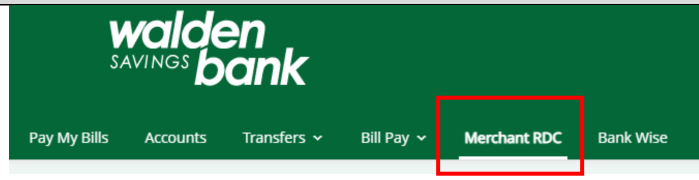
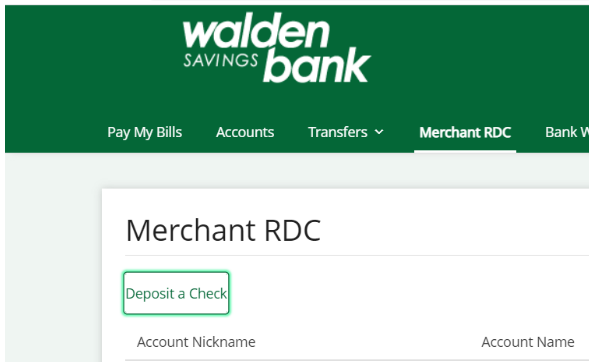
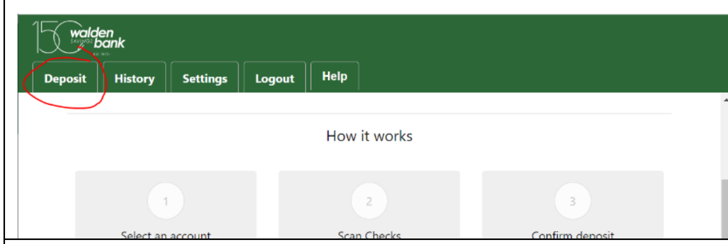
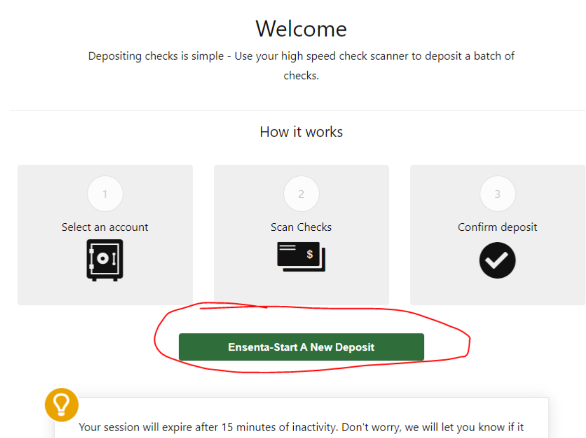
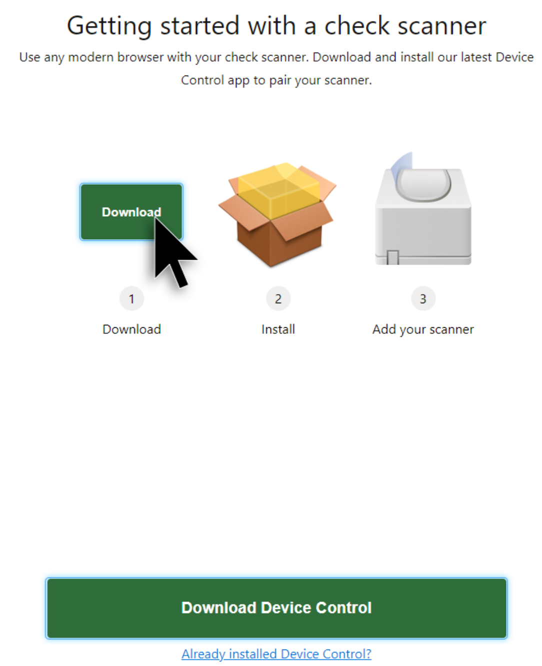
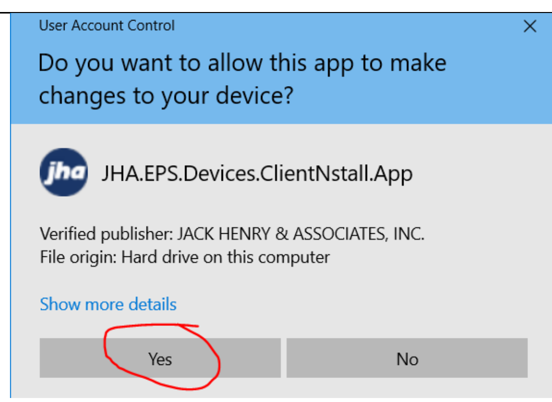
