Remote Deposit Capture Guide

March 2020

Contents

System Minimum Requirements & Department Contact Information 1

Scanner Setup Process 2

Edge – Firefox - Chrome - Internet Explorer 4

Apple Safari 6

Processing a Deposit 7

Research 11

Reports 12

Troubleshooting 13

Login and Authentication Errors 14

Scanning Errors 15

Item Processing Issues 18

Deposit Issues 21

System Minimum Requirements & Department Contact Information

System Minimum Requirements

- ✓ Compatible operating systems
  - PC - Windows 10, Windows 8.1, MAC OS X 10.7.3 or higher
- ✓ Browser
  - On Windows:
    - Internet Explorer 11 or later
    - Chrome
    - Firefox
    - Edge
  - On MAC OS X:
    - Safari 7 or later
- ✓ USB Port
- ✓ User Permissions
  - Administrator or administrative rights

Department Contact Information

Cash Management Department

Hours: M-F 9:00AM – 5:00PM PST

Phone # (844) 265-7622 Option 3

Email: rdc@banksocal.com

RDC Login Site: https://banksocal.itms-online.com/

Scanner Setup Process

1. Uninstall existing scanner drivers

2. Configuring Your Browser

   This section is for **Internet Explorer** browser only.

   Not a recommended browser. Note: Microsoft will end support for Internet Explorer on August 2021.

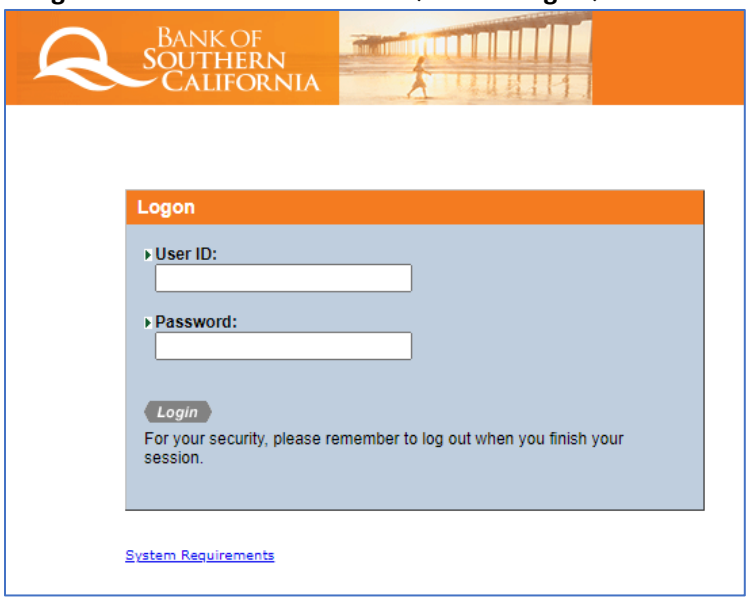
   - Configuring Internet Explorer
     1. Open Internet Explorer
        a. Right-click you shortcut for Internet Explorer are click “Run as Administrator”
     2. Click the Tools button .
     3. Select Internet Options
     4. Disable the popup blocker:
        a. In the internet options, open the Privacy Tab
        b. Under Pop-up Blocker, click Settings
        c. In the Address bar, enter each URL that you use to access ITMS, and then click Add. For example, add https://banksocal.itms-online.com/
     5. Create trusted sites:
        a. In Internet Options, open the Security Tab
        b. Select Trusted Sites
        c. Click Sites
        d. In the Address field, enter each URL that you use to access ITMS, and then click Add. For example, add: https://banksocal.itms-online.com/
        e. Close the Trusted sites dialog box
        f. Leave the Internet Options window open
     6. Enable copying and pasting for your trusted sides:
        a. On the Security Tab, with Trusted Sites selected, click Custom Level. The “Security Settings – Trusted Sites Zone” dialog opens
        b. Scroll to the Scroll to the Scripting section
        c. Set “Allow Programmatic Clipboard Access” to enable
     7. If you use the RDC EC9600I series network scanner (EX96XX), enable data sources across domains:
        a. Scroll to the Miscellaneous section
        b. Set “Access data sources across domains” to Enable

IMPORTANT!

Please make sure to download and install the most up-to-date versions of browsers to ensure the successful installation.

Edge – Firefox - Chrome - Internet Explorer

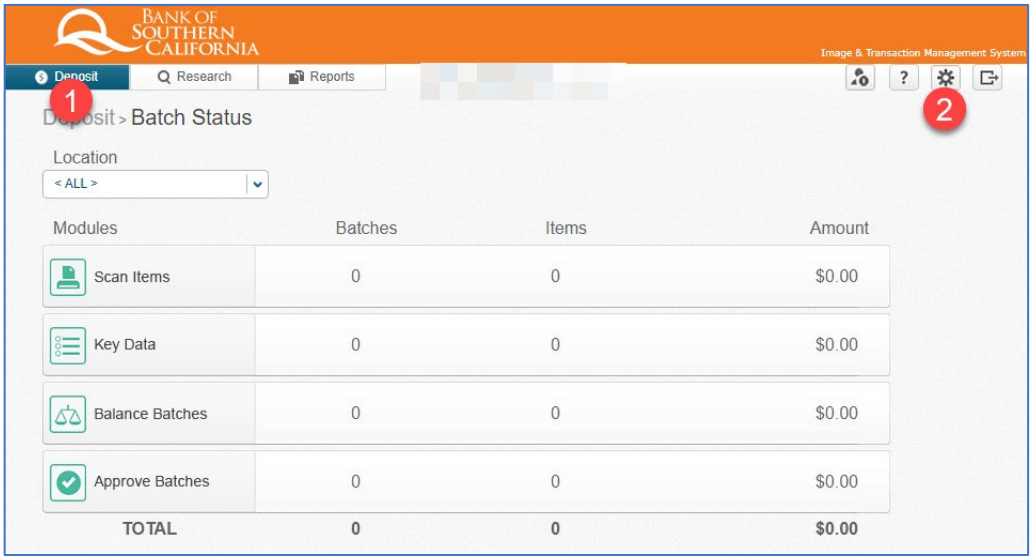
Navigate to www.banksocal.com → Client Login→ Remote Deposit Capture



