



HomeTrust Bank

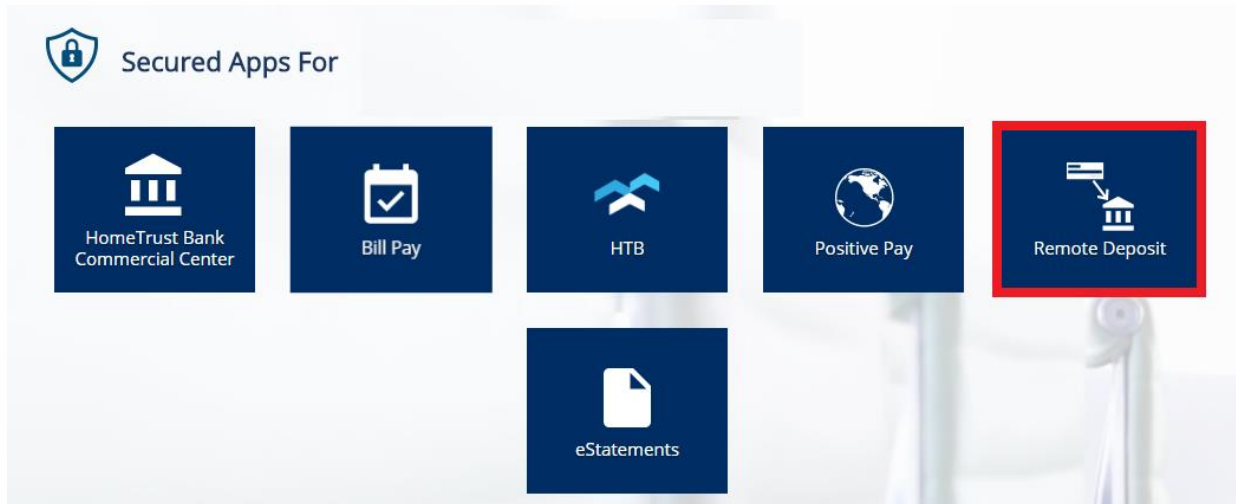
Commercial Center

Remote Deposit Capture

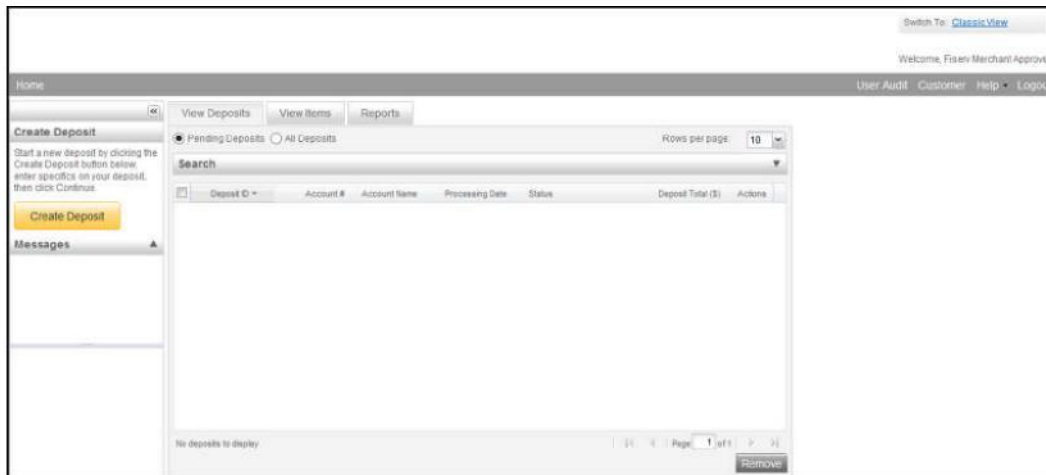
User Guide

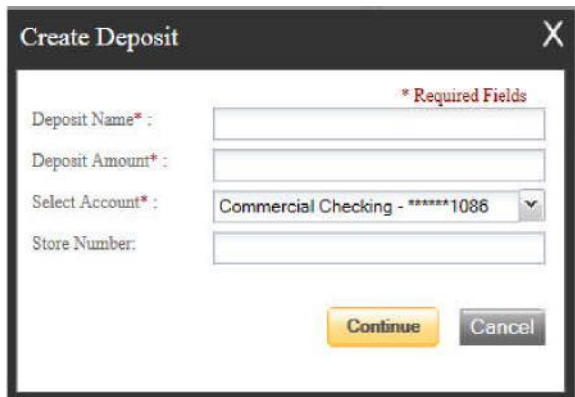
Creating a Deposit

Log into Commercial Center. From the Account Services menu select Remote Deposit Capture



Select Create Deposit to begin scanning





Create Deposit [X]

** Required Fields*

Deposit Name*:

Deposit Amount*:

Select Account*: [v]

Store Number:

Deposit Name - Enter the name of the deposit (this can refer to the date of deposit or reason of deposit).

