PrimeLink® Portal System Guide

This system guide contains instructional information for the general use of the PrimeLink Web Portal. If you need specific assistance using this system, please contact your Account Specialist.
## Revision History

<table>
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<th>Version</th>
<th>Date</th>
<th>Revision Description</th>
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<tr>
<td>2.0</td>
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<tr>
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<tr>
<td>2.5</td>
<td>6/14/17</td>
<td>Updates to Customer Reports</td>
</tr>
</tbody>
</table>
# Table of Contents

**Contents**

Revision History ......................................................................................................................... ii

Table of Contents ........................................................................................................................... i

1. **Getting Started** .................................................................................................................. 1
   - System Requirements ........................................................................................................... 1
   - Security Access .................................................................................................................. 1
   - Portal Access ...................................................................................................................... 1
   - Password Resets ................................................................................................................. 1

2. **Using the System** ................................................................................................................. 2
   - Home Screen ....................................................................................................................... 2
   - Menu Options ..................................................................................................................... 2
   - Search Functionality Overview .......................................................................................... 3
   - Serial Number Search ......................................................................................................... 3
     - Item Details ....................................................................................................................... 4
     - Item Status Definitions ................................................................................................. 4
     - Item Processing Overview ............................................................................................. 5
     - Stop Payment ................................................................................................................. 5
     - Reverse Stop Payment ................................................................................................. 6
     - Refund ............................................................................................................................. 6
     - Void .................................................................................................................................. 7
     - Confirmation History ..................................................................................................... 7
     - View Image ...................................................................................................................... 8
   - Confirmation Number Search .............................................................................................. 10
   - Advanced Search ............................................................................................................... 11
   - Positive Pay Search .......................................................................................................... 13
   - Customer Reports ............................................................................................................. 14
     - Stop Pay Report ............................................................................................................. 15
     - Positive Pay Report ....................................................................................................... 15
     - Customer Balance Report ............................................................................................. 16
     - Customer Statement Report ........................................................................................... 17
1. Services Menu
   - Multiple Item Processing Functionality .......................................................... 18
   - Inventory Search Functionality .................................................................... 19
   - Reorder Check Functionality ....................................................................... 21

2. Security Administration .................................................................................. 22

3. Security Administrator .................................................................................. 22

4. Admin Menu .................................................................................................. 22

5. Customer Institution Details .......................................................................... 22
   - Menu Roles Overview .................................................................................. 23
   - New Menu Role .......................................................................................... 24
   - Edit Existing Menu Role ........................................................................... 24

6. User Profiles - Location Details .................................................................... 25
   - Create New Profile .................................................................................... 26
   - Searching Profiles ..................................................................................... 27
   - Edit Existing Profile .................................................................................. 28
   - Resetting Profiles ..................................................................................... 29

7. Audit Search .................................................................................................. 30

8. Customer Hierarchy Search .......................................................................... 31

9. Troubleshooting ............................................................................................. 32

10. Security Access .............................................................................................. 32

11. Reference ....................................................................................................... 34

12. Appendix A – Sample Reports ...................................................................... 34
   - Stop Pay Report .......................................................................................... 34
   - Positive Pay Report .................................................................................... 34
   - Customer Balance Report .......................................................................... 35
   - Customer Statement Report ...................................................................... 35
1. **Getting Started**

The PrimeLink® Web Portal (‘the Portal’) provides users with the ability to search for, view and process Official Check items. Users also have the ability to run, view and save detailed and summary reports.

**System Requirements**

The following web browsers can be used to access the system:

- Microsoft® Internet Explorer version 8 or higher
- Google Chrome
- Mozilla Firefox

Adobe Acrobat Reader is required for viewing check images and system documentation. Data will be exported in the .csv file format. It can be opened in MS Word or Excel.

**Security Access**

MoneyGram sets up a designated Security Administrator for your Customer Institution. See [Security Administration](#) for additional information.

The Security Administrator:

- Defines access for employee users at the institution level
- Creates new or edits existing employee user profiles as needed
- Resets user access when a profile has been disabled

**Portal Access**

The PrimeLink Web Portal can be accessed by the following URL:

https://plportal.moneygram.com

The Portal is available 24 hours a day, 7 days a week.

The Portal requires secure login with a User ID and Password.

Each user is set up with a unique User ID.

Users are initially set-up with a temporary password that must be changed after the first successful login to the Portal.

