

RDC User Guide

Making a Deposit:

From the dashboard screen of the scanning site, you will first click on the tab on the left that says **Transactions**. After clicking on Transactions, you will see both **Void** and **Remote Deposit Complete** appear as options to the right of the Transactions tab. You will want to select Remote Deposit Complete. The below screen will now be open.

In the example below there are open deposits, however, if you do not have any the center of the screen below will be blank and you will receive a message that says "No Open Deposits Found."

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	

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

The next step you will take is to click on **Create New Deposit** as indicated in the picture above. Once you have clicked on it, the below window will open on your screen.

Transactions / Remote Deposit Complete / Create New Deposit

Create New Deposit

Location *
-- Select --

Payment Type *
Mailed In/Dropped Off

Deposit Name *
10:33:50.1947564 1/6/2016 Deposit

Custom Batch ID *

Number Of Checks *

Scanner Interface

Service
Loading Device Control...

Scanner

Create Reset Scanner

You will want to fill in the total number of checks, as well as the total amount of the deposit. The deposit name will be prefilled as the time and date of the deposit, but you do have the option to clear that box and enter your own name if preferred. At this point it is recommended to place the checks in the scanner, as the scanner will look for/begin feeding checks as soon as you click on the **Create** tab.


While the scanner is running the checks, you will see them populate on the screen as shown in the picture below. Once all checks have been run, you can click on each one to review. There is an occasional delay with the dollar amounts showing on the screen, so if you are still seeing \$0, you can click on the **Refresh** button towards the top right of the screen and the amounts should then display.

Transactions / Remote Deposit Complete / Deposit View

« < 1 > » 10 Per Page Displaying Page 1 of 1, Records 1 to 6 of 6 All Items Refresh Data Entry View

Check	MICR	Customer Number	Name On Account	Deposit Amount	Ec
1	⑆111016064⑆ 0001124835⑆ 1013			\$85.24	
2	⑆111016064⑆ 0001124835⑆ 1013			\$85.24	
3	⑆111016064⑆ 0001124835⑆ 1013			\$85.24	
4	⑆111016064⑆ 0001124835⑆ 1013			\$85.24	
5	⑆111016064⑆ 0001124835⑆ 1013			\$85.24	

Front of Check Back of Check

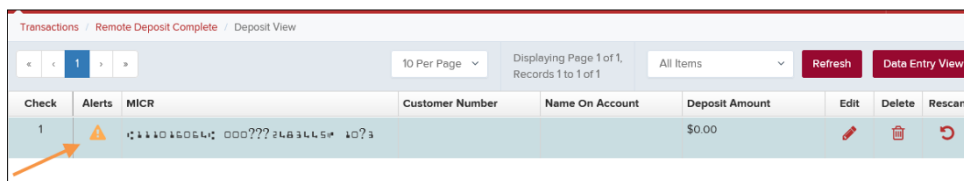


Scanner Interface	Reset	Deposit Status
Service		Location
Retrieving Items for Batch '3729490'.		AA CPP Location 1
Scanner		Control
Connection To Device Control established		1 / \$1.00
Terminal Number		Scanned
		6 / \$511.44

[Complete Deposit](#)

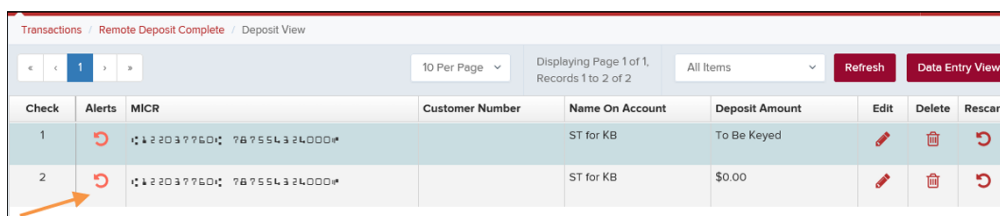
If there are no issues with the checks or the amount that the scanner has read, you can click the **Complete Deposit** button in the bottom right corner. If there are any issues, you may need to delete and/or rescan a check. The common issues that may be encountered are shown on the next page.

The first issue that may be encountered is for an Invalid MICR reading. You will see a yellow triangle to the left of the check as shown below. This error can be caused by a tear or crease in the check, a corner being folded back while scanning, a signature that drops down into the MICR information, or if a foreign check is being scanned. You will want to try to smooth the check as flat as possible if it was a physical issue causing the error before clicking the **Rescan** button to the right of the check info. If there is a signature or other marking that is over or near the MICR line, you can try rescanning the item. If you are not able to clear the Invalid MICR error, you should still be able to close the deposit. The item will be looked at by a staff member at Profit Stars who will key in the needed information. If the error is caused by a foreign check it cannot be deposited in the scanner and will need to be sent to a branch.



