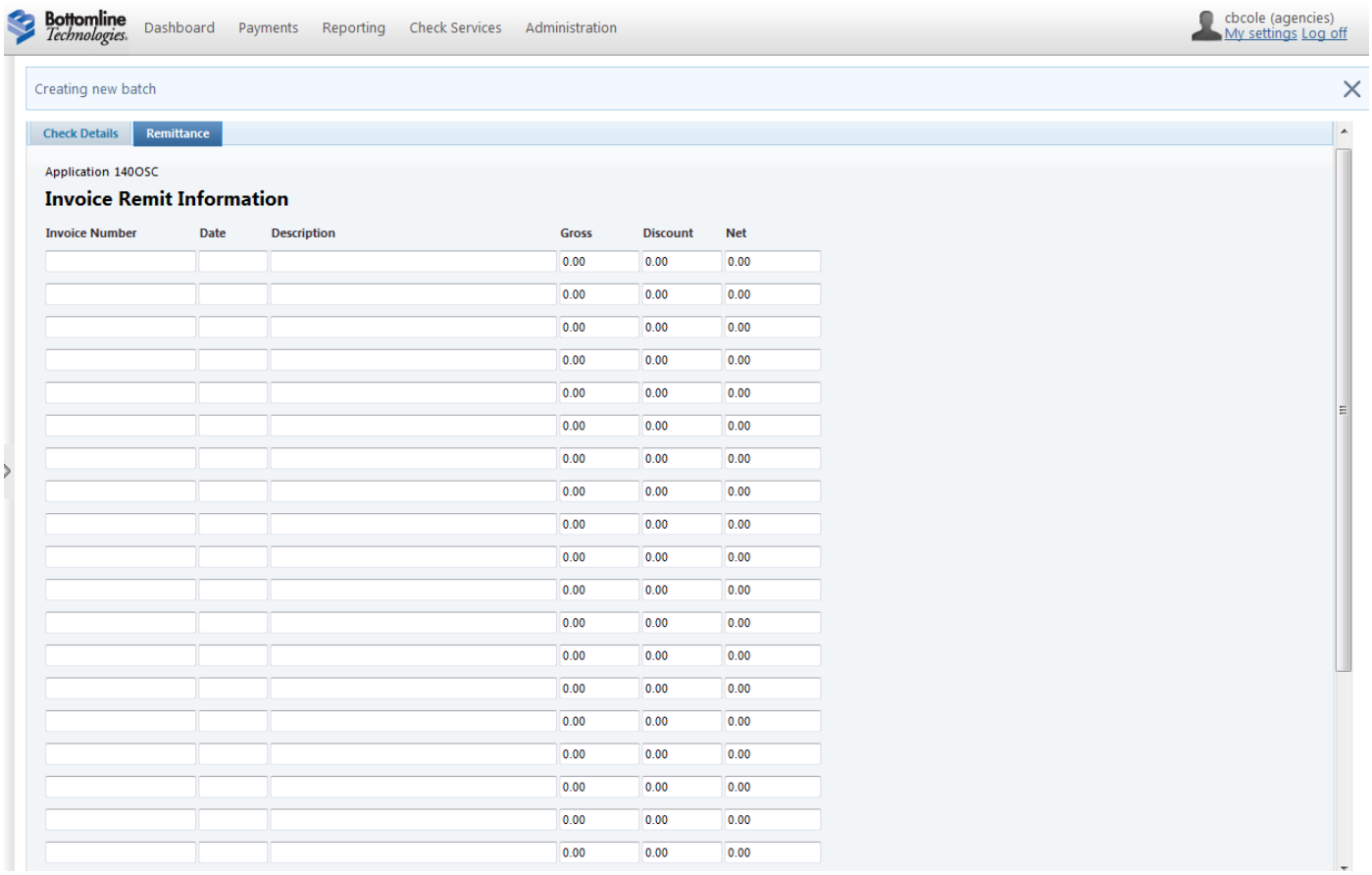
14. Enter **any other additional information** that may be needed in the *Address 2-4 fields.*

15. Enter the **city, state, and zip code** in the *City\State\Zip* fields.

16. Enter in the **Check Date**, **Check Number** and **Amount** in the *Pay* section.

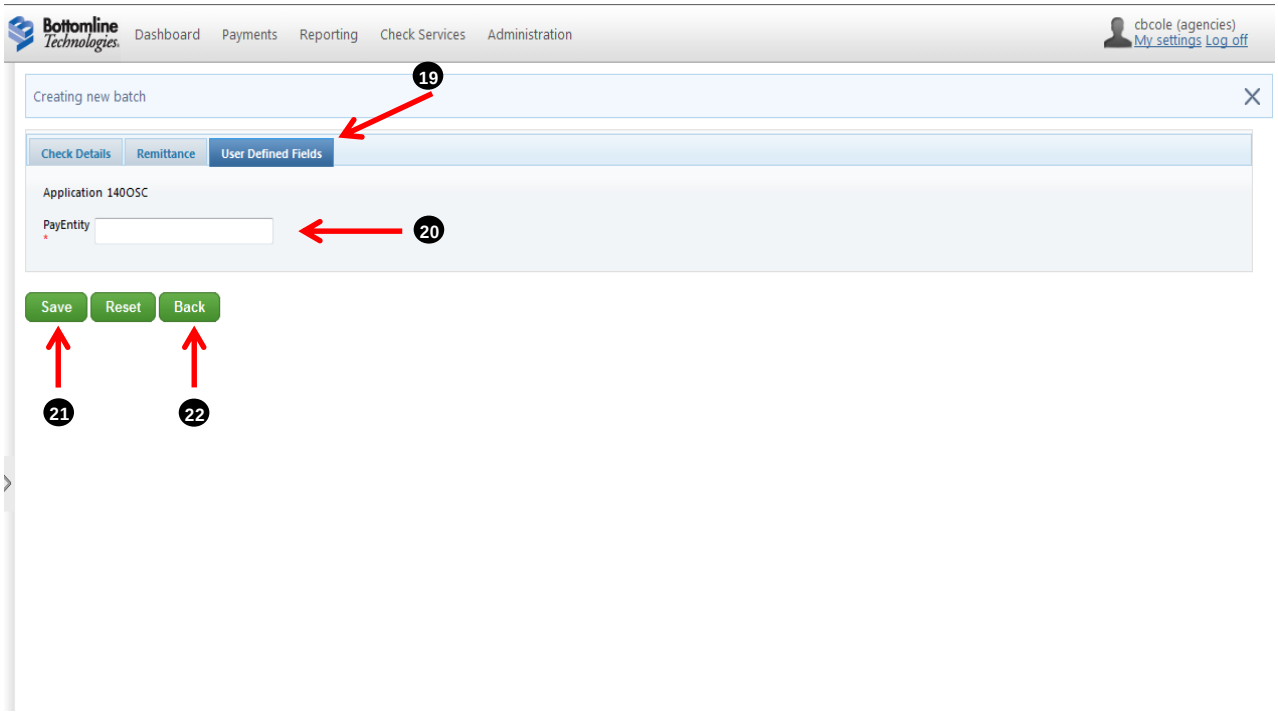
IMPORTANT: Manual check numbers can only be up to 9 digits. Errors will occur if a check number is used over 9 digits.