- Passwords must be 8-20 characters in length and contain at least one of each of the following:
  - uppercase letter
  - lowercase letter
  - number
  - special character (@, #, $, % or !)

**Password Resets**

If you forget your password, you can request a reset by using the ‘Forgot Password’ link on the login screen of the application. You will need to enter a valid User ID and then a new temporary password will be sent to the email address stored in your user profile.

If your profile becomes disabled by reaching the maximum number of unsuccessful login attempts, you must contact your Security Administrator to request a reset.
2. Using the System

Home Screen

After successfully logging into the Portal, the Home screen will display any informational announcements in effect for the system.

The Menu bar is located in the upper right portion of the screen and is available on all screens of the Portal. The Menu bar provides the navigation for the Portal. Menu options will be displayed based on individual user access to the system.

Above the Menu bar are links for the user to logout of the system and change their password.

Menu Options

Home – will return the user to the Home screen.

Search – navigates to a dashboard from which the user can check the status of an item, view and print images of cleared items, place and reverse stop payments, void items, refund items, replace items or search for check information using specified criteria.

Reports – navigates to a dashboard from which the user can select to run new reports or view previously created reports.

Services – sub-options include Multiple Processing, Inventory, Item Entry (formerly TExport), Wire Detail (Formerly Groupwire) and Reorder Checks.

Admin – accessible to Security Administrators – provides user profile and menu role administration.

Help – sub-options include System Guide and Operations Guide.
Search Functionality Overview

The Search Dashboard defaults to Serial Number search. Users can select any tab to perform the desired search. When any of the following searches are performed (Serial Number, Advanced, Confirmation Number) and multiple results are found, a list of results will be displayed. The user can click on any record to view the Item Detail and Processing Options.

If a single result is returned, the system will display the Item Detail screen for the resulting record.

Serial Number Search

Each Official Check has a serial/check number that can be used to locate check information.

- Enter the serial/check number and click Search

- If found, the system will display the Results page
- Click the Account field to select an item
- Results can be printed by clicking on Print
Item Details

The Item Detail screen displays information related to the clearing and reporting of a specific check. Details displayed may vary based on the status of the item and details available.

The Item Status determines the Processing Options available for a check.

### Item Status Definitions

**Inventory** - Item has not been reported or cleared.

**Reported** - Item is outstanding; it has been reported but has not cleared.

**Cleared** - Item has cleared but has not been reported.

**Completed Normal** - Item has been reported and cleared.

**Cmptd Hist Normal (Completed History Normal)** - Item has been reported and cleared more than three months prior to the search.

**Current/Reported** - Item is being reported on the current business day.

**Current/Completed** - Item is being reported on the current business day and has also cleared.

**Completed Void** - Item has been reported for $.00.

**Cmptd Hist Void (Completed History Void)** - Item was reported for $.00 more than three months prior to the search.

**Completed Refunded** - Item was previously reported as a valid item; then funds were refunded on the system. The cleared date that appears is the date the item was refunded on the MGI system.

**Cmptd Hist Refunded (Completed History Refunded)** - Item was refunded more than three months prior to the search. The cleared date that appears is the date the item was refunded on the MGI system.

**Completed Replaced** - Item was replaced by another item.

**Cmptd Hist Replaced (Completed History Replaced)** - Item was replaced by another item more than three months prior to the search.

**Unclaimed Property** - Funds for item have been escheated. The cleared date that appears is the date the item was escheated.

**Not on File** - Item is flagged as Destroyed on the MGI system.
Item Processing Overview

Processing Options can be accessed by viewing the Item Detail page for a specific item after performing a search.

Available processing options will vary by item, but the list of possible options includes:

- View Image
- Stop Payment/Reverse Stop Payment
- Refund
- Void
- Confirmation History

Voids and refunds cannot be reversed on the PrimeLink system. Contact your Account Specialist for assistance with a reversal.

On the Item Detail page, select the option from the drop-down list. Enter the name of the requestor in the ‘Requested By’ field and click Continue.

Note: The Continue button will not be enabled until a value is entered in the ‘Requested By’ field.

Stop Payment

The Stop Pay screen will display with item information pre-populated.

- Information cannot be edited
- Verify all information and then click Continue to process the stop payment

You will receive a confirmation number on the next screen when the Stop Payment has successfully processed.
Reverse Stop Payment
The Reverse Stop Pay screen will display with item information pre-populated.

- Information cannot be edited
- Verify all information and then click Continue to process the reverse stop payment

You will receive a confirmation number on the next screen when the Reverse Stop Payment has successfully processed.

