Enterprise Payment Solutions™ (EPS)

JHA EPS SmartPay Business℠
Remote Deposit Complete™

February 2017

Remote Deposit Complete Handbook

Portions of this software:

The MIT License (MIT)

under the License, as indicated by a copyright notice that is included in or attached to the work (an example is provided in the Appendix below). "Derivative Works" shall mean any work, whether in Source or Object form, that is based on (or derived from) the Work and for which the editorial revisions, annotations, elaborations, or other modifications represent, as a whole, an original work of authorship. For the purposes of this License, Derivative Works shall not include works that remain separable from, or merely link (or bind by name) to the interfaces of, the Work and Derivative Works thereof. "Contribution" shall mean any work of authorship, including the original version of the Work and any modifications or additions to that Work or Derivative Works thereof, that is intentionally submitted to Licensor for inclusion in the Work by the copyright owner or by an individual or Legal Entity authorized to submit on behalf of the copyright owner. For the purposes of this definition, "submitted" means any form of electronic, verbal, or written communication sent to the Licensor or its representatives, including but not limited to communication on electronic mailing lists, source code control systems, and issue tracking systems that are managed by, or on behalf of, the Licensor for the purpose of discussing and improving the Work, but excluding communication that is conspicuously marked or otherwise designated in writing by the copyright owner as "Not a Contribution." "Contributor" shall mean Licensor and any individual or Legal Entity on behalf of whom a Contribution has been received by Licensor and subsequently incorporated within the Work.

2. Grant of Copyright License. Subject to the terms and conditions of this License, each Contributor hereby grants to You a perpetual, worldwide, non-exclusive, no-charge, royalty-free, irrevocable copyright license to reproduce, prepare Derivative Works of, publicly display, publicly perform, sublicense, and distribute the Work and such Derivative Works in Source or Object form.

3. Grant of Patent License. Subject to the terms and conditions of this License, each Contributor hereby grants to You a perpetual, worldwide, non-exclusive, no-charge, royalty-free, irrevocable (except as stated in this section) patent license to make, have made, use, offer to sell, sell, import, and otherwise transfer the Work, where such license applies only to those patent claims licensable by such Contributor that are necessarily infringed by their Contribution(s) alone or by combination of their Contribution(s) with the Work to which such Contribution(s) was submitted. If You institute patent litigation against any entity (including a cross-claim or counterclaim in a lawsuit) alleging that the Work or a Contribution incorporated within the Work constitutes direct or contributory patent infringement, then any patent licenses granted to You under this License for that Work shall terminate as of the date such litigation is filed.

4. Redistribution. You may reproduce and distribute copies of the Work or Derivative Works thereof in any medium, with or without modifications, and in Source or Object form, provided that You meet the following conditions:

 (a) You must give any other recipients of the Work or Derivative Works a copy of this License; and (b) You must cause any modified files to carry prominent notices stating that You changed the files; and (c) You must retain, in the Source form of any Derivative Works that You distribute, all copyright, patent, trademark, and attribution notices from the Source form of the Work, excluding those notices that do not pertain to any part of the Derivative Works; and (d) If the Work includes a "NOTICE" text file as part of its distribution, then any Derivative Works that You distribute must include a readable copy of the attribution notices contained within such NOTICE file, excluding those notices that do not pertain to any part of the Derivative Works, in at least one of the following places: within a NOTICE text file distributed as part of the Derivative Works; within the Source form or documentation, if provided along with the Derivative Works; or, within a display generated by the Derivative Works, if and wherever such third-party notices normally appear. The contents of the NOTICE file are for informational purposes only and do not modify the License. You may add Your own attribution notices within Derivative Works that You distribute, alongside or as an addendum to the NOTICE text from the Work, provided that such additional attribution notices cannot be construed as modifying the License. You may add Your own copyright statement to Your modifications and may provide additional or different license terms and conditions for use, reproduction, or distribution of Your modifications, or for any such Derivative Works as a whole, provided Your use, reproduction, and distribution of the Work otherwise complies with the conditions stated in this License.

5. Submission of Contributions. Unless You explicitly state otherwise, any Contribution intentionally submitted for inclusion in the Work by You to the Licensor shall be under the terms and conditions of this License, without any additional terms or conditions. Notwithstanding the above, nothing herein shall supersede or modify the terms of any separate license agreement you may have executed with Licensor regarding such Contributions.

6. Trademarks. This License does not grant permission to use the trade names, trademarks, service marks, or product names of the Licensor, except as required for reasonable and customary use in describing the origin of the Work and reproducing the content of the NOTICE file.

7. Disclaimer of Warranty. Unless required by applicable law or agreed to in writing, Licensor provides the Work (and each Contributor provides its Contributions) on an "AS IS" BASIS, WITHOUT WARRANTIES OR CONDITIONS OF ANY KIND, either express or implied, including, without limitation, any warranties or conditions of TITLE, NON-INFRINGEMENT, MERCHANTABILITY, or FITNESS FOR A PARTICULAR PURPOSE. You are solely responsible for determining the appropriateness of using or redistributing the Work and assume any risks associated with Your exercise of permissions under this License.

8. Limitation of Liability. In no event and under no legal theory, whether in tort (including negligence), contract, or otherwise, unless required by applicable law (such as deliberate and grossly negligent acts) or agreed to in writing, shall any Contributor be liable to You for damages, including any direct, indirect, special, incidental, or consequential damages of any character arising as a result of this License or out of the use or inability to use the Work (including but not limited to damages for loss of goodwill, work stoppage, computer failure or malfunction, or any and all other commercial damages or losses), even if such Contributor has been advised of the possibility of such damages.

9. Accepting Warranty or Additional Liability. While redistributing the Work or Derivative Works thereof, You may choose to offer, and charge a fee for, acceptance of support, warranty, indemnity, or other liability obligations and/or rights consistent with this License. However, in accepting such obligations, You may act only on Your own behalf and on Your sole responsibility, not on behalf of any other Contributor, and only if You agree to indemnify, defend, and hold each Contributor harmless for any liability incurred by, or claims asserted against, such Contributor by reason of your accepting any such warranty or additional liability.

END OF TERMS AND CONDITIONS

gives you more rights despite this limitation, you may use the software only as expressly permitted in this agreement. In doing so, you must comply with any technical limitations in the software that only allow you to use it in certain ways. You may not work around any technical limitations in the software; reverse engineer, decompile or disassemble the software, except and only to the extent that applicable law expressly permits, despite this limitation; publish the software for others to copy; rent, lease or lend the software; or transfer the software or this agreement to any third party. 4. BACKUP COPY. You may make one backup copy of the software. You may use it only to reinstall the software. 5. DOCUMENTATION. Any person that has valid access to your computer or internal network may copy and use the documentation for your internal, reference purposes. 6. EXPORT RESTRICTIONS. The software is subject to United States export laws and regulations. You must comply with all domestic and international export laws and regulations that apply to the software. These laws include restrictions on destinations, end users and end use. For additional information, see www.microsoft.com/exporting. 7. SUPPORT SERVICES. Because this software is "as is," we may not provide support services for it. 8. ENTIRE AGREEMENT. This agreement, and the terms for supplements, updates, Internet-based services and support services that you use, are the entire agreement for the software and support services. 9. APPLICABLE LAW. a. United States. If you acquired the software in the United States, Washington state law governs the interpretation of this agreement and applies to claims for breach of it, regardless of conflict of laws principles. The laws of the state where you live govern all other claims, including claims under state consumer protection laws, unfair competition laws, and in tort. b. Outside the United States. If you acquired the software in any other country, the laws of that country apply. 10. LEGAL EFFECT. This agreement describes certain legal rights. You may have other rights under the laws of your country. You may also have rights with respect to the party from whom you acquired the software. This agreement does not change your rights under the laws of your country if the laws of your country do not permit it to do so. 11. DISCLAIMER OF WARRANTY. THE SOFTWARE IS LICENSED "AS-IS." YOU BEAR THE RISK OF USING IT. MICROSOFT GIVES NO EXPRESS WARRANTIES, GUARANTEES OR CONDITIONS. YOU MAY HAVE ADDITIONAL CONSUMER RIGHTS OR STATUTORY GUARANTEES UNDER YOUR LOCAL LAWS WHICH THIS AGREEMENT CANNOT CHANGE. TO THE EXTENT PERMITTED UNDER YOUR LOCAL LAWS, MICROSOFT EXCLUDES THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NON-INFRINGEMENT. 12. LIMITATION ON AND EXCLUSION OF REMEDIES AND DAMAGES. YOU CAN RECOVER FROM MICROSOFT AND ITS SUPPLIERS ONLY DIRECT DAMAGES UP TO U.S. $5.00. YOU CANNOT RECOVER ANY OTHER DAMAGES, INCLUDING CONSEQUENTIAL, LOST PROFITS, SPECIAL, INDIRECT OR INCIDENTAL DAMAGES. This limitation applies to anything related to the software, services, content (including code) on third party Internet sites, or third party programs; and claims for breach of contract, breach of warranty, guarantee or condition, strict liability, negligence, or other tort to the extent permitted by applicable law. It also applies even if Microsoft knew or should have known about the possibility of the damages. The above limitation or exclusion may not apply to you because your country may not allow the exclusion or limitation of incidental, consequential or other damages.

Contents

Introduction

The *Remote Deposit Complete Handbook* is a guide for processing transactions in the application. Prior to working with the application, you should have received the following information from the financial institution.

- The URL for the application.

- Administrator login credentials. Upon logging in to the system, you will be prompted to change your temporary password. A password must be between 8-15 characters and contain at least one upper case letter, one lower case letter, and one number.

User Name: admin
Temporary Password: *(see email)* Note: The Financial Institution has the ability to reset the Admin password under Manage Customers, if necessary.
Company: Test 549086
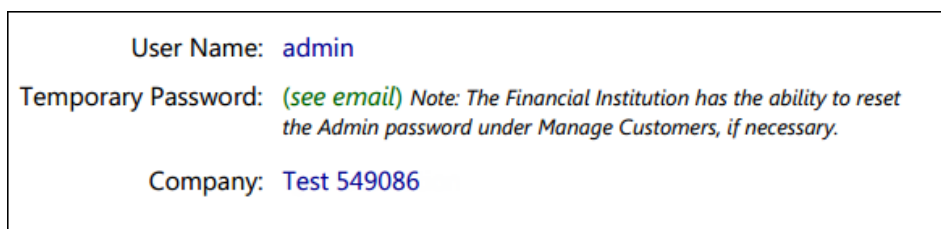
FIGURE 1 - SAMPLE ADMINISTRATOR CREDENTIALS

- Your Merchant ID and scanner model/scanner number.

- Instructions for any EPS Education training you wish to schedule, to better learn the application.

    NOTE: EPS Support is not available for training in the use of the application.

In addition to the login letter, your financial institution should have provided you with the *Scanner Installation Quick Start: Remote Deposit Complete*, a guide that assists with the installation of a scanner and Device Control, an EPS application used to manage scanners with RDC. If you are using a Apple® Mac® OS, consult the *SPB - Scanner Installation Quick Start for Mac* document.

The RDC application provides the ability to process your customers' checks through high-speed or single-check scanners to convert them to electronic image transactions and later be credited to the proper bank account(s). The system will also detect duplicate transactions.

A deposit will consist of all transactions created that day, unless otherwise noted. For example, a transaction given a future effective date will not be deposited until such time. The system can detect duplicate transactions within 75 days of the original transaction being created. ACH items will be deposited separately from Check 21 items.

Optional features available with this application include the following.

- Keyed data entry with or without additional custom fields

- Custom Batch ID

- Deposit Slip ID number

- Adjustment limit

- Default payment type

- A deposit for each batch. Deposits can consist of multiple batches of checks (the default option), or each batch of checks can be a separate deposit. ACH items will be deposited separately from Check 21 items. It is recommended that merchants submit deposits at least one hour before their financial institution's cut off time, in the event a batch needs attention.

> **NOTE:** Your menu options may differ slightly from those pictured throughout this document.

System Requirements

For an optimal experience a high-speed Internet connection is recommended, in addition the following components are required for working with the application(s).

> **NOTE:** The application does not support Apple® Boot Camp® or any virtualization software.

For the PC:

- Local administrative rights

- USB port 2.0 or higher

- .NET® Framework 4.6 or higher

For Microsoft® Windows®:

- Windows 7 Service Pack 1: Microsoft Internet Explorer® 11 or Google Chrome™

- Windows 8.1: Microsoft Internet Explorer 11 or Google Chrome

- Windows 10: Microsoft Internet Explorer 11, Microsoft Edge®, or Google Chrome

> **NOTE:** The current version of Chrome and its two previous versions are supported.

The following scanners support this application's features.

Scanner	Model Supported
Panini®	I:Deal® WI: Deal My Vision X Vision X
Digital Check®	CX30 TS230 TS240

Scanner	Model Supported
RDM®	EC7000i EC7500i
Epson®	Capture One TMS 1000
Unisys Burroughs®	Micro EX Micro Elite SmartSource Professional® SmartSource Professional Elite SmartSource Merchant Elite SmartSource Value

For Apple:

- OS X® El Capitan: Google Chrome
- macOS Sierra: Google Chrome

The following scanners support this application's features.

Scanner	Model Supported
Digital Check®	CX30 TS240

Configuring Temporary Internet Files and History Settings - Internet Explorer Only

Configuring these settings can keep the pages in the system consistently refreshed with information.