17. Click on the **Remittance** Tab at the top to enter invoice remittance information.



18. Enter any remittance information that pertains to this manual check (**Invoice number, Date, Description, Gross amount, Discount, Net)**

19. Click on the **User Defined Fields** tab at the top to enter the pay entity for the manual check.



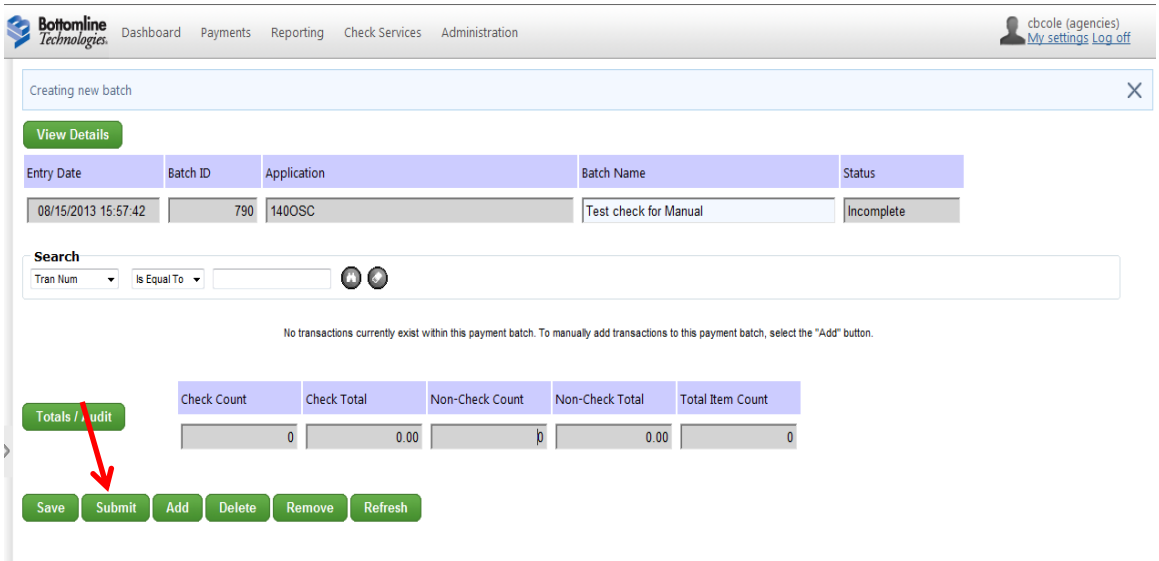
20. Enter in the **Pay Entity** that pertains to the manual check being created.

    You will need to capitalize any letters in the Pay Entity field. The check prints exactly how it is entered in this field.

21. Click **Save** at the bottom of the screen.

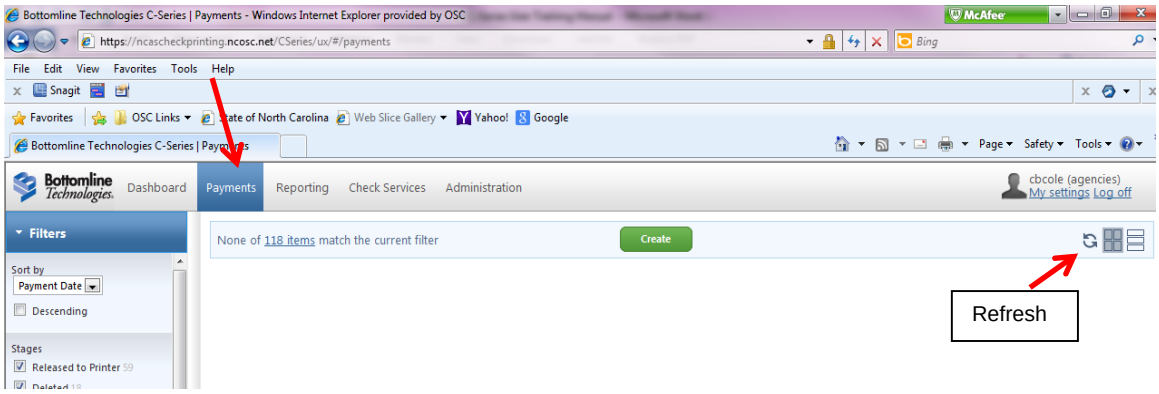
    After clicking save, a blank check information screen will display. Enter new information if another check is needed. Once all checks have been processed and saved, continue to step 22.

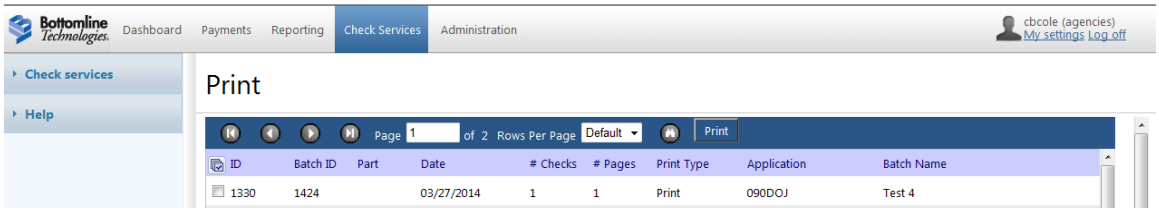
22. Click **Back** to return to previous screen.



