

Current Day and Previous Day Balances Not Displaying in Direct+

Direct+ Compatibility Issue

We have identified a Direct+ compatibility issue in the **Information Reporting** screen for **Balances (Prior Day/Current Day)** for certain browser and Windows combinations.

Browser	Windows 10	Windows 7
Internet Explorer 11	Does not work	Works
Internet Explorer 10	N/A	Works
FireFox	Does not work	Works
Chrome	Does not work	Does not work
Edge	Does not work	N/A

Workaround Option

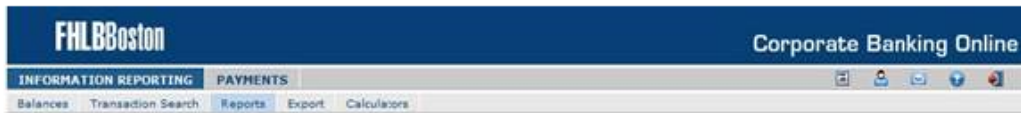
If you are experiencing compatibility issues, you can obtain account daily balances for the prior/current day (detailed and summarized) by going into the **INFORMATION REPORTING** tab.

- Under the **REPORTS** tab, select the **REPORTS** dropdown.
- Select either the **Current Day Detail-Summary** or **Prior Day Detail-Summary** report option and click **Customize**.
- Select if it is a shared or private report & create a custom name for it. This allows access to the report with updated daily info.
- Select the account number(s) you would like to view.
- Select the **Relative Date**, example for current day; **Today** to **Today** or **Beginning of Current Week** to **End of Prior Day**.
- Click on **Continue**. On the following screen click on **Update & View**.

TIP: To ensure viewing ability, make sure your popup blocker is off.

Sample Screen Shots

The Reports function allows you to review standard and customized reports.



Reports

Use this screen to review Standard and Custom reports.

Custom Bank Reports			
Reports	Type	Action	
There are no standard or custom reports to display. None have been defined.			
Standard Bank Reports			
Reports	Type	Action	
Current Day Combination	Current Day	Customize	View
Current Day Detail New Items	Current Day	Customize	View
Current Day Detail	Current Day	Customize	View
Current Day Summary	Current Day	Customize	View
Prior Day Combination	Prior Day	Customize	View
Prior Day Detail	Prior Day	Customize	View
Prior Day Summary	Prior Day	Customize	View



Report Information

Bank Report Name: Prior Day Summary
 Report Type: Prior Day Summary
 Usage: Private *
 Custom Report Name:

Account Information

Accounts: Account Number - Account Name - Bank ID
 1234567 - DEP - Primary IDEAL - 0011223344
 2345678 - DEP - Secondary IDEAL - 0011223344
 112345678 - DEP - Rollover Overnight - 0011223344
To multi-select, use CTRL or SHIFT and click on multiple items

Search Criteria

Date Range: Absolute Date
 From: To: MM/DD/YYYY

Relative Date
 From: Select Relative Date * To: Select Relative Date *

Balances Transaction Search Reports Export Calculators

Preview: Custom Report

Use this screen to preview parameters used to retrieve data for a custom report.

Report Information

Bank Report Name: Current Day Summary
 Report Type: Current Day Summary
 Usage: Shared
 Custom Report Name: TEST123

Account Information

Accounts: 250CAPSTOCK - 250CAPSTOCK - 011000536
 123IDEALWAY - 123IDEALWAY - 011000536

Search Criteria

Date Range: From Today To Today