

# Enterprise Payment Solutions (EPS)

JHA EPS SmartPay Business<sup>SM</sup>

Remote Deposit Complete<sup>TM</sup>

January 2021



## Remote Deposit Complete Handbook

© 1999 – 2021 Jack Henry & Associates, Inc.

All rights reserved. Information in this document is subject to change without notice. Dates contained in this document are provided as estimates only and can be changed at any time at the sole discretion of Jack Henry & Associates, Inc.

Printed in the United States of America.

No part of this document may be copied, reproduced, stored in a retrieval system, displayed, distributed or transmitted in any form or any means whatsoever (electronic, mechanical or otherwise), including by photocopying or recording for any purpose, without the prior written permission of Jack Henry & Associates, Inc. Making unauthorized copies of this document for any purpose other than your own personal use is a violation of United States copyright laws.

Any unauthorized use of Jack Henry & Associates, Inc.'s, trademarks and service marks is strictly prohibited. A list of registered and unregistered marks owned or licensed by Jack Henry & Associates, Inc. is located at: <https://www.jackhenry.com/more-from-jha/pages/trademark-notice.aspx>

Various other trademarks and service marks used or referenced in this document are the property of their respective owners.

## Other Trademarks

### The MIT License (MIT)

Permission is hereby granted, free of charge, to any person obtaining a copy of this software and associated documentation files (the "Software"), to deal in the Software without restriction, including without limitation the rights to use, copy, modify, merge, publish, distribute, sublicense, and/or sell copies of the Software, and to permit persons to whom the Software is furnished to do so, subject to the following conditions:

The above copyright notice and this permission notice shall be included in all copies or substantial portions of the Software.

### Portions of this software:

#### The MIT License (MIT)

Copyright (c) 2014-2015 Andrey Gershun (agershun@gmail.com) & Mathias Rangel Wulff (mathiasrw@gmail.com)  
Copyright (c) 2013-2015 The AngularUI Team, Karsten Sperling  
Copyright (c) 2010-2015 Google, Inc. <http://angularjs.org>  
Copyright (c) 2012-2015 the AngularUI Team, <https://github.com/organizations/angular-ui/teams/291112>

Copyright (c) 2014 philipp

Copyright © 2015 Philipp Alferov.

Copyright (c) 2013 danialfarid

Copyright (c) 2013 Marco Rinck

Copyright (c) 2013 Mike Grabski

Copyright (c) 2014 Igor Rafael

Copyright (c) <2014> <pascal.precht@gmail.com>

Copyright (C) 2014 lisposter(Leigh Zhu)

Copyright (c) 2014 Michael Bromley

Copyright © 2014 Eli Grey.

Copyright (c) 2011-2015 Twitter, Inc

Copyright (c) 2008-2014 Pivotal Labs

Copyright 2005, 2014 jQuery Foundation, Inc. and other contributors

Copyright (c) 2007 James Newton-King

Copyright (c) 2009–2015 Modernizr

Copyright (c) 2011-2015 Tim Wood, Iskren Chernev, Moment.js contributors

Copyright (c) 2013 FeedbackHound

Copyright (c) 2015 the AngularUI Team, <http://angular-ui.github.com>

Copyright (c) 2009-2014 Jon Rohan, James M. Greene

Permission is hereby granted, free of charge, to any person obtaining a copy of this software and associated documentation files (the "Software"), to deal in the Software without restriction, including without limitation the rights to use, copy, modify, merge, publish, distribute, sublicense, and/or sell copies of the Software, and to permit persons to whom the Software is furnished to do so, subject to the following conditions:

The above copyright notice and this permission notice shall be included in all copies or substantial portions of the Software.

THE SOFTWARE IS PROVIDED "AS IS", WITHOUT WARRANTY OF ANY KIND, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO THE WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NONINFRINGEMENT. IN NO EVENT SHALL THE AUTHORS OR COPYRIGHT HOLDERS BE LIABLE FOR ANY CLAIM, DAMAGES OR OTHER LIABILITY, WHETHER IN AN ACTION OF CONTRACT, TORT OR OTHERWISE, ARISING FROM, OUT OF OR IN CONNECTION WITH THE SOFTWARE OR THE USE OR OTHER DEALINGS IN THE SOFTWARE.

### BSD License

Copyright (c) 2010 Terence Parr

PhantomJS

Copyright (c) 2015, Hibernating Rhinos

All rights reserved. Redistribution and use in source and binary forms, with or without modification, are permitted provided that the following conditions are met:

Redistributions of source code must retain the above copyright notice, this list of conditions and the following disclaimer. Redistributions in binary form must reproduce the above copyright notice, this list of conditions and the following disclaimer in the documentation and/or other materials provided with the distribution. Neither the name of the author nor the names of its contributors may be used to endorse or promote products derived from this software without specific prior written permission.

THIS SOFTWARE IS PROVIDED BY THE COPYRIGHT HOLDERS AND CONTRIBUTORS "AS IS" AND ANY EXPRESS OR IMPLIED WARRANTIES, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE DISCLAIMED. IN NO EVENT SHALL THE COPYRIGHT OWNER OR CONTRIBUTORS BE LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY, OR CONSEQUENTIAL DAMAGES (INCLUDING, BUT NOT LIMITED TO, PROCUREMENT OF SUBSTITUTE GOODS OR SERVICES; LOSS OF USE, DATA, OR PROFITS; OR BUSINESS INTERRUPTION) HOWEVER CAUSED AND ON ANY THEORY OF LIABILITY, WHETHER IN CONTRACT, STRICT LIABILITY, OR TORT (INCLUDING NEGLIGENCE OR OTHERWISE) ARISING IN ANY WAY OUT OF THE USE OF THIS SOFTWARE, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGE.

### Apache License

Copyright (c) 2009-2010 dotless project, <http://www.dotlesscss.com>

Copyright (C) 2012-2015 SheetJS

Unity

Version 2.0, January 2004

<http://www.apache.org/licenses/>

### TERMS AND CONDITIONS FOR USE, REPRODUCTION, AND DISTRIBUTION

#### 1. Definitions.

"License" shall mean the terms and conditions for use, reproduction, and distribution as defined by Sections 1 through 9 of this document. "Licensor" shall mean the copyright owner or entity authorized by the copyright owner that is granting the License. "Legal Entity" shall mean the union of the acting entity and all other entities that control, are controlled by, or are under common control with that entity. For the purposes of this definition, "control" means (i) the power, direct or indirect, to cause the direction or management of such entity, whether by contract or otherwise, or (ii) ownership of fifty percent (50%) or more of the outstanding shares, or (iii) beneficial ownership of such entity. "You" (or "Your") shall mean an individual or Legal Entity exercising permissions granted by this License. "Source" form shall mean the preferred form for making modifications, including but not limited to software source code, documentation source, and configuration files. "Object" form shall mean any form resulting from mechanical transformation or translation of a Source form, including but not limited to compiled object code, generated documentation, and conversions to other media types. "Work" shall mean the work of authorship, whether in Source or Object form, made available 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

#### MICROSOFT .NET LIBRARY

These license terms are an agreement between Microsoft Corporation (or based on where you live, one of its affiliates) and you. Please read them. They apply to the software named above, which includes the media on which you received it, if any. The terms also apply to any Microsoft updates, supplements, Internet-based services, and support services for this software, unless other terms accompany those items. If so, those terms apply.

BY USING THE SOFTWARE, YOU ACCEPT THESE TERMS. IF YOU DO NOT ACCEPT THEM, DO NOT USE THE SOFTWARE. IF YOU COMPLY WITH THESE LICENSE TERMS, YOU HAVE THE PERPETUAL RIGHTS BELOW.

1. INSTALLATION AND USE RIGHTS. a. Installation and Use. You may install and use any number of copies of the software to design, develop and test your programs. You may modify, copy, distribute or deploy any .js files contained in the software as part of your programs. b. Third Party Programs. The software may include third party programs that Microsoft, not the third party, licenses to you under this agreement. Notices, if any, for the third party program are included for your information only. 2. ADDITIONAL LICENSING REQUIREMENTS AND/OR USE RIGHTS. a. DISTRIBUTABLE CODE. In addition to the .js files described above, the software is comprised of Distributable Code. "Distributable Code" is code that you are permitted to distribute in programs you develop if you comply with the terms below. i. Right to Use and Distribute. You may copy and distribute the object code form of the software. Third Party Distribution. You may permit distributors of your programs to copy and distribute the Distributable Code as part of those programs. ii. Distribution Requirements. For any Distributable Code you distribute, you must use the Distributable Code in your programs and not as a standalone distribution; require distributors and external end users to agree to terms that protect it at least as much as this agreement; display your valid copyright notice on your programs; and indemnify, defend, and hold harmless Microsoft from any claims, including attorneys' fees, related to the distribution or use of your programs. iii. Distribution Restrictions. You may not alter any copyright, trademark or patent notice in the Distributable Code; use Microsoft's trademarks in your programs' names or in a way that suggests your programs come from or are endorsed by Microsoft; include Distributable Code in malicious, deceptive or unlawful programs; or modify or distribute the source code of any Distributable Code so that any part of it becomes subject to an Excluded License. An Excluded License is one that requires, as a condition of use, modification or distribution, that the code be disclosed or distributed in source code form; or others have the right to modify it. 3. SCOPE OF LICENSE. The software is licensed, not sold. This agreement only gives you some rights to use the software. Microsoft reserves all other rights. Unless applicable law 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](http://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 ..... 1
  - System Requirements ..... 2
    - Configuring Temporary Internet Files and History Settings - Internet Explorer Only ..... 4
    - Privileges and Roles ..... 7
    - Available Resources ..... 7
  - Process Workflow ..... 7
  - Session Timeouts ..... 7
- Logging In ..... 8
  - Creating a Secret Question ..... 8
  - Choosing an Identification Phrase ..... 9
- Installing Device Control ..... 11
- Working with Remote Deposit Complete ..... 16
  - Detecting Duplicate Items ..... 17
  - The Open Deposits Page ..... 17
    - Creating a New Deposit ..... 19
    - The Deposit View Page ..... 20
    - The Data Entry View Page ..... 26
  - Adding to a Deposit ..... 32
  - Closing Deposits for Processing ..... 32
  - Deleting a Deposit ..... 34
  - Notifications ..... 35
- The Current Transaction Summary ..... 37
  - Editing Approved Transaction Amounts ..... 39
    - Editing Effective Dates ..... 42
  - Voiding Transactions ..... 43
  - Resolving Transactions ..... 44
  - Deposit Results Report ..... 45
    - Viewing Transaction Details ..... 48
    - Viewing Deposit Details ..... 51
  - Bulk Check Operations ..... 51
    - Bulk Approve ..... 51

Bulk Capture .....	54
Bulk Void .....	54
Bulk Resolve .....	54
Scanner Device Control .....	56
Device Control Indicators.....	56
Disabling Alerts, Launch on Startup, Auto Detect Proxy.....	56
Changing a Scanner.....	57
Uninstalling a Scanner.....	59

# 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 uppercase letter, one lowercase letter, and one number.

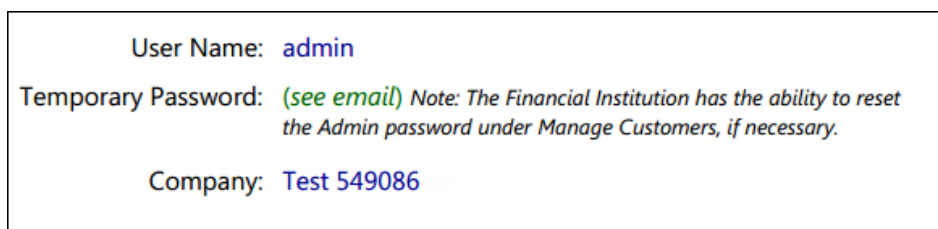


FIGURE 1 - SAMPLE ADMINISTRATOR CREDENTIALS

- Your Merchant ID and scanner model/scanner number.
- Instructions for any EPS Education training you wish to schedule.

