# State of Rhode Island

# Department of Health

# Electronic Vital Records System

# (RIVERS)

# Fee and Issuance City/Town User Guide

Version 1.2

8/5/2022

## Revision History

| Date | Description | Version of System | Author |
|---|---|---|---|
| 09/03/2021 | Initial Draft | 1.0 | Abigail Kauffman |
| 8/4/2022 | Content Changes | 1.1 | Tim Brewer |
| 8/22/2022 | Review | 1.2 | Chad Denlinger |

# Table of Contents

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# 1.0 About This Document

The RIVERS Web-Enabled Electronic Fee & Issuance System improves timeliness and accuracy of transactions related to such in the State of Rhode Island.

The topics presented in this document represent a comprehensive overview of the features and functionality of the Fee & Issuance module, as it pertains to the RIVERS application.

## 1.1 Intended Audience

This user guide serves as a comprehensive reference for City/Town users of the RIVERS Fee & Issuance module.

## 2.0 Glossary

Below is a brief introduction to some of the topics that will be covered in the user guide.

### 2.1 Fee Requests

There are three types of requests available in the **Fee & Issuance** module: Counter Requests, and Third Party – Rhode Island.gov and Third Party – Online Import.

### 2.2 Transaction Information Panel

The **New Request Data Entry** screen contains multiple panels which enable a wide variety of functionality. The first panel is the **Transaction Information** panel, which allows users to:

- Select the type of certificate requested
- Enter relationship information
- View and adjust the total amount due for a transaction
- Print certificates
- Indicate that the record had to be issued from paper records, and record information about paper documents
- Issue a refund
- Indicate why a request cannot be completed, and automatically print the Record Not Found letter, Need More Information letter

### 2.3 Payment Information Panel

The **Payment Information** window is used to enter the type of payment(s) and record the amount of each type of payment. A grid is located within the **Payment Information** panel and populates with dollar amounts and information about each payment once they have been added to the system. Payments will be applied on a FIFO (First-in and First-out) basis.

### 2.4 Search Transactions

The **Search Transactions** functionality allows users to search for records in the system.

### 2.5 Paper Inventory Management

**Paper Inventory** can be managed by tracking the on-hand supply of paper, as well as record actions such as adding to the supply or subtracting from the supply. The State office will have the ability to track paper inventory at local Vital Record offices, in addition to other State offices.

### 2.6 Supervisor Override

A supervisor override is required when certain processes are initiated in Fee & Issuance. A supervisor override is required in the following situations:

- Refunds
- Making adjustments to cash drawers or costs

This functionality will not have its own chapter but will be discussed in each section where it is applicable.

# 3.0 System Overview

## 3.1 Navigation, Data Entry and Tool Tips

The **RIVERS Fee** module is designed with intuitive interfaces for a seamless user experience. Mouse navigation, keyboard navigation, and Genesis' proprietary tools help streamline workflows.

### 3.1.1 Using the Mouse

Click hyperlinked text and icons to perform functions. The mouse can also be used to navigate from one field to another during data entry.

### 3.1.2 Using the Keyboard

Use the following keys to navigate through the **Fee** module without using the mouse:

**Tab Key:** Moves cursor from one field to another. When a field is selected, the field will be highlighted with a green background, blue background, and in some cases, a frame will form around the selected field to aid the user.

**Shift + Tab:** Reverses the tab order and moves focus back to the previous control.

**Enter:** Initiates the action selected. Pressing **Enter** is equivalent to double-clicking the mouse.

**Left/Right/Up/Down Arrows:** Used to navigate within a field or within a pick list. The

**PgUp** and **PgDn** keys may also be used.

**Down Arrow for Drop-down Box:** Pressing the **Down Arrow** key in a selected drop- down box will reveal available selections in a list form. Use the **Up** or **Down** arrows to scroll through the list.

**Type-ahead Logic:** Type-ahead logic provides another way to save time by eliminating the number of keystrokes to pull up an item from a drop-down box. This feature allows users to begin typing and the list will filter according to what the user types.

**Space Bar:** Used to toggle a check box item on or off.

## 3.2 System Help Features

### 3.2.1 Field-Level Help

Field-level Help provides specific help information related to the field selected, which is displayed in the **Field-level Help** frame between the data entry tabs and the data entry screen, as shown below.
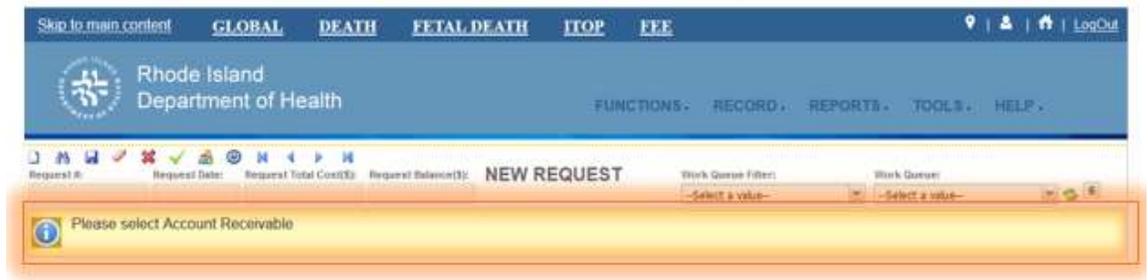
*1. Field Level Help*

### 3.2.2 System-Level Help

**System-level Help** provides a searchable help index with various help topics pertaining to the functions and processes available within the **RIVERS** system. Go to **Help→Help** to access **System-level Help**.

## 3.3 Technical Support Resources

### 3.3.1 RIVERS Help Desk Technical Support

The RIVERS Help Desk is the main source of technical support for users of the **Fee** module.

In order to report an issue to the Help Desk, select **Report RIVERS Issue(s)** on the **RIVERS Welcome Page** screen as shown below:



*2. Report RIVERS Issues*

# 4.0 Login & System Access

The following technical requirements are needed to access the **RIVERS Fee** module:

- Live Internet connection
- Widely used JavaScript enabled standard web browser (IE11+, Mozilla Firefox, etc.)
- Java runtime
- Adobe Acrobat reader for forms and letters
- MS Excel for accessing/running reports

If one or more requirements are missing, the **Fee** module will *not* be accessible and/or will *not* function properly.

## 4.1 Accessing the Fee Module

1. Open the updated version of the web browser to establish a live internet connection.
2. Type the application address in the URL box or select from Favorites:
3. The application splash page will load, as pictured below:
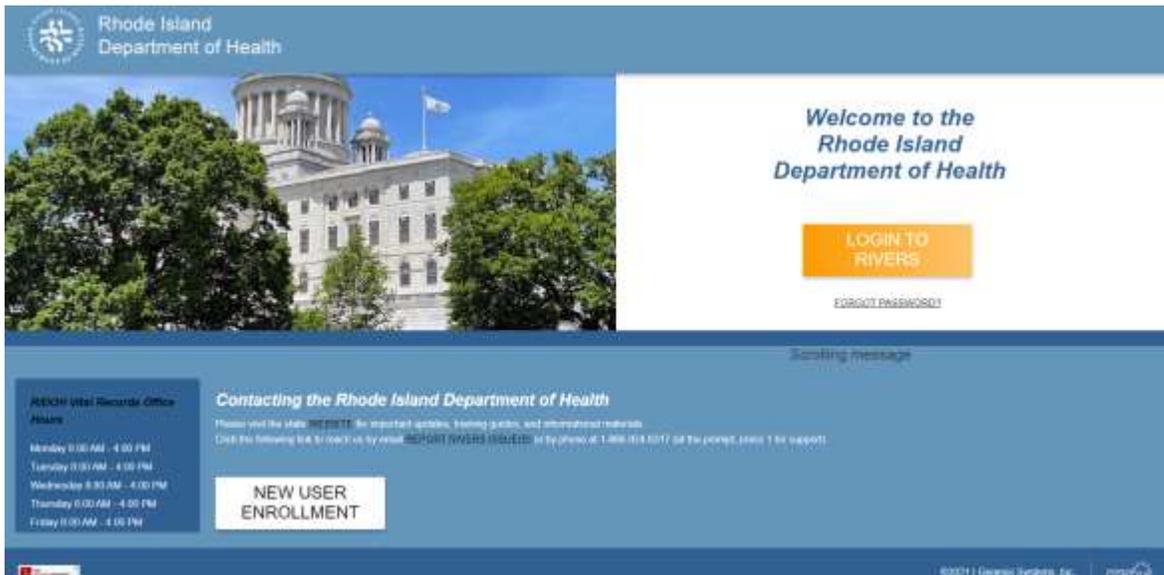


*3. Login to RIVERS*

4. Click the **Login to RIVERS** button. The **Terms of Use Screen** will load, as pictured below:

*4. Terms of Use*

5.  Click the **Yes** button to confirm agreement with the terms of use.

    a. Click the **No** button to be returned to the RIVERS splash page.

6.  The RIVERS login screen will display:
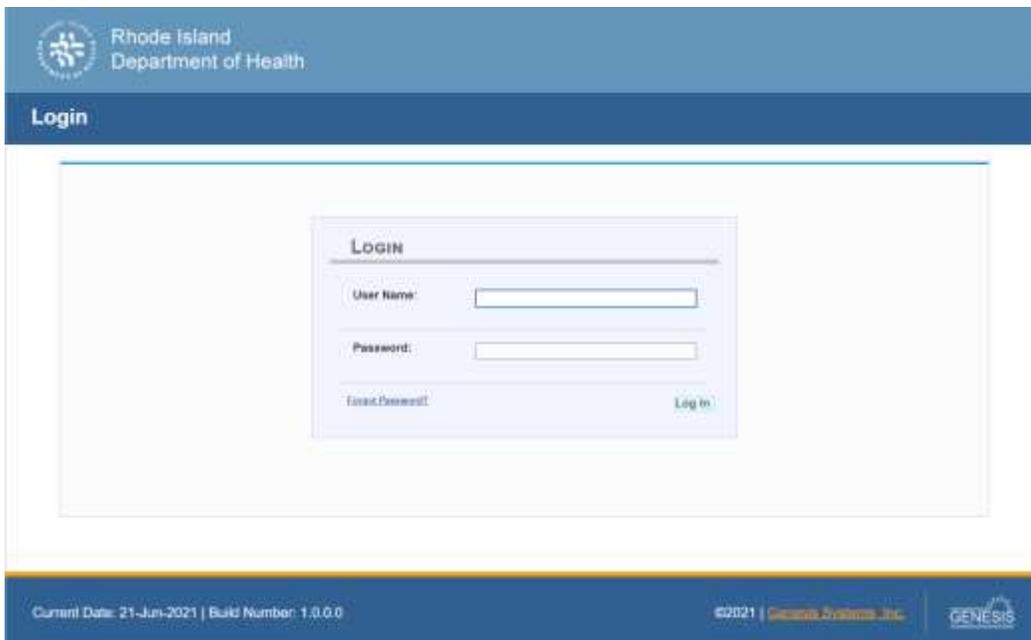


*5. RIVERS Login Screen*

7.  Enter in a user name and password and click the **Log In** button.

8.  The Select Location window will be displayed.

*6. Select Location*

    a. Select the appropriate facility from the available choices in the drop-down list.

    b. If the user works at multiple physical locations, the drop-down list will contain all physical locations assigned to their user account.

    c. Click **OK**. The main page of the **RIVERS** application will be displayed:
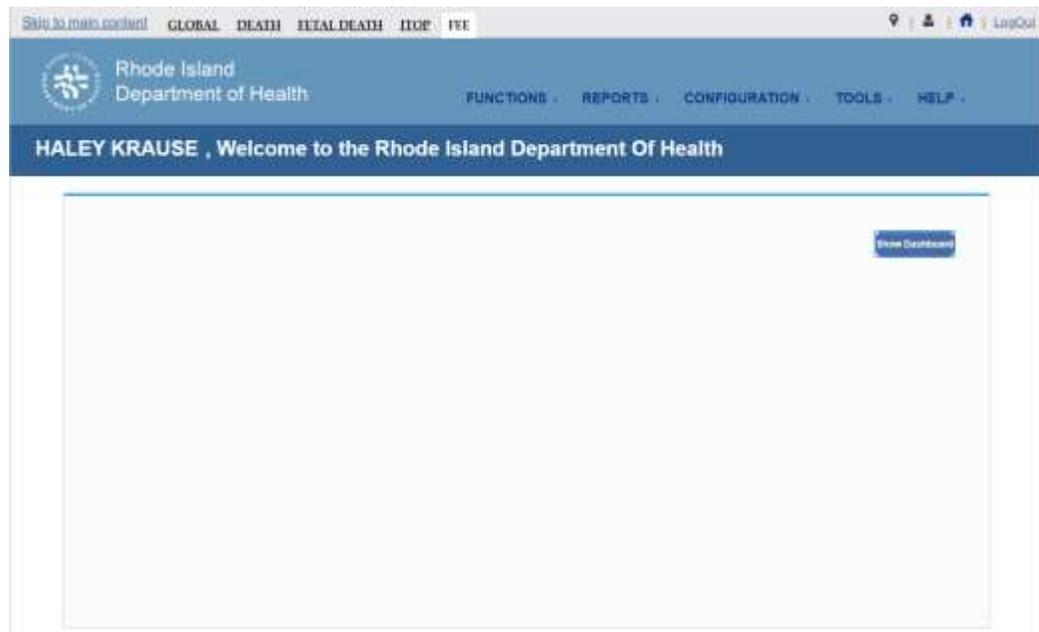


*7. RIVERS State Main Page*

> **NOTE:** The highlighted tab at the top of the screen determines what menus and sub-menus will appear.

9. Click the **Fee** tab to go to the **Fee Home** screen.

## 4.2 Fee Dashboard

From the Fee Home screen, users may access the Fee Dashboard by clicking on the Show Dashboard button, as pictured in the above screenshot. The Fee Dashboard provides a summary of all completed and pending Fee transactions in the RIVERS Fee and Issuance Module. The dashboard provides a summary of the total # of each

transaction type, the average days to completion for the transaction type and the date of the latest transaction of the transaction type.



*8. Fee Dashboard Transaction Information*

Users may click the More Details link (pictured in above screenshot) for a specific transaction type in order to gain further information about the individual transactions that have been completed or those that are pending in the RIVERS Fee Module.



*9. Fee Dashboard Request Details*

The Request Details screen provides details on individual transactions of a certain type that include the Requestor Name, Transaction Type, Date of Transaction Creation, Date of Transaction Completion and the user assigned to the transaction.

## 4.3 Session Time Outs

If the system has not detected activity within 20 minutes, the session will time out. Two minutes prior to a session time-out, the system will issue the following warning message:
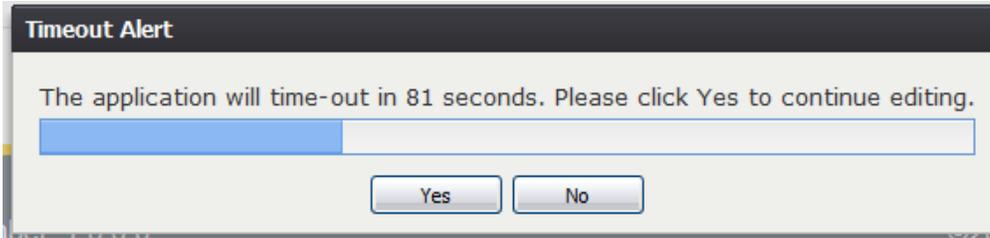


*10. Timeout Alert*

If the system appears to stop responding (i.e., no choices in some pick-lists, cannot save a record, cannot retrieve a record, etc.), the session has likely timed-out. The following message will appear when a time out occurs:
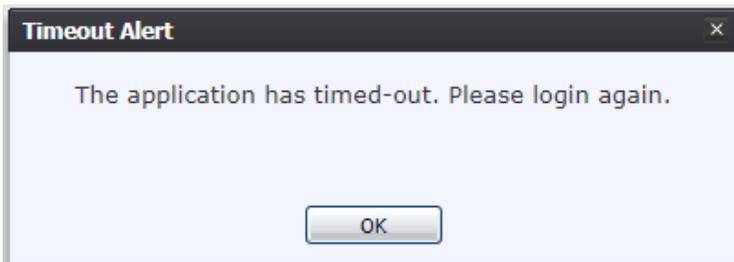


*11. Application Timed Out*

To resume working after a session timeout, exit the system and log on again. Frequently saving work will help to prevent session timeouts.

For security purposes, log out of the system if you will not be using it for an extended period of time and then log on again when needed.

## 4.4 About Passwords

Users are assigned a temporary password when they sign up to use the system. This temporary password must be changed upon the user's first login to the system. At the time of a user's first login into the application, the following screen will appear:

*12. Change Password*

The new password must initially meet all of the following requirements, although a system administrator may change password requirements at any time:

- Must have at least one numeric character

- Must contain at least one of the [@,!,#,$,%,*]

- Must be a minimum of 6 characters long

- Should not duplicate the previous 2 passwords

If the new password does not meet these requirements, the message below will appear:
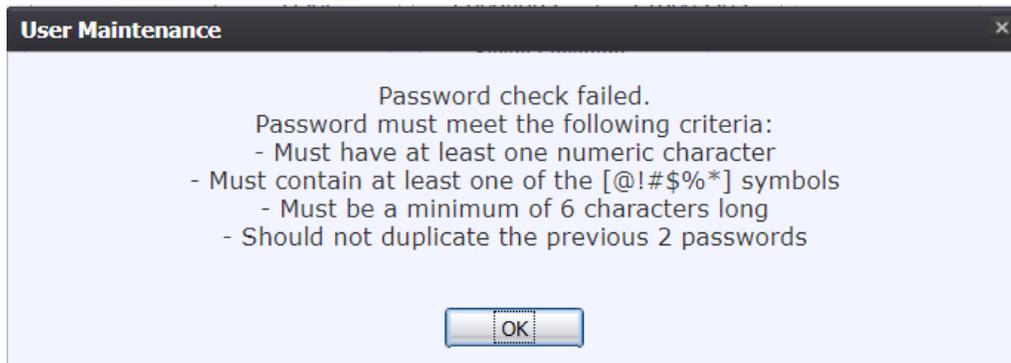
*13. Password Check Failed*

Passwords expire at intervals determined by system administrators. Users will be alerted when they attempt to log on with an expired password.

A user may also change a forgotten password at any time by clicking the **Forgot Password**

button located on the **Login** screen.

## 4.5 Log Out/Exit the System

Exit or log out of the **Fee** module using one of the following methods:

1. From the **Main** menu, select **Function➔Exit Application**

<div align="center">

**OR**

</div>

2. Click **Log Out**.



*14. Log Out/Exit the System*

> **NOTE:** Clicking the **[X]** in the upper right corner of the browser window will close the system, but it is recommended that you exit by pressing **Logout** or the **Exit System** menu option instead. This will ensure that the session fully closes to prevent possible problems when logging on again

# 5.0 Fee Module Overview and Navigation

## 5.1 Fee Module Overview

The **Fee** module provides users with the ability to:

- Create requests for vital records services and certificates
- Assign a department to a particular request
- Enter/edit requestor information on a request
- Enter/edit service transactions on a request
- Enter/edit payment information on a request
- Search vital record databases
- Print vital records retrieved from vital record databases
- Manage security paper inventories
- Generate reports on transactions, revenue sources, and all items recorded through the module

The **Fee** module is designed as an order placement and fulfillment system, integrated with a point-of-sale system that facilitates payment collection, accommodating counter, mail, email, and internet orders. The module provides for cash, cashier check, credit card, money order, debit, gift card, and accounts receivable payment methods for orders.

Requests may be initiated as new or retrieved from a work queue. The **Fee** module is divided into three distinct sections: **Requestor** and **Shipping Information**, **Services Requested Information**, and **Payment Information**.

Once a transaction is paid for in full, the user matches the service to a vital record and processes the service, either printing a certificate or processing a different type of request.

## 5.2 Fee Module Navigation

### 5.2.1 Functions

The **Functions** toolbar is the main navigational tool within the **Fee** module. From this toolbar, users will be able to navigate to alternate areas of the **Fee** module, as well as perform actions.



*15. Functions Toolbar*

There are ten options in the **Functions** drop-down menu:

1. **Home**: Goes to the **Fee Home** screen.
2. **Fee Registration:** Goes to the **Fee Registration** section.



*16. Fee Registration*

3. **Switch Location**: Allows users assigned to more than one location in the system to switch locations.



*17. Select Location*

4. **Exit Application**: Logs users out of the system and directs them back to the **Login** screen.

# 6.0 Fee Requests and Transactions

In order to create a new request in the RIVERS Fee module, the starting cash must be entered into the system.

