

Enterprise Payment Solutions (EPS)

JHA SmartPay BusinessSM

JHA SmartPay Remote Deposit CompleteTM

June 2022



Remote Deposit Complete (RDC) Handbook

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Introduction

The *Remote Deposit Complete Handbook* is a guide for processing transactions using the Remote Deposit Complete (RDC) application. Prior to working with the application, you should have received a Login Letter from your financial institution that contains the following information:

- A URL to the application
- Administrator login credentials, including a temporary password and company login name

User Name: admin
Temporary Password: <i>(see email) Note: The Financial Institution has the ability to reset the Admin password under Manage Customers, if necessary.</i>
Company: Test 549086

FIGURE 1 - SAMPLE ADMINISTRATOR CREDENTIALS FROM LOGIN LETTER

NOTE: Single sign-on users will not sign in via SmartPay Business; rather, they will follow their financial institution's Remote Deposit Capture link to navigate directly to the SmartPay Business Dashboard.

- Your Merchant ID and scanner model/serial 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 for RDC*, 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 *Scanner Installation: Quick Start for RDC & RDS on 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

Scanner support will be provided only to organizations that meet the minimum system requirements on a genuine, activated version of Microsoft® Windows® or 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, we recommend a high-speed internet connection (above 25 Mbps). In addition, the following components are required in order to use 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 10: Microsoft Edge® or Google Chrome™
- Windows 11: Microsoft Edge or Google Chrome

NOTE: The current version of Chrome and the previous two versions are supported.

The following scanners are certified for use with Remote Deposit Complete on Windows:

Scanner	Model Supported
Digital Check®	CheXpress® CX30 TellerScan® TS240 <i>TellerScan TS230</i>
Digital Check (Unisys Burroughs®)	SmartSource® Professional SmartSource Professional Elite SmartSource Value SmartSource Merchant Elite SmartSource Micro Elite SmartSource MicroEX
Epson®	CaptureOne (TM-S1000)
Panini®	I:Deal Vision X™ <i>My Vision X™</i>
Canon®	imageFORMULA CR-L1 imageFORMULA CR-120 imageFORMULA CR-150 imageFORMULA CR-190i
RDM®	EC7000i EC7500i

NOTE: In the table above, italicized models are legacy products. As legacy products are no longer tested/certified for use with the application, limited support may be provided.

For the Mac:

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

For macOS:

- macOS Catalina: 10.15 - Google Chrome
- macOS Big Sur: 11 - Google Chrome

- macOS Monterey: 12 - Google Chrome

The following scanners are certified for use with Remote Deposit Complete on macOS:

Scanner	Model Supported
Digital Check®	CX30 TS240

Privileges and Roles

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

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

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

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

Available Resources

If you have questions about using the 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.

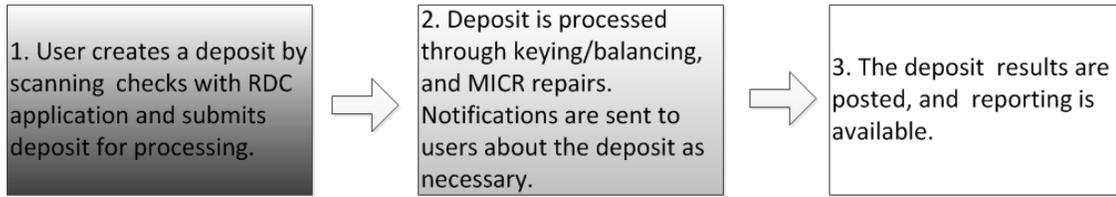


FIGURE 2 - RDC PROCESS WORKFLOW

Session Timeouts

The system will automatically log out a user who has been inactive for at least 30 minutes. A *Session Timeout Warning* appears 2 minutes before the user is to be logged out, in order to give them an opportunity to continue their session. Click anywhere in the application to remain logged in.

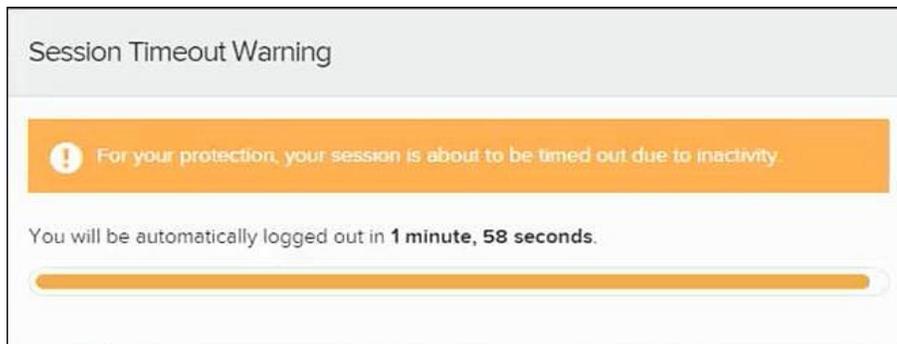


FIGURE 3 - SESSION TIMEOUT WARNING

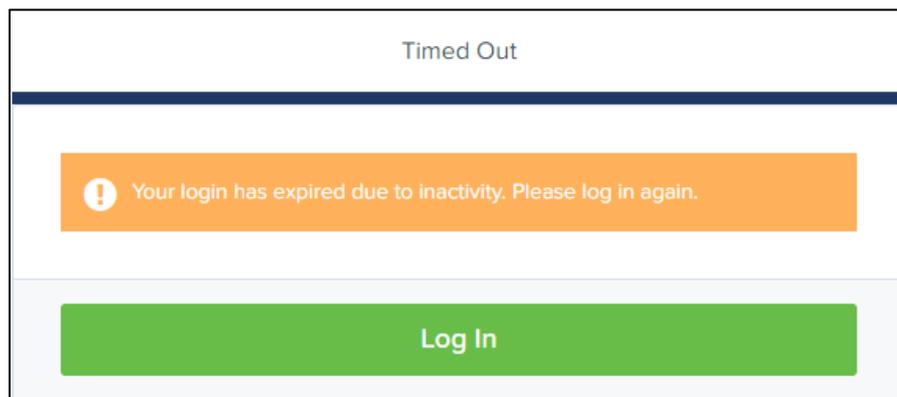


FIGURE 4 - TIMED OUT

Logging In

Your SmartPay Admin or bank representative should provide you with a URL for accessing the application. It is suggested that you save this URL to your bookmarks/favorites, as it is a route of access to the system. A user name, temporary password, and company name will also be provided so that you may log in to the system. Only the password is case-sensitive.

Reminder: Single sign-on users will not sign in via SmartPay Business; rather, they will follow their financial institution's Remote Deposit Capture link to navigate directly to the SmartPay Business Dashboard.

1. Once at the SmartPay Business login screen, complete the **User Name**, **Password**, and **Company** fields, then click **Log In**.
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: Should you forget your password, you have the option of requesting a new one. This requires a valid email address be saved to your user profile. Your SmartPay administrator has the ability update your user profile.

Creating a Secret Question

A secret question is a tool that is used should you forget your password and require a temporary password be generated and sent to your email address. Without an email address attached to a user's profile, that user will not be able to answer a secret question in order to receive a temporary password for access back into the system. Your SmartPay admin will need to manually edit/enter an email address for each SmartPay user so the user has the option to request a new password by answering their secret question. Secret questions do not need to be a complete question or contain a question mark, nor are they or the answers case-sensitive.

Once the admin has entered an email address for a 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 pertinent email address. If the secret question is answered correctly, you will receive an email containing a temporary password.

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

1. Log in to the application and then select **My Settings** from the **user** dropdown, as shown below.

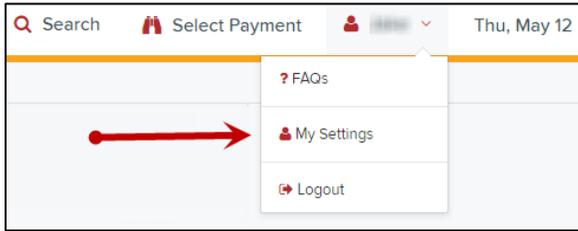


FIGURE 5 - MY SETTINGS

2. The system will prompt you to enter your current password in order to reach the *My Settings* tab.
3. Once there, you can 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' selected. The page is divided into three main sections: 1. 'Change Password' with two input fields: 'Enter New Password' and 'Confirm New Password'. 2. 'Create / Update Secret Question and Answer' with a 'Secret Question' dropdown (example: 'Name of your dog'), and two input fields: 'Enter New Secret Answer' and 'Confirm New Secret Answer'. 3. 'Create / Update Authorized Caller Identification Phrase and Response' with an 'Identification Phrase' dropdown (example: 'What is your mother's maiden name?') and two input fields: 'Enter New Identification Phrase Response' and 'Confirm New Identification Phrase Response'. At the bottom, there is a green 'Update' button.

FIGURE 6 - MY SETTINGS PAGE

4. 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 **My Settings** from the **user** dropdown.