Step 1 of 5: Begin Installation

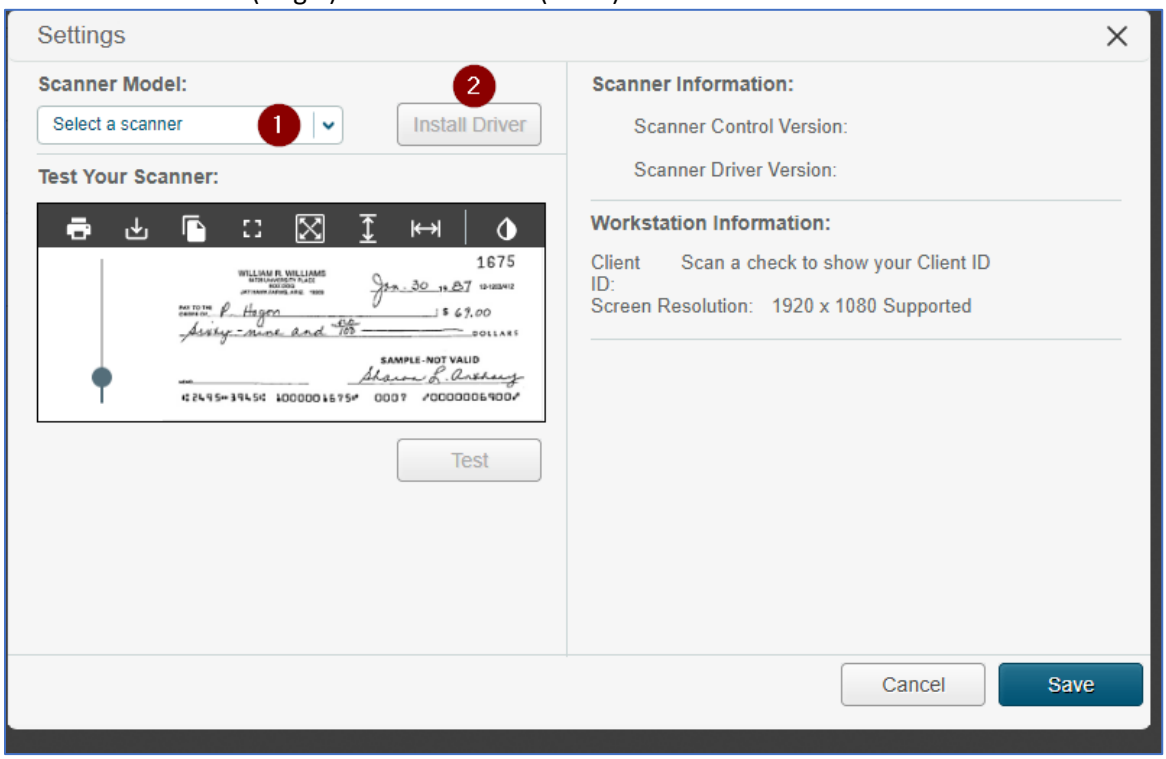
Note: If you have a RDM scanner these scanners do not require an installation. Once you plug in the scanner the light will turn green and you will be able to process deposits.

- **If auto installation for the RDM scanner fails, proceed to step 2.**



Step 2 of 5: Select Scanner

Select a RDM scanner from the list below.
Note: RDM EC96XXF (single) or RDM EC96XX (Multi)



Click “connect”
If you receive a error during the connection process, proceed to install drivers.

- Click install driver
- Input the serial number of the scanner

Step 3 of 5: Launch Installer

Follow the prompts and allow Scanner Service to make changes to your device.

Step 4 of 5: Verify Connection

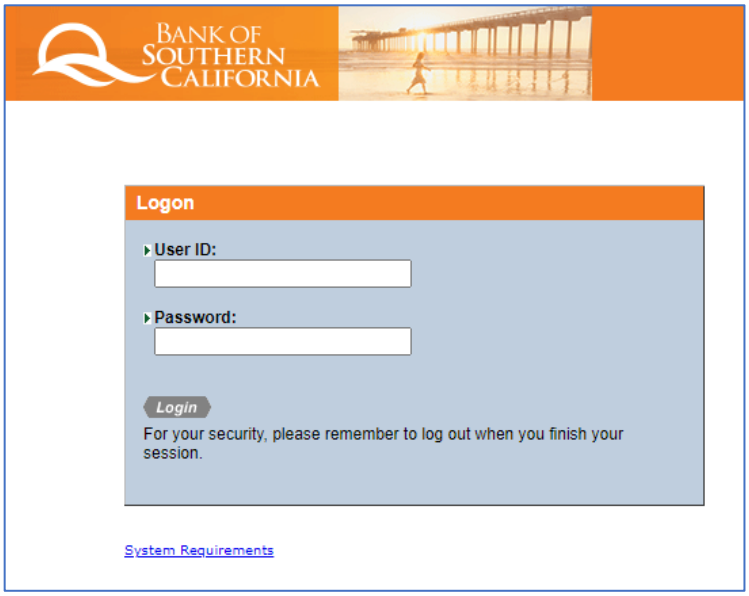
Make sure that all the cables are connected. This step may take some time.

Step 5 of 5: Installation Complete

Refresh your browser -> Deposit Module -> Gear Icon -> Ensure the scanner is connected.

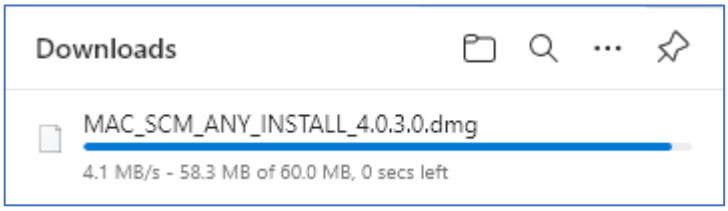
Apple Safari

Step 1 of 3: Navigate to www.banksocal.com → Client Login→ Remote Deposit Capture