---

**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 an Apple® Mac® OS, consult the *SPB - Scanner Installation Quick Start for Mac* document.

The Remote Deposit Complete 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 cutoff time, in the event a batch needs attention.

---

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

---

## System Requirements

---

**NOTE:** Scanner support will be provided only to organizations that meet the minimum system requirements on genuine, activated versions of Microsoft® Windows® and MacOS on a certified platform. Examples of unsupported platforms include servers, point-of-sale devices, and tablets. Please see the system requirements below for a list of certified browsers and operating systems.

---

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
- Local User Profile
- USB port 2.0 or higher
- .NET® Framework 4.7 or higher

For Microsoft® Windows®:

- Windows 8.1
- Windows 10 supported editions: Home, Professional, and Enterprise. (Both 32- and 64-bit machines are supported)
- 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 for Windows.

Scanner	Model Supported
Panini®	I:Deal® WI: Deal My Vision X Vision X
Digital Check®	CX30 TS230 TS240
Canon®	CR-L1 CR-120 CR-150 CR-190i II
RDM®	EC7000i EC7500i
Epson®	Capture One TMS 1000
Digital Check SmartSource (Unisys Burroughs®)	Micro EX Micro Elite Smart Source Professional® SmartSource Professional Elite SmartSource Merchant Elite SmartSource Value

For the Mac:

- Local Administrator credentials
- Local user profile
- USB port 2.0 or higher

For Apple:

- MacOS Mojave:10.14 - Google Chrome
- MacOS Catalina: 10.15 - Google Chrome
- MacOS Big Sur: 11 - Google Chrome

The following scanners support this application's features for MacOS.

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*.
2. Select **Internet Options**. Note: You may need to select **Network and Internet** and then **Internet Options**.

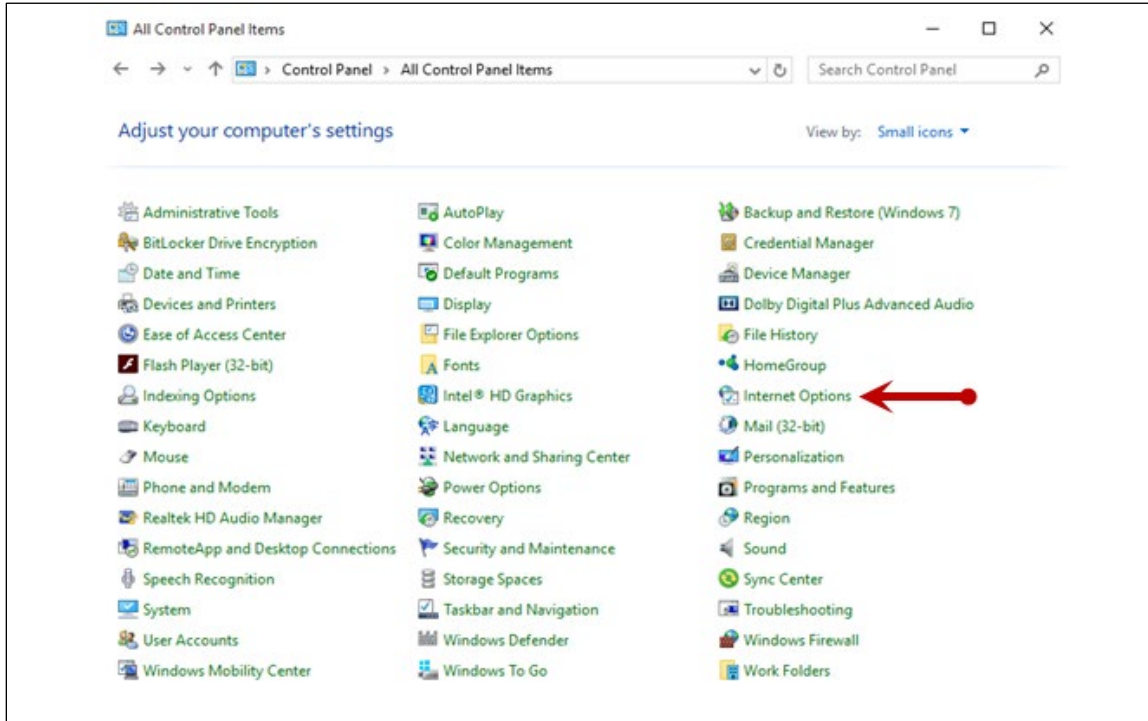


FIGURE 2 – GENERAL TAB FOR INTERNET OPTIONS

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



FIGURE 3 - GENERAL TAB FOR INTERNET OPTIONS

4. Under the *Browsing history* section, select the **Settings** option.

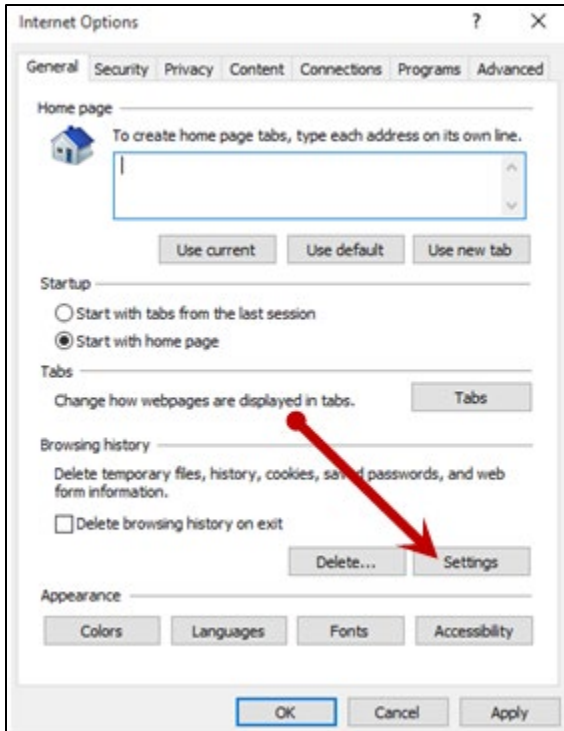


FIGURE 4 - SETTINGS OPTION UNDER BROWSING HISTORY

5. 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.

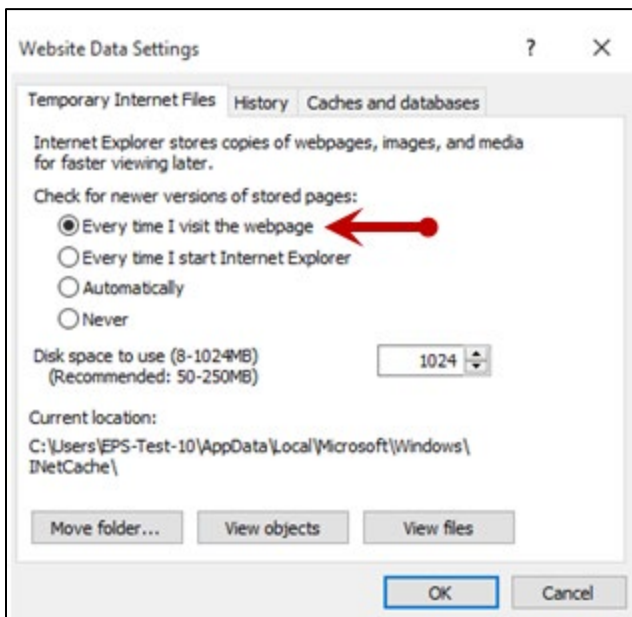


FIGURE 5 - TEMPORARY INTERNET FILES AND HISTORY SETTINGS

6. Select **OK** at the bottom of the *Temporary Internet Files and History Settings* window.
7. 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	<b>RDC Admin:</b> Full access to both roles.	Create, scan, and submit items as a transaction.
Customer Services	<b>RDC User:</b> 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 Remote Deposit Complete 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 Remote Deposit Complete.

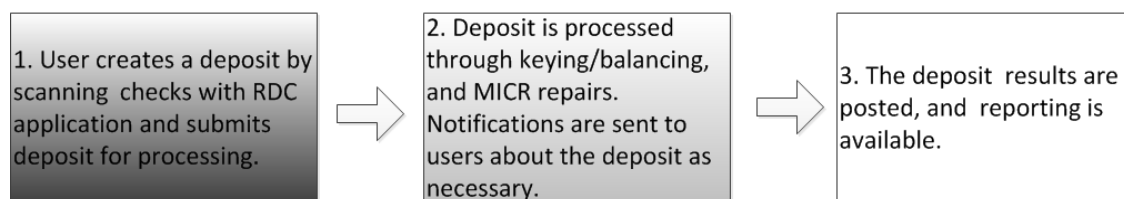


FIGURE 6 - RDC PROCESS WORKFLOW

## Session Timeouts

The system will automatically log off users who have been inactive for at least 30 minutes. A *Session Timeout Warning* appears two minutes before users are 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**.

---

**NOTE:** If you forget your password, you have the option to request a new one, as long as your current email address is in your user profile. Your administrator can update your user profile.

---

## Creating a Secret Question

A secret question is a tool you may use when you forget your password. Answering the secret question allows you generate a temporary password. 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 answers 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 then select **the user menu | My Settings**, as shown below.

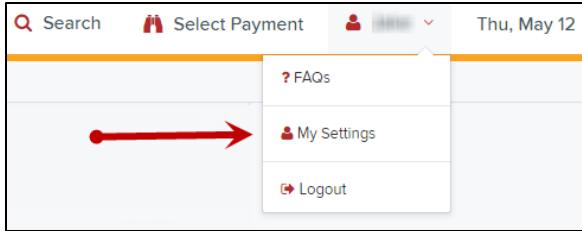


FIGURE 7 - MY SETTINGS

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.

