

## ImageCenter™ Education

### ImageCenter User Training

#### Course Description

The ImageCenter User training course is designed for Subject Matter Experts who will be training and supporting the end users, such as managers and supervisors. Topics include capturing images, processing items, performing settlement distribution, handling Inclearings, generating and working returns, running reports, conducting research and troubleshooting. We will discuss Teller Deposit Processing (including Branch, Central and Interactive Teller Capture), ATM Deposit Processing, X9 Distribution and Check 21 Forward Presentment, Inclearings, and Returns, where applicable.

#### Upon completion of this training, you will understand:

- The roles and responsibilities of an ImageCenter user
- What ImageCenter is used for and Best Practice workflow
- Using and maintaining a scanner, and capturing images
- How to process work in ImageCenter including repair, balancing and rescan
- How to manage items and use Client Tools to administer bundles
- How to distribute transit items and create posting files
- How to process inclearings, returns and exceptions using Jack Henry's Check 21 system
- How to create alerts and review flagged items in AlertManager
- Generating and exporting common reports
- Using Browser-Based and Form-Based research to search online and offline data
- End of day balancing and reconciliation
- Troubleshooting tactics for users

#### Who Should Attend

This training is intended for the operations staff who will be required to process and/or distribute items using ImageCenter and Subject Matter Experts, including managers/supervisors who will train and support end-users.

#### Timing/Location

Delivered at the customers site and paired with the installation, when applicable

#### Course Type

Classroom/Lab

#### Course Length

3 Days

#### Course Cost

\$7,500 delivered at the customer site with a maximum of 10 attendees

#### Enrollment

Training is coordinated through Installation Services.

Please contact [ImageCenterTraining@profitstars.com](mailto:ImageCenterTraining@profitstars.com) with questions.