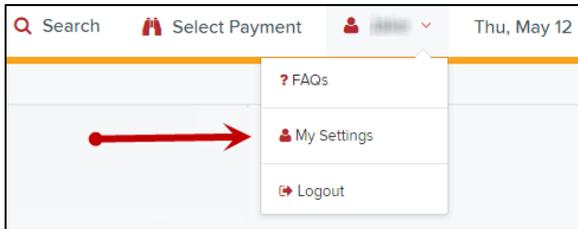


FIGURE 7 - MY SETTINGS OPTION

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.

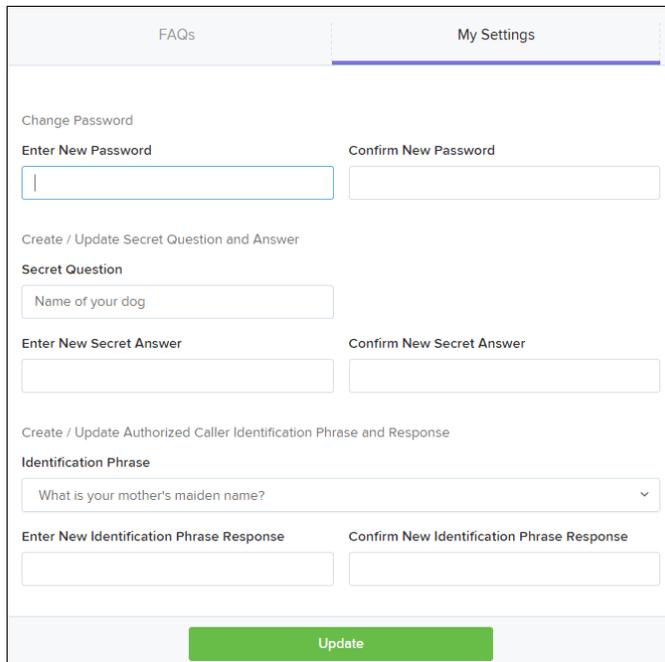
A screenshot of the 'My Settings' tab in the application. The page has two tabs: 'FAQs' and 'My Settings', with 'My Settings' being the active tab. The page is divided into three sections. The first section is 'Change Password', with fields for 'Enter New Password' and 'Confirm New Password'. The second section is 'Create / Update Secret Question and Answer', with a 'Secret Question' field containing 'Name of your dog', and fields for 'Enter New Secret Answer' and 'Confirm New Secret Answer'. The third section is 'Create / Update Authorized Caller Identification Phrase and Response', with a dropdown menu for 'Identification Phrase' showing 'What is your mother's maiden name?', and fields for 'Enter New Identification Phrase Response' and 'Confirm New Identification Phrase Response'. At the bottom, there is a green 'Update' button.

FIGURE 8 - MY SETTINGS TAB

4. Select **Update** when finished.

Installing EPS Device Control

If you are accessing Remote Deposit Complete for the first time, you will need to install EPS Device Control, an application used to manage your check scanner. Device Control must be installed before you can begin making deposits.

We recommend that you maximize your browser window to best reflect the screenshots included in this document.

NOTE: If you have already installed Device Control via instructions from your financial institution or from the *Scanner Installation: Quick Start for RDC* document, you may skip the following steps and proceed to the next section of this document.

1. Navigate to SmartPay Business and complete the **User Name**, **Password**, and **Company** fields as shown in the image below.

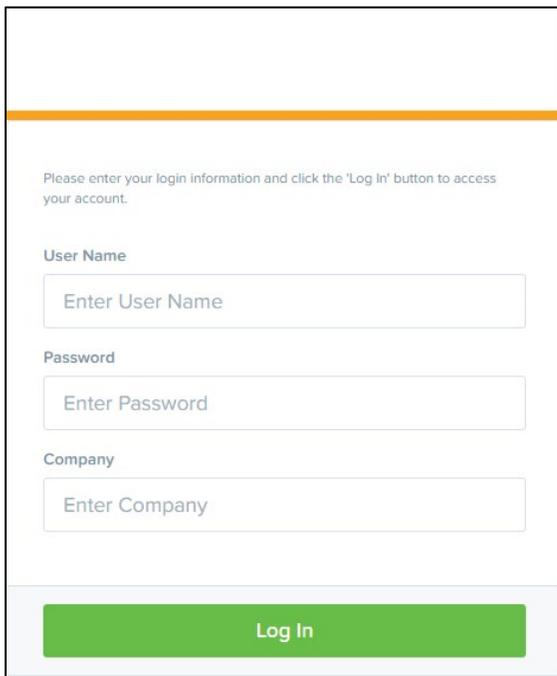


FIGURE 9 – LOG IN

NOTE: Single sign-on users will not sign in via SmartPay Business; rather, they will follow their financial institution's Remote Deposit Capture link to navigate directly to the SmartPay Business Dashboard.

2. Click **Log In**.
3. Select **Transactions** from the main sidebar menu.

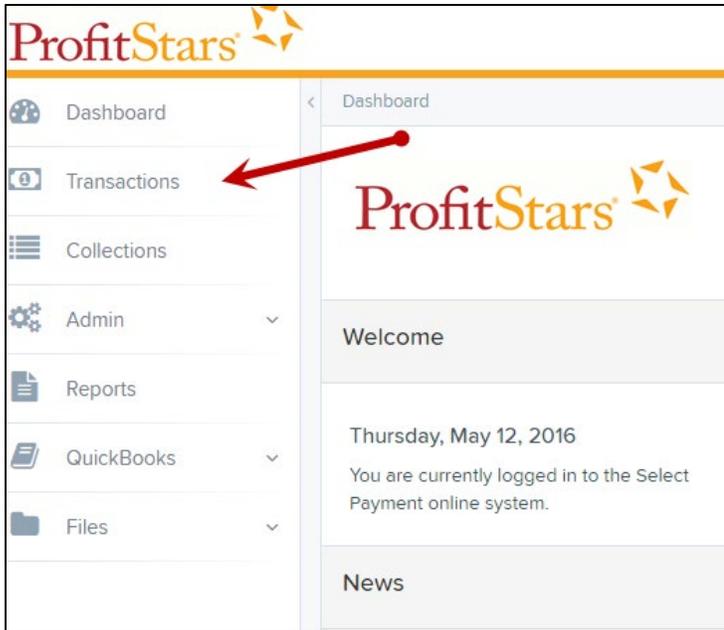


FIGURE 10 - TRANSACTIONS OPTION

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

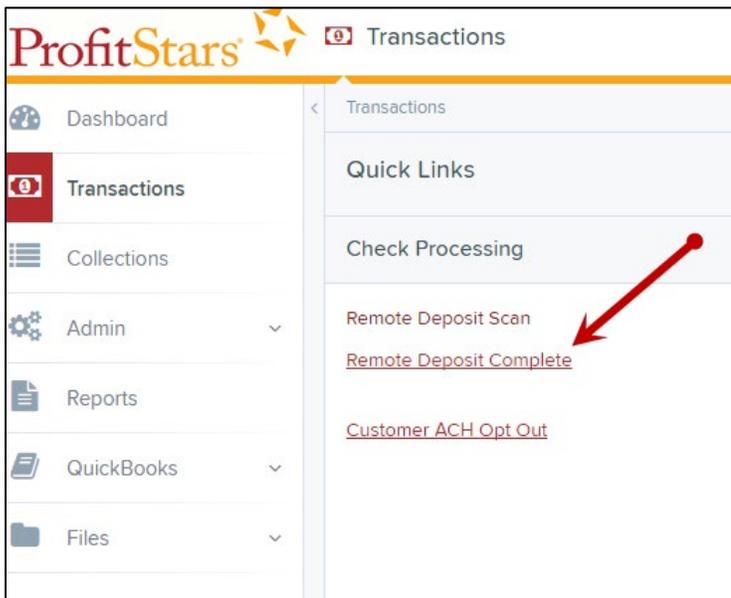


FIGURE 11 - REMOTE DEPOSIT COMPLETE OPTION

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

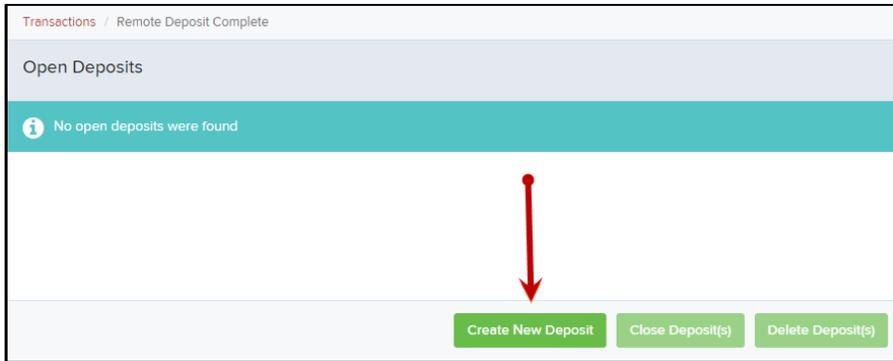


FIGURE 12 – CREATE NEW DEPOSIT BUTTON

6. The *Start Device Control* prompt appears, informing you that Device Control is not running. Click **Download Device Control** to continue.