Step 2 of 3: Copy and paste the Manual Install URL to your Safari Web Browser

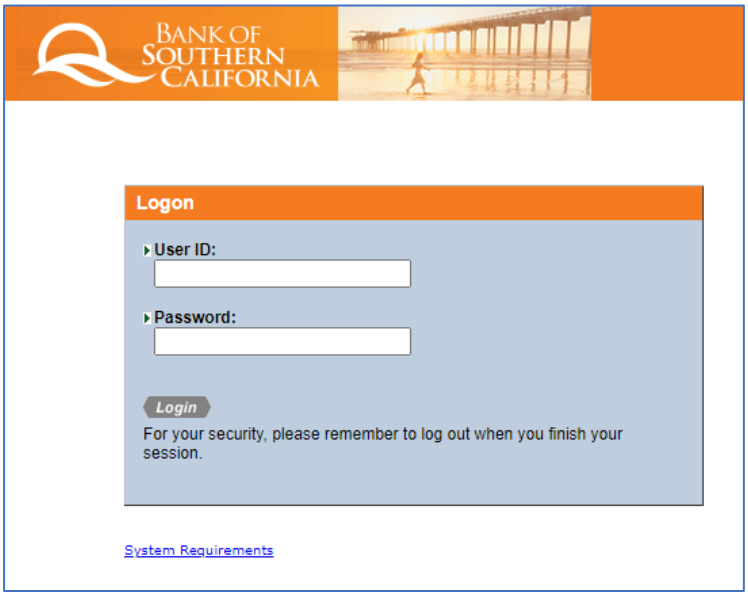
https://files.rdmcorp.com/?u=8J1q&p=6mWm&path=/MAC_SCM_ANY_INSTALL_4.0.3.0.dmg



Step 3 of 3: Follow the Manual install instructions.

Processing a Deposit

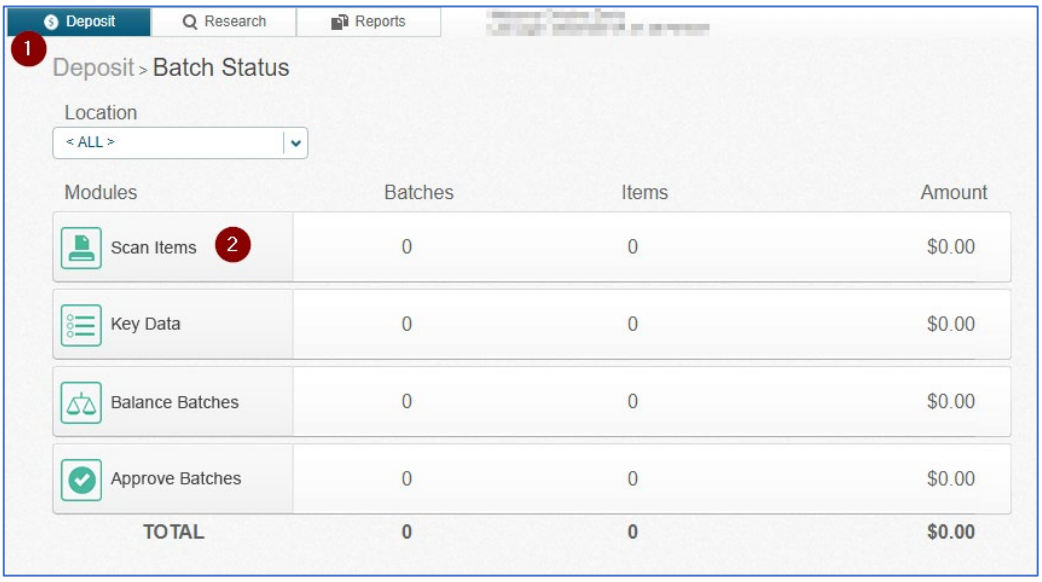
1. Access www.banksocal.com → Client Login → Remote Deposit Capture