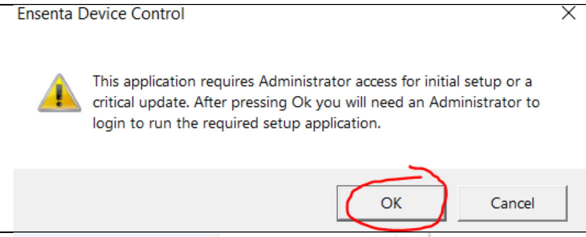
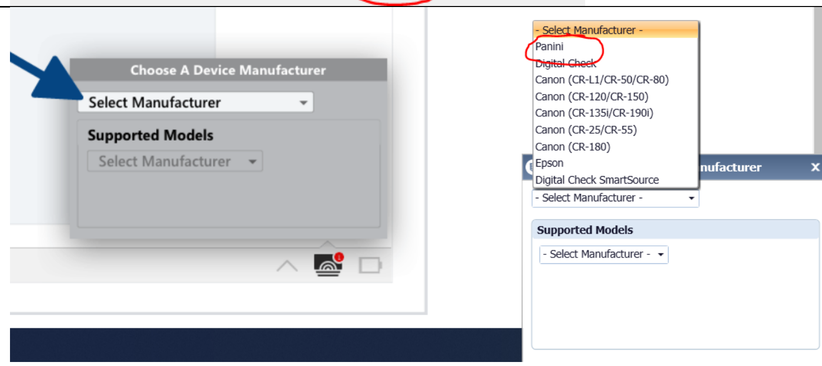
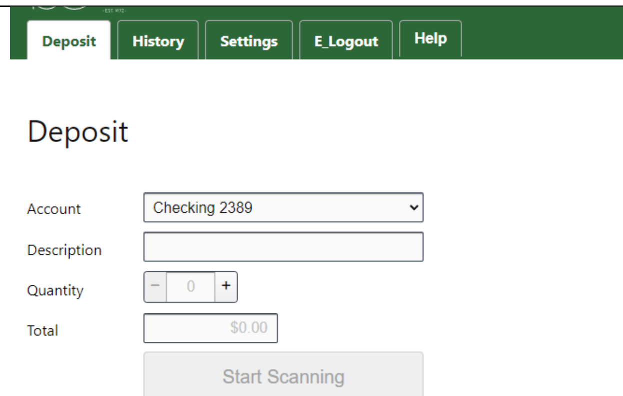
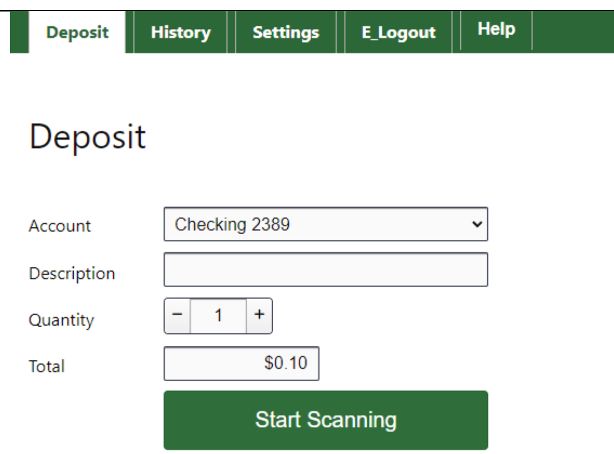
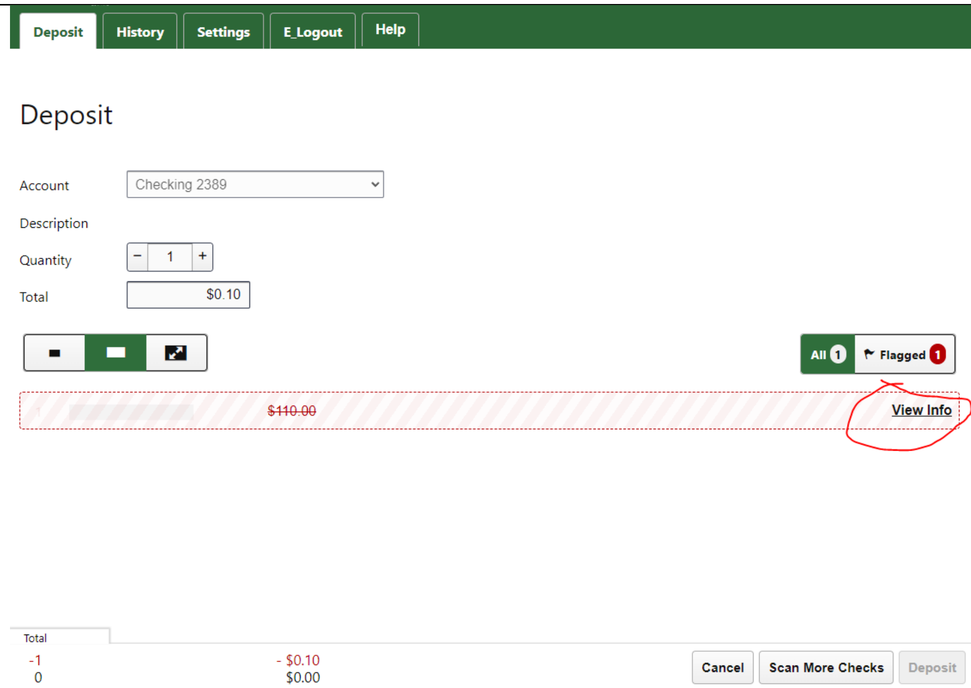
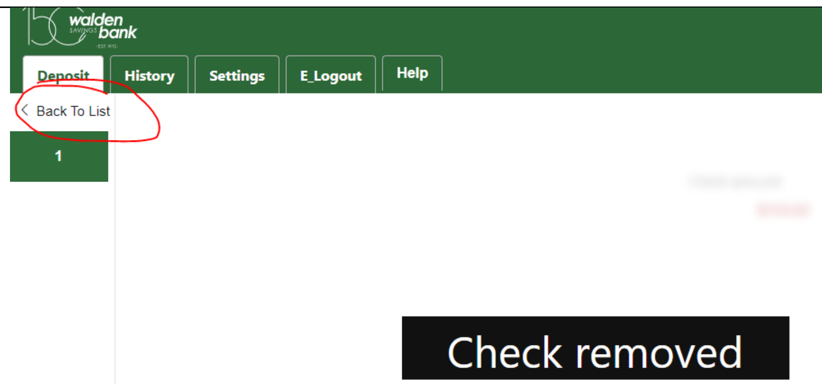
Merchant Remote Deposit Capture

