

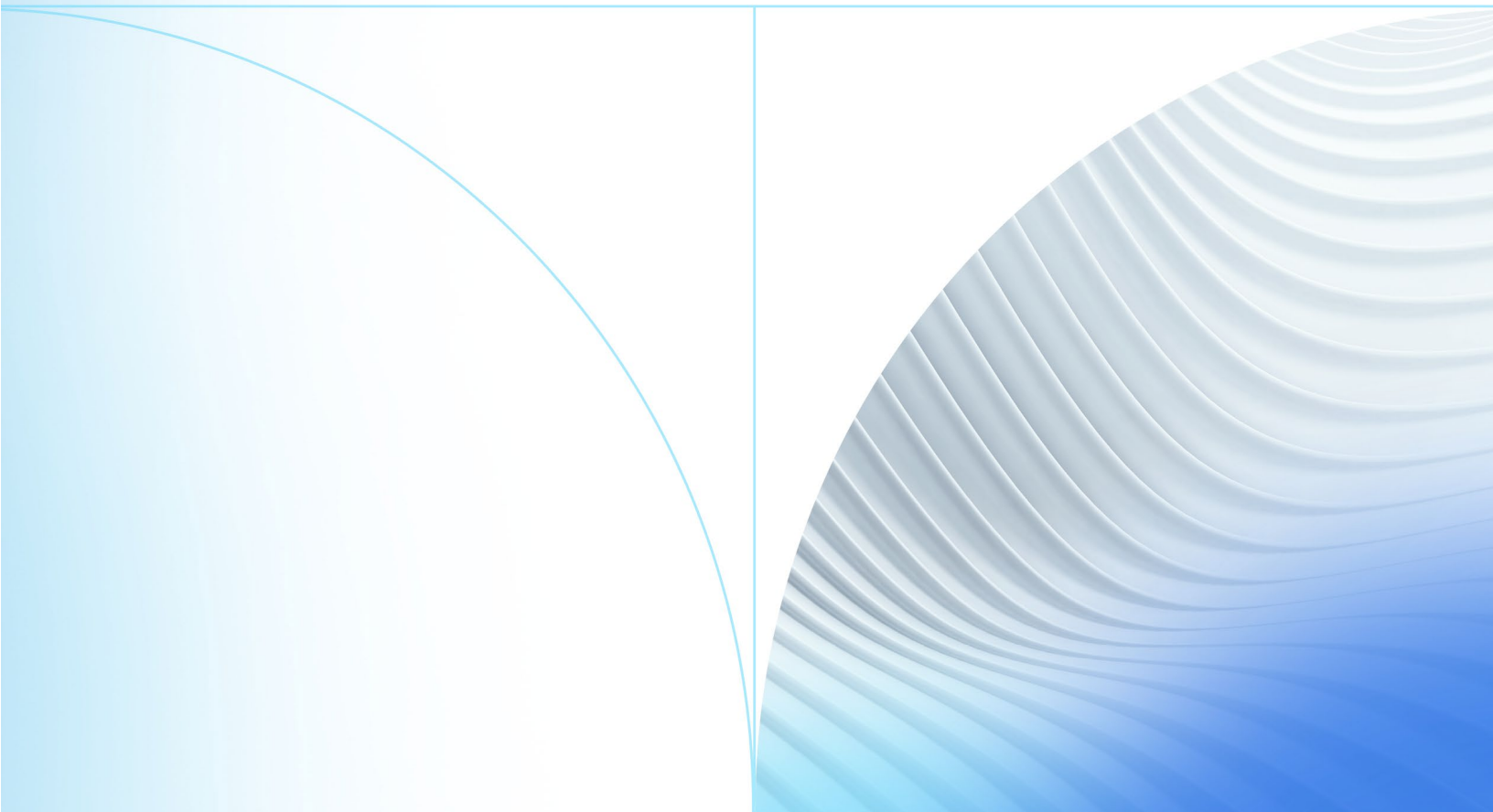


**Enterprise Payment Solutions
(EPS)**

SmartPay Business

July 2023

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

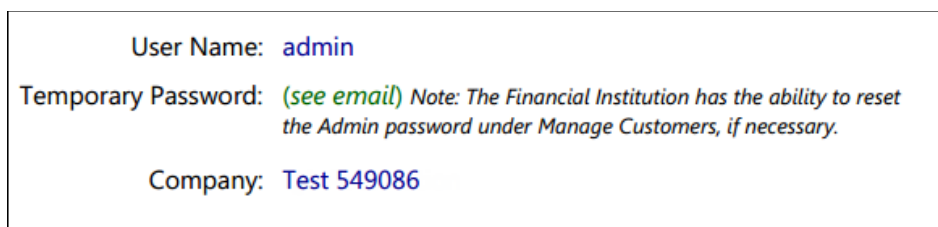


FIGURE 1 – SAMPLE ADMINISTRATOR CREDENTIALS FROM LOGIN LETTER

NOTE: Single sign-on users do 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 may 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, refer to 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.

NOTE: The application does not support Apple Boot Camp® or any virtualization software. For installation on a Mac® computer, refer to the *Scanner Installation Quick Start for RDC & RDS on Mac*. If installing a Panini ml:Deal or EverneXt, refer to the *Panini Everest Installation Guide (RNDIS)*.

For an optimal experience, we recommend a high-speed internet connection (above 25 Mbps). Additionally, the following components are required in order to use the application:

For the PC:

- Local administrative rights

- Local user profile
- USB port 2.0 or higher
- .NET® Framework 4.8 or higher

For Microsoft® Windows®:

- Windows 10: Microsoft Edge® or Google Chrome™
- Windows 11: Microsoft Edge or Google Chrome

NOTE: The latest and previous two browser versions are supported.

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

Manufacturer	Model Supported
Digital Check®	CheXpress® CX30 TellerScan® TS240 <i>TellerScan TS230</i>
Digital Check (Unisys Burroughs®)	SmartSource® Professional SmartSource Professional Elite SmartSource Micro Elite <i>SmartSource Value</i> <i>SmartSource Merchant Elite</i> <i>SmartSource MicroEX</i>
Epson®	CaptureOne (TM-S1000)

Manufacturer	Model Supported
Panini®	Vision X™ Vision 1 <i>!Deal</i> <i>w!Deal</i> <i>My Vision X™</i>
Canon®	imageFORMULA CR-L1 imageFORMULA CR-120 imageFORMULA CR-150 imageFORMULA CR-190i II
RDM®	<i>EC7000i</i> <i>EC7500i</i>

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 11: Big Sur - Google Chrome
- macOS 12: Monterey - Google Chrome
- macOS 13: Ventura - Google Chrome

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

Manufacturer	Model Supported
Digital Check®	CheXpress® CX30 TellerScan® 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.

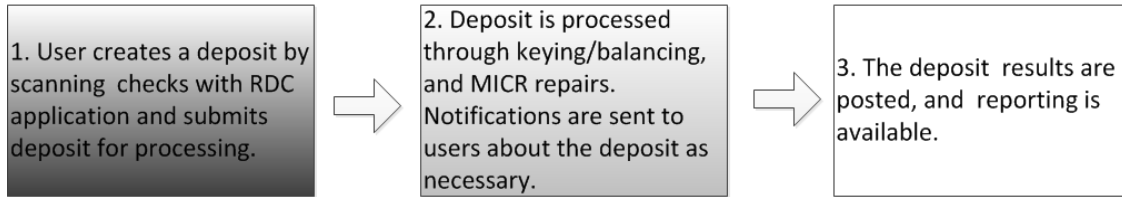


FIGURE 2 – RDC PROCESS WORKFLOW

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.

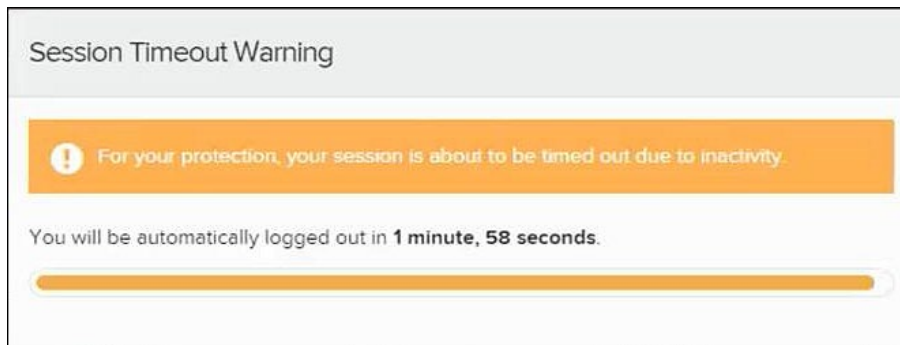


FIGURE 3 – SESSION TIMEOUT WARNING

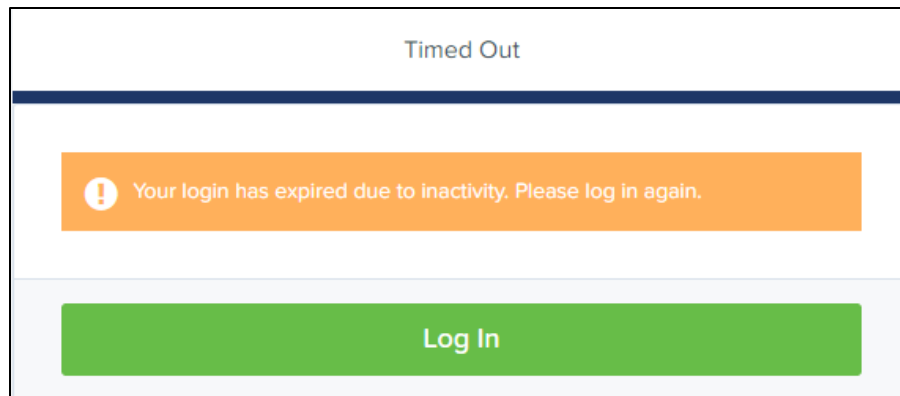


FIGURE 4 – TIMED OUT

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.

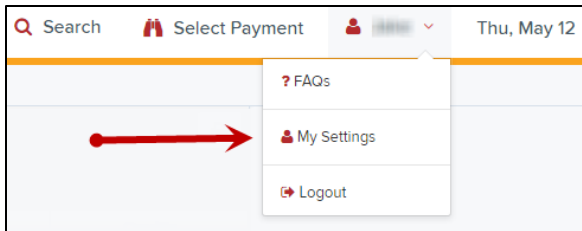


FIGURE 5 – MY SETTINGS

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.

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.

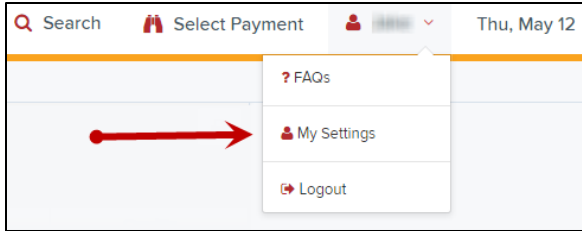


FIGURE 7 – MY SETTINGS OPTION

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 a web application. The page has two tabs: 'FAQs' and 'My Settings', with 'My Settings' being the active tab. The content is organized into three main sections:

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

 A green 'Update' button is located at the bottom center of the page.

