

# Remote Deposit Capture

# User Guide

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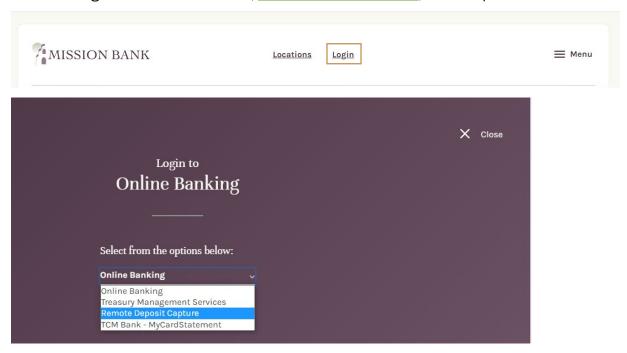
# **Getting Started**

Welcome to Mission Bank's remote deposit capture (RDC) service!

Your company's administrator will provide the necessary information for login to the RDC system. The RDC program can be reached two different ways:

- 1. Online Banking or Treasury Management Services users can log in with single-sign-on to RDC through online banking.
- 2. A standalone login page to remote deposit is available for users without online banking access or for customers using our standard, single-user, online banking.

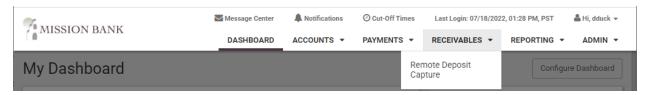
There are login links on our website, www.missionbank.bank, for the options above.



## <u>Single-Sign-On from Online Banking Services</u>

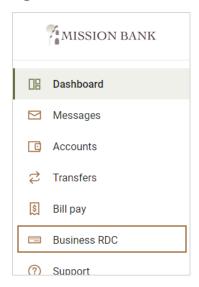
#### **Treasury Management Services**

Treasury Management users can locate the single-sign-on link to RDC by clicking Receivables on the top menu bar.

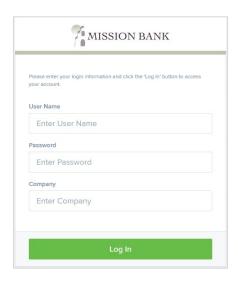


#### **Online Banking**

Users will log in using "Online Banking". Once they are fully logged in, there is a link to *Business RDC* on the user's dashboard that will allow access to RDC without a separate login.



## **Standalone Login to RDC**



The Mission Bank login menu option for Remote Deposit Capture will take a user directly to the RDC program's login page. As stated above, this login page is most commonly used for users without online banking access, or for customers that do not have a multi-user online banking service.

You will be provided with the user name(s), temporary password(s), and company name that must be entered. The *User Name* and *Company* fields are <u>not</u> case sensitive; the *Password* field is case sensitive.

#### mRDC App

mRDC is the companion mobile app for RDC and is used by customers with standalone RDC access or single-sign-on access through Online Banking. The app is available for iPhones or Android devices and can be found under *Mission Bank Business mRDC* in the app stores.

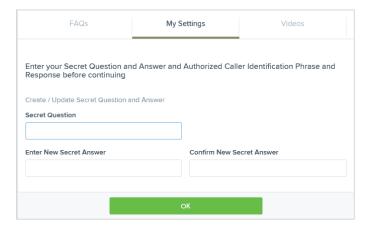
Users logging into the mRDC app must use their RDC user name, password, and company name, similar to the standalone login shown above.

Customers using Mission Bank's Treasury Management Services do not need to use the separate mRDC app – the deposit functionality is built into the Treasury Management Services' mobile app.

## User Security Profile, Password and Settings

After logging in to RDC, users are prompted to create their challenge questions and answers. These questions are presented to users from time to time to ensure user authenticity.

Each user will also create their own secret question and answer for authentication if a password self-reset is requested. An email address must be on each user's profile for password resets.



Passwords expire periodically. Users receive a warning message approximately 14 days prior to the password expiration date.

To change your password, click your user name on the top menu bar and choose *My* Settings. The system will prompt for your current password to allow access to the page.