To enter in the Starting Cash in the **fee** module, go to **Functions → Fee Registration.** The **Fee Registration** screen allows users to initiate a **New Request**, **Search Transactions,** or to enter **Starting Cash**.
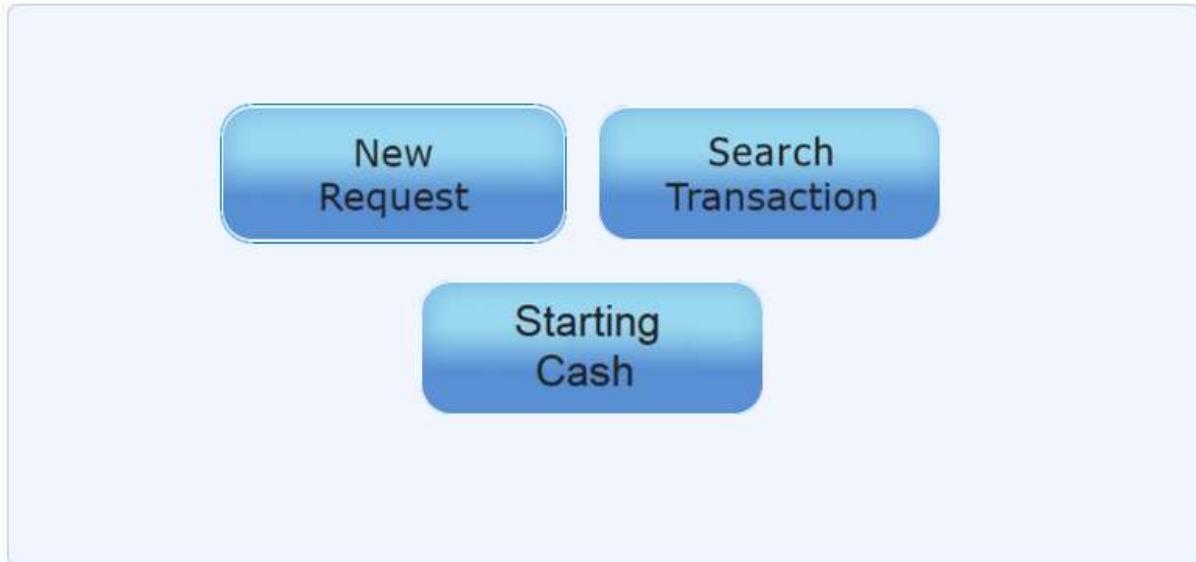


*18. Fee Registration*

Press **Starting Cash** to load the **Starting Cash** screen. The Starting Cash screen will load and allow for the entry of Starting Cash Amount:
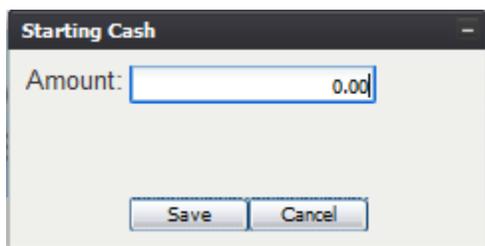


*19. Enter Starting Cash*

## 6.1 New Request

Press **New Request** to load the **New Request Data Entry** screen.
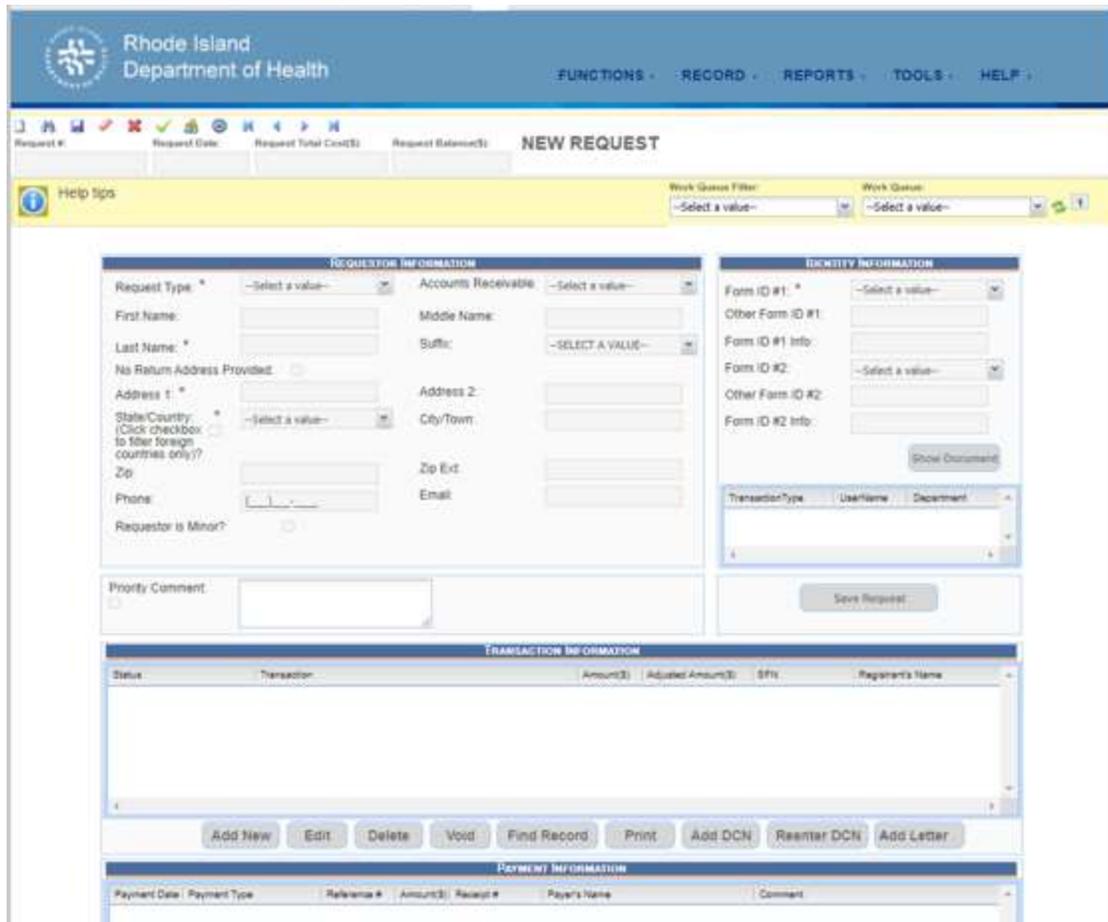
20. New Request6.1 Functions Toolbar

From the **New Request Data Entry** screen, the following new actions will be available in the **Functions** toolbar:

- **Home**
- **New Request**
- **Search Transaction**
- **Search In-Progress Records**
- **Switch Location**
- **Exit Application**

In addition to the new actions in the **Functions** toolbar, new toolbars and options will generate under the **Functions** toolbar:

## 6.2 Actions Toolbar

The **Action** toolbar displays actions available on the **New Request Data Entry** screen.

*21. Actions Toolbar*

- **New**: Create a new record

- **Search**: Search for an existing record

- **Save**: Save the existing record, if all mandatory fields have been entered

- **Cancel**: Cancel changes on the current record

- **Delete Request**: Delete an existing request

- **Complete Request**: Complete an existing request

- **Clone**: Clone an existing request

    > **NOTE:** Cloning a record clones the **Requestor's Information** only. It does *not* clone **Identity Information** or any other information.

- **Suspend**: Suspend request

- **First Record From Work Queue**: Goes to the first record in a work queue from the current position in the work queue

- **Previous Record From Work Queue**: Goes to the record immediately preceding the current record in the work queue

- **Next Record From Work Queue**: Goes to the record immediately after the current record in the work queue.

- **Last Record From Work Queue**: Goes to the last record in the work queue from the current position in the work queue

## 6.3 Work Queue

The **Work Queue** in the **New Request Data Entry** screen lists all records in a user's queue that are ready for action or review. The **Work Queue** can be found on the upper right side of the page under the **Actions** toolbar.
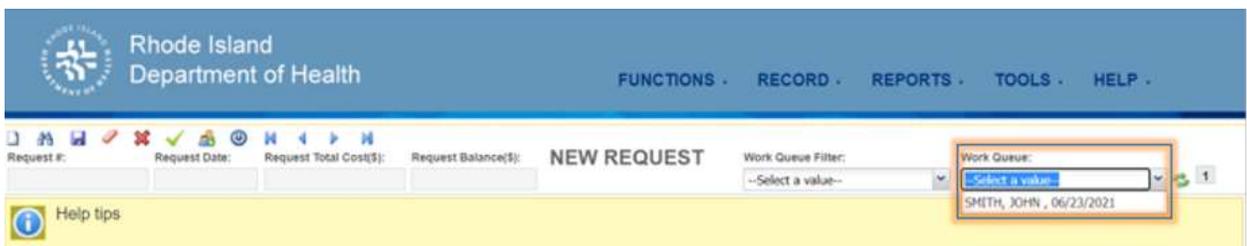


*22. Fee New Request Work Queue*

The **Work Queue** is a drop-down menu that contains pending records. The most recent records appear at the bottom and the oldest records appear at the top.

The number on the right side of the **Work Queue** displays how many records in the work queue. The number will update in real-time as records are resolved, or as more records are added to the **Work Queue**.

The **Refresh** icon to the left of the number can be used to refresh the numbers in the

**Work Queue**.

When searching for records, users can select some or all of the records from search results and create a personal work queue.

## 6.4 Information Toolbar

The **Information** toolbar will populate with all of the information for the respective fields when an existing record is selected from the **Work Queue**.



23. Information Toolbar

When a record is selected, the record information populates the **Information** toolbar.

## 6.5 Creating New Requests

On the **New Request Data Entry** screen, select **New** from the **Actions** toolbar to capture and/or edit requestor information, as well as assign requests to appropriate departments for processing.
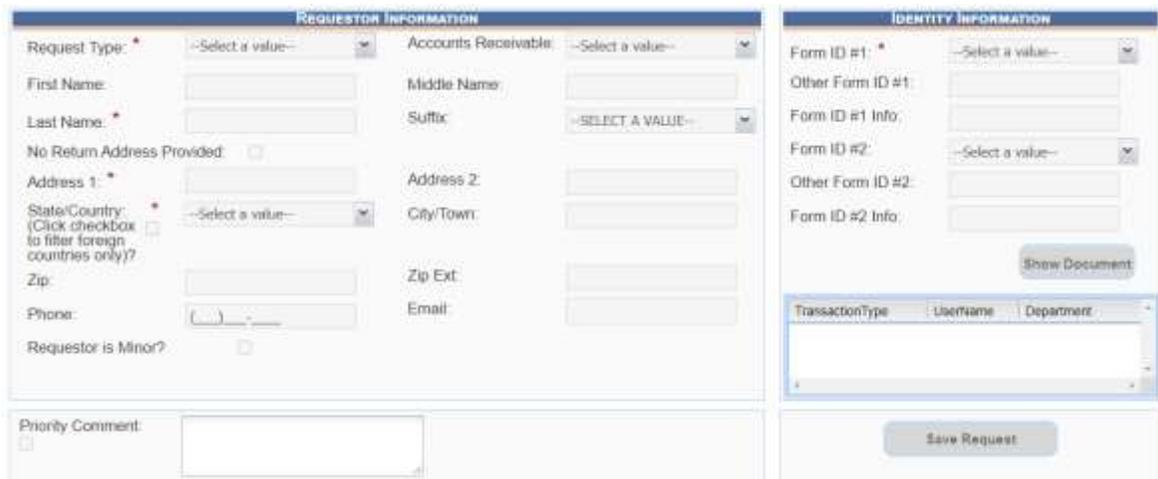


24. Creating New Requests

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### 6.5.1 Requestor Information

The **Requestor Information** panel is used to record how a request was received.



*25. Requestor Information*

The **Requestor Information** section contains the following fields:

- **Request Type***
- **Accounts Receivable** (Not Available at a City/Town location)
- **First Name**
- **Middle Name**
- **Last Name***
- **Suffix**
- **Address 1** (Required unless the **No Return Address Provided** check box is selected)*
- **Address 2**
- **State/Country** (Required unless the **No Return Address Provided** check box is selected) *

  **NOTE:** Clicking the checkbox will populate **Countries** within the drop-down box, as well as the **States**.

- **City/Town**

- **Zip** (Required unless the **No Return Address Provided** check box is selected) **\***

  NOTE: Becomes mandatory after a state is selected from the drop-down menu

- **Zip Ext**.

- **Email**

- **Phone**

- **Priority Comment**

  o Comments can be added after a request has been completed.

  NOTE: All fields marked with a red asterisk (*) are mandatory fields.

In addition to the above fields, two additional check boxes can be selected in the **Requestor Information** panel:

- **No Return Address Provided**

- **Requestor is Minor**

6.5.2 Identity Information Panel

The following fields are available:

- **Form ID #1\***

- **Other Form ID #1**

- **Form ID #1 Info\***

- **Form ID #2**

- **Other Form ID #2**

- **Form ID #2 Info**

  NOTE: All fields marked with a red asterisk (*) are mandatory fields.

Some of the fields above are dependent upon what is selected in preceding fields. For instance, the first field, **Form ID #1**, is a drop-down menu with the following options:

- DMV ID

- Real ID

- Military ID

- Passport

- State Issued ID
- Other
- No ID
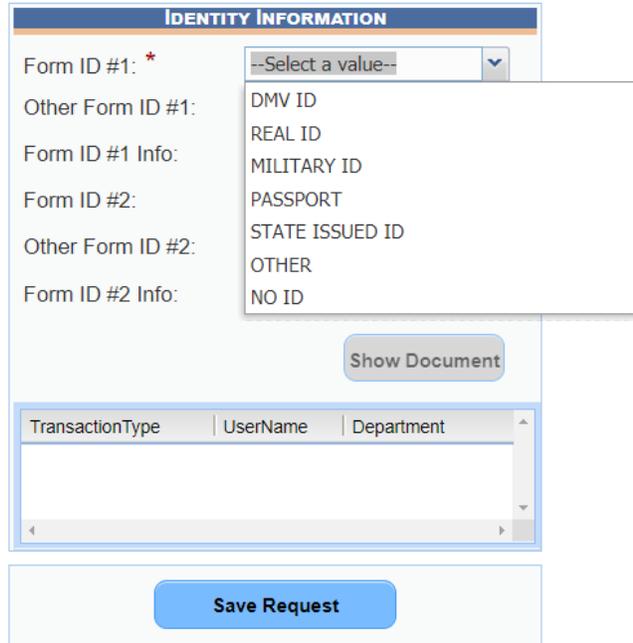


26. Identity Information

If **Other** is selected in this drop-down menu, the **Other Form ID #1** field will become enabled for data entry.

Once this field has been resolved, any additional information can be entered into the **Form ID #1 Info** field.

> **NOTE:** Up to one additional forms of ID can be entered, but are not mandatory. When all mandatory information is entered, press **Save Request**.

> **NOTE:** Comments can be added after a request has been completed.

> A notification will appear indicating that the record updated successfully.
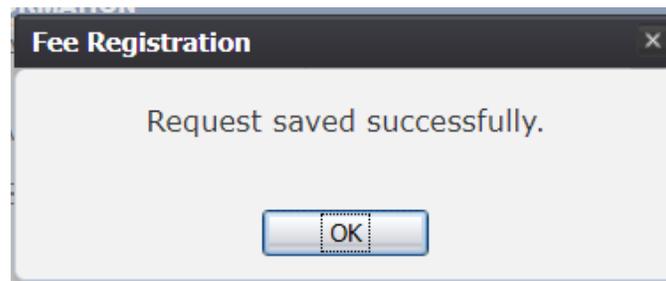


27. Request Saved Successfully Message

Once the request has been saved, the final element in the Identify Information panel, the **Show Document** button will enable. Clicking this button will allow for the user to view all documents uploaded/scanned as a part of this request. Uploading/scanning documents to a request is explained later in this document.

Once the request has been saved, the other three sections of the **New Request Data Entry** screen can be accessed:

- **Transaction Information**
- **Payment Information**
- **Shipping Information**



*28. Transaction Information*

Once the record has been saved, the action buttons will be enabled for selection.

### 6.5.3 Transaction Information Panel

The **Transaction Information** panel provides options to add, edit, delete, void, find record, print, add DCN, reenter DCN, or add letters for a registered record.

### 6.5.3.1 Add New in the Transaction Information Panel

To add new transaction information to a request, select **Add New**, which will open the **Transaction Information** window:

The first field is the **Transaction Category** field, allowing the user to select the module to which the transaction is applicable.

The **Transaction Type** field allows users to select the specific type of transaction associated with this record.

> **NOTE:** Depending on what is selected from the **Transaction Category**, the options in **Transaction Type** will change.

For example, when **Death** is selected in the **Transaction Category** field, the **Death Requested Registrant Information** panel generates below the **Transaction Information** panel.

#### 6.5.3.1.1 Transaction Types

If **Death** is selected as the **Transaction Category**, the following **Transaction Types** will become available in the drop-down menu:

- Adjustment
- Convenience Fee
- Death Certificate
- Death Certificate – Without Cause
- Expedite Fee

If **Fetal Death** is selected as the **Transaction Category**, the following **Transaction Types** will become available for selection from the drop-down menu:

- Adjustment
- Certificate of birth Resulting in a Stillbirth
- Convenience Fee
- Expedite Fee
- Fetal Death Certificate

#### 6.5.3.1.2 Requestor Relationship

Once a **Transaction Type** has been selected from the drop-down menu, the **Requestor Relationship** must be selected from the next drop-down menu.

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**NOTE:** Different options are available depending upon which **Transaction Category** is selected.

The following selections are available:

- Adult Child of Registrant

- Adult Sibling of Registrant
  - Not available when **Fetal Death** is selected as the **Transaction Category**

- Father of Registrant

- General Public

- Grandparents of Registrant

- Legal Guardian of Registrant

- Legal Representative

- Mother of Registrant

- Spouse of Registrant
  - Not available when **Fetal Death** is selected as the **Transaction Category**

- Other (Direct and Tangible Interest)

- Funeral Home of Record
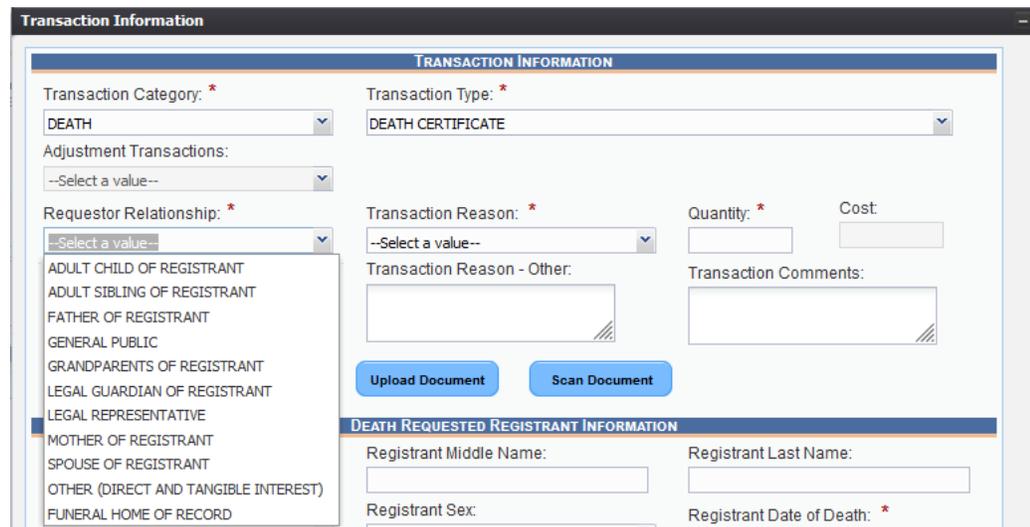


*30. Requestor Relationship*

### 6.5.3.1.3 Transaction Reasons

- **Driver's License**

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- **Estate**

- **Foreign Government**

- **Insurance**

- **Newborn**

- **Other**

- **Other Government**

- **Records**

- **School**

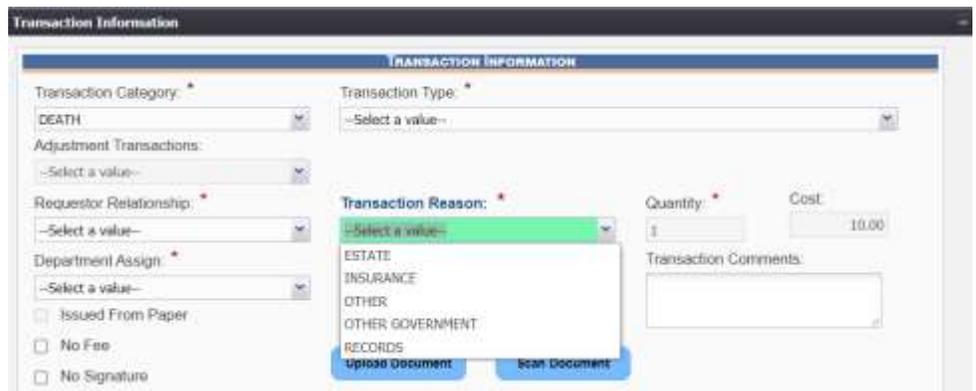- **Social Security**

- **Travel/Passport**

- **Veteran's Benefits and Work**

- **Welfare**

- **WIC**



*31. Transaction Reason*

### 6.5.3.1.4 Quantity

Quantities can be entered as any whole number. The **Cost** field will auto-populate depending on the value entered in the **Quantity** field. In this particular example, note that **5** has been entered into the **Quantity** field, and that **5** of these **Transaction Types** costs $22.00. Also note how the **Cost** field is disabled indicating that it does not require user input and is auto-populated.

> **NOTE:** Each different **Transaction Type** has a different **Cost** associated with it. These values have already been implemented into the system per the State of Rhode Island's specifications.

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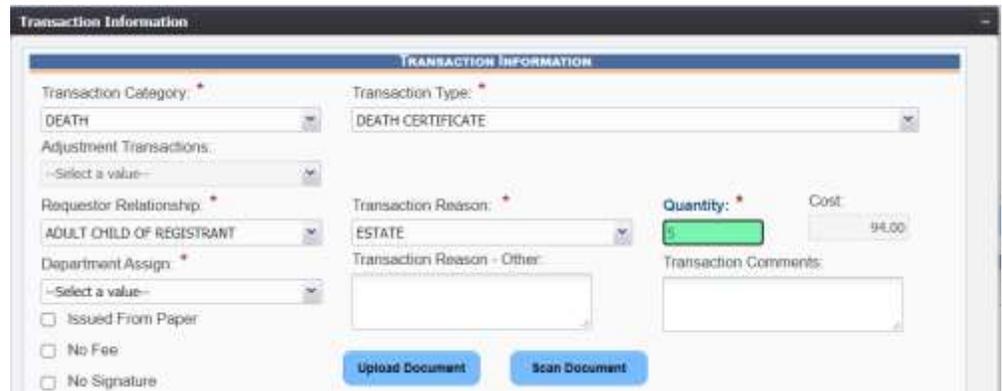
*32. Quantity Field*

> **NOTE:** The **Cost** of a document can be adjusted through the **Transaction Type→Adjustment** process.

### 6.5.3.1.5 Department Assign

Options available for selection are:

- Administration
- Adoptions
- Amendments-Unsealed
- Analytics
- Communications
- Field Services
- Front-Lobby
- General
- Mail-In
- Paternities
- Records Management
- Registration
- Registries
- Special Issuance-Central Print Room

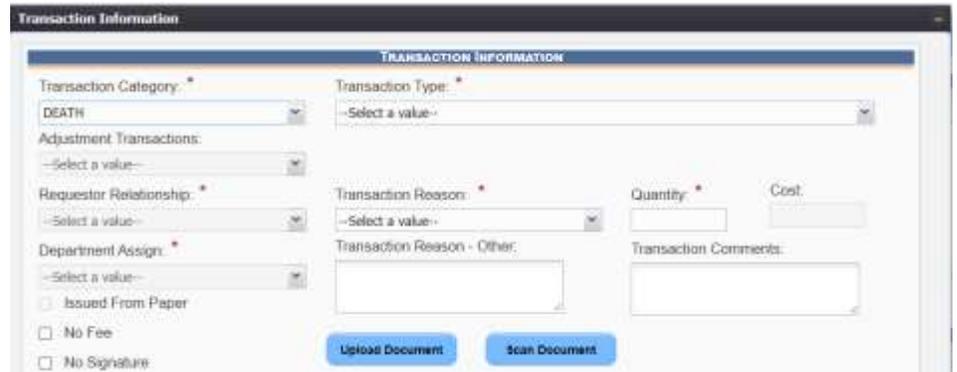**Transaction Reason - Other**: Indicate a reason for a transaction. **Transaction Comments**: Write specific comments related to a transaction. **Courtesy Letter** check box:

**Issued From Paper** check box: Indicate that the transaction was issued from paper

**No Fee** check box: Indicate a zero dollar transaction.

**No Signatures** check box: Indicates that the State Registrar's signature will not appear on request.

The final two features in this section of the window are the **Upload Document** and **Scan Document** buttons.



*33. Department Assign*

**Upload Document**: Upload and attach a document to a transaction **Scan Document**: Directly scan a document and attach it to a transaction.

### 6.5.3.1.6 Upload Document

To upload a document to a particular record, press **Upload Document**, which will generate the following window:
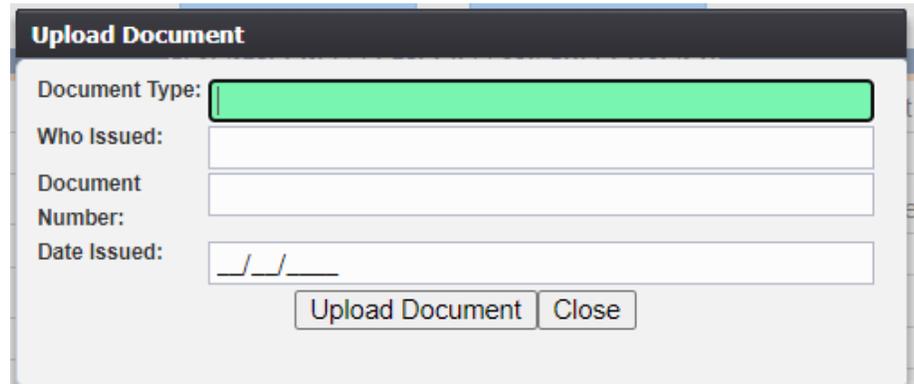


*34. Upload Document*

Enter the **Document Type**, **Who Issued** the document, and the **Date Issued** into the corresponding fields and then click **Upload Document**.