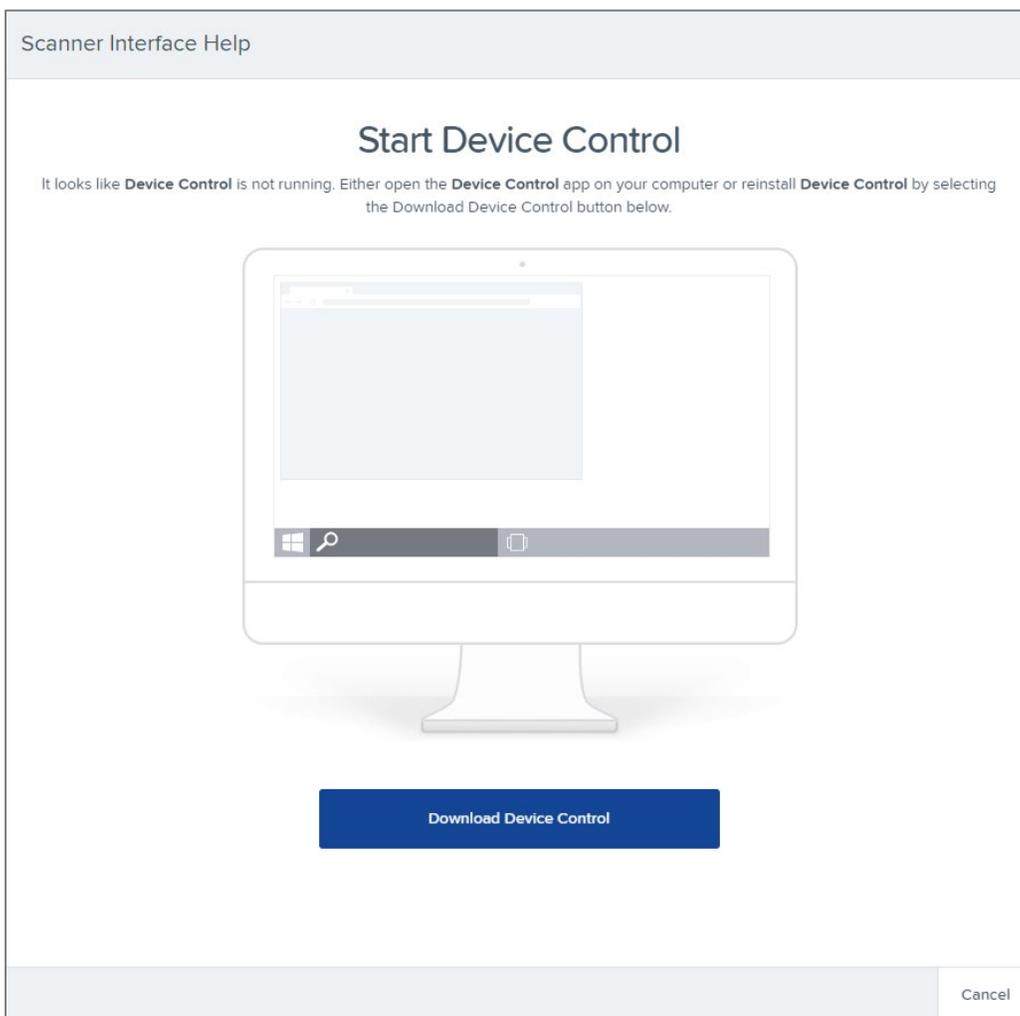


FIGURE 13 - DOWNLOAD DEVICE CONTROL

7. Depending on your browser, you will see one of the following downloads to click:

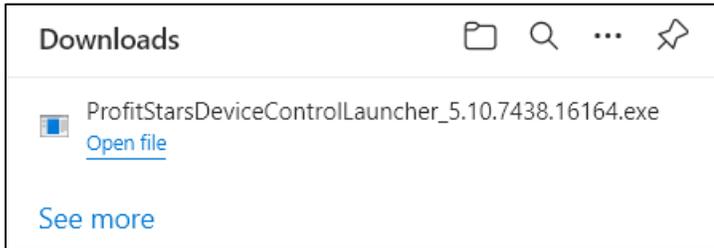


FIGURE 14 - MICROSOFT EDGE (UPPER RIGHT)



FIGURE 15 - GOOGLE CHROME (BOTTOM LEFT)

8. The application will prompt you to install EPS Device Control. Select **Install** to continue. This may take several minutes.



FIGURE 16 - PROMPT TO INSTALL DEVICE CONTROL

9. A prompt may appear stating that a user with Administrator rights will be required to complete the installation. Select **OK** to continue.

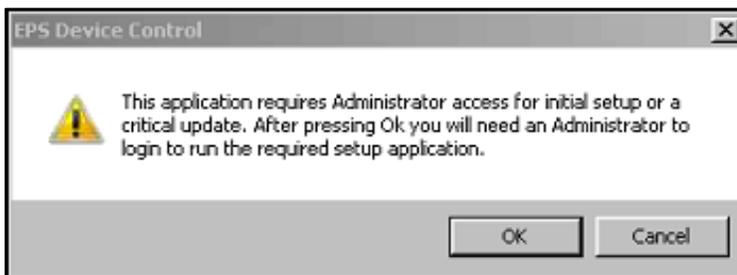


FIGURE 17 - ADMINISTRATOR ACCESS PROMPT

10. A *User Account Control* prompt may appear asking permission for the application to make additional changes. Select **Yes** to continue.

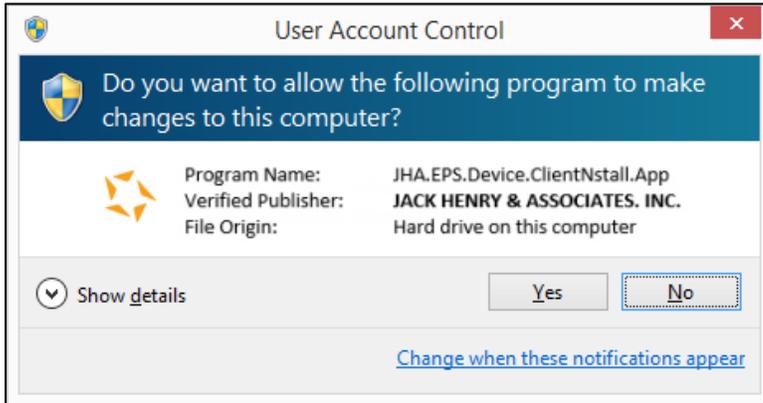


FIGURE 18 - USER ACCOUNT CONTROL

Installing Your Check Scanner

1. Once Device Control has been installed, the application should automatically initialize. Choose the scanner you wish to utilize, then click **Install**.

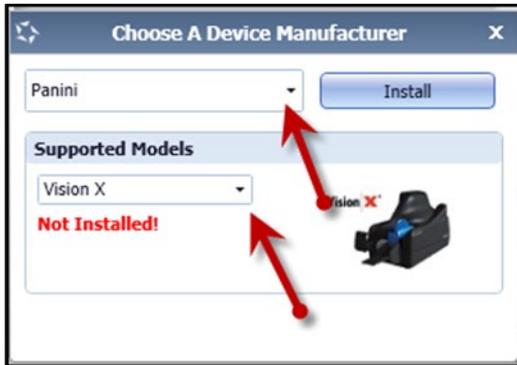


FIGURE 19 – CHOOSE A DEVICE MANUFACTURER

2. The *Add/Remove Devices* window appears. Select the scanner manufacturer from the device list, and then click **Install**.



FIGURE 20 - ADD/REMOVE DEVICES

3. The *Install Wizard* appears. Disconnect the scanner's USB or power cable from your computer and then exit all other applications.

4. Click **Next** to continue.



FIGURE 21 - INSTALL WIZARD

5. Once the *Install Wizard* has completed, connect the scanner to your computer and then click **Finish**. You may now close the *Add/Remove Devices* window and begin scanning.