Deposit Amount - Enter Deposit Amount

Select Account - Select the account that you are depositing to

Store Number - This field is optional

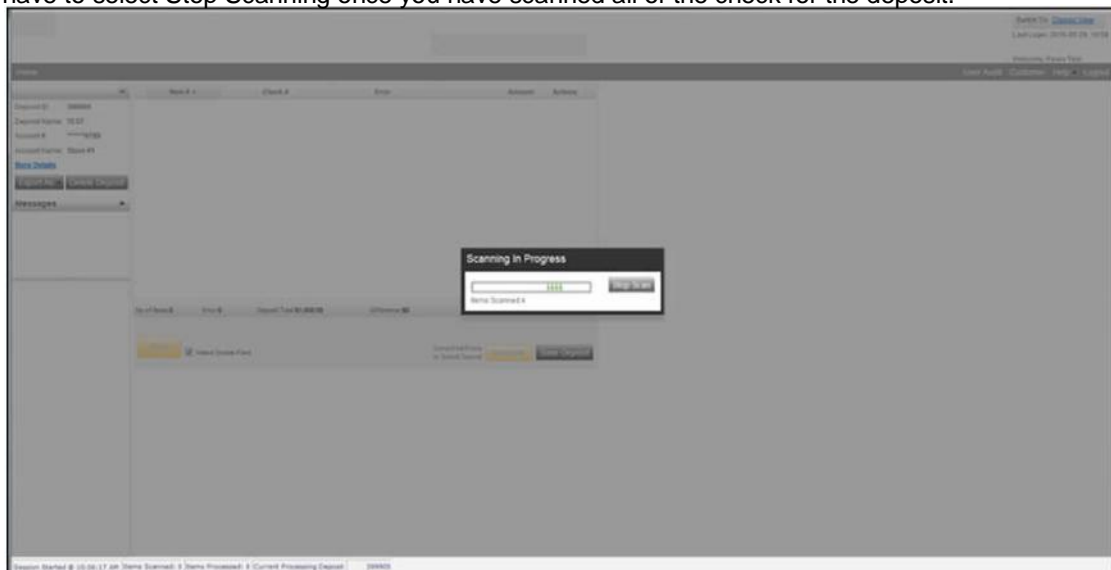
Click Continue

Scanning Work

Please keep deposits to fewer than 400 items when possible.

1. Make sure the checks are straightened and tidy before placing them in the hopper. Do not place too many items in hopper. Minimizing hopper items will reduce rejects, jams, double documents, and piggy backs and maximize image quality.
2. Click **Scan** at the bottom of the screen.

Monitor the Items Scanned and Items Processed counters at the bottom of the screen. If Items Processed falls behind by over 50 items, click **Stop Scan** on the Scan Navigator. Depending on your scanner, you may have to select Stop Scanning once you have scanned all of the check for the deposit.



When Items Processed catch up, click **Scan**. If Items Processed stops increasing, you may have lost your internet connection.

The screenshot shows a web-based interface for deposit processing. At the top, there's a navigation bar with 'Home', 'User Audit', 'Customer', 'Help', and 'Logout'. Below this is a sidebar on the left containing deposit details: 'Deposit ID: 399181', 'Deposit Name: Test', 'Account #: *****6789', and 'Account Name: Store #1'. There are links for 'More Details' and buttons for 'Export As' and 'Delete Deposit'. A 'Messages' section is also present. The main area is a table with columns: 'Item #', 'Check #', 'Error', 'Amount', and 'Actions'. At the bottom of the table, summary statistics are shown: 'No of Items: 0', 'Error: 0', 'Deposit Total: \$1.00', 'Difference: \$0', and 'Checks Total: \$0'. A 'Scan' button is located at the bottom left, and a 'Detect Double-Feed' checkbox is next to it. On the bottom right, there are buttons for 'Correct All Errors to Submit Deposit', 'Fix Errors', and 'Save Deposit'.