Refund
A Refund may be done to remove the funds from an item that has been previously reported on the MGI system as a valid item that will not be negotiated or that has been stopped on the MGI system. The funds for the refunded item need to be deducted from your daily settlement. If you need to process both a stop payment and a refund on an item, you can do both from the refund screen. If an item is being reported on the MGI system on the current business day, the Refund option will not be available on PrimeLink until the following business day.

The Refund screen will display with item information pre-populated.

- Information cannot be edited
- If a Stop Payment has not already been processed for this item, you will be given the option to place a Stop Payment while processing the Refund
- Verify all information and then click Continue to process the Refund and Stop Payment if applicable
You will receive a confirmation number on the next screen when the Refund has successfully processed.

**Void**
A Void should be placed on an item that has not been reported on the MGI system, will not be negotiated through banking channels, and has not left your physical institution. If the item is not in your institution’s possession, a stop payment should be placed on the item.

The Void screen will display with item information pre-populated.
- Voids can be processed individually or for a range of Serial Numbers

You will receive a confirmation number on the next screen when the Void has successfully processed.

**Confirmation History**
The Confirmation History screen will display with a list of recent processing history.
**View Image**
Available images will be displayed as a .pdf and will open in a new window.

- The image can be printed or saved using the tools in the .pdf window (see image above)
- To email the image directly from the application, click on the Adobe Toolbar icon, this will add the toolbar to the window and the user can click the email icon to email the image
- To close the window click on the X in the top right corner
Occasionally, an image will not be available online due to MICR line or discrepancy issues. In that case, the system will display the *Image Retrieval Error* Screen.

- From this screen, the user can submit a request to have an image manually retrieved and either faxed or mailed by entering the required information and clicking the Submit button.
Confirmation Number Search

Each transaction completed in PrimeLink is assigned a confirmation number. This number may be used to locate check information.

**Search Dashboard**

**Search by Confirmation Number**
- Enter the confirmation number and click Search
- A Confirmation Results window will display the confirmation number, if located

**Search by Account/Date**
- Customers with more than one account/location may choose the appropriate account from the drop down box
- A confirmation number can be located by date range
- Click on the Confirmation ID in the results list to display the Item Detail
Advanced Search

Use to locate a check or multiple checks using a range of information in criteria that is common to a check search (Serial number, date or dollar amount).

Item Status - Required
Choose the status you need to define your search.

- All Statuses - Items of all statuses.
- Cleared Items - Items that have cleared (both reported and unreported on the MGI system).
- Cleared Not Reported - Items that have cleared but have not been reported.
- Current Day Reported - Items that are reported on the current business day.
- Completed - Items that have been reported and cleared. This status can be used to view clearings for one location at a time.
- Reported/Outstanding - Outstanding items; items have been reported but have not cleared.

Customer Account - Required
If you have more than one product type and/or more than one location and you have the required access, you can either search all products and locations, or you can search the account number of a specific product type and/or location (the system will display account number and location information in the drop-down list if you don’t know the account number). If you select ALL, the search will include items from all branches assigned to your account.

Date Range
When using the date range, the system may limit the time frame for a search, depending upon the status specified in the search (e.g., only one month or one year of information may be pulled up per search). A note will appear if the range between start date and end date exceeds the time frame allowed by the system.

Serial Number Range
Enter the beginning and ending serial numbers to search a range by serial number.

Amount Range
Enter the low amount and high amount if using this range. When searching for a range of items with the same dollar amount, enter that dollar amount in both spaces.
Advanced Search Results

- Search results can be sorted in ascending and descending order by column
- Click on the Serial Number in the results list to display the Item Detail
- There are links [Previous/Next] at the bottom of the list of results and can be used to navigate the list when multiple pages of results are found
- Search results can be exported and saved
Positive Pay Search

Use to display a listing of items that have been presented for payment and either have not been reported or have been reported for an amount different from the presentment amount.

- Select Customer Account information and click Search
- If there are Positive Pay items, they will be displayed
- Search results can be sorted in ascending and descending order by column
- Click on the Serial Number in the results list to display the Item Detail
- Click on the View Image link to display an image of the item
- There are links [Previous/Next] at the bottom of the list of results and can be used to navigate the list when multiple pages of results are found
- Search results can be exported and saved

If you have any questions or concerns regarding a Positive Pay item, contact your Account Specialist immediately.
Customer Reports

The Reports Dashboard is used to run new or view previously created reports. The dashboard defaults to the Stop Pay report. Users can select any tab to run the desired report.