*35. Upload Document Button*

Pressing **Upload Document** will generate the **Document Upload** window. To attach a document, click **Choose File** and locate the file. Then, click **Open**. This will load the document file path into the field.
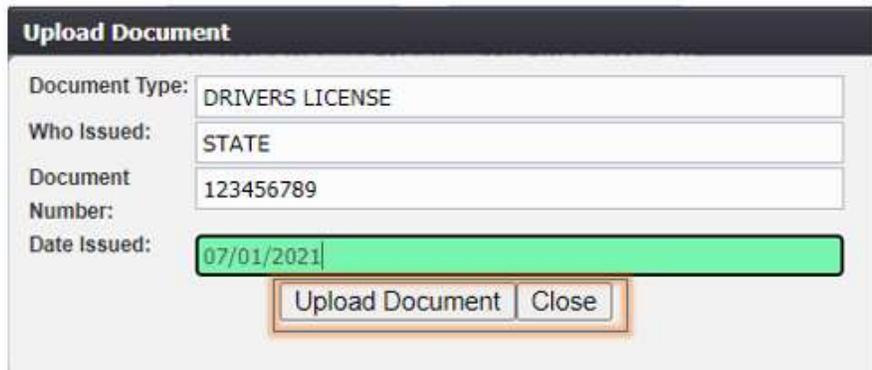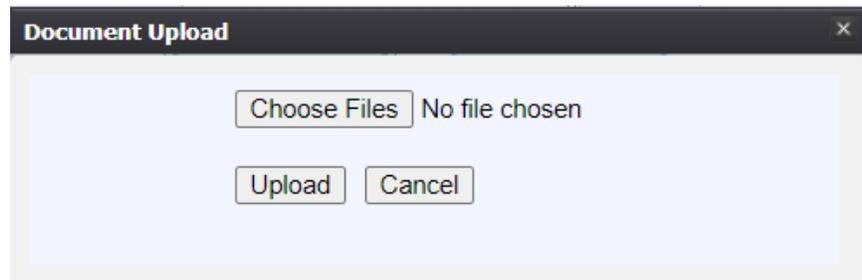


*36. Upload Document*

To continue the **Upload** process, click **Upload**. To return to the previous screen, click **Cancel**. A notification will appear when the file has successfully uploaded or if the upload has failed.
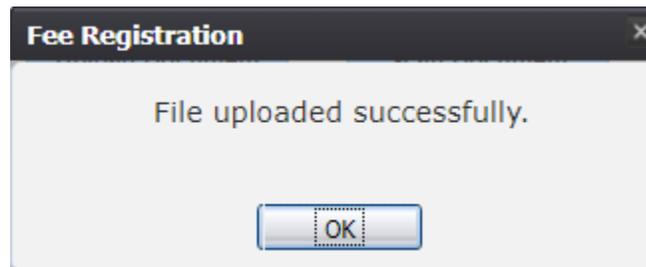


*37. File Uploaded Successfully Message*

Once the document has been uploaded, a **State User** will have the ability to view the document and download it from the Identity Information panel on the New Request Data Entry screen.

To do this, save the transaction and return to the New Request Data Entry screen and click the Show Document button on the Identity

Information panel. The following screen will open in a new browser window:



*38. Show Document*

At this point users may choose to click the Download link to initiate the process of downloading/saving the uploaded document or close the browser window to return to the RIVERS Fee module.

Once the transaction has been created, the document has been uploaded, and the transaction is searchable, the request can be viewed in the **Fee User Work Queue**. See

### 6.5.4 Disinterment Permit Requests

To make a **Disinterment Permit Request**, first select the **Death** module from the top of the RIVERS screen.
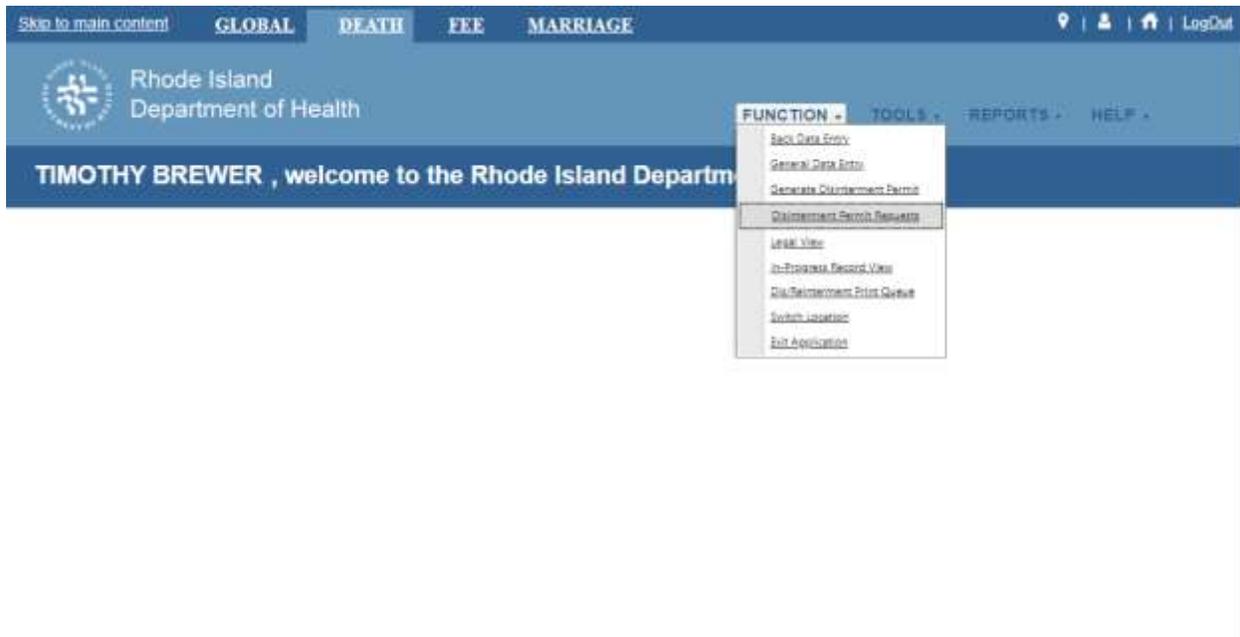


Next, from the Function menu, select Disinterment Permit Requests. This will open the Disinterment Permit Request Review screen.

Select a file from the Unresolved Work Queue to review.



Click **"Go"** at the bottom of the screen. You will see that the only editable field is Demographic 5.

Fields that have been edited appear with a red exclamation point next to them. Clicking the exclamation point will tell you the edit history of the field.

When you are finished with the file, select the Disinterment Approval tab at the bottom of the page.

Once within the Disinterment Approval screen, fill in the appropriate information.
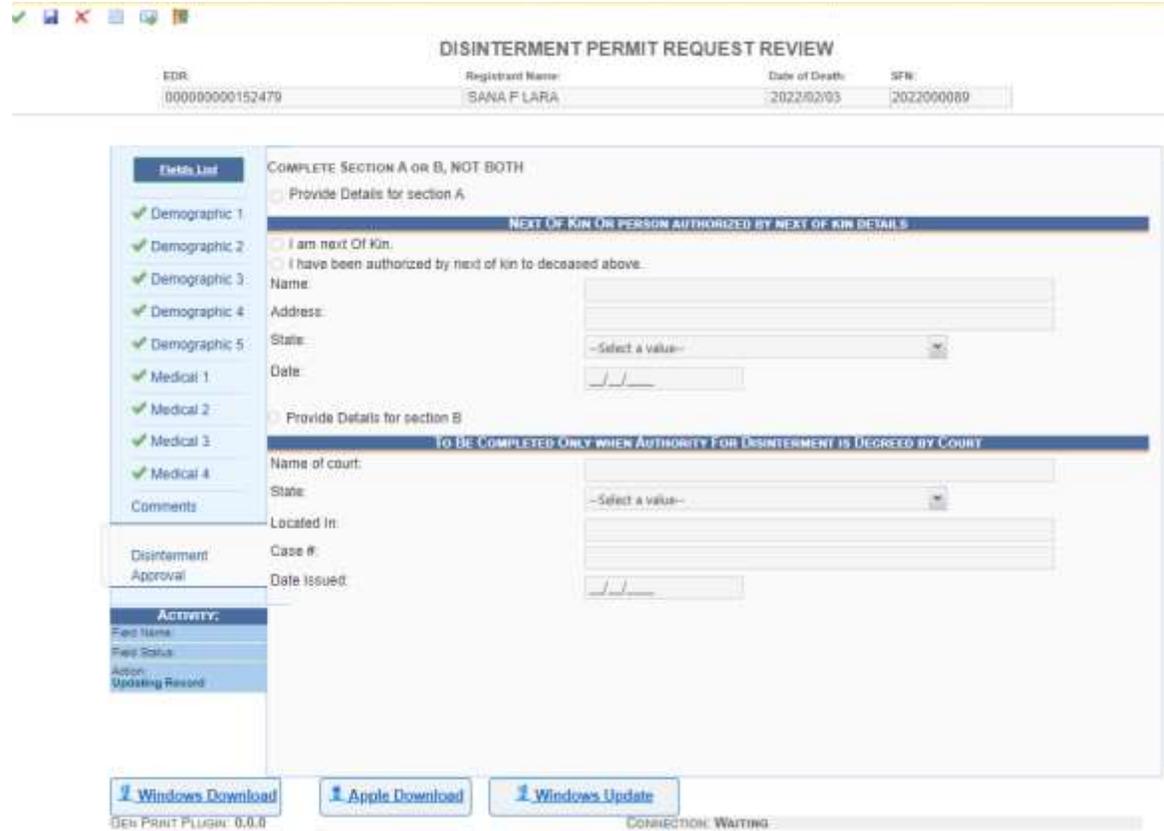


Finally, select Process from the top menu, and the appropriate action you wish to do with the file.
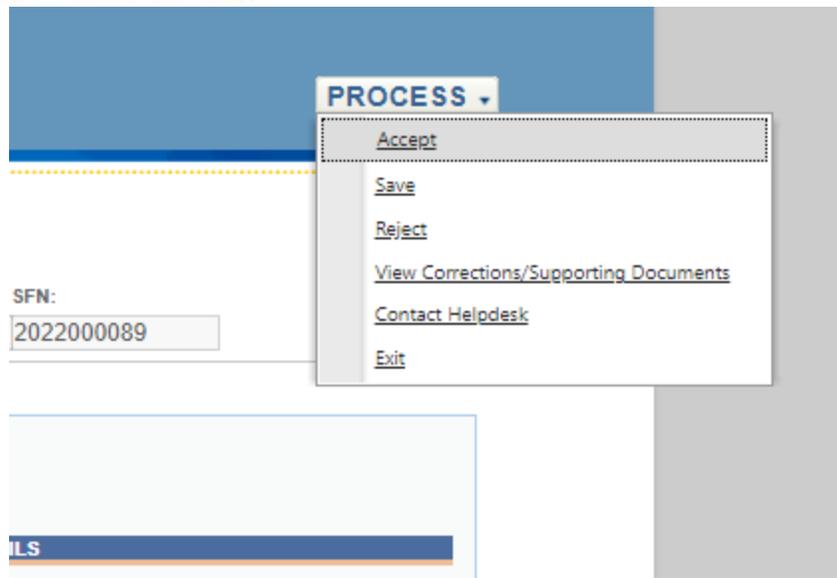
Selecting **"Accept"** will prompt you with a pop up window asking if you'd like to accept the file and remove it from the Unresolved Work Queue.

Selecting **"Save"** will save the file in its current state, without removing it from the Unresolved Work Queue.

Selecting **"Reject"** will prompt you with a pop up window asking you to enter a reason for rejection of the record.
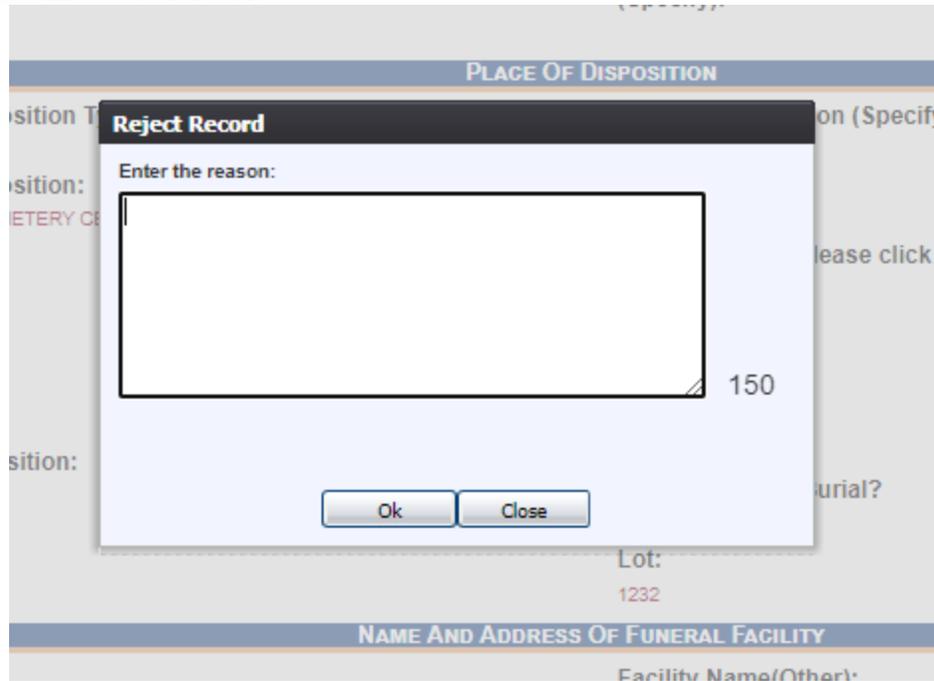
Selecting **"View Corrections/Supporting Documents"** will open a pop up window giving you an overview of all of the corrections made to the document and any supporting documents attached to the file.
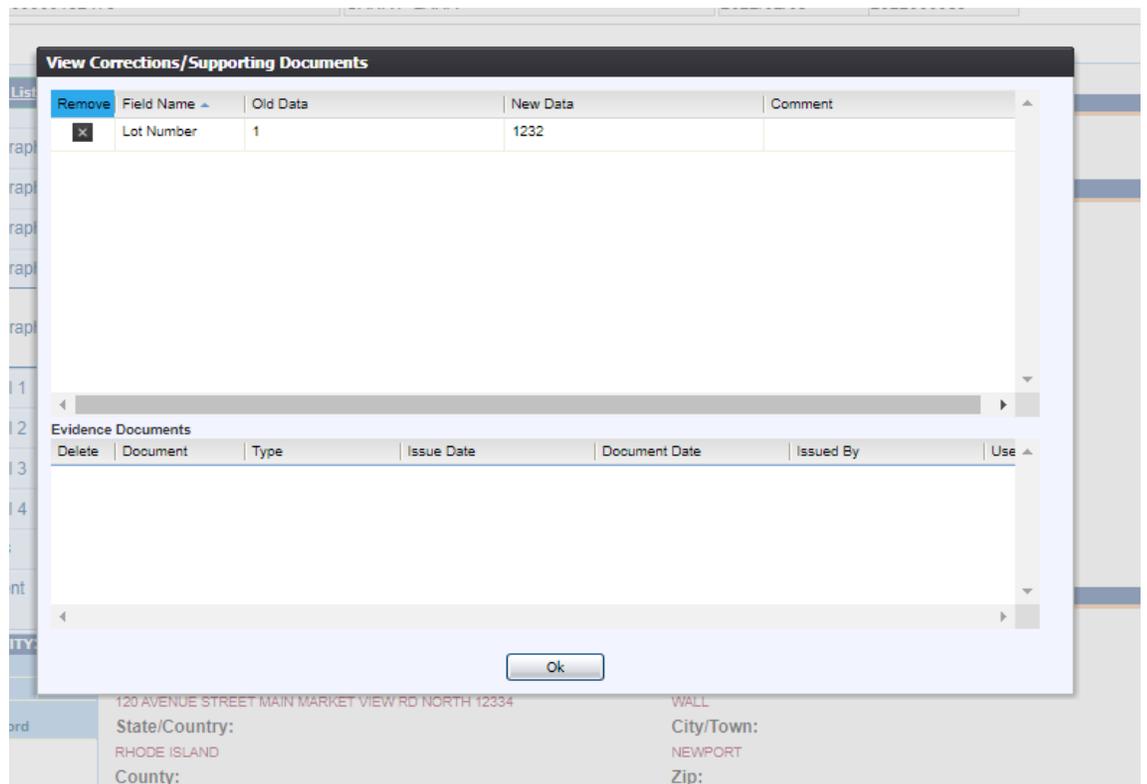
Selecting **"Exit"** takes you back to the Disinterment Permit Request Review screen without saving any changes made.

### 6.5.5 Requested Information Panel

Selecting a **Transaction Category** (i.e., Death, or Fetal Death), will cause the system to generate the **Requested Information** panel at the bottom of the screen.



*39. Death Requested Registrant Information*

For this example, Death was selected as the transaction type. Regardless of the transaction category selected, all of the fields are the same in the **Requested Information** section.

> **NOTE:** The only absolute mandatory field (denoted by the red asterisk) is the **Registrant Date of** field. The blank at the end of that field will be replaced with **Death**, or **Delivery** depending on the **Transaction Category** selected.

The following fields are available in the **Requested Information** panel:

- Registrant First Name

- Registrant Middle Name
- Registrant Last Name

- Registrant Suffix
- Registrant Sex
- Registrant Date of _ *
- Registrant County of _
- Registrant City of _
- SFN
- Parent 1 First Name
- Parent 1 Middle Name
- Parent 1 Maiden Name
- Parent 2 First Name
- Parent 2 Middle Name
- Parent 2 Last Name
- Parent 2 Suffix

When all known information has been entered, and all mandatory fields have been resolved, press **Save**.

If the record was saved successfully, the following window will appear:
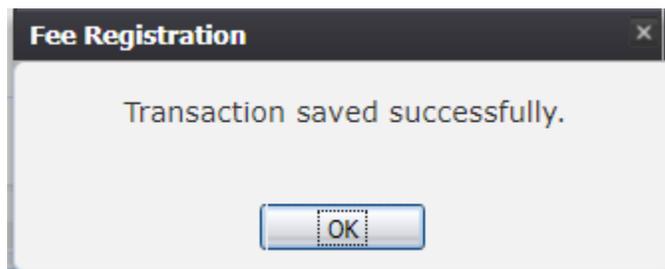


*40. Transaction Saved Successfully Message*

Once **OK** has been selected, the record information will populate into the **Transaction Information** panel on the **New Request Data Entry** screen.

*41. Record Information Saved*

It is at this point that users will have the ability to use the other options on the toolbar at the bottom of the **Transaction Information** panel.

- Edit the selected transaction in order to either add more data, or edit the data already entered.

- Delete a selected transaction.

- Void a transaction after it has been printed.

- Search the system for registered records matching the data entered in the transaction.

- Print the transaction.

- Add security paper DCN to the record.

- Reenter security paper DCN to the record.

- Add letter is performed only when the record has been printed. Attach specific letters to specific documents.

### 6.5.6 Status Column within the Transaction Information Panel

The **Transaction Information** panel features a column that displays the current status during the

**Create New Request** process.



*42. Status Column in Transaction Panel*

The **Status** column displays one of several statuses indicating the next step necessary to continue with the transaction. **Transaction Information** statuses include:

- **Searchable**: When a record indicates that it is **Searchable**, users can navigate to the **Search Registered Record** button to perform the search.

- **Ready to Print**: When a record is in the **Ready to Print** status, users may then select the

- **Print** button to print the request.

  **NOTE:** In order to **Print** a record, users must first have a printer setup to their username.

- **Printed**: When a record is in the **Printed** status, this is the point at which a Security Paper DCN can be added to the record by clicking the **Add DCN** button.

- **Completed**: When a record is in the **Completed** status, this indicates that the process has reached an end. When all line items in the **Transaction Information** panel are in **Completed** status, this is the point at which the request may be completed – as long as the other panels are resolved.

- **Ready for Shipping**: The **Ready for Shipping** message will only generate in the **Status** column when it is directly attached to a shipment. To resolve this status, users must reconcile the **Shipment Information** panel.

As previously stated, for all transaction types, requests may be completed and fulfilled before payment has been received. In the case of a **Counter** request, payment must be recorded before the status of the transaction will be updated to **Searchable**. For all other request types, the status will be set to **Searchable** when the request is saved.

### 6.5.6.1 Fee Record Search

To open the Fee Record Search screen, click the desired transaction in the **Transaction Information** grid and click the **Find Record** button located below the **Transaction Information** grid.

The **Fee Record Search** screen will open:



*43. Fee Record Search*

From the **Fee Record Search** screen, users are able to search for, view and assign the record to the relevant transaction

### 6.5.6.2 Search for a Record

To search for a record on the **Fee Record Search** screen:

1.  Enter the known record information into the search fields in the Requested Information section of the **Fee Record Search** screen.