Note your Deposit ID number on something to attach to the front of your deposit after scanning. This is helpful if you need to refer back to this deposit.

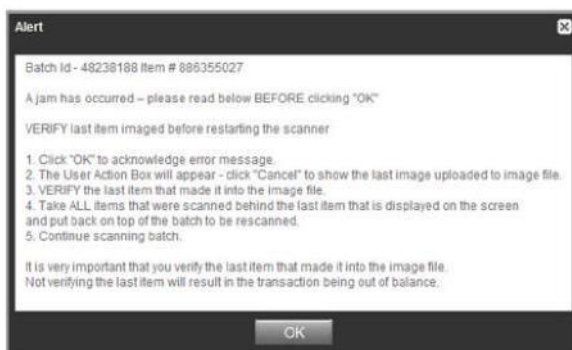
3. Verify that the last item on the screen matches the last item in the scanner pocket and that the item number sprayed by your scanner is legible if applicable. You are now ready to Fix Errors, balance, or create another deposit.

Clip or band the deposit together with the deposit ID noted in front. Place processed deposit face down in a process complete bin or box. Storing the processed deposits in an orderly way will prevent accidental rescanning and make research easier.

If an item Jams

The scanner will stop and a message will appear.

- Remove the items from the exit pocket and turn face down.
- Remove the items from the feeder and place face up next to the scanner.
- Follow steps in the jam message below.



Clicking OK may clear any items jammed in the scanner. (If the scanner doesn't clear, you must remove the items manually.)

****For ink jet scanners: do not assume that an item was captured because it is endorsed.**

Place uncaptured items in front of the items removed from the feeder. Return the items to the feeder and click: **Scan**.

Fix Errors

If there are any errors the Fix Errors tab will be available. Click on **Fix Errors**.

If you click **Save Deposit** at any time before submitting, it will put the deposit in a Suspended status. The deposit will not be complete until you submit.

The screenshot shows a web application interface for fixing errors. At the top, there's a navigation bar with 'Home' and 'Switch To: Deposit View'. Below this is a header area with 'Welcome, Faint Merchant Approval' and user controls: 'User Audit', 'Customer', 'Help', and 'Logout'. The main content area is divided into a left sidebar and a central panel. The sidebar contains 'Deposit ID: 48576787', 'Deposit Name: Test 5', 'Account No.: 854321', 'Account Name: Store 1', a 'More Details' link, and buttons for 'Export AC' and 'Delete Deposit'. Below the sidebar is a 'Messages' section. The central panel has a table with columns: 'Item #', 'Check #', 'Error', 'Amount', and 'Actions'. The first row shows 'Item # 0666399022' and a red error icon. Below the table, there's a summary bar: 'No of Items: 1', 'Errors: 1', 'Deposit Total: \$0.00', 'Difference: \$0.00', and 'Checks Total: \$0.00'. At the bottom of the central panel are buttons for 'Scan', a checkbox for 'Detect Double-Feed', a text prompt 'Please Fix Errors then Submit', and buttons for 'Fix Errors' and 'Save Deposit'. The footer shows 'Session Started @ 03:12:06 PM', 'Items Scanned: 0', and 'Items Processed: 0'.

MICR Errors

The cursor will move to each field requiring correction, which will be highlighted in pink. Key the missing or incomplete value according to what you see on the document. If you cannot read the document, click the image to enlarge it. Click the image again to re-size it.

Switch To: [Classic View](#)
Last Login: 2015-05-29, 12:42

Welcome, Fisiervest
User Audit Customer Help Logout

Home

Deposit ID: 399908
Deposit Name: TEST
Account #: *****6789
Account Name: Store #1
[More Details](#)
[Export As](#) [Delete Deposit](#)

Messages

Item #	Check #	Error	Amount	Actions
0880700155			65.00	

Front Back

YOUR NAME: YOUR STREET ANYTOWN USA 11111
DATE: 3/3/13
2450
PAY TO THE ORDER OF \$24.50
MY BANK MY BANK ADDRESS ANYTOWN USA 11111
NON-NEGOTIABLE
24.50
1206119999242 10101101P 24.50

User Fields
Fields marked with (*) are mandatory
Field 1:
Field 2:

AUX/Serial	RT	WAUX/FLD	Account	Check	Amount
					65.00

Please enter to update field

No of Items: 2 **Error: 2** Deposit Total: \$110.00 Difference: \$0.00 Checks Total: \$110.00

[Scan](#) ☒ Detect Double-Feed [Fix Errors](#) [Save Deposit](#)

Session Started @ 03:58:05 PM Items Scanned: 0 Items Processed: 0

Hint: You do not need to enter the decimal in the amount field

IQA Exceptions

If an error occurs due to **Poor Image Quality**, then in Contemporary View, the deposit will have an exclamation point inside a triangle in the Error Column. Fix errors or save the deposit.