1. Open **Control Panel** from your *Start Menu*. Select **Internet Options**.

   NOTE: You may need to select **Network and Internet** and then **Internet Options**.
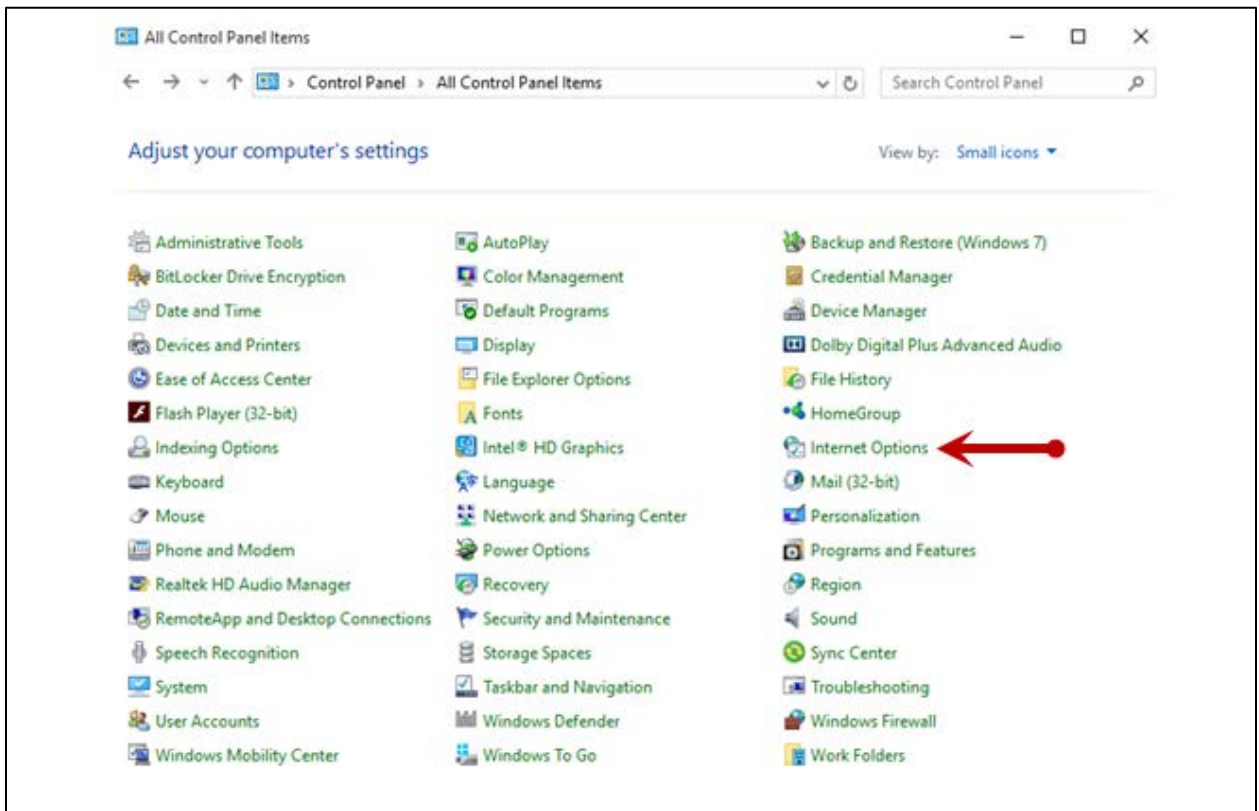
FIGURE 2 – GENERAL TAB FOR INTERNET OPTIONS

2. From the tabs at the top of the Internet *Options* window, select **General**.

FIGURE 3 - GENERAL TAB FOR INTERNET OPTIONS

3. Under the *Browsing history* section, select the **Settings** option.
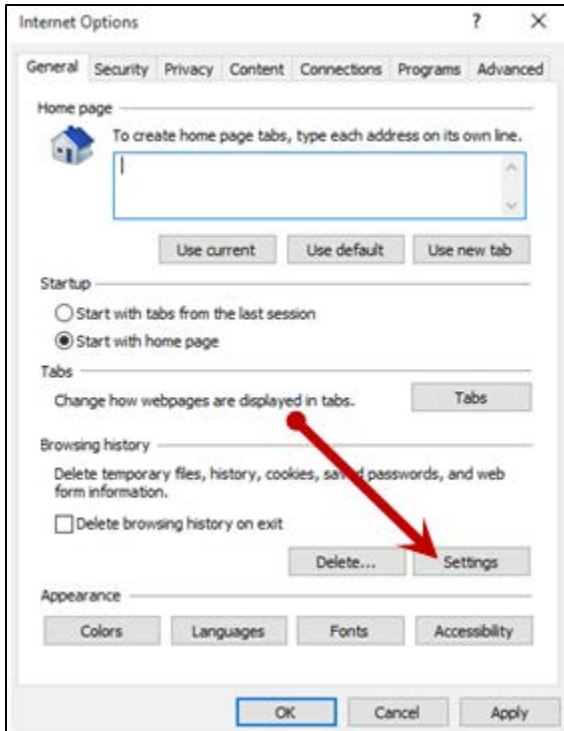
FIGURE 4 - SETTINGS OPTION UNDER BROWSING HISTORY

4. The *Temporary Internet Files and History Settings* window appears. Under *Check for newer versions of stored pages*, select the **Every time I visit the webpage** option.
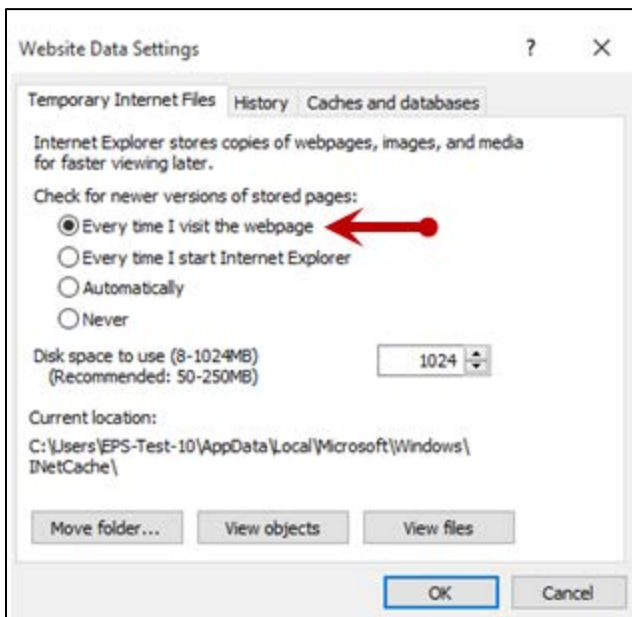
FIGURE 5 - TEMPORARY INTERNET FILES AND HISTORY SETTINGS

5. Select **OK** at the bottom of the *Temporary Internet Files and History Settings* window.

6. Click **OK** from the bottom of the *Internet Options* window.

Turning on Compatibility View – Internet Explorer Only

Adding the EPS URL to the Compatibility View Settings feature of Internet Explorer may help with viewing certain features in the application.

1. Open Internet Explorer. From the top navigational menu, select **Tools Icon** | **Compatibility View Settings**.
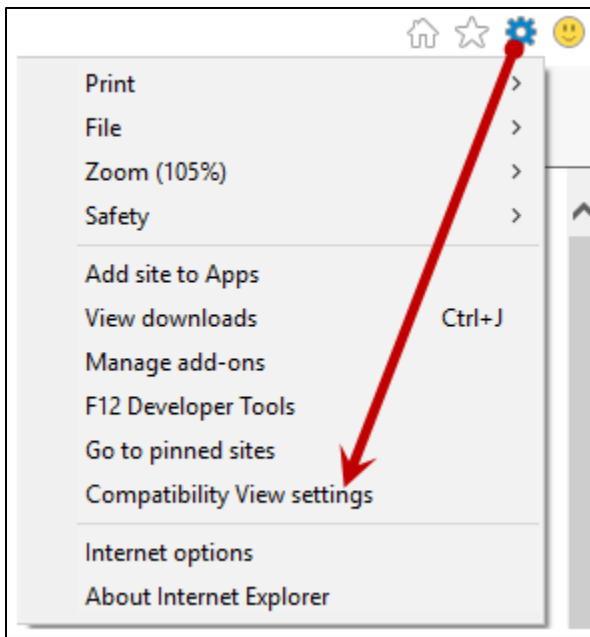
FIGURE 6 – COMPATIBILITY VIEW SETTINGS

2. The *Compatibility View Settings* window appears. Within the **Add this website** field provided, enter the URL: https://smartpay.profitstars.com and then select **Add**.
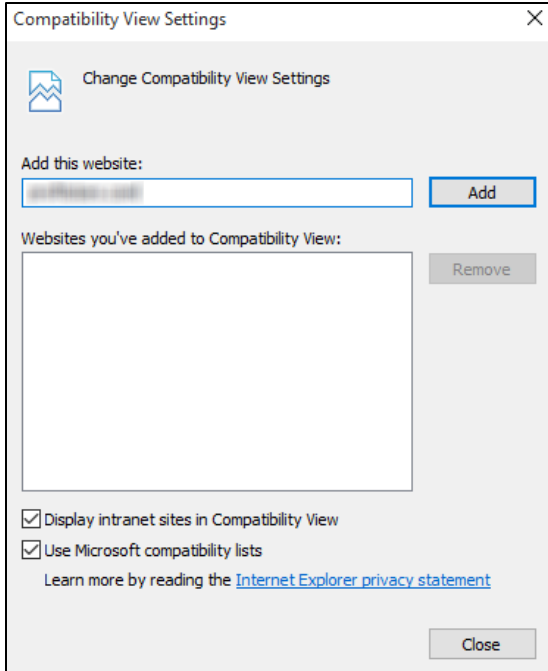
FIGURE 7 - ADD OPTION UNDER COMPATIBILITY VIEW SETTINGS

3. Select **Close** at the bottom of the *Compatibility View Settings* window.

4. Click **OK** from the bottom of the *Internet Options* window.

Privileges and Roles

The Admin user will need to assign either the *RDC User* or *RDC Admin* role in order for you to access this application. The following roles are within the *Customer Services* privilege.

Privilege	Role	Description
Customer Services	**RDC Admin**: Full access to both roles.	Create, scan, and submit items as a transaction.
Customer Services	**RDC User**: Limited access to both roles.	Create and scan items, but not submit them as a transaction.

NOTE: The *RDC Admin* role does not grant you Administrator privileges, only the ability to submit transaction items for processing.

For a complete walkthrough about assigning privileges and roles, see the *User Administrator Handbook* for instructions.

Available Resources

If you have questions about using the RDC application, please contact your first line of support for more information.

For a complete guide on how to run reports using the information processed with the application, please see the *User Reports Handbook* for instructions.

Process Workflow

The below figure describes the process for making a deposit using RDC.
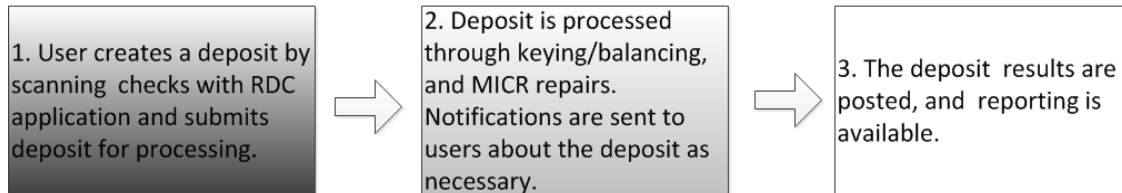
FIGURE 8 - RDC PROCESS WORKFLOW

Session Timeouts

The system will automatically log off a user who has been inactive for at least 30 minutes. A *Session Timeout Warning* appears two minutes before the user is set to be logged out to give them an opportunity to remain logged in. Click **OK** to remain logged in.

Logging In

Your Admin user will provide you with a URL address as a route of accessing the application. Save this URL to your favorites, as it is a route of access into the system. A user name, a temporary password, and company name will also be provided so that you may log in to the system. Only the passwords are case-sensitive.

1. Once at the provided URL address, complete the **User Name**, **Password**, and **Company** fields. Click **Login**.

2. The system will prompt you to change your password. Passwords expire every 90 days and are case-sensitive. Use the following guidelines when creating a new password:

    - At least 1 uppercase letter
    - At least 1 lowercase letter
    - At least 1 number
    - 8-15 characters in length

3. Select **Update Password**.

Creating a Secret Question

A secret question is a tool used when you forget your password and can have another temporary password generated and sent to an email address. Without an email address in a user's profile, that user will not be able to answer a secret question for a new password for access into the system. The merchant admin will need to manually edit/enter an email address for each merchant user, so that the merchant user has the option to request a new password by answering a secret question in the application. Secret questions do not need to be a complete question or contain a question mark. Secret questions and answer are not case-sensitive fields.

Once an admin has entered an email address for the merchant user profile, use the following steps to configure the secret question that will be asked of the user, before a new password can be generated and sent to the applicable email address. If the secret question is answered correctly, you will receive an email with a new temporary password.

NOTE: Single-sign on users will not need to establish a secret question.

1. Log in to the application, and select **the user menu | My Settings**, as shown below.
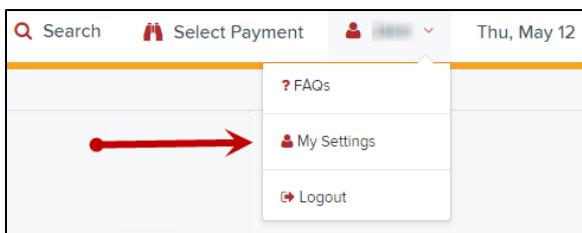
FIGURE 9 - MY SETTINGS

---

2. The system will prompt you for your current login password in order to reach the *My Settings* page. Once there, make changes to the *Change Password*, *Create/Update Secret Question and Answer*, and/or *Create/Update Authorized Caller Identification Phrase and Response* sections, as needed.