2.  Click the **Search** button to execute the search.

3.  If a matching record or records is found, the search results grid will be populated with the matching record(s):

*44. Fee Record Search Results*

a. If a matching record is not found, the following message will be displayed:
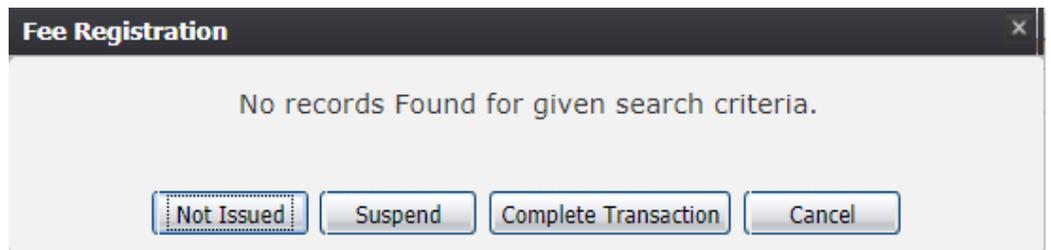


*45. No Records Found for Given Search Criteria*

      i. To suspend the transaction, click the **Suspend** button and the system will display the following message:
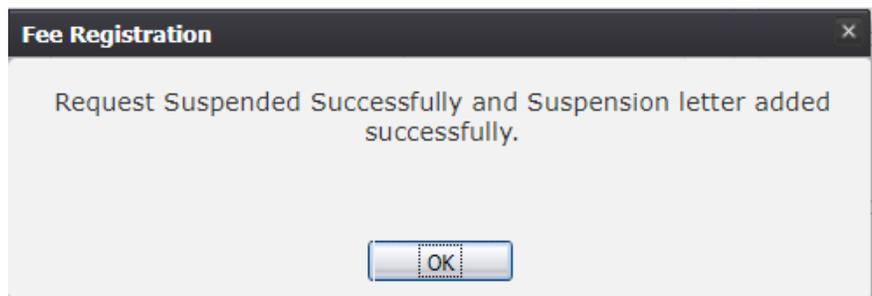


*46. Request Suspended Successfully Message*

      ii. To complete the transaction, click the **Complete** button and the system will display the following message:
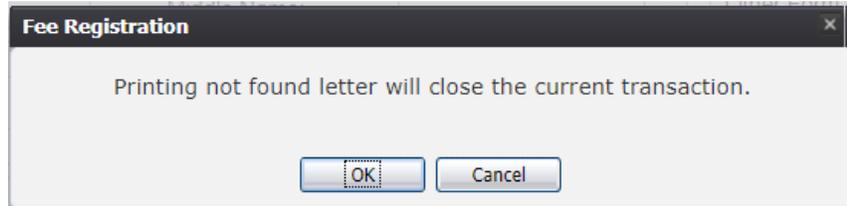
47. Printing Not Found Letter

b. Click the **OK** button and the system will display the following message:
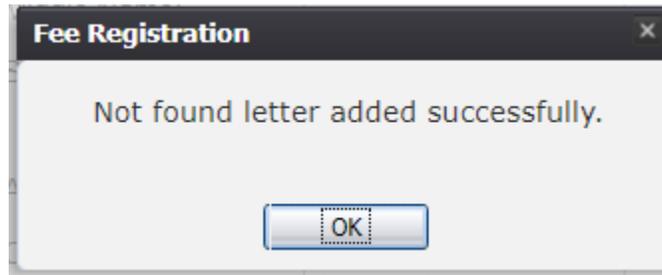


48. Not Found Letter Added Successfully

c.  Click **Not Issued** button and the system will display the following message:
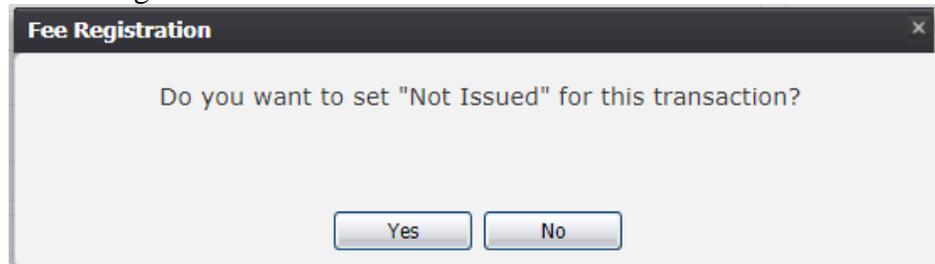


49. Not Issued Button

### 6.5.6.2.1 Search Fee

The Search Fee functionality is an automatic $2 fee that will be added onto a transaction during the assigning of a record after the user has conducted two searches where no records were found.

The Search Fee will be added onto any additional searches made after the initial two searches resulting in no records found.

#### 6.5.6.2.1.1 Search Fee Checkbox

After the three searches were conducted for a record, the Search Fee Checkbox will become checked:



50. Search Fee Checkbox

**Note:** The fee will only be placed on a transaction if the user selects "Ok" from the following prompt:
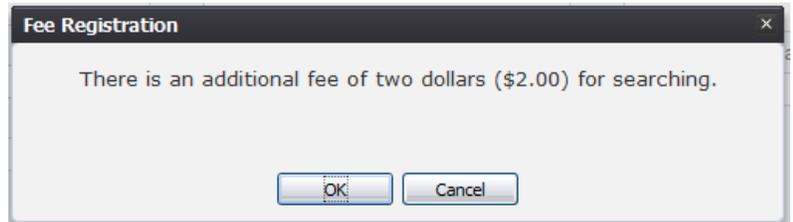


*51. Additional Fee of Two Dollars for Searching*

This indicates that every search moving forward will have the additional Search Fee added.

*6.5.6.2.1.2 Search Fee Counter*

The system will keep track of the number of searches for a record that will be charged with the Search Fee:



*52. Search Count*

*6.5.6.2.1.3 Adjust Search Counter*

The Search Fee functionality allows for the Search Count to be adjusted upon supervisor pin approval:



*53. Adjust Search Counter Button*

1.  Select the **Adjust Search Counter**.

2.  Enter in the corrected count into the **Adjust Search Counter**:
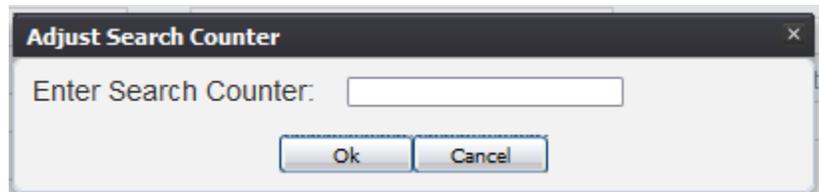


*54. Adjust Search Counter Screen*

3.  Once the correct amount is entered, the system will ask

for a supervisor pin and then will correct the Search Counter at the top of the Fee Record Search.

### 6.5.6.3 View a Record

1. Enter the known record information into the search fields in the Requested Information section of the **Fee Record Search** screen.

2. Click the **Search** button to execute the search.

3. If a matching record or records is found, the search results grid will be populated with the matching record(s)

4. Click on the desired record in the search results grid to select it and click the **View** button.

5. A PDF window containing a watermarked version of the record will open:

## 6.5.7 Assign a Record to a Transaction

1. Enter the known record information into the search fields in the Requested Information section of the **Fee Record Search** screen.

2. Click the **Search** button to execute the search.

3. If a matching record or records is found, the search results grid will be populated with the matching record(s)

4. Click on the desired record in the search results grid to select it and click the **Assign** button.

5. The system will issue a message that the record has been assigned successfully. On the **Transaction Information** grid, the status of the transaction will be set to **Ready to Print** and the SFN column will be populated with the assigned record's SFN.

## 6.5.8 Editing an Existing Transaction

Selecting **Edit** from the **Transaction Information** panel will load the **Transaction Information** window with the transaction information already populated.

A transaction cannot be edited once the transaction status is **Ready to Print**.

A user can edit the following fields on the **Transaction Information** screen once a transaction has been saved:

- Requestor Relationship
- Transaction Reason
- Quantity
- Department Assign

- Transaction Reason-Other

Additionally, all fields in the Requested Registrant Information section can also be edited.

## 6.5.9 Making an Adjustment to a Transaction

Users may make adjustments to existing transactions by adjusting the amount of transaction copies being requested.

To make an adjustment:

1. Click **Add New** in the **Transaction Information** panel.
2. Selection the Transaction Category.
3. The Adjustment Transactions will be enabled and a mandatory field.
4. Select the Transaction Reason.
5. Enter the Transaction Reason – Other.
6. Enter the adjustment cost in the Cost field.



*55. Adjustment*

7. The Supervisor Override screen will appear and will require a supervisor with the appropriate permissions to enter their PIN and a reason for the adjustment.
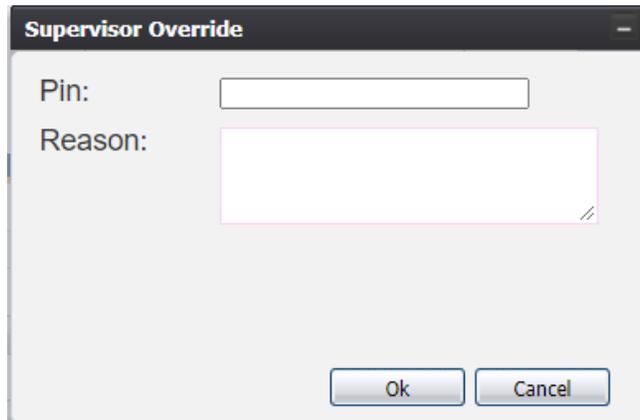
*56. Supervisor Override*

8. Select **Save**. If the adjustment saves successfully, a notification will appear. Also, the price reflected in the **Transaction Information** panel will be updated in a new line.

### 6.5.10 Adding/Viewing Comments on a Transaction

Users may add new comments to existing transactions and view comments previously added to a transaction.

1. Select **Add/View Comments** to open the following window:
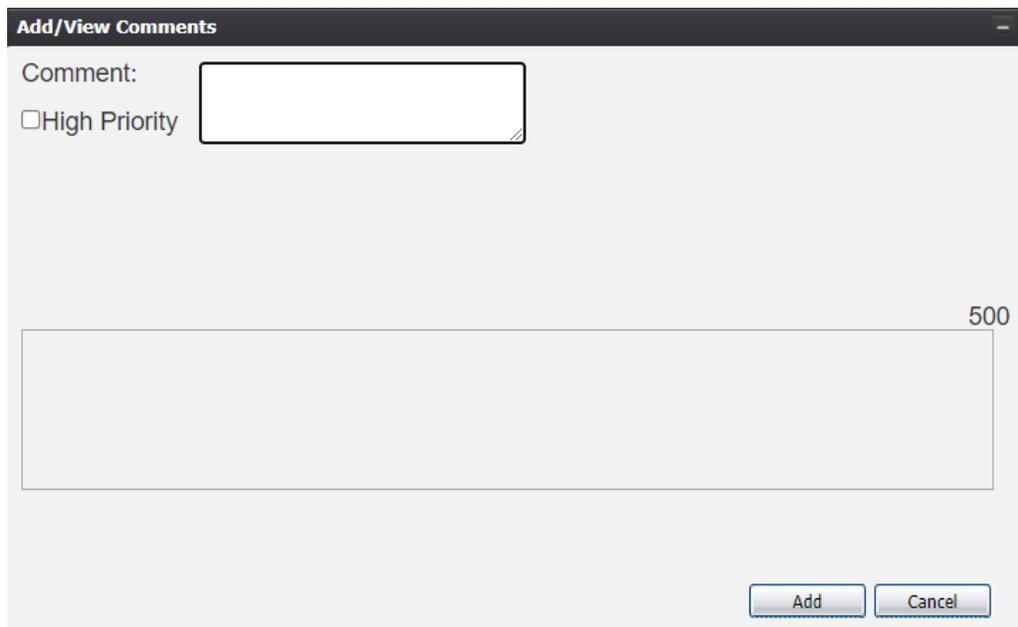


*57. Add/View Comments*

In the **Comments** field, enter a comment (up to 500 characters), check the high priority checkbox if desired and press **Add**.

Also, the bottom panel of the **Add/View Comments** screen will list any past comments with a stamp that details the date, time, and user that submitted the comment.

## 6.6 Payment Information Panel

The **Payment Information** panel is the second panel in the **New Request Data Entry** screen. Users can add payment information in this panel once a transaction has been created in the **Transaction Information** panel.

The total dollar amount within the **Transaction Information** panel is linked to the **Payment Information** panel. When adding new payment information, the dollar amount cannot greater than the total in the **Transaction Information** panel.
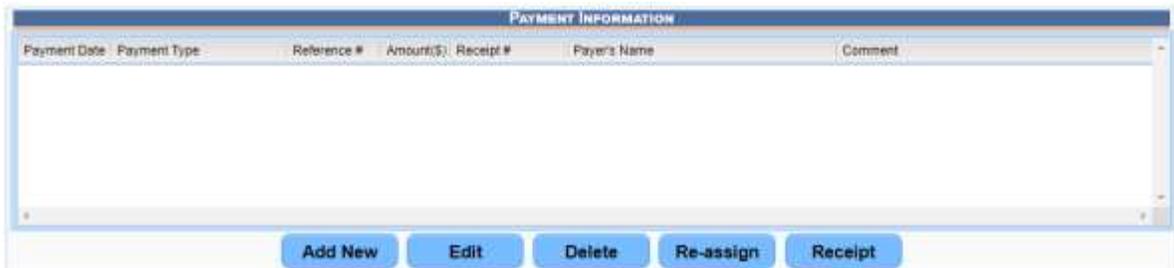


*58. Payment Information*

The **Payment Information** buttons include:

**Add New:** Add new payment information to the panel

**Edit:** Edit previously entered payment information

**Delete:** Delete any existing payment information within the panel

**Re-assign:** Re-assign specific and existing payment information within the panel

**Receipt:** Create a receipt for an existing payment transaction

### 6.6.1 Adding New Payment Information

Select **Add New** to begin adding a new entry in the **Payment Information** panel.



*59. Add New Button Payment Information*

This will generate the **Payment Information** window with the **Payment Information** panel, and the **Payer(s) Information** panel.



*60. Payment Information Panel*

The following fields are present in the **Payment Information** panel:

- Payment Type*
- Payment Date
- Amount Received*
- Reference #
- Reference Date
- Payment Comment

First, select the **Payment Type** from the drop-down menu:

*61. Payment Type*

The following payment types are available:

- Cash

- Cashier Check

- Check

- Credit/Debit Card

- Money Order

Depending on the **Payment Type** selected, different fields will become mandatory fields.

- **Cash**: Amount Received

- **Cashier Check**, **Check**, or **Money Order**: Amount Received, Reference #, Reference Date

- **Credit/Debit Card**: Amount Received, Upload Receipt, Scan Receipt.

For this example, **Cash** will be selected as the payment type received. Once the payment type is selected, enter all known information, and enter a comment in the **Payment Comments** section, if applicable.

> **NOTE:** When entering an amount into the **Amount Received** field, it cannot be greater than the total dollar amount in the **Transaction Information** panel.



*62. Payment Information Panel with Entries*

## 6.6.2 Payer Information Panel

The **Payer(s) Information** panel contains all of the information about the person making a payment towards a transaction.



*63. Payer(s) Information Panel*

Fields in the **Payer(s) Information** panel include:

- Payer(s) Same as a Requestor) checkbox
- First Name
- Middle Name
- Last Name*
- Suffix
- Address 1
- Address 2
- State/Country*
- City/Town
- Zip

- Zip Ext.

- Email

- Phone

Within this panel, users have two options: to either enter all of the information manually, or to select the **Payer(s) Same as a Requestor** check box at the top left corner of the panel.

The **Payer(s) Same as a Requestor** check box should be selected if the payer is the same as the requestor, because it minimizes data entry and helps reduce errors.

If the payer is the same as the requestor, the information will automatically load into the fields. Uncheck the box to enter a different payer; all of the fields will become enabled.



*64. Payer(s) Information Empty Fields*

Next, enter all known payer information.

> **NOTE:** Click the checkbox next to the **State/Country** field to populate **Countries** within the drop-down box as well as **States**.

Once all mandatory fields have been filled and all additional information has been entered, click **Total/Done**. To cancel the payment, click **Cancel**.
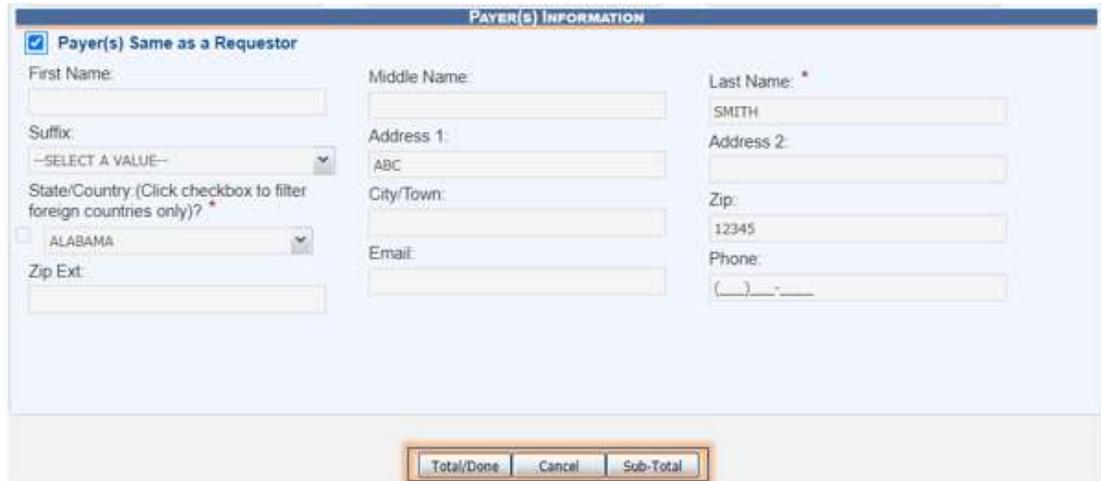
*65. Total/Done Button*

If the record saves successfully, the following message will appear:



*66. Payment Saved Successfully Message*

After selecting **OK**, the payment will display in the **Payment Information** panel.



*67. Payment Information Updated*

### 6.6.2.1  Subtotal Button

The **Subtotal** button is used with multiple tenders to reconcile the payment due. In the screenshot below, for example, the **Balance Due** is $40.00 and a payer wants to pay $20.00 of this transaction: $10.00 in cash and $10.00 on a credit/debit card.

*68. Sub-Total Button*

To apply the first payment method:

1. Enter **Cash** into the **Payment Type** drop-down menu.

2. Enter 10.00 into the **Amount Received** field.

3. Click **Sub-Total**.

The **Balance Due** is now $20.00
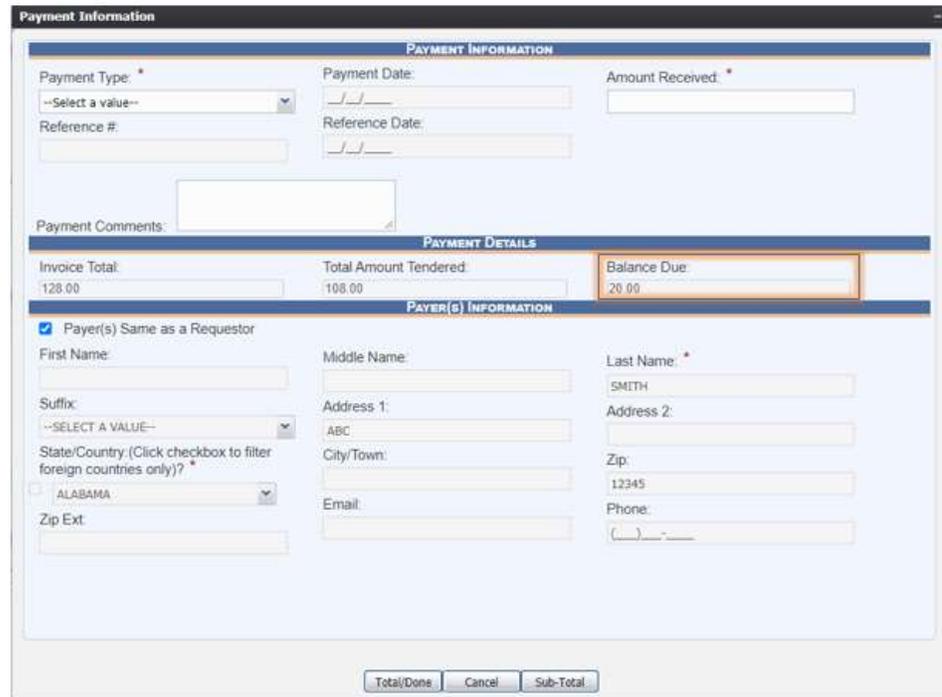
*69. Remaining Balance Due*

To apply another payment method:

1. Go to the **Payment Type** field and select **Credit/Debit**.

2. Enter 10.00 into the **Amount Received** field.

3. Click **Total/Done**.

In this example, the payer does not want to pay any more toward the balance. Press **Total/Done** to save the current payments, which will then be reflected in the **Payment Information** panel.

The following message will appear indicating that the payments were made successfully:
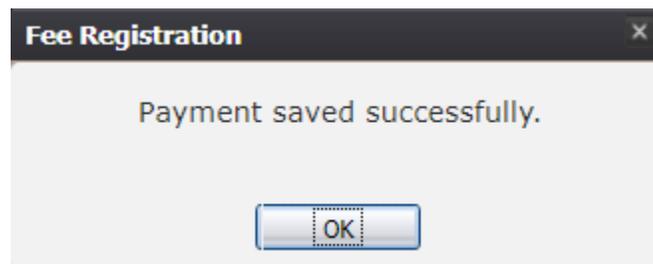


*70. Payment Saved Successfully Message*

**NOTE:** If **Cancel** was pressed by mistake instead of **Total/Done**, the payments taken will not be recorded and will not be reflected in the **Payment Information** panel

### 6.6.3 Editing a Payment

In order to edit a payment from the Payment Information panel, highlight the record and press **Edit**.



71. Edit Payment Information

Clicking **Edit** will cause the Payment Information screen to load.
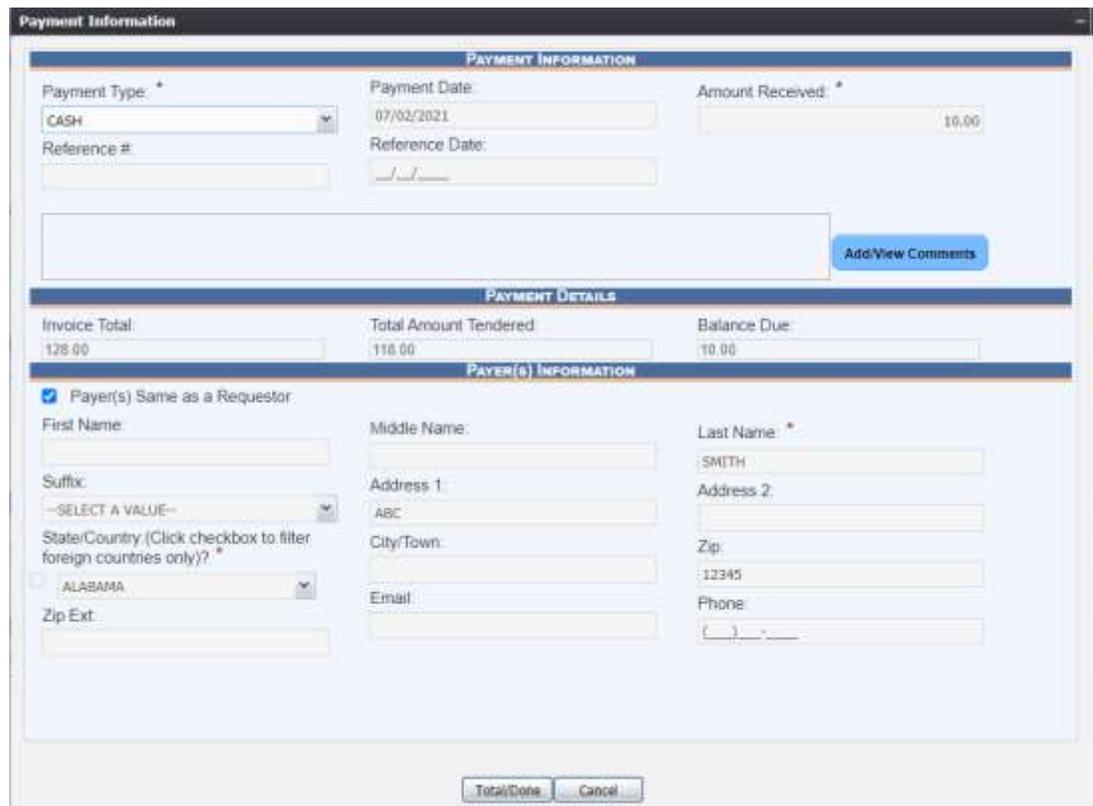


72. Edit Payment Information Screen

A user can edit the following fields on the **Payment Information** screen once a payment has been saved:

- Payment Type
- Reference # (if applicable)
- Reference Date (if applicable)

Additionally, all fields in the **Payer Information** section can also be edited.