Switch To: [Classic View](#)
Welcome, Fisiervest Approver
User Audit Customer Help Logout

Home

Deposit ID: 48237673
Deposit Name: Test
Account #: *****4321
Account Name: Store 1
[More Details](#)
[Export As](#) [Delete Deposit](#)

Messages

Item #	Check #	Error	Amount	Actions
0880354522				

No of Items: 1 **Error: 4** Deposit Total: \$1.00 Difference: \$1.00 Checks Total: \$0.00

[Scan](#) ☒ Detect Double-Feed [Fix Errors](#) [Save Deposit](#)

Review the image to determine if it needs to be rescanned or is acceptable. Take one of the following actions:

1. Enter the corrections in the fields that have errors flagged. Press "Enter" to update each field.

Switch To: [Classic View](#)
Last Login: 2015-05-29, 12:42

Welcome, Fiserv Test
User Audit Customer Help Logout

Home

Deposit ID: 399908
Deposit Name: TEST
Account #: *****6789
Account Name: Store #1
[More Details](#)
[Export As](#) [Delete Deposit](#)
Messages

Item #	Check #	Error	Amount	Actions												
0006700154	2945		50.00	Front Back												
<table border="1"> <thead> <tr> <th>AUX/Serial</th> <th>RT</th> <th>WAIVER/FLD</th> <th>Account</th> <th>Check</th> <th>Amount</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> <td></td> <td>654321</td> <td>654321</td> <td>2945 50.00</td> </tr> </tbody> </table>					AUX/Serial	RT	WAIVER/FLD	Account	Check	Amount				654321	654321	2945 50.00
AUX/Serial	RT	WAIVER/FLD	Account	Check	Amount											
			654321	654321	2945 50.00											
No of Items: 2 Error! Deposit Total \$110.00 Difference: \$0.00 Checks Total \$110.00																
Scan <input checked="" type="checkbox"/> Detect Double-Feed																
Correct All Errors in Submit Deposit Fix Errors Save Deposit																

Session Started @ 02:38:05 PM (Items Scanned: 0 (Items Processed: 0

- When all checks in the batch are error-free, the Fix Errors button will be replaced with the Submit Deposit button. Now you can submit the deposit.

Switch To: [Classic View](#)
Last Login: 2015-05-29, 12:42

Welcome, Fiserv Test
User Audit Customer Help Logout

Home

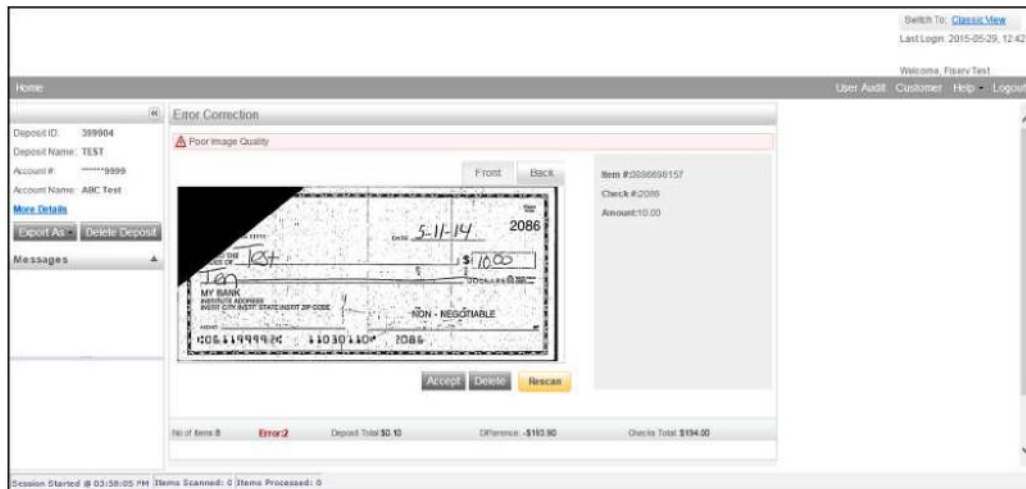
Deposit ID: 399908
Deposit Name: TEST
Account #: *****6789
Account Name: Store #1
[More Details](#)
[Export As](#) [Delete Deposit](#)
Messages