The **Stop Pay Report** lists all stop payments placed within a specified time frame.

The **Positive Pay Report** is a real time report that lists any item differences and any items that have cleared and have not been reported on the MGI system.

The **Customer Balance Report** lists balances for the time frame and account(s) specified in your search criteria.

The **Customer Statement Report** allows you to view Earnings Analysis, Trend Analysis, Earnings Adjustments and Service Fees. If you have multiple settlement locations, you can choose to group the information as a summary report or non-summary report (this will give you a breakdown by location). The summary report can be grouped by selected criteria.

After a report is run it will open inside the application where it can be viewed, printed or downloaded.
**Stop Pay Report**

Provides a detailed listing of items that have had a Stop Payment placed on them.

On the Stop Pay tab of the Reports Dashboard:

- Select Customer Account and the product/disbursement from the drop-down lists
- Indicate the Begin and End Dates
- Include Sub-Locations is checked by default but can be unchecked
- Choose Run to initiate the report
- Click to see sample Stop Pay Report

**Positive Pay Report**

Provides a detailed listing of items that have been presented for payment and either have not been reported or have been reported for an amount different from the presentment amount.

On the Positive Pay tab of the Reports Dashboard:

- Select Customer Account and the product/disbursement from the drop-down lists
- Include Sub-Locations is checked by default but can be unchecked
- Choose Run to initiate the report
- Click to see sample Positive Pay Report
**Customer Balance Report**

Provides account balance information in a detailed or summary format.

- Summary is always a rollup to the highest level of the account listed
- Non summary lists all settlement locations in the hierarchy requested

---

On the Balance tab of the Reports Dashboard:

- Select Customer Account and the product/disbursement from the drop-down lists
- Select a Report Date Range
- Select either Summary and the grouping order from the drop-down list OR Non Summary
- Choose Run to initiate the report
- Click to see sample Customer Balance Report
Customer Statement Report

Provides monthly statement information in a detailed or summary format.

- Summary is always a rollup to the highest level of the account listed
- Non summary lists all settlement locations in the hierarchy requested

On the Statement tab of the Reports Dashboard:

- Select Customer Account and the product/disbursement from the drop-down lists
- Select the Month for the report
- Select either Summary, the report component and grouping order from the drop-down list OR Non Summary and the report components
- Choose Run to initiate the report
- Click to see sample Customer Statement Report

For Financial Institutions that previously received a printed Official Check month end report, you can now retrieve your report online. See the section outlined in red above.

- At the bottom of the screen choose the statement Month
- Click on View Report
Services Menu

Multiple Item Processing Functionality

Multiple items can be easily processed by selecting the Multiple Processing sub-menu option under Services.

Available multiple item processing options include:
- Stop Payment
- Refund

Select processing type
- The appropriate item entry screen will be displayed
- Enter the Serial Number in the text box and click the ‘+’ button
- The application will populate the Account and Amount information for each item entered
- You can remove items by clicking on the ‘x’
- Once all items have been entered and the information verified, click on ‘Submit’ to process multiple items
- You will receive a confirmation number on the next screen when the items have successfully processed
- Click on ‘Done’ to return to Multiple Processing Options screen

**Inventory Search Functionality**

Inventory can be searched by accessing the Inventory sub-menu option under Services.

Select Account criteria and click on Submit.
• Summary level results will be displayed in a table and can be exported by clicking the Export Results link.

<table>
<thead>
<tr>
<th>Account</th>
<th>Begin Number</th>
<th>End Number</th>
<th>Shipped Date</th>
<th>Quantity</th>
<th>Reference ID</th>
<th>Stock Number</th>
<th>PO#</th>
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<td>902999</td>
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<td>1002999</td>
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<td>50000</td>
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<td>890</td>
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<td>840</td>
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<td>1101999</td>
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<td>P O BOX 7463</td>
<td>43217</td>
<td>991</td>
</tr>
</tbody>
</table>

• For detailed information, the user can click on the Account Number of the desired result record and the details will be displayed in a pop-up window.
• Detail results can also be exported by clicking on the Export Results link.
• The details window can be closed by clicking on the ‘X’ in the upper right-hand corner.
Reorder Check Functionality

Users can access the Check Reorder form by selecting the Reorder Checks sub-menu option under Services.

