

# JOY KEYPAD MENU



When user call Joy, they can press 1 to access Joy Keypad Menu

- Accounts info and Funds transfer, press 1
  - Inquire on accounts, press 1. It will give you a list of accounts to inquire on. Once you press which account you want to inquire on, it will have a list of options.
    - Balance info, press 1
    - Most recent withdrawal transactions, press 2
    - Most recent deposit transactions, press 3 - not working
    - Most recent ATM transactions, press 4
    - Inquire about specific transactions, press 5
      - inquire by check #, press 1
      - inquire by amount, press 2 - not working
      - inquire by date, press 3
    - Interest info, press 6
    - Transfer funds, press 7
  - Transfer funds, press 2
  - Most recent transactions, press 3
  - Inquire about specific transaction, press 4
  - Order checks, press 5
  - Speak to customer service representative, press 0
- Branch and ATM locations, press 2
- Instructions on how to use the system, press 3
- Repeat the menu, press 9
- Speak to customer service representative, press 0