## 6.6.4 Deleting a Payment

In order to delete a payment from the **Payment Information** panel, highlight the record and press **Delete**.
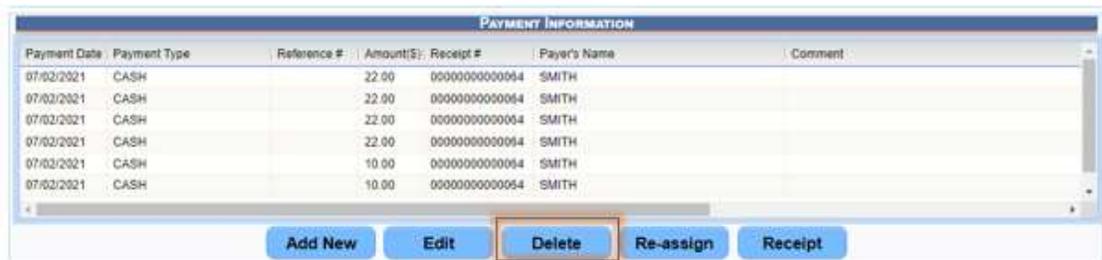


*73. Delete Payment Information*

Clicking **Delete** will ask for confirmation of the deletion.
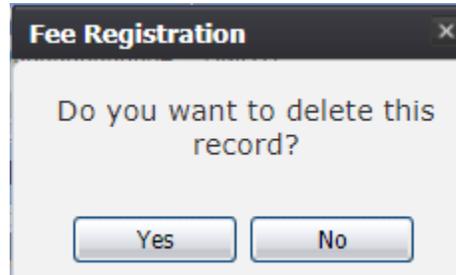


*74. Delete this Payment Entry*

If **Yes** is selected, the **Supervisor Override** window will appear. A supervisor will be required to enter their PIN and a reason for payment deletion, and then press **OK**.
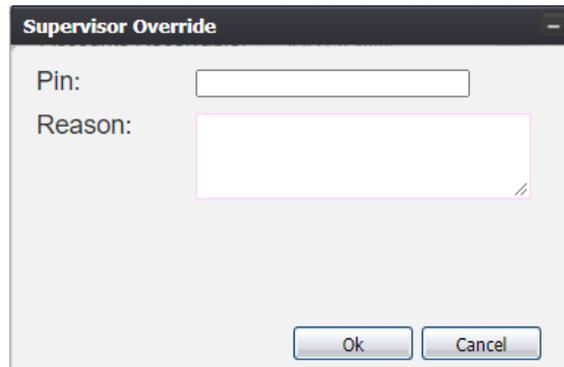
*75. Supervisor Override for Deleting Payment*

The following message will appear if the record is deleted successfully:
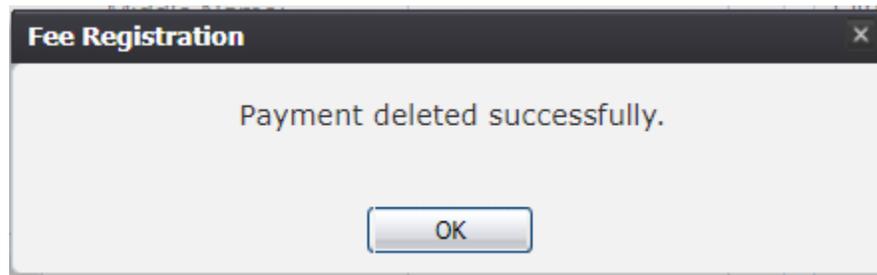


*76. Payment Deleted Successfully Message*

Users will then be returned to the main screen and see that the record has been successfully removed from the **Payment Information** panel.



*77. Payment Information Entry Removed*

If the supervisor is not available, or is unable to enter a PIN, press **Cancel**.

If the supervisor incorrectly enters their PIN, the following rejection message will appear, and after pressing **OK**, will return the user to the **Supervisor Override** screen.
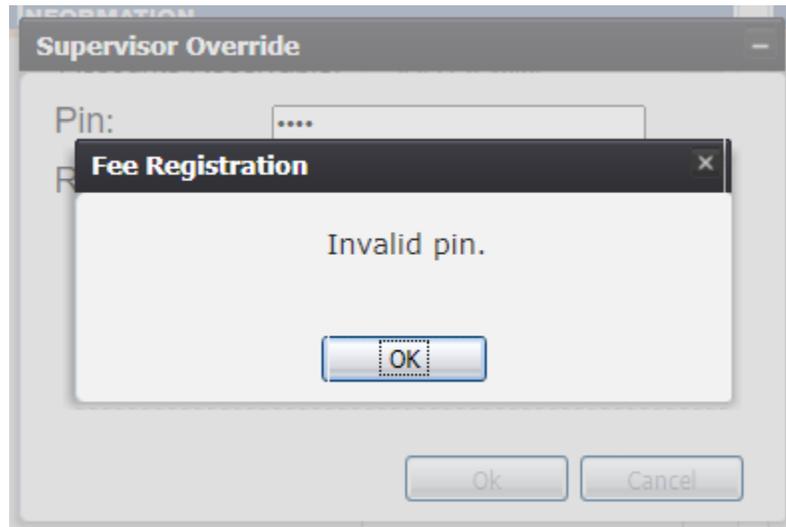
78. Supervisor Override Pin - Invalid

### 6.6.5 Re-Assigning a Payment

When there are multiple transactions for an individual record, the **Re-Assign** function allows payments received to be assigned to specific transactions.

For example, in the screenshot below, there are eight charges on the account that display in the **Transaction Information** panel:



79. Re-Assigning a Payment

In the **Payment Information** panel, there is one payment for $22.00. To assign the $22.00 to a specific transaction, select the $22.00 payment from the **Payment Information** panel and press **Re-Assign**.

**PAYMENT INFORMATION**

| Payment Date | Payment Type | Reference # | Amount($) | Receipt # | Payer's Name | Comment |
|---|---|---|---|---|---|---|
| 07/02/2021 | CASH | | 22.00 | 00000000000064 | SMITH | |
| 07/02/2021 | CASH | | 22.00 | 00000000000064 | SMITH | |
| 07/02/2021 | CASH | | 22.00 | 00000000000064 | SMITH | |
| 07/02/2021 | CASH | | 22.00 | 00000000000064 | SMITH | |
| 07/02/2021 | CASH | | 10.00 | 00000000000064 | SMITH | |
| 07/02/2021 | CREDIT/DEBIT CARD | | 10.00 | 00000000000064 | SMITH | |

Add New    Edit    Delete    Re-assign    Receipt

*80. Re-Assign Button*

This will generate the **Re-assign Payment** window, so that the payment can be assigned to the correct transaction.

**Re-assign Payment**

| Paid Amount | 10.00 | Balance Amount | 0.00 |
|---|---|---|---|

| Registrant Name | Transaction Type ▲ | Transaction Date | Transaction Amoun |
|---|---|---|---|

OK    Cancel

*81. Re-Assign Payment Window*

In this window, all of the transactions from the **Transaction Information** panel are present. From left to right, the columns are as follows:

- **Registrant Name**
- **Transaction Type**
- **Transaction Date**
- **Transaction Amount**
- **Transaction Balance**
- **Pay In Full**
- **Amount Paid**

In order to assign the $22.00 to a specific transaction, select the **Pay In Full** check box on the same line of the transaction that needs to be reconciled, and select **OK**.

If the payment was re-assigned successfully, the following message will appear.

6.6.6 Generating a Receipt

To generate a receipt for a payment, select the payment and press **Receipt**.

*82. Generate Payment Receipt*

This will generate a receipt as a PDF that can be printed and provided to the payee.

**NOTE:** Receipts can be printed even after the record has been completed.

## 6.7 Shipping Information Panel

The **Shipping Information** panel provides the ability to initiate shipment of transaction requests after payment has been reconciled. This panel is composed of an information field, and three action buttons at the bottom of the panel.



*83. Add New Shipping Information*

Actions available on the **Shipping Information** panel include:

- **Add New**: Add a new shipment
- **Edit**: Edit an existing shipment
- **Delete**: Delete an existing shipment

### 6.7.1 Add New Shipment

In order to add a new shipment to the **Shipping Information** panel, first select **Add New**.

This will generate the **Shipping Information** window:

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*84. Shipping Information Window*

The **Shipping Information** window is divided into two separate panels, and two additional sub-panels. The first panel within the window is the **Shipping Information** panel at the top of the window.

The following fields are available in the **Shipping Information** panel:

- Shipping Method*
- Address Same as Requestor checkbox
- First Name
- Middle Name
- Last Name*
- Suffix
- Address 1
- Address 2
- State/Country
- City/Town
- Zip
- Zip Ext.

- Email

- Phone

- Tracking Number

- Tracking Date

- Shipping Note



*85. Shipping Information*

In addition to the fields, there is an **Address Same as Requestor** check box to the right of

**Shipping Method**. When checked, all of the fields within the window will auto-populate.

> **NOTE:** When this option is selected, all of the fields relating to the requestor and their address will be disabled. In order to enable these fields, uncheck the box.

> **NOTE:** If **Hand Delivered** is selected, both the check box and all of the address-related fields will be disabled.

To start a shipment, select a **Shipping Method** from the drop-down menu. Available shipping methods are:

- Hand Delivered

- Standard

- Overnight (Will require a Supervisor's pin)

*86. Shipping Method Options*

After a shipping method has been selected, either check the **Address Same as Requestor** box or fill in the **Shipping Information** fields manually.

Once the shipping information has been confirmed, a **Shipping Note**, **Tracking Number**, and **Tracking Date** can be added, if needed. Users will have the ability to save the shipment and return to the shipment at a later time to edit.
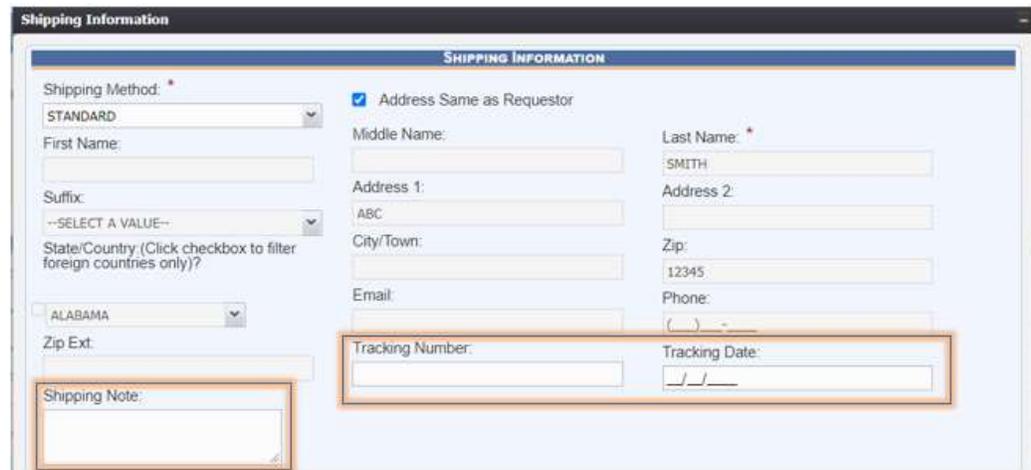


*87. Tracking Number, Date, and Shipping Note*

### 6.7.2 Enclose(s) Information Panel

In the **Enclose(s) Information** panel, users can determine what documents need to be included in a shipment.

Within this panel are two sub-panels: **Transactions** and **Enclosed**.



*88. Shipping Enclose(s) Panel*

The **Transactions** sub-panel contains all of the documents that have previously been initiated in the **Transaction** panel and paid for in the **Payment Information**

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panel. Each item in the **Transactions** sub-panel can be selected or expanded depending on the type of document requested.

> **NOTE:** The plus (+) sign next to each folder indicate that they can be expanded, and the minus (-) signs indicated the folder can be collapsed.



*89. Folders in the Enclose(s) Panel*

Once the document has been selected, click the **Add** arrow to the right of the **Transactions** sub-panel to move it to the **Enclosed** sub-panel to enclose the document in the shipment. Any amount of documents may be enclosed in a shipment. To remove a document from the **Enclosed** sub-panel, click the **Remove** arrow to the right of the **Transactions** sub-panel.
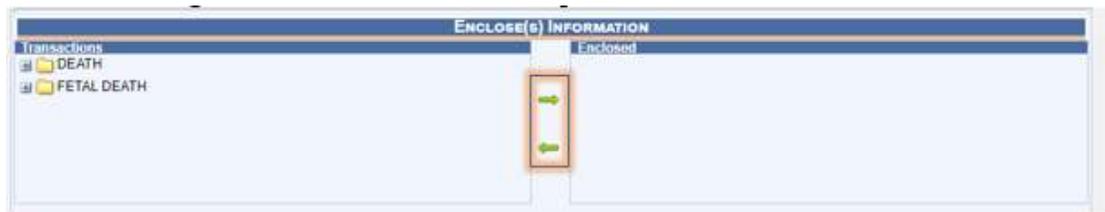


*90. Add and Remove Arrows*

Once all of the documents have been added for the shipment, click **Save**. To cancel the process, click **Cancel**.
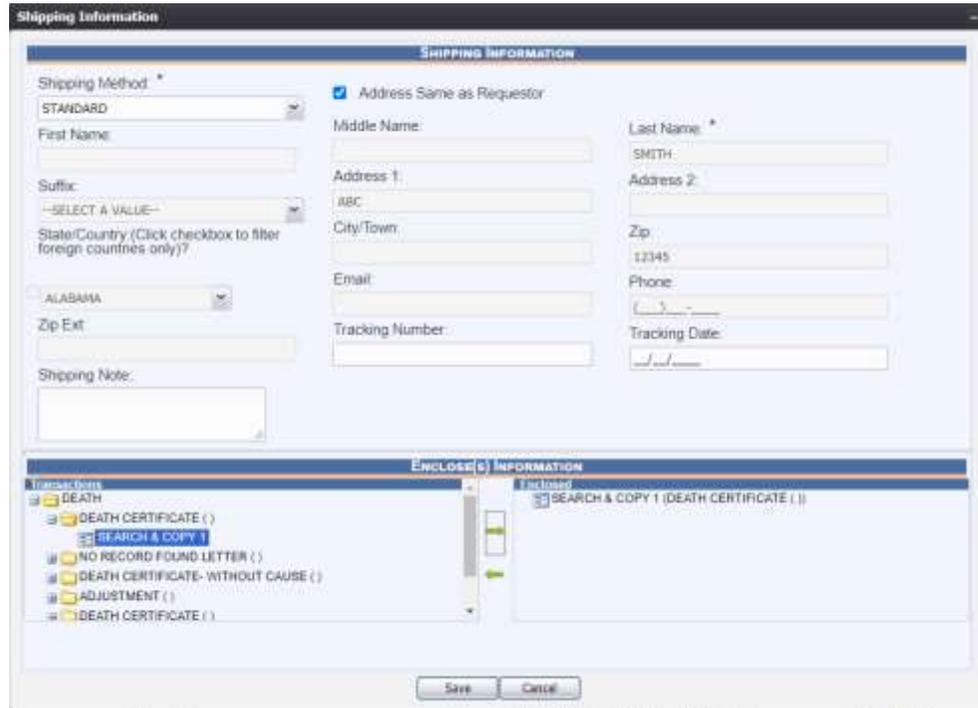
*91. Documents Added for Shipping*

> **NOTE:** If the **Shipping Method** requires a different shipping cost other than the default cost, select **No**. This will cause the message to close and the cursor will appear in the Shipping Cost field so that a shipping cost can be recorded.

If the shipment information saves successfully, the following message will appear:
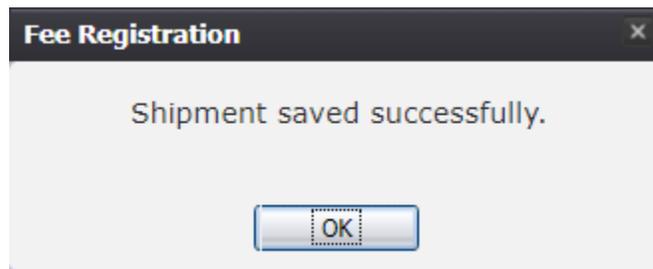


*92. Shipment Saved Successfully Message*

Additionally, the shipment will appear in the **Shipping Information** panel:

*93. Shipping Panel Updated*

### 6.7.3 Editing a Shipment

After a shipment has been created, press **Edit** on the **Shipping Information** panel to correct shipment information, if needed.



*94. Edit Shipping Information*

This action will re-generate the **Shipping Information** window with the previously entered information pre-populated in each field.
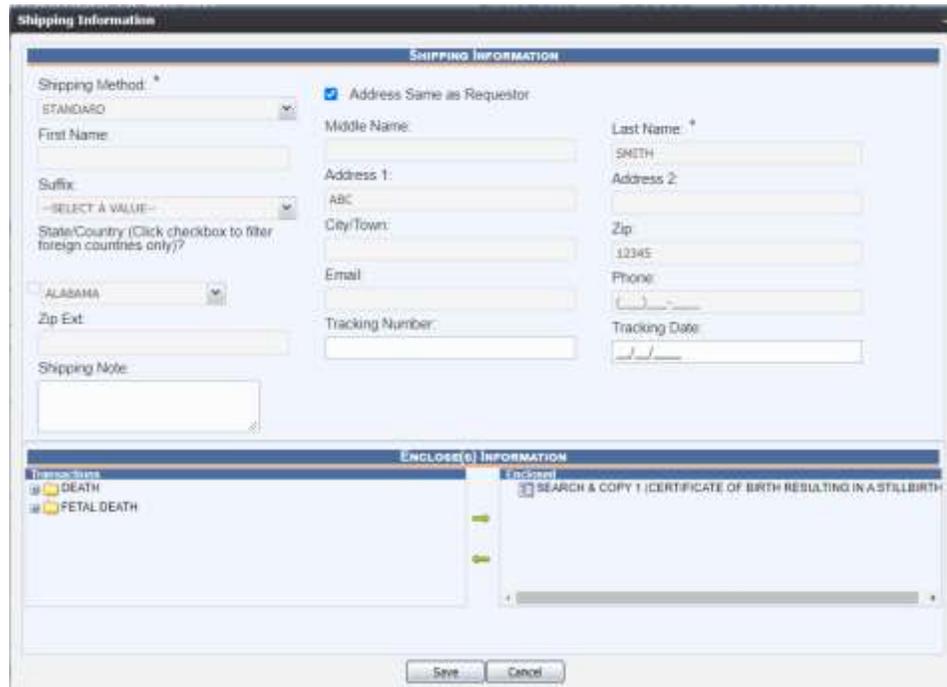


*95. Edit Shipping Information Panel*

A user can edit the following fields on the **Shipping Information** screen once a shipment has been saved:

- First Name

- Middle Name

- Last Name

- Suffix

- Address 1

- Address 2

- State/Country

- City/Town

- Zip

- Zip Ext

- Email

- Phone

- Tracking Number

- Tracking Date

- Shipping Note

Additionally, selections made in the **Enclose(s) Information** section can also be edited. Once the information has been edited, click **Save**. To cancel the process, press **Cancel**. When **Save** is selected, the following message will appear:
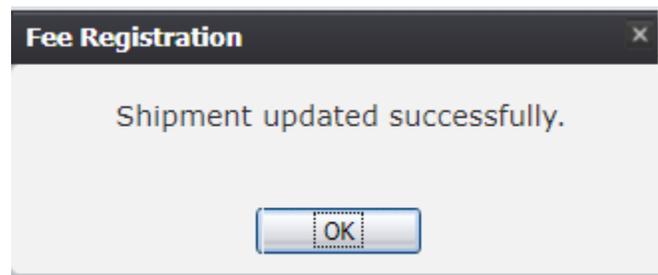


*96. Shipment Updated Successfully Message*

The new shipping transaction will then display in the **Shipping Information** panel.

### 6.7.4 Deleting a Shipment

To delete a shipment, select the shipment from the **Shipping Information** panel and then press **Delete**.

Pressing **Delete** will generate the following message:



*97. Delete this Record? Yes/No*

Select **Yes** to delete the shipping request. Select **No** to keep the shipping request.
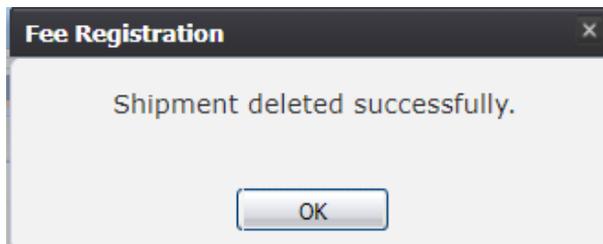


*98. Shipment Deleted Successfully Message*

# 7.0 Searching for Existing Transactions

RIVERS has a comprehensive search functionality that can run queries on all existing transactions in the system.

To search for a transaction:

1.  From the **RIVERS Fee** module, go to **Functions→Fee Registration**. Once **Fee Registration** is selected, the following page will generate:
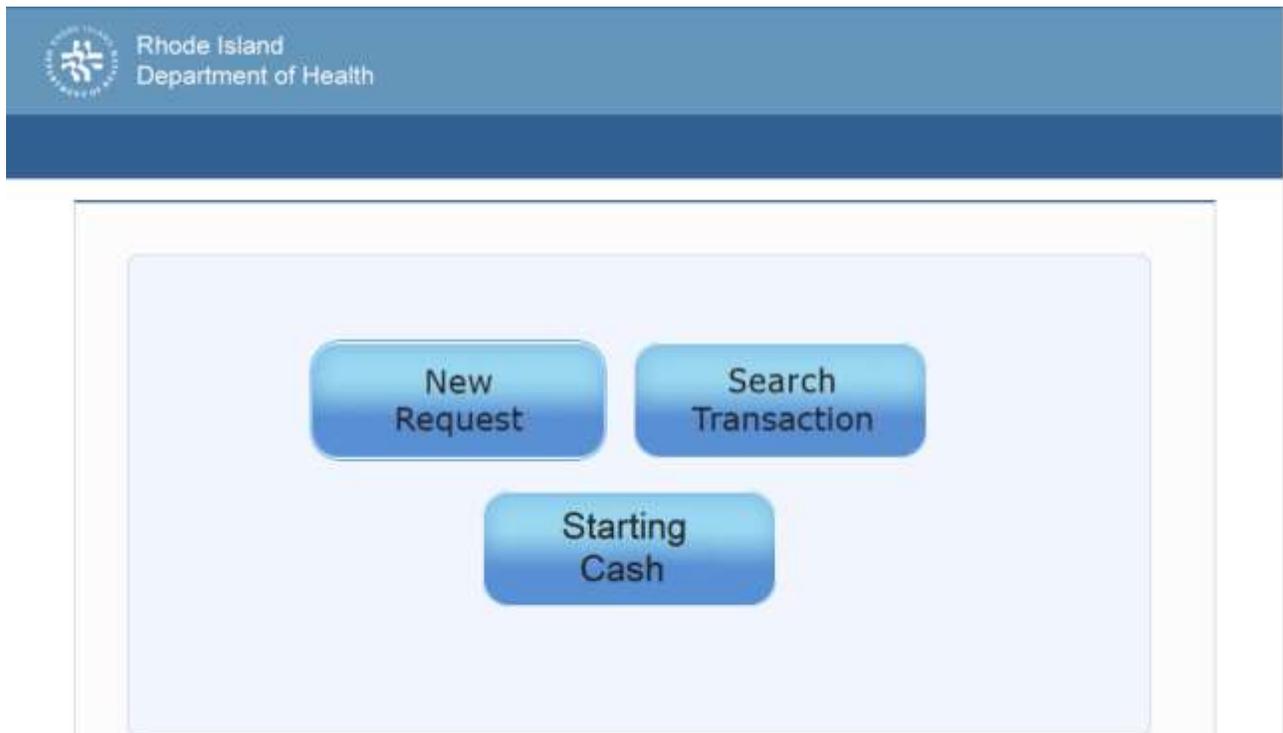


*99. Search Transaction*

2.  Select **Search Transactions**. The following page will load:

*100. Search Transaction Screen*

Or, from within the **Fee** module, go to **Functions→Search Transactions**.