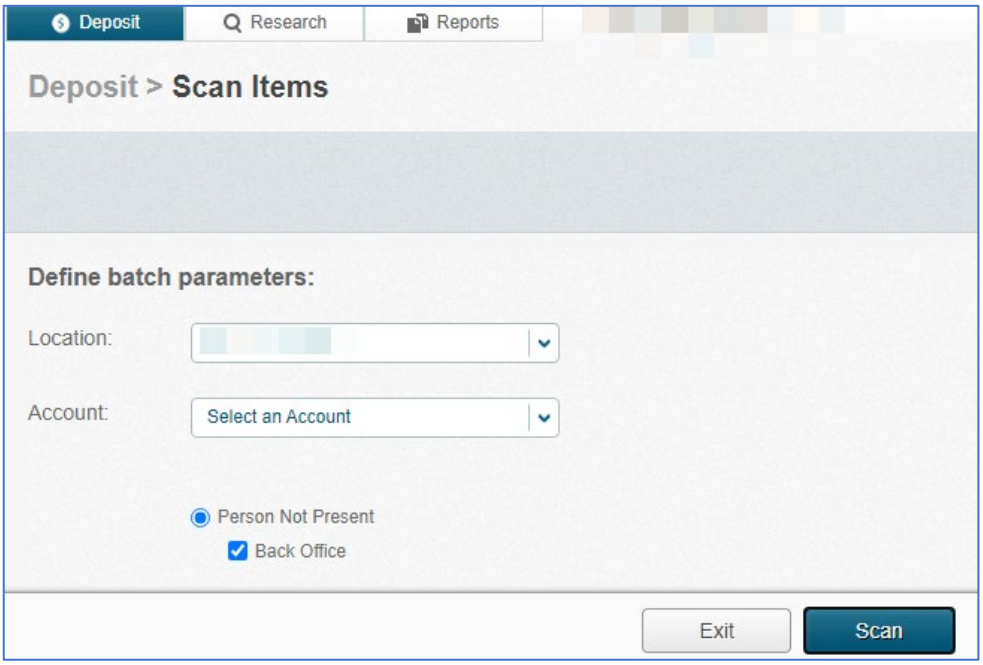


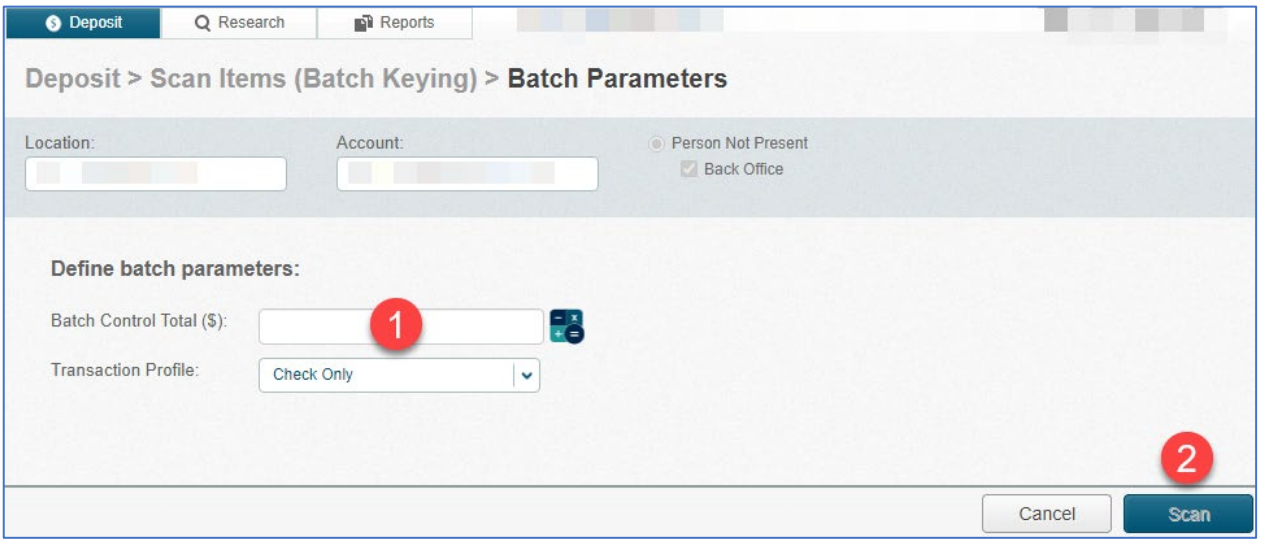
2. Starting a new deposit

Select Deposit Tab

a. Scan items
b. Select location
c. Select an account







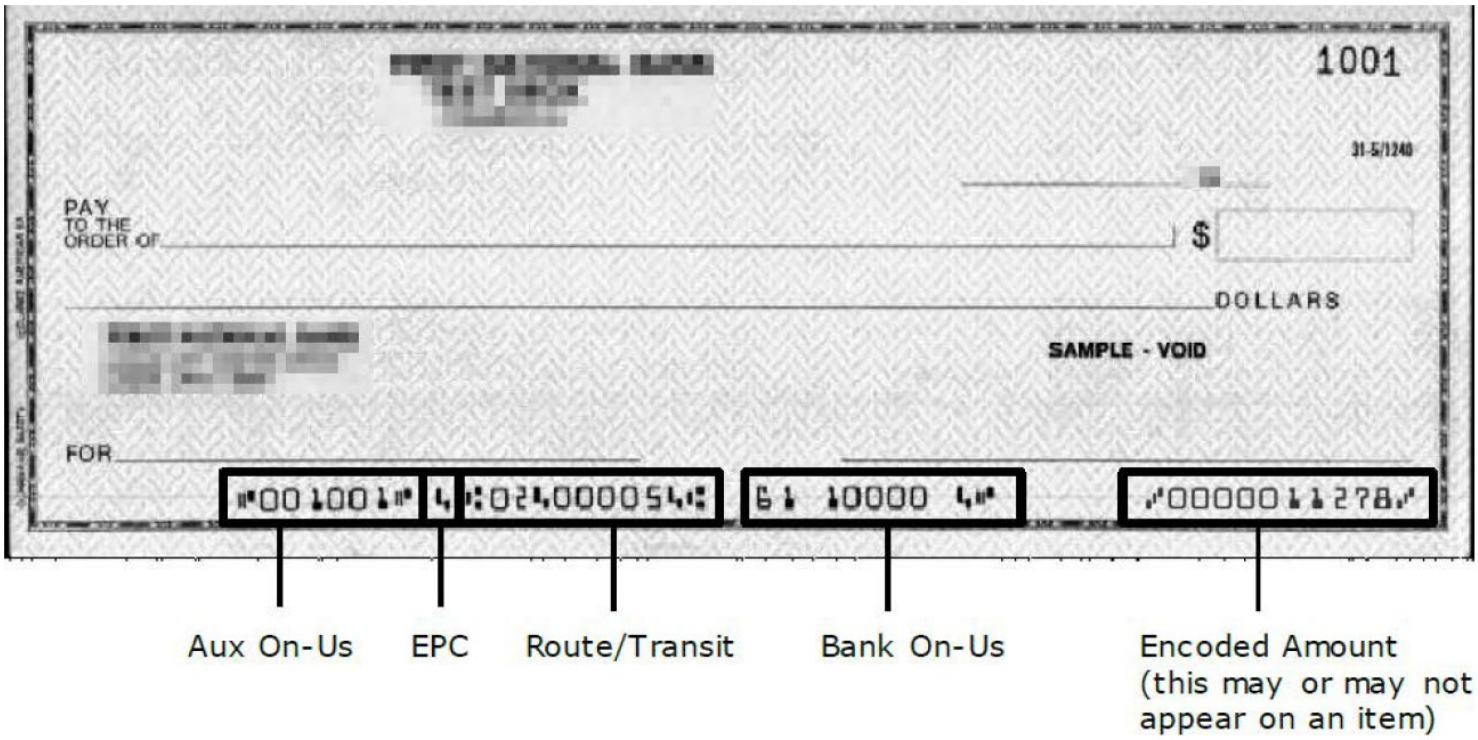
Batch Control Total – Total amount of checks. The System will prompt defaults to follow throughout the deposit process.

- Once all checks have been scanned, confirm the accuracy of the scanned items.
- System will default prompt you through the deposit process.
- Submit for deposit.