FIGURE 10 - MY SETTINGS PAGE

3. Click **Update** when you are finished.

Choosing an Identification Phrase

The EPS Support team answers questions about EPS products in the event you need additional help with an application. EPS takes support-related calls from users who have been designated as an authorized caller by the Admin user. If you have been designated as an authorized caller, you will need to set up an identification phrase and answer to verify your status when calling EPS Support for assistance.

Authorized callers: For specific questions about an application, please contact our support team at 877-542-2244 or at epssupport@profitstars.com.

> **NOTE:** Non-authorized callers who contact EPS Support will be referred back to their first line of support.

1. Log in to the application, and select **the user menu | My Settings**.

2. The system will prompt you for your current login password in order to reach the *My Settings* page. Make changes to the *Identification Phrase* sections, as needed.

3. Type the answer to the question in the **Enter New Identification Response** field, and again in the **Confirm New Identification Response** field. EPS Support will verify this

answer when you call. From this page, you can also make changes to your password or secret question and answer if needed.
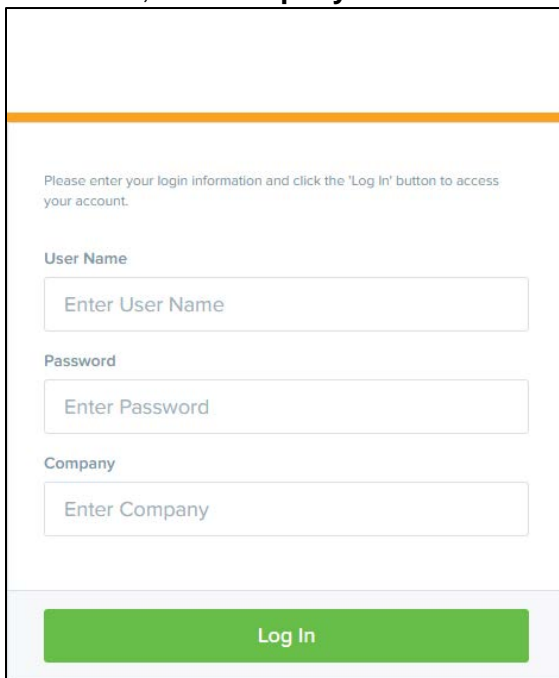
4. Select **Update** when finished.

Installing Device Control

If you are accessing the application for the first time, you will need to install Device Control, a feature used to manage your scanner. Device Control will need to be installed before you can begin making deposits.

> **NOTE:** If you have already installed Device Control via instructions from your financial institution or from the *Scanner Interface Conversion: Remote Deposit Complete* document, you may skip the following steps and proceed to the next section of this document.

1. Navigate to your financial institution's application, and complete the **User Name**, **Password**, and **Company** fields as shown in the image below.

FIGURE 11 - LOGIN

2. Click **Login**.
3. Select **Transactions** from the left main menu, as shown below.
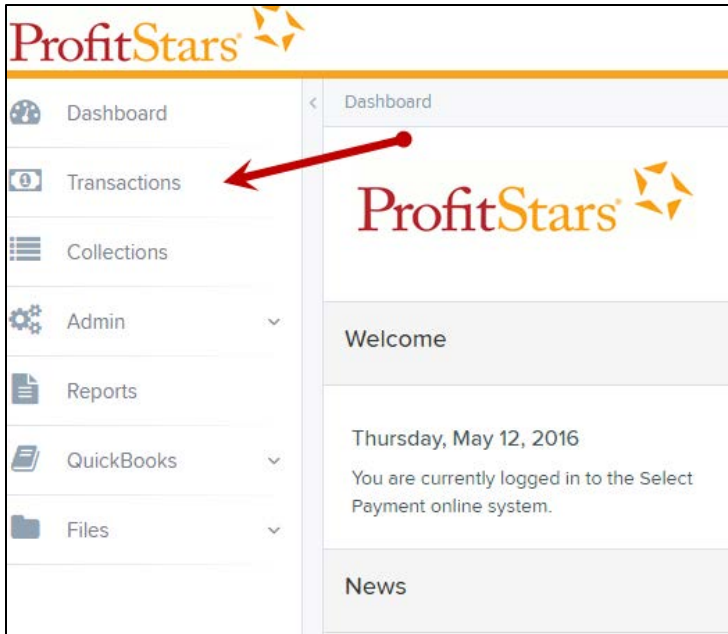
FIGURE 12 - TRANSACTIONS OPTION

4. Under *Check Processing*, select **Remote Deposit Complete**.
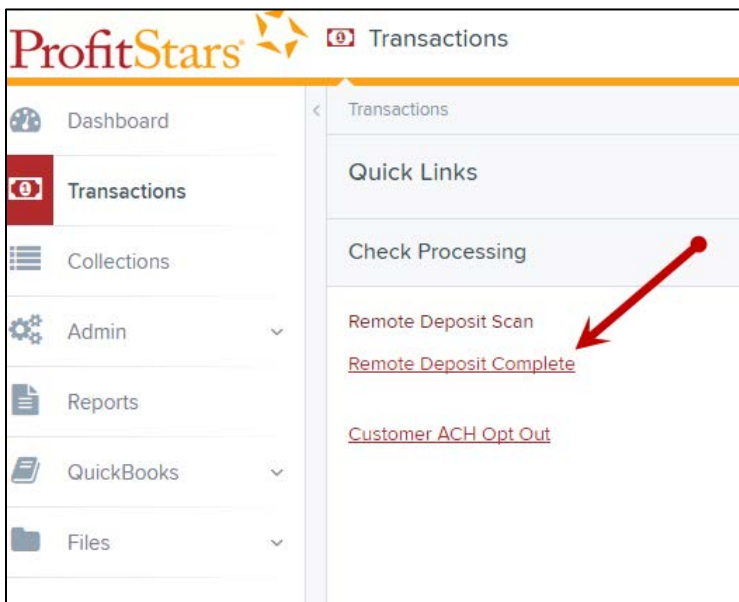
FIGURE 13 - REMOTE DEPOSIT COMPLETE OPTION

5. The *Open Deposits* page appears. Select **Create New Deposit**.
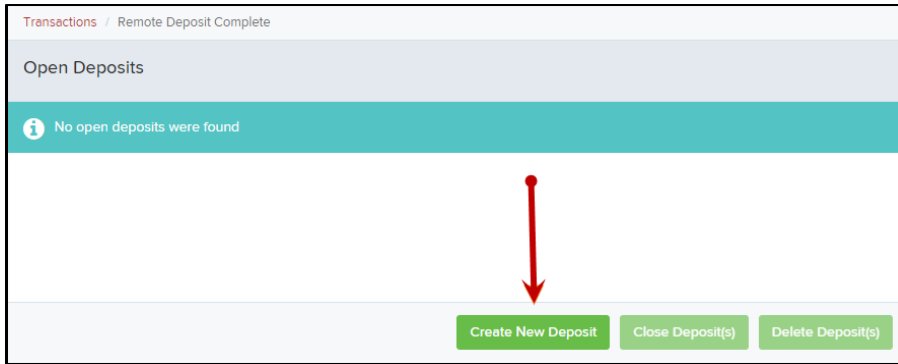
FIGURE 14 – CREATE NEW DEPOSIT BUTTON

6. The *Device Control* prompt appears, informing you that Device Control is attempting to launch. Select **Run** to continue.
For Google Chrome users, click on the **ProfitStarsDeviceCon….exe** (displayed in the second image below).
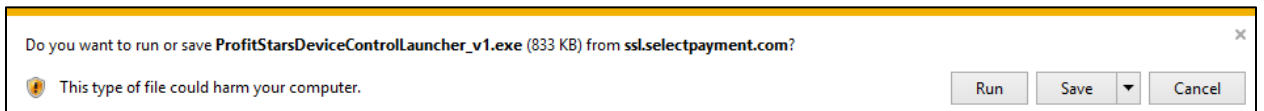
FIGURE 15 - LAUNCH DEVICE CONTROL – INTERNET EXPLORER 11
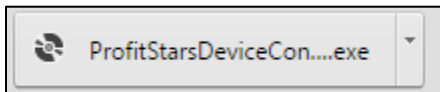
FIGURE 16 - LAUNCH DEVICE CONTROL – GOOGLE CHROME

7. The system will prompt you to begin installing Device Control. Select **Install** to continue. This may take several minutes.
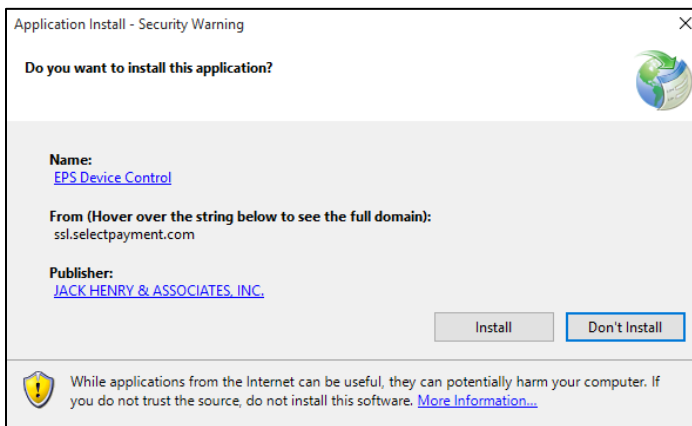
FIGURE 17 - PROMPT TO INSTALL DEVICE CONTROL

8. A prompt may appear, confirming that a user with Administrator rights to the computer will proceed with the installation. Select **OK** to continue

---

9. Device Control will initialize. Choose the scanner and model you wish to install for use and then click **Install**.
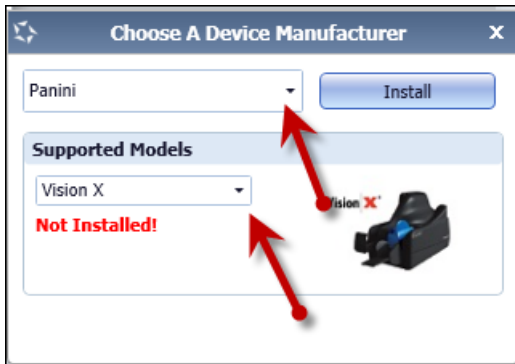
FIGURE 18 - SELECTING A DEVICE AND MODEL

10. The *Add/Remove Devices* window appears. Select the scanner you wish to add, and then select **Install**.
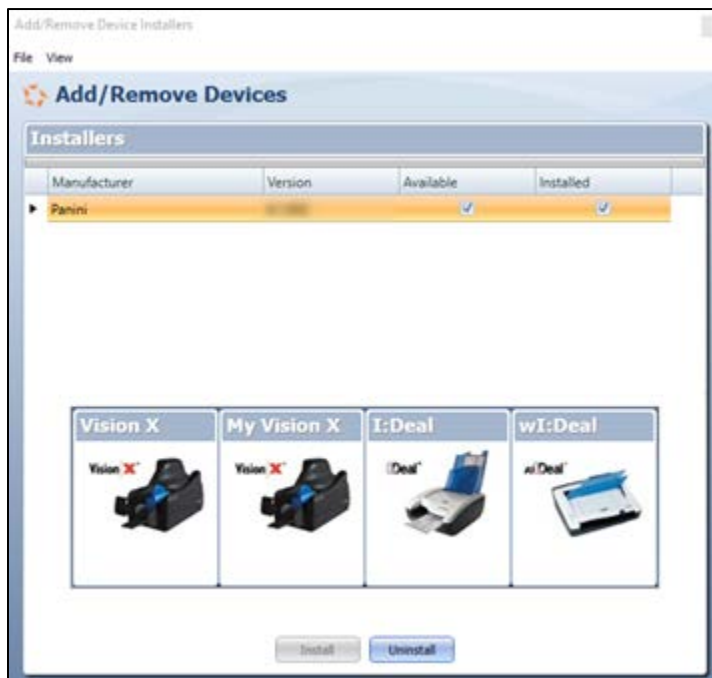
FIGURE 19 - ADD/REMOVE DEVICES

11. The Install Wizard tool appears. Disconnect the scanner you wish to install from your computer, and exit all other applications. Select **Next** in the Install Wizard tool to continue.
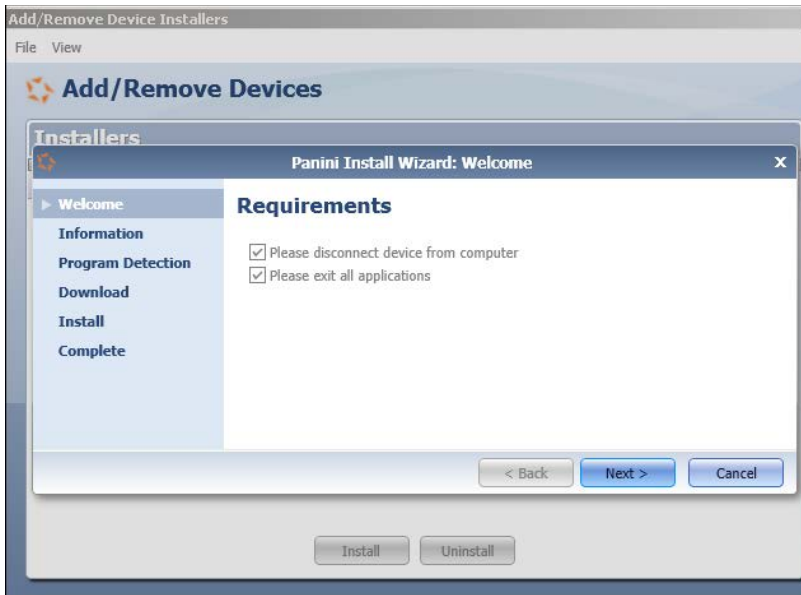
FIGURE 20 - INSTALL WIZARD

12. After the Install Wizard tool has run its course, connect the scanner to your computer and then click **Finish**. The scanner is now installed, and you may begin scanning deposits.