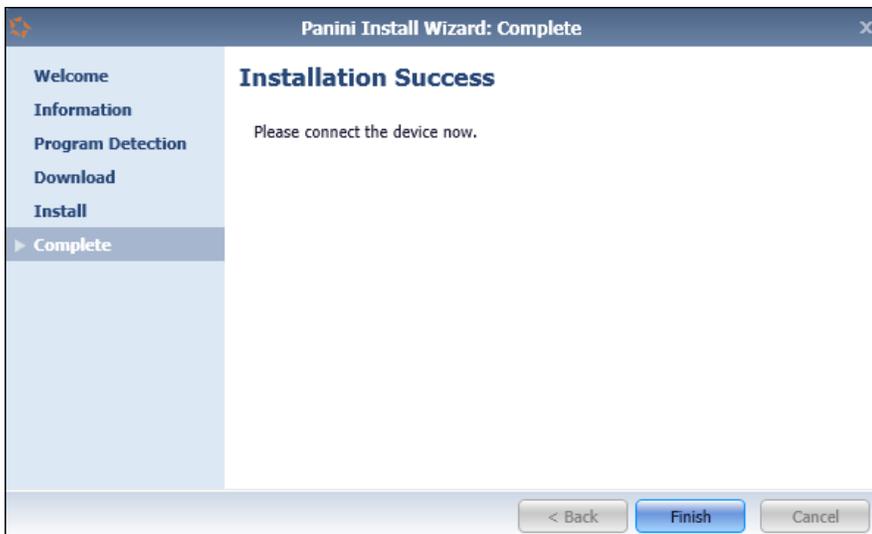


FIGURE 22 - INSTALLATION COMPLETE

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

Working within 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 appears. There may be times when multiple batches will be listed on this page. The following features can prove helpful in navigating through deposit items. Note that these deposits on the *Open Deposits* page have not yet been submitted, but are still open.
 - **Navigational Paging** – Use the forward and backward arrows to navigate pages with lists of deposits. You may also select a page number to navigate directly to that page.
 - **Per Page size** – Indicate how many deposits you would like to have listed on each page.
 - **Displaying Page prompt** – The current page number and number of records in the deposit is displayed.
 - **Sorting** – Select a column header to organize information in either ascending order (upward arrow) or descending order (down arrow)
 - **Requires Rescan Column** – Displays value to indicate if the item in question needs to be rescanned. Selecting this column header will immediately group items that need to be rescanned.
 - **Custom Batch ID** – If displayed, this column will show the unique value for each deposit and may be configurable.

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	

FIGURE 23 - 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

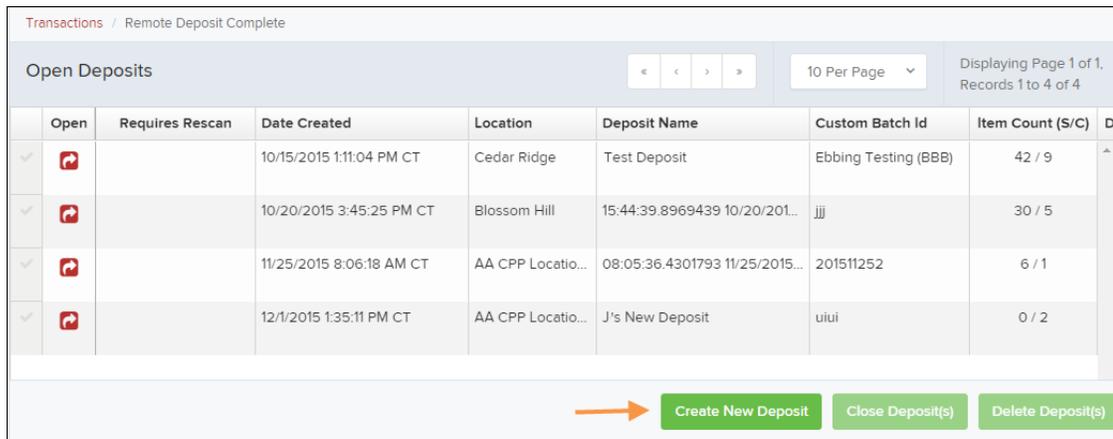
You have 1 deposits still open.

Are you sure you want to leave this page?

FIGURE 24 - 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 25 - 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.

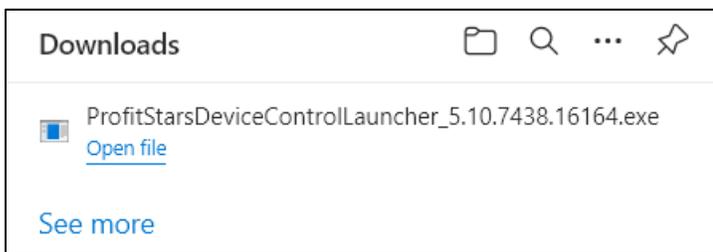


FIGURE 26 - LAUNCH DEVICE CONTROL – MICROSOFT EDGE

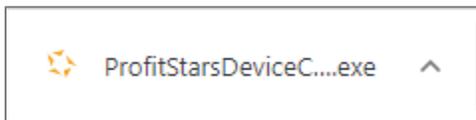


FIGURE 27 - LAUNCH DEVICE CONTROL – GOOGLE CHROME

3. The *New Deposit* page appears. Complete the following fields as applicable:
 - **Location:** Select the account for which the batch is to be processed.
 - **Payment Type:** Select how the item was received, for example, **Mailed In**.
 - **Deposit Name:** System-generated. Includes the date and time the batch is being created along with a unique batch ID number.
 - **Custom Batch ID:** If displayed, this is a required field that needs to be a unique value each time.
 - **Number of Checks:** Enter the number of checks in the batch.
 - **Total Amount:** Enter the total amount of the batch. This is a two-decimal-place field, to include the decimal point. For example, \$XX.XX.

- **Deposit Slip ID #:** If displayed, enter your assigned deposit slip ID.
- **Scanner Terminal #:** This field will automatically populate from the Device Control.

FIGURE 28 - 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.

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

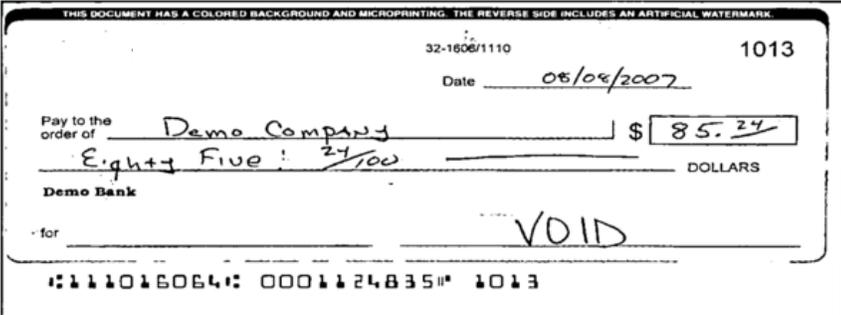
The Deposit View Page

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 37 - 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...		\$85.24
13		o1115o t111016064t 000295282o	[96ae9487-d389-4e...		\$281.04
14		o1115o t111016064t 000295282o	[f281c61d-b507-496...		\$45.91

FIGURE 38 - DUPLICATE MICR INDICATOR IN ITEM LIST

Transactions / Remote Deposit Complete / Deposit View					
Check	Alerts	MICR	Customer Number	Name On Account	Deposit Amount
1		⚠ Invalid MICR			\$85.24

FIGURE 39 – INVALID MICR INDICATOR

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

NOTE: In the *Scanner Interface* section, the **Terminal Number** for the scanner installed will appear as a reference.

Front of Check
Back of Check

←

Scanner Interface	Reset	Deposit Status
Service		Location
Scanner		Control
Terminal Number		Scanned