FIGURE 8 – MY SETTINGS TAB

4. Select **Update** when finished.

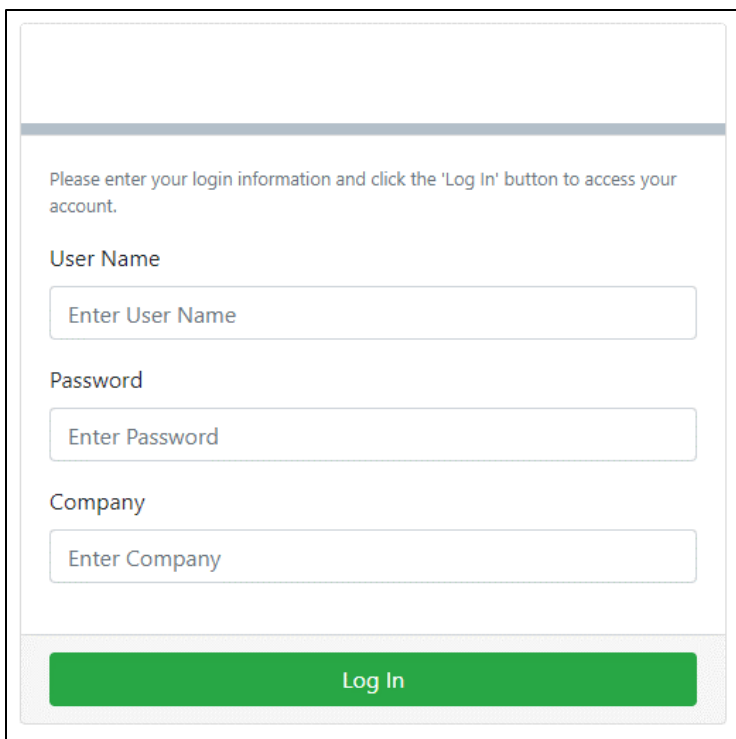
Installing EPS Device Control

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.

It is advised 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 pictured in the image below.



Please enter your login information and click the 'Log In' button to access your account.

User Name
Enter User Name

Password
Enter Password

Company
Enter Company

Log In

FIGURE 9 – LOG IN

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.

2. Click **Log In**.

3. Select **Transactions** from the navigation pane.

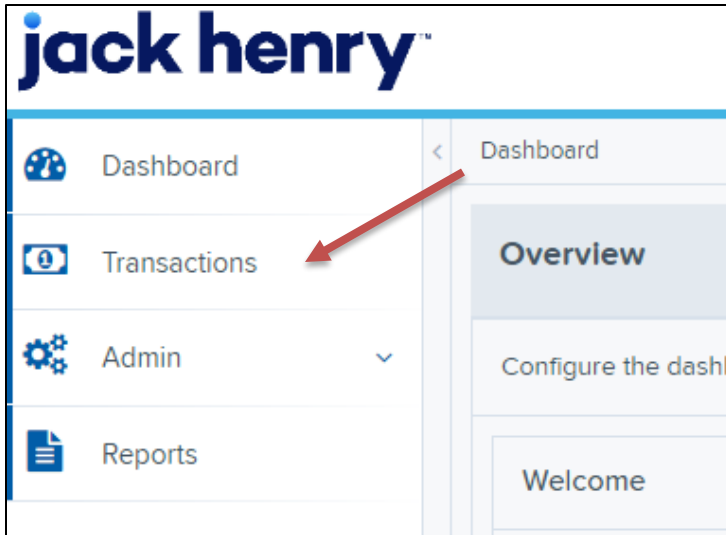


FIGURE 10 – TRANSACTIONS OPTION

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

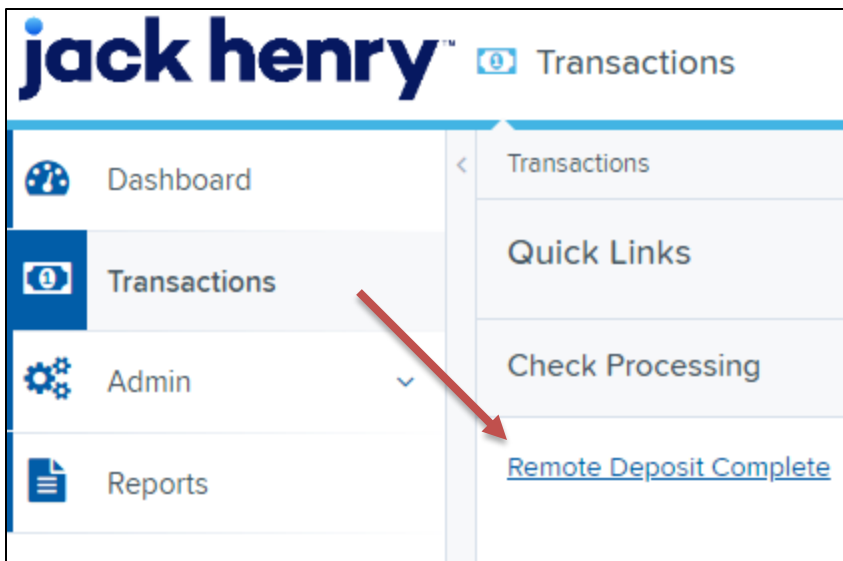


FIGURE 11 – REMOTE DEPOSIT COMPLETE OPTION

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

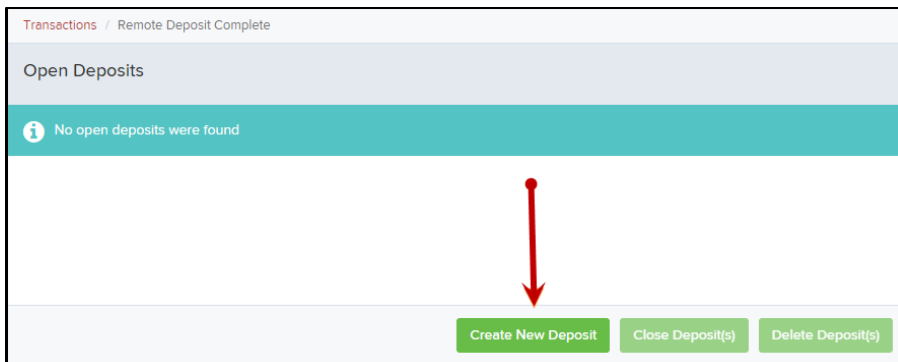


FIGURE 12 – CREATE NEW DEPOSIT BUTTON

6. The *Scanner Interface Help* window appears, prompting you to download Device Control. Click **Download Device Control** to continue.