23. Click **Submit** to process the manual check(s).

24. Your screen will change to the **Payments** tab. The manual check entered will be displayed.





At this point the check will go through the CSeries processing which may take up to 5 minutes. Once the status of the check is in ***"Processed"*** status, you may print the check from the **Check Services** tab on the ***Print*** menu.

OPTIONAL: You can keep hitting **Refresh** until the manual check has changed to "*Processed*" status on the *Payments* tab.

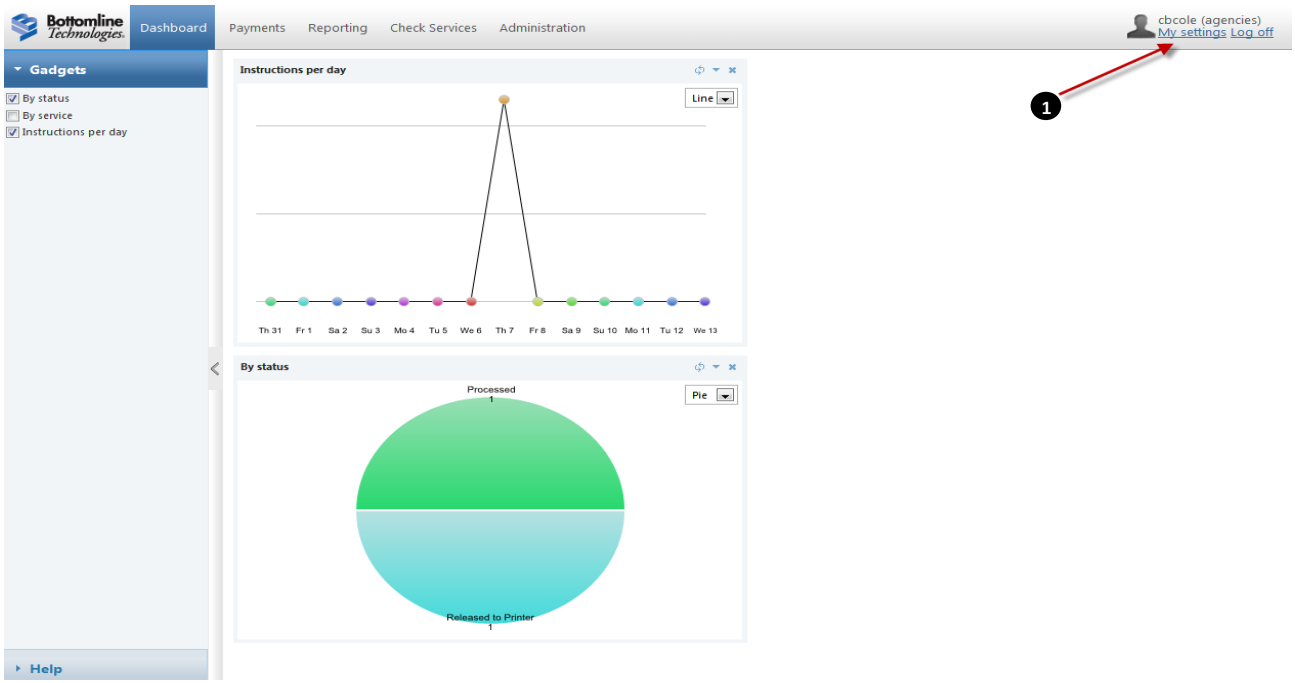
Reporting

The *CSeries* software has a separate Reporting tab to run several types of reports. The main report that is needed anytime checks are printed is the **Check Register**.

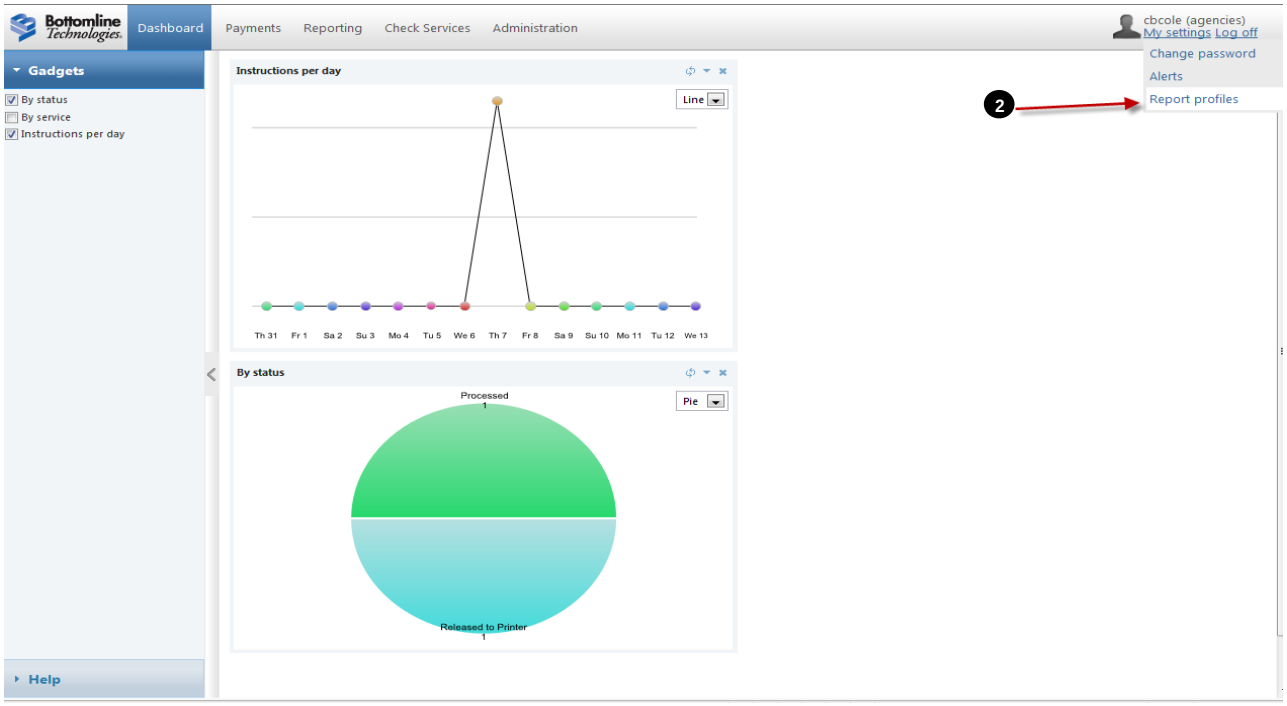
In the previous check printing software, the check register would automatically print after the checks were printed. In the *CSeries* software, you will have to manually run a ***"Check Inquiry"*** report in order to print your check register for reconciliation.