Check	Alerts	MICR	Customer Number	Name On Account	Deposit Amount	Edit	Delete	Rescan
1		@11016064:000???248345# 10?3			\$0.00			

FIGURE 32 - INVALID MICR INDICATOR

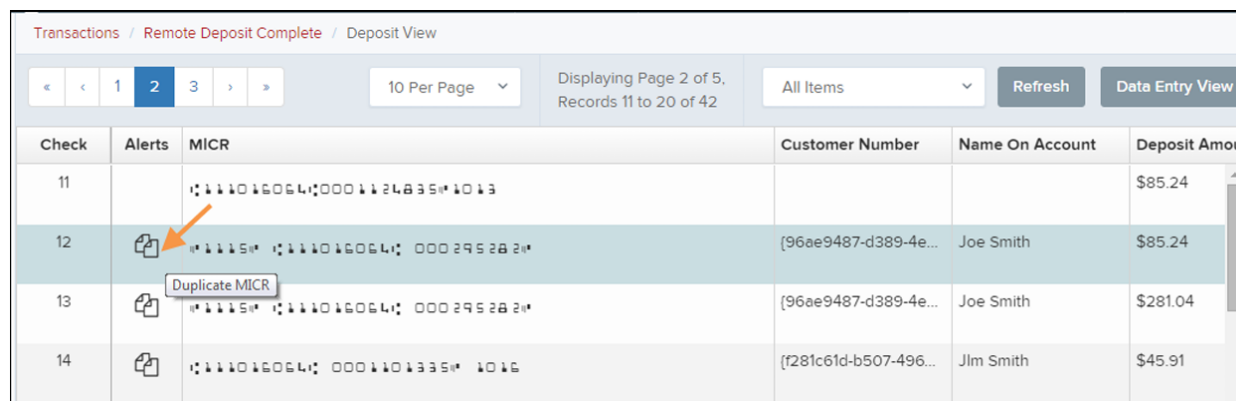


Check	Alerts	MICR	Customer Number	Name On Account	Deposit Amount	Edit	Delete	Rescan
1		@12203760:787554324000#		ST for KB	To Be Keyed			
2		@12203760:787554324000#		ST for KB	\$0.00			

FIGURE 33 - RESCAN REQUIRED INDICATOR

The second issue you may encounter is a Rescan Required error. You will see a yellow arrow in a circle to the left of the check as seen above. This is normally due to either the image quality being poor or the check was run through the scanner crooked. If the image looks blurry or has any horizontal black lines, you may want to try cleaning the scanner with compressed air or a cleaning card before rescanning. The **Rescan** button is located to the right of the check info.

The third issue you may encounter is a Duplicate Check error. This cannot be overridden so the item will need to be deleted from the deposit to proceed. If the check is not a true duplicate, but may instead be a repeat starter-check number from a repeat customer etc, the check will need to be deposited at a branch.



Check	Alerts	MICR	Customer Number	Name On Account	Deposit Amount
11		@11016064:0001124835# 10 13			\$85.24
12		@11115:11016064:000295282#	{96ae9487-d389-4e...	Joe Smith	\$85.24
13		@11115:11016064:000295282#	{96ae9487-d389-4e...	Joe Smith	\$281.04
14		@11016064:0001101335# 10 16	{f281c61d-b507-496...	Jlm Smith	\$45.91

FIGURE 35 - DUPLICATE MICR INDICATOR IN ITEM LIST

After you have clicked **Complete Deposit**, the screen will return to the Open Deposits window. To finalize a deposit, you will want to check the box to the left of the deposit, and then click on **Close Deposit** as shown below. This will submit the deposit to Midwest BankCentre for processing.

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	uiui	0 / 2	\$0.00 / \$100.55

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

If you need to delete a deposit for any reason, you will also check the box to the left of the deposit and then click **Delete Deposit(s)** in the bottom right corner of the screen as shown below.

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 Locatio...	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 Locatio...	Jennie's New Deposit	uiui	0 / 2	\$0.00 / \$100.55

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

FIGURE 50 - SELECTING DEPOSITS TO DELETE IN THE APPLICATION

Reporting:

Upon completing a deposit there will be two reporting options to use for your records. The first option is available day-of-deposit, but will only include the check data. A pdf report containing deposit information as well as the front and back image of each item will be available the following business day.

To access the day-of report, you will click on the **Reports** tab on the far left of your screen to bring up the reports menu as shown below. You will select the very top-right report option – **Deposit Results** – as indicated below.

Reports

My Reports -

No Records to display.

Shared Reports -

Report Name	Owner	Report Type	Delete
BH 2008.08.21.1341	Barb	Transaction Report	
bhemmitt2	Barb	Transaction Report	
Jennie's Report Test	Jennie	Transaction Report	

Remote Deposit Complete Reports -

Deposit Results ←

Standard Report -

- Show Items that Returned NSF Today
- Show Items that Returned Bad Account Today
- Show Items that Charged Back Today
- Show Items that Settled Today
- Show Items that Returned Other Check21 Today
- Show Notice of Change Items
- Show Items Detected as Duplicate Transactions

You will be given a calendar date range to search for deposits, and it will automatically prefill to the current business day. Once you have searched for deposits, you will see a listing of all deposits in that calendar range listed in the top right of the screen. The results box will look like the image below.