Complete Deposit

FIGURE 40 - FRONT/BACK VIEWING OPTIONS FOR A CHECK IMAGE

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

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

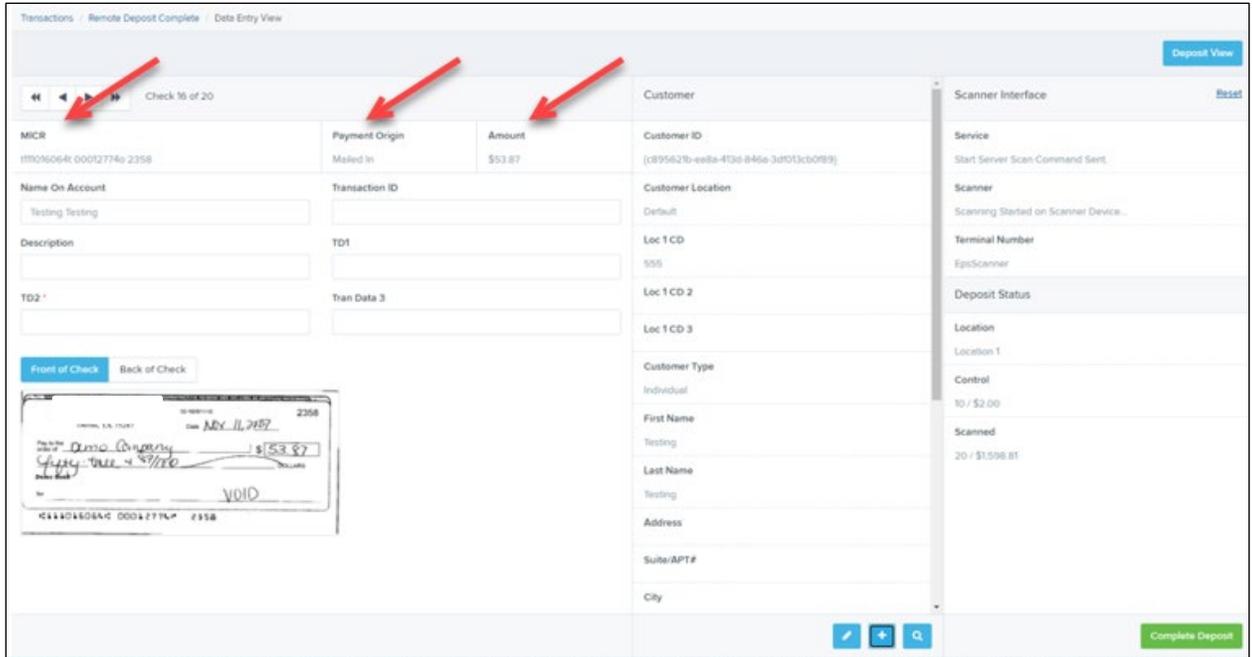


FIGURE 43 - DATA ENTRY VIEW TAB, INITIAL VIEW

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 Last Name field when the Customer Type field is set to Business . This field will repopulate the next time a check or credit card from the same customer is scanned, and users can search by this field. This field does not appear on reports.
Country	This field contains the country where the customer resides and will repopulate the next time a check or credit card from the same customer is scanned. This field does not appear on reports.
Customer ID	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 Location	This field contains the account to be debited/credited with the payment.
Customer Type	This is a required field that defaults to <i>Individual</i> . This field can be changed to Business depending on the type of customer.
Daytime Phone	This field contains the customer's daytime phone number. It will repopulate the next time a check or credit card from the same customer is scanned. This field does not appear on reports.
Deposit Name	This field contains the time, unique deposit ID, and date for the deposit. This field can be changed by the user to contain a unique deposit name, if desired.
Description	This field is informational and does not appear on reports, but will appear on the <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.

Status	Definition
Federal Tax ID No.	This field replaces the Social Security No. field when the Customer Type field is set to Business . It will repopulate the next time a check or credit card from the same customer is scanned. This field does not appear on reports.
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.
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	<p>This field is required if displayed and shows a value based on input from the Payment Type field from the <i>New Deposit</i> page. It will contain one of the following:</p> <ul style="list-style-type: none"> • Mailed-In • Drop Box • Retail/Point of Purchase Sale • Back office
Routing Number	This field contains the ABA (American Bankers Association) number of the bank where the account is located. This is a required field and is validated.
Social Security No.	This field contains the Social Security Number of the customer. This field will repopulate the next time a check or credit card from the same customer is scanned. This field does not appear on reports.
State	This field contains the state from which the customer's driver's license was issued. This field will repopulate the next time a check or credit card from the same customer is scanned. This field does not appear on reports.
Suite/Apt. #	This field contains the suite or apartment number of the customer. This field will repopulate the next time a check or credit card from the same customer is scanned. This field does not appear on reports.
Total Amount	This field displays the total dollar amount of the deposit being scanned.
Transaction ID	This field must be unique for each transaction processed. It will be automatically populated if left blank and will appear on reports.

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

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

The screenshot shows a mobile application interface for customer management. The form is titled "Customer" and contains several fields: "Customer Number" (with a UUID), "Customer Data 1", "Customer Data 2", "Customer Type" (set to "Individual"), "First Name" (set to "Joe"), and "Last Name" (set to "Smith"). Below the "Address" field, there are three buttons: "Edit", "Add", and "Search". Each button has a corresponding icon below it: a pencil for "Edit", a plus sign for "Add", and a magnifying glass for "Search". Three orange arrows point from the top of the "Edit", "Add", and "Search" buttons to the "Address" field, indicating that these actions are related to the address information.

FIGURE 44 - 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

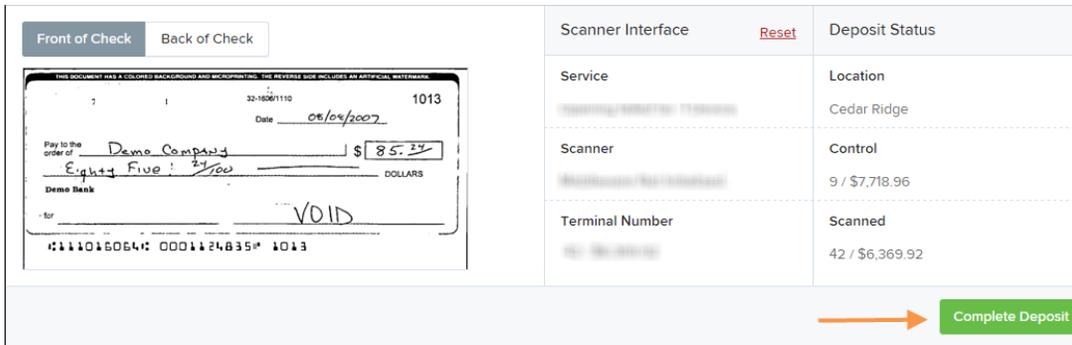


FIGURE 47 - COMPLETE DEPOSIT OPTION

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.

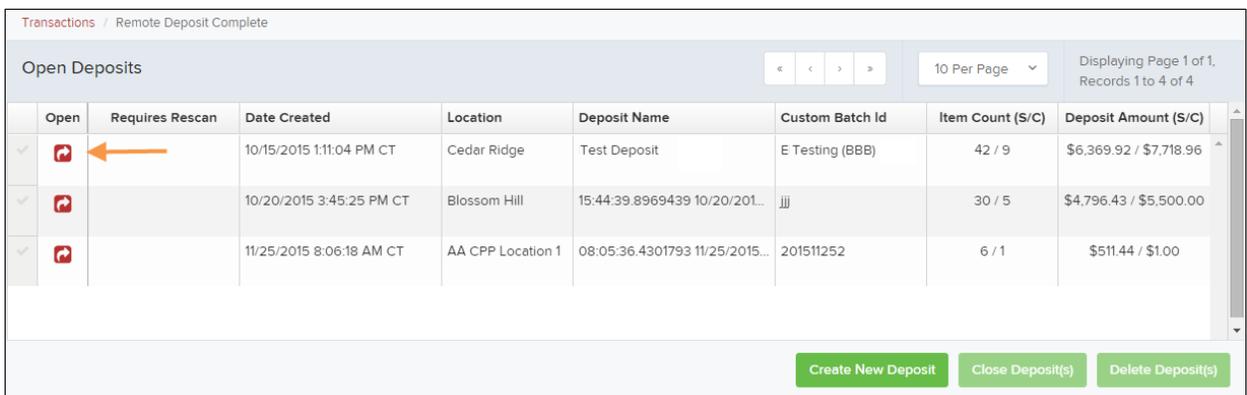


FIGURE 48 - OPEN DEPOSIT ICON

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

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

Closing Deposits for Processing

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

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

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

Transactions / Remote Deposit Complete

Open Deposits

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

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

FIGURE 49 - SELECTING DEPOSITS

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

Transactions / Remote Deposit Complete

Open Deposits

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

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

FIGURE 50 - 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).

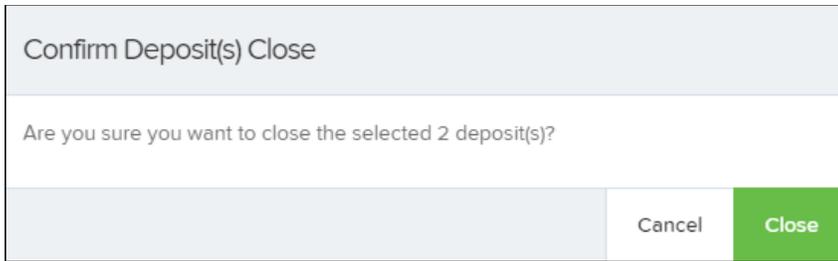


FIGURE 51 - CONFIRMATION TO CLOSE DEPOSIT(S)

- The results of the deposit appear. 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.

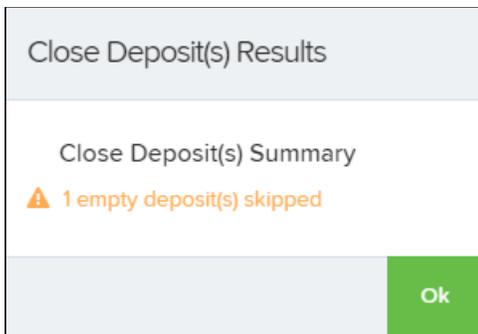


FIGURE 52 - DEPOSIT ERROR MESSAGE

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.