Accessing Check Inquiry Report

1. Click on **My settings** in the top right corner of your screen.



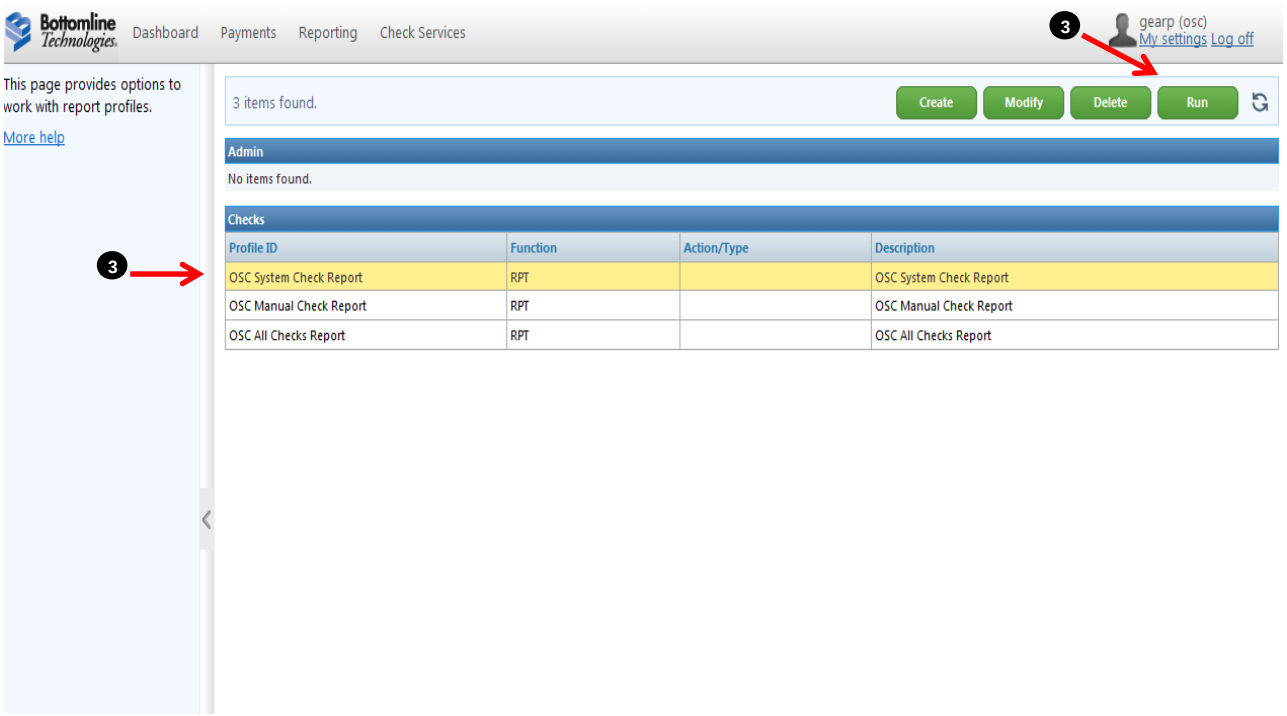
2. Highlight **Report profiles** under My settings.



3. Click on the specific Check Inquiry report that is needed and click **Run** in the top right corner.

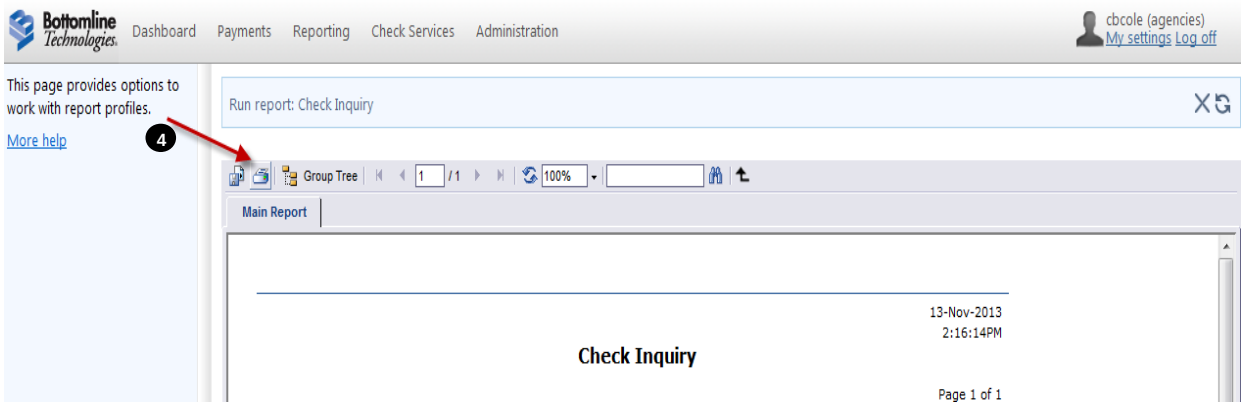
   - Some agencies may have multiple reports that that they can run for the check inquiry report. For example, some agencies have specific reports for only system (NCAS) checks or manual checks. Some agencies may have reports for a specific bank account.