 A screenshot of the 'My Settings' page. The page has two tabs: 'FAQs' and 'My Settings', with 'My Settings' being the active tab. The page is divided into three main sections:
 

- Change Password:** Contains two input fields labeled 'Enter New Password' and 'Confirm New Password'.
- Create / Update Secret Question and Answer:** Contains a 'Secret Question' dropdown menu with the value 'Name of your dog', and two input fields labeled 'Enter New Secret Answer' and 'Confirm New Secret Answer'.
- Create / Update Authorized Caller Identification Phrase and Response:** Contains an 'Identification Phrase' dropdown menu with the value 'What is your mother's maiden name?', and two input fields labeled 'Enter New Identification Phrase Response' and 'Confirm New Identification Phrase Response'.

 At the bottom of the page is a prominent green button labeled 'Update'.

FIGURE 8 - 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.

---

**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 then 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

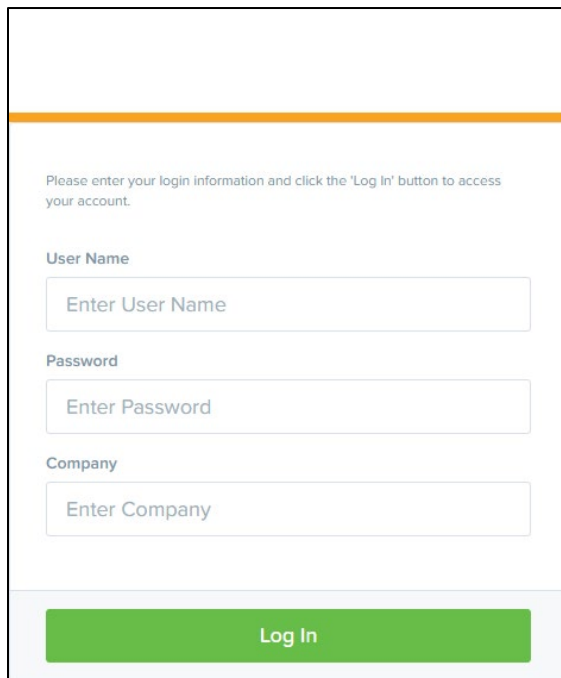
If you are accessing the application for the first time, you will need to install Device Control, a feature used to manage your scanner. Device Control will need to be installed before you can begin making deposits.

---

**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.



The image shows a login form with a white background and a thin orange border at the top. Below the border, there is a line of text: "Please enter your login information and click the 'Log In' button to access your account." Below this text are three input fields, each with a label above it: "User Name" with a text box containing "Enter User Name", "Password" with a text box containing "Enter Password", and "Company" with a text box containing "Enter Company". At the bottom of the form is a green button with the text "Log In" in white.

FIGURE 9 - LOGIN

2. Click **Login**.
3. Select **Transactions** from the left main menu, as shown below.

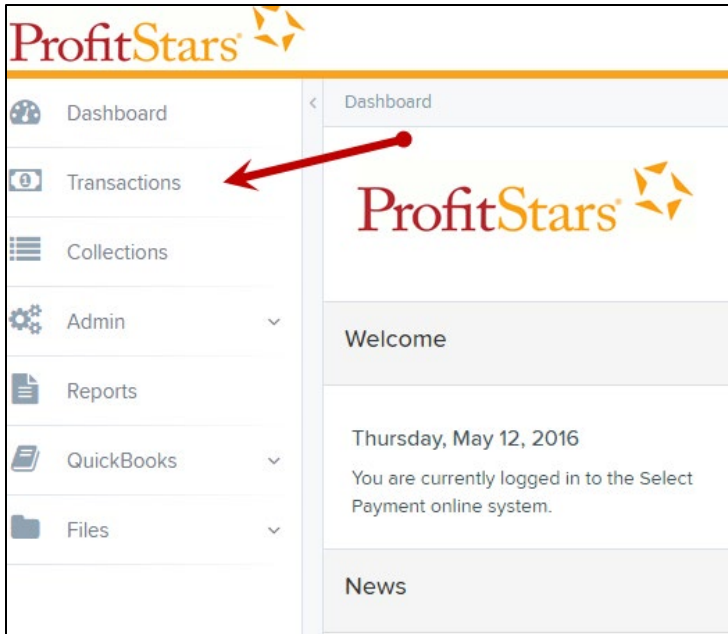


FIGURE 10 - TRANSACTIONS OPTION

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

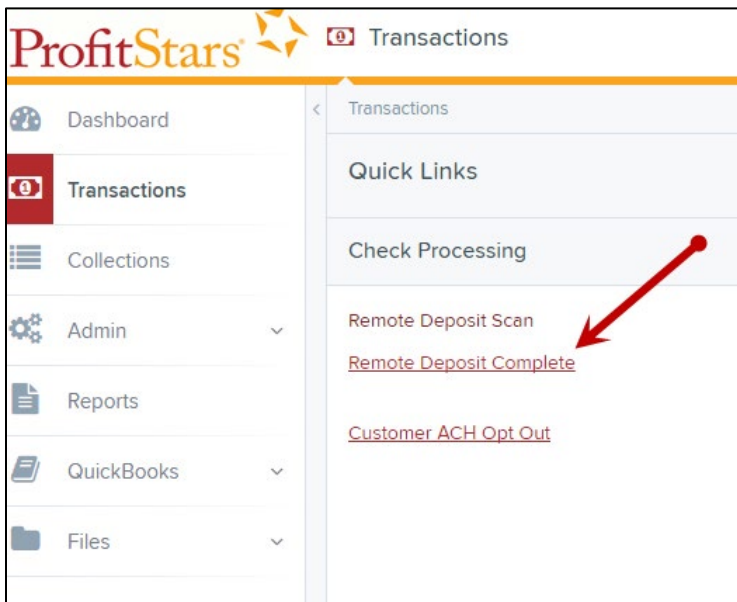


FIGURE 11 - REMOTE DEPOSIT COMPLETE OPTION

5. The *Open Deposits* page appears. Select **Create New Deposit**.

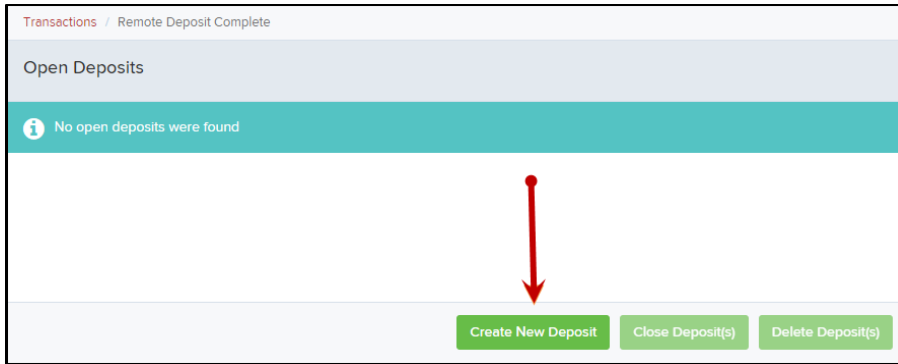


FIGURE 12 – CREATE NEW DEPOSIT BUTTON

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).

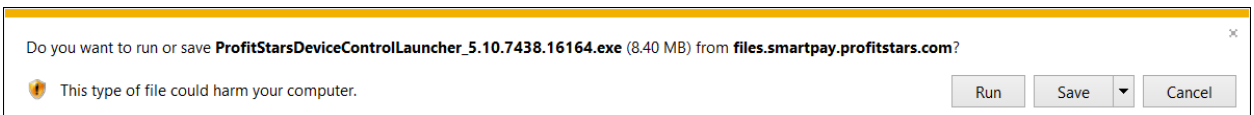


FIGURE 13 - LAUNCH DEVICE CONTROL – INTERNET EXPLORER 11



FIGURE 14 - 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.

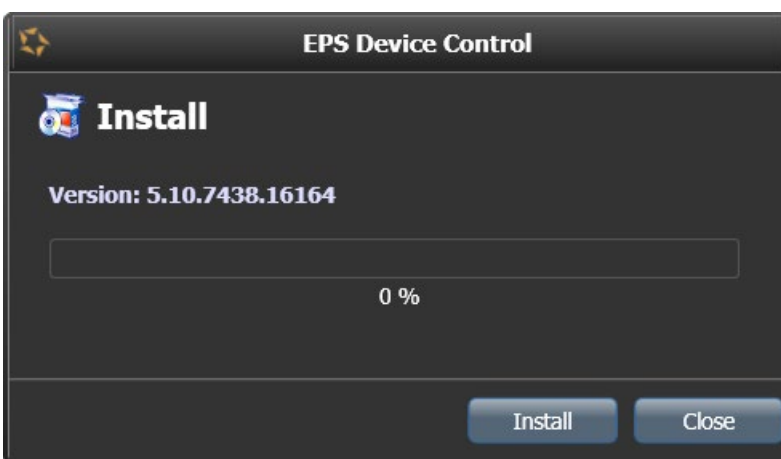


FIGURE 15 - PROMPT TO INSTALL DEVICE CONTROL

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**.