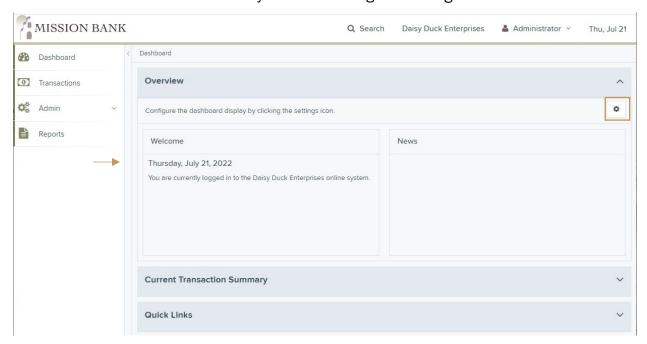


From *My* Settings you can change your password or choose a new Secret Question. You do not have to complete all the sections, only the one needed.

If a password expires the user is forced to change it at the next login.

### The RDC Dashboard

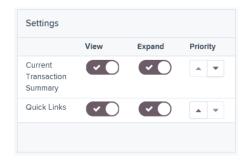
The RDC Dashboard is the landing screen for users entering the system. The main portion of this screen has three sections: Overview, Current Transaction Summary, and Quick Links. These sections can be customized by each user using the Settings icon.



*User Tip:* To allow more data to be visible on screen, the menu panel can be collapsed by clicking the show/hide bar to its right.

## **Overview Panel**

The *Overview* section of the dashboard is always at the top of the screen. The *News* panel communicates important announcements, alerts, or updates. There is also a settings icon in the upper right corner. Here the user can determine how and where the *Current Transaction Summary* and *Quick Links* appear.



#### **Current Transaction Summary**

This section of the dashboard summarizes transactions that are waiting to be captured at the next processing time (*Approved* status), as well as transaction activity from the previous 60 days for all accounts (or locations).

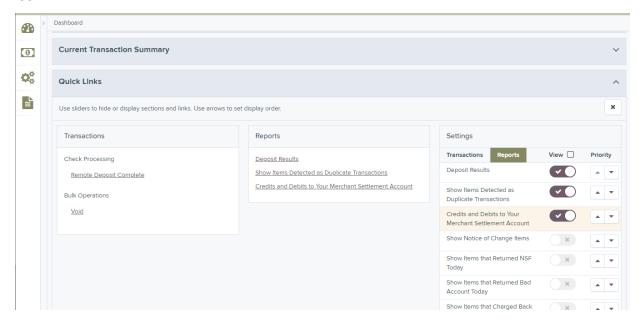
Transactions are grouped according to their current status (approved, processed, etc.) and allow users to quickly identify any unusual activity regarding transactions. The table below defines the statuses.

Transaction Status Types		
Approved	The transaction has been verified and will be processed at the designated cut-off time.	
Processed	The transaction has been transmitted to the appropriate network (ACH or Check 21). Changes can no longer be made, and the transaction can no longer be voided.	
Collected	ACH Only (not currently offered).	
Awaiting Capture	Status for credit card transactions only (not currently offered).	
Awaiting Approval	The transaction has been verified, but the amount of the transaction exceeded the Dual Authorization (aka Dual Control) limit of the user who created it. An authorized approver must review, then either approve or void the transaction.	
Declined	The transaction has been declined by the system and will not be processed. The transaction exceeded either Dual Authorization limits or daily activity limits.	
Voided	The transaction has been voided and will not be processed. Transactions can be voided either by the customer or by Mission Bank unless they are already processed.	
Error	An internal error has occurred within the system. Contact Mission Bank customer support for resolution.	
In Collection	ACH Only (not currently offered).	
Other ACH Returns	ACH Only (not currently offered).	
Unauthorized	ACH Only (not currently offered).	
Uncollected NSF	ACH Only (not currently offered)	
Suspended	The transaction has been verified, but it exceeded the daily limits established by Mission Bank. An authorized Bank approver must review, then either approve or void the transaction.	
Disputed	ACH Only (not currently offered).	
Invalid/Closed Account	ACH Only (not currently offered).	
Resolved	The transaction has been moved into a Resolved status by a user to indicate that no further action related to the transaction is required. Transactions can be moved into a Resolved status from a status of: Declined, Voided, Invalid/Closed Account, Disputed, Uncollected NSF, Error or In Research.	
Other Check 21 Returns	The Check21 transaction has been returned by the Federal Reserve. The transaction will be charged back.	