## 7.1 Navigating the Search Screen

The **Search** screen is composed of several panels with different fields that can be used to search for a transaction.

### 7.1.1 Requestor's Information Panel



*101. Search Transaction Screen Components*

The following fields are available on the **Requestor's Information** panel:

- **Request #**: The unique request number, if known

- **Request Type**: A drop-down menu with the following options:
  - **Counter**
  - **Third Party – GoCertificates**
  - **Third Party –Vital Chek**

- **Request Begin Date**: The earliest date that the request could have been initiated.

- **Request End Date**: The latest date that the request could have been initiated.

- **First Name**: First name of the requestor

- **Last Name**: Last name of the requestor

- **Suffix**: Suffix of the requestor

- **Barcode**: Scannable barcode

- **Security Paper DCN**: Document Control Number

*102. Payment Information for Search Transaction*

The following fields are available on the **Payment Information** panel:

- **Payment Method**: A drop-down menu that consists of the following options:
    - **Cash**
    - **Cashier Check**
    - **Check**
    - **Credit/Debit Card**
    - **Money Order**
- **Receipt/Invoice #**: The unique receipt or invoice number, if known
- **Payment Date**: The payment date of the transaction, if known.
- **Reference #**: The unique reference number, if known.
- **Reference Date**: The date that the reference number was created



*103. Transaction Information Type*

The following fields are available on the **Transaction Information** panel:

- **Trans Category:** Search transactions related to a specific module within RIVERS. Options include:

  o **Death**

  o **Fetal Death**



104. Transaction Category

Once a selection is made from the **Trans Category** field, another panel will generate that corresponds to the selection made in the **Trans Category** field. The panel generated is the **Requested Information** panel. The blank at the beginning of Requested Information is meant to signify that the panel name changes depending on the category selected.

For example, if **Death** is selected from the **Trans Category** drop-down menu, then the generated panel will display as **Death Requested Registrant Information**.

- **Trans Type**: Depending on the **Transaction Category** selected above, the **Trans Type** field will display options for the specific document that the transaction is attached to (i.e., Correction, Death Certificate, etc.).



105. Transaction Type

## 7.1.2 Requested Information Panel

As mentioned above, a fifth panel will generate once a **Trans Category** is selected. The generated panel will have fields that specifically pertain to the transaction information that was requested.

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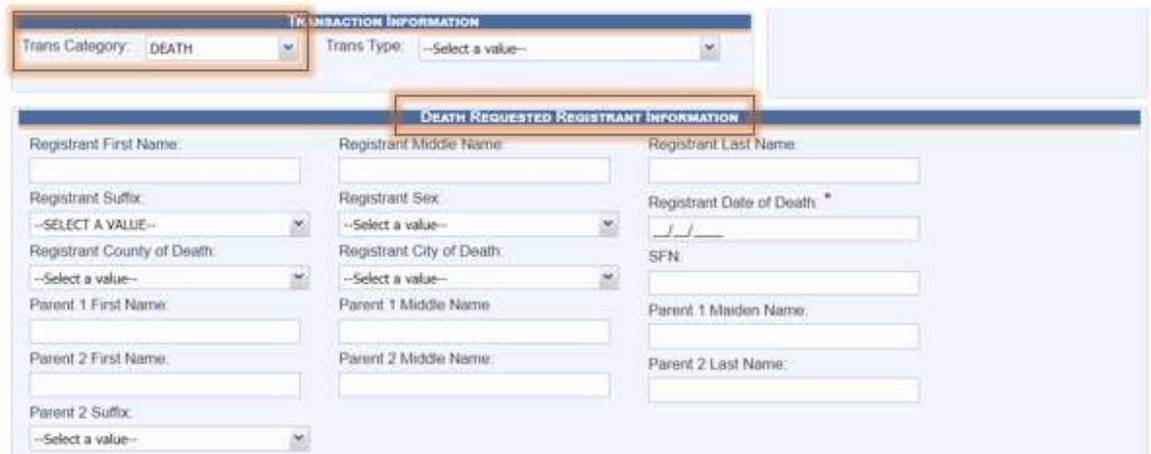
106. Requested Registrant Information Panel

### 7.1.3 Search Information

Search results will appear in the **Search Information** panel.



107. Search Information Panel

## 7.2 Performing a Search

To perform a search, enter all known information into the corresponding search fields.

*108. Enter Known Information*

The last two search-related criteria are the **Search Type** option and the **Request Status** option.

### 7.2.1 Search Type

There are two search types:

- **Wildcard Search**: Takes information entered into the fields and looks for exact matches to the information entered.

- **Soundex Search**: Takes information entered into the fields and searches for exact matches, as well as matches that sound similar to the data entered.

### 7.2.2 Request Status

From the **Request Status** drop-down menu, select **Complete** or **Incomplete**. This option is useful when searching for transactions that are known to be complete or incomplete.

### 7.2.3 My Record

The **My Record** check box will initiate a search only for records that are attributed to the user that is currently logged on to the system. The check box is checked, by default.

Once all known information is entered, click **Search**.



*109. Search Button*

Click **Search** to generate results in the **Search Information** panel.

| SEARCH INFORMATION | | | | | | |
|---|---|---|---|---|---|---|
| Request Number | Request Date | Request Type | Requestor First Name | Requestor Middle Name | Requestor Last Name | Requestor Suff |
| 000000000064 | 07/01/2021 | COUNTER | | | SMITH | |
| 000000000069 | 07/02/2021 | COUNTER | | | TODAY | |

*110. Search Information*

Three actions are available after the search results load:

- **Select All:** Select every record that appears in the search results.

- **Go To Request:** Go to the selected request. If multiple requests are selected, then every request will be opened in succession. The requests will display with the most recently created request at the beginning and end with the oldest created request.

- **Clear:** Clear all search results, as well as all information entered into the search fields on all search panels.

# 8.0 Fee Module Tools

From the **Fee** module, open the **Tools** drop-down menu on the **Functions** toolbar.

## 8.1 Printer Setup

From the **Fee Home** page, go to **Functions→New Request** and then from the **New Request Data Entry**, go to **Tools→Utilities→Printer Setup**.



*111. Printer Setup*

The **Printer Setup** screen is divided into two panels, with two drop-down menus, a list of

**Action** icons, and one **User Printer History** icon.

### 8.1.1 User Printer History

Selecting the **User Printer History** icon will generate a window that shows users of all of the previous print-related options selected.
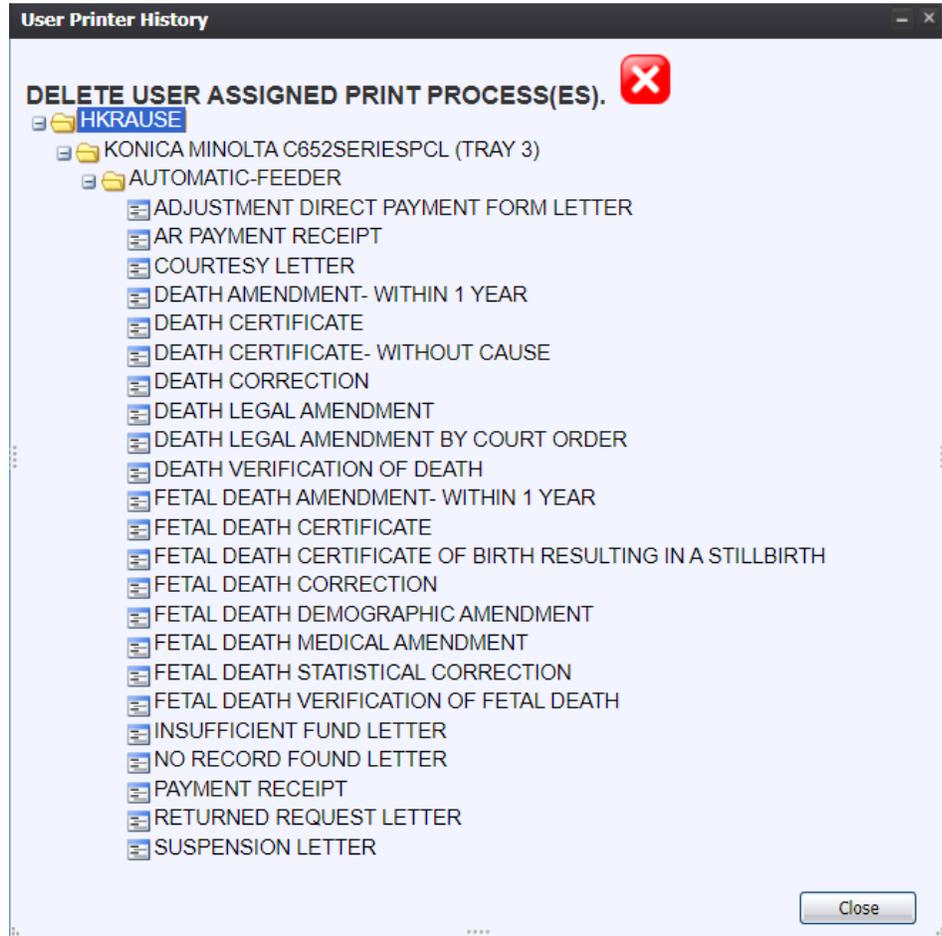
112. User Printer History

### 8.1.1.1 List of Printers

The **List of Printers** drop-down menu displays a list of all of the printers that the computer recognizes as a print destination.
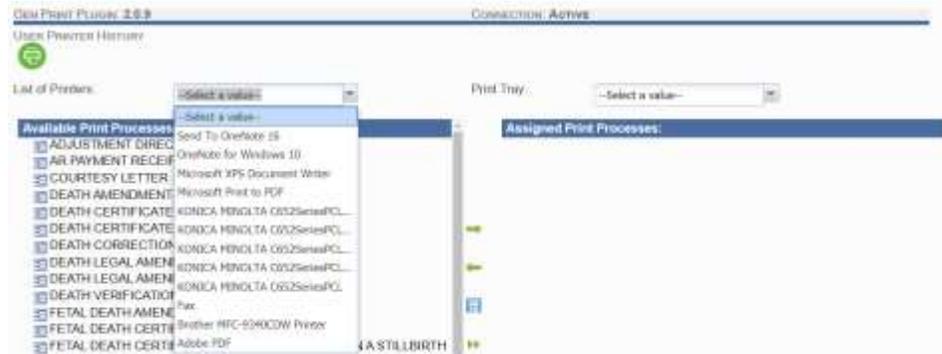


113. List of Printers

Once a printer is selected from the **List of Printers** drop-down menu, the **Print Tray** drop- down menu will populate with available tray options.
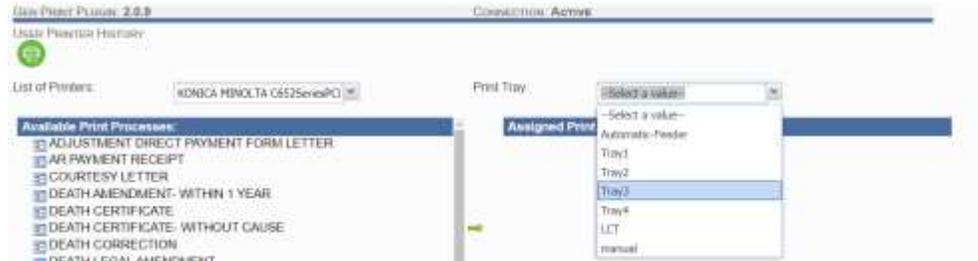


*114. List of Trays Available*

## 8.1.2 Available Print Processes

The **Available Print Processes** panel lists the processes that can be performed from the selected printer. Select a print process from the **Available Print Processes** panel and then press the **Right Arrow** key.
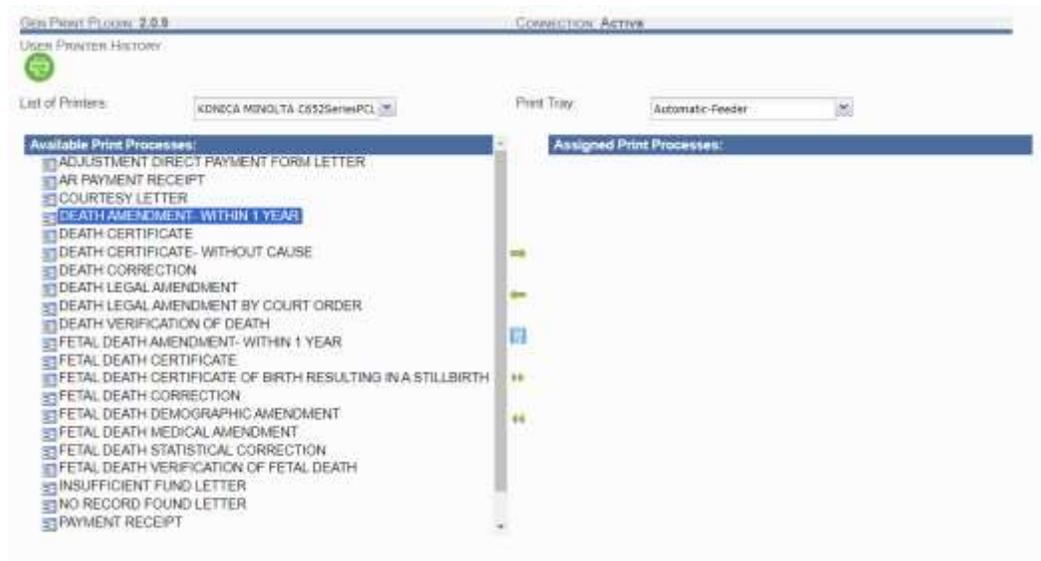


*115. Available Print Processes*

The selected processes will then appear in the **Assigned Print Processes** panel.
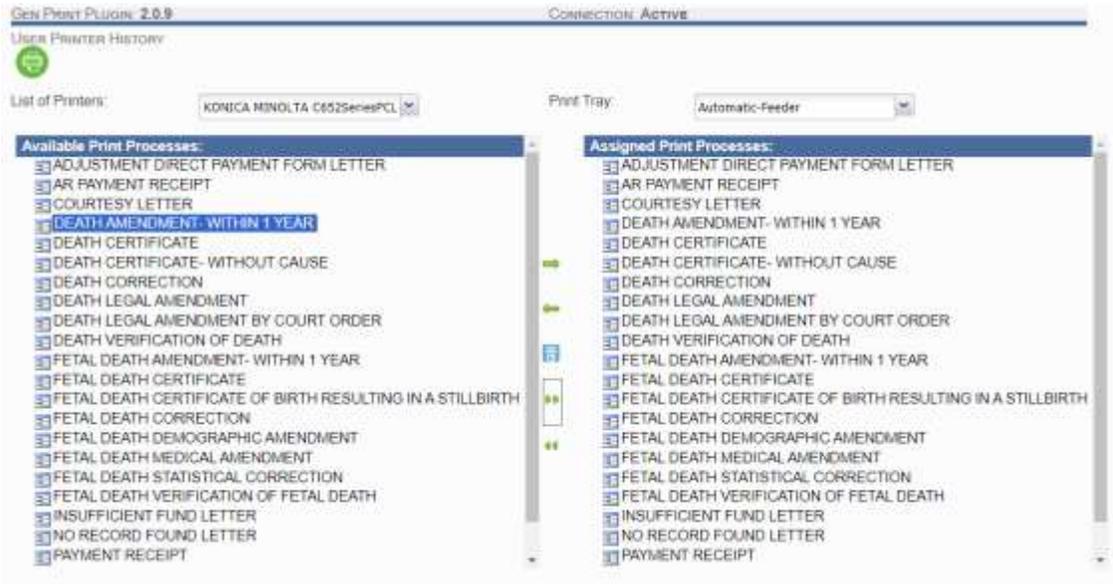
*116. Assigned Print Processes*

To remove a process, highlight the process in the **Assigned Print Processes** panel and then press the **Remove** icon.

To add all processes to the **Assigned Print Processes** panel, click **Add All**.

To remove all processes from the **Assigned Print Processes** panel, click **Remove All**. When all print processes have been assigned, press the **Save** icon.

### 8.1.3 Changing the Printer

To change the printer, remove the processes that were assigned to the previous printer, and then add the new printer and new processes.

## 8.2 Paper Inventory

The **Paper Inventory** tool tracks the inventory and order of security paper. To access the **Paper Inventory** screen, go to **Tools→Paper Deposit/Ship**.
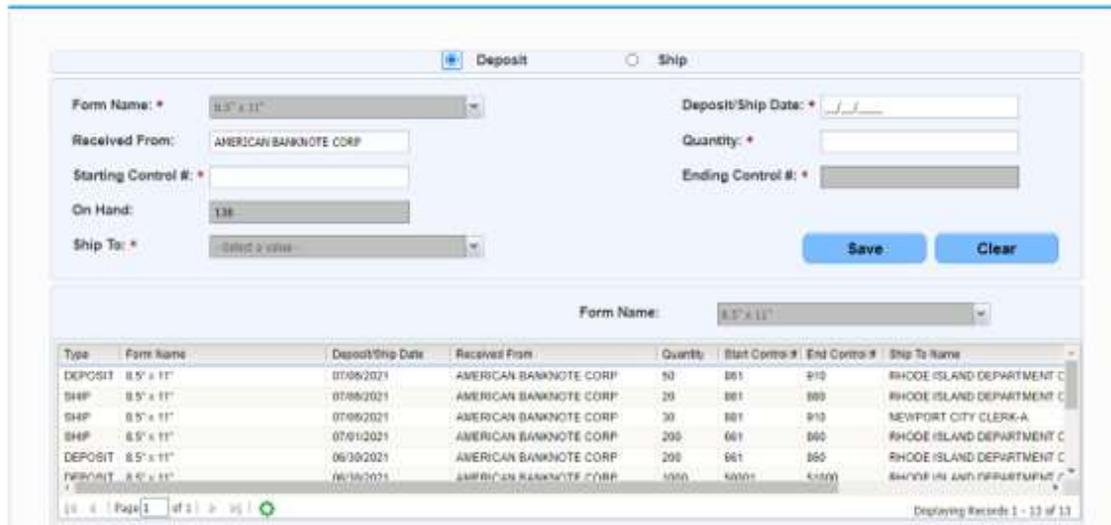
*117. Paper Inventory*

Next, enter the **Deposit/Ship Date** that needs action.

Then, enter information into the **Received From**, **Quantity**, and **Starting Control #** field.

> **NOTE:** If an existing **Starting Control #** is entered and a user tries to save the record, the following message will appear:
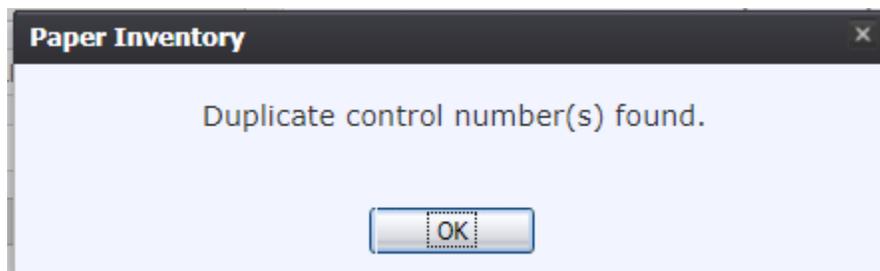


*118. Duplicate Control Number(s) Found*

Click **OK** to return to the previous screen.

> **NOTE:** The **On Hand** field auto-generates.

> **NOTE:** Based on the quantity entered, the **Ending Control #** field will auto-generate.

### 8.2.1 Paper Inventory Voiding

To begin paper inventory voiding, go to **Tools→Paper Void**. The following screen will appear:
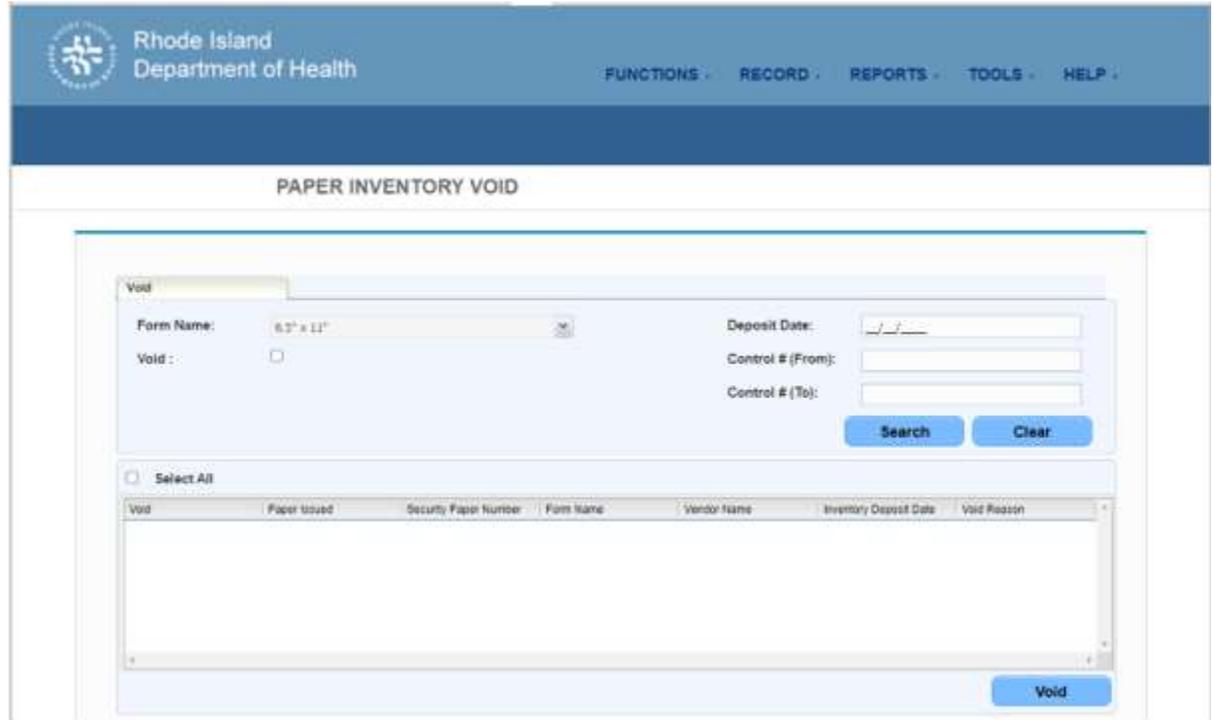


*119. Paper Inventory Void*

### 8.2.2 Void Tab

#### *8.2.2.1 Voiding Security Paper*

Since none of the fields are considered mandatory fields - those marked with a red asterisk (*), the search can be processed based on the form type alone.

After entering all necessary information, click **Search**. To clear all fields and restart the search, press **Clear**.

Search results will appear in the grid at the bottom of the screen.



*120. Voiding Security Paper Results*

To void a record, check the box on the record's line and press **Void**.