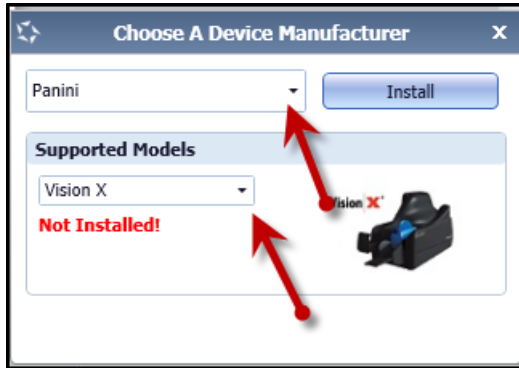


FIGURE 16 - SELECTING A DEVICE AND MODEL

10. The *Add/Remove Devices* window appears. Select the scanner you wish to add, and then select **Install**.

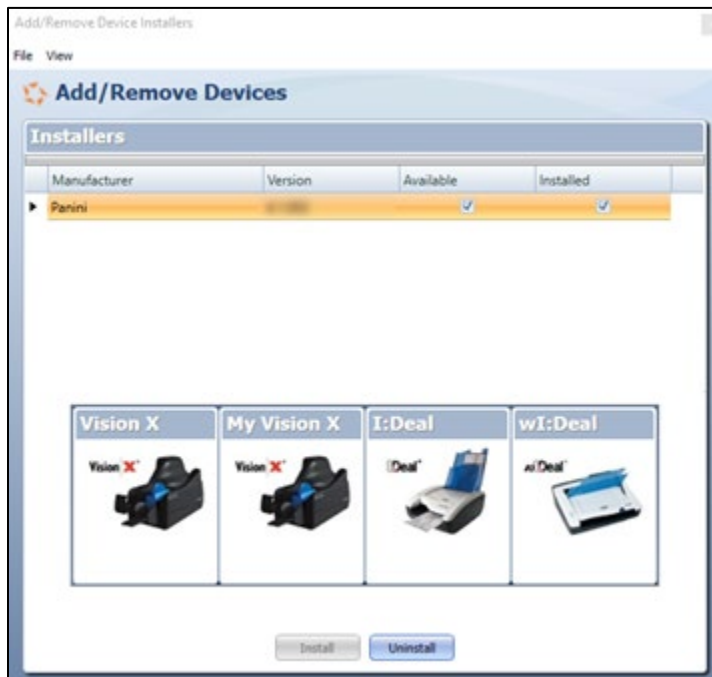


FIGURE 17 - ADD/REMOVE DEVICES

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

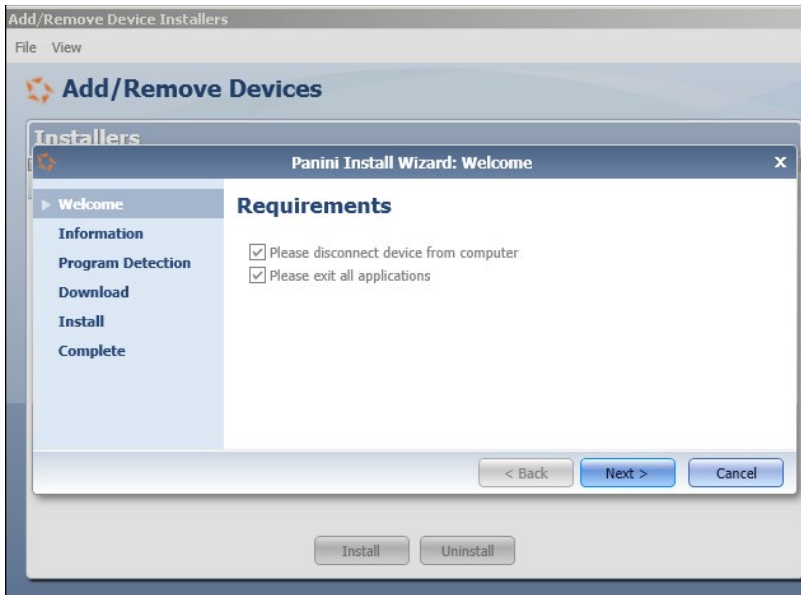


FIGURE 18 - INSTALL WIZARD

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

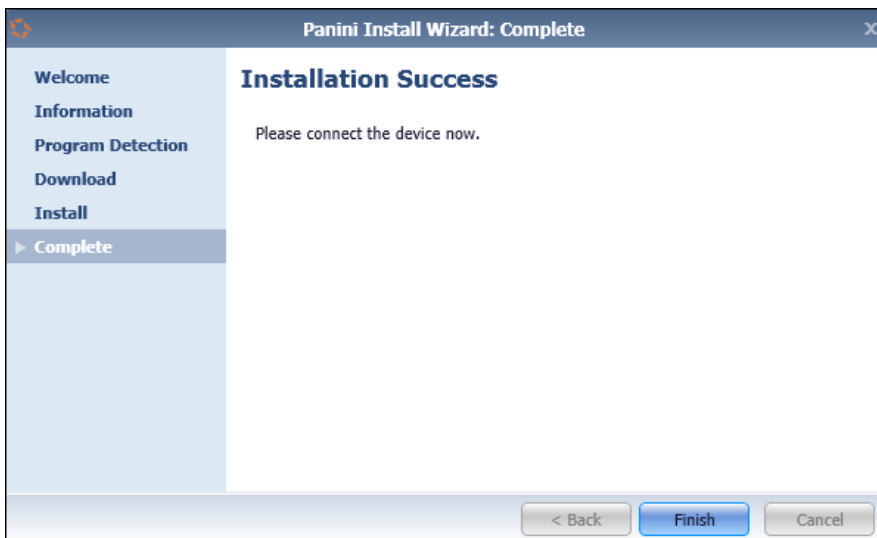


FIGURE 19 - INSTALLATION COMPLETE

---

**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 cutoff 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	<i>(ACH Only)</i> 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 <i>Dual Authorization</i> 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 <i>Dual Authorization</i> or <i>Velocity</i> limits.
Voided	The transaction has been voided and will not be processed. A transaction may not be voided once the item is in the <i>Processed</i> status.
Error	An internal error has occurred within the EPS system. Contact your first line of support.
In Collection	<i>(ACH Only)</i> 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.
Uncollected NSF	<i>(ACH Only)</i> The transaction was returned to ProfitStars NSF by the Federal Reserve, and funds could not be recovered.
Suspended	The transaction has been verified but has exceeded <i>Velocity</i> limits.

Status	Definition
Disputed	<i>(ACH Only)</i> 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	<i>(ACH Only)</i> 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 <i>Resolved</i> status by a user to indicate that no further action related to the transaction is required. Transactions can be moved into a <i>Resolved</i> status from a status of <i>Declined, Voided, Invalid/Closed Account, Disputed, Uncollected NSF, Error, or In Research</i> .
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 that may produce undetected duplicate items, please contact EPS Support at 877-542-2244.

## The Open Deposits Page

1. Log in to the application, and then select **Transactions** from the left main menu.
2. Under *Check Processing*, select **Remote Deposit Complete**.

3. The *Open Deposits* page displays. 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.

Open	Requires Rescan	Date Created	Location	Deposit Name	Custom Batch Id	Item Count (S/C)	D
<input checked="" type="checkbox"/>		10/15/2015 1:11:04 PM CT	Cedar Ridge	Test Deposit	Ebbing Testing (BBB)	42 / 9	
<input checked="" type="checkbox"/>		10/20/2015 3:45:25 PM CT	Blossom Hill	15:44:39.8969439 10/20/201...	jjj	30 / 5	
<input checked="" type="checkbox"/>		11/25/2015 8:06:18 AM CT	AA CPP Locatio...	08:05:36.4301793 11/25/2015...	201511252	6 / 1	
<input checked="" type="checkbox"/>		12/1/2015 1:35:11 PM CT	AA CPP Locatio...	J's New Deposit	uiui	0 / 2	

Buttons: Create New Deposit, Close Deposit(s), Delete Deposit(s)

FIGURE 20 - 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.

Confirm Navigation

You have 1 deposits still open.

Are you sure you want to leave this page?

FIGURE 21 - CONFIRMATION TO LEAVE OPEN DEPOSITS PAGE



## Creating a New Deposit

1. From the *Open Deposits* page, select **Create New Deposit**.

Open	Requires Rescan	Date Created	Location	Deposit Name	Custom Batch Id	Item Count (S/C)	D
✓		10/15/2015 1:11:04 PM CT	Cedar Ridge	Test Deposit	Ebbing Testing (BBB)	42 / 9	^
✓		10/20/2015 3:45:25 PM CT	Blossom Hill	15:44:39.8969439 10/20/201...	jjj	30 / 5	
✓		11/25/2015 8:06:18 AM CT	AA CPP Locatio...	08:05:36.4301793 11/25/2015...	201511252	6 / 1	
✓		12/1/2015 1:35:11 PM CT	AA CPP Locatio...	J's New Deposit	uiui	0 / 2	

FIGURE 22 - 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.

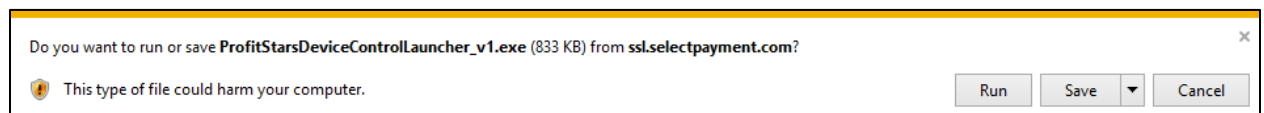


FIGURE 23 - LAUNCH DEVICE CONTROL – INTERNET EXPLORER 11

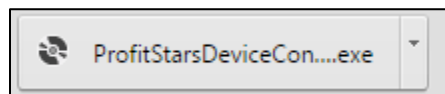


FIGURE 24 - LAUNCH DEVICE CONTROL – GOOGLE CHROME

3. The *New Deposit* page displays. 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.

Transactions / Remote Deposit Complete / Create New Deposit

### Create New Deposit

<p><b>Location *</b></p> <p>-- Select --</p> <p><b>Payment Type *</b></p> <p>Mailed In/Dropped Off</p> <p><b>Deposit Name *</b></p> <p>10:33:50.1947564 1/6/2016 Deposit</p> <p><b>Custom Batch ID *</b></p> <p></p> <p><b>Number Of Checks *</b></p> <p></p> <p><b>Create</b></p>	<p><b>Scanner Interface</b></p> <p><b>Service</b></p> <p>Loading Device Control...</p> <hr/> <p><b>Scanner</b></p> <p></p> <p><b>Reset Scanner</b></p>
--	--

FIGURE 25 - 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 then select the **Reset Scanner** option.

---

- a. If you have a multi-feed scanner, load the check item(s) into the scanner and then 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 then 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 begin 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.







Rescan Check

Place the replacement check in the scanner and press the Rescan button.

Front of Check    Back of Check

MICR

o1115o t111016064t 000295282o

Cancel    Rescan

FIGURE 34 - 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.

Transactions / Remote Deposit Complete / Deposit View

1 2 3 10 Per Page    Displaying Page 2 of 5, Records 11 to 20 of 42    All Items    Refresh    Data Entry View




Check	Alerts	MICR	Customer Number	Name On Account	Deposit Amount
11		o1115o t111016064t 000295282o			\$85.24
12		o1115o t111016064t 000295282o	[96ae9487-d389-4e...	Joe Smith	\$85.24
13		o1115o t111016064t 000295282o	[96ae9487-d389-4e...	Joe Smith	\$281.04
14		o1115o t111016064t 000295282o	[f281c61d-b507-496...	Jlm Smith	\$45.91

FIGURE 35 - DUPLICATE MICR INDICATOR IN ITEM LIST







Transactions / Remote Deposit Complete / Data Entry View

Deposit View

Check 12 of 42

MICR o1115o t111016064t 000295282o	Payment Origin Back Office	Amount \$85.24
Name On Account Joe Smith	Transaction ID00 * 111	
Trans Data 2 *	Trans Data 1 * 	Trans Data 3 *

Front of Check    Back of Check

Customer	Scanner Interface <a href="#">Reset</a>
Customer Number (96ae9487-d389-4e30-8eb9-2f0d4ca459fb)	Service [blurred]
Customer Data 1	Scanner [blurred]
Customer Data 2	Terminal Number
Customer Data 3	Deposit Status
Customer Type Individual	Location Cedar Ridge
First Name Joe	Control 9 / \$7,718.96
Last Name Smith	Scanned 42 / \$6,369.92
Address	
Suite/APT#	

Complete Deposit

FIGURE 40 - 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 Remote Deposit Complete 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 <i>Transaction Details</i> page and on the <i>Deposits Results</i> 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 <b>Last Name</b> field when the <b>Customer Type</b> field is set to <b>Business</b> . 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 <i>Individual</i> . This field can be changed to <b>Business</b> 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 <i>Transaction Details</i> 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 <b>Social Security No.</b> field when the <b>Customer Type</b> field is set to <b>Business</b> . 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 <b>Payment Type</b> field from the <i>New Deposit</i> page. It will contain one of the following: <ul style="list-style-type: none"> <li>• Mailed-In</li> <li>• Drop Box</li> <li>• Retail/Point of Purchase Sale</li> <li>• Back office</li> </ul>
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 41 - 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