To display a list of the transactions within a particular status simply select the appropriate link on the dashboard. For example, by selecting *Processed*, a list of all the transactions created in the previous 60 days will display and within the display screen you can view images of the items.

#### **Quick Links**

This section of the dashboard provides shortcuts to frequently used actions and reports. Based on their needs and preferences, users can customize the display using the Settings icon.



# **Make and Manage Deposits**

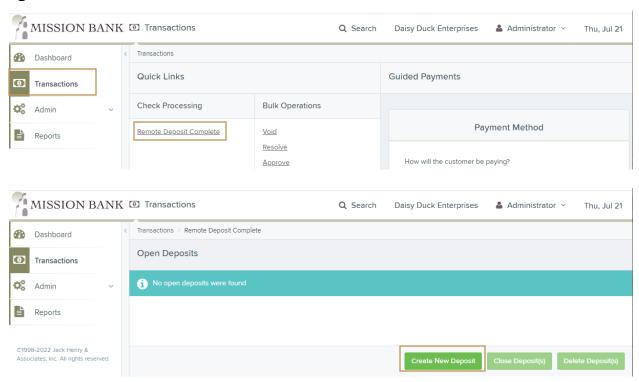
When preparing your deposit for scanning here are some best practices:

- Count the number of checks that will be in the batch
- Compute the total dollar amount of the deposit
- Stack the checks all facing one direction and organize by size
- Place checks in the scanner with the printed side facing away from the center

Deposits are captured at 8 a.m., 10 a.m., 3 p.m., and 7 p.m., and usually credited within 30 minutes.

## **Create a Deposit and Scan Checks**

Choose the *Transactions* link on the left navigation bar, and then select *Remote Deposit Complete*. At the *Open Deposits* screen click the *Create New Deposit* button in the lower right corner of the screen.

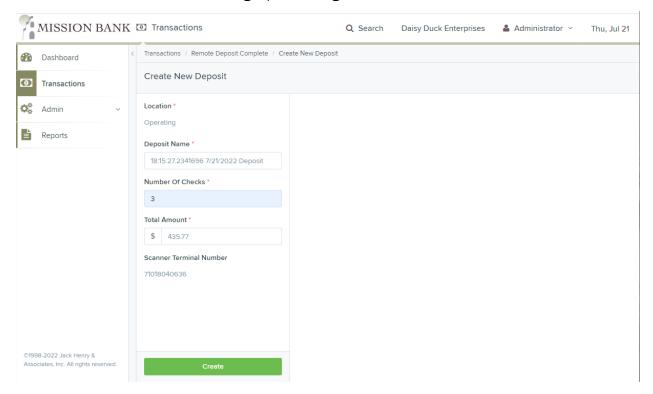


After the scanner has activated and the scanner terminal number is populated, complete the displayed fields as follows:

- Location (Account): From the drop-down list, select the account to which the deposit will be processed, or bypass if the location name is already displayed.
- Deposit Name: System-generated to include the date and time the batch is being created along with a unique batch ID number.
- Number of Checks: Enter the number of checks in your batch.

• **Total Amount:** Enter the total dollar amount of the batch using a decimal point and the two digits following it, but no commas or dollar signs.

Place checks in the scanner to begin processing and click Create.



### **Review and Complete Deposit**

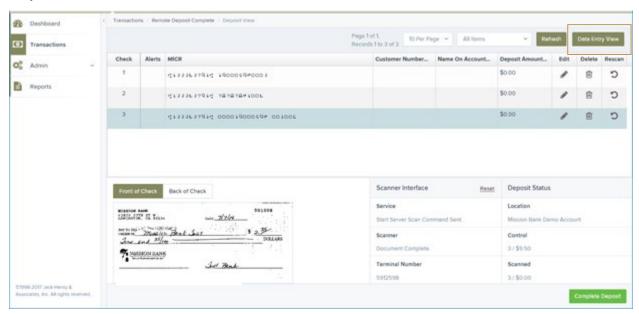
After all the checks have been scanned and the deposit is ready to submit, there are two options for review prior to closing:

- 1. A summary view showing a listing of each check (Deposit View)
- 2. A data capture area where you can review images and associate additional information about your customer, the transaction, or both (*Data Entry View*)

The screen will default to *Deposit View*. If you wish to see *Data Entry View* click the button in the upper right corner of the screen. Samples of the two options are below.