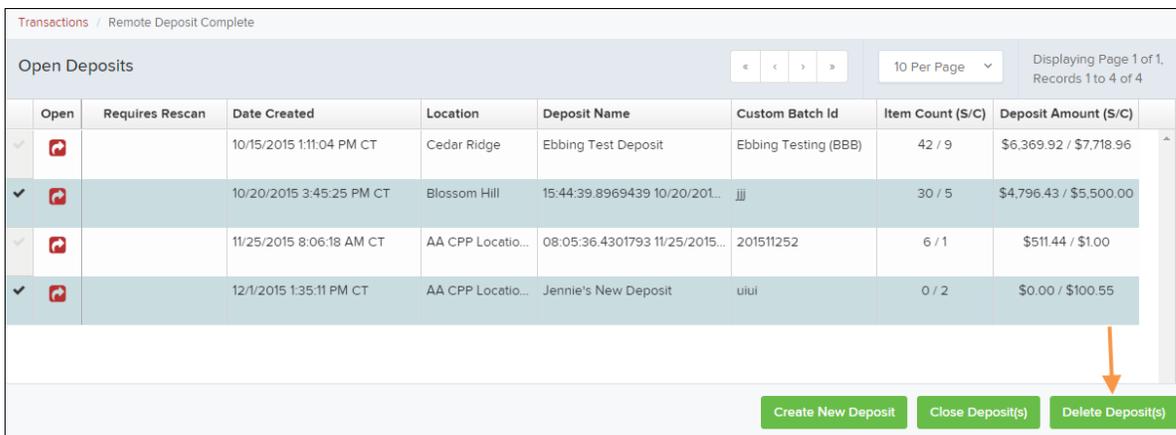


FIGURE 53 - SELECTING DEPOSITS TO DELETE IN THE APPLICATION

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

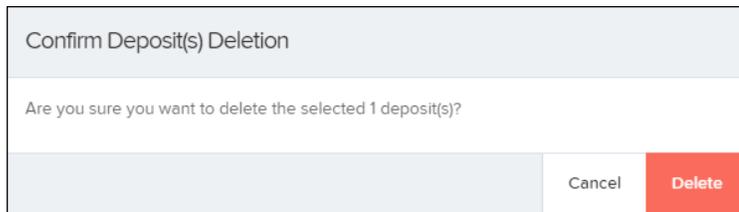


FIGURE 54 - DELETE DEPOSIT(S) OPTION

3. A confirmation of the deletion appears. 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 55 - 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 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 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 six Unauthorized Return Reason Codes (R05, R07, R10, R11, R29, R51). Note: 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 56 - 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 then 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 57 - 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				
		<input type="checkbox"/> Share to All Users		<input type="button" value="Save to My Reports"/>
Title		Transaction Approved		
Displaying Page 1 of 1 Records 1 - 18 of 18		<input type="button" value="Filter"/>	<input type="button" value="Refresh"/>	<input type="button" value="Download"/>
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 58 - 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			
		<input type="button" value="Actions"/>	<input type="button" value="Print"/>
		<input type="button" value="Show Events"/>	<input type="button" value="Hide Events"/>
 Customer (ID):	Jones, James (99007789)	Transaction data 1 Displayed	6
 Effective Date:	Tuesday, January 05, 2016	Label Text	Field:
 Sale:	\$17.00	Transaction data 2 Displayed	7
Payment Method:	ACH	Label Text	Field:
From Account Type:	Checking	transaction data 3 Displayed	8
Account Number:	122037760 / 4560646556	Label Text	Field:
To Location:	Corporate Office		

FIGURE 59 - 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

Sale: \$ 17.00 **Reason:** Reason

✓ ✗

FIGURE 60 - 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 61 - EDIT EFFECTIVE DATE OPTION

2. The **Effective Date** field will become an editable 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 62 - 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**.

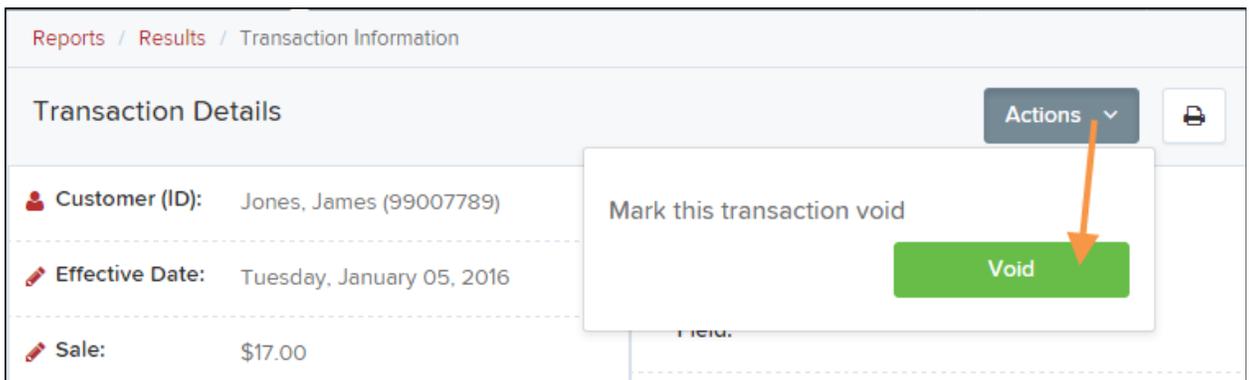


FIGURE 63 - TRANSACTION DETAILS PAGE WITH VOID TRANSACTION OPTION

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.

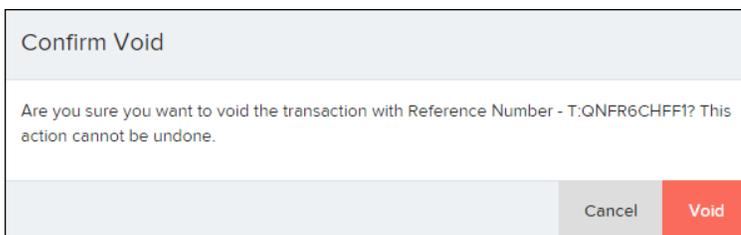
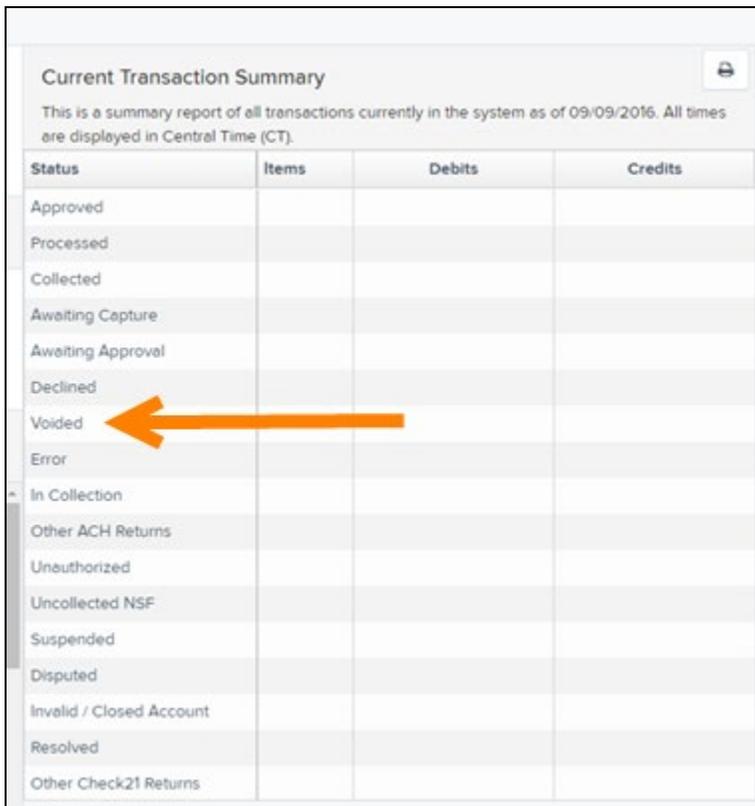


FIGURE 64 - CONFIRM VOID OPTION

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 titled "Current Transaction Summary". Below the title is 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 this is a table with four columns: "Status", "Items", "Debits", and "Credits". The table lists various transaction statuses, with "Voided" highlighted by an orange arrow pointing to it from the left.

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 65 - 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 66 - 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 67 - 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**.