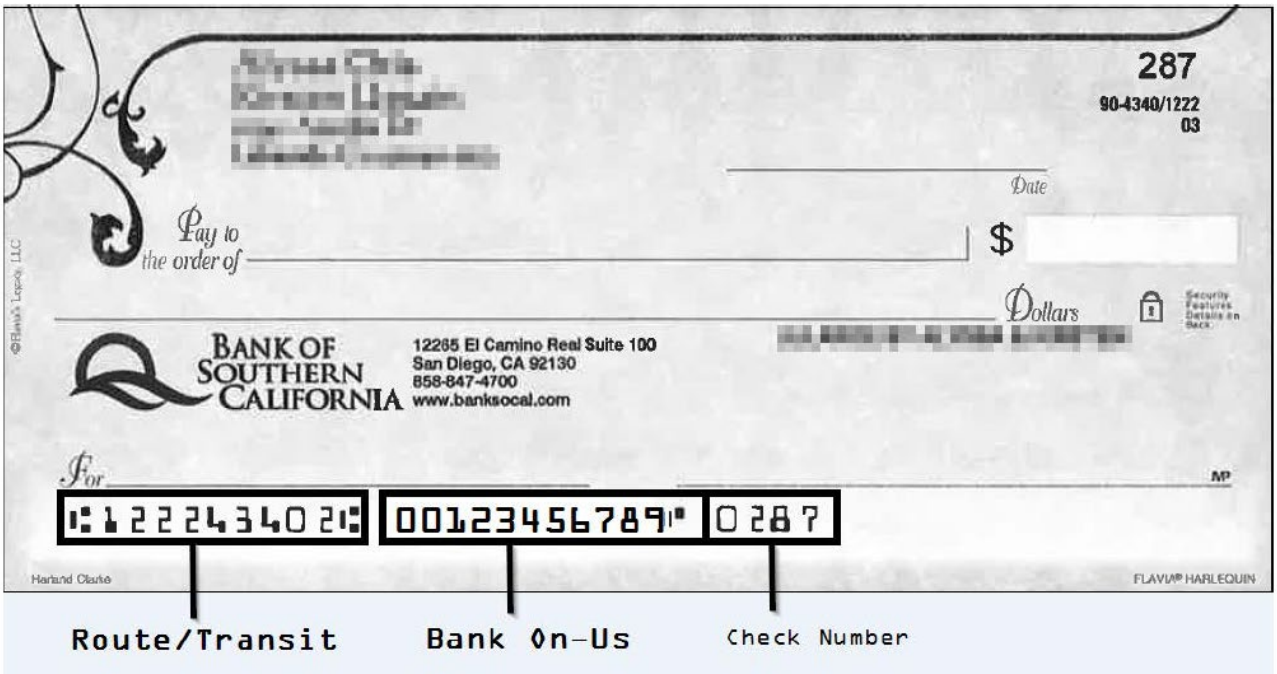
Understanding Checks

- At the bottom of a check is a line of magnetically encoded series of numbers, this line is called the MICR line.
- The MICR line consists of five sections.