After selecting **Void**, a message will appear asking for confirmation of the void.
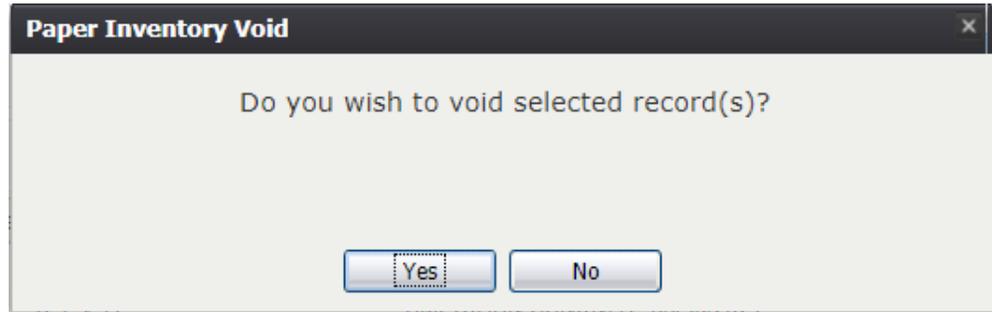


121. Void Selected Record(s)? Yes/No

To confirm the void process, select **Yes**. To cancel the request and return to the previous screen, select **No**.

On the **Void Record** screen, complete the requested information and click the **OK** button.
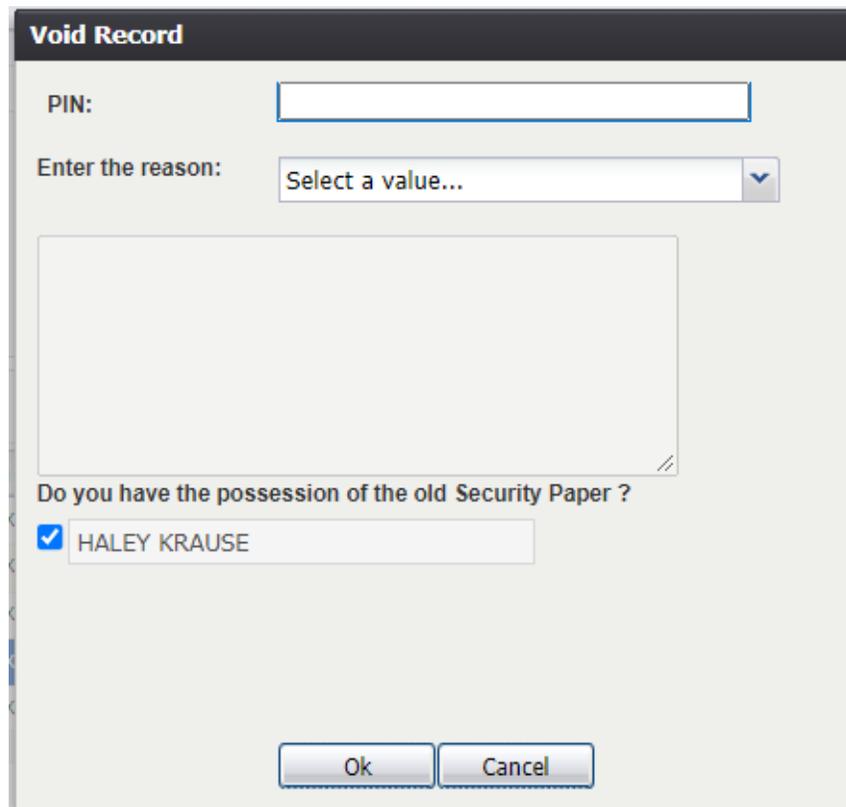


122. Void Record Screen

The following message will appear:



*123. Record Voided Successfully Message*

## 8.3 Import

### 8.3.1 Download Import Logs

To download import logs, go to **Tools→Import→Download Import Logs**. The Download Import Logs window will appear.
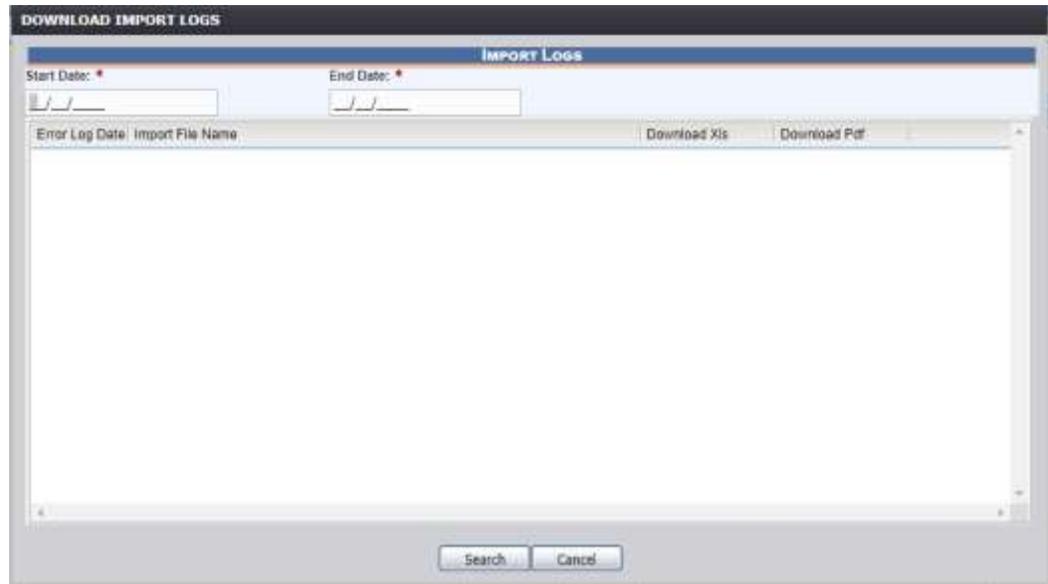


*124. Downloaded Import Logs*

Enter the **Start Date** and the **End Date** for the import log date range. Then select the appropriate remit type from the Remit Type dropdown list.

## 8.4 End of Day

The first set of functions that need to be discussed are the **End of Day** functions. By navigating to the **Functional Toolbar**, selecting **Tools**, then placing the mouse cursor on **End of Day**, the menu will expand and accept user selection.

The options available for user-selection, as well as a brief explanation of each option are as follows:

- **Close Drawer**: This function enables a user to stop cash operations from continuing on a specific drawer. This is a function that sometimes runs in concurrence with a shift-change in order for supervisory entities to easily delineate between one user's transactions and another user's transactions for Loss Prevention purposes.

- **Prepare Daily Close**: This function enables users to prepare a bank deposit based upon the totals of the cash drawer/s

- **Make Bank Deposit**: This function will reconcile all of the cash drawer/s and enable users to confirm the deposit

- **Closed Cash Drawers Summary Report**: This is a report that can be generated that will show all of the closes for the date range selected.

- **Cash Drawers Summary Total Report**: This is a report that can be generated that will show all of the transaction of the date range.

- **Individual Cash Drawer Summary Report**: This is a report that can be generated for a single cash drawer

- **Individual Cash Drawer Detail Report**: This is a report that can be generated that will be a lot more detailed than the Summary **Report**

### 8.4.1 Close Cash Drawer

The **Close Drawer** functionality enables users to stop all transactions on a drawer until it is re-opened for use. As mentioned above, this sometimes coincides with user lunch breaks, shift changes, or other such processes that will render the drawer unused for a period of time, or by the same user as before.

In order to get started, users will navigate to the **End of Day** option from the **Functional Toolbar**, then to **Close Cash Drawer**. This will generate the following screen:

*125. Cash Drawer Total All Since Last Closing*

As shown above, not only will this page list the total dollar amount of each specific transaction type, but it will also show any refunds initiated on that drawer, as well as each and every transaction in order from oldest to newest.

From this point, users have five options:

- **Soft Close Drawer**
- **Adjustment**
- **Close Drawer**
- **Summary Report**
- **Detail Report**



*126. Cash Drawer Options*

To close the drawer, users must select the **Close Drawer** button at the bottom of the screen. Doing so will generate the following message, confirming that the user wishes to perform the action:
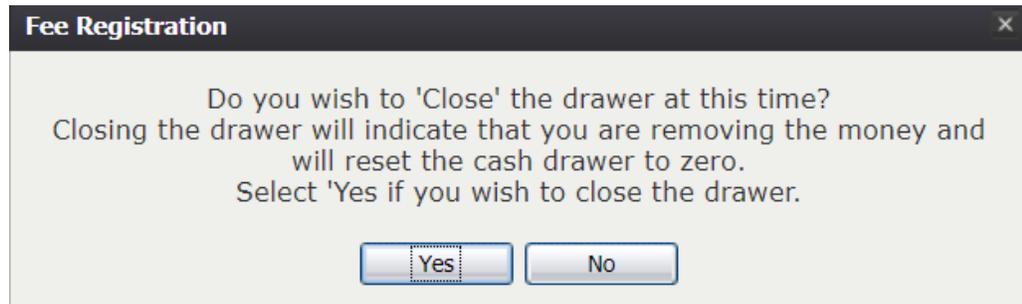
127. Fee Registration- Close Drawer

To cancel this process, select **No**. To proceed with the closing of the drawer, select **Yes**.

If the user selects **Yes**, the application will begin reconciling the drawer.

> **NOTE**: Depending upon the quantity and volume of transactions performed on this drawer prior to the last close, this process may take some time.

Once the application has completed the reconciliation process will be complete, and the following message will be displayed:
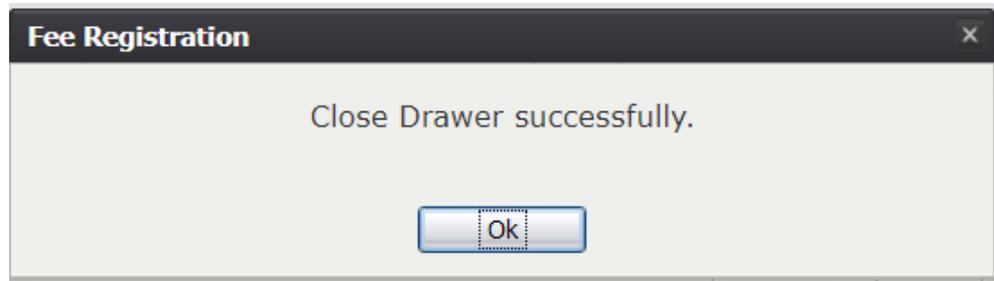


128. Close Drawer Successfully

Once the user selects **OK**, they will note that all of the transactions have been cleared, and that the cash drawer has been closed.

A pop-up window will appear asking to print the closed drawer. The message following message is generated:
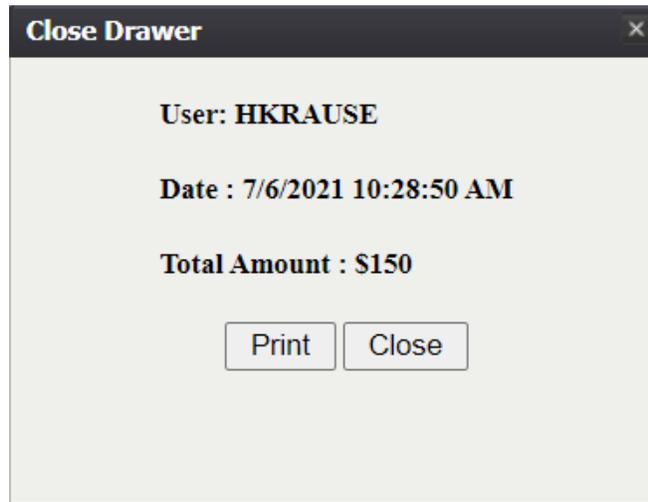
*129. Close Drawer- Print*

## 8.4.2 Adjusting a Cash Drawer

Lastly, it is important to discuss the **Adjustment** button located at the bottom of the screen. The **Adjustment** button empowers supervisor, and users with the appropriate permissions / privileges, with the ability to make either a positive or negative adjustment to a drawer in order to reconcile a monetary overage or shortage.

1.  To begin, users will start by selecting the **Adjustment** button at the bottom of the screen

 Doing so will generate the following prompt, requiring user input:
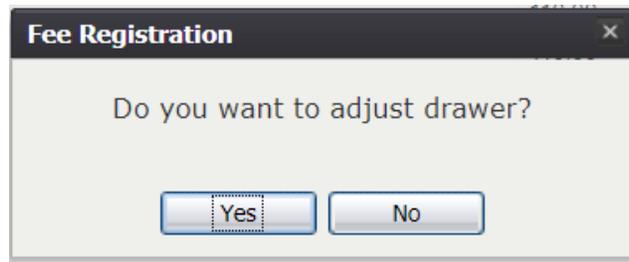


*130. Fee Registration- Adjust Drawer*

Selecting **No** will return users to the previous screen, whereas selecting **Yes** will require proper authentication to proceed.
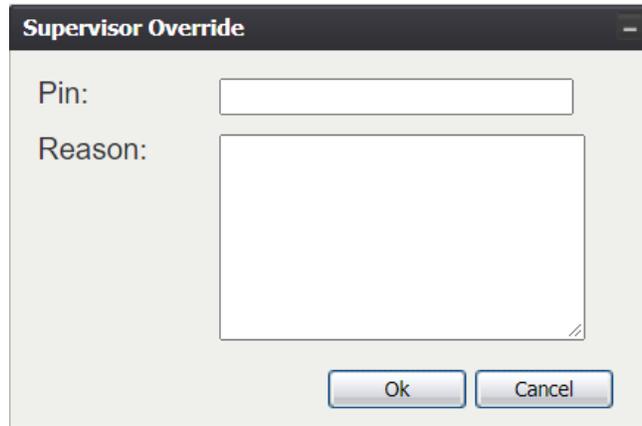
*131. Adjust Drawer- Supervisor Override*

Supervisors, or users with the appropriate privileges / permissions, must enter their unique user PIN and a reason for the adjustment to proceed.

Upon doing so, the System will validate the credentials provided to ensure that the user performing the adjustment has the appropriate authority to do so. Users must then proceed to enter the amount they wish to adjust the drawer by, and select the **Save** option to proceed, or the **Cancel** button to cancel the adjustment.

2.  For this example, let's input '10' to signify that we would like to adjust the drawer by $10.00 – indicating that the drawer has an overage of $10.00.

> **NOTE**: If the drawer was short by $10 instead of over, the user would type '-10' into the **Adjustment** window. The RIVERS Fee & Issuance system allows for both positive *and* negative adjustments.
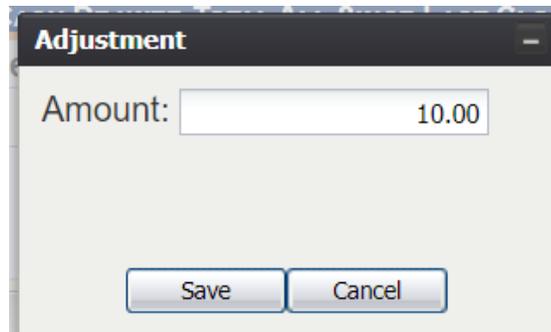


*132. Drawer Adjustment Amount*

3.  Click **Save**

If the adjustment is saved successfully, a message will appear indicating as such:
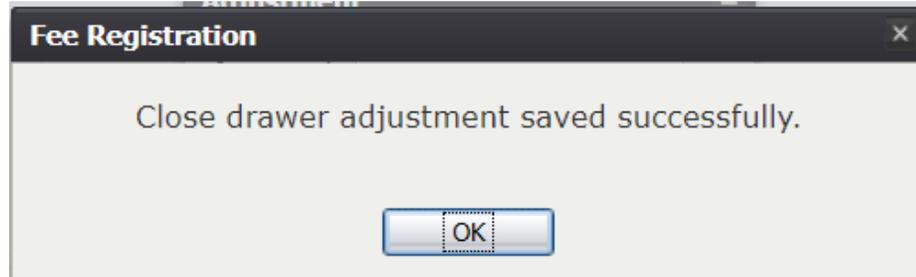
*133. Closed Drawer Adjustment Saved Successfully*

The adjustment will then appear at the bottom of the panel with its own specific line of detail, and the adjustment is complete.

### 8.4.3 Individual Cash Drawer Summary Report

The third option was to create a **Summary Report**. Clicking on the **Summary Report** button will generate the following **Individual Cash Drawer Total Report** window:



*134. Individual Cash Drawer Summary Report*

The first checkbox at the top of the window is labeled **All Since Last Closing**. Checking this box will create a report that details transactions that occurred on the selected drawer since the last time it was closed.

> **NOTE:** This will make the **From Date** and **To Date** fields no longer mandatory since the date range will be auto selected within the System.

Users also have the option at the bottom of the window to select the type of file that they wish the data exported to (Excel or PDF).

Selecting **Excel** will generate a window that will indicate the download progress of the file. Once the file has downloaded, it will appear at the bottom of the window, and can be opened by clicking on it.

Opening the file will generate the report and open it in the selected format.

| | A | B | C | D | E | F | G | H | I | J |
|---|---|---|---|---|---|---|---|---|---|---|
| 1 | | | **INDIVIDUAL CASH DRAWER SUMMARY REPORT** | | | | | | | |
| 2 | Printed On: 7/6/2021 10:30:54 AM | | | | | | | | | |
| 3 | Date: From 07/06/2021 To 07/06/2021 | | | | | | | | | |
| 4 | UserID: HKRAUSE | | | | | | | | | |
| 5 | Payment Date | Type of Payment | Amount | Refunds | Cash Drawer Total | Total Cashier Check | Total Cash | Total Check | Total Money Orders | Total Credit/De bit Card |
| 6 | 07/06/202 1 | | | | | | | | | |
| 7 | | ADJUSTM ENT | 20.00 | 0.00 | 20.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| 8 | | | | | | | | | | |
| 9 | | Sub Total | 20.00 | 0.00 | 20.00 | | | | | |
| 10 | | | | | | | | | | |
| 11 | | | | | | | | | | |
| 12 | | Report Tota | 20.00 | 0.00 | 20.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| 13 | | | | | | | | | | |
| 14 | | Total Receipts to Deposit | | | 20.00 | | | | | |
| 15 | | | | | | | | | | |
| 16 | | | | | | | | | | |

*135. Individual Cash Drawer Summary Report*

> **NOTE**: If PDF is selected as the output file type, then that is the file-type that will generate and download to the user's PC.

Alternatively, should a user wish to select a range of dates, they may refrain from selecting the **All Since Last Closing** checkbox and enter-in a range of dates starting with the **From** field and finishing with the **To** field.

> **NOTE**: This report may also be navigated to by selecting the **Tools** option from the **Functional Toolbar**, then **End of Day**, then **Individual Cash Drawer Summary Report**

### 8.4.4 Individual Cash Drawer Detail Report

The last option available to the user is the **Detail Report** button. This button will generate a window similar to that of the **Summary Report Button**; but provide a much more detailed report when generated.

*136. Detail Report*

The first checkbox at the top of the window is labeled **All Since Last Closing**. Checking this box will create a report that details transactions that occurred on the selected drawer since the last time it was closed.

> **NOTE:** This will make the **From Date** and **To Date** fields no longer mandatory since the date range will be auto selected within the System.

Users also have the option at the bottom of the window to select the type of file that they wish the data exported to (Excel or PDF).

Selecting **Excel** will generate a window that will indicate the download progress of the file. Once the file has downloaded, it will appear at the bottom of the window, and can be opened by clicking on it.

Opening the file will generate the report and open it in the selected format:

| | A | B | C | D | E | F | G |
|---|---|---|---|---|---|---|---|
| 1 | **INDIVIDUAL CASH DRAWER DETAIL REPORT** | | | | | | |
| 2 | Printed On: 7/6/2021 10:34:10 AM | | | | | | |
| 3 | Date: From 07/06/2021 To 07/06/2021 | | | | | | |
| 4 | USER ID: HKRAUSE | | | | | | |
| 5 | **Payment Date** | **Requestor Name** | **Registrant Name** | **Receipt Number** | **Payment Type** | **Reference Number** | **Payment Amount** |
| 6 | 07/06/2021 | | | | | | |
| 7 | | ADJUSTMENT | | | | | |
| 8 | | | | | | | |
| 9 | | | | | ADJUSTMENT | | 10.00 |
| 10 | | | | | ADJUSTMENT | | 10.00 |
| 11 | | | | | | 20.00 | |
| 12 | | | Net Receipts | | | 20.00 | |
| 13 | | | | | | | |
| 14 | | | | | | | |
| 15 | | | Total Net Receipts | | | 20.00 | |
| 16 | | | | | | | |
| 17 | | | | | | | |
| 18 | | | Net Cash Rece | Cash | | 0.00 | |
| 19 | | | | Check | | 0.00 | |
| 20 | | | | Money Orders | | 0.00 | |
| 21 | | | | Credit/Debit Card | | 0.00 | |
| 22 | | | | Adjustment's | | 20.00 | |
| 23 | | | | Cashier Check | | 0.00 | |
| 24 | | | | Refund | | 0.00 | |
| 25 | | | | | | | |
| 26 | | | | | | | |
| 27 | | | | Total | | 20.00 | |

*137. Individual Cash Drawer Detail Report*

> **NOTE**: If PDF is selected as the output file type, then that is the file-type that will generate and download to the user's PC.

Alternatively, should a user wish to select a range of dates, they may refrain from selecting the **All Since Last Closing** checkbox, and enter-in a range of dates starting with the **From** field and finishing with the **To** field.