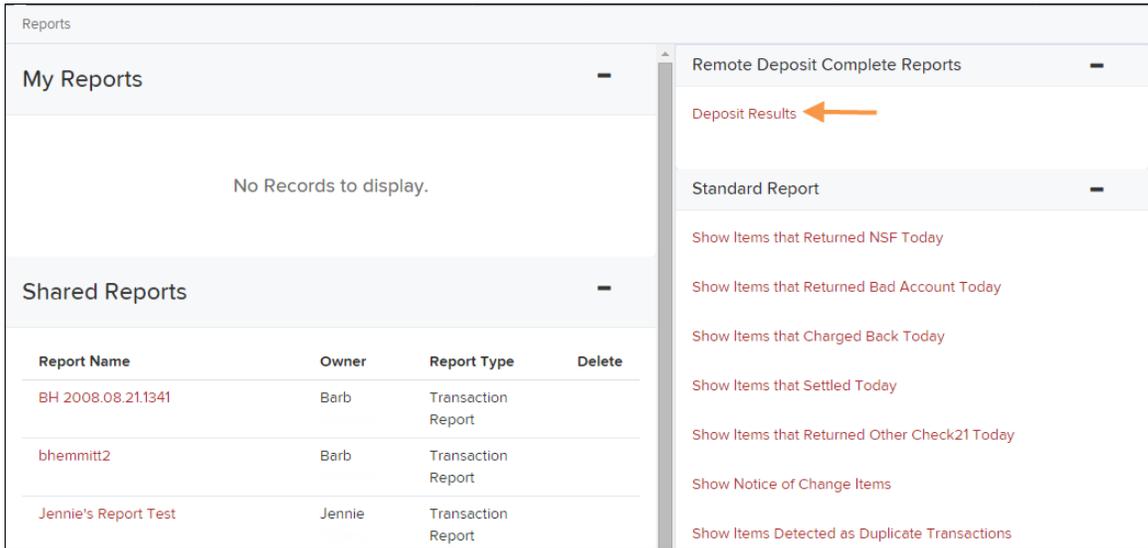


FIGURE 68 - REPORTS PAGE WITH DEPOSITS RESULTS OPTION

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 screenshot shows the 'Deposit Results Search' form. It includes fields for 'Location ID', 'Quick Pick' (set to 'Today'), 'Start Date' (Jan 6, 2016), 'Start Time' (12:00 AM), 'End Date' (Jan 7, 2016), and 'End Time' (12:00 AM). A green 'Get Deposits' button is at the bottom.

FIGURE 69 - DEPOSIT RESULTS REPORT CRITERIA

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

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

Field	Definition
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 70 - 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		5646542	Remote Deposit	17:49:04.1335657 12/21/2015 ...

FIGURE 71 - 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 72 - VIEW OPTION FOR AN ITEM IN DEPOSIT

The *Batch Item Details* page appears.

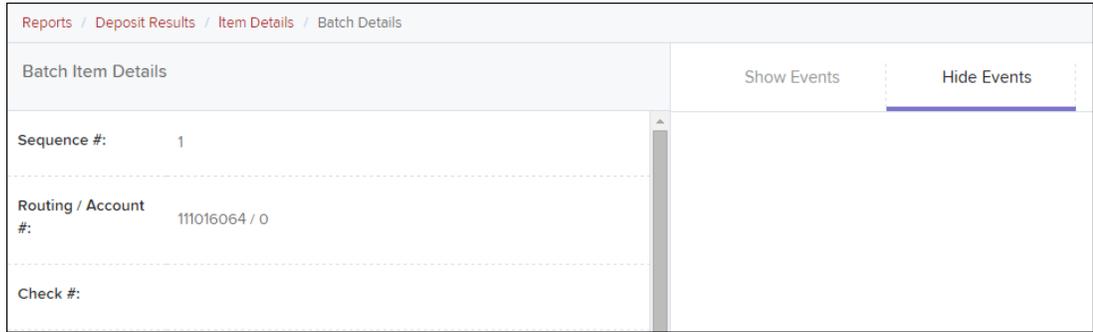


FIGURE 73 - BATCH ITEM DETAILS PAGE

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

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

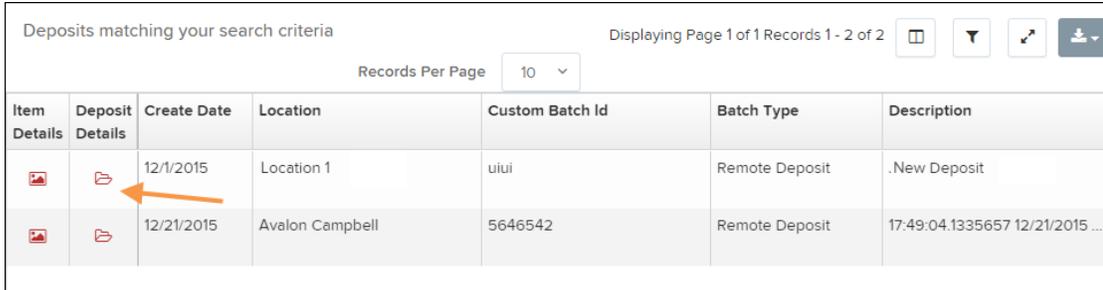
The screenshot shows the 'Batch Item Details' page with the 'Show Events' button highlighted by an orange arrow. The event history table is as follows:

Event Date	Event	Application	User ID	User Name	Description
12/1/2015 3:30:43 PM CT	Rejected	Remote Batch Deposit	6964		Image Quality Problem
12/1/2015 1:35:23 PM CT	CARReco	Orbograph	1		85.24
12/1/2015 1:35:17 PM CT	CheckDecisioningError	0	0	RD	Check Decisioning Failed:Invalid character printed
12/1/2015 1:35:17 PM CT	Created	Remote Batch Deposit	197656		

FIGURE 74 - 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 then appear.



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

FIGURE 75 - DEPOSIT DETAILS ICON



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

FIGURE 76 - 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 then select **Transactions**.
2. Under the *Bulk Check Operations* heading, select **Approve**.

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

FIGURE 77 - 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
<input type="text" value=""/>	<input type="text" value="Custom"/>
Start Date	Start Time
<input type="text" value="Jan 6, 2016"/>	<input type="text" value="12:00 AM"/>
End Date	End Time
<input type="text" value="Jan 7, 2016"/>	<input type="text" value="12:00 AM"/>

Status
Awaiting Approval

FIGURE 78 - 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 20

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

FIGURE 79 - 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**.

EPS Device Control

Device Control Status Indicators

EPS Device Control can be in one of several statuses. Look to your hidden icons in the taskbar of your desktop to view the status of Device Control. In the figure below, Device Control icon is green, indicating the service is online.



FIGURE 80 - DEVICE CONTROL ICON

- A green icon indicates the Device Control service is online.
- A black icon indicates the Device Control service is offline.
- A red icon indicates an error has occurred in Device Control.
- A yellow icon indicates Device Control is connected to the device.
- A blue icon indicates the middleware has connected.
- An orange icon indicates the device is in the process of scanning.

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 Windows startup, or enable the auto detect proxy configuration.

1. On your desktop taskbar, click the **Show hidden icons** option.



FIGURE 81 - SHOW HIDDEN ICONS OPTION

2. Right-click the **Device Control** icon and then select **Options**.
3. Select the option you wish to change: **Display Alert Balloons**, **Launch on Startup**, or **Auto Detect Proxy**. The option should now be selected or unselected. A checked option indicates the setting is enabled, while an unchecked option indicates the setting is disabled.

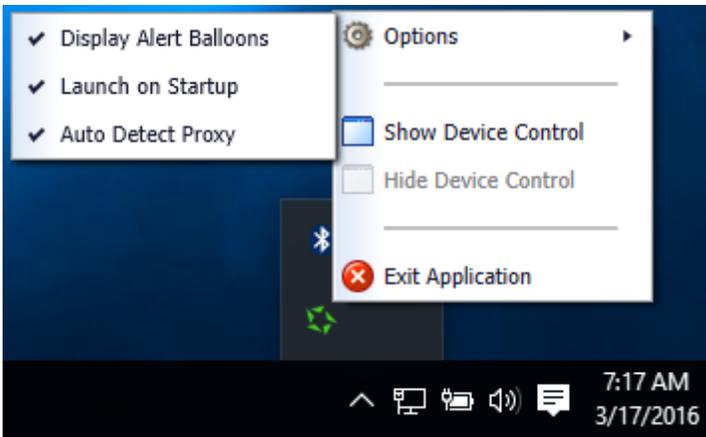


FIGURE 82 - ALL OPTIONS, SELECTED

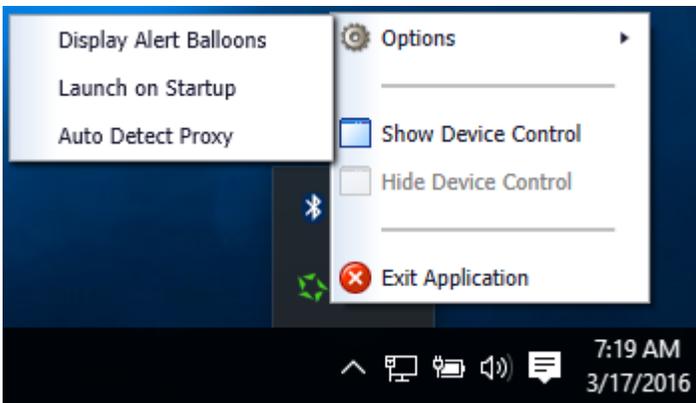


FIGURE 83 – ALL OPTIONS, UNSELECTED

Changing a Scanner

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

NOTE: If a merchant has multiple scanner makes/models assigned, you may need to delete your browsing history to clear the scanner cookies used by Device Control. This should allow you to select another scanner.