After the deposit is reviewed and any data entry is complete, click the *Complete Deposit* button at the bottom right corner of screen.

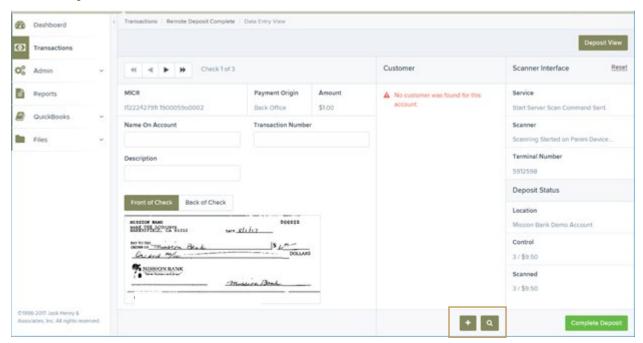
#### Deposit View



#### Alerts:

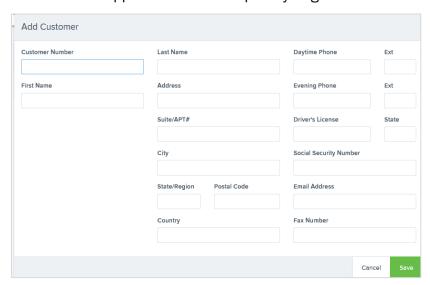
- Red question marks or yellow highlighted areas may indicate there was a system difficulty in reading MICR line items, or that a manual key entry is required for a check. Keying, balancing and MICR repair will take place once the deposit has been closed and submitted for processing.
- Indicates a problem with the image and a rescan is needed by the user. Click the Rescan icon to the far right of the item and run the check through the scanner again.
- This check is a duplicate of a check that has already been scanned. This item will not be processed in the deposit.

#### Data Entry View



This feature is useful when the portal will be used for creating reports and searching for items or customer activity.

If you use data entry to capture your customer's information, the next time the scanner processes a check drawn on the same account it will populate these fields for you. This data can also appear on custom reports you generate.

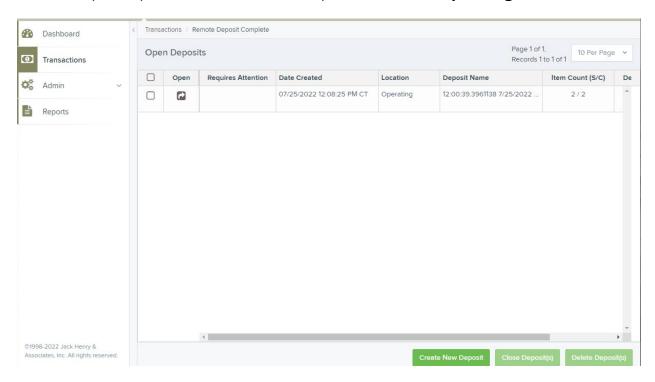


#### **Closing Deposits**

A deposit must be closed before Mission Bank to begin its processing. A best practice is to close a deposit as soon as it is scanned and reviewed; however, a deposit can be held open until a later time.

Deposits are captured at 8 a.m., 10 a.m., 3 p.m., and 7 p.m., and usually credited within 30 minutes. After a deposit is received, an email notification is sent to the user informing them of the deposit status (see the <u>Deposit Results Report</u> for deposit status types).

From the Open Deposits screen select the deposit to be closed by clicking the box to the left.



If you attempt to exit the Open Deposits screen without closing a batch, a warning prompt will appear.

## **Deleting a Deposit**

If you have scanned a batch of checks and decide not to process it, you can easily delete the open deposit.

From the *Open Deposits* screen select the deposit to be deleted and click *Delete Deposit(s)* at the bottom of the screen. A *Confirm Deposit(s) Deletion* screen will prompt to confirm the decision.

#### **Voiding a Check or Deposit**

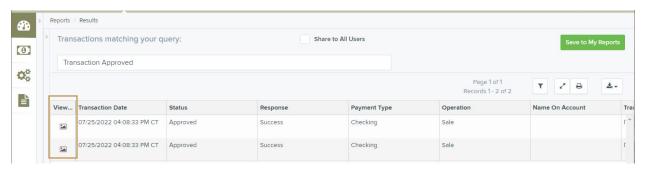
Items can only be voided if they are in *Approved* status on the dashboard, if the items are in *Processed* status they can't be voided.