   🗁 *Due to CSeries being a web based software, the report may not return immediately after the "Run" button has been clicked. The report may take up to a few minutes to process and display.*



4. Once the report has run, click the printer button to print the report to your printer.

   - ***NOTE: The check register report will use your computer's approved printers which will not be the printer that is used for printing checks.***

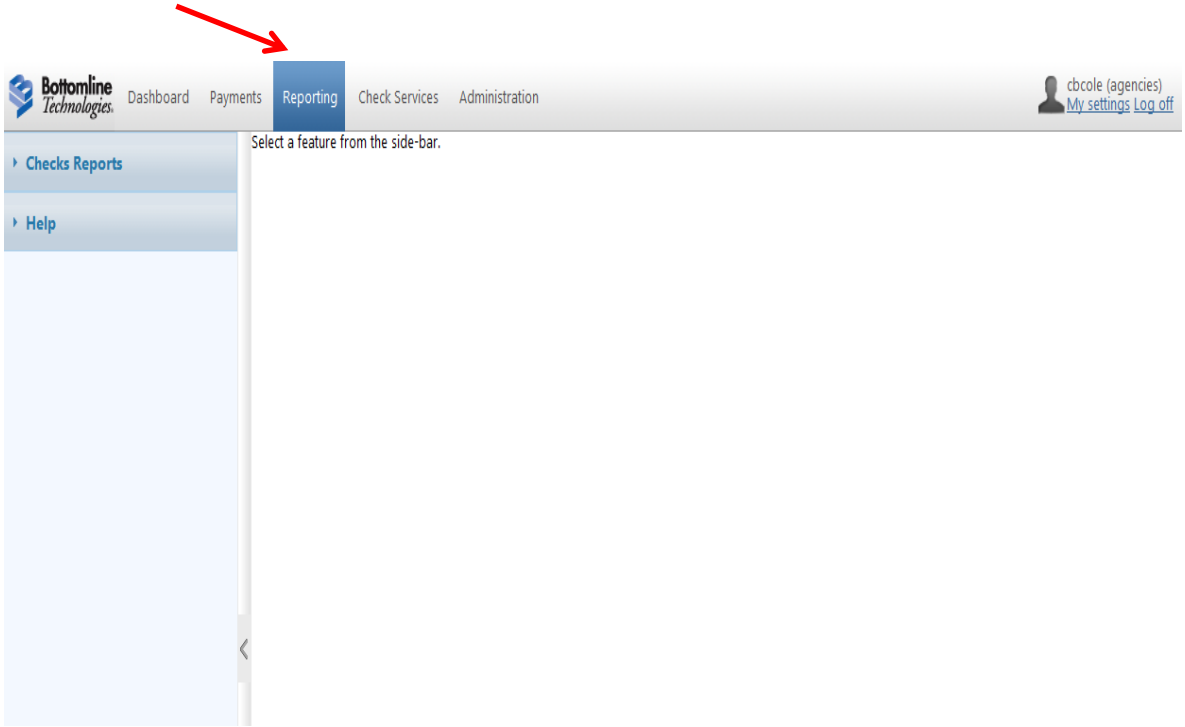


Accessing Reports under Reporting menu (OPTIONAL)

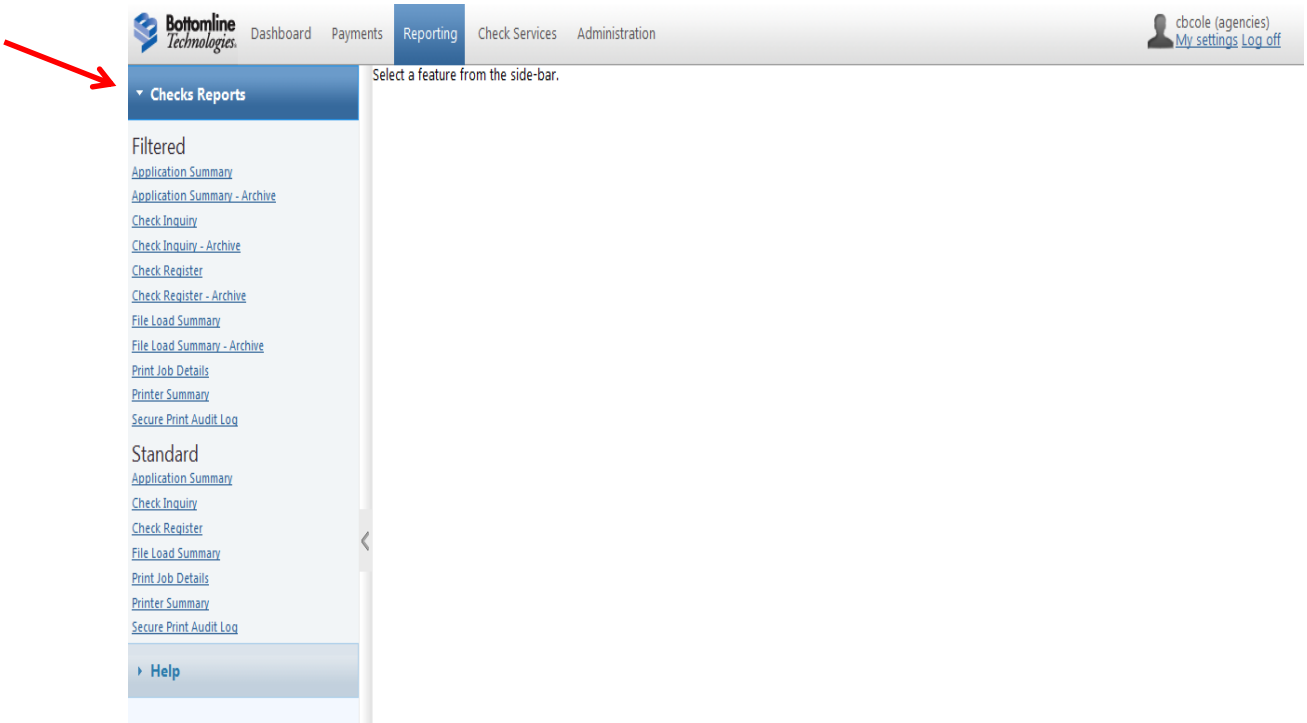
Due to NCAS overnight batch processing and design, the delivered ***Check Register*** report in *CSeries* is not suitable for the "***Check Register***" report that agencies currently use. However, within *CSeries* there is a section with many delivered reports that may be accessed.