Deposits matching your search criteria

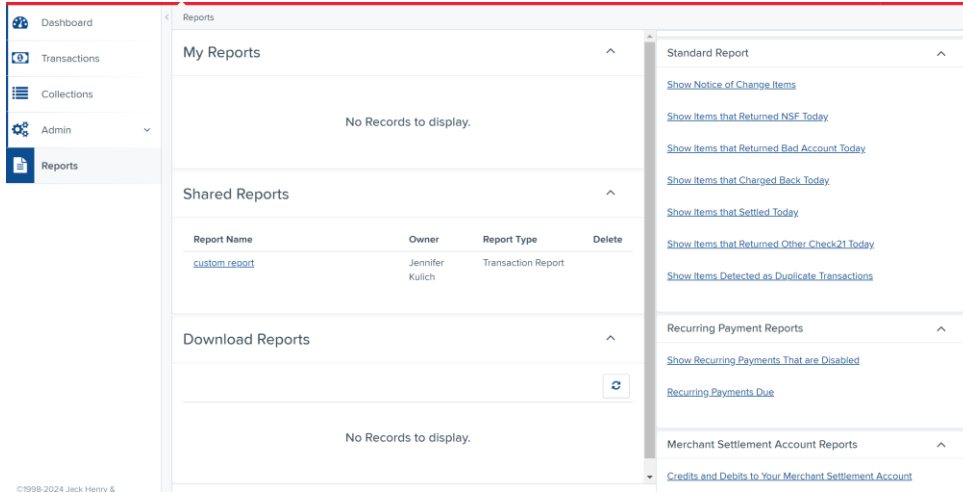
Displaying Page 1 of 1 Records 1 - 2 of 2

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 ...

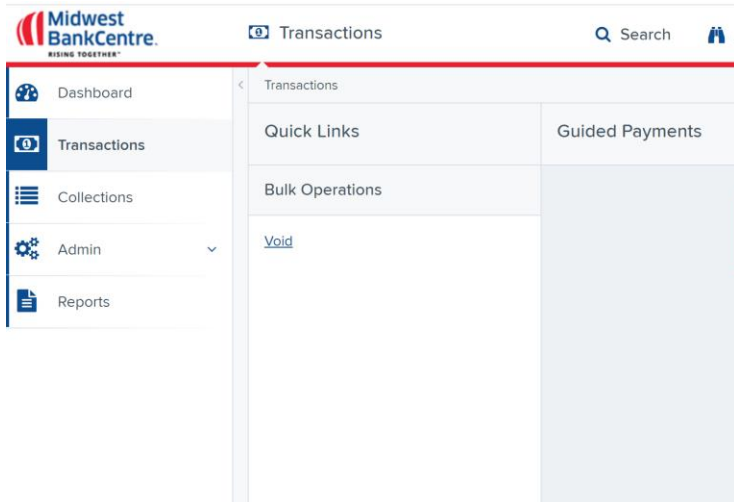
You can click to the left of the deposit on the **Item Details icon** to access the check information for the deposit. The highlighted grey tab in the top right of the above picture will allow you to export the check information in several different file formats, including Excel and PDFs.

To access the more detailed deposit report on the following business day, you will also want to click on the **Reports** tab on the left side of your screen to bring up the reports menu. You will then select the report option in the very bottom right corner of the screen – **Credits and Debits to Your Merchant Settlement Account** – as shown in the image below. You will be presented with a calendar search range after selecting the report, and after searching any deposits will be listed on your screen.



Voiding a Check:

Checks can only be voided on deposits made current-day. To void a check or multiple checks you will click on the **Transactions** tab on the left, and then select **Void** in blue to the right of the tab as shown below.



A pop-up window will open with a calendar search range. It will default to the current business day, so you can go ahead and just click Run Report in green as shown below.

Bulk Operations

● Void

Location

All Locations

Quick Pick

Custom

Start Date

Oct 3, 2024

Start Time

12:00 AM

End Date

Oct 4, 2024

End Time

12:00 AM

Status

-- ALL --

Run Report

A list of all checks deposited on the current business day will be shown in the right box on the screen; they will not be sorted by individual deposits. You will want to scroll all of the way to the left in that box to see the check amounts as shown below. If it is a unique check amount, you can check the box on the far left of the item and then click **Void Selected** in green in the bottom right. If you have multiple checks with the same dollar amount, you can also click on the **picture icon** under **View** to view an image of the item. If you are wanting to void all items, you can check the box in the top left corner and then click **Void Selected**.

Dashboard
Transactions
 Collections
 Admin
 Reports

Transactions / Bulk Operations

● Void

Location

All Locations

Quick Pick

Custom

Start Date

Oct 3, 2024

Start Time

12:00 AM

End Date

Oct 4, 2024

End Time

12:00 AM

Status

-- ALL --

Run Report

Transactions matching your query: Page 1 of 1
Records 1 - 2 of 2

	View			Ref No.	Amount
<input type="checkbox"/>				K11NOMGRLS1	\$20,000.00
<input type="checkbox"/>				N11NOMGRLS1	\$4,800.00

Reason

Bulk Void

Void Selected

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