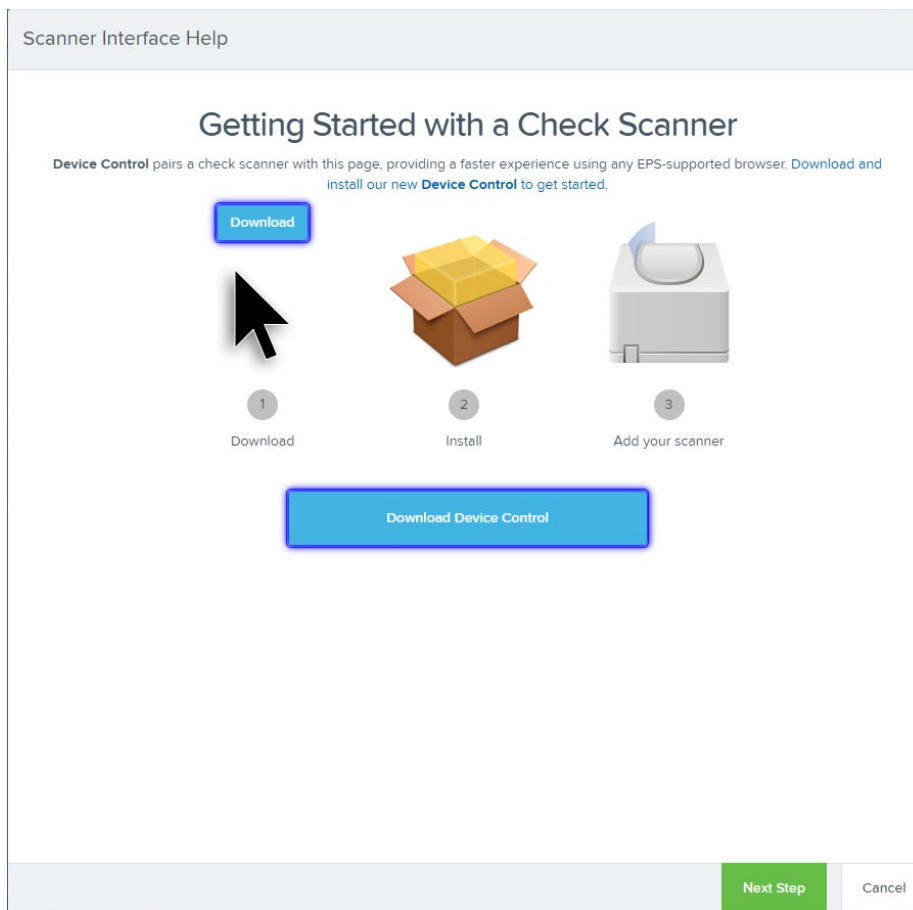


FIGURE 13 – DOWNLOAD DEVICE CONTROL

7. After downloading Device Control, the *Scanner Interface Help* window will instruct you to start the installation.

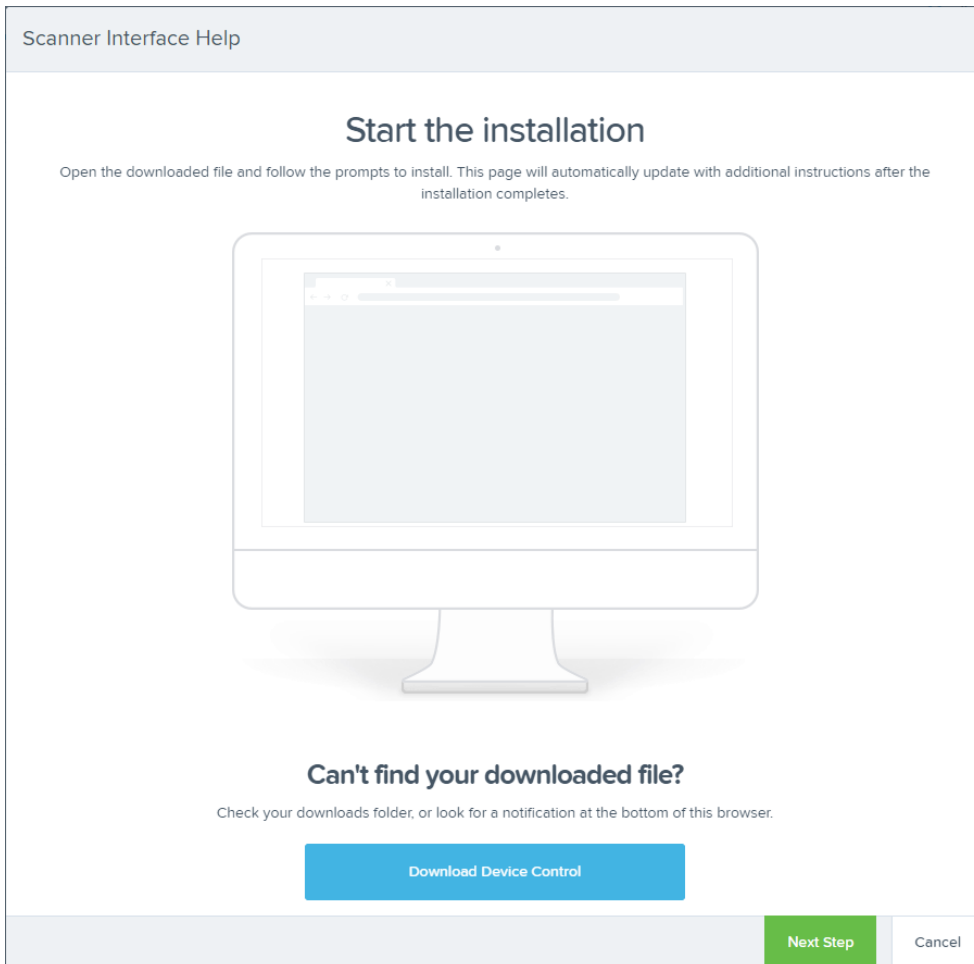


FIGURE 14 – START THE INSTALLATION

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

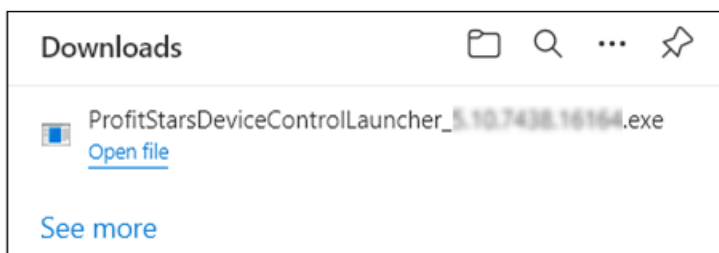


FIGURE 15 – MICROSOFT EDGE

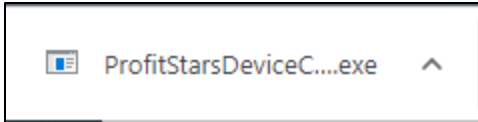


FIGURE 16 – GOOGLE CHROME

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

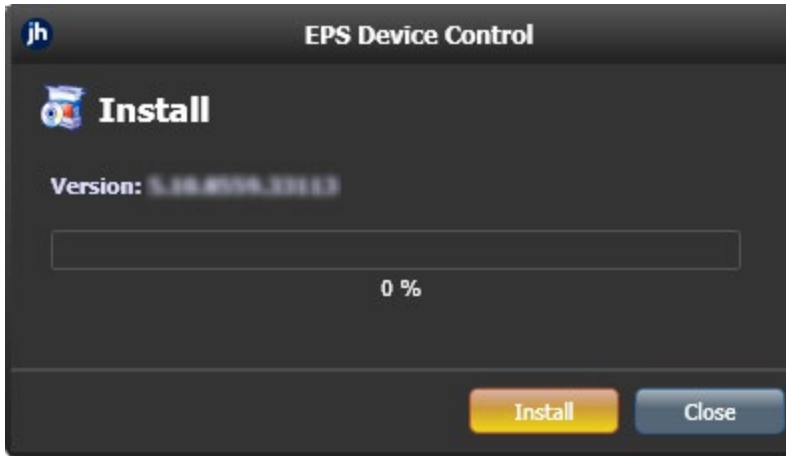


FIGURE 17 – PROMPT TO INSTALL DEVICE CONTROL

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

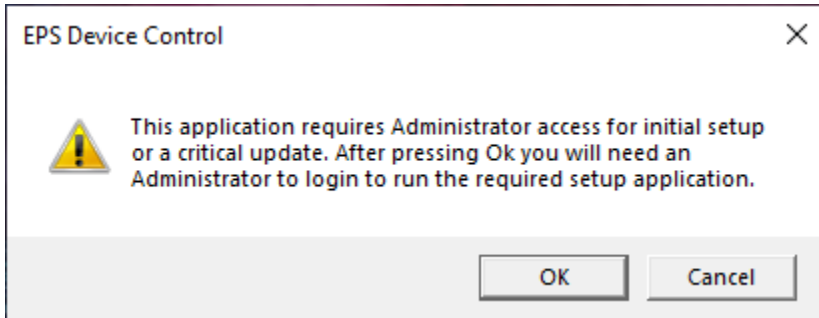


FIGURE 18 – ADMINISTRATOR ACCESS PROMPT

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

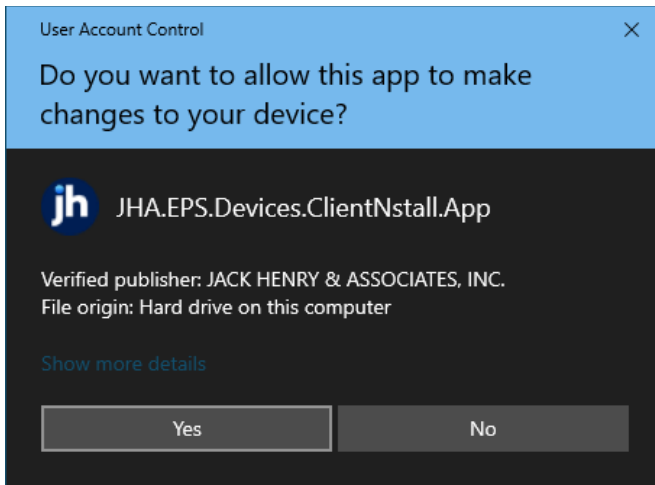


FIGURE 19 – USER ACCOUNT CONTROL

12. Following the installation of Device Control, the *Scanner Interface Help* window should automatically prompt to add a scanner.

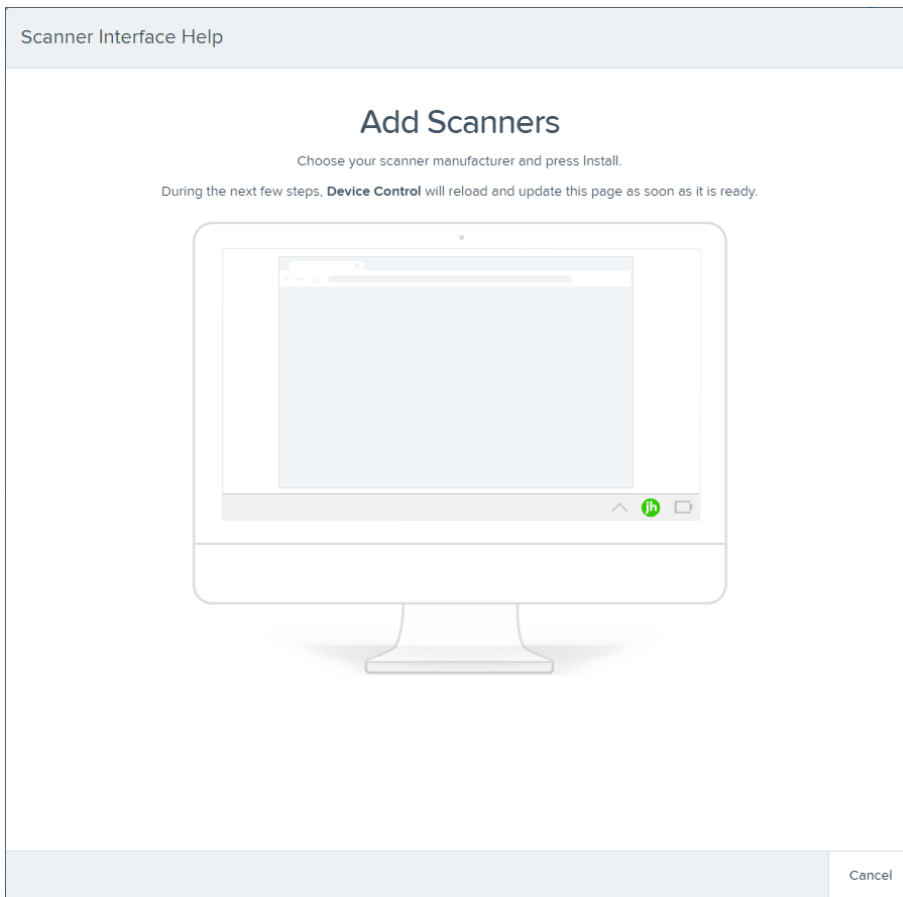


FIGURE 20 – ADD SCANNERS

Installing Your Check Scanner

1. Once Device Control has been installed, the *Choose a Device Manufacturer* window should appear. Select the manufacturer of the scanner you intend to use. You may also opt to select a particular model.



FIGURE 21 – CHOOSE A DEVICE MANUFACTURER

2. If the selected scanner model has not yet been installed, the system will display an indicator, **Not Installed!** Click **Install** to proceed.

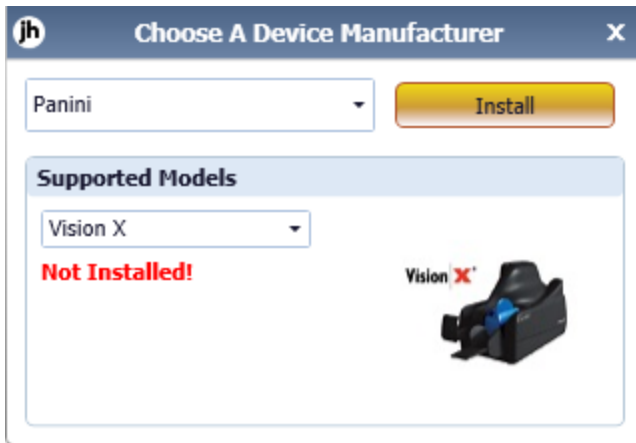


FIGURE 22 – SELECTED DEVICE NOT INSTALLED

NOTE: The screenshots included as an example pertain to a Panini Vision X. Your scanner model may differ. Select the manufacturer of the scanner you intend to use. You may also opt to select a particular model.

3. The *Add/Remove Devices* window appears. Select the manufacturer of the scanner you intend to use, then click **Install**.



FIGURE 23 – ADD/REMOVE DEVICES

4. The *Install Wizard* appears. Disconnect the scanner's USB or power cable and exit all other applications. Click **Next** to continue.

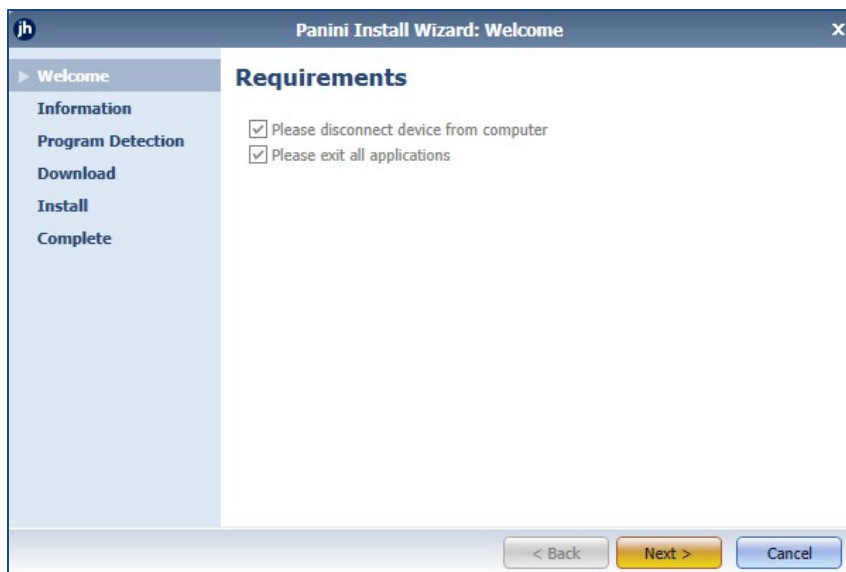


FIGURE 24 – INSTALL WIZARD

5. The *Install Wizard* displays the *Installer Information*. Click **Next** to continue.

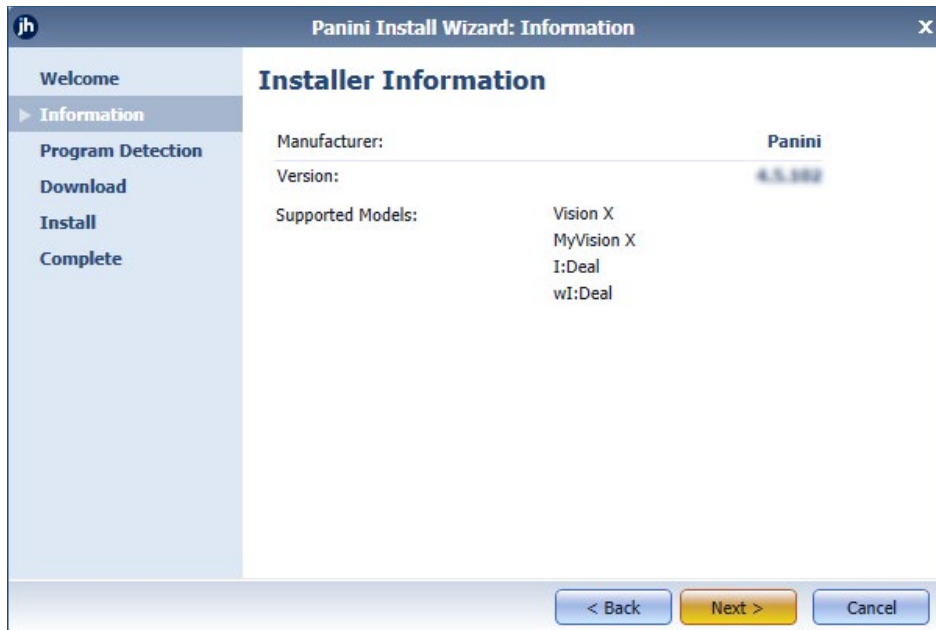


FIGURE 25 – INSTALLER INFORMATION

6. Should Device Control detect potentially conflicting drivers or other scanning components, an opportunity will be presented to uninstall the existing software before continuing to the driver download. Once completed, **Refresh** the list, then click **Next**. Otherwise, proceed directly to step 7.