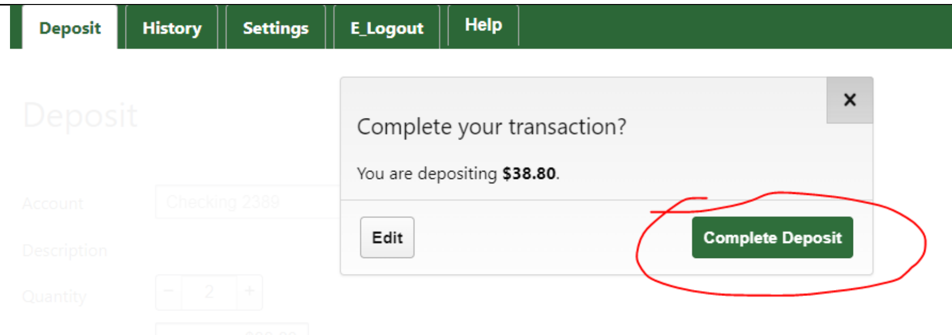
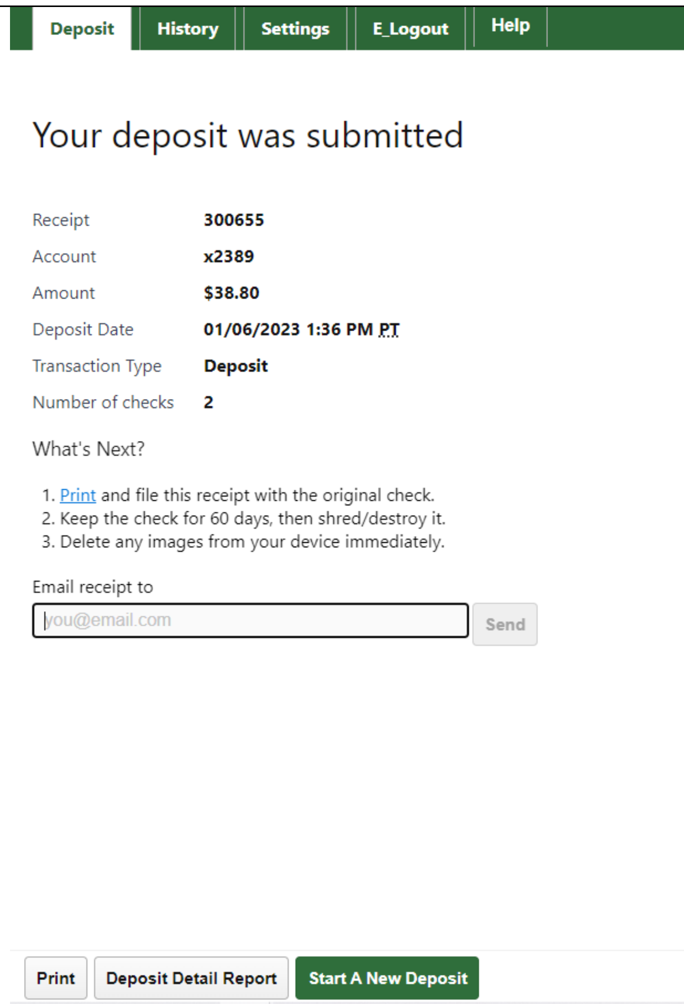
<table>
<tr><th colspan="2">Depositing Checks</th></tr>
<tr><td>Click on the Merchant RDC menu</td><td>
</td></tr>
<tr><td>Click on Deposit Check</td><td>
</td></tr>
<tr><td>Load Checks into the scanner</td><td></td></tr>
<tr><td rowspan="2">Click on the Deposit tab in the top left of the screen. (You can alternatively click on the Start a New Deposit button in the center of the screen)</td><td><u>Option 1</u>