FIGURE 21 - INSTALLATION COMPLETE

NOTE: For more information about working with Device Control, including uninstalling a scanner, please see the "Scanner Device Control" section of this document.

Working with Remote Deposit Complete

A deposit can be in any number of statuses when it enters the system. The table below lists the potential status of any one transaction within the system.

Status	Definition
Approved	The transaction has been verified and will be processed at the designated cut-off time.
Processed	The transaction has been transmitted to the appropriate network (ACH or Check 21). Changes can no longer be made, and the transaction can no longer be voided.
Collected	(*ACH Only*) The transaction, originally returned NSF, has been re-presented to the Federal Reserve by ProfitStars, and funds were recovered.
Awaiting Capture	Status for credit card transactions only.
Awaiting Approval	The transaction has been verified, but the amount of the transaction exceeded the Dual Authorization limit of the user who created it. An authorized approver must review and either approve or void the transaction.
Declined	The transaction has been declined by the EPS system and will not be processed. The transaction exceeded either Dual Authorization or Velocity limits.
Voided	The transaction has been voided and will not be processed. A transaction may not be voided once the item is in the *Processed* status.
Error	An internal error has occurred within the EPS system. Contact your first line of support.
In Collection	(*ACH Only*) The transaction, returned NSF, is in the process of being re-presented to the Federal Reserve by ProfitStars.
Other ACH Returns	The ACH transaction has been returned by the Federal Reserve. The transaction will be charged back.
Unauthorized	This includes the total number of transactions and total amount that have been returned with one of five Unauthorized Return Reason Codes (R05, R07, R10, R29, and R51). **Note:** These R codes will no longer be included in the *Disputed* status totals.
Uncollected NSF	(*ACH Only*) The transaction was returned to ProfitStars NSF by the Federal Reserve, and funds could not be recovered.

Status	Definition
Suspended	The transaction has been verified but has exceeded Velocity limits.
Disputed	(*ACH Only*) The transaction was returned to ProfitStars by the Federal Reserve because the account holder at the receiving financial institution has disputed its validity. The transaction will be charged back (reversed).
Invalid/Closed Account	(*ACH Only*) The transaction was returned to ProfitStars by the Federal Reserve because the account number at the receiving financial institution was invalid or because the account was closed.
Resolved	The transaction has been moved into a *Resolved* status by a user to indicate that no further action related to the transaction is required. Transactions can be moved into a *Resolved* status from a status of *Declined, Voided, Invalid/Closed Account, Disputed, Unauthorized, Uncollected NSF, Error,* or *In Research*.
Other Check 21 Returns	The Check21 transaction has been returned by the Federal Reserve. The transaction will be charged back.

Detecting Duplicate Items

RDC has the capability to detect duplicate items with the following pieces of information for each item:

- Routing number
- Check number
- Account number

All three pieces of information must be present in order for duplicate detection to function properly. However, some items may be missing one of these requirements. For example, money orders or temporary checks may not include a serial/check number. These situations, as well as the erroneous parsing of an item, may cause an item to be inaccurately flagged as a duplicate.

In addition, duplicate items may be flagged for a Transaction Number issue. The Transaction Number is systematically assigned to each transaction. If the Transaction Number field is manually populated by the user, however, the value *must* be unique per transaction and cannot be repeated. Repeating data in the Transaction Number field will result in a duplicate error.

If you have an instance which may produce occurrences of inaccurately detected duplicate items, please contact EPS Support at epssupport@profitstars.com or 877-542-2244.

The Open Deposits Page

1. Log in to the application, and select **Transactions** from the left main menu.

2. Under *Check Processing*, select **Remote Deposit Complete**.

3. The *Open Deposits* page appears. There may be times when multiple batches will be listed on this page. The following features can prove helpful in navigating through deposit items. Note that these deposits on the *Open Deposits* page have not yet been submitted, but are still open.

- **Navigational Paging** – Use the forward and backward arrows to navigate pages with lists of deposits. You may also select a page number to navigate directly to that page.

- **Per Page size** – Indicate how many deposits you would like to have listed on each page.

- **Displaying Page prompt** – The current page number and number of records in the deposit is displayed.

- **Sorting** – Select a column header to organize information in either ascending order (upward arrow) or descending order (down arrow)

- **Requires Rescan Column** – Displays value to indicate if the item in question needs to be rescanned. Selecting this column header will immediately group items that need to be rescanned.

- **Custom Batch ID** – If displayed, this column will show the unique value for each deposit and may be configurable.

FIGURE 22 - OPEN DEPOSITS PAGE

NOTE: Should you navigate away from the *Open Deposits* page with deposits still open, the system will prompt you to confirm navigating away from the *Open Deposits* page.
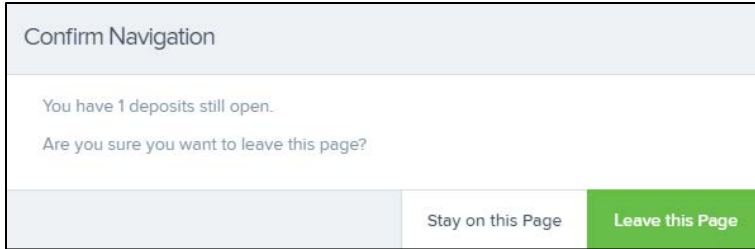
FIGURE 23 - CONFIRMATION TO LEAVE OPEN DEPOSITS PAGE

Creating a New Deposit

1. From the *Open Deposits* page, select **Create New Deposit**.
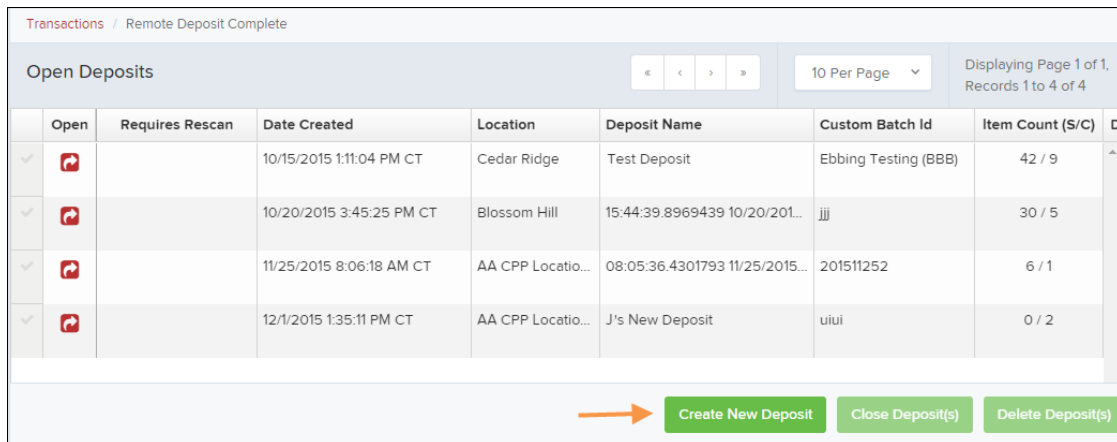
FIGURE 24 - OPEN DEPOSITS PAGE WITH CREATE NEW DEPOSIT INDICATED

2. If at this time Device Control has not already launched, the system will ask you to confirm launching Device Control. Select **Run** to continue.
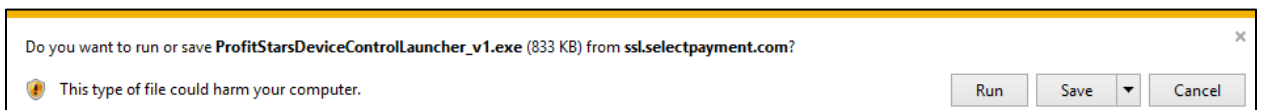
FIGURE 25 - LAUNCH DEVICE CONTROL – INTERNET EXPLORER 11
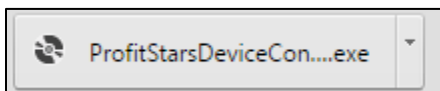
FIGURE 26 - LAUNCH DEVICE CONTROL – GOOGLE CHROME

3. The *New Deposit* page appears. Complete the following fields as applicable:

- **Location:** Select the account for which the batch is to be processed.

- **Payment Type:** Select how the item was received, for example, **Mailed In**.

- **Deposit Name:** System-generated. Includes the date and time the batch is being created along with a unique batch ID number.

- **Custom Batch ID:** If displayed, this is a required field that needs to be a unique value each time.

- **Number of Checks:** Enter the number of checks in the batch.

- **Total Amount:** Enter the total amount of the batch. This is a two-decimal-place field, to include the decimal point. For example, $XX.XX.

- **Deposit Slip ID #:** If displayed, enter your assigned deposit slip ID.

- **Scanner Terminal #**: This field will automatically populate from the Device Control.

FIGURE 27 - CREATE NEW DEPOSIT PAGE

NOTE: In the *Scanner Interface* section of the page, the system will automatically check for an installed scanning device. If the scanning device is not plugged in, connect the scanner, and select the **Reset Scanner** option.

a. If you have a multi-feed scanner, load the check item(s) into the scanner and select **Create**. The *Deposit View* page will display (see next section), with the check item(s) displayed as they are scanned.

b. If you have a single-feed scanner, select **Create** and feed the check(s) into the scanner one at a time. The items will display on the *Deposit View* page as they are scanned.

The Deposit View Page

Once RDC and your scanner have begun scanning checks, the results will appear on the *Deposit View* page. This page is one of two available to manage your deposit before it is

submitted for processing. The second page, the *Data Entry View* page, is covered in further detail in the next section, "The Data Entry View Page."
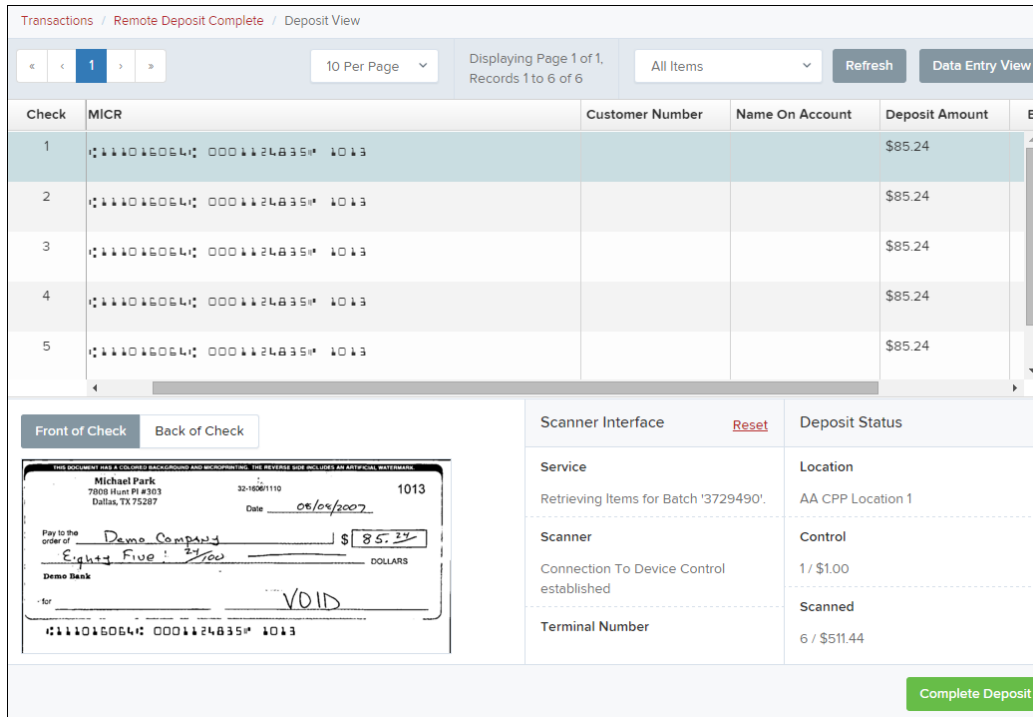
FIGURE 28 - DEPOSIT VIEW PAGE

NOTE: Red question marks or yellow highlighted areas on this page may indicate there was a system difficulty in reading MICR line items, or that a manual key entry is required for a check. Keying and balancing and MICR repair will take place once this has been closed and submitted for processing.

Once a deposit has been opened, the following features are available under the *Deposit View* tab from the top of the page.

- Refresh – If at any time the *Amount* values for the check items do not immediately display, select the **Refresh** option to have values display.
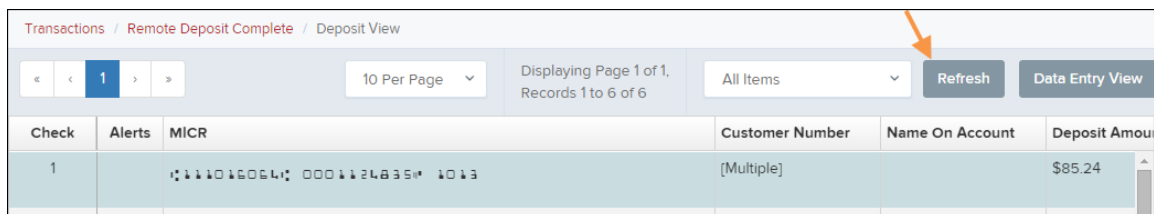
FIGURE 29 - REFRESH OPTION

- Multiples of Customer Data – The system will detect repeated customer information from check items and display a *Multiple* status under the *Customer Number* column. Double-clicking the **Multiple** status will navigate you to the *Data Entry View* page. For more

information about this page, please see "The Data Entry View Page" section of this document.

FIGURE 30 - MULTIPLE CUSTOMER RECORDS STATUS

- Item List Filter – Organize deposits by **All Items**, **Problematic Items**, and **Needs Attention Items**.