Business Check



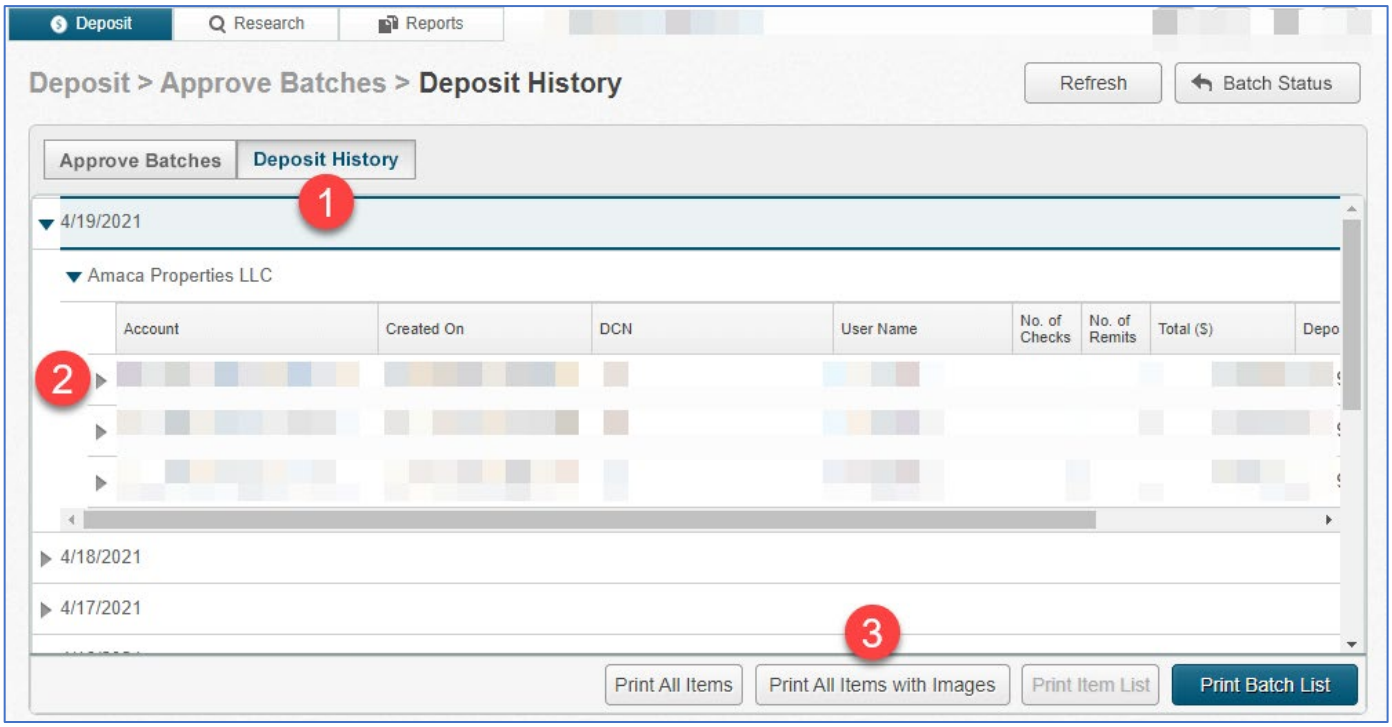
Personal Check



Deposit Confirmation Reports

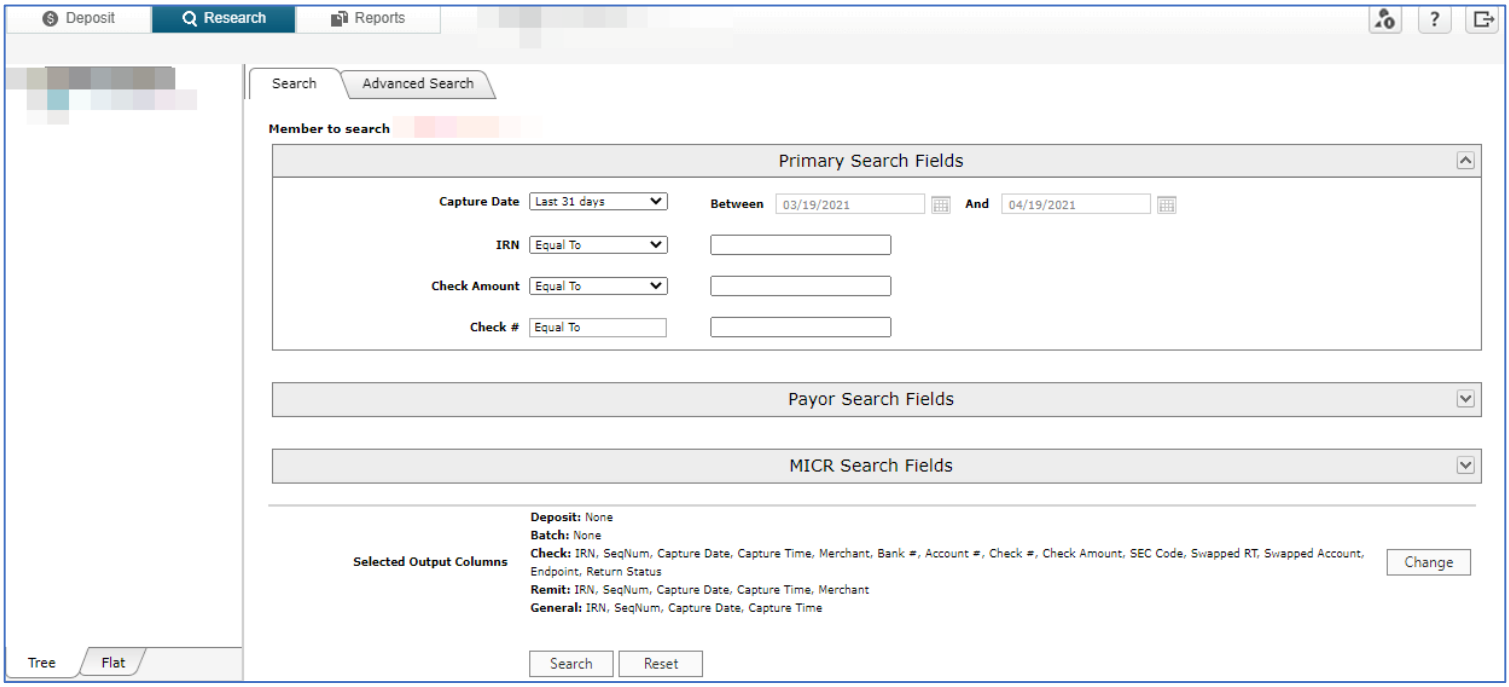
- For your record keeping, confirmation reports are available in PDF file formats.

1. Click “Deposit History”
2. Click the triangle next to the business name
3. Highlight the BCN line
4. Select “Print All Items With Images”



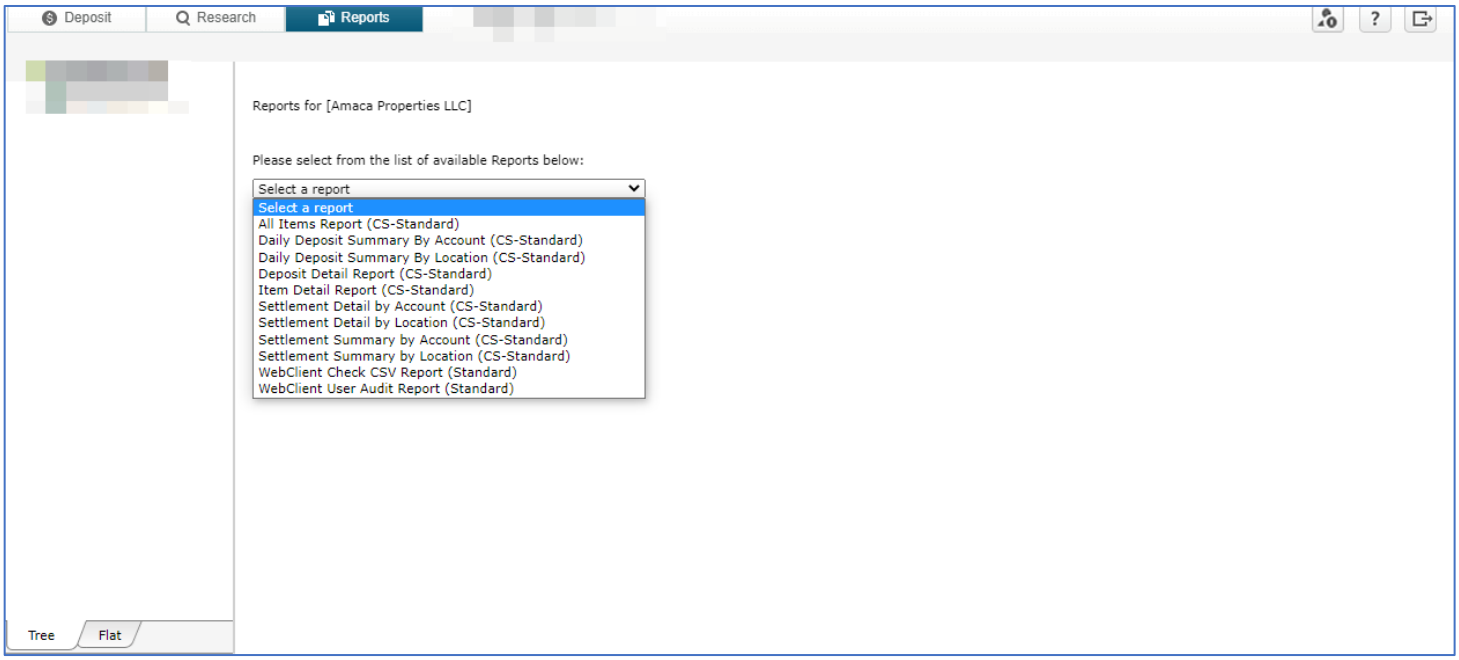
Note: The deposit history information is kept in the system for 14 calendar days.