#### **Individual Checks**

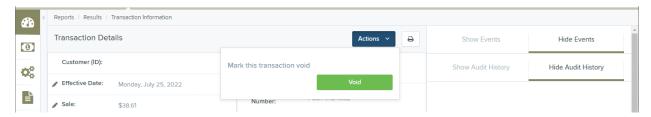
Individual checks can be voided from the Current Transaction Summary section of the dashboard by clicking on *Approved*, which will list all checks scanned but not yet processed at one of the day's capture times.



Locate the check that needs to be removed from the deposit and open the View icon.



The transaction details will display and the *Actions* will allow the check to be removed from the deposit.

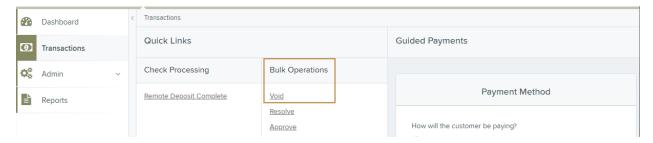


Resolving the transaction is an optional step and will indicate why the item was voided.

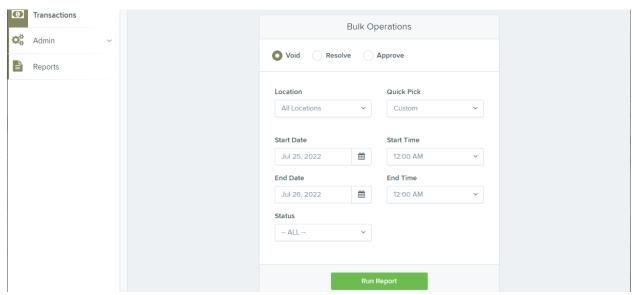
#### **Entire Deposit**

If an entire deposit needs to be stopped from processing, a bulk transaction void can be done.

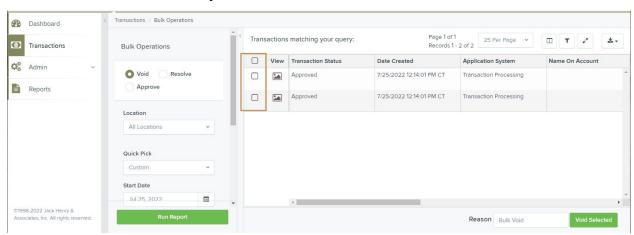
To void multiple transactions at once, click on *Transactions* from the left navigation menu, or go to *Quick Links* on the dashboard, and click *Void* under *Bulk Operations*.



The report criteria will default to the current date; click *Run Report* and a listing of all transactions in *Approved* status will be displayed.



Choose all items, or individually select items, and click Void Selected.



#### **Miscellaneous Processing Options**

RDC allows you to easily perform maintenance functions, such as adding an item to a deposit, rescanning a check that didn't scan properly, or removing an item from a deposit.

#### Adding to an Existing Deposit

Items can be added to a deposit that is still open and displayed on the *Open Deposits* screen.

Select the deposit to be reopened by clicking the *Open* arrow next to it. Place the additional items in the scanner for processing. When scanning and review is complete, click *Complete Deposit*. You'll be returned to the *Open Deposits* screen where you can *Close Deposit(s)*.

#### Rescanning a Check

If a check jammed, piggy-backed, or had poor image quality it may need to be rescanned. When this occurs, an email notification will be sent to the user and the deposit will be reopened on the portal.

At the *Open Deposits* screen, select the deposit by clicking the *Open* arrow next to it. Locate the item that needs to be rescanned and click the *Rescan* icon to the right. A window will open, allowing you to rescan the item, then close the deposit.

#### Deleting a Check

A user can delete a check from any deposit that is still open and displayed on the *Open Deposits* screen.

At the *Open Deposits* screen, select the deposit by clicking the *Open* arrow next to it. Locate the item that needs to be deleted and click the *Delete* icon to the right. A message box will appear. Select the option that defines how the deposit total will be affected by the deletion, press *Delete* to confirm, then close the deposit.