</td></tr>
<tr><td><u>Option 2</u>

</td></tr>
<tr><td>If this is the first time scanning, you will need to download the</td><td></td></tr>
</table>

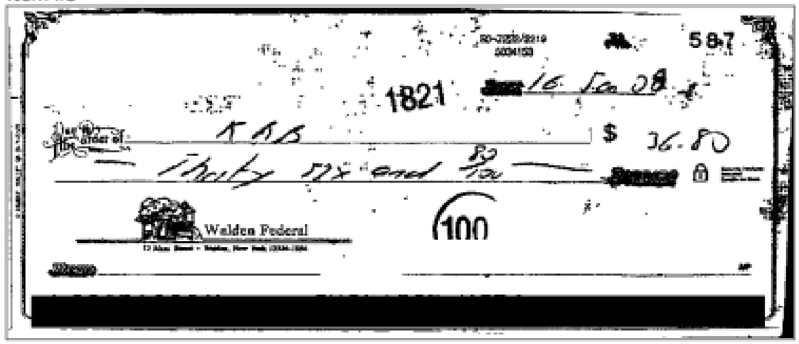
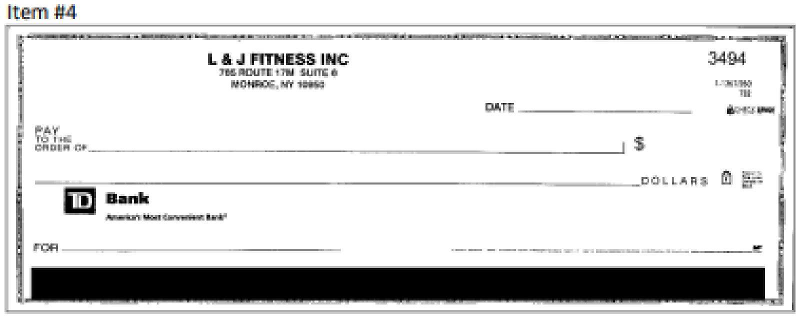
Device Control app to pair your scanner	
Click on the Download Device Control button and follow the prompts	
The on-screen instructions will prompt you to click the installation file. Click on the file at the bottom of your screen.	
Click on Install on the Ensenta Device Control pop-up message	
Click on Yes on the User Account Control pop-up message to allow this app to make changes to your device	

<table>
<tr>
<td>Click on OK on the Ensenta Device Control pop-up message</td>
<td>
</td>
</tr>
<tr>
<td>From the Choose A Device Manufacturer dropdown, choose Panini</td>
<td>
</td>
</tr>
<tr>
<td>Once the Device Control app is installed, you should hear the scanner start up</td>
<td rowspan="4">
</td>
</tr>
<tr>
<td>From the Deposit window, select the account to deposit into from the Account drop down</td>
</tr>
<tr>
<td>If you choose, you may add a description of the check in the Description field).</td>
</tr>
<tr>
<td>You should count the number of checks (Quantity) and calculate the Total amount and enter it on this screen. Optionally, you can enter a 1 in both fields and change it later in the scanning process.</td>
</tr>
<tr>
<td>Click on Start Scanning</td>
<td>
</td>
</tr>
</table>

<table>
<tr>
<td>A results screen will display your uploaded checks. All checks read by the scanner will be displayed on this screen. At the bottom of the screen, you will see a display showing the total amount of all checks accepted in the scan. If a check is rejected by the application for any reason, it will not be added to the Total. Prior to submitting the batch, it is required that the Quantity and Total at the top of the screen be balanced with the Deposit amount on the bottom of the screen.