> **NOTE**: This report may also be navigated to by selecting the **Tools** option from the **Functional Toolbar**, then **End of Day**, then **Individual Cash Drawer Detail Report**

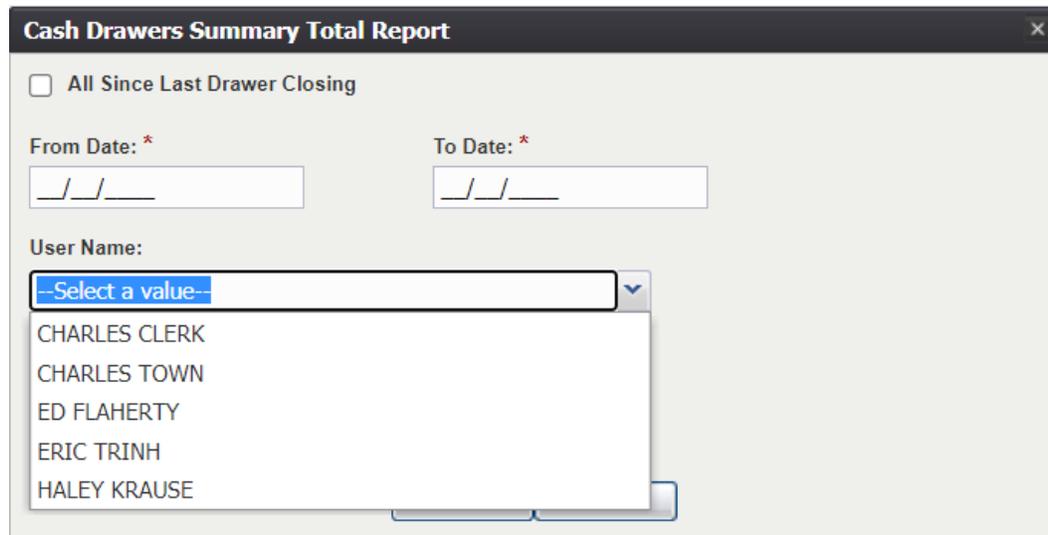## 8.4.5 Cash Drawers Summary Total Report

Another option available to users in the **End of Day** section, it is the **Cash Drawers Summary Total Report**. Similar to the two aforementioned reports, a window will generate requiring user input:

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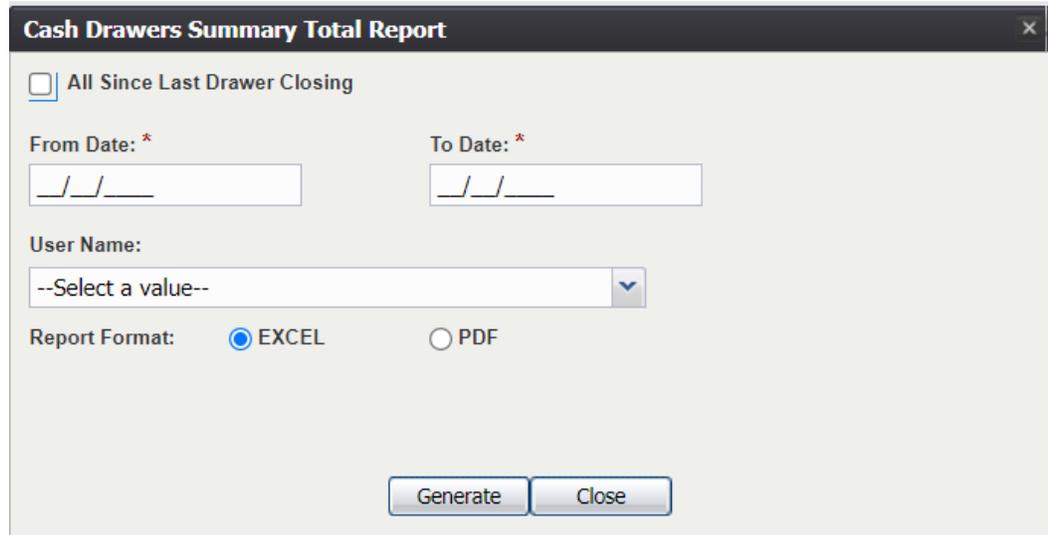
138. Cash Drawers Summary Totals Report

This report is broader in the sense that it can be generated for any date, as well as any specific user.

sear



139. Cash Drawer Summary Total Report Drop-down Menu

Users must simply select the user from the drop-down menu that they wish to audit, and then generate the report for whatever set of dates desired. If the user generating the report wishes to see all activity since the last closing of the drawer, they may select the **All Since Last Closing** checkbox, and ignore the **From Date** and **To Date** fields.

Users also have the option at the bottom of the window to select the type of file that they wish the data exported to (Excel or PDF).

Selecting **Excel** will generate a window that will indicate the download progress of the file. Once the file has downloaded, it will appear at the bottom of the window, and can be opened by clicking on it.

> **NOTE**: If PDF is selected as the output file type, then that is the file-type that will generate and download to the user's PC.

Alternatively, should a user wish to select a range of dates, they may refrain from selecting the **All Since Last Closing** checkbox, and enter-in a range of dates starting with the **From** field and finishing with the **To** field.

### 8.4.6 Closed Cash Drawers Summary Report

The final option available to users in the **End of Day** section, it is the **Closed Cash Drawers Summary Report**. Similar to the three aforementioned reports, a window will generate requiring user input:



*140. Closed Cash Drawers Summary Total Report*

This report is broader in the sense that it can be generated for any date, as well as any specific user.
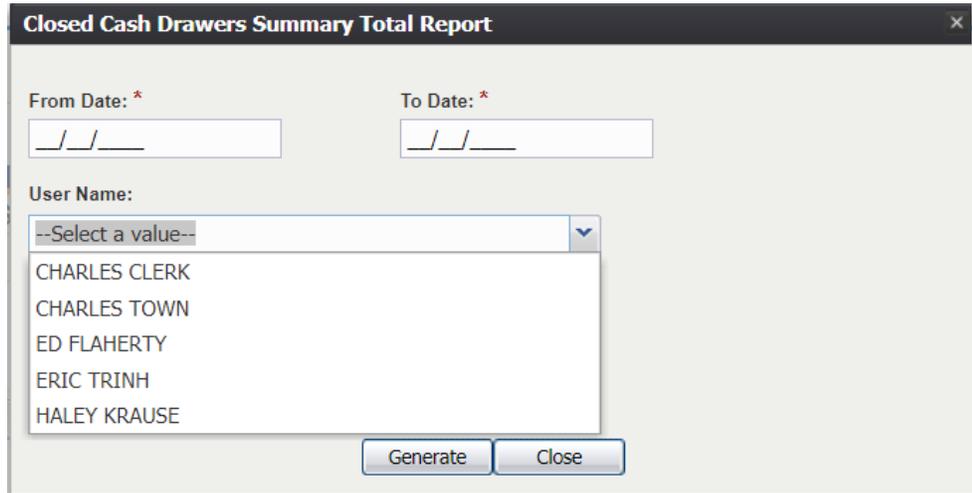
*141. Cash Drawer Summary Total Report Drop-down Menu*

Users must simply select the user from the drop-down menu that they wish to audit, and then generate the report for whatever set of dates desired.

Users also have the option at the bottom of the window to select the type of file that they wish the data exported to (Excel or PDF).

Selecting **Excel** will generate a window that will indicate the download progress of the file. Once the file has downloaded, it will appear at the bottom of the window, and can be opened by clicking on it.

> **NOTE**: If PDF is selected as the output file type, then that is the file-type that will generate and download to the user's PC.

Alternatively, should a user wish to select a range of dates, they may refrain from selecting the **All Since Last Closing** checkbox, and enter-in a range of dates starting with the **From** field and finishing with the **To** field.

### 8.4.7 Prepare Bank Deposit

The next function available to users in the **End of Day** section of the application is the **Prepare Bank Deposit** function. Navigating to the **Functional Toolbar** and selecting **End of Day**, then **Prepare Daily Close** will generate the following window:

*142. Prepare Daily Close*

> **NOTE:** If the **Prepare Bank Deposit** window generates and there are not records in the grid, it is likely because the cash drawer has **NOT** been closed.

To begin preparing the deposit, users must first start by assessing which transactions they wish to include in the deposit.

> **NOTE:** There are checkboxes next to each of transactions. If one of the transactions needs to be de-selected, simply uncheck the box next to the transaction that needs to be removed. Doing so will generate the following message:
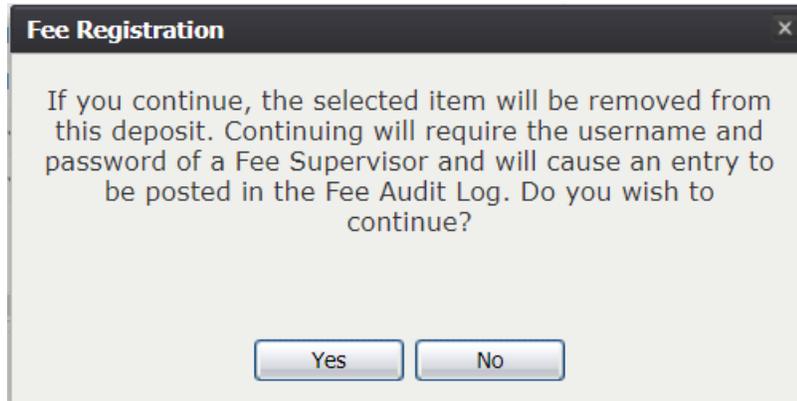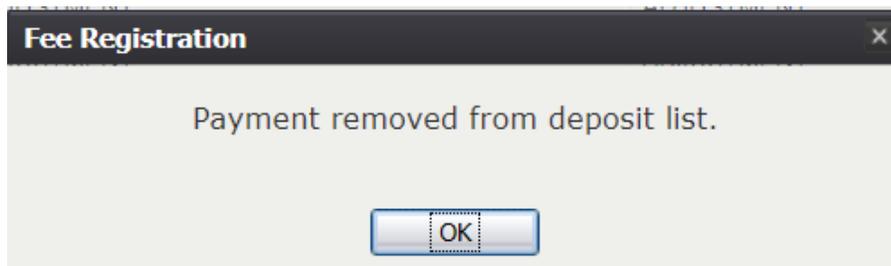
143. Fee Registration Alert Menu

Selecting **Yes** will require a **Supervisor Override** to proceed.
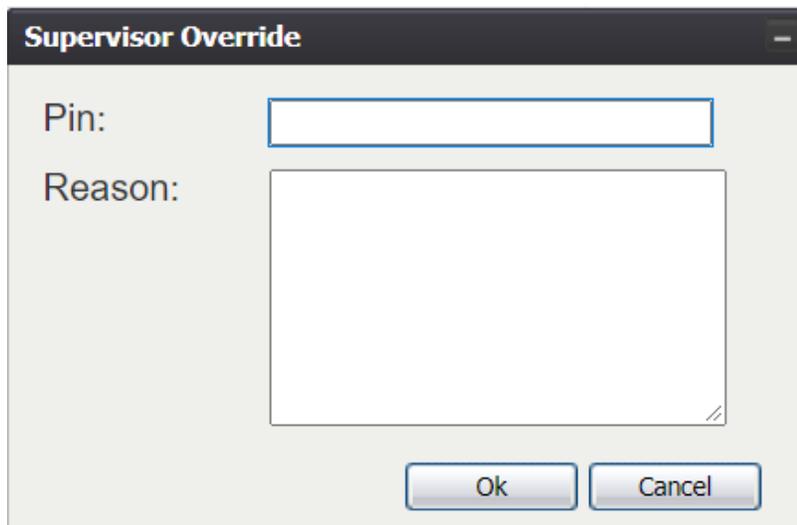


144. Supervisor Override

If the override was successfully approved, the System will indicate as such with the following message:
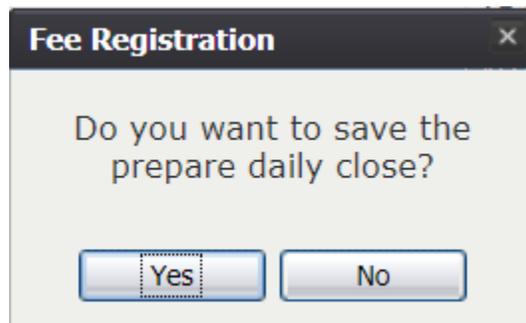


145. Payment Removed

Once users have entered in the amounts that are desired, and checked their work, they may select the **Commit** button at the bottom of the screen.



146. Commit Button

A window will appear asking the user to confirm their selection.



147. Save Prepared Bank Deposit

Selecting **No** from the options presented will cancel the deposit and return users to the previous screen, whereas selecting **Yes** from the options presented will generate the bank deposit.

In the event that the amounts do not match what is entered into the System, such as in the above example, a window will appear notifying users that the amounts do not match and they will be returned to the previous screen to reassess the deposit.
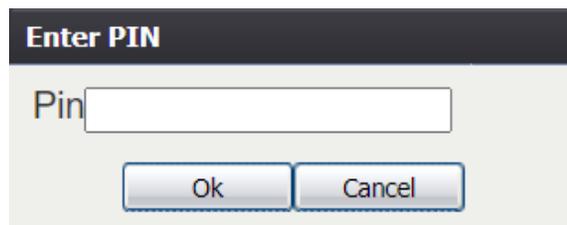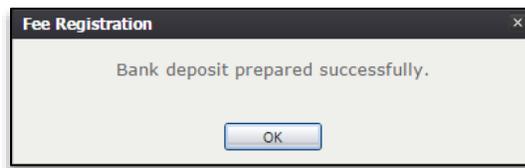


148. Enter PIN
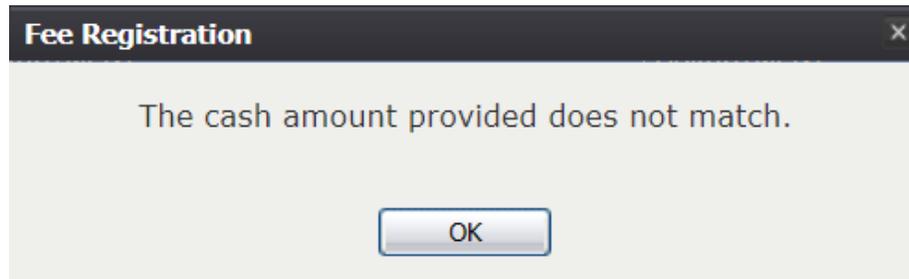
149. Cash Amount Provided Does Not Match

If the user has made a successful deposit, and all balances, the following message will appear indicating as such:



150. Bank Deposit Prepared Successfully

## 8.4.8 Make Bank Deposit

The next function available to users in the **End of Day** section of the application is the **Make Bank Deposit** function. Navigating to the **Functional Toolbar** and selecting **End of Day**, then **Make Bank Deposit** will generate the following window:



151. Make Bank Deposit

To start, users must first enter the date that they wish to make the deposit for, then fill-in all of the appropriate values in all of the appropriate fields on the right side of the window.

Deposit Date: 07/06/2021

*152. Make Bank Deposit- Deposit Date*

Once all of the information has been entered into the appropriate fields, users must select the **Commit** button at the bottom of the screen. Selecting the **Cancel** button will discontinue the process and return users to the previous screen.

Once the user has selected the **Commit** button, the following window will appear asking the user to confirm their action:
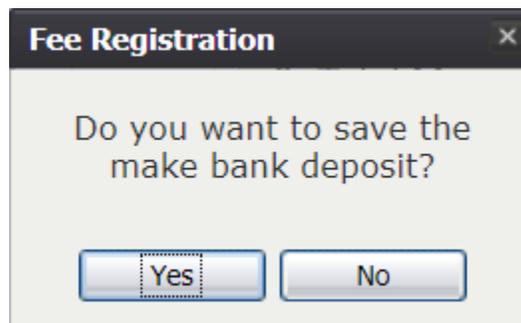


*153. Save to Make Bank Deposit*

Selecting the **Yes** button will initiate the saving process, and the **Enter PIN** window will appear requiring users to enter their unique PIN before the deposit can be logged:
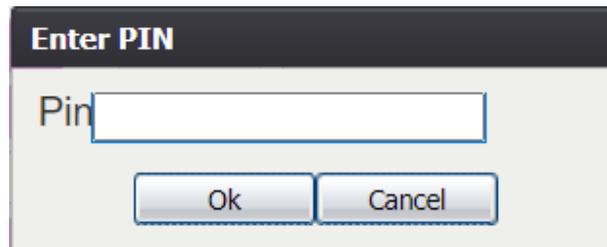


*154. Enter Pin*

If the deposit was made successfully, a message will appear indicating as such, and the user may navigate to their next task.

### 8.4.9 Reprint Deposit Form

The next function available to users in the **End of Day** section of the application is the **Reprint Deposit Form** function. Navigating to the **Functional Toolbar** and selecting **End of Day**, then **Reprint Deposit Form** will generate the following window:

*155. Reprint Deposit Form*

1. To generate the **Reprint Deposit Form**, select the Deposit Date, and Deposit Number.

2. Click Generate GL Extract or Generate Bank Deposit Reconciliation Report.

3. Once selected, click **Generate**.

# 9.0 Reports

Reports available in the **Fee** module include:

- Above Average Production Per Processor Report
- Activity Report
- Average Days to Completion Report
- Client Balance Report
- Credit Card Transaction Report
- Days in Production Report
- Issuance and Activity History Report
- Orders by Source Report
- Production Detail Per Person Report
- Production For Per Team Processor
- Production Review Per Team Processor
- Records Issued by Issuance Type Report
- State Registrar Destruction Report
- Statewide Activity Report
- Total Open Request by Processor
- Total Revenue Report
- Unmatched Posted Payments Report
- Unresolved Printed Transactions Report

## 9.1 Running a Report

A report options screen will appear:



*156. Running a Report Example*

From this point, enter search criteria, select the file output type, and then click **Generate**.

**NOTE:** Similar to previous screens, fields marked with red asterisks (*) are mandatory fields and must be resolved in order for the report to generate.

Generating a report as a PDF will automatically process the report and open it in a separate window.

If **Excel** is selected as the output file type, the file will be downloaded and must be opened manually by the user.

**NOTE:** If the entered search information does not pull a report that can display any of the requested data, a page indicating that the user needs to try a different search or alter the search information will generate.
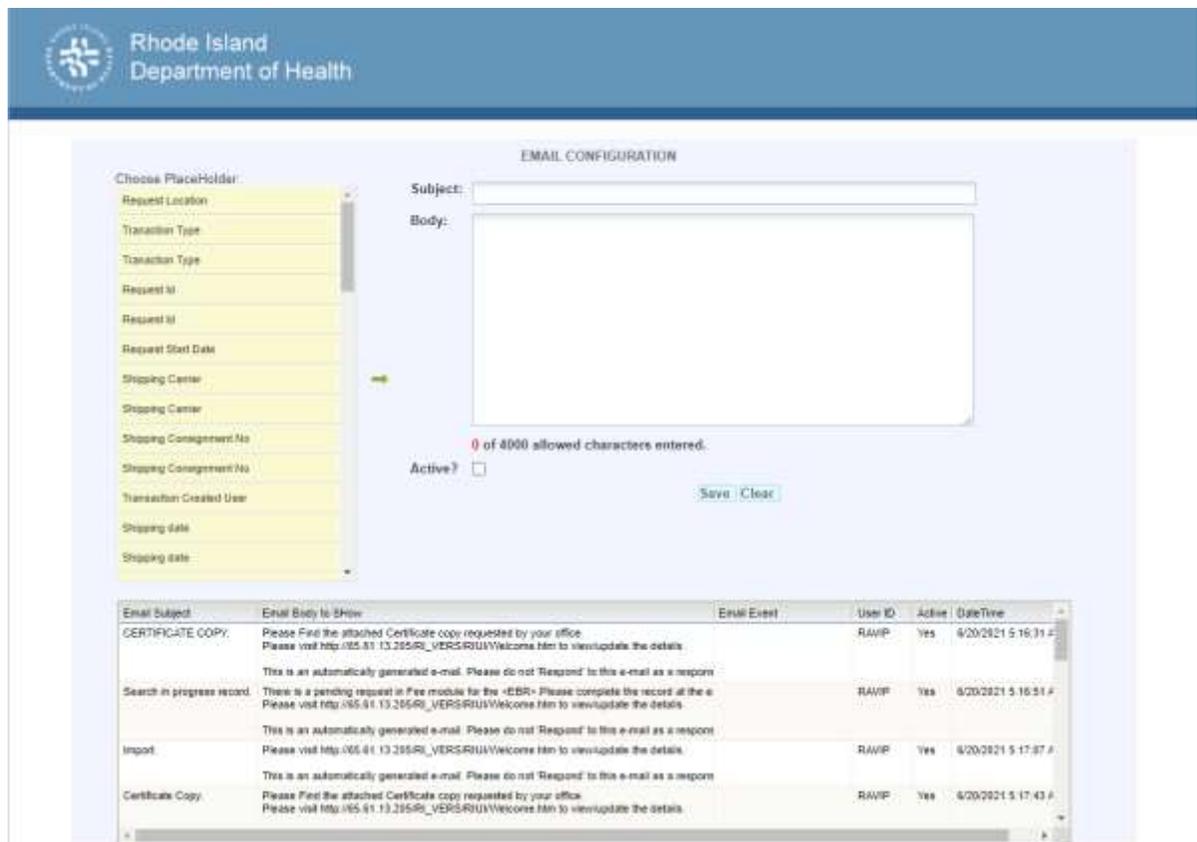
# 10.0 Fee Configuration

The Email Configuration functionality found within the Fee Configuration module will allow the user to create new automated emails that will be sent from the RIVERS system. The Email Configuration functionality will also allow for authorized users to edit the existing automated emails being sent from the RIVERS system.

## 10.1 Configure a New Automated Email

To configure a new automated email:

1. Select the **Fee** tab at the top of the Home Screen in order to arrive to the correct module and select the **Configuration→Email Configuration** menu item to load the Email Configuration screen as shown below:
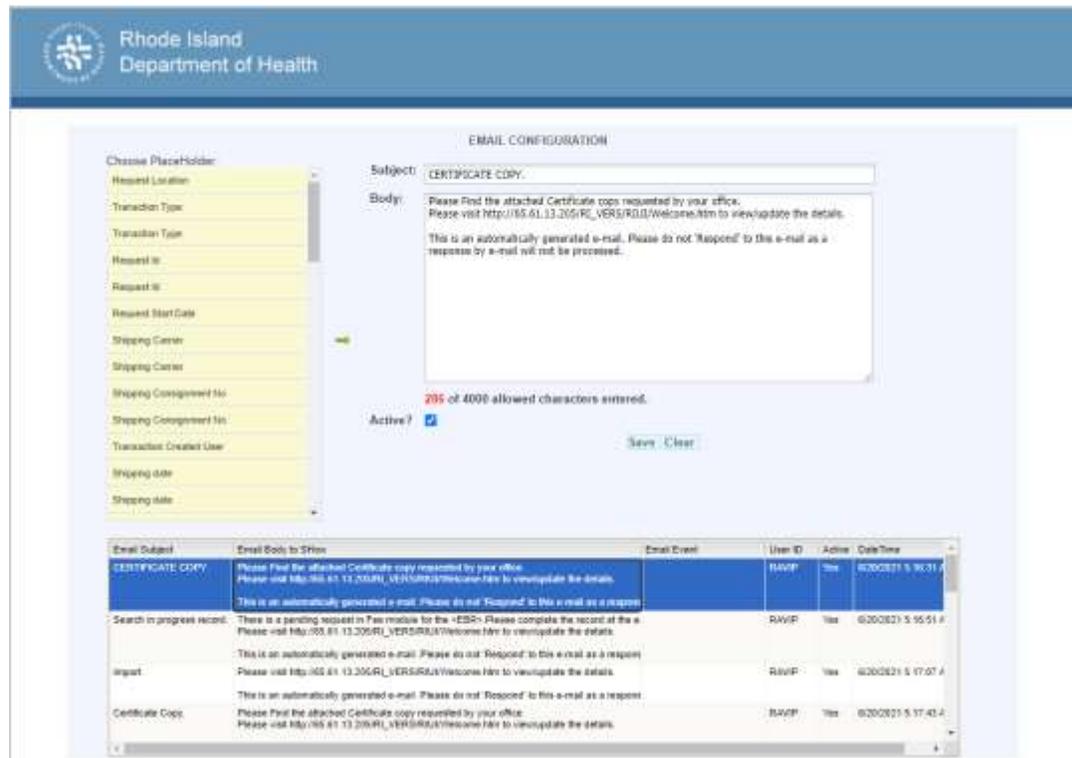


*157. Email Configuration*

2. Complete the Subject field.

3. Being composing the body of the automated email.

4. When the need for a placeholder is determined, highlight the desired placeholder(s) and click the green arrow icon to place the placeholders in the body of the email.

5. Click the **Active** checkbox.

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6. Click the **Save** button to save the new email.

   a. Click the **Clear** button to clear the data entered into the Subject and Body fields.

### 10.1.1 Edit an Existing Automated Email

To edit an existing automated email:

1. Select the **Fee** tab at the top of the Home Screen in order to arrive to the correct module and select the **Configuration→Email Configuration** menu item to load the Email Configuration screen as shown below:



158. Email Configuration Loaded Email

2. Highlight the email to be edited in the email grid located at the bottom of the screen.

3. The selected email will load in the Email Configuration screen

4. Make the desired edits to the email content and click the **Save** button to save the changes.

   a. Click the **Clear** button to clear the data entered into the Subject and Body fields