Research



Note: Research will allow a user to research RDC deposits for 2 years plus current month.

Reports


Deposit
Research
Reports
Reports for [Amaca Properties LLC]
Please select from the list of available Reports below:
Select a report
Select a report
All Items Report (CS-Standard)
Daily Deposit Summary By Account (CS-Standard)
Daily Deposit Summary By Location (CS-Standard)
Deposit Detail Report (CS-Standard)
Item Detail Report (CS-Standard)
Settlement Detail by Account (CS-Standard)
Settlement Detail by Location (CS-Standard)
Settlement Summary by Account (CS-Standard)
Settlement Summary by Location (CS-Standard)
WebClient Check CSV Report (Standard)
WebClient User Audit Report (Standard)
Tree
Flat

Troubleshooting

This section contains information to help you troubleshoot problems you may encounter. It contains the following:

Login Errors
Scanner Errors
Item Processing Issues
Deposit Issues

Note: Possible issues you may encounter may be caused by your PC not meeting software requirements, which may cause slow behavior. To view a complete list of requirements, see System Requirements on page 1.

Login and Authentication Errors

Some possible login and authentication issues and resolutions are listed below.

Issue/Error	Description	Resolution
You are unable to log in to the application.	Usernames and passwords are case sensitive.	Ensure your cap locks is not on and reattempt your username and password. If you continue to be denied, contact cash management.
The application will not allow you to set the password you desire.	Error Message: • The new password you provided is not valid. • The password you provided does not meet the length requirements. • The password you provided does not contain any numeric characters. • The password cannot be the same as your username. • The password you provided does not contain any alpha characters. • The new password cannot be the same as the old password.	Ensure your password contains the following characters: - 1 Uppercase - 1 Lowercase - 1 Number
You logged in, but the application is unresponsive.	The network lost connection while downloading the Remote Deposit Capture applet.	Close and restart the browser and log in again.

Scanning Errors

The following are some possible scanner errors that may occur when scanning items for a deposit.

Issue/Error	Description	Resolution
The scanner is non responsive or has a red light.	The scanner will not function, but it is plugged into the computer and the power is on.	First, try restarting the browser. If that does not work, reboot the computer. If the scanner is still not responding, it is possible that you need to reinstall the scanner driver. Follow the steps in pre-installation and scanner set-up process to remove the existing drivers and reinstall the correct ones.
The scanner is not functioning properly.	Reason 1: Scanner may be disabled in settings under “devices”	Resolution 1: Go into settings on your computer, select devices, and make sure the scanner is not disabled.
	Reason 2: This message may indicate that there are items stuck in the scanner.	Resolution 2: Check to see if any items are stuck in the scanner. If so, remove them, reset the scanner and try again. If the problem persists, close the application, reset the scanner manually by turning the power off and then on, and then restart the application. If the problem persists, contact cash management.
	Reason 3: The scanner may need to be powered on and off	Resolution 3: This will allow the scanner to reset and re-connect to the software.

The scanner cannot be detected.	This error appears if the application cannot form a connection with the scanner when you try to scan an item.	Check to ensure the scanner is connected to the computer, is on and all the cables are attached securely. When all are in proper order, click OK, then try to scan the item again.
There is a problem with the scanner's USB connection.		Check to ensure the scanner is connected to the computer, is on, and the USB cable is attached securely. When all is in order, try scanning the item again.
It takes a long time to initialize the scanner each time I want to begin scanning.	This error can occur if you computer is not running the recommended specifications, which will cause the program and the scanner to run slower.	Check to ensure your computer meets the minimum system requirements. If it does not, contact your system administrator or local IT resource to meet the required specifications.
The scanner was unable to read the image. The scanner was unable to save the image. The scanner was unable to save complete information for the item. The scanner was unable to process the image.		Rescan the item. If the problem persists, contact cash management.
Double feed detected.	Two items have been scanned at the same time.	Reject the items and reprocess them. If the problem persists, contact cash management.
An item appears to be stuck in the scanner.		Remove any stuck items and try to reprocess them. You may need to clean the document track of the

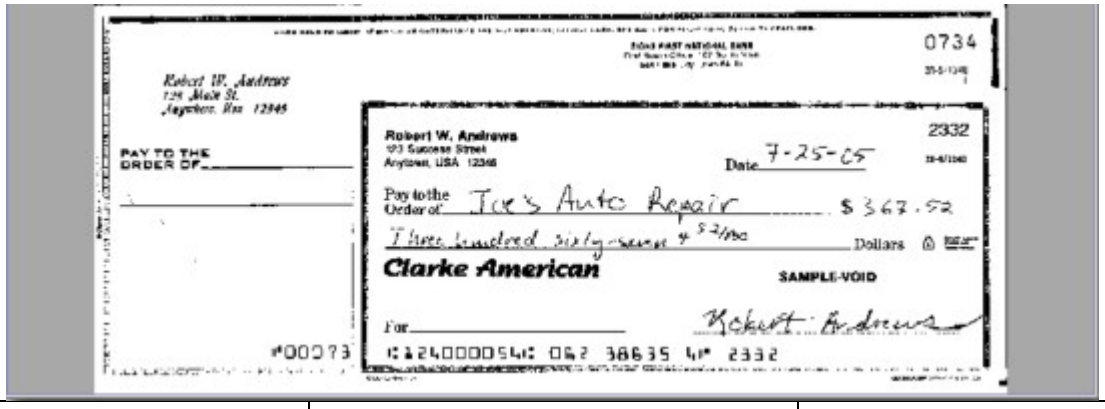
		scanner.
The scanner appears to be jammed.		Remove any jammed items and try to reprocess them. You may need to clean the document track of the scanner. Contact cash management to request additional cleaning pads and for further instruction.
The scanner has timed out.		Try restarting the scanner manually. Turn the scanner's power off and shut down the application. To restart, first turn the scanner's power bank on and then launch the RDC website. If the problem persists, contact cash management.

Item Processing Issues

The following are some possible issues that may occur when scanning and editing items for a deposit.