Item #	Check #	Error	Amount	Actions												
0006700154	2945		50.00	Front Back												
<table border="1"> <thead> <tr> <th>AUX/Serial</th> <th>RT</th> <th>WAIVER/FLD</th> <th>Account</th> <th>Check</th> <th>Amount</th> </tr> </thead> <tbody> <tr> <td>011999993</td> <td></td> <td></td> <td>654321</td> <td>654321</td> <td>2945 50.00</td> </tr> </tbody> </table>					AUX/Serial	RT	WAIVER/FLD	Account	Check	Amount	011999993			654321	654321	2945 50.00
AUX/Serial	RT	WAIVER/FLD	Account	Check	Amount											
011999993			654321	654321	2945 50.00											
No of Items: 2 Error! Deposit Total \$110.00 Difference: \$0.00 Checks Total \$110.00																
Scan <input checked="" type="checkbox"/> Detect Double-Feed																
Correct All Errors in Submit Deposit Submit Deposit Save Deposit																

Session Started @ 02:38:05 PM (Items Scanned: 0 (Items Processed: 0

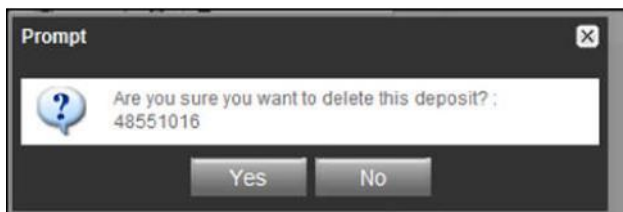
- ReScan the image: If the image needs to be improved (e.g., if it is crooked or upside down), place the check in the scanner and click ReScan. You will receive a prompt: *“Do you want to rescan image for selected item?”* Click Yes. The MICR will be compared with the original check. If there is a difference, you will receive a warning message. If you are certain you are rescanning the correct check, select Yes.

Sometimes, rescanning will not improve the image and it will continue to be flagged as an IQA exception. However, if all of the important information is legible, you may click Accept Image.



If the image can't be improved and is still bad:

- Try making a photocopy, cutting the copy out, and scanning the copy. (When you are finished, staple the copy to the original for storage.)
 - If everything is legible except for the amount (e.g., postal money orders), you may handwrite the amount on the check *in a blank area*, then click **ReScan** and then **Accept Image**.
4. **Delete** the image: If the image is illegible, verify that the image displayed is the item you want to delete. Click **Delete Deposit** on the left side of the screen. A popup prompt will appear asking if you are sure you want to delete the deposit.



5. Click Yes if you are sure and physically remove the deposit item. Deleted checks remain visible but the data is grayed out. Take any deleted checks to your Financial Institution for deposit.

If An Item Piggybacks

If you discover that two checks ran through the scanner together ("piggyback"), find the checks in the scanner exit pocket, delete the piggyback record, and scan these checks at the end of the deposit.

IMPORTANT:

The following items cannot be processed electronically. These items will create exceptions.