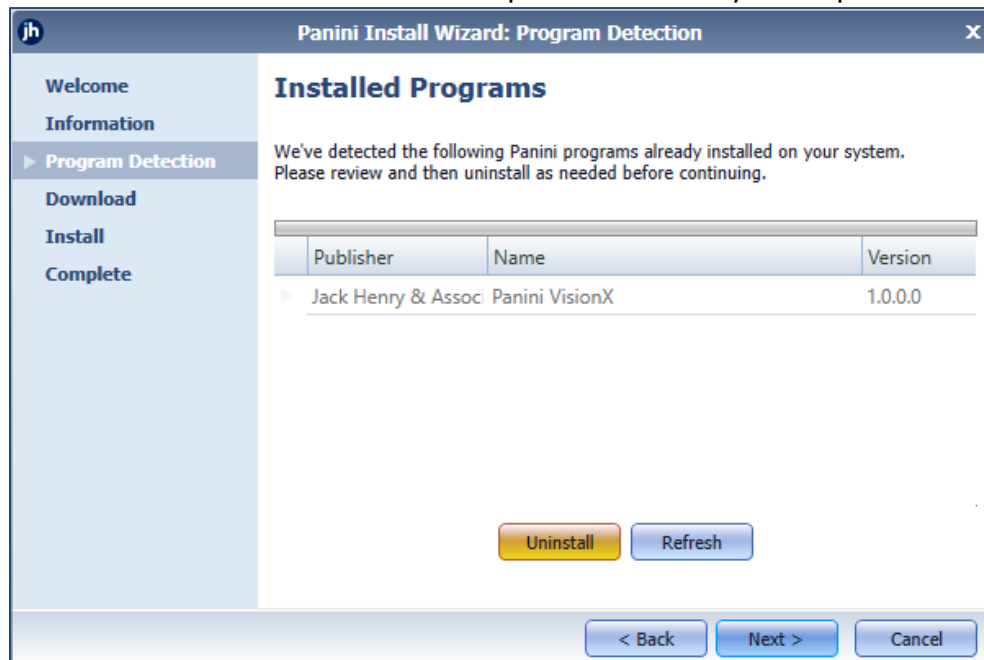


FIGURE 26 – PROGRAM DETECTION

- The *Install Wizard* will download the scanner driver.

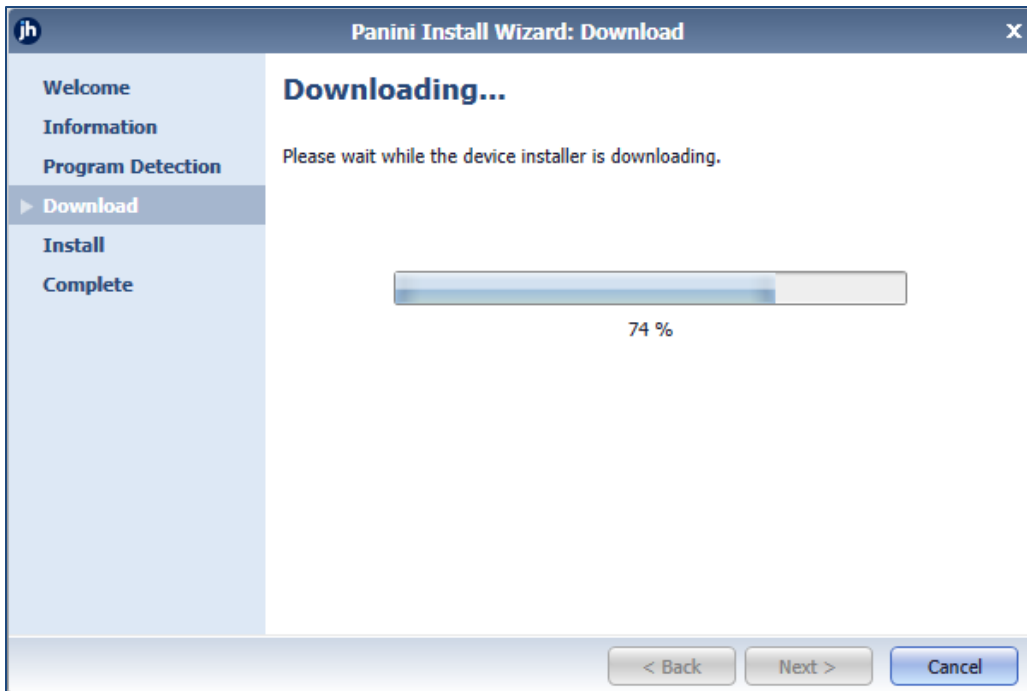


FIGURE 27 – DRIVER DOWNLOAD

- Once the driver has been downloaded, the *Install Wizard* displays the *Install Ready* prompt. Click **Next** to begin the installation.

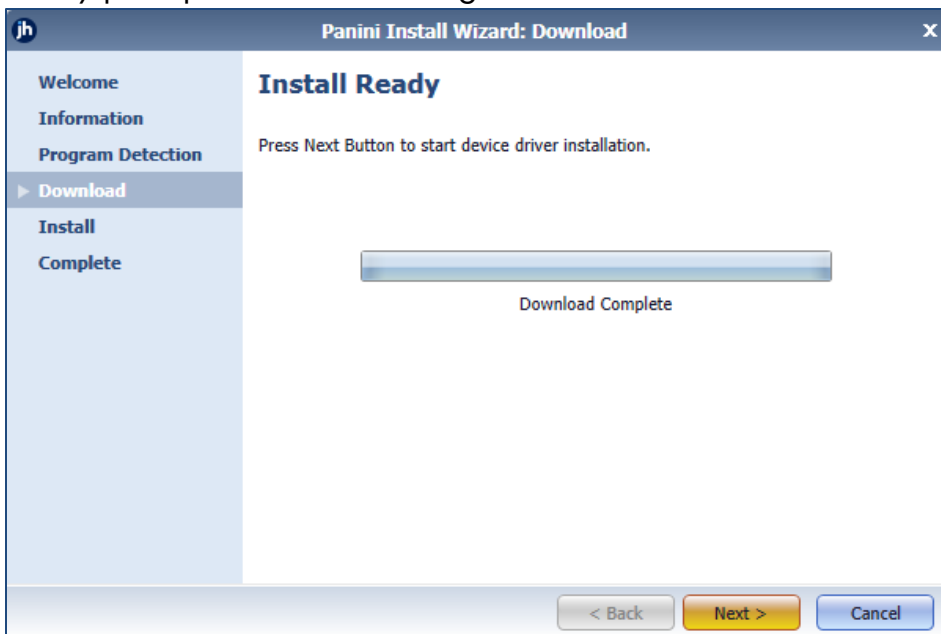


FIGURE 28 – INSTALL READY

- Once the installation has completed, the *Install Wizard* displays the *Install Done* prompt. Click **Next** to continue.

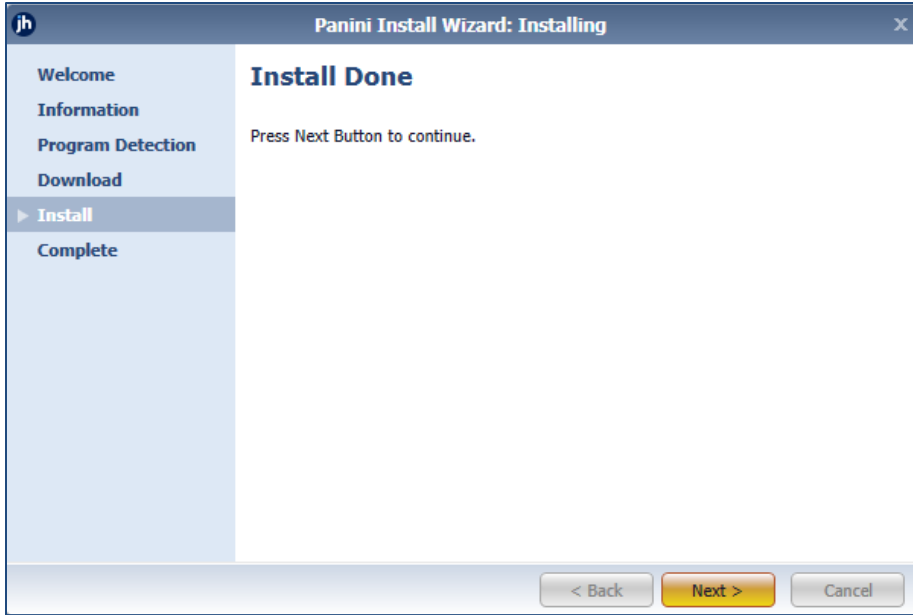


FIGURE 29 – INSTALL DONE

10. With the scanner driver now installed, connect the scanner to your computer, then click **Finish**. You may now close the *Add/Remove Devices* window and create a deposit.

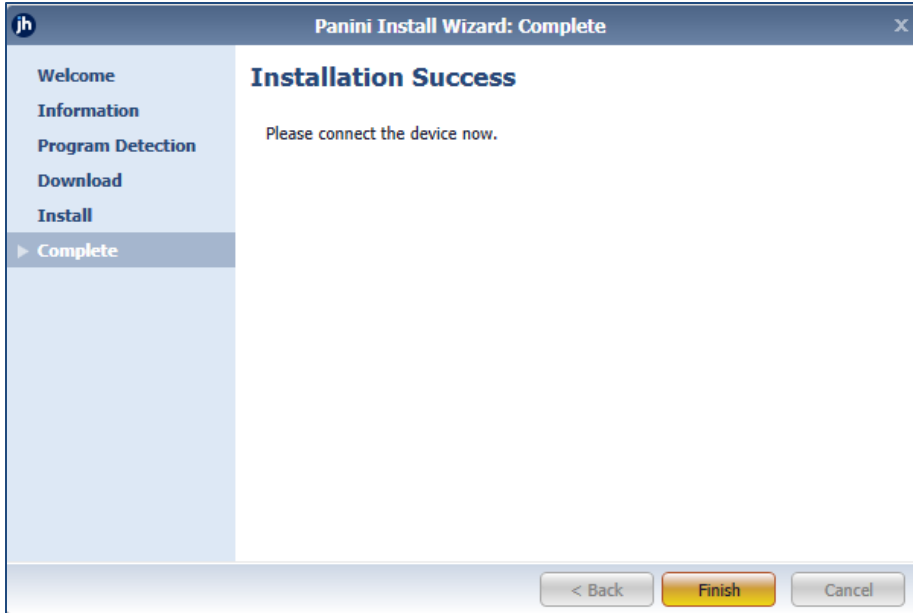


FIGURE 30 – INSTALLATION COMPLETE

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	(ACH Only) The transaction, originally returned NSF, has been re-presented to the Federal Reserve by ProfitStars®, and funds were recovered.
Awaiting Capture	Status for credit card transactions only.
Awaiting Approval	The transaction has been verified, but the amount of the transaction exceeded the <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	(ACH Only) The transaction, returned NSF, is in the process of being re-presented to the Federal Reserve by ProfitStars.