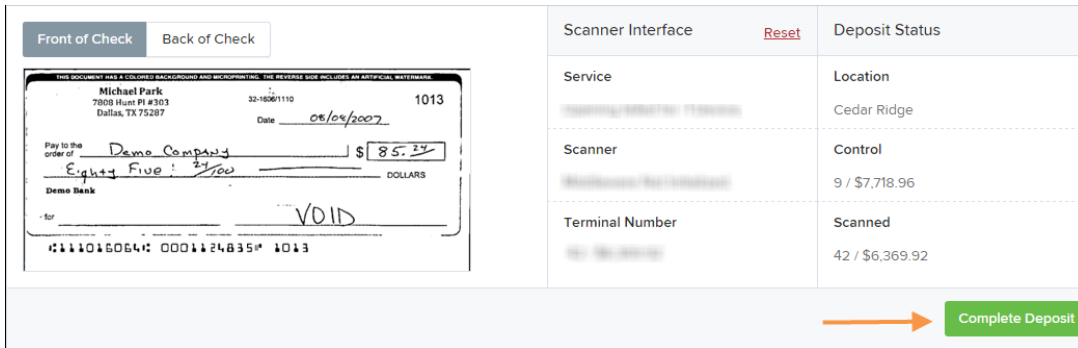


FIGURE 44 - COMPLETE DEPOSIT OPTION




## 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 an open icon to open a deposit.

Transactions / Remote Deposit Complete

Open Deposits

10 Per Page | Displaying Page 1 of 1, Records 1 to 4 of 4

Open	Requires Rescan	Date Created	Location	Deposit Name	Custom Batch Id	Item Count (S/C)	Deposit Amount (S/C)
<input checked="" type="checkbox"/>		10/15/2015 1:11:04 PM CT	Cedar Ridge	Test Deposit	E Testing (BBB)	42 / 9	\$6,369.92 / \$7,718.96
<input checked="" type="checkbox"/>		10/20/2015 3:45:25 PM CT	Blossom Hill	15:44:39.8969439 10/20/201...	jjj	30 / 5	\$4,796.43 / \$5,500.00
<input checked="" type="checkbox"/>		11/25/2015 8:06:18 AM CT	AA CPP Location 1	08:05:36.4301793 11/25/2015...	201511252	6 / 1	\$511.44 / \$1.00

Create New Deposit | Close Deposit(s) | Delete Deposit(s)

FIGURE 45 - 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 cut-off 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.

Open	Requires Rescan	Date Created	Location	Deposit Name	Custom Batch Id	Item Count (S/C)	Deposit Amount (S/C)
<input checked="" type="checkbox"/>		10/15/2015 1:11:04 PM CT	Cedar Ridge	Ebbing Test Deposit	Ebbing Testing (BBB)	42 / 9	\$6,369.92 / \$7,718.96
<input checked="" type="checkbox"/>		10/20/2015 3:45:25 PM CT	Blossom Hill	15:44:39.8969439 10/20/201...	jjj	30 / 5	\$4,796.43 / \$5,500.00
<input checked="" type="checkbox"/>		11/25/2015 8:06:18 AM CT	AA CPP Location 1	08:05:36.4301793 11/25/2015...	201511252	6 / 1	\$511.44 / \$1.00
<input checked="" type="checkbox"/>		12/1/2015 1:35:11 PM CT	AA CPP Location 1	Jennie's New Deposit	ulul	0 / 2	\$0.00 / \$100.55

FIGURE 46 - SELECTING DEPOSITS

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

Open	Requires Rescan	Date Created	Location	Deposit Name	Custom Batch Id	Item Count (S/C)	Deposit Amount (S/C)
<input checked="" type="checkbox"/>		10/15/2015 1:11:04 PM CT	Cedar Ridge	Ebbing Test Deposit	Ebbing Testing (BBB)	42 / 9	\$6,369.92 / \$7,718.96
<input checked="" type="checkbox"/>		10/20/2015 3:45:25 PM CT	Blossom Hill	15:44:39.8969439 10/20/201...	jjj	30 / 5	\$4,796.43 / \$5,500.00
<input checked="" type="checkbox"/>		11/25/2015 8:06:18 AM CT	AA CPP Location 1	08:05:36.4301793 11/25/2015...	201511252	6 / 1	\$511.44 / \$1.00
<input checked="" type="checkbox"/>		12/1/2015 1:35:11 PM CT	AA CPP Location 1	Jennie's New Deposit	ulul	0 / 2	\$0.00 / \$100.55

FIGURE 47 - 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).

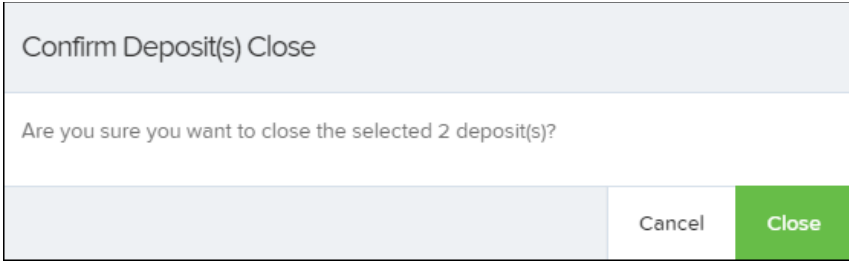


FIGURE 48 - CONFIRMATION TO CLOSE DEPOSIT(S)

- 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.

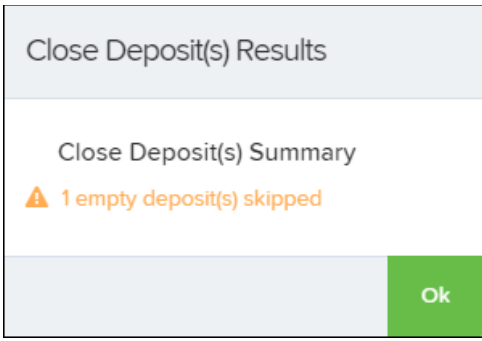


FIGURE 49 - DEPOSIT ERROR MESSAGE

## Deleting a Deposit

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

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

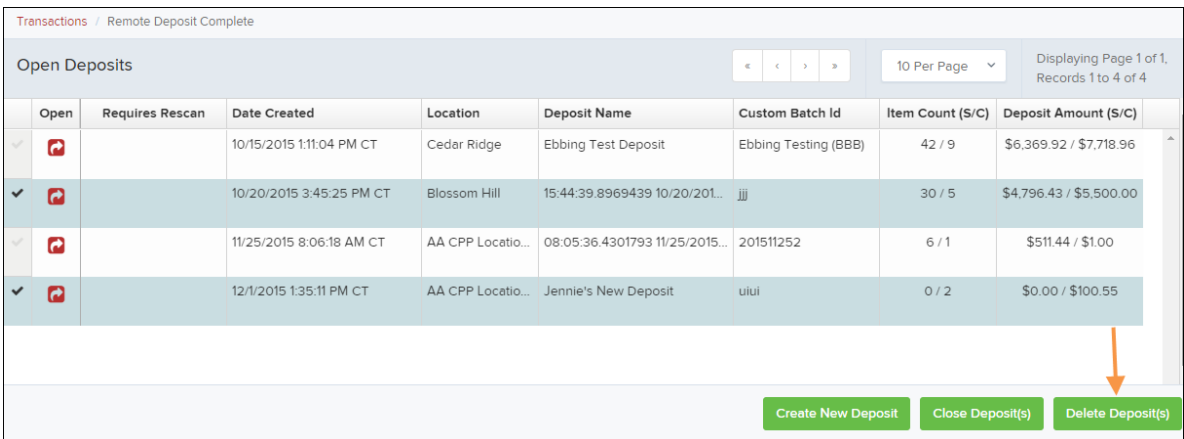


FIGURE 50 - SELECTING DEPOSITS TO DELETE IN THE APPLICATION



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

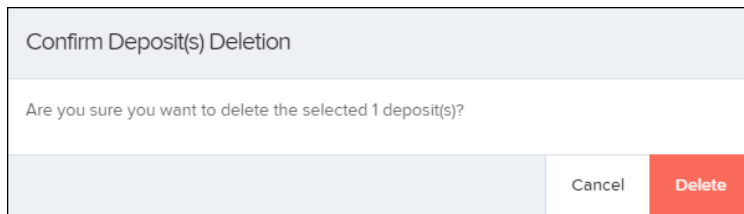


FIGURE 51 - DELETE DEPOSIT(S) OPTION

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

## Notifications

Notifications are used by the Remote Deposit Complete 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 52 - 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 <i>Approved</i> 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 Remote Deposit Complete 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	<i>(ACH Only)</i> 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 <i>Dual Authorization</i> 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 <i>Dual Authorization</i> limits or <i>Velocity</i> limits.
Voided	The transaction has been voided and will not be processed. A transaction may not be voided once the item is in the <i>Processed</i> status.
Error	An internal error has occurred within the EPS system. Contact your first line of support.
In Collection	<i>(ACH Only)</i> 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).  <b>Note:</b> These R codes will no longer be included in the <i>Disputed</i> status totals.
Uncollected NSF	<i>(ACH Only)</i> 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 <i>Velocity</i> limits.
Disputed	<i>(ACH Only)</i> 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	<i>(ACH Only)</i> 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 <i>Resolved</i> status by a user to indicate that no further action related to the transaction is required. Transactions can be moved into a <i>Resolved</i> status from a status of <i>Declined, Voided, Invalid/Closed Account, Disputed, Uncollected NSF, Error, or In Research</i> .
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 53 - 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 54 - CURRENT TRANSACTION SUMMARY WITH APPROVED STATUS INDICATED

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







Transactions matching your query				
Title		Share to All Users		Save to My Reports
Transaction Approved				
Displaying Page 1 of 1 Records 1 - 18 of 18				
View	Transaction Date	Status	Payment Type	Name On Account
	12/18/2015 10:24:26 AM CT	Approved	Checking	
	12/18/2015 10:42:20 AM CT	Approved	Checking	Ima Tester
	12/28/2015 2:10:12 PM CT	Approved	Checking	
	12/30/2015 10:50:00 AM CT	Approved	Checking	James Jones
	12/30/2015 10:50:00 AM CT	Approved	Checking	James Jones
Total Debit Count			13	Total Credit Count
Total Debit Amount			\$6,177.50	Total Credit Amount
				\$73.00

FIGURE 55 - VIEW OPTION FOR AN APPROVED TRANSACTION

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





Transaction Details		Actions	Show Events	Hide Events
 Customer (ID):	Jones, James (99007789)	Transaction data 1 Displayed 6 Label Text Field:	Show Audit History	Hide Audit History
 Effective Date:	Tuesday, January 05, 2016		Transaction data 2 Displayed 7 Label Text Field:	
 Sale:	\$17.00	transaction data 3 Displayed 8 Label Text Field:		
Payment Method:	ACH			
From Account Type:	Checking			
Account Number:	122037760 / 4560646556			
To Location:	Corporate Office			

FIGURE 56 - EDIT OPTION FOR APPROVED TRANSACTION

- The **Sale** amount will become an editable field. Enter a new amount and a reason for changing the amount. Select **Save**  when finished.

