

TranZact Demo FAQs

Q&A from June 24, 2021

Q: When tellers are locked down to scan-only, does this allow them to view check images?

A: Yes. For Branch Capture scanning, we have a scan-only user role that works in conjunction with IP Lockdown for security. These users don't need the Entrust authentication fob (token). They can log into the website with a user ID and password, and if the IP address is set up, they can scan checks. This user role works well for credit unions with many tellers that scan checks. Tellers assigned the scan-only user role will be able to see 60 days of deposit images.

Q: Are we able to search for check images by teller number?

A: Yes. The *Search* feature does include the ability to search for deposit images by teller number.

Q: Can you search by a partial member number?

A: No. You must search with the full member number.

Q: On the *Search* screen, it said something about the images searched will be billed at our standard rate. Does that mean every viewed check incurs a fee? What is that rate?

A: Please disregard that statement. It does not apply to the way Alloya bills image searches. Alloya does not charge per image search.

Q: Do you mail QRC IRD checks?

A: IRD checks are not mailed. You have the ability to process your deposit returns and IRDs in the TranZact system and print them with either a MICR ink printer and special paper or a regular printer and regular paper.

Q: Can we scan savings bonds?

A: Yes. Savings bonds can be scanned into the system. More details will be provided during training.

Q: A few of our member receive copies of their checks each month. Do you provide copies without us having to log in and print them?

A: No. The credit union will need to locate a month's date range on the specific member number and print the member's images.

Q: Do you send an email every time a report is posted?

A: At this time, we do not distribute email notifications unless it is requested, and the member checking files go through SFTP. We do not distribute email notifications for deposit returns and recommend the credit union send internal reminders to check the system twice per day.