Users will be redirected to the PrimeLink Check Order Form
3. Security Administration

Security Administrator

MoneyGram (MGI) sets up a designated Security Administrator for each Customer Institution. The Security Administrator:

- Defines access for employee users at each location (Menu Roles and Profiles)
- Creates new employee user profiles or edits existing profiles as needed
- Resets user access when a profile has been disabled
- Is the email recipient for system generated security related emails

Admin Menu

The sub-options under the Admin menu are used to create Menu Roles for groups of employees/users with similar job functions, create and edit employee user profiles and reset user profiles.

Customer Institution Details

The Security Administrator can view the account details and settings for the Customer Institution on the Details tab.

| Institution | Demo Customer  
|-------------|----------------|
|             | 123 Main St. 
|             | Anytown, USA  

<table>
<thead>
<tr>
<th>Customer Type</th>
<th>Official Check</th>
</tr>
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<tbody>
<tr>
<td>Password Exp Days</td>
<td>90</td>
</tr>
<tr>
<td>MFA</td>
<td>Disabled</td>
</tr>
<tr>
<td>Hide Inactive Users</td>
<td>After 30 Days</td>
</tr>
<tr>
<td>Exclude Inactive Ranges</td>
<td>true</td>
</tr>
<tr>
<td>Require User Email</td>
<td>true</td>
</tr>
<tr>
<td>Password Reset Email</td>
<td><a href="mailto:Lorrie.Johnson@moneygram.com">Lorrie.Johnson@moneygram.com</a></td>
</tr>
<tr>
<td>Account Specialist Email</td>
<td><a href="mailto:nbeall@moneygram.com">nbeall@moneygram.com</a></td>
</tr>
</tbody>
</table>
Menu Roles Overview

The Security Administrator can view and administer the Menu Roles for the Customer Institution by selecting the Menu Roles tab. Menu Roles define the function and related options that a user has access to and what the user has authority to do within those functions.

- Each PrimeLink user must have a menu role assigned in their profile before they can access the system.
- Menu Roles must exist before a User Profile can be created.
New Menu Role

- New Menu Roles can be created by clicking on the Add New Role button on the Menu Roles tab
- A form will be displayed
- The user must type in a unique Menu Role Name - cannot exactly match any existing role name
- The user must type in a brief Menu Role Description
- The user can select the access options desired for the Menu Role by checking the box next to the option
- At least one of the Search options must be selected in order to enable Processing Options

Processing Options are visible once a Search option is selected

- Processing options allow the user to view item images and perform item related tasks
- By enabling a processing option (checking the box) access to perform that specific task is granted to the role
- All, some or none of the options can be enabled to allow customized role creation
- Once Menu Roles have been created, User Profiles can be added to give item related processing access to a specific user

Edit Existing Menu Role

- Existing Menu Roles can be edited by selecting the Menu Role Name from the list displayed on the Menu Roles tab

- The Menu Role will be displayed in Edit mode
- When updates have been completed, click on Update to save changes or Cancel to discard any changes
User Profiles - Location Details

From the Admin menu – select Location Details. The page will default to the Location Details tab.

The Security Administrator can create and administer user profiles by selecting the User Profiles tab.

- User Profile list will default to display Active users. The display can be filtered to show Inactive or All using the Status dropdown values.
- The list of profiles can be printed by clicking on the Print button
Create New Profile

- New Profiles can be created by clicking on the Add New User button in the upper right corner of the User Profiles tab
- A blank Profile form will be displayed

User Application Information

- User Status will default to Active
- The user’s First and Last name must be entered
- If the Customer Institution has the ‘Require Email’ option enabled, the user’s email address must be entered in order to save the profile
- If the option is not enabled email address is recommended but optional
- An initial password must be created
- Passwords must be 8-20 characters in length and contain at least one of each of the following:
  - uppercase letter
  - lowercase letter
  - number
  - special character (@, #, $, % or !)
- The user will be required to change their password the first time they log into the system
- A menu role must be selected from the drop down list

Account Access Information

Account Access determines whether or not the user’s access is limited to their location or includes sub-locations within the Customer Institution’s hierarchical structure.
If the user should only have access to their assigned location, the Sub Locations option should be unchecked.
**Item Processing Access Information**

**Item Processing Access** determines the specific Products an individual user can access for Search and Processing activities.