FIGURE 31 – ITEM LIST FILTER

- Amount status of *To Be Keyed* – The amount field entry will be performed by EPS Keying & Balancing once the deposit is submitted for processing.

- Scroll right of the listed items to see the **Edit**, **Delete**, and **Rescan** options available.

FIGURE 32 - EDIT AND DELETE OPTIONS IN THE DEPOSIT VIEW TAB

NOTE: Selecting 🖉 **Edit** will navigate you to the *Data Entry View* tab where alterations to the *Data Entry* fields can be made. Selecting **Delete** will present you with the option to delete an item and adjust the deposit amount (see below).

FIGURE 33 - DELETE CHECK ADJUSTMENT OPTION

- Invalid MICR and rescanned required indicators – The system will have an indicator for a check with an invalid MICR or a faulty scan. Rescan the item(s) in order to submit the deposit.

FIGURE 34 - INVALID MICR INDICATOR

FIGURE 35 - RESCAN REQUIRED INDICATOR

- To rescan an item, select **Rescan** to the right of the item that needs rescanning.

  - A window will appear allowing you to rescan an item as needed. Place the check item in the scanner, and select the **Rescan** option in the window. The check will run through your scanner again.

FIGURE 36 - RESCAN CHECK WINDOW

- Alerts – If a particular check item has been scanned before, it will appear as a duplicate in the item list. RDC will not submit duplicate items for processing. An icon will also be presented in the *Alerts* column if the item has an invalid MICR, as shown below.

FIGURE 37 - DUPLICATE MICR INDICATOR IN ITEM LIST

FIGURE 38 – INVALID MICR INDICATOR

- Select the **Front of Check** or **Back of Check** options near the check image to show the respective front and back images of the check created by the scanner you have installed (see figure below). Under the *Deposit Status* section, the **Scanned** field presents the number of items as they are scanned. The total amount of all items displays when the deposit is complete.

> **NOTE:** In the *Scanner Interface* section, the **Terminal #** for the scanner installed will display as a reference.

FIGURE 39 - FRONT/BACK VIEWING OPTIONS FOR A CHECK IMAGE

- The **Complete Deposit** option is located at the bottom of the page. When you have finished scanning, select this option to begin the submission process.

> **NOTE:** It is recommended that you enter information about this deposit on the *Data Entry View* page, described in the next section of this document. The **Complete Deposit** option is available on either of these pages.

FIGURE 40 - DEPOSIT STATUS SECTION, WITH COMPLETE DEPOSIT OPTION

- Near the top of the page, select the **Data Entry View** option to enter additional information about a customer and/or the transaction.

FIGURE 41 - DATA ENTRY VIEW TAB

The Data Entry View Page

Select the *Data Entry View* page once checks have been scanned to enter more information about them. When a check is scanned, the following fields will be automatically populated: **MICR**, **Payment Origin**, and **Amount**.

FIGURE 42 - DATA ENTRY VIEW TAB, INITIAL VIEW

The following fields, listed in alphabetical order, may be available on the *Data Entry View* page. Certain fields will appear in accordance with your RDC settings.

NOTE: You may request up to three additional custom-labeled **Transaction** and/or **Customer** fields to be entered. These fields can be either optional or required. Request additional fields with an inquiry to your financial institution.

Status	Definition
Account Number	A required field that lists the account number to be debited.
Address	Contains the mailing address of the customer. This field will repopulate the next time a check from the same customer is scanned. This information is not available to appear on reports.
Amount	The dollar amount of the item as a two-decimal-place number. For example, XX.XX.
Check Number	The check serial number, viewed in the *Transaction Details* page and on the *Deposits Results* report. This is a required field.
City	Contains the city where the customer resides. This field will repopulate the next time a check or credit card from the same customer is scanned. This field does not appear on reports.

Status	Definition
Company Name	This field replaces the *Last Name* field when the *Customer Type* is set to *Business*. This field will repopulate the next time a check or credit card from the same customer is scanned, and users can search by this field. This field does not appear on reports.
Country	This field contains the country where the customer resides and will repopulate the next time a check or credit card from the same customer is scanned. This field does not appear on reports.
Customer Number	This field must be unique for each customer. It will repopulate the next time a check or credit card from the same customer is scanned. This field is available to appear on reports, and users can search by this field to populate personal information when this customer makes a deposit in the future.
Customer Type	This is a required field that defaults to **Individual**. This field can be changed to **Business** depending on the type of customer.
Daytime Phone	This field contains the customer's daytime phone number. It will repopulate the next time a check or credit card from the same customer is scanned. This field does not appear on reports.
Deposit Name	This field contains the time, unique deposit ID, and date for the deposit. This field can be changed by the user to contain a unique deposit name, if desired.
Description	This field is informational and does not appear on reports, but will appear on the *Transaction Details* page.
Driver's License	This field contains the driver's license number of the customer. This field will repopulate the next time a check or credit card from the same customer is scanned. This field does not appear on reports.
Email Address	This field contains the email address of the customer. It will repopulate the next time a check or credit card from the same customer is scanned. This field will not appear on reports.
Evening Phone	This field contains the customer's evening phone number. It will repopulate the next time a check or credit card from the same customer is scanned. This field does not print on reports.
Fax Number	This field contains the customer's fax number. This field will repopulate the next time a check or credit card from the same customer is scanned. This field does not appear on reports.
Federal Tax ID No.	This field replaces the **Social Security No.** field when the **Customer Type** field is set to **Business**. It will repopulate the next time a check or credit card from the same customer is scanned. This field does not appear on reports.

Status	Definition
First Name	This field contains the customer's first name and will repopulate the next time a check or credit card from the same customer is scanned. This field does not appear on reports.
Last Name	This field contains the customer's last name and will repopulate the next time a check or credit card from the same customer is scanned. Users can search by this field. This field does not appear on reports.
Location	This field contains the account to be debited/credited with the payment. This is a required field.
Name on Account	This field contains the name of the person from whom the item was received or the actual name used on the credit card or bank account. This field will repopulate the next time a check or credit card with the same account information is scanned and will appear on reports.
Number of Checks	This field contains the number of checks in the deposit to be scanned.
Payment Origin	This field is required if displayed and shows a value based on input from the **Payment Type** field from the *New Deposit* page. It will contain one of the following: • Mailed-In • Drop Box • Retail/Point of Purchase Sale • Back office
Routing Number	This field contains the ABA (American Bankers Association) number of the bank where the account is located. This is a required field and is validated.
Social Security No.	This field contains the Social Security number of the customer. This field will repopulate the next time a check or credit card from the same customer is scanned. This field does not appear on reports.
State	This field contains the state from which the customer's driver's license was issued. This field will repopulate the next time a check or credit card from the same customer is scanned. This field does not appear on reports.
Suite/Apt. #	This field contains the suite or apartment number of the customer. This field will repopulate the next time a check or credit card from the same customer is scanned. This field does not appear on reports.
Total Amount	This field displays the total dollar amount of the deposit being scanned.
Transaction ID	This field must be unique for each transaction processed. It will be automatically populated if left blank and will appear on reports.

Status	Definition
Zip/Postal	This optional key entry field contains the zip code or postal code of your customer and will repopulate the next time a check from the same customer is scanned. This field is not available to appear on reports.

- Fill in the informational fields, as needed. If you need to **Edit** a customer's information, **Add** information to create a new customer, or to **Search** for a different customer to associate with the deposit item, select the appropriate option under the *Customer* panel. Please note that data validation on phone numbers is available when entering information.

FIGURE 43 - CUSTOMER EDIT, ADD, AND SEARCH OPTIONS

NOTE: Information entered on either the *Data Entry View* tab or *Deposit View* tab will save automatically when navigating to the other tab. If you will be processing check items from recurring customers, you will be able to populate existing customer data.

The following fields can be used to generate a customer record when entering data.

- Name on Account
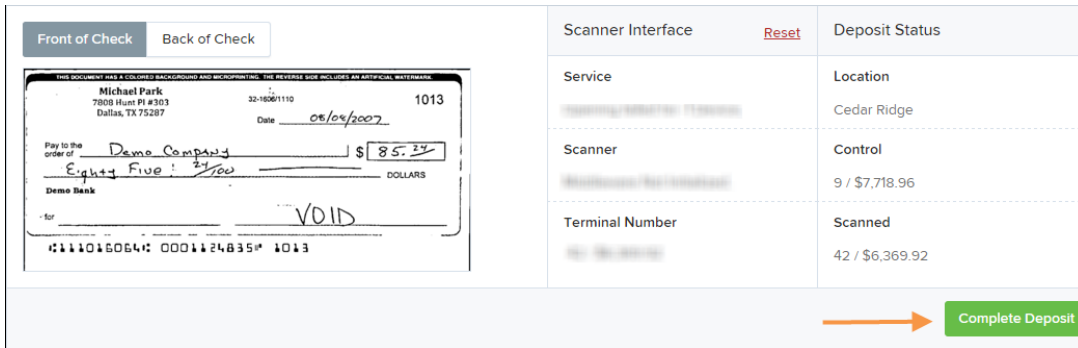- Customer Number
- First Name
- Last Name

- Address

- Daytime Phone

- Evening Phone

- If there is more than one customer record available based on the check's information the indicator *Multiple* will appear under the *Customer Number* column, as shown below. Double-click the **Multiple** indicator to navigate to *Data Entry View* page and specify a customer in the *Customer* column.

13. When you are ready to submit the deposit, from either the *View Deposit* tab or *Data Entry View* tab, select **Complete Deposit**. The system will return to the *Open Deposits* page.

FIGURE 46 - COMPLETE DEPOSIT OPTION

Adding to a Deposit

1. Log in to the system, and select **Transactions** from the left main menu.

2. Under *Check Processing*, select **Remote Deposit Complete**.

3. The *Open Deposits* page will appear. Under the *Open* column, select to open a deposit.
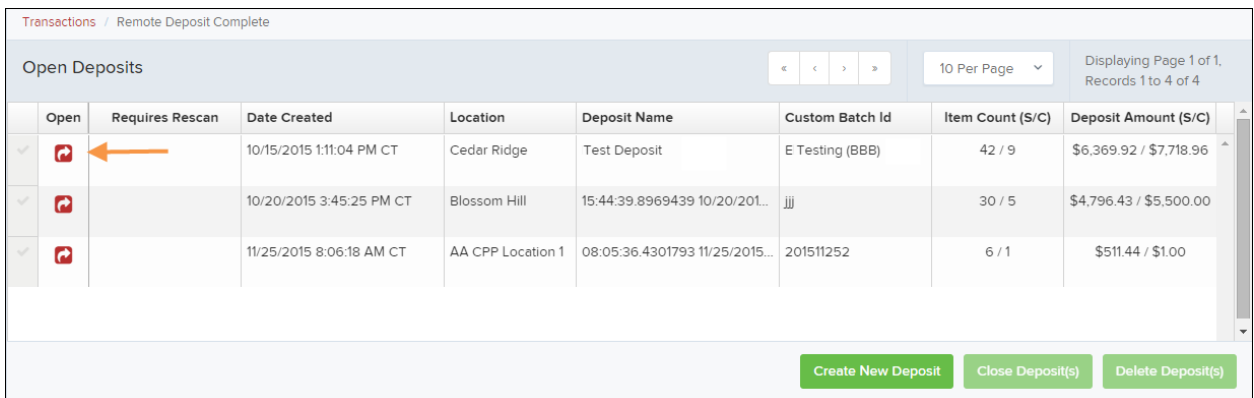

FIGURE 47 - OPEN DEPOSIT ICON

4. The open deposit will appear. Place the additional check item(s) to be deposited in your scanner. The check(s) will scan and the added amount displayed.

    NOTE: If the amount of the additional check(s) you scanned are not displayed automatically, select the **Refresh** option at the top of the page.

Closing Deposits for Processing

It is recommended that each deposit be closed as soon as a user has completed scanning and entering data. However, a deposit can be submitted for processing at a later time.

NOTE: An industry best practice includes merchants submitting their deposits at least one hour before their financial institution's cutoff time, in the event that a batch needs additional attention.

1. From the *Open Deposits* page, select the check box next to the *Open* column for each deposit you wish to close.

FIGURE 48 - SELECTING DEPOSITS

2. Select **Close Deposit(s)** from the bottom of the page.

FIGURE 49 - CLOSE DEPOSIT(S) OPTION

3. The system will ask you to confirm closing your selected deposit(s). Select **Close** to confirm closing the deposit(s).
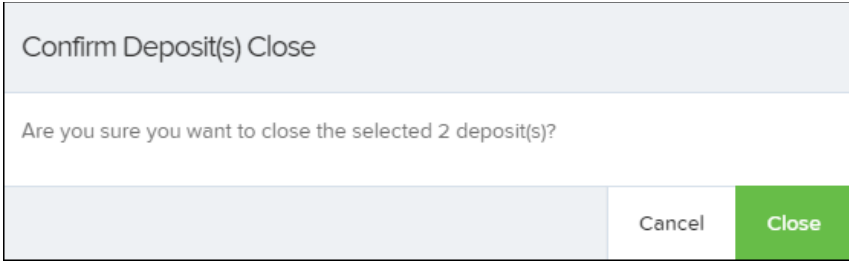
FIGURE 50 - CONFIRMATION TO CLOSE DEPOSIT(S)

4. The results of the deposit display. Choose **OK** to dismiss the message.

NOTE: If you attempt to close a deposit with items that need rescanning, specifically if the MICR of an item was not read correctly, the system will not deposit that item.
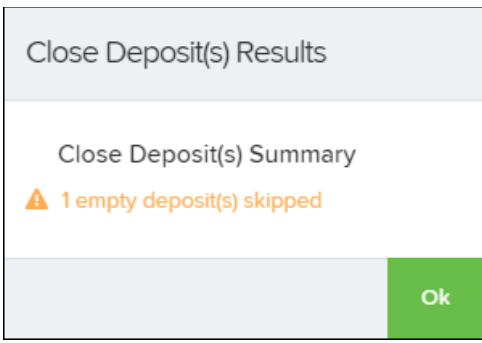

FIGURE 51 - DEPOSIT ERROR MESSAGE

Deleting a Deposit

A deposit can be deleted as soon as it has completed scanning, or at a later time.