**Transaction Details**

**Customer (ID):** Jones, James (99007789)

**Effective Date:** Tuesday, January 05, 2016

\$ 17.00 Reason Reason

✓ ✗

FIGURE 57 - 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.

Reports / Results / Transaction Information

Transaction Details Actions Show Events Hide Events

**Customer (ID):** Jones, James (99007789) Transaction data 1

**Effective Date:** Tuesday, January 05, 2016 Displayed Label Text Field: 6

**Sale:** \$17.00 Transaction data 2

**Payment Method:** ACH Displayed Label Text: 7

Show Audit History Hide Audit History

FIGURE 58 - 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 59 - REASON FIELD FOR EDITING EFFECTIVE DATE

## Voiding Transactions

As a user working with Remote Deposit Complete, 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 be 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**.

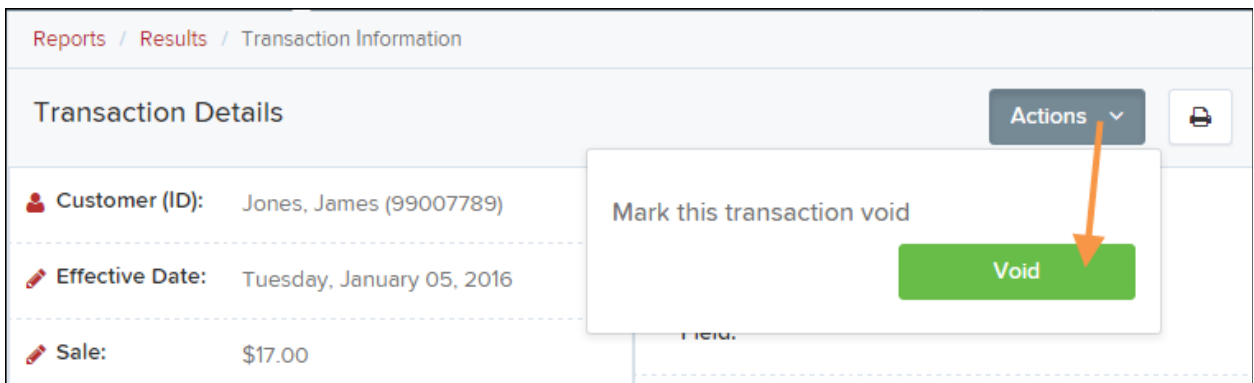


FIGURE 60 - TRANSACTION DETAILS PAGE WITH VOID TRANSACTION OPTION

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.

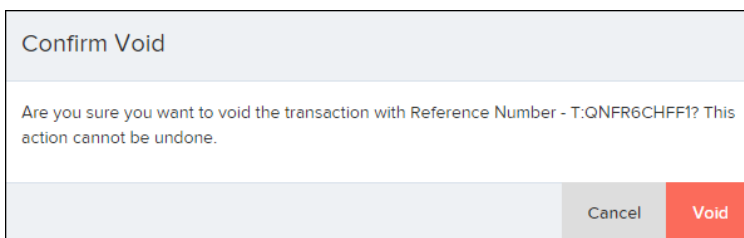
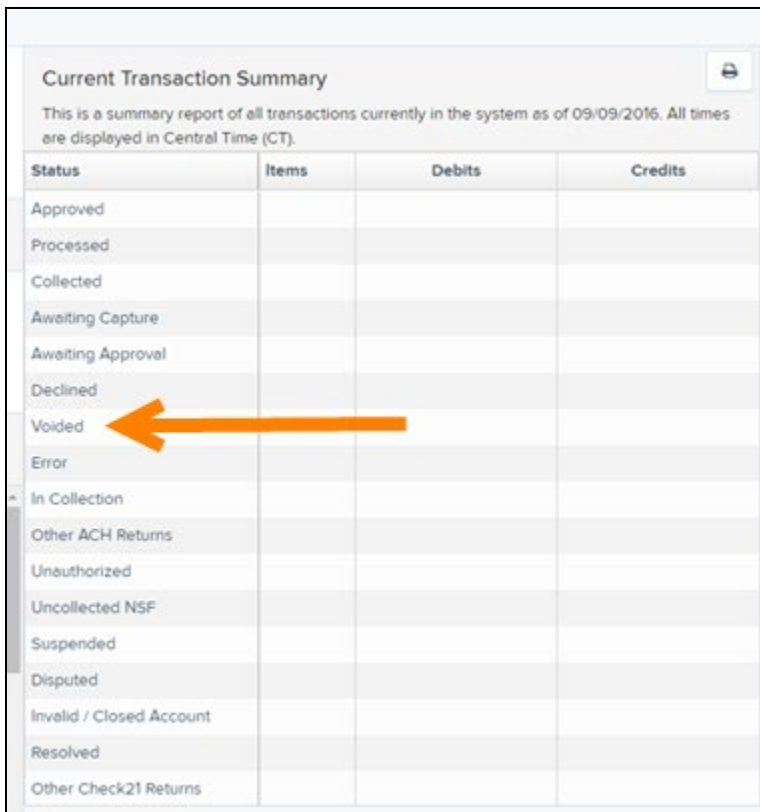


FIGURE 61 - CONFIRM VOID OPTION

# 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.



The screenshot shows a web application interface for a 'Current Transaction Summary' report. The report title is 'Current Transaction Summary' and it includes a subtitle: '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)'. Below the subtitle is a table with four columns: 'Status', 'Items', 'Debits', and 'Credits'. The 'Status' column lists various transaction statuses, including 'Approved', 'Processed', 'Collected', 'Awaiting Capture', 'Awaiting Approval', 'Declined', 'Voided', 'Error', 'In Collection', 'Other ACH Returns', 'Unauthorized', 'Uncollected NSF', 'Suspended', 'Disputed', 'Invalid / Closed Account', 'Resolved', and 'Other Check21 Returns'. An orange arrow points to the 'Voided' status in the 'Status' column.

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 62 - VOIDED STATUS LINK

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

Transactions matching your query

Share to All Users  Save to My Reports

Title Transaction Voided

Displaying Page 1 of 1  
Records 1 - 21 of 21




View	Transaction Date	Status	Payment Type	Name On Account
	11/16/2015 9:20:29 AM CT	Voided	Checking	
	11/16/2015 2:50:28 PM CT	Voided	Checking	Ben Jerry
	11/16/2015 2:57:59 PM CT	Voided	Checking	Ben Jerry

FIGURE 63 - VIEW ICON

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

Reports / Results / Transaction Information

Transaction Details

Customer (ID):

Effective Date: Tuesday, November 17, 2015

Auth Only: \$2.50

Payment Method: ACH

Loan Number:

Actions

Resolve this transaction

Reason

Resolve

FIGURE 64 - MARK TRANSACTION RESOLVED OPTION

- Enter a reason for resolving the transaction. For example, the transaction was deposited in the wrong account.
- 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 *Remote Deposit Complete*. 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:** The *Deposit Results Report* will display data from the past two years. Anything more than two years old will appear in the *Reports* dashboard of the *Download Reports* section.

**NOTE:** Batches created using *Remote Deposit Complete* 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**.

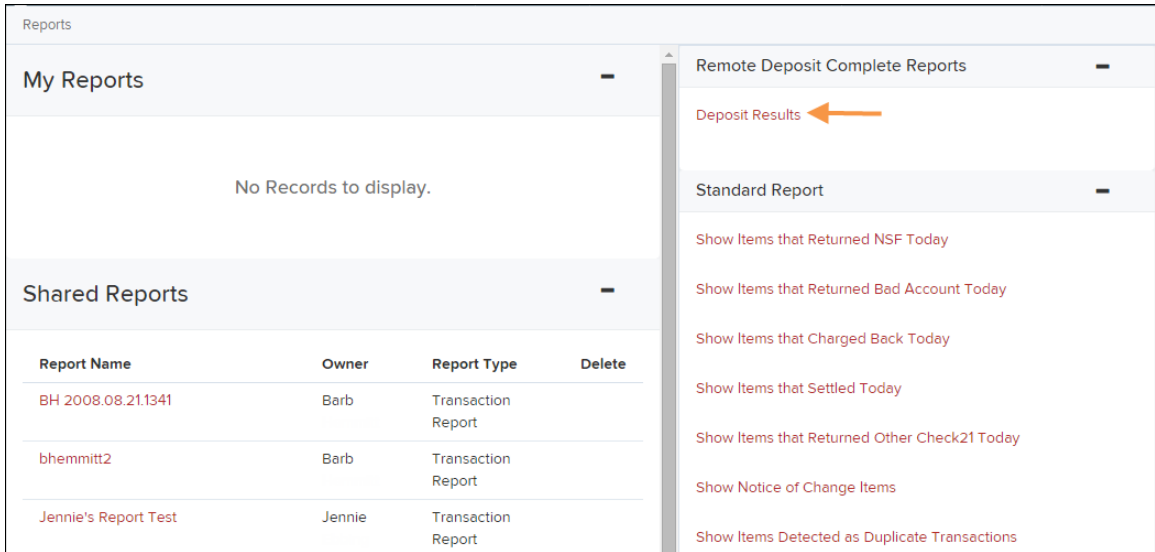


FIGURE 65 - REPORTS PAGE WITH DEPOSITS RESULTS OPTION

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).

The 'Deposit Results Search' form contains the following fields:

- Location ID: A dropdown menu.
- Quick Pick: A dropdown menu with 'Today' selected.
- Start Date: A date input field showing 'Jan 6, 2016' with a calendar icon.
- Start Time: A time dropdown menu showing '12:00 AM'.
- End Date: A date input field showing 'Jan 7, 2016' with a calendar icon.
- End Time: A time dropdown menu showing '12:00 AM'.

A green 'Get Deposits' button is located at the bottom of the form.

FIGURE 66 - DEPOSIT RESULTS REPORT CRITERIA

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

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

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 <i>Deposit Results</i> 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 <i>Deposit Results</i> 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 <i>Deposit Name</i> 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 <i>Deposit Results</i> 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.

Field	Definition
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.

Deposits matching your search criteria Displaying Page 1 of 1 Records 1 - 2 of 2

Records Per Page 10






Item Details	Deposit Details	Create Date	Location	Custom Batch Id	Batch Type	Description
		12/1/2015	Location 1	uiui	Remote Deposit	.New Deposit
		12/21/2015	Avalon Campbell	5646542	Remote Deposit	17:49:04.1335657 12/21/2015 ...