- Product options will be displayed based on the Menu Role that has been selected
- If a Menu Role does not include Item Processing access, no Product options will be displayed

- When Product options are displayed at least one option must be selected in order to save the User Profile
- Once all of the information has been entered, click on Save to create the new User Profile
- If an email address has been captured, the user will receive an email from the system that includes their User ID, temporary password and a link to access the system

**Searching Profiles**

- Use the search filter at the top of the User Profiles list to search for profiles by any of the following:
  - User ID
  - Last Name
  - First Name
  - Role
  - Status
- Enter a value in the field and click on Refresh List to filter
- The list can also be sorted by clicking on any of the column headings
Edit Existing Profile

- To edit an existing profile, select the User ID from the User Profiles list

- The User Profile will be displayed in Edit mode
  - When updates have been completed, click on Update to save changes or Cancel to discard any changes
Resetting Profiles

Use the Reset link in the User Profiles list to:

- Activate an Inactive or Disabled profile
- Reset a User’s password
- The User will receive an auto-generated email with a new temporary password when their profile has been reset if the profile has the User’s email address information stored.

Click on Reset to Activate an Inactive profile or reset a User’s password.
Audit Search

The Security Administrator can perform an Audit Search by selecting the menu option from the Admin menu.

Audit information on the following topics can be obtained using this search:

- Menu Roles
- User Profiles
- Password Resets
- User Preferences
Customer Hierarchy Search

The Security Administrator can perform a Hierarchy Search by selecting the menu option from the Admin menu.

The search can be performed by:
- Customer Number
- User Info
4. Troubleshooting

The following section describes possible errors or system messages that users may encounter and steps to resolve.

Security Access

When the following error is received:
- An invalid UserID has been entered
- Verify and re-enter a valid UserID
- Contact Security Administrator if further assistance is needed

![Welcome to PrimeLink](image1)

When the following error is received:
- An invalid password has been entered
- Verify and re-enter valid password
- Use Forgot Password link if user needs to reset their password
- Contact Security Administrator if further assistance is needed

![Welcome to PrimeLink](image2)
When the following error is received:

- User profile must be reset by Security Administrator

When the following system message is received:

- User must change password
- System cannot be accessed until password has been successfully changed

For any issues or questions that have not been covered in this guide, please contact your Account Specialist.
5. Reference

Appendix A – Sample Reports

Stop Pay Report

Positive Pay Report
Customer Balance Report

<table>
<thead>
<tr>
<th>Date</th>
<th>Settlement Amount</th>
<th>Clearings Settlement Amount</th>
<th>Clearings Adjustments</th>
<th>Adjustments Ending Balance</th>
</tr>
</thead>
<tbody>
<tr>
<td>3/11/2017</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
</tr>
<tr>
<td>3/12/2017</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
</tr>
<tr>
<td>3/13/2017</td>
<td>2,113,153.47</td>
<td>1,908,856.44</td>
<td>0.00</td>
<td>1,908,856.44</td>
</tr>
<tr>
<td>3/14/2017</td>
<td>2,886,165.35</td>
<td>2,414,698.14</td>
<td>0.00</td>
<td>2,414,698.14</td>
</tr>
<tr>
<td>3/15/2017</td>
<td>1,255,859.92</td>
<td>1,424,730.86</td>
<td>0.00</td>
<td>1,424,730.86</td>
</tr>
<tr>
<td>3/16/2017</td>
<td>3,351,220.72</td>
<td>2,403,347.25</td>
<td>0.00</td>
<td>2,403,347.25</td>
</tr>
<tr>
<td>3/17/2017</td>
<td>1,656,600.66</td>
<td>2,162,790.56</td>
<td>0.00</td>
<td>2,162,790.56</td>
</tr>
</tbody>
</table>

*End Of Report*

Customer Statement Report

<table>
<thead>
<tr>
<th>Location</th>
<th>Days in Reporting Period</th>
<th>Earnings Rate %</th>
<th>Average Available Balance</th>
<th>Gross Earnings</th>
<th>Service Fees</th>
<th>Late Settlement Fees</th>
<th>Adj. To Earnings</th>
<th>Net Earnings</th>
</tr>
</thead>
<tbody>
<tr>
<td>DEMO ACCOUNT</td>
<td>31</td>
<td>0.00%</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>DEMO ACCOUNT</td>
<td>31</td>
<td>0.474%</td>
<td>$13,099,733.03</td>
<td>$5,273.64</td>
<td>($2,542.59)</td>
<td>$0.00</td>
<td>$0.10</td>
<td>$2,731.15</td>
</tr>
</tbody>
</table>

Grand Totals...

$13,099,733.03  $5,273.64  ($2,542.59)  $0.10  $2,731.15