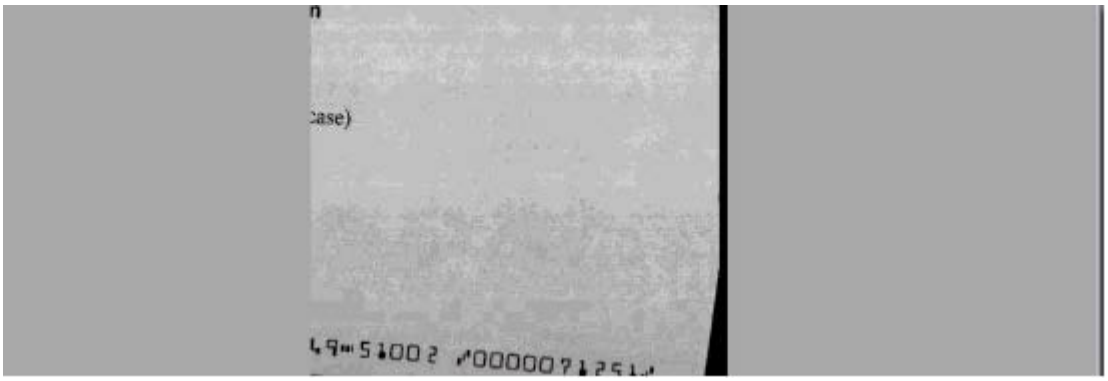
Issue/Error	Description	Resolution
An item was scanned upside-down or backward, or two or more items are scanned simultaneously.	See the figure below.	Remove any jammed items from the scanner. Place the items back into the scanner with the front of the items facing the status lights of the scanner and the MICR line at the bottom of the scanner and rescan the items.

Two items scanned simultaneously:



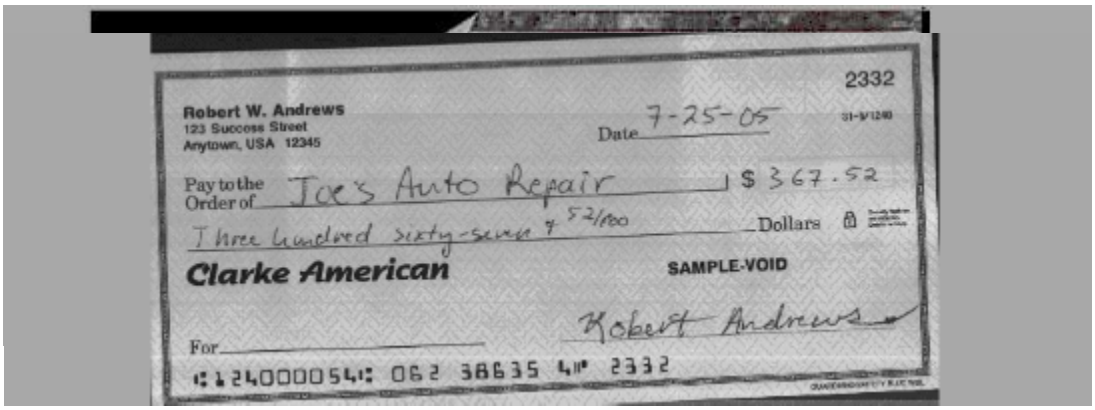
Only a partial image was scanned, or the image is cut off.	See the figure below.	Remove any jammed items from the scanner. Place the items back into the scanner with the front of the items facing the status lights of the scanner and the MICR line at the bottom of the scanner and rescan the items.

Partial Image Scanned:

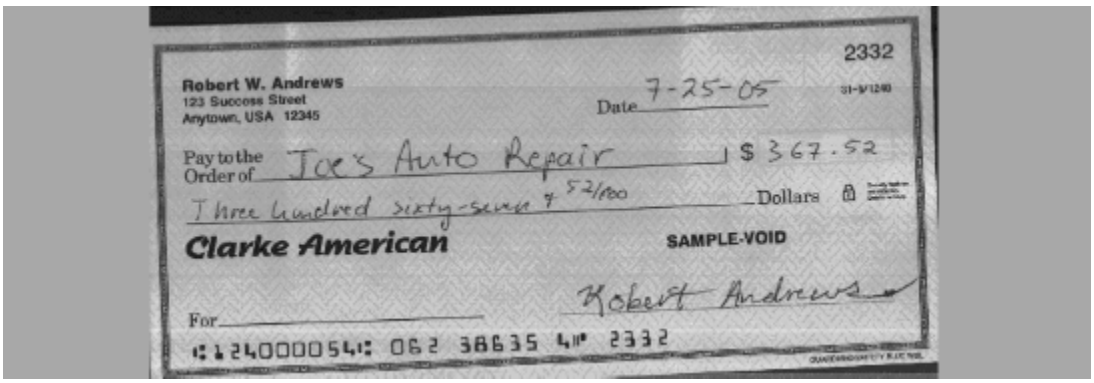


The scanned image is folded or crooked.	See the figures below.	Remove any jammed items from the scanner. Place the items back into the scanner to be rescanned and processed in the deposit.

Folded Item:



Crooked Scan:



The scanned image has black streaks or a black bar across the top.	See the figure below.	Rescan the item. If the image is still bad, then the scanner may be over-exposed to light. Reject the item by clicking the delete icon. Move the scanner so it is not under bright light or shield it from an overhead light source. You may also try removing and then replacing the scanner cover to ensure it is tightly in place. Try reprocessing the item.

Deposit Issues

The following are some possible issues that may occur when making deposits.

Issue/Error	Description	Resolution
The control balance you entered is invalid.	The control balance must be greater than 0, and must not exceed $99,9999,999.99.00	Re-enter the control balance, then continue with the deposit.
The amount you entered is formatted incorrectly.	The amount must only contain numbers and include 2 decimal places.	Edit the amount as appropriate and accept the item again.
The item amount is not present.		Enter an amount and accept the item again.
The numeric amount on the check is different than the printed amount on the check.		Do not process the item. Refer the item to branch of account opening for processing or request the maker of the item to replace the item.
The item is Canadian or has an 8-digit routing number or contains alpha characters.		Do not process the item. Refer the item to branch of account opening for processing.
Items in this deposit have invalid data.		Correct the files that have errors (these are outlined in red and appear in red text) before completing the deposit.
The control balance reflects a different amount than the deposit amount.	This may happen when a control balance was entered and then an item was removed from the deposit.	If you removed an item or mis-calculated the control balance, you may change the amount of the control balance or individual items as needed to balance.