To run reports in *CSeries* follow these steps:

1. Click on the Reporting tab at the top menu.



2. Click on Check Reports on the side menu.



This will display all of the available reports. You can run the reports under the **Filtered** section where you can filter the reports for certain data or run the **Standard** reports that will only show the current days payments.

Since most NCAS checks are processed the day before checks are actually printed, the **Standard** reports section is not as useful as the **Filtered** section.

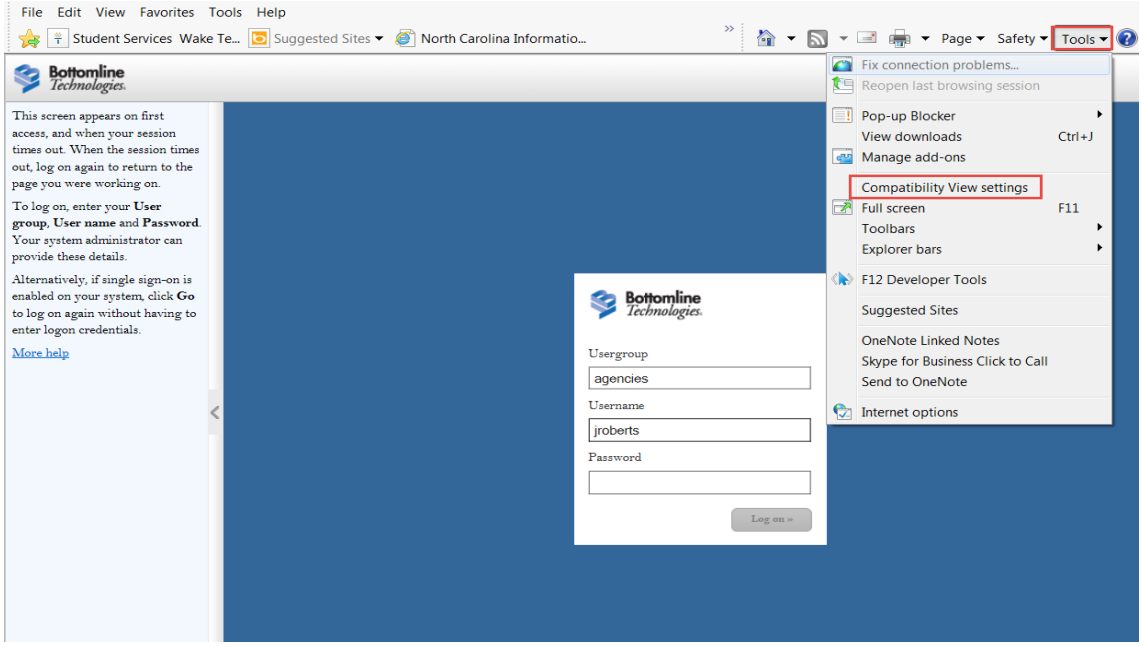
CSeries Internet Explorer Settings

If experiencing problems with CSeries to print checks, please check the following settings in Internet Explorer before putting in a ticket to OSC. Most likely this has occurred due an update that has occurred on the computer. Since all agencies receive these updates at different times, please check these settings and make sure they are in place before placing a ticket at OSC.

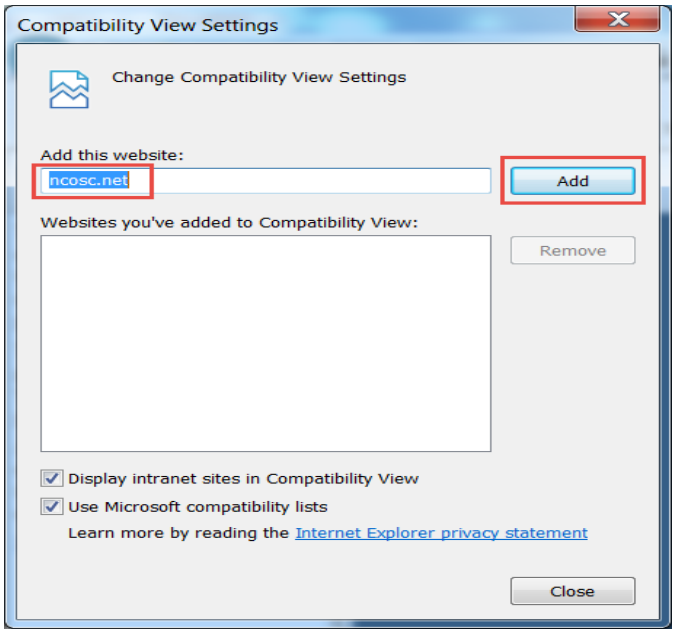
1. Click on the CSeries link on the desktop and log into CSeries.

2. After successfully logged into CSeries, click on "Tools" tab on the top toolbar.

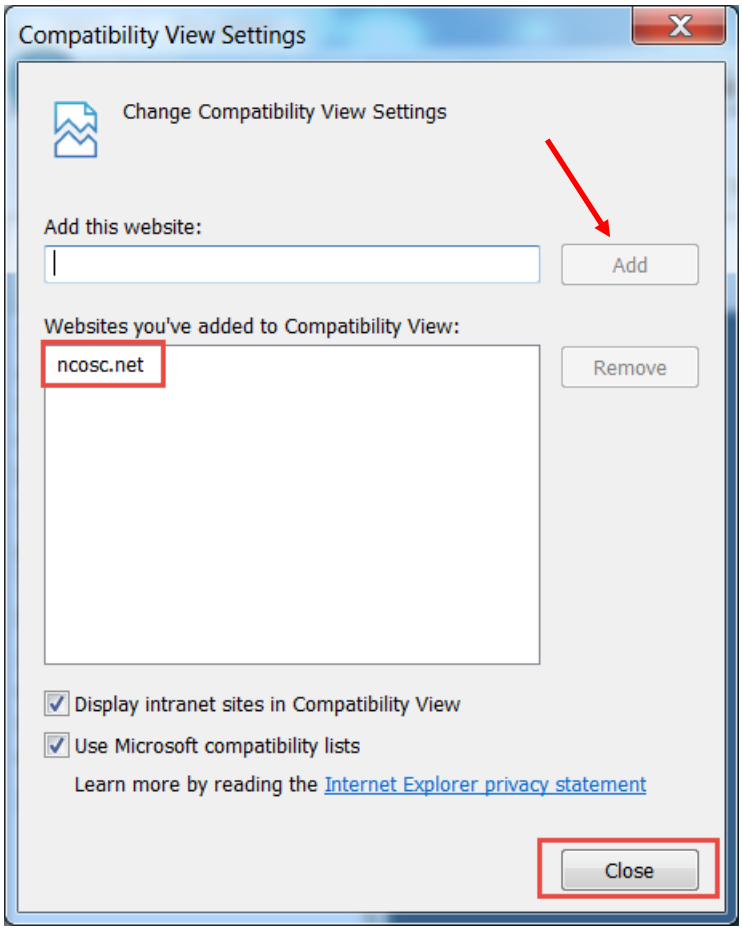
3. Click on "**Compatibility View Settings**".