# **Mobile App Deposits**

## Online Banking or Standalone RDC Users

The mRDC app is separate from the Mission Bank online banking mobile app.

Online Banking users with single sign-on to RDC must have separate login credentials to use the mRDC app. Contact your company administrator to determine if you have access to mRDC and for login credentials.

If you have a standalone login for the RDC program, you'll use those same credentials to access the mobile app.



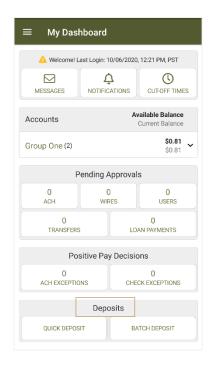
When logging into the RDC system for the first time from the app, the system will prompt you to change your password and set up your security profile. See <u>Getting Started</u> above for additional information on first-time login.

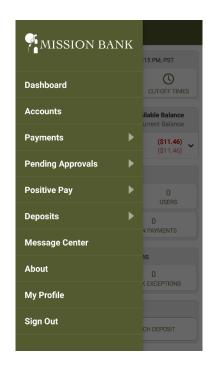
## <u>Treasury Management Services Users</u>

The mRDC app is incorporated into the Treasury Management Services app (located in the app stores as Mission Bank Treasury Mgmt).

If you have entitlements in Treasury Management Services for single sign-on to RDC, you will be able to use the TMS app on a mobile device to make deposits into your assigned company accounts.

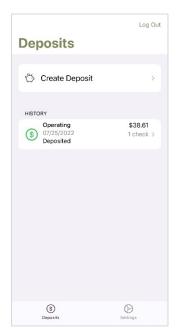
Deposits are accessed from either the user Dashboard on the app, or in the menu options.

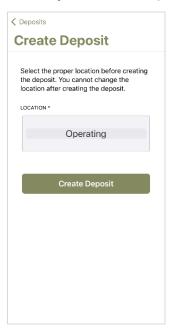


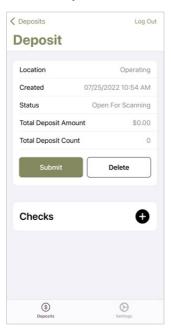


### **Making a Deposit**

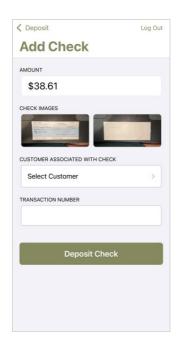
The landing screen displays recent deposits, along with their status. To begin a new deposit, choose the location or account into which you want to deposit, and add your first check.







Enter the amount of the check, then select *Front*, which will activate the camera functionality on your mobile device. Use the following guidelines to ensure your picture is captured and read correctly: ensure sufficient lighting is available; all edges of the check are visible in the picture; place the check in front of a dark background; and keep the camera steady during focusing.



It is optional to associate customer information with the check, but if you do capture customer information, there is a search filter that can assist. Customer information is beneficial when generating custom reports.

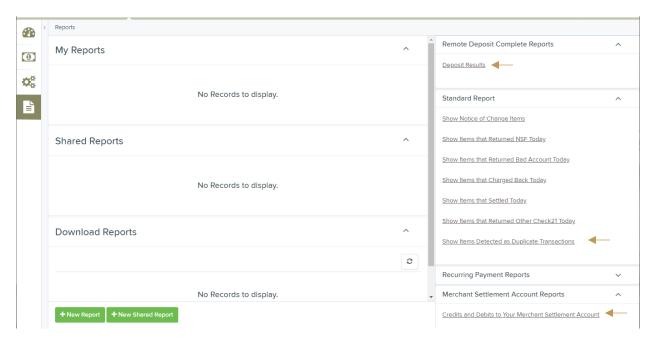
You will be returned to the *Add Check* screen where additional checks can be added to the deposit, or the deposit can be submitted for processing. A message will appear confirming a successfully submitted deposit.