FIGURE 67 - EXAMPLE DEPOSIT RESULTS REPORT

## Viewing Transaction Details

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

Deposits matching your search criteria Displaying Page 1 of 1 Records 1 - 2 of 2

Records Per Page 10





Item Details	Deposit Details	Create Date	Location	Custom Batch Id	Batch Type	Description
		12/1/2015	Location 1	uiui	Remote Deposit	.New Deposit
		12/21/2015	Avalon Campbell	5646542	Remote Deposit	17:49:04.1335657 12/21/2015 ...

FIGURE 68 - ITEM DETAILS OPTION

- The *Items in deposit* will appear. To view batch details, select the icon under the *Item Details* column.

Reports / Deposit Results / Item Details

Items in deposit J New Deposit Displaying Page 1 of 1 Records 1 - 1 of 1



Item Details	Check Image	Sequence #	Item Date	Status	Customer Name	Routing / Account #	Check #	Amount	Deposit As
		1	12/1/2015	Rejected		111016064 / 0		\$85.24	/ NONE

FIGURE 69 - VIEW OPTION FOR AN ITEM IN DEPOSIT

The *Batch Item Details* page appears.

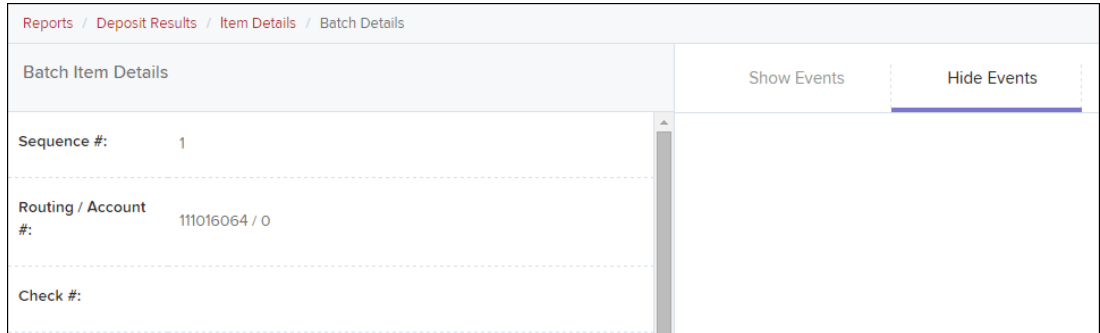


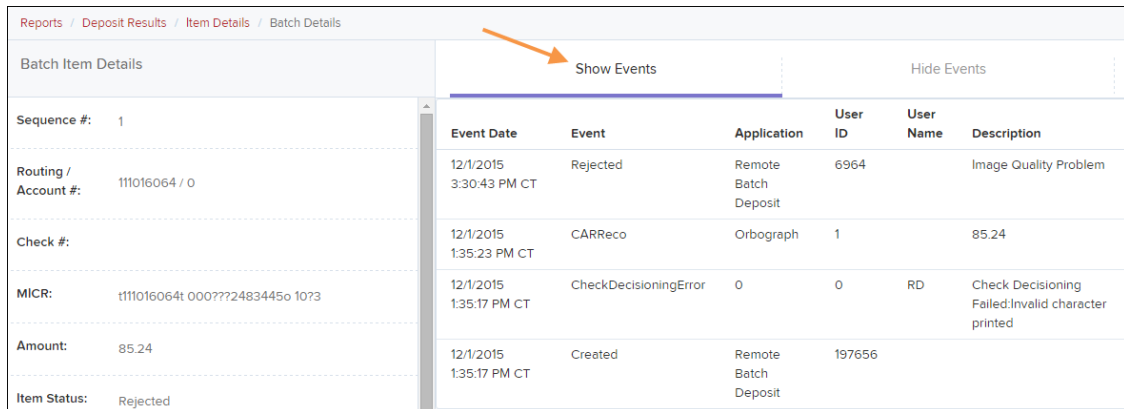
FIGURE 70 - BATCH ITEM DETAILS PAGE

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 <i>Keyed</i> or <i>Read</i> .
Check #	The serial number of the check taken from the MICR line.
Customer Name	The field contains the optional <i>Name on Account</i> 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	<ul style="list-style-type: none"> <li>• 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.</li> <li>• Error – The item has been sent to transaction processing, but an error occurred preventing the item from being processed.</li> <li>• Duplicate – The item was sent to transaction processing and rejected as a duplicate. The item will not be processed with this batch/deposit.</li> <li>• In Review – The item is awaiting MICR repair or amount entry, and its status will change once those steps are completed.</li> <li>• 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.</li> <li>• Open – The item was scanned with no problems in an open deposit. Once the deposit status becomes <i>Deposited</i>, the item will be sent to transaction processing.</li> <li>• 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.).</li> </ul>
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.



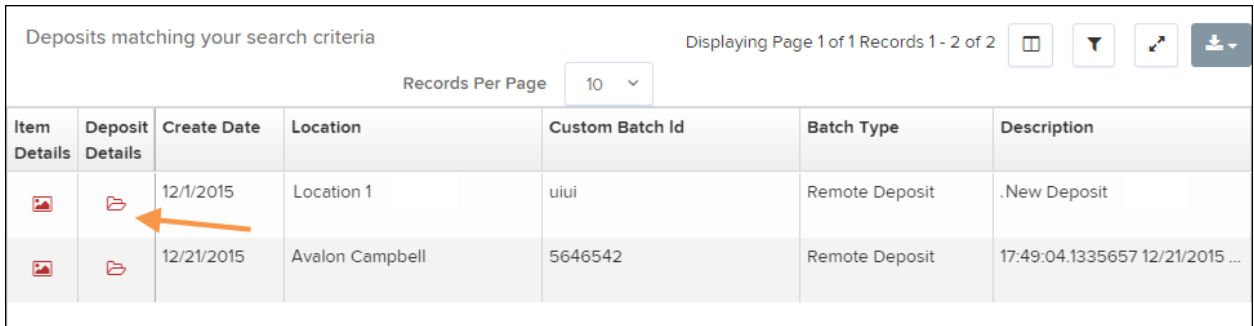
Batch Item Details		Show Events	Hide Events
Sequence #: 1		Event Date	User ID
Routing / Account #: 111016064 / 0		Event	User Name
Check #:		Application	Description
MICR: 111016064100077248344501073		12/1/2015 3:30:43 PM CT	Remote Batch Deposit
Amount: 85.24		12/1/2015 1:35:23 PM CT	1
Item Status: Rejected		12/1/2015 1:35:17 PM CT	0
		12/1/2015 1:35:17 PM CT	197656

FIGURE 71 - EVENT HISTORY FOR A BATCH ITEM



## Viewing Deposit Details

From the *Deposit Results* page, select the folder icon under the *Deposit Details* column to see processing details about the deposit. The details will display.

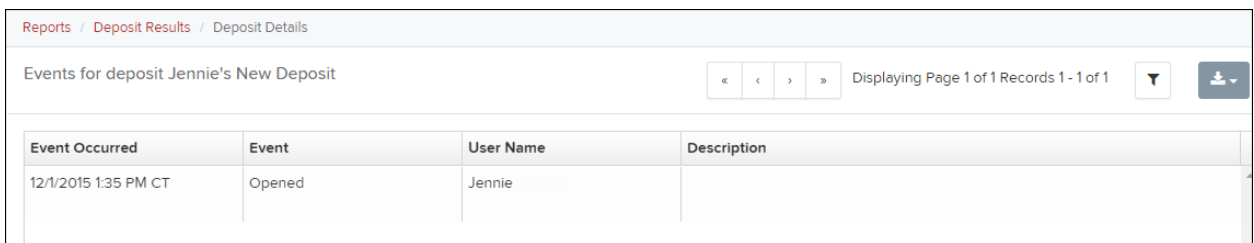


Deposits matching your search criteria Displaying Page 1 of 1 Records 1 - 2 of 2

Records Per Page 10

Item Details	Deposit Details	Create Date	Location	Custom Batch Id	Batch Type	Description
		12/1/2015	Location 1	uiui	Remote Deposit	.New Deposit
		12/21/2015	Avalon Campbell	5646542	Remote Deposit	17:49:04.1335657 12/21/2015 ...

FIGURE 72 - DEPOSIT DETAILS ICON



Reports / Deposit Results / Deposit Details

Events for deposit Jennie's New Deposit Displaying Page 1 of 1 Records 1 - 1 of 1

Event Occurred	Event	User Name	Description
12/1/2015 1:35 PM CT	Opened	Jennie	

FIGURE 73 - 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**.

Quick Links	
<a href="#">Remote Deposit Scan</a> <a href="#">Remote Deposit Complete</a> <a href="#">Remote Deposit Express</a> <a href="#">Remote Deposit Now</a>  <a href="#">Customer ACH Opt Out</a>	Card Processing  <a href="#">Preauthorized Payment</a> <a href="#">Telephone Payment</a> <a href="#">Mailed-In Payment</a> <a href="#">Issue Credit</a> <a href="#">Recurring Payments</a>  <a href="#">Swipe Card</a>
ACH Processing  <a href="#">Preauthorized Payment</a> <a href="#">Telephone Payment</a> <a href="#">Issue Credit</a> <a href="#">Recurring Payments</a> <a href="#">Recurring Credits</a> <a href="#">Verification Only</a>  <a href="#">ACH Client</a>	Bulk Operations  <a href="#">Capture</a> <a href="#">Void</a> <a href="#">Resolve</a> <a href="#">Approve</a>

FIGURE 74 - 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.

Bulk Operations

Capture
 Void
 Resolve
 Approve

**Location ID**

**Quick Pick**

**Start Date**

**Start Time**

**End Date**

**End Time**

---

**Status**

Awaiting Approval

FIGURE 75 - 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.

Transactions matching your query Displaying Page 1 of 1 Records 1 - 13 of 13

Records Per Page

	View	Transaction Status	Date Created	Application System
<input type="checkbox"/>	<input type="checkbox"/>		9/18/2015 12:15:51 PM CT	Merchant Portal
<input checked="" type="checkbox"/>	<input type="checkbox"/>		9/18/2015 12:17:15 PM CT	Merchant Portal
<input type="checkbox"/>	<input type="checkbox"/>		12/8/2015 10:02:00 AM CT	SmartPay Business
<input checked="" type="checkbox"/>	<input type="checkbox"/>		12/8/2015 10:02:42 AM CT	SmartPay Business
<input type="checkbox"/>	<input type="checkbox"/>		12/10/2015 5:46:35 PM CT	SmartPay Business

FIGURE 76 - 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 yellow, indicating that it is in use.



FIGURE 77 - 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 number 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 78 - 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.)