Savings Bonds

Canadian US Dollar Items

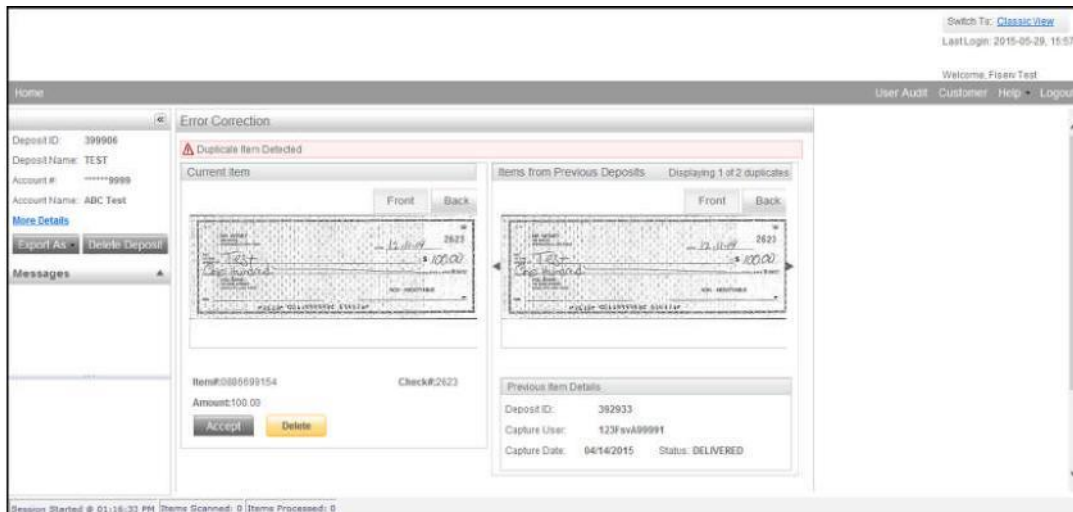
Foreign Items

Non-Imageable Items (Checks that are not legible, too dark or too light)

You will need to remove these from your deposit and take them to your Financial Institution.

Duplicate Exceptions

The software will check for duplicates. If any are found, when you click “Submit Deposit” the duplicates will be displayed side by side with the current item on the left and previously scanned item on the right. Data pertaining to the previously scanned item will be displayed beneath the image on the right. If multiple suspected duplicates are found, use the arrows next to the image on the right.



Once you determine whether the item is a duplicate, click **Delete** or **Accept**.

Balancing Deposits

Click “More Details” on the left side of the screen to see the deposit information. A Deposit Information box will appear on the screen.

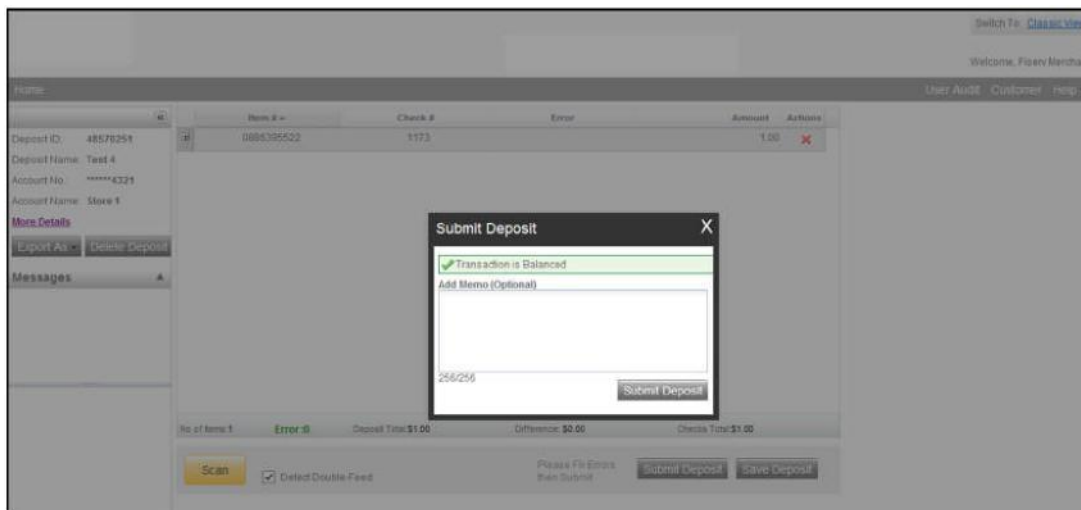


A dialog box titled "Deposit Details" with a close button (X) in the top right corner. It contains a table with the following information:

Deposit ID	399906
Deposit Name	TEST
Account Number	9999999
Account Name	ABC Test
Work Type	28 - 28-MER-WC-18.00
Deposit Status	CAPTURE COMPLETE
Number of Items	4
Number of Checks	4
Number Of Errors	3
Deposit Total	\$142.00
Check Total	\$142.00
Difference	\$0.00
Memo	

At the bottom right of the dialog box is a "Close" button.

After all errors are fixed, click on **Submit Deposit**. You can add a memo with the deposit information if desired.



The main screen shows a deposit summary on the left and a table of items in the center. A "Submit Deposit" dialog box is open in the foreground.