4. Enter **ncosc.net** in the, "Add this website:" field, if not displaying.



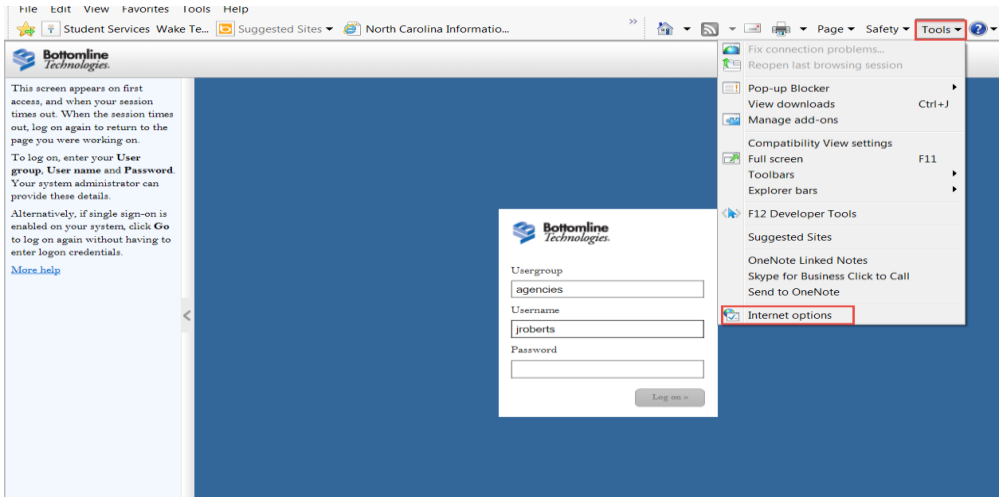
5. Click the “Add” button to add this website.



6. Click the “Close” button.
7. The next setting to check is the “Trusted Sites”.

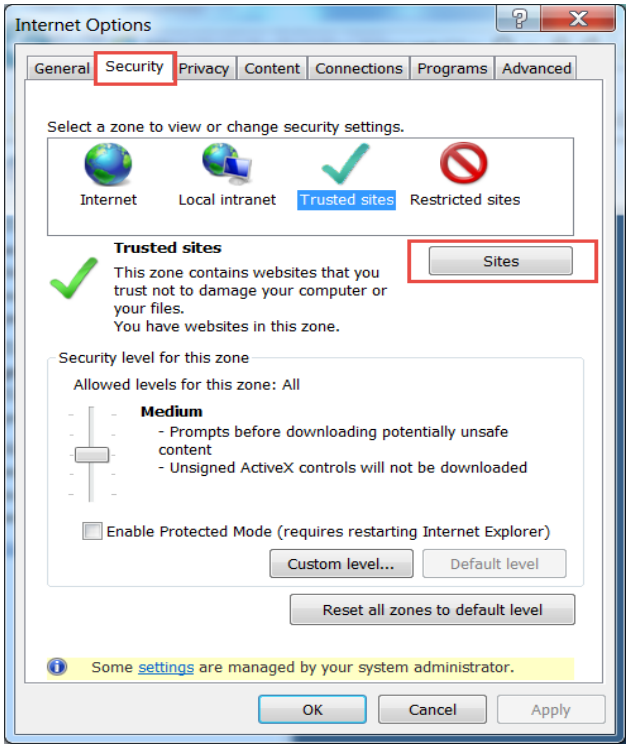
8. Click on the “Tools” tab on the top toolbar.

9. Click on “**Internet Options**”.



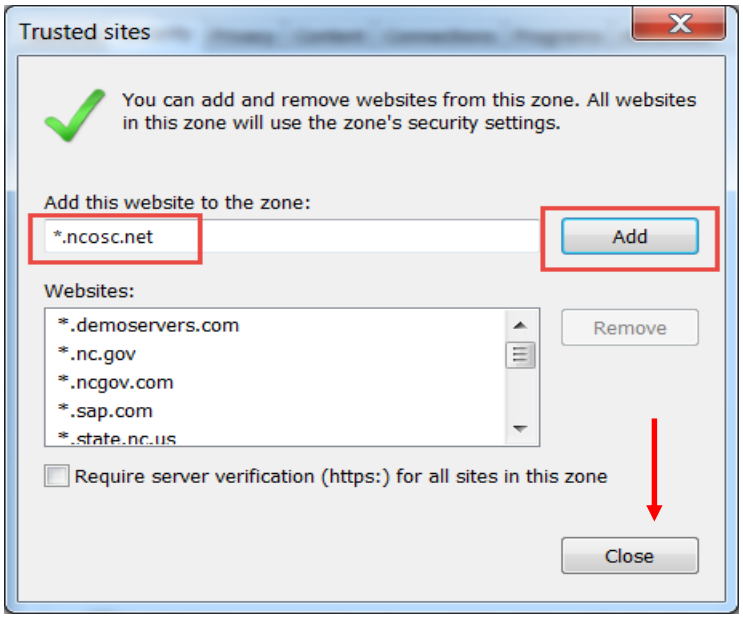
10. Click on the “Security” Tab.

11. Click on the “**Sites**” tab, beside “Trusted sites”.



12. Enter ***.ncosc.net** website in the, “Add this website to the zone:” tab.

13. Click the "Add" button to add this trusted site.



14. Click the "Close" button.

CSeries Forms

CSeries Manual Check Request Form

Please call **OSC Support Services at (919) 707-0795** to request a ticket and attach the form below if needing to request the CSeries Manual Check process to be granted.

