

BBVA Compass net cash™



Information Reporting

Information Reporting provides account balance and transaction reporting for deposit and loan accounts. You can view accounts in a tile view or a list view. Either view allows you to view account transaction details or initiate a transfer from one account to another. There are separate sections for checking, savings, and loan accounts, since balance categories can be different for these types of accounts.

From the main menu, hover over **Reporting** and then click **Essential Reporting**.

Tile View

1. Accounts are represented as “tiles,” with the interim ledger balance displayed.
2. Click Details to see details for transactions that have posted to the account.
3. You can export the data displayed in a transaction list as a CSV (comma-separated delimited) file. Other exports are available through the Download service. You can also print your report as a PDF file.

List View

1. To view your accounts as a list rather than as tiles, click the icon in the upper right corner of the **Essential Reporting** screen.
2. Click the arrow next to an account to view details of transactions that have posted to the account.
3. You can use the Filters drop-down menu to refine the results that display. You can also page through your list and adjust the number of records displayed on the page using the navigation at the bottom of the list.
4. You can export the data displayed in the transaction list as a CSV (comma-separated delimited) file. Other exports are available through the Download service. You can also print your report as a PDF file.

Electronic Reports

Electronic Reports allow you to view and save subscribed reports and statements through our secure website.

1. From the main menu hover over **Reporting** and then click **Electronic Reports**.
2. To view an **Electronic Report**, click **Edit** next to Search Criteria. Select one or more accounts to search from the Account ID field, as well as one or more report Descriptions (EDI Report or Recon Summary Report, for example).
3. Select the desired date range (Last 7 Days, Last 30 Days, Last 60 Days, Last 90 Days, Month to Date, Quarter to Date, Year to Date, Today, or Custom Range). Click **Report Date** to search based on the content in the report or **Load Date** to search by the date the content was loaded into the system.
4. Click **Search**. Your results will display.
5. Click **View** next to an item to view the Electronic Report. You may use the on-page navigation to print the report as a PDF or download it as a CSV (comma-separated delimited) file. You can also click **SAVE** to export the report as a PDF or text file.

Lockbox Reporting

Lockbox Reporting allows you to review deposits made on behalf of the company through Lockbox processing. You may also select to view a previously saved report or enter criteria for a new report.

Viewing Lockbox Deposit Information

1. To view lockbox deposit information, on the Lockbox Reporting page select the desired date range (Last 7 Days, Last 30 Days, Last 60 Days, Last 90 Days, Month to Date, Quarter to Date, Year to Date, Today, or Custom Range).
2. Select one or more **Transaction Types** (Check Transactions, Credit Card Transactions, and/or Document Only Transactions).
3. Select one or more Locations and Lockboxes. Click **Submit**.
4. The report will display Total Items and Total Amounts (deposits) by site. Click the location name link to see deposit and item information by Lockbox.
5. Click any Lockbox to see a breakdown by batch, including deposit dates, batch numbers, and amounts.
6. Click **View Transaction Details** to display detailed information. The default List view displays all of the data entry details of each item. You may select Group view to see the details at an envelope level.
7. You may also use the navigation elements to modify the information displayed in both the List and Group views. Click on the column heading to sort the data, filter the entire list for desired specifics, view check images when permitted, and add or view notes for the transactions. You may add or remove columns by clicking the gear icon in the upper right corner of the List or Group view. Click the pencil icon next to a column option to rename columns.
8. Click **Show Check Transactions**, **Credit Card Transactions**, or **Document Only Transactions** (as applicable) to view results by selected transaction types. If you would like to save a selected view for future use, you may click the drop-down menu underneath the Show Check Transactions, Credit Card Transactions, and Document Only Transactions links, and click **Save View**. Then enter a name for the view and click GO. After you have saved the view, click **Set As Default** to have the view display each time.
9. If applicable, you can view the remittances by clicking any of the hyperlinks or the check image icon. The check and any supporting documentation will display allowing you to print or save the image as a PDF.