Deposit Summary (Left):

- Deposit ID: 48578251
- Deposit Name: Test 4
- Account No.: *****4321
- Account Name: Store 1
- Buttons: More Details, Export As, Delete Deposit
- Messages: (empty)

Items Table (Center):


Item #	Check #	Error	Amount	Actions
0884395502	1173		1.00	X

Submit Deposit Dialog (Foreground):

- Message: Transaction is Balanced
- Field: Add Memo (Optional)
- Footer: 256/256, Submit Deposit button

Bottom Bar:

- No of Items: 1, Error: 0, Deposit Total: \$1.00, Difference: \$0.00, Checks Total: \$1.00
- Buttons: Scan, Defect Double Feed, Please Fix Errors Then Submit, Submit Deposit, Save Deposit

If the deposit is not in balance you must review the items. Open  each image to review that the amounts captured were correct. If necessary,

- scan missing items at the end of the deposit
- fix any amounts that are incorrect
- delete unintended items, if any

Switch To: [Classic View](#)
Last Login: 2015-05-26, 10:57
Welcome, Robin Test
User: Ax3R Customer: Help Logout

Home

Deposit ID: 388908
Deposit Name: TEST
Account #: 99999999
Account Name: ABC Test
[More Details](#)
[Export App](#) [Deposit Deposit](#)

Messages

Verify Balance

Transaction should be balanced before submit

Deposit Data

Deposit Total	142.00	Check Total	\$2.00	Difference	\$140.00
Item Count	1	Items in Deposit	1	Difference	0

Add Memo (Optional)

256/256

Update

Scan ☒ Deposit Double Feed

Cancel Addressing To Submit Deposit Submit Deposit Save Deposit

- If all check records are correct and the deposit is still out of balance, then adjust the deposit amount to match the total of the checks.

Switch To: [Classic View](#)
Last Login: 2015-05-29, 15:57
Welcome, Robin Test
User: Ax3R Customer: Help Logout

Home

Deposit ID: 388999
Deposit Name: TEST
Account #: 99999999
Account Name: ABC Test
[More Details](#)
[Export App](#) [Deposit Deposit](#)

Messages

Verify Balance

Transaction is Balanced

Deposit Data

Deposit Total	2.00	Check Total	\$2.00	Difference	\$0.00
Item Count	1	Items in Deposit	1	Difference	0

Add Memo (Optional)

256/256

Submit Deposit

Scan ☒ Deposit Double Feed

Cancel Addressing To Submit Deposit Submit Deposit Save Deposit

Session Started @ 01:16:33 PM Items Scanned: 0 Items Processed: 0

When the deposit has been submitted, you have options:

- **Logout and close the browser window**
- **Create another deposit by clicking on Create Deposit**
- **Query / Deposit Report to review the deposit(s) you scanned today**

Remember to log-out between user sessions!

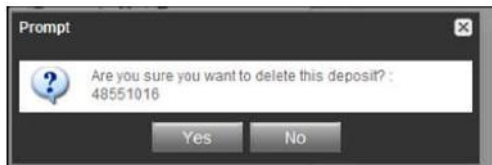
End of Day

1. Verify that all Deposits are in *Submitted* or *Delivered* status. No Deposits should be listed on the **Pending Batches** tab on the Deposit Status screen.
2. Print or save any needed reports (e.g., PDF Report, CSV Report, XML Extract, Deposit Detail Report).
3. Click **Logout** at the top of any screen. This will log the user out of the application and then you can exit Internet Explorer.

Additional How-Tos

To remove a deposit:

Select the deposit on the Deposit Status Screen and click Remove at the bottom right of the screen. A Prompt appears "Are you sure you want to delete this deposit?" Select Yes to remove or No if you do not want to remove the deposit.



- A deposit cannot be removed if it has been submitted.
- A removed deposit cannot be recovered. If you need the deposit, you must re-capture it.

To query for items previously processed:

1. Select the View Items tab.
2. Select the Search drop down.
3. Select Advanced Search
4. Enter search criteria in Search options. Include a deposit ID or at least one MICR field in the search criteria. Click search.
5. Click on the + or – by the item to view or to close.
6. Click Clear if you need to search again.

Deposit ID	Item #	RT	Account	Check	Amount	Actions
397815	0886654156	011999993	*****2323	1069	300.00	[icon]
397799	0886653654	011999993	*****2323	0991	5.05	[icon]

To search for previous days/batches processed:

1. Select View Deposits tab.
2. Select the Search drop down.
3. Select Advanced Search
4. Enter search criteria in Search options, click search. (MICR fields don't need to be included in search criteria.)
5. To return to current date, click Clear and then search.