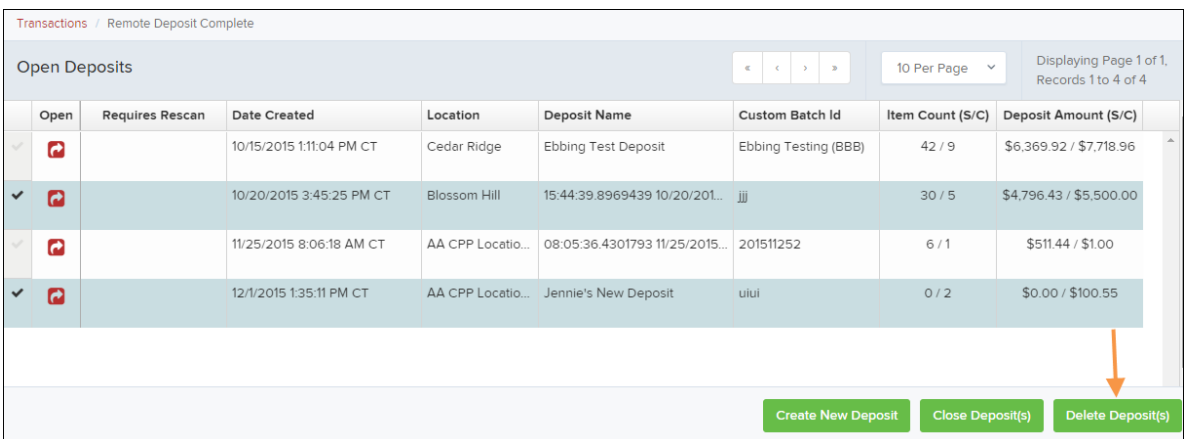1. From the *Open Deposits* page, select the check box(es) next to the deposit(s) you wish to delete.

FIGURE 52 - SELECTING DEPOSITS TO DELETE IN THE APPLICATION

---

2. Select **Delete Deposit(s)**, as shown above. The system will ask you to confirm deleting a deposit. Select **Delete**.
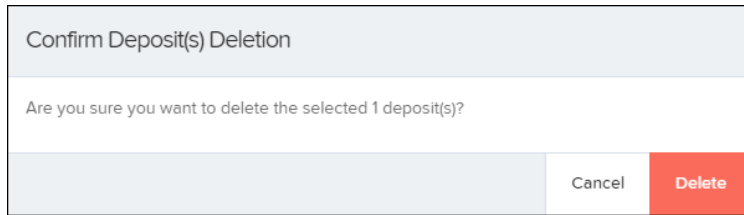

FIGURE 53 - DELETE DEPOSIT(S) OPTION

3. A confirmation of the deletion will display. Click **OK** to continue to the *Open Deposits* page.

Notifications

Notifications are used by the RDC application to let users know when a deposit's MICR repair, CAR/LAR, keying, and/or balancing steps have been completed, as well as the status of the deposit. The *Deposit Results* report assists with determining item(s) that need further attention.

If notifications are enabled and an email address is set, an email is sent to the user who created the deposit along with any other designated interested parties. A notification will inform the user of the following situations.

• The deposit was approved without any errors.

• The deposit was approved with adjustments.

• The deposit was rejected.

• An item needs rescanning.

• There are duplicate items in the deposit.

• There are rejected items in the deposit.

FIGURE 54 - SAMPLE REMOTE DEPOSIT COMPLETE NOTIFICATION

A deposit will be reopened if there are items that need to be rescanned. When this occurs, the user will need to correct the deposit and resubmit it for processing.

The following table describes the status of any one deposit in the system.

Status	Definition
Deleted	The entire deposit has been deleted by someone in your organization prior to closing it. The deposit may not be deleted once it has been closed. None of the items will be sent to transaction processing.
Deposited	All items have been processed successfully, and the deposit is in balance with no discrepancies or errors. These items are now in the *Approved* status, and an email notification has been sent.
Deposited with Adjustment	One or more of the items within this deposit caused an adjustment to the total deposit amount. The transactions have been sent to transaction processing with the adjusted deposit amount. An email notification has been sent.
Open for Scanning	A deposit has been created and is open to scan. Items can be scanned into this deposit until it is closed.
Partial Deposit	One or more of the items was removed from the deposit due to a duplicate or rejected item. The deposit has been sent to transaction processing with the deposit total minus the items that will not be processed. An email notification has been sent.
Rejected	This deposit status indicates the entire deposit has been rejected. A deposit is rejected when the adjustment amount exceeds the adjustment limit assigned by the bank or when all items within the deposit are rejected possibly due to all being duplicates.
Submitted	This deposit status indicates the deposit has been closed and the items are being reviewed for accuracy and errors. Once finished, the status of the items will change to one of the statuses defined previously.

The Current Transaction Summary

When working with the RDC application, it may be necessary to edit or void transactions made. This can only be done when a deposit has been submitted and transactions appear in the *Approved* status of the *Current Transaction Summary*. An approved transaction will move to the *Processed* status at the end of the closing day for your financial institution.

The *Current Transaction Summary* appears on the *Dashboard* of the application when logging in and shows the status of all transactions within the past 60 days. Select any one status from the *Current Transaction Summary* to generate a report for all the transactions within that status for the current day.

The following table lists the statuses within the *Current Transaction Summary*.

Status	Definition
Approved	The transaction has been verified and will be processed at the designated cut-off time.
Processed	The transaction has been transmitted to the appropriate network (ACH or Check 21). Changes can no longer be made, and the transaction can no longer be voided.
Collected	(*ACH Only*) The transaction, originally returned NSF, has been re-presented to the Federal Reserve by ProfitStars, and funds were recovered.
Awaiting Capture	Status for credit card transactions only.
Awaiting Approval	The transaction has been verified, but the amount of the transaction exceeded the Dual Authorization limit of the user who created it. An authorized approver must review and then either approve or void the transaction.
Declined	The transaction has been declined by the EPS system and will not be processed. The transaction exceeded either Dual Authorization limits or Velocity limits.
Voided	The transaction has been voided and will not be processed. A transaction may not be voided once the item is in the *Processed* status.
Error	An internal error has occurred within the EPS system. Contact your first line of support.
In Collection	(*ACH Only*) The transaction, returned NSF, is in the process of being re-presented to the Federal Reserve by ProfitStars.
Other ACH Returns	The ACH transaction has been returned by the Federal Reserve. The transaction will be charged back.

Status	Definition
Unauthorized	This includes the total number of transactions and total amount that have been returned with one of five Unauthorized Return Reason Codes (R05, R07, R10, R29, R51). **NOTE:** These R codes will no longer be included in the *Disputed* status totals.
Uncollected NSF	(*ACH Only*) The transaction was returned to ProfitStars NSF by the Federal Reserve, and funds could not be recovered.
Suspended	The transaction has been verified, but it has exceeded *Velocity* limits.
Disputed	(*ACH Only*) The transaction was returned to ProfitStars by the Federal Reserve because the account holder at the receiving financial institution has disputed its validity. The transaction will be charged back (reversed).
Invalid/Closed Account	(*ACH Only*) The transaction was returned to ProfitStars by the Federal Reserve because the account number at the receiving financial institution was invalid or because the account was closed.
Resolved	The transaction has been moved into a *Resolved* status by a user to indicate that no further action related to the transaction is required. Transactions can be moved into a *Resolved* status from a status of *Declined, Voided, Invalid/Closed Account, Disputed, Unauthorized, Uncollected NSF, Error,* or *In Research*.
Other Check 21 Returns	The Check21 transaction has been returned by the Federal Reserve. The transaction will be charged back.

The below figure is an example of the *Transaction Status Summary* on the *Dashboard* page once you have logged in to the system.

Current Transaction Summary

This is a summary report of all transactions currently in the system as of 09/09/2016. All times are displayed in Central Time (CT).

Status	Items	Debits	Credits
Approved			
Processed			
Collected			
Awaiting Capture			
Awaiting Approval			
Declined			
Voided			
Error			
In Collection			
Other ACH Returns			
Unauthorized			
Uncollected NSF			
Suspended			
Disputed			
Invalid / Closed Account			
Resolved			
Other Check21 Returns			

FIGURE 55 - CURRENT TRANSACTION SUMMARY

The *Transaction Status* report is a pre-defined report listing all transactions of a specific status. It is automatically generated when you select a status link from the *Current Transaction Summary*. The list will contain items that have been processed within the last 60 days and give you access to individual transaction information and images of the scanned items. To generate this report, select a status that appears as a link and contains values in the *Current Transaction Summary*.

Editing Approved Transaction Amounts

1. Log in to the system, and select a status on the *Current Transaction Summary* that appears as a link and contains values. As in the example below, select **Approved**.

Current Transaction Summary			
This is a summary report of all transactions currently in the system as of 09/09/2016. All times are displayed in Central Time (CT).			
Status	Items	Debits	Credits
Approved ⬅			
Processed			
Collected			
Awaiting Capture			
Awaiting Approval			
Declined			
Voided			
Error			
In Collection			
Other ACH Returns			
Unauthorized			
Uncollected NSF			
Suspended			
Disputed			
Invalid / Closed Account			
Resolved			
Other Check21 Returns			

FIGURE 56 - CURRENT TRANSACTION SUMMARY WITH APPROVED STATUS INDICATED

2. A report with all approved transactions generates. Notice the indication, *Approved*, in the *Status* column. Select the **view** link to the left of the transaction you wish to edit (shown in the image below).

FIGURE 57 - VIEW OPTION FOR AN APPROVED TRANSACTION

3. The *Transaction Details* page appears. Select ✏ **Edit** next to the *Sale* value (shown in the image below).

FIGURE 58 - EDIT OPTION FOR APPROVED TRANSACTION

4. The **Sale** amount will become a editable field where you can enter a new amount. Enter a new amount and a reason for changing the amount. Select the **save link** when finished.

FIGURE 59 - REASON FOR EDITING SALE AMOUNT AND EDITING CONFIRMATION OPTIONS

Editing Effective Dates

Some check items may have specific instructions about depositing, including a specific effective date. Other checks may need an effective date set to a future date if the deposit was made ahead of time.

1. From the *Transactions Details* page, select ✏ **Edit** next to the *Effective Date* field.

FIGURE 60 - EDIT EFFECTIVE DATE OPTION

2. The *Effective Date* field will become a workable field where you can enter a new date. A calendar option appears for date selection, or you may type in a date in MM/DD/YYYY format.

3. Enter a new date and the **Reason** for changing the effective date.

4. Select **save** ✔ next to the *Effective Date* field when finished.

FIGURE 61 - REASON FIELD FOR EDITING EFFECTIVE DATE

Voiding Transactions

As a user working with RDC, you may need to void a transaction that has been made. This can only be done when a deposit has been made and is in the *Approved* status, displayed on the *Current Transaction Summary* page once you have logged in. Recall that an approved transaction will moved to the *Processed* status at the end of the closing day for your financial institution.

1. From the *Transaction Details* page, select **Actions | Void**.

FIGURE 62 - TRANSACTION DETAILS PAGE WITH VOID TRANSACTION OPTION

2. The system will ask you to confirm voiding the transaction. Select **Void**. The transaction will be voided and appear with a *Voided* status on the *Current Transaction Summary* page until it is resolved.
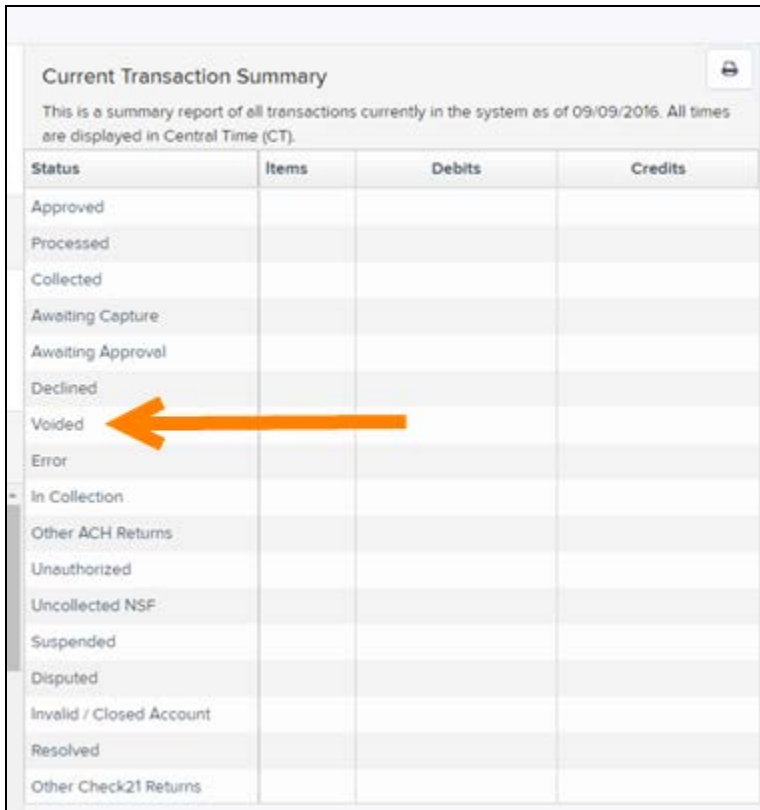
FIGURE 63 - CONFIRM VOID OPTION

Resolving Transactions

Resolving a transaction means indicating a reason why the transaction was voided for communication and auditing purposes. Once a transaction has been voided, it will appear with a *Voided* status, where you can opt to resolve the transaction.