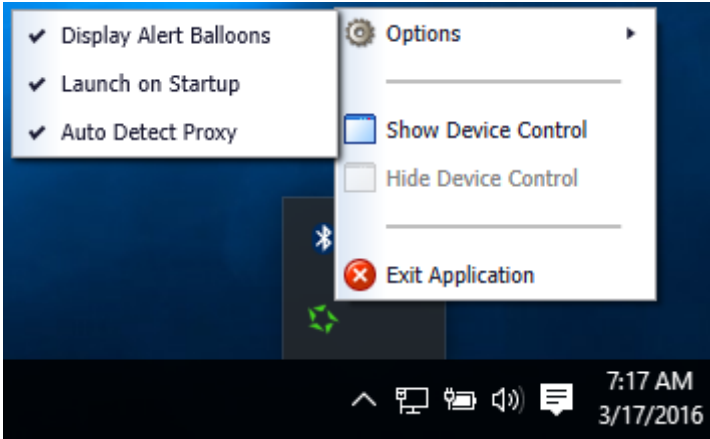


FIGURE 79 - DISPLAY ALERT BALLOONS OPTION, SELECTED

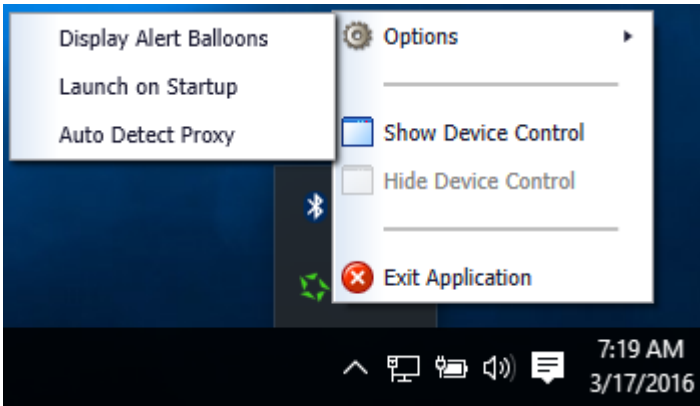


FIGURE 80 - DISPLAY ALERT BALLOONS, DESELECTED

## 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**.

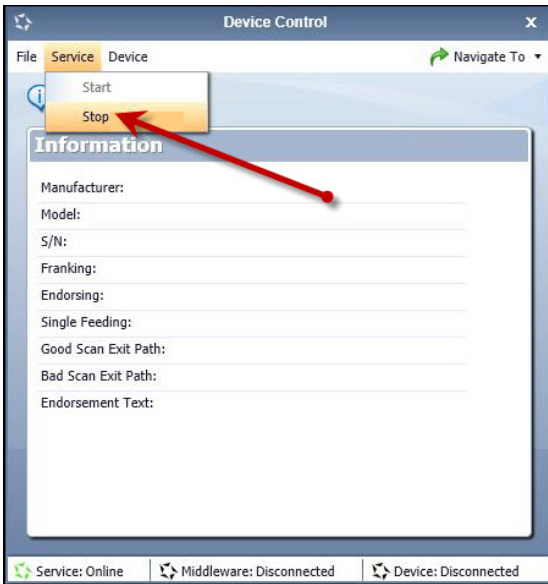


FIGURE 81 - STOP DEVICE CONTROL SERVICE

2. Select **Device | Chooser**.

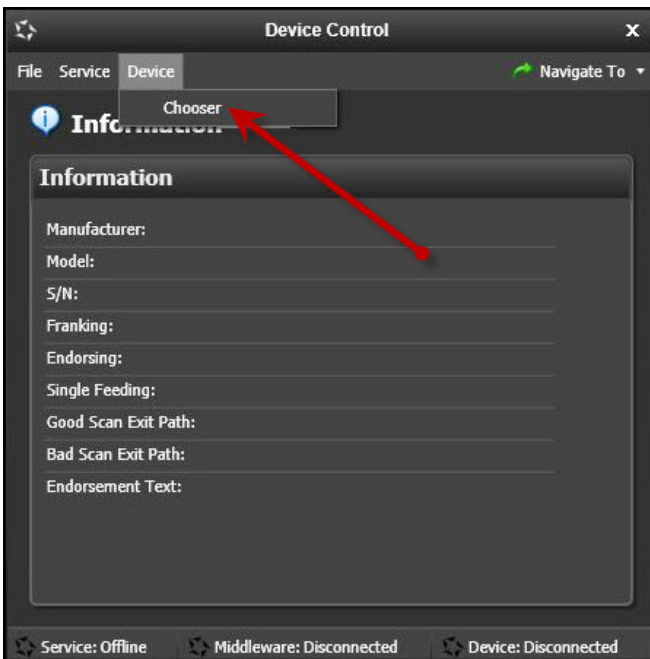


FIGURE 82 - DEVICE | CHOOSER OPTION

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 83 - 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 84 - 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 85 - UNINSTALL OPTION

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

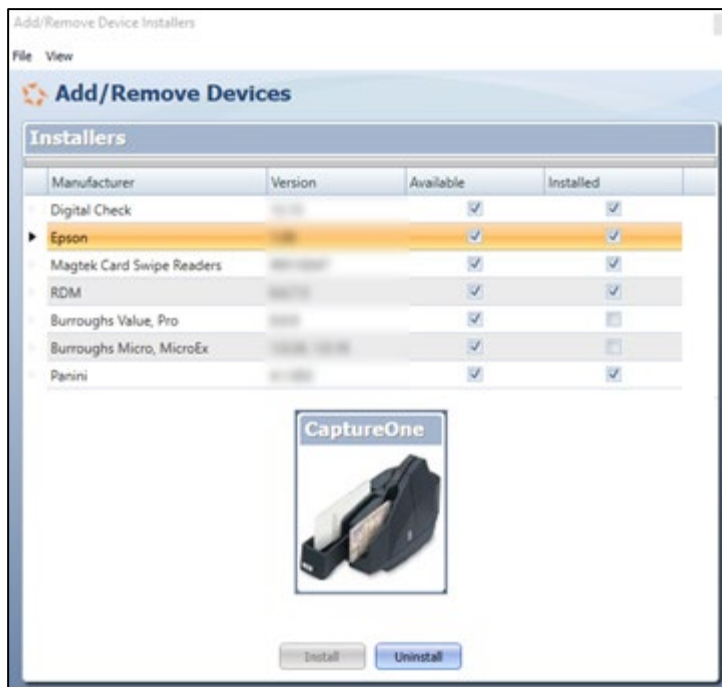


FIGURE 86 - SELECTING A SCANNER WITH UNINSTALL OPTION

3. The *Uninstall Wizard* initiates. Complete the instructions, and click **Next** to continue.

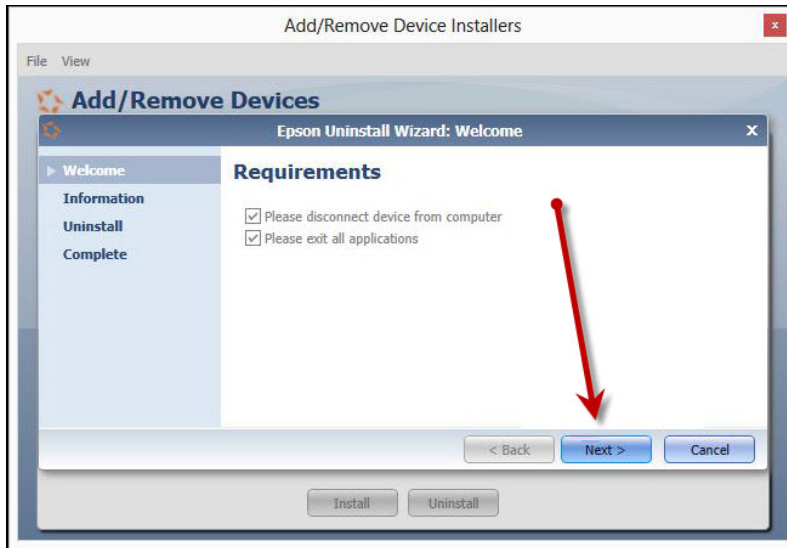


FIGURE 87 - UNINSTALL WIZARD WITH NEXT OPTION

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

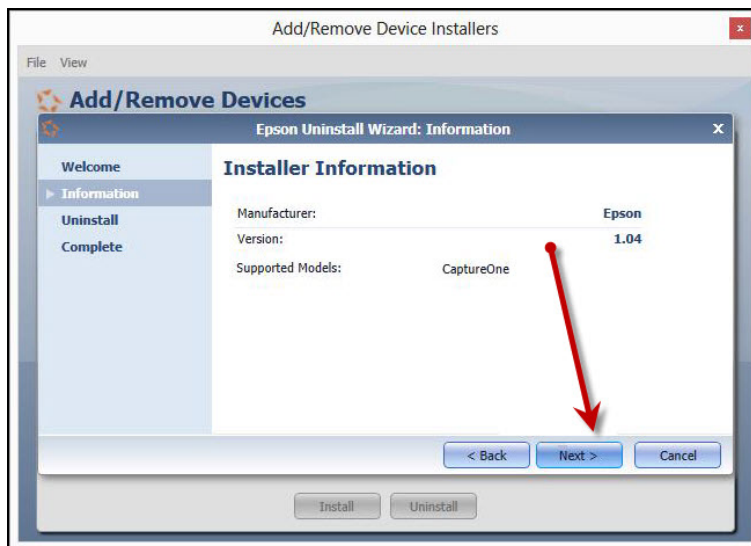


FIGURE 88 - UNINSTALL WIZARD WITH INSTALLER INFORMATION

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



FIGURE 89 - UNINSTALL COMPLETE PROMPT

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

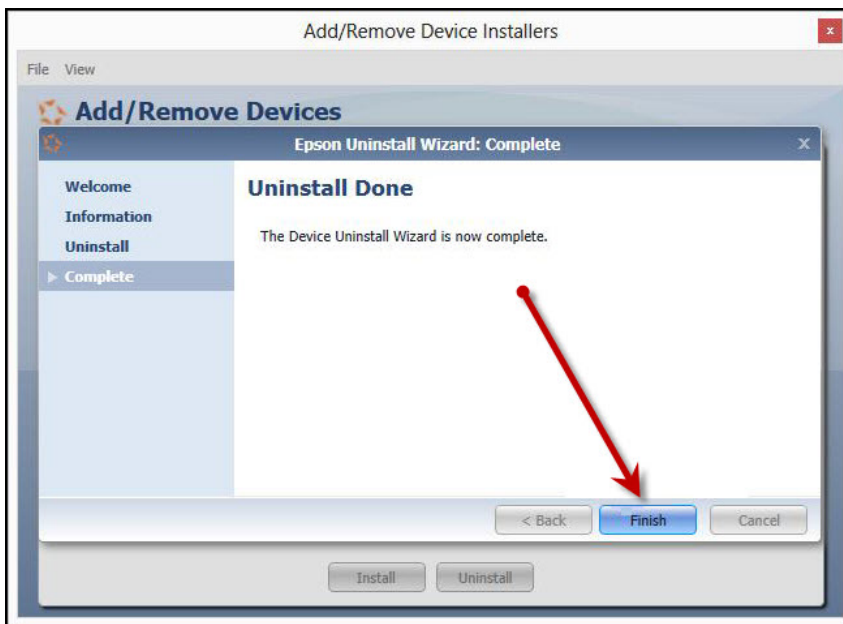


FIGURE 90 - UNINSTALL FINISH