Status	Definition
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 Velocity 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.

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 31 – 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 32 – CONFIRMATION TO LEAVE OPEN DEPOSITS PAGE

Creating a New Deposit

1. From the *Open Deposits* page, select **Create New 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)	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 33 – OPEN DEPOSITS PAGE WITH CREATE NEW DEPOSIT INDICATED

- If at this time Device Control has not already launched, the system will ask you to confirm launching Device Control. Select **Run** to continue.

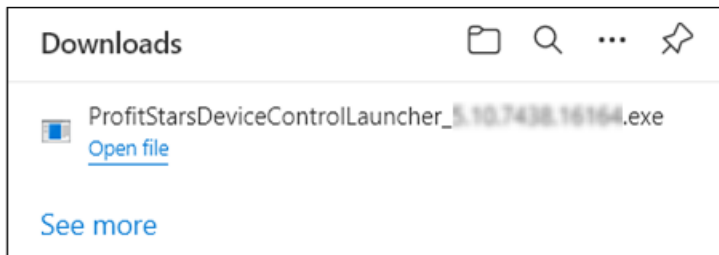


FIGURE 34 – LAUNCH DEVICE CONTROL – MICROSOFT EDGE

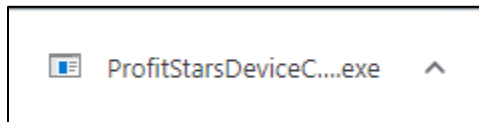


FIGURE 35 – LAUNCH DEVICE CONTROL – GOOGLE CHROME

- 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 36 - 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.

The screenshot displays the 'Deposit View' page. At the top, there's a navigation bar with 'Transactions / Remote Deposit Complete / Deposit View'. Below that, a control bar shows '10 Per Page', 'Displaying Page 1 of 1, Records 1 to 6 of 6', 'All Items', 'Refresh', and 'Data Entry View'. The main table lists five checks, each with a MICR line and a deposit amount of \$85.24. Below the table, there are 'Front of Check' and 'Back of Check' buttons. The 'Front of Check' button is active, showing a scanned check image. To the right, the 'Scanner Interface' section includes a 'Reset' button and status information: 'Service: Retrieving Items for Batch '3729490'', 'Scanner: Connection To Device Control established', and 'Terminal Number: 6 / \$511.44'. The 'Deposit Status' section shows 'Location: AA CPP Location 1', 'Control: 1 / \$1.00', and 'Scanned'. A green 'Complete Deposit' button is located at the bottom right of the interface.

FIGURE 37 – DEPOSIT VIEW PAGE

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

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

- **Refresh** – If at any time the *Amount* values for the check items do not immediately appear, select the **Refresh** option to show the values.

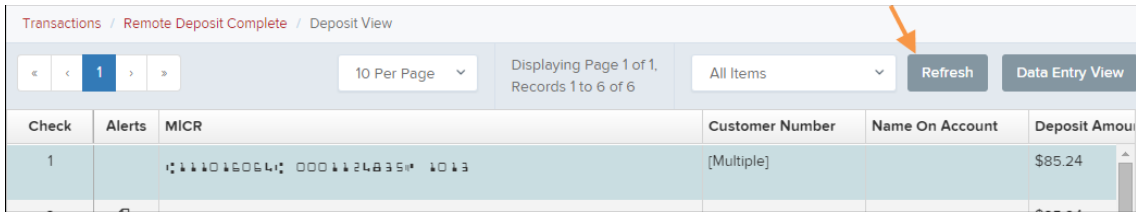


FIGURE 38 – REFRESH OPTION

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

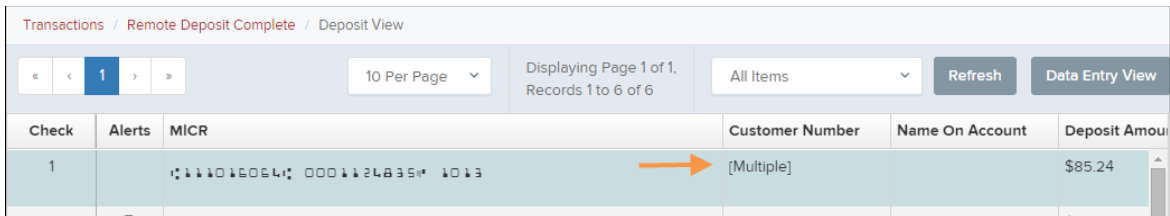


FIGURE 39 – MULTIPLE CUSTOMER RECORDS STATUS

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

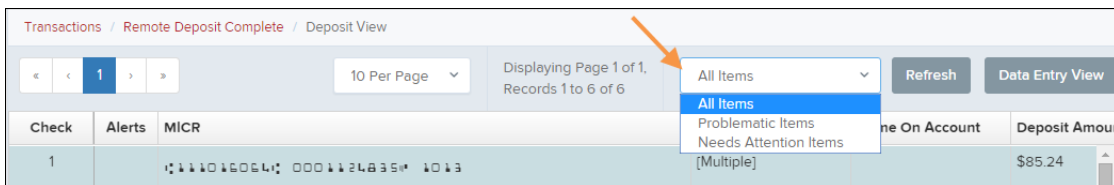


FIGURE 40 – ITEM LIST FILTER

- Amount status of To Be Keyed** – The amount field entry will be performed by EPS Keying & Balancing once the deposit is submitted for processing.
- Scroll to the right of the listed items to see the **Edit**, **Delete**, and **Rescan** options available.

Transactions / Remote Deposit Complete / Deposit View

« < 1 2 3 > » 10 Per Page Displaying Page 1 of 5, Records 1 to 10 of 42 All Items Refresh Data Entry View

Check	Customer Number	Name On Account	Deposit Amount	Edit	Delete	Rescan
1 ⑆ 000295282⑆	[84d56fcf-a22e-408...	Ima Tester	\$85.24			
2 ⑆ 344510⑆			\$85.24			
3 ⑆ 55550⑆ ⑆ 0008	949494	CUSTTEST	\$377.25			

FIGURE 41 – EDIT AND DELETE OPTIONS IN THE DEPOSIT VIEW TAB

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

Delete Check

Delete check without adjustments

Delete check, decrement check count, and reduce the deposit total by:

\$ 85.24

Cancel Delete

FIGURE 42 - DELETE CHECK ADJUSTMENT OPTION

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

Transactions / Remote Deposit Complete / Deposit View

« < 1 > » 10 Per Page Displaying Page 1 of 1, Records 1 to 1 of 1 All Items Refresh Data Entry View

Check	Alerts	MICR	Customer Number	Name On Account	Deposit Amount	Edit	Delete	Rescan
1		⑆ 11010001⑆ 000???2483445⑆ ⑆ 0?3			\$0.00			

FIGURE 43 – INVALID MICR INDICATOR

Check	Alerts	MICR	Customer Number	Name On Account	Deposit Amount	Edit	Delete	Rescan
1		⑆ 22037760⑆ 787554324000⑆		ST for KB	To Be Keyed			
2		⑆ 22037760⑆ 787554324000⑆		ST for KB	\$0.00			

FIGURE 44 – RESCAN REQUIRED INDICATOR

- To rescan an item, select **Rescan** to the right of the item that needs rescanning. A window appears that allows you to rescan an item as needed. Place the check item in the scanner, and then select the **Rescan** option in the window (shown below). The check will run through your scanner again.

Rescan Check

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

THIS DOCUMENT HAS A COLORED BACKGROUND AND MICROPRINTING. THE REVERSE SIDE INCLUDES AN ARTIFICIAL WATERMARK.

32-1606/1110 1013

Date 06/04/2007

Pay to the order of Demo Company \$ 85.24

Eighty Five : 24/100 DOLLARS

Demo Bank

for VOID

⑆ 22037760⑆ 000124835⑆ 1013

MICR

o1115o t111016064t 000295282o

FIGURE 45 – 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.

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.
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.

Status	Definition
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.

Status	Definition
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.
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.

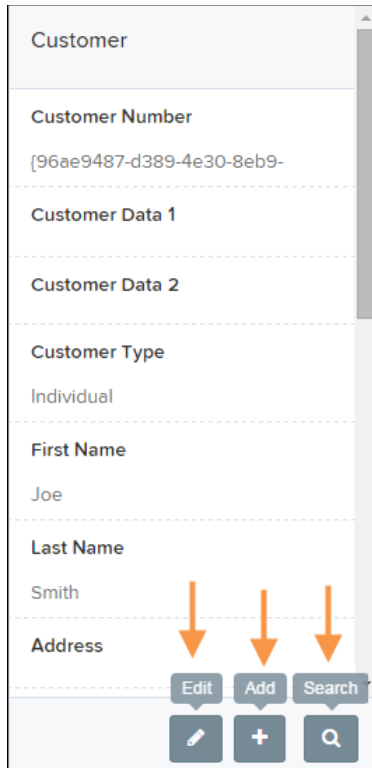


FIGURE 52 – CUSTOMER EDIT, ADD, AND SEARCH OPTIONS

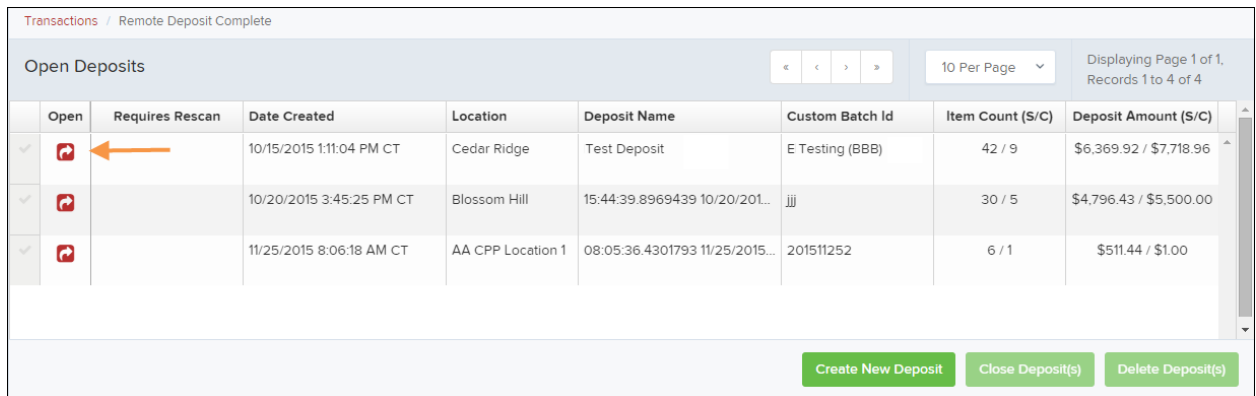
NOTE: Information entered on either the **Data Entry View** tab or **Deposit View** tab will save automatically when navigating to the other tab. If you will be processing check items from recurring customers, you will be able to populate existing customer data.

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

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

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.






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

FIGURE 56 – 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 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	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	ului	0 / 2	\$0.00 / \$100.55

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

FIGURE 57 – SELECTING DEPOSITS

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

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	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	ului	0 / 2	\$0.00 / \$100.55

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

FIGURE 58 – 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).

Confirm Deposit(s) Close

Are you sure you want to close the selected 2 deposit(s)?