The screenshot shows the 'View Deposits' interface. On the left is a sidebar with 'Create Deposit' and 'Messages'. The main area has tabs for 'View Deposits', 'View Items', and 'Reports'. Under 'View Deposits', there are radio buttons for 'Pending Deposits' (selected) and 'All Deposits'. A 'Search' section contains fields for 'From Date*' (2015-05-22), 'To Date*' (2015-05-26), 'From Amount', 'To Amount', 'Capture User', 'Account #', 'Site ID', and 'Deposit ID'. Below these is a 'Search' button and a 'Clear' button. A table displays deposit data:

Deposit ID	Account #	Account Name	Work Type	Processing Date	Status	Deposit Total (\$)	Actions
399187	*****6789	Store #1	28	2015-05-26	SUSPENDED	0.00	[Icons]
399181	*****6789	Store #1	28	2015-05-26	SUSPENDED	0.00	[Icons]

Reports:

On the Deposit Status screen

1. Select the Reports tab.
2. Click on Export As and choose report type.
 - a) PDF
 - b) CSV
 - c) XML Extract (NA)
 - d) Deposit Detail Report

This screenshot shows the 'View Deposits' screen with the 'Reports' tab selected. The 'Export As' menu is open, showing options: PDF, CSV, XML Extract, and Deposit Detail Report. The table below shows deposit data:

Deposit ID	Account #	Account Name	Processing Date	Status	Deposit Total (\$)
48584152	*****4321	Store 1	2015-5-27	SUSPENDED	0
48570797	*****4321	Store 1	2015-5-27	SUSPENDED	0
48576251	*****4321	Store 1	2015-5-27	READY FOR APPROVAL	1

Use the tabs for View Deposits, View Items and Reports for more detailed deposit reports. By clicking on the down arrow along the Search bar you will have expanded search options for each tab

The screenshot shows the 'Home' page with tabs for 'View Deposits', 'View Items', and 'Reports'. The 'View Deposits' tab is active. On the left, there is a 'Create Deposit' section with a 'Create Deposit' button and a 'Messages' section. The main area features a 'Search' bar with fields for 'From Date*', 'To Date*', 'From Amount', and 'To Amount'. The 'From Date*' and 'To Date*' fields are set to '2015-11-09'. Below the search bar is a table with columns: Deposit ID, Item #, RT, Account, Check, Amount, and Actions. The table contains one row with the following data: Deposit ID: 60530965, Item #: 0886550003, RT: 253170279, Account: *****3457, Check: 1001, Amount: 5.50. The 'Actions' column has a 'View Deposit' icon. At the bottom, it says 'Displaying 1 - 1 of 1' and 'Page 1 of 1'.

After you search for a deposit you can select the View Deposit icon to the right. Once an individual deposit is pulled up you have additional reports. These reports will allow you to extract the images or create a summary PDF report with images.

The screenshot shows the 'Home' page with the 'View Deposit' icon selected. The left sidebar displays the deposit details: Deposit ID: 60530965, Deposit Name: Test, Account #: *****1086, and Account Name: Commercial Checking. Below this is a 'More Details' link and an 'Export As' dropdown menu. The 'Export As' menu is open, showing options: Pdf, CSV, Pdf with Images, and Extract Images. The main area shows a table with columns: Item #, Check #, Error, Amount, and Actions. The table contains one row with the following data: Item #: 0886550003, Check #: 1001, Error: (empty), Amount: 5.50. The 'Actions' column has a 'View Deposit' icon. At the top right, there are links for 'Help' and 'Logout'.

Deposit Status – Definitions

Open – A deposit is placed in Open status when the deposit is newly created and when a capture operator has reopened a deposit to add additional items, or to resolve exceptions.

Uploading – A deposit that is in the process of uploading items.

Suspended – A deposit will remain suspended if the operator selects Cancel instead of Capture complete. Exceptions can be repaired. Balancing cannot be performed.

Capture Complete – This is a deposit that the operator has marked as complete to notify that it is ready for repair and balancing.

In Use – This is a deposit that is in use by your bank or another operator. No actions are allowed on this deposit while in use.

Ready For Approval – This deposit has all exceptions repaired and is ready to submit.

Pending Review – This deposit has been sent for final review.

Under Review – This deposit is currently going through final review.

Submitted – This deposit is approved and ready for processing. No further actions will be allowed on this deposit.

Delivered – This deposit has been delivered for processing.