Create a Lockbox Report

You can create and save a new report to generate reports with identical criteria quickly and easily.

1. To create a new lockbox report, under Report Settings, select the desired date range for the report, one or more Transaction Types, and one or more Locations and Lockboxes. Click **Submit**.
2. Click the **Add New Report** menu, and then click the **Add New Report** button. Enter a name for the new report and then click GO.
3. The criteria you selected will now be saved as the named report and will be available to select each time you log in.

Account Transfers

Tile View

1. Accounts are represented as “tiles,” with the interim ledger balance displayed.
2. Click Transfer on a tile to initiate a quick transfer from one account to another.
3. You can also initiate a transfer by dragging and dropping one tile onto another. You will then be prompted to enter additional information for the transfer.
4. After you submit an account transfer, you will receive a confirmation message. The details will vary depending on the type of payment.
5. If your payment requires approval, it will show in an “awaiting approval” status in the Payments List View. Depending on your user entitlements, either you or another user must approve the payment. (Users may have different levels of approval rights – 100%, 50%, or 33%.)
6. **To approve**, click the arrow next to the payment and select Approve from the drop-down menu. You can also click the box next to the payment and click Approve under the list view.

List View

1. To view your accounts as a list rather than as tiles, click the icon in the upper right corner of the **Essential Reporting** screen.
2. Click Transfer Funds to initiate a transfer. Populate the fields with the required information and click **Schedule**

Transfer.

3. After you submit an account transfer, you will receive a confirmation message. The details will vary depending on the type of payment.
4. If your payment requires approval, it will show in an “awaiting approval” status in the Payments List View. Depending on your user entitlements, either you or another user must approve the payment. (Users may have different levels of approval rights – 100%, 50%, or 33%.)
5. **To approve**, click the arrow next to the payment and select Approve from the drop-down menu. You can also click the box next to the payment and click Approve under the list view. All submitted transfers will display in the Transfers list. Click VIEW to see details for each transaction.

Stop Payments

If a check has not been paid, you can enter a stop payment request to cause the return of the check when it is presented. You can create a stop payment request for a single check or range of checks. Stop payment requests must be submitted between 7:00 a.m. and 9:00 p.m. Central Time, Monday through Friday. Stop payment requests attempted at any other time may not be processed.

1. To create a stop payment request, click **Stop Payments** in the main menu.
2. Click **Add A New Stop Request**. Enter information about the check and click Save.
3. If your stop payment request requires approval, it will show in an “awaiting approval” status in the Payments List View. Depending on your user entitlements, either you or another user must approve the stop payment request. (Users may have different levels of approval rights – 100%, 50%, or 33%.)
4. **To approve**, click the arrow next to the stop payment request and select Approve from the drop-down menu. You can also click the box next to the stop payment request and click Approve under the list view.

Previously submitted stop payment requests will appear in the list on the Stop Payments page.

Check Inquiry

Check Inquiry allows you to verify if a check has been paid or not and whether it is eligible for a stop payment request.

1. To perform a check inquiry, click **Check Inquiry** in the main menu.
2. From the menu, select **Checks Paid Inquiry**. Enter the criteria required for the request and click **Search**.
3. If the check is found, details and an image of the paid check (if available) will display. If a check has been paid, a stop payment cannot be requested.
4. You can also enter an inquiry to validate a previously place stop payment by selecting **Check Stopped Request Inquiry** from the menu on the Check Inquiry screen. You can submit a Cancel Stop request, if applicable, from the results displayed. This will remove the previously submitted stop payment request.

BBVA Compass net cash Mobile

As a reminder, you can stay connected to BBVA Compass net cash while away from your desk with BBVA Compass net cash Mobile*. BBVA Compass net cash Mobile is available for iPhone, iPad, Apple Watch, and Android devices through the App Store and Google Play store.

* Message and data rates may apply.