Cancel
Close

FIGURE 59 – CONFIRMATION TO CLOSE DEPOSIT(S)

4. 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.

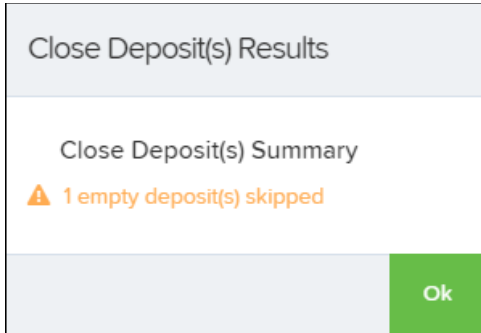


FIGURE 60 – DEPOSIT ERROR MESSAGE

Deleting a Deposit

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

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

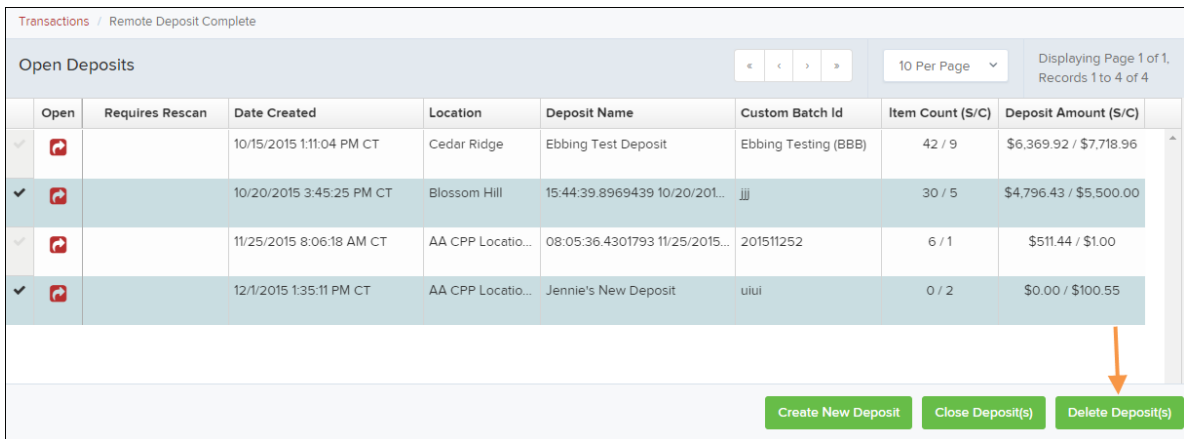


FIGURE 61 – SELECTING DEPOSITS TO DELETE IN THE APPLICATION

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

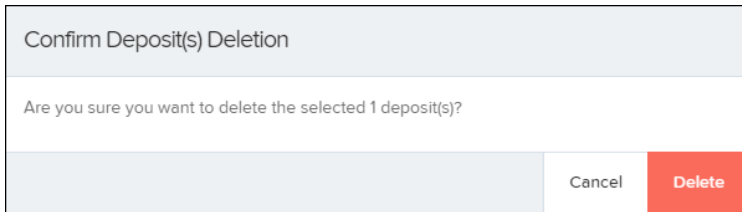


FIGURE 62 – DELETE DEPOSIT(S) OPTION

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 63 – 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.

Status	Definition
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	(ACH Only) The transaction, originally returned NSF, has been re-presented to the Federal Reserve by ProfitStars, and funds were recovered.
Awaiting Capture	Status for credit card transactions only.
Awaiting Approval	The transaction has been verified, but the amount of the transaction exceeded the <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.

Status	Definition
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.
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 64 – 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 65 – 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 66 – 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	Show Audit History	Hide Audit History
 Effective Date:	Tuesday, January 05, 2016	Transaction data 2	Displayed	7		
 Sale:	\$17.00	Transaction data 3	Displayed	8		
Payment Method:	ACH					
From Account Type:	Checking					
Account Number:	122037760 / 4560646556					
To Location:	Corporate Office					

FIGURE 67 – 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 68 – 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 Displayed Label Text Field: 6

Effective Date: Tuesday, January 05, 2016 ← Show Audit History Hide Audit History

Sale: \$17.00

Payment Method: ACH Transaction data 2 Displayed Label Text Field: 7

FIGURE 69 – 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 70 – 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**.

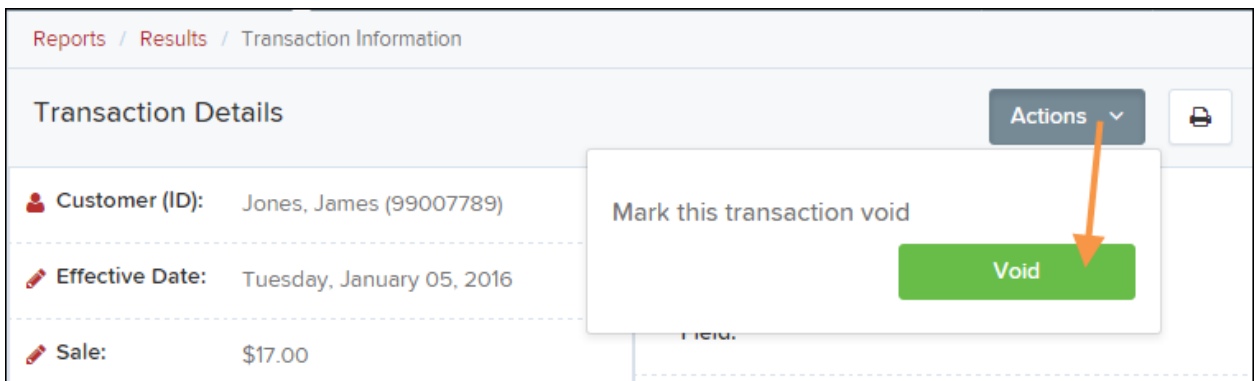


FIGURE 71 – TRANSACTION DETAILS PAGE WITH VOID TRANSACTION OPTION

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.

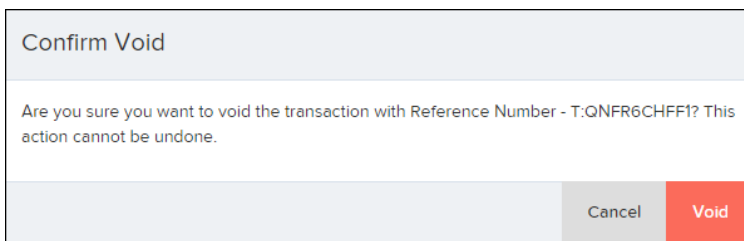
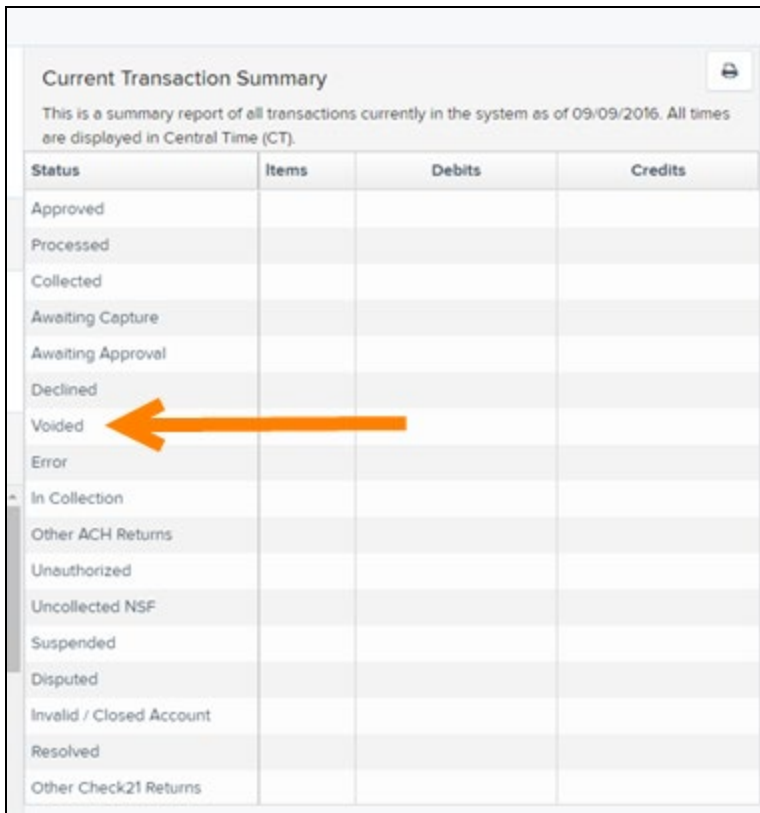


FIGURE 72 – CONFIRM VOID OPTION

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 interface titled "Current Transaction Summary" with a sub-header indicating it's a report as of 09/09/2016. Below the header is a table with four columns: Status, Items, Debits, and Credits. The "Status" column lists various transaction states, and an orange arrow points to the "Voided" status.

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 73 – 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 74 – 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 75 – 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**.

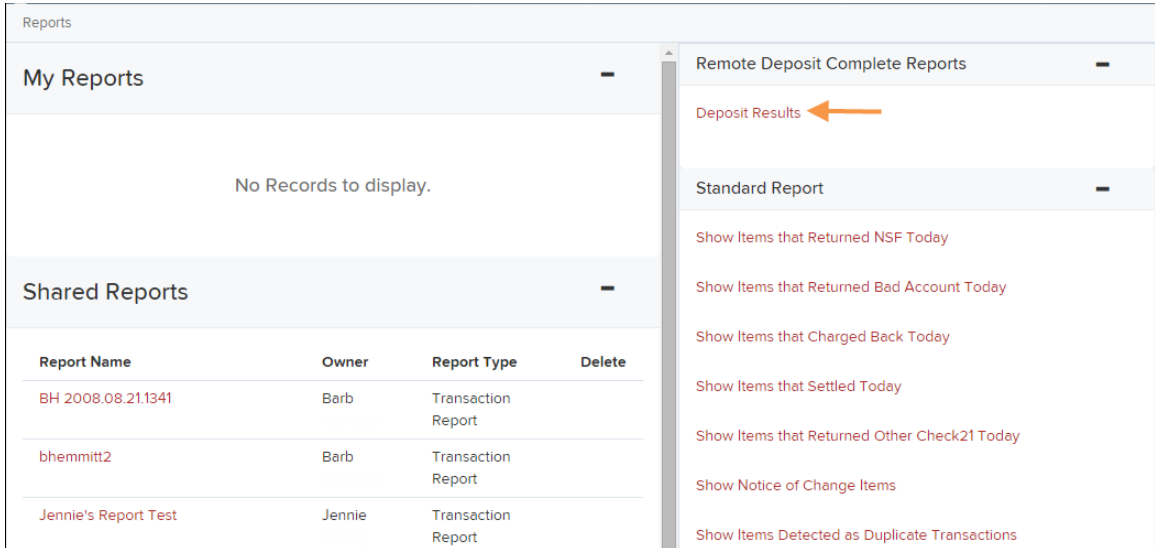


FIGURE 76 – REPORTS PAGE WITH DEPOSITS RESULTS OPTION

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).

Deposit Results Search

Location ID

Quick Pick

Start Date

Start Time

End Date

End Time

Get Deposits

FIGURE 77 – 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.

Field	Definition
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.
Total Deposit Count	The total number of items in the deposit.

Field	Definition
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

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 78 – 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

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 79 – 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 80 – VIEW OPTION FOR AN ITEM IN DEPOSIT

3. The Batch *Item Details* page appears.

Reports / Deposit Results / Item Details / Batch Details

Batch Item Details Show Events Hide Events

Sequence #:	1
Routing / Account #:	111016064 / 0
Check #:	

FIGURE 81 - 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.

Field	Definition
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.