Deposit history is retained on the mobile app for seven days and one of the following status icons will display next to each deposit:



# **Reports**

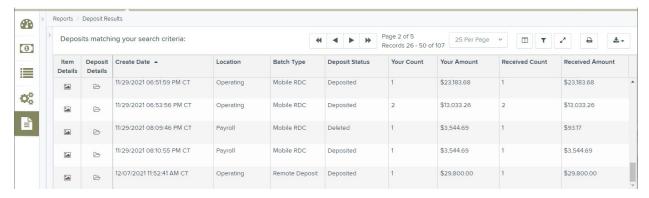
Reports, found on the left navigation bar of the dashboard, is the primary location for creating deposit and transaction reports. Your favorite standard reports can also be accessed from *Quick Links* on the dashboard. Custom user reports can be created to provide specific types of information, including information entered in *Data Entry View*, and can be saved in *My Reports*.



The three most commonly used reports are the Deposits Results, Duplicate Transactions, and Credits and Debits to Settlement Account.

## **Deposit Results Report**

The *Deposit Results* report is a date range report used to display a list of deposits created. It can be used to monitor the status of current day batches and the items in them, or to look at previous days' batches and items.



The Item Details icon displays a listing of all transactions and images can be viewed

- Batch Type indicates if the deposit was created using a desktop scanner or a mobile device
- The Deposit Status field displays the current state of the deposit (see definitions below)

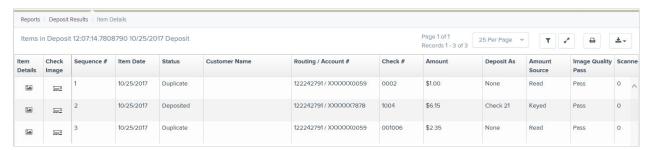
De posit Status Types		
Open For Scanning	A batch that has been created but not yet closed. Additional items (checks) can be scanned into the batch until it is closed (submitted).	
Deleted	The batch has been deleted by a user. None of the items will be sent to transaction processing. A batch may not be deleted once it has been closed (submitted). No check images will be retained.	
Submitted	The batch has been closed and the automated processes are being performed. Once these processes finish the status will change to one of the statuses listed below.	
Deposited	All items (checks) have been approved and the batch is in balance with no discrepancies between the user's totals and the system totals. Each item in the batch is in an approved status and will be processed at the designated cutoff time.	
Deposited with	All items (checks) have been approved but the batch was not in balance. There were discrepancies between the user's totals and the system totals, so an adjustment was made (user's totals replaced with the system totals). Each item in the batch is now in an approved status and will be processed at the designated cut-off time.	
Partial Deposit	One or more of the items were removed from the batch due to a duplicate or rejected item. Items in the batch, except for the duplicate/rejected item(s), are now in an approved status and will be processed at the designated cut-off time.	
Rejected	The entire batch/deposit has been rejected. A batch is rejected when the adjustment amount exceeds the adjustment limit assigned by Mission Bank or when all items within the deposit (such as a duplicate deposit) are rejected. Foreign checks will be rejected from a batch.	

## **Show Items Detected as Duplicate Transactions Report**

There are system controls in place to recognize whether another check has previously been scanned and deposited with the following same pieces of information from the MICR line encoding:

- Routing number
- Account number
- Check number

The entire deposit will be rejected if all items are identified as duplicates. If there are only certain duplicate transactions within a deposit, the status will be *Partial Deposit* on the *Deposit Results* report and when *Item Details* are viewed, the duplicate transaction(s) will be identified.



The Show Items Detected as Duplicate Transactions report allows you to troubleshoot any items that are rejected as duplicates. You can navigate to the report using *Quick Links* from the dashboard, or you can choose *Reports* from the left menu.

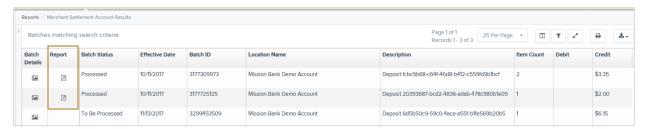
Each check rejected as a duplicate will be listed and the original deposit date will display. To view an image of the original check with the same MICR information, click on the link to the far right of the transaction listing.



### <u>Credits and Debits to Your Merchant Settlement Account Report</u>

This report has a batch file image print utility that allows you to print (or save) all of the check images from a batch at the same time.

The user's profile will need to be assigned the *View Debits & Credits Report* within the *Customer Services* role to have access to this functionality.



Images in a batch are available after the batch has been through nightly processing.

Batches with image files available will display a PDF icon in the Report column.

Up to three images, front and back, will be printed per page. This report can be saved on a hard drive to archive for later use, as images are only retained in the application for a period of 120 days.