

BBVA Compass net cash™ Quick Reference Guide

Image Services



BBVA Compass net cash image services allow you to view paper items that have been deposited into or debited from your BBVA Compass accounts.

Image Search

Image Search allows you to search for a Check or Deposit Ticket.

1. Select **Check** or **Deposit Ticket** from the drop-down menu. Then enter Account, Date, Amount, and Serial Number information.
2. If you are permitted to deposited item images, you will see the list of checks and/or deposit tickets with links to images. Click **Image Retrieval** to View. You have several options when viewing a check or deposit ticket image, including seeing the reverse side of the check, inverting the color scheme for clarity, zooming and rotating the image, and downloading or printing the check image.

eStatements

eStatements allow you to download statements and view and download images (when permitted).

1. Select **Check Images** from the **Statement Type** menu, and then select a date or date range.
2. Select one or more accounts in the list view and click **Search**.
3. A list of results will display below the list view. Click the link next to an item to view and download the image.

Lockbox Reporting

Lockbox Reporting allows you to review images of deposited checks (when permitted) made on behalf of the company through Lockbox processing.

1. Enter the date or date range you would like to search, along with the Locations and Lockboxes. You must also indicate at least one Transaction Type – Check Transactions, Credit Card Transactions, Document Only Transactions.
2. The results will display below the search fields. Click the name of a Lockbox, and then scroll down and click the **View Transaction Details**.
3. Click an item to view an image of a check and/or other remittance items, as applicable.
4. You can create and save a new report to generate reports with identical criteria quickly and easily. In the **Add New Report** drop-down menu, click the **Add New Report** button. Enter a name for the report and click **Go**. The report will display in the drop-down list.
5. You have several options when viewing a check or deposit ticket image, including seeing the reverse side of the check, inverting the color scheme for clarity, zooming and rotating the image, and downloading or printing the check image/item.

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Check Inquiry

Check Inquiry allows you to search paid checks and/or previously submitted Stop Payment requests. You can also verify if a check has been paid, and whether it is eligible for a Stop Payment request.

1. Select a **Check Inquiry Type: Checks Paid Inquiry** or **Checks Stopped Request Inquiry**.
2. **If you select Checks Paid Inquiry**, you must provide an Account Number and optional Serial Number (check number), Amount, and Paid Date or Date Range.
3. Available results will display in the list. Click View to see details and an image of the check. You have several options when viewing a check image, including seeing the reverse side of the check, inverting the color scheme for clarity, zooming and rotating the image, and downloading or printing the check image.
4. **If you select Checks Stopped Request Inquiry**, you will enter an Account Number and Serial Number to display a list of submitted stop payment requests. If a check has been paid, you cannot request a stop payment.

BBVA Compass net cash Mobile

As a reminder, you can access eStatements, Electronic Reports, and Lockbox reporting, as well as view images (when available), 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.