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

Reports / Deposit Results / Item Details / Batch Details

Batch Item Details

Show Events Hide Events

Sequence #:	Event Date	Event	Application	User ID	User Name	Description
1	12/1/2015 3:30:43 PM CT	Rejected	Remote Batch Deposit	6964		Image Quality Problem
Routing / Account #: 111016064 / 0	12/1/2015 1:35:23 PM CT	CARReco	Orbograph	1		85.24
Check #:	12/1/2015 1:35:17 PM CT	CheckDecisioningError	0	0	RD	Check Decisioning Failed:Invalid character printed
MICR: t111016064t 000???2483445o 1073	12/1/2015 1:35:17 PM CT	Created	Remote Batch Deposit	197656		
Amount: 85.24						
Item Status: Rejected						

FIGURE 82 – 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.

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 83 – 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 84 – 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	
Check Processing	Card Processing
Remote Deposit Scan	Preauthorized Payment
Remote Deposit Complete	Telephone Payment
Remote Deposit Express	Mailed-In Payment
Remote Deposit Now	Issue Credit
Customer ACH Opt Out	Recurring Payments
	Swipe Card
ACH Processing	Bulk Operations
Preauthorized Payment	Capture
Telephone Payment	Void
Issue Credit	Resolve
Recurring Payments	Approve ←
Recurring Credits	
Verification Only	
ACH Client	

FIGURE 85 – 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 86 – 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

<input type="checkbox"/>	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 87 – 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 icons tray in the notifications area of your desktop to view the status of Device Control. In Figure 88, the Device Control icon is green, indicating the service is online. It may be necessary to click the arrow to **Show hidden icons** (Figure 89).

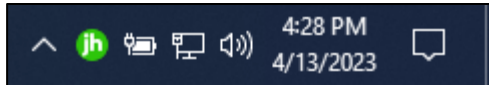


FIGURE 88 – DEVICE CONTROL ICON



FIGURE 89 – SHOW HIDDEN ICONS

- 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.

Enabling/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, locate the **Device Control** icon. It may be in the hidden icons referenced.



FIGURE 90 – DEVICE CONTROL ICON

2. Right-click the **Device Control** icon and then select **Options**.

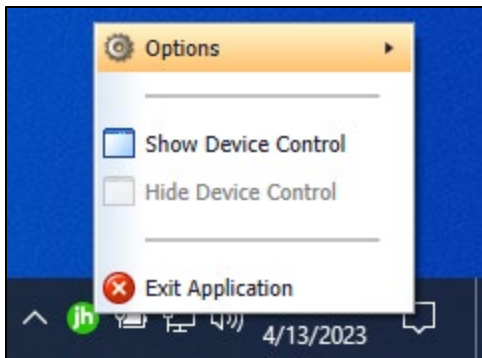


FIGURE 91 – DEVICE CONTROL OPTIONS

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.

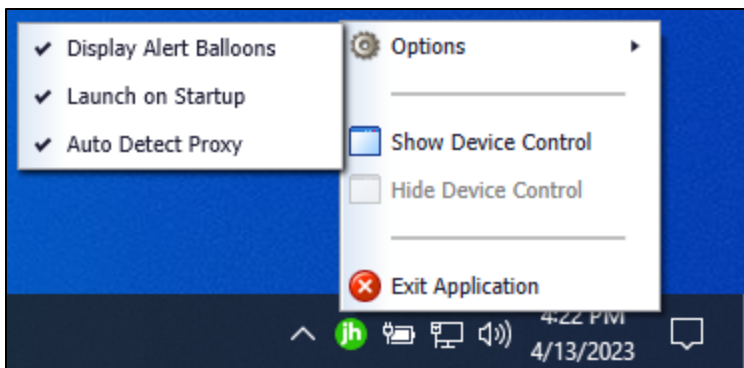


FIGURE 92 – ALL OPTIONS, SELECTED

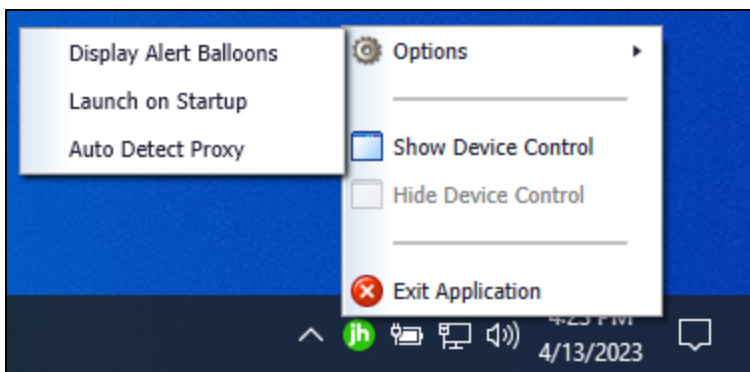


FIGURE 93 – ALL OPTIONS, UNSELECTED

Changing a Scanner

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

NOTE: If multiple scanner makes/models are registered to a company's profile, it may necessary to delete the browser history in order to clear the scanner cookies used by Device Control. This should allow you to select another scanner.

1. Double-click the Device Control icon, or right-click and select **Show Device Control**

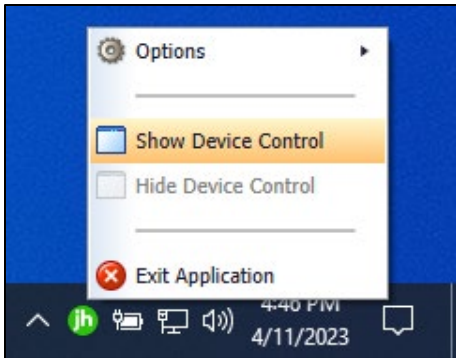


FIGURE 94 – SHOW DEVICE CONTROL

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

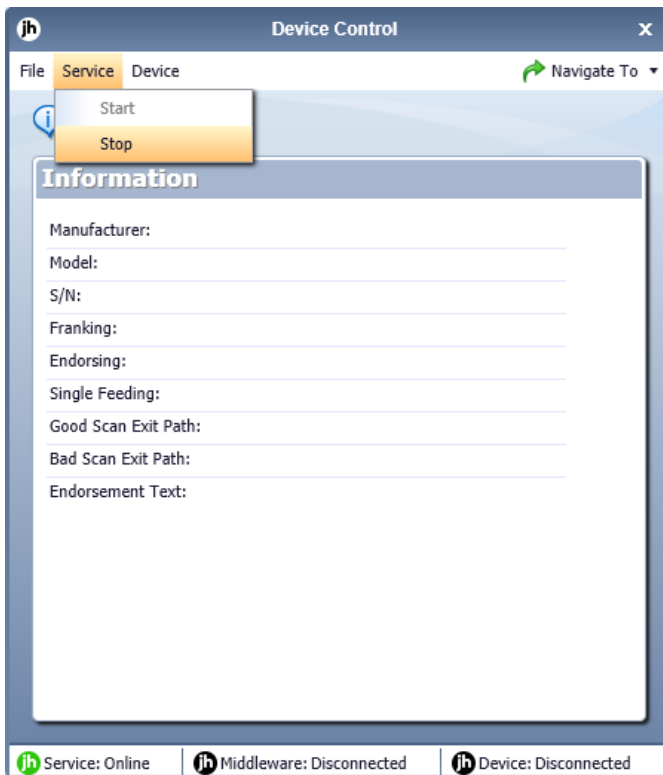


FIGURE 95 – STOP DEVICE CONTROL SERVICE

3. Select **Device | Chooser**.

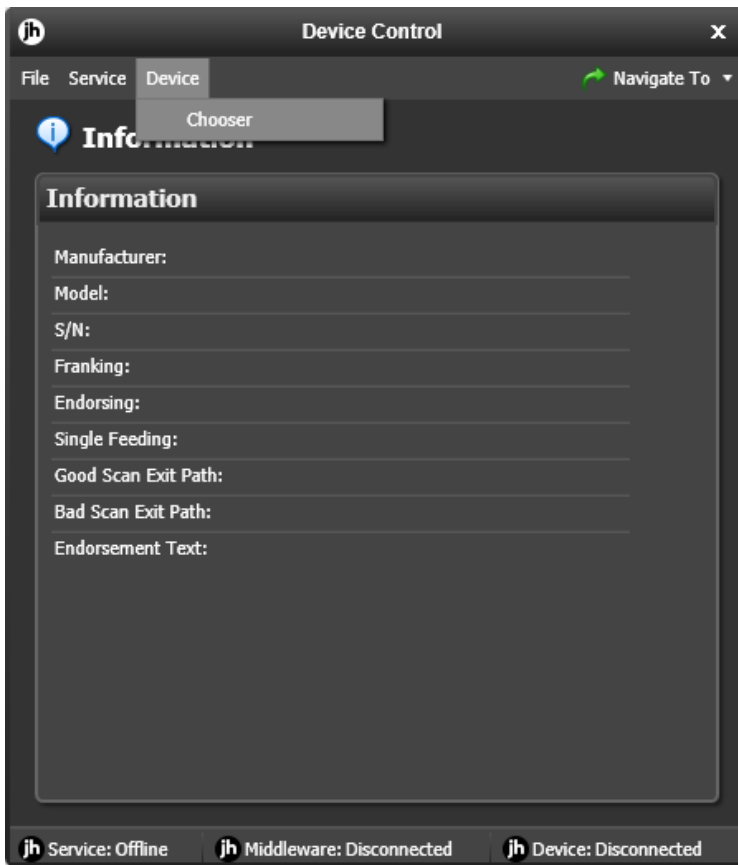


FIGURE 96 – DEVICE | CHOOSER OPTION

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

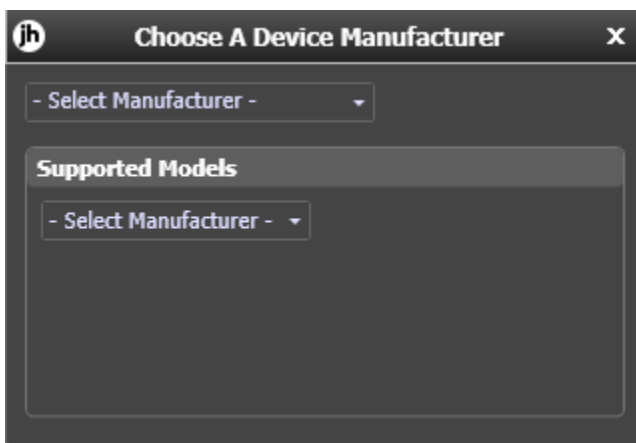


FIGURE 97 – CHOOSE A DEVICE MANUFACTURER

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

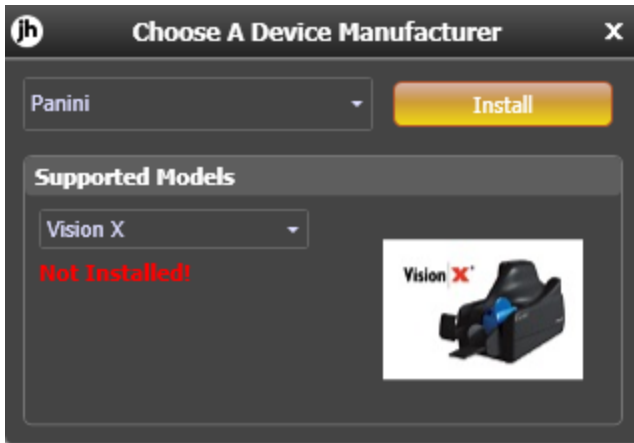


FIGURE 98 – SELECTED DEVICE NOT INSTALLED

Uninstalling a Scanner

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

1. Perform **Steps 1 - 5** in the previous section titled Changing a Scanner
2. In the Device Control window under the *Choose a Device Manufacturer* heading, select the **Uninstall** option.