1. Log in to the application and select the *Voided* status from the *Current Transaction Summary* on the *Dashboard* page of the application.

FIGURE 64 - VOIDED STATUS LINK

2. Select **View** for the transaction you wish to resolve.

FIGURE 65 - VIEW ICON

3. From the Transaction Details page, select **Actions**.

FIGURE 66 - MARK TRANSACTION RESOLVED OPTION

4. Enter a reason for resolving the transaction. For example, the transaction was deposited in the wrong account.

5. Select **Resolve**. The transaction will now appear under the *Resolved* status in the *Current Transaction Summary.*

Deposit Results Report

The *Deposit Results Report* displays a date range of deposit batches created with RDC. This report can monitor the status of current-day batches, the items within a batch, or display a previous day's batches and items.

> **NOTE:** Batches created using RDC can represent a deposit or be part of a multi-batch deposit.

1. Log in to the system, and select **Reports** from the left main menu.

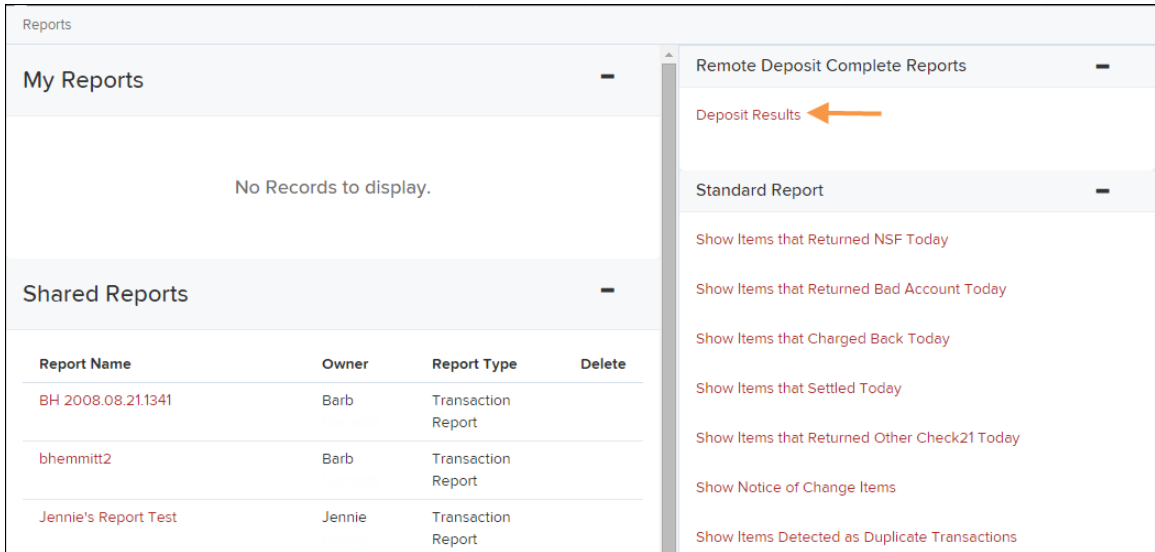**2.** Under *Remote Deposit Complete Reports*, select **Deposit Results**.

FIGURE 67 - REPORTS PAGE WITH DEPOSITS RESULTS OPTION

3. Designate a **Location** for the report. Select a pre-defined date range for the report next to the *Quick Pick* option, or specify a **Start Date** and **End Date** (image below).

FIGURE 68 - DEPOSIT RESULTS REPORT CRITERIA

4. Select **Get Deposits**. A list of batches matching the filters appears.

The following table lists the data presented in the report in alphabetical order for quick reference.

Field	Definition

Field	Definition
ACH Deposit Amount	The total amount of the ACH items in the batch/deposit.
ACH Deposit Count	The number of ACH items in the batch/deposit.
ACH Deposit Date	States the deposit date of the ACH items within the batch/deposit.
C21 Deposit Amount	States the total amount of the Check 21/Image Replacement Document (IRD) items in the batch/deposit.
C21 Deposit Count	The number of Check 21/Image Replacement Document (IRD) items in the batch/deposit.
C21 Deposit Date	The deposit date of the Check 21/IRD items.
Create Date	Contains the date the batch/deposit was scanned.
Custom Batch ID	If enabled, this field is required and will be reflected on the *Deposit Results* report. It will contain a unique label for a batch/deposit processed.
Deposit Details	Contains a link to the list of steps the batch/deposit has taken and the user who processed the batch.
Deposit Slip ID#	If enabled, this field will reflect in the *Deposit Results* report. This field provides additional values to the virtual deposit slip (either predefined or optional, depending on your settings).
Deposit Status	The status of the entire batch/deposit at the time the report is generated.
Description	Contains the *Deposit Name* which is made up of the date and time the batch was created surrounding a unique system-assigned batch ID.
Item Details	Contains a link to the list of the individual checks that make up the batch/deposit and their respective statuses.
Location	Found on the *Deposit Results* report, this field contains the account (location) to be credited with the payment.
Received Amount	The amount of the deposit after review.
Received Count	The number of items identified in the deposit after review.
Total Deposit Amount	The total amount of the deposit.
Total Deposit Count	The total number of items in the deposit.
Your Amount	The amount entered when the batch/deposit was created.
Your Count	The number of items entered when the batch/deposit was created.

FIGURE 69 - EXAMPLE DEPOSIT RESULTS REPORT

Viewing Transaction Details

1. From the *Deposit Results* page, select **View** under the *Item Details* column to view events about that transaction in the deposit.

FIGURE 70 - ITEM DETAILS OPTION

2. The *Items in deposit* page appears. To view batch details, select **View** under *the Item Details* column.

FIGURE 71 - VIEW OPTION FOR AN ITEM IN DEPOSIT

The *Batch Item Details* page appears.

FIGURE 72 - BATCH ITEM DETAILS PAGE

The following table describes the *Batch Item Details* available when viewing a transaction, listed in alphabetical order.

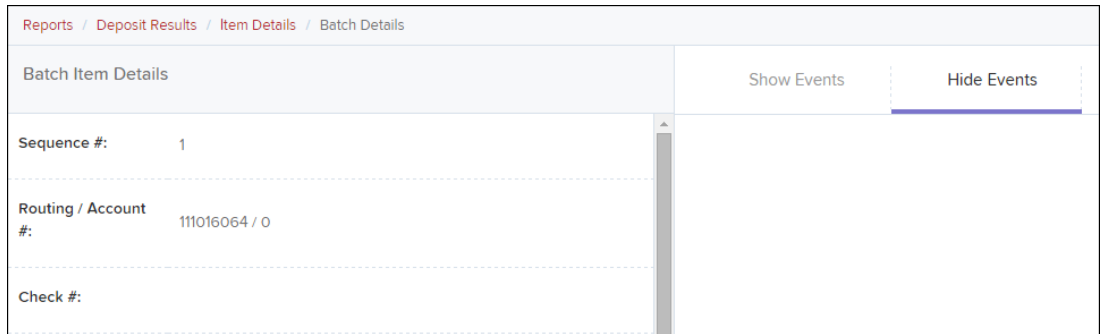| Field	Definition
Amount	The amount of the check after being reviewed. A value of $0.00 signifies that the check was either rejected or a duplicate and will not be included in the batch/deposit total.
Amount Source	This field indicates whether a check needed special handling to determine the amount, the MICR line, etc. Values displayed are *Keyed* or *Read*.
Check #	The serial number of the check taken from the MICR line.
Customer Name	The field contains the optional *Name on Account* data, if entered for the customer previously.
Deposit As	This field contains how the check will be processed—either as an ACH or Check 21 (IRD) transaction.
Deposit Item	This field contains the links to either view or print an image of the check, or view the specific automated steps the check has gone through or is in the process of going through.
Image Quality Pass	This field identifies whether a check image is good or not.
Item Date	This field contains the date the check was scanned.

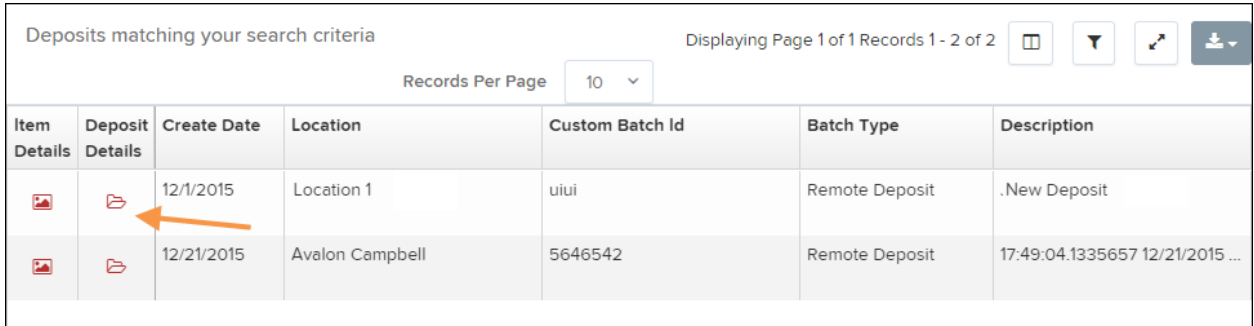| Field	Definition
Item Status	• Deposited – The item has processed through CAR/LAR, the proof function, and is part of a closed deposit. It has been sent to transaction processing for end-of-day processing at the designated cutoff time. • Error – The item has been sent to transaction processing, but an error occurred preventing the item from being processed. • Duplicate – The item was sent to transaction processing and rejected as a duplicate. The item will not be processed with this batch/deposit. • In Review – The item is awaiting MICR repair or amount entry, and its status will change once those steps are completed. • Needs Rescan – The item has a poor image quality or is a partial image. The batch/deposit will be re-opened so that you can rescan this item again in order for the batch/deposit to be processed. • Open – The item was scanned with no problems in an open deposit. Once the deposit status becomes *Deposited*, the item will be sent to transaction processing. • Rejected – Indicates the item has been rejected and will not be processed due to any number of reasons (e.g. image quality, invalid MICR, invalid payment origin, etc.).
Routing/Account #	This field contains the routing and transit number of the check captured when the MICR line was scanned.
Scanned Count	This field contains the number of times an item was scanned.
Sequence #	This field contains the sequence of the check within the batch/deposit.

3. Select **Show Events** at the top of the page to display a record of events for this item.

FIGURE 73 - EVENT HISTORY FOR A BATCH ITEM

Viewing Deposit Details

From the *Deposit Results* page, select 📂**Folder** under the *Deposit Details* column to see processing details about the deposit. The details will display.
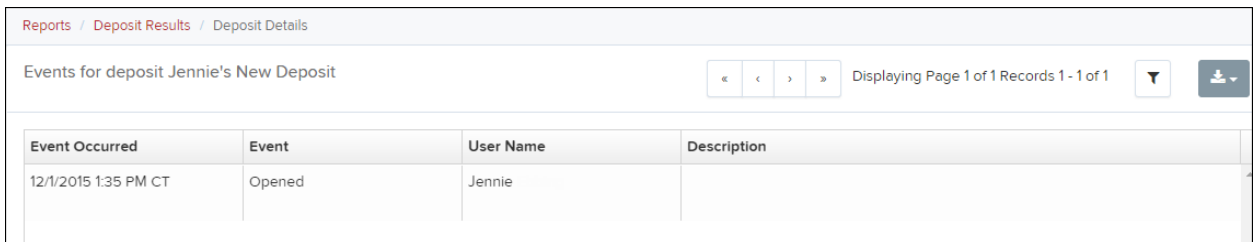
FIGURE 74 - DEPOSIT DETAILS ICON

FIGURE 75 - DEPOSIT DETAILS

Bulk Check Operations

The system will allow you to take action on multiple check items, at once. Bulk check operations are available depending on a transaction's status.

Bulk Approve

You may bulk approve transactions that are in the *Awaiting Approval* status.

1. Log in to the system, and select **Transactions**.
2. Under the *Bulk Check Operations* heading, select **Approve**.

FIGURE 76 - BULK APPROVE OPTION

3. The *Bulk Operations* page appears. Specify a **Location** from which to search for transactions.

4. Specify a **Begin Date** and **End Date** for a range in which to search for transactions using MM/DD/YYYY format, or the calendar option provided.

FIGURE 77 - BULK OPERATIONS PAGE

5. The *Status* for the type of transaction will be *Awaiting Approval* by default. Select the **Run Report** option.

6. The transaction(s) matching your search filters appear. Select the check box(es) next to the transaction(s) you wish to approve. You may also select the check box in the column header to select all the transactions listed.

FIGURE 78 - SELECTING TRANSACTIONS FOR APPROVAL

7. Enter a **Reason** for approving any item(s). Select the **Approve** option. The system will approve the item(s).

Bulk Capture

You may search for and capture transactions in the *Awaiting Capture* status.

1. Log in to the system, and select **Transactions**.

2. Under the *Bulk Check Operations* heading, select **Capture**.

3. The *Bulk Capture* page appears. Select a **Location** from which to search for transactions. Specify a **Begin Date** and **End Date** for a range in which to search for transactions using a MM/DD/YYYY format, or the calendar option provided.

4. Select **Run Report**. The transaction(s) matching your search filters appear. Select the check box(es) next to the transactions you wish to capture. You may also select the check box in the column header to select all the transactions listed.

5. Enter a **Reason** for capturing any item(s).

6. Click the **Capture** option.

Bulk Void

The **Bulk Void** option can be used for transactions in the *Approved, Awaiting Capture, Awaiting Approval,* or *Suspended* status.