This request form can be found at the following link:

http://www.osc.nc.gov/sigdocs/sig_docs/documentation/forms/cpform.html

CSeries Manual Check Request Form

Date:_____

To: OSC NCAS Support Services
Financial Systems Division
Office of the State Controller
Phone #: (919) 707-0795
Fax #: (919) 981-5561

From: _____
Name
_____
Title
_____
Agency
_____
Phone

_____ authorizes the OSC to
(Agency Name)
temporarily change the CSeries Manual Check option to allow creating a manual check within the CSeries software.

We request this change for the following reason:

_____
_____
_____

Disclaimer: Our agency understands that when requesting this manual check process, that the manual check must also be reflected in NCAS for positive pay purposes when using the State Treasurer .
It is the responsibility of the individuals signing this form to make sure that the agency controllers, fical officers, AP superviors, and other pertinent personnel are aware that this request has been made.
Our agency accepts responsibility for any audit exceptions or other changes to its accounting records that may result from the processing of this request.

Signature: _____
Title: _____

Specify Date and Time Changes Needed: _____
Date Requested: _____

FOR OSC USE ONLY

This change authorization form was received by:

Helpdesk Staff Member: _____ Date: _____

Time changed and agency notified: _____

Agency Personnel notified: _____

Time changed back: _____

CSeries Check Printing Form

Please call **OSC Support Services at (919) 707-0795** to request a ticket and attach the form below if changes or new users are needed in *CSeries*.

The following form located at the link below is used to request a **new** user or to **change/delete** *CSeries* users.

http://www.osc.nc.gov/sigdocs/sig_docs/documentation/forms/cpform.html

Office of the State Controller
North Carolina Accounting System
Check Printing Form

Please provide the following information for the persons who will perform the check printing functions at your agency. They will be our primary contact if there are problems with the check printing process.

Agency Name:	
Contact Name:	
Phone:	
Fax:	
Physical Location of Check Printer:	
Address:	

Primary Check Writer:	
Phone:	
NC ID:	
Email Address:	

Secondary Check Writer:	
Phone:	
NC ID:	
Email Address:	

Remove Check Writer:	
Phone:	
NC ID:	
CSeries Usergroup	
CSeries Username	

Certification of Agency Head, President, or Chairman:	
Signature:	
Date:	
Email Address:	

OSC USE ONLY	
Date Received:	
Date Confirmation Sent to the Agency:	
Model Staff:	

Check Printing Policy

NCAS Check Print User Access:

Each agency will assign two (2) users to print their NCAS checks. This access is requested via a form that can be downloaded from:

http://www.osc.nc.gov/sigdocs/sig_docs/documentation/forms/cpform.html

In order to print NCAS checks, the agency user must have the following user IDs: NCID, CSeries Usergroup and Username to complete the authentication process. Below is a summary of these accounts and how rights are granted.

- **NCID Access:** Each agency user must have an NCID account that is created by their agency's NCID administrator. OSC will grant security access roles to the NCID user name's as indicated on the form listed above. The authentication and authorization is enforced by NCID security guidelines. This access is needed in order to access the ITS-managed VPN.

- **CSeries Usergroup & Username:** When user is assigned to the CSeries check printing software the user will be assigned a usergroup, username, and initial password.

Access Monitoring

Access to the NCAS check print process as outlined above is monitored and documented in order to ensure only authorized access. This monitoring includes:

- CSeries login audit and data transaction audit are done automatically and backed up daily

- Each login to SSL VPN is logged and backed up at the ITS level

System Setup Policy:

OSC will provide each agency with the equipment necessary to print checks. This equipment will include the following:

- One (1) Troy MICR-certified printer (key-controlled) and parallel cable

The agency will be responsible to provide the following:

- Network connection (port 80 and 443 access)
- Electrical power source
- Physical space to set-up computer and printer
- Check Stock (see source below)
- Troy MICR Toner Cartridges (see source below)

Physical Security

Due to the sensitive nature of the check print process, adequate security must be provided for both equipment and supplies. The two assigned users are ultimately responsible for all equipment and supplies which includes the keys and the blank check stock. Specifically, the following [minimum] security measures are required:

- **Physical Workspace:** The physical workspace provided for the printer should be located in a secured area that limits access to only authorized personnel.
- **Keys:** There are two keys necessary to operate the MICR printer.
    - One key is used to enable the MICR printing feature. This switch must be secured in the "locked" position when not actively printing checks.
    - The second key is used to unlock the paper tray where the check stock is loaded. This tray must be locked at all times
    - Both of these keys must be stored in a secure location when not in use.
- **Blank Check Stock:** Any check stock not loaded into the secured printer tray must be stored in a cool, dry secured location.

Security Measures

Agency users only have access to the data for their assigned agency. No assigned check print user can access data from organizations other than their own.

When an agency submits a request to add or remove check writers, OSC will ensure that only two check writers are authorized per agency (exception: DHHS Central has six check writers for eighteen companies).

Request for Digitized Signature for Agency Check Signer

When an agency has a personnel change that involves who will sign the agency's checks, a request form must be completed to obtain the digital signature. The form is located at: http://www.osc.nc.gov/forms_policies/ncas_forms.html under Check Printing -- CSeries Digitized Signature Request. This form must be printed, completed following the instructions provided and sent to OSC in order to digitize and change the signature in the check printing software..

Ordering Consumable Supplies

Printer Toner Cartridges: Only Troy MICR Toner Cartridges are authorized for NCAS check printing. The source is indicated in the following link: http://www.osc.nc.gov/sigdocs/sig_docs/check_printer_cartridges.html

Check Stock: Because of the low volume of check stock purchased by state agencies, Purchase and Contract (P&C) no longer requires check stock paper to be purchased on state contract. State agencies can purchase check stock independently, as long as the purchase is under their delegation. The original state contract vendor, Relyco, continues to offer NCAS certified check stock at competitive prices. Check stock paper purchased from any vendor other than Relyco must incorporate all security features of the current check stock and be approved by the Office of the State Controller and the Department of the State Treasurer.