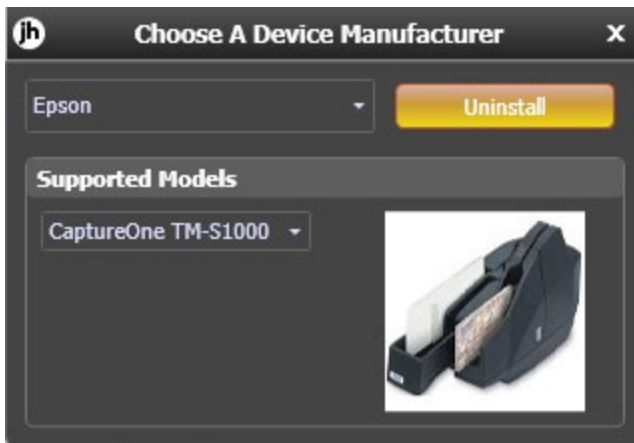


FIGURE 99 – UNINSTALL OPTION

3. The *Add/Remove Devices* window appears. Select the scanner you wish to uninstall, then click **Uninstall**.

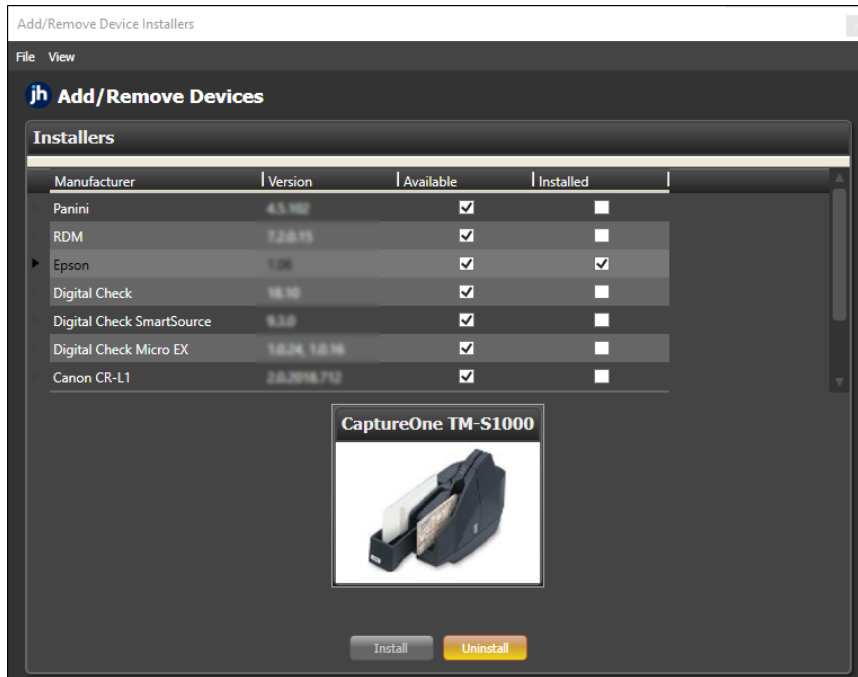


FIGURE 100 – SELECTING A SCANNER WITH UNINSTALL OPTION

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

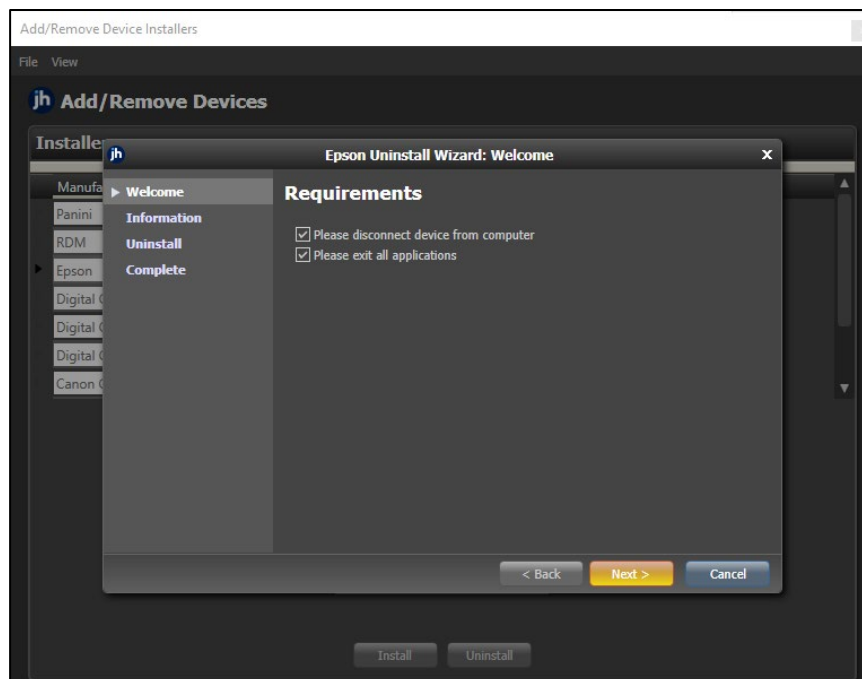


FIGURE 101 – UNINSTALL WIZARD WITH NEXT OPTION

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

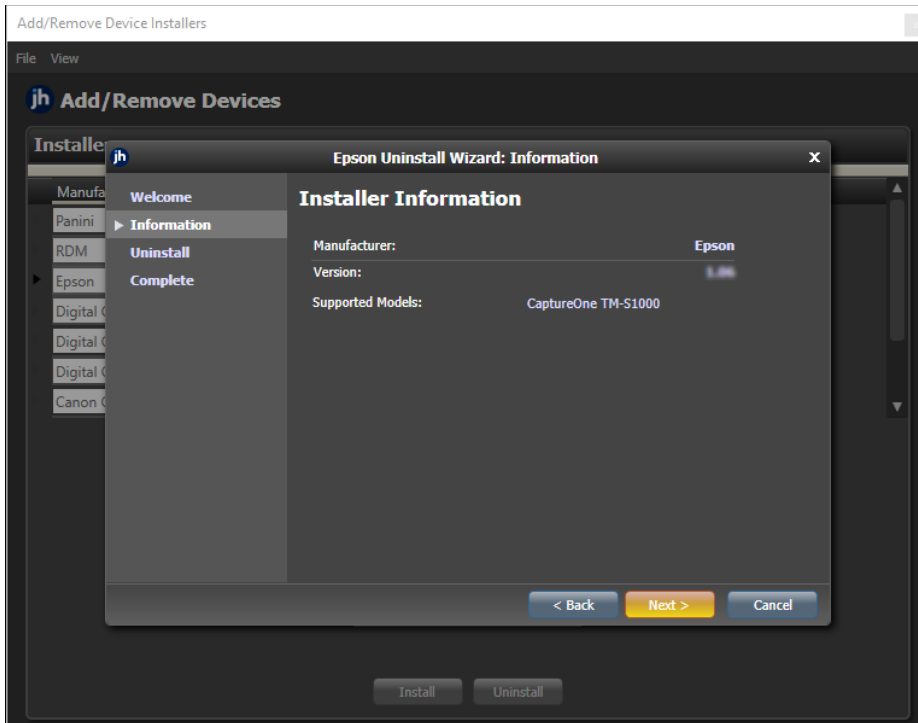


FIGURE 102 – INSTALLER INFORMATION

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

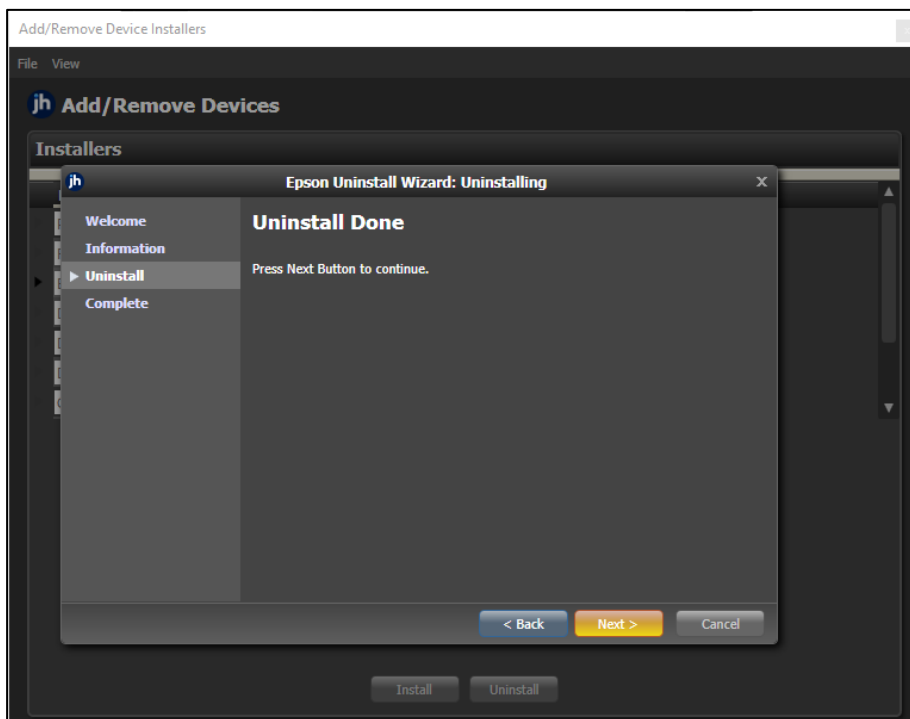


FIGURE 103 – UNINSTALL DONE PROMPT

7. Once the process is complete, click **Finish**. The scanner you selected should now be uninstalled, and you may close *Add/Remove Devices* window.

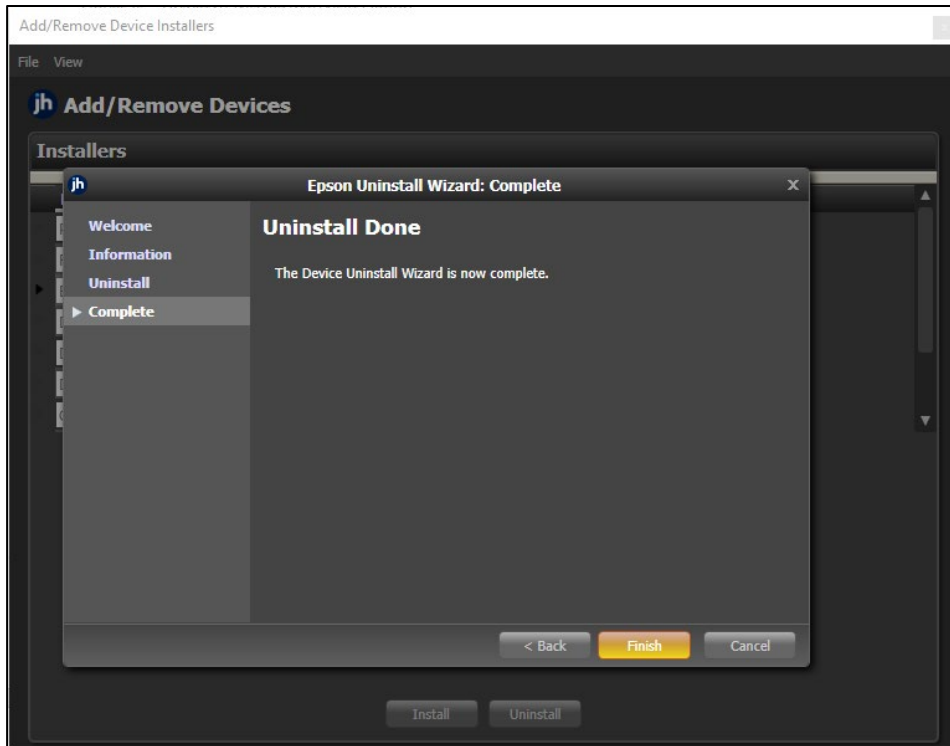


FIGURE 104 – UNINSTALL FINISH