1. Log in to the system, and select **Transactions**.

2. Under *Bulk Check Operations*, select **Void**.

3. The *Bulk Void* page appears. Select a **Location** from which to search for transactions. Specify a **Begin Date** and **End Date** for a range in which to search for transactions using a MM/DD/YYYY format, or the calendar option provided.

4. Select **Run Report**. The transaction(s) matching your search filters appear. Select the check box(es) next to the transactions you wish to void. You may also select the check box in the column header to select all the transactions listed

5. Enter a **Reason** for voiding any items.

6. Click the **Void** option.

Bulk Resolve

You may resolve multiple transactions with a status of *Declined, Voided, Invalid/Closed Account, Uncollected NSF, Disputed, Error,* or *In Research*.

1. Log in to the system, and select **Transactions**.

2. Under the *Bulk Check Operations* heading, select **Resolve**.

3. The *Bulk Resolve* page appears. Specify a **Location** from which to search for transactions. Specify a **Begin Date** and **End Date** for a range in which to search for transactions using a MM/DD/YYYY format, or the calendar option provided.

4. Select **Run Report**. The transaction(s) matching your search filters appear. Select the check box(es) next to the transactions you wish to void. You may also select the check box in the column header to select all the transactions listed.

5. Enter a **Reason** for resolving these transactions.

6. Click **Resolve**.

Scanner Device Control

Device Control Indicators

The Device Control can be in any one of several statuses. Look to your hidden icons in the task bar of your desktop to view the status of the Device Control. In the following figure, the Device Control icon is green, indicating that it is available.

FIGURE 79 - DEVICE CONTROL ICON

- A green icon indicates the Device Control services are available.
- A black icon indicates that the Device Control services are offline.
- A red icon indicates that an error has occurred with the Device Control.
- A yellow icon indicates that Device Control is in the process of scanning.
- A blue icon indicates that the Middleware for the device is online.

Disabling Alerts, Launch on Startup, Auto Detect Proxy

Use the following steps to limit the amount of alerts and status messages received from Device Control, disable Device Control from launching on startup or to turn on the auto detecting proxy configuration.

1. On the bottom task bar, select the **Show hidden icons** option.

FIGURE 80 - SHOW HIDDEN ICONS OPTION

2. Right-click the Device Control icon and select **Options** then select the option you would like to change: **Display Alert Balloons**, **Launch on Startup**, or **Auto Detect Proxy**. The option should now be selected or deselected. (As shown below, an option that is unchecked is disabled, while a check marked option indicates that the option is enabled.)
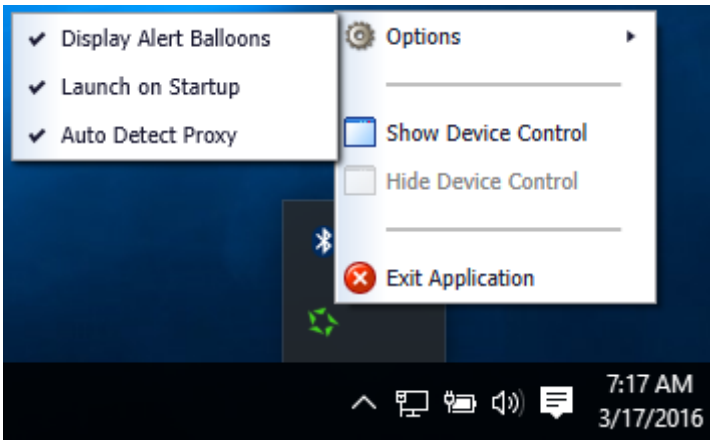
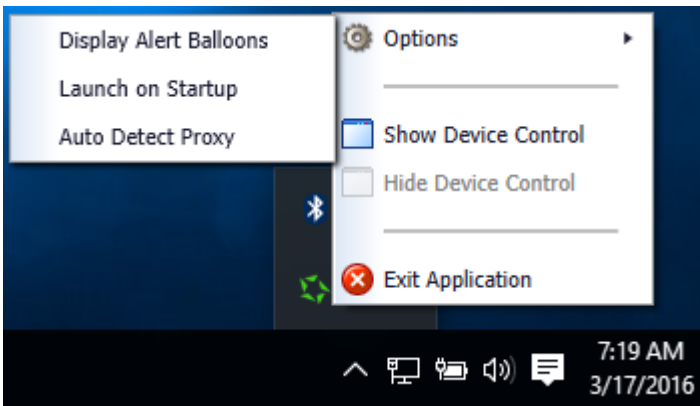FIGURE 81 - DISPLAY ALERT BALLOONS OPTION, SELECTED

FIGURE 82 - DISPLAY ALERT BALLOONS, DESELECTED

Changing a Scanner

To select a different scanner with the Device Control, follow the steps below.

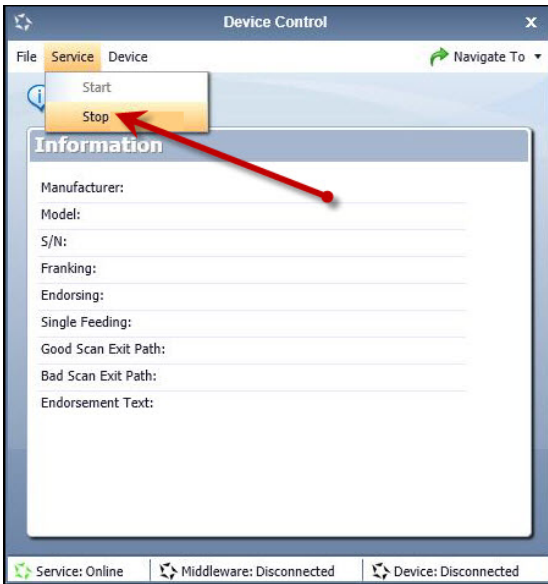1. From the *Device Control Information* window, select **Service | Stop**.

FIGURE 83 - STOP DEVICE CONTROL SERVICE
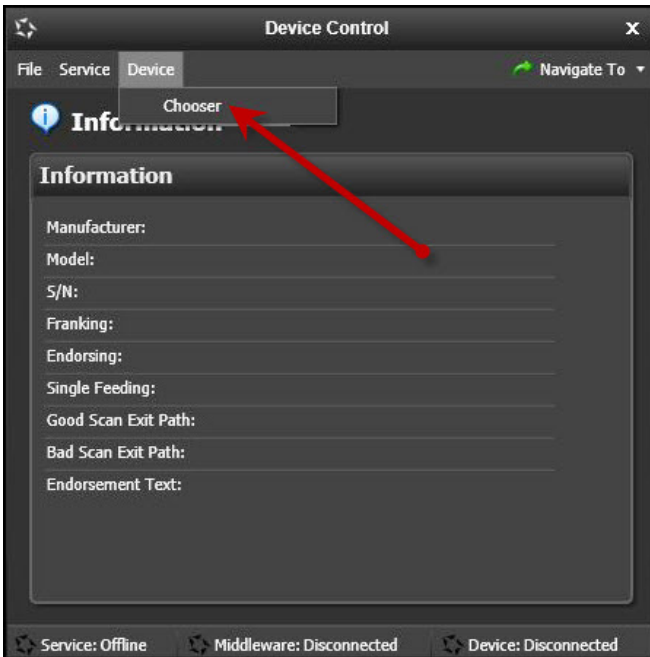
2. Select **Device | Chooser**.

FIGURE 84 - DEVICE | CHOOSER OPTION

3. The *Choose a Device Manufacturer* window displays. Select a manufacturer for the scanner you wish to utilize. You may also opt to select a particular model.

FIGURE 85 - SELECTING A NEW SCANNER AND MODEL

4. If the scanner and model you selected has not yet been installed, the system will display an indicator, *Not Installed!* You have the option of installing this scanner if applicable.
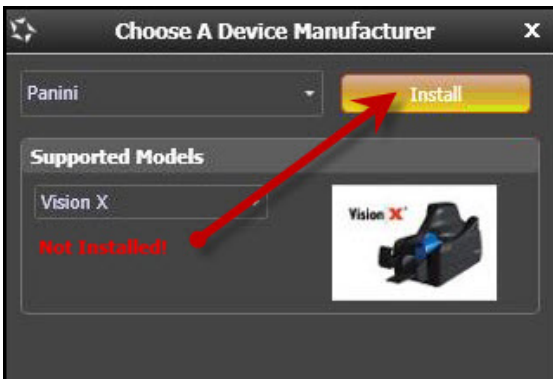

FIGURE 86 - SELECTED DEVICE NOT INSTALLED

Uninstalling a Scanner

Use the following steps to uninstall a scanner once you have Device Control installed.

1. In the Device Control window under the *Choose a Device Manufacturer* heading, select the **Uninstall** option.

FIGURE 87 - UNINSTALL OPTION

2. The *Add/Remove Devices* page appears. Choose the scanner to uninstall, and then select **Uninstall**.

FIGURE 88 - SELECTING A SCANNER WITH UNINSTALL OPTION

3. The Uninstall Wizard initiates. Complete the instructions, and click **Next** to continue.
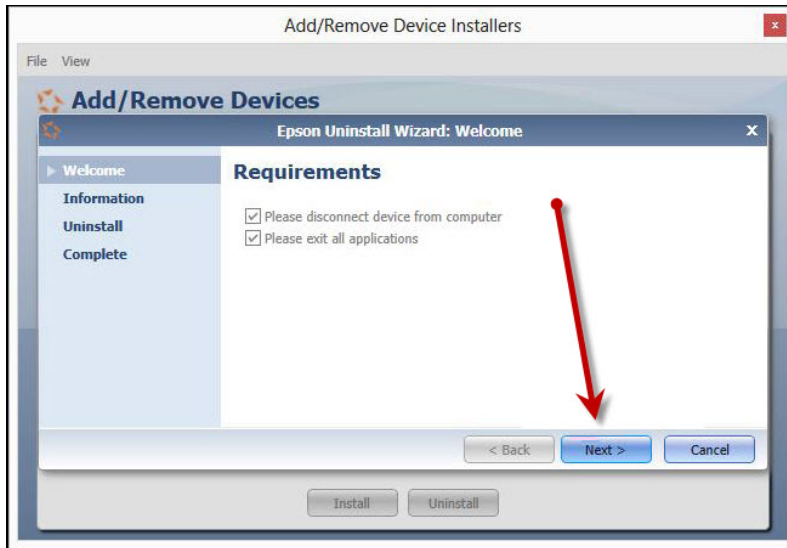
FIGURE 89 - UNINSTALL WIZARD WITH NEXT OPTION

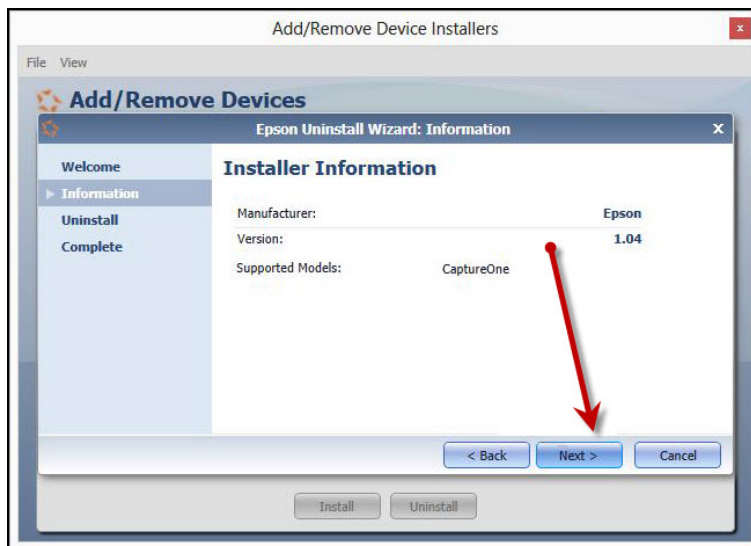**4.** The installer information for the scanner appears. Select **Next** to continue.

FIGURE 90 - UNINSTALL WIZARD WITH INSTALLER INFORMATION

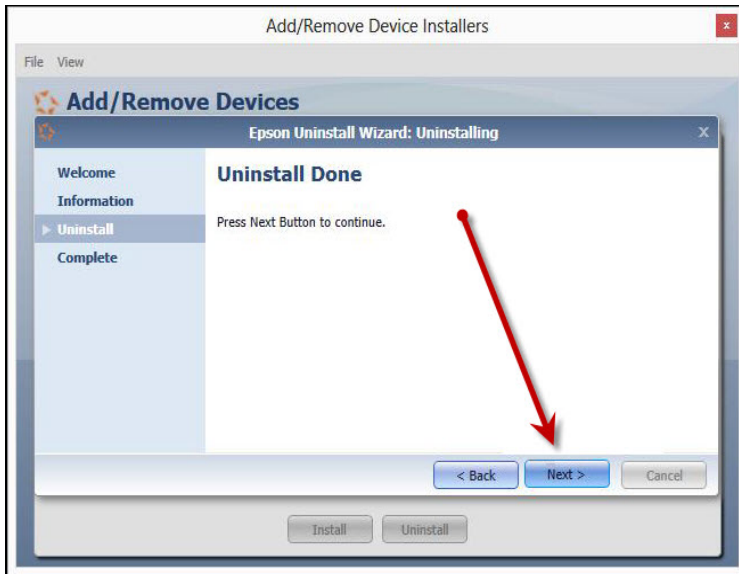**5.** The uninstallation process will complete. Click **Next** to continue.

FIGURE 91 - UNINSTALL COMPLETE PROMPT

6. Once the process is complete, click **Finish**. The scanner you selected will now be uninstalled.

FIGURE 92 - UNINSTALL FINISH