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

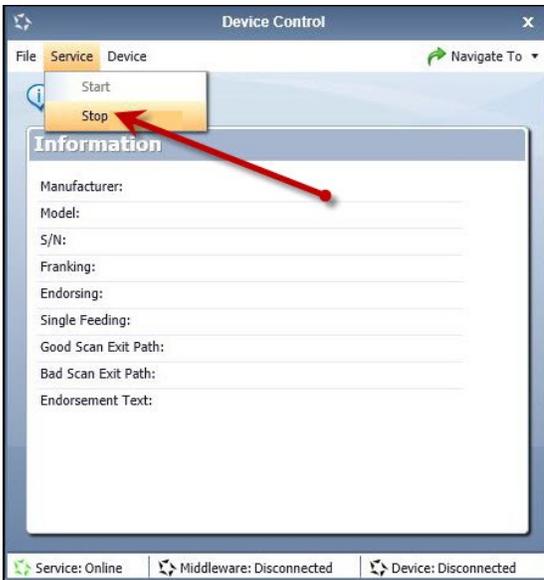


FIGURE 84 - STOP DEVICE CONTROL SERVICE

2. Select **Device | Chooser**.

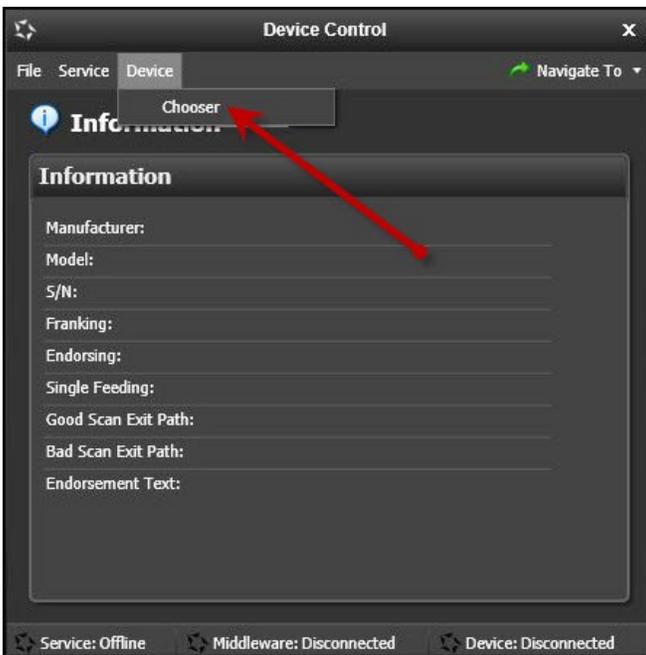


FIGURE 85 - DEVICE | CHOOSER OPTION

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



FIGURE 86 – CHOOSE A DEVICE MANUFACTURER

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

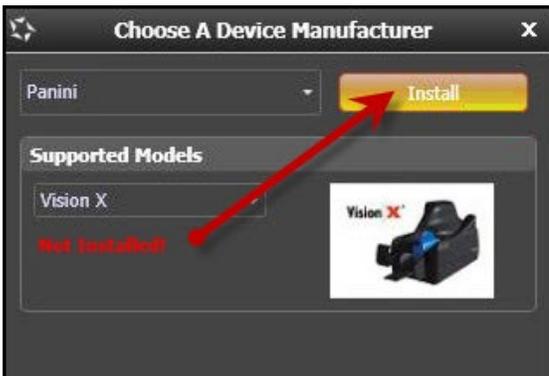


FIGURE 87 - SELECTED DEVICE NOT INSTALLED

Uninstalling a Scanner

Use the following steps to uninstall a scanner once Device Control has been installed.

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



FIGURE 88 - UNINSTALL OPTION

2. The *Add/Remove Devices* window appears. Choose the scanner you wish to uninstall and then select **Uninstall**.

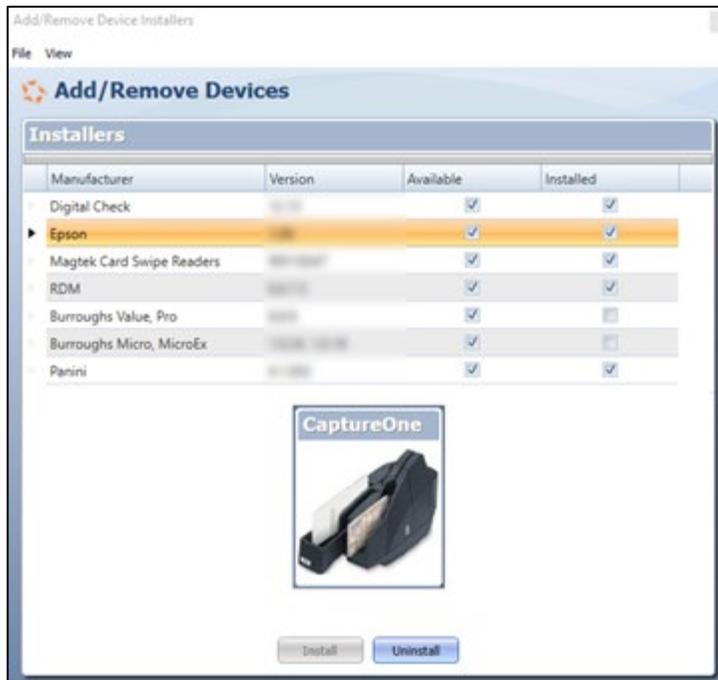


FIGURE 89 – ADD/REMOVE DEVICE WITH UNINSTALL OPTION

3. The *Uninstall Wizard* appears. Follow the *Requirements*, and then click **Next** to continue.



FIGURE 90 - REQUIREMENTS

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



FIGURE 91 - INSTALLER INFORMATION

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

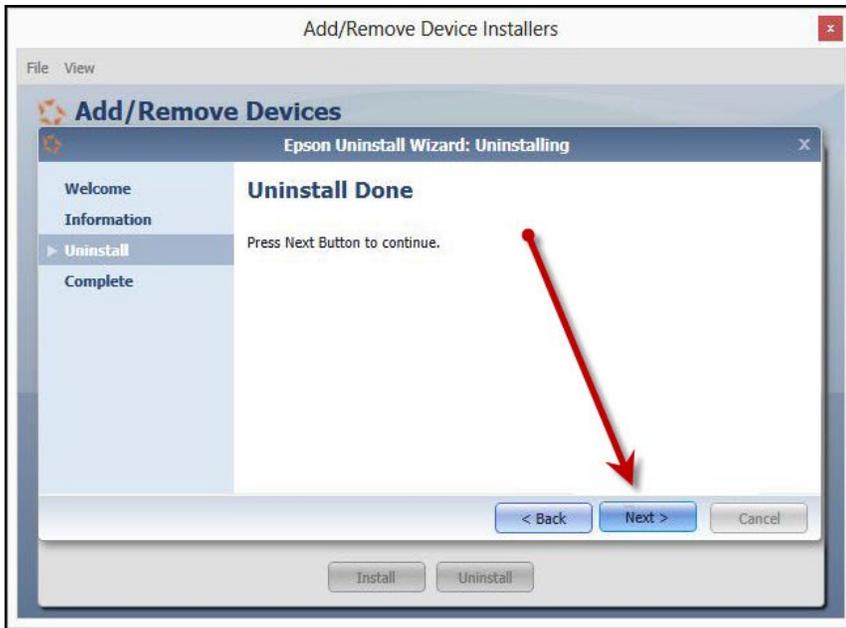


FIGURE 92 - UNINSTALL DONE PROMPT

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

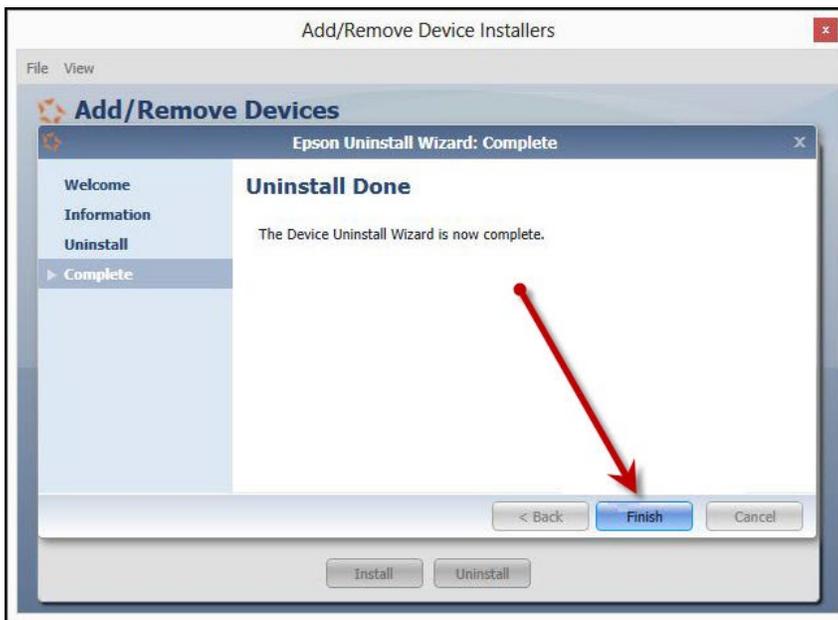


FIGURE 93 - UNINSTALL FINISH