To View an error, click on the View Info link.</td>
<td>
</td>
</tr>
<tr>
<td>To get back to your deposit, click on Back to list in the top right of the screen</td>
<td>
</td>
</tr>
<tr>
<td>Click on Scan More checks to scan rejected checks that have been reviewed and corrected of errors into the current batch</td>
<td></td>
</tr>
<tr>
<td>Checks can be added or removed until the Deposit button is clicked. If any issues are detected, the Deposit Button will be disabled until the error is corrected</td>
<td></td>
</tr>
<tr>
<td>Once you have finished scanning and reviewing all checks, click on Deposit to complete the deposit</td>
<td></td>
</tr>
</table>

<table>
<tr><td>To complete the transaction, you will need to click on the Complete Deposit button when prompted</td><td>
</td></tr>
<tr><td>At that point, your scanner should turn off and you should see a message that your deposit was submitted</td><td></td></tr>
<tr><td>The Receipt screen allows you to print a receipt with check images for your records. It is recommended that you keep scanned checks for a minimum of 60 days on file.</td><td></td></tr>
<tr><td>Click on Print at the bottom of the screen to print a receipt. To send a deposit receipt email to yourself or a different recipient, enter an email address and click on Send.</td><td>
</td></tr>
</table>

If you click on the Deposit Detail Report button, a report will be downloaded. Note that the micr line will be blacked out and you will not be able to read any check info.	Deposit Detail Account Holder: xxx1741 Account Number: xxx2389 Status: Submitted User: Report Date: 01/6/2023 Report Time: 1:40:18 PM Item #3  Original Amount: $ 36.80 Adjusted Amount: $ 36.80 Item #4  Original Amount: $ 2.00 Adjusted Amount: $ 2.00

FAQs

Q: What do I do if the Make Deposit button is disabled?

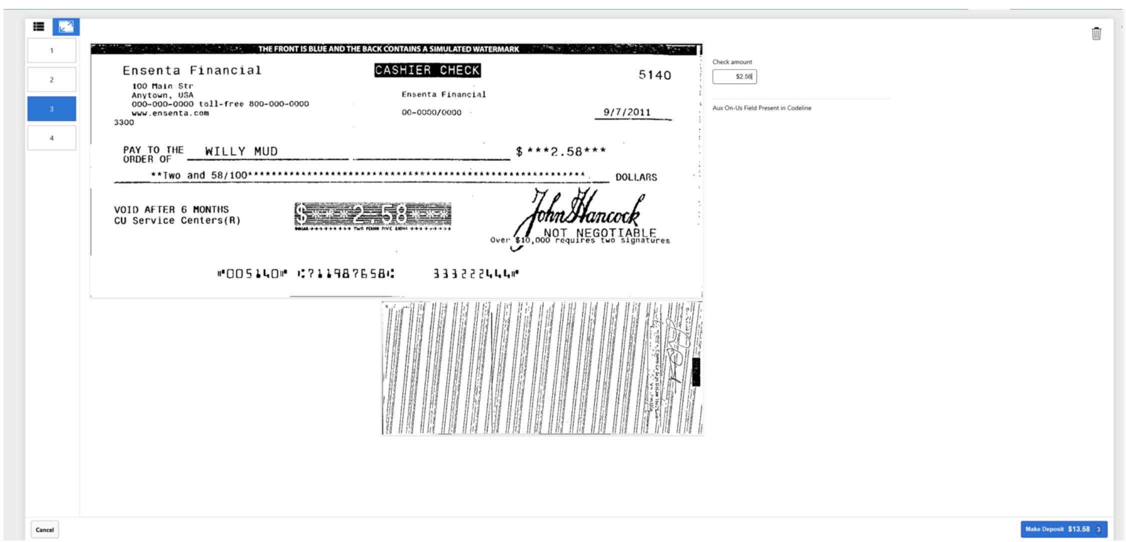
A: You will need to correct all fixable issues with the scanned checks. The checks wit issues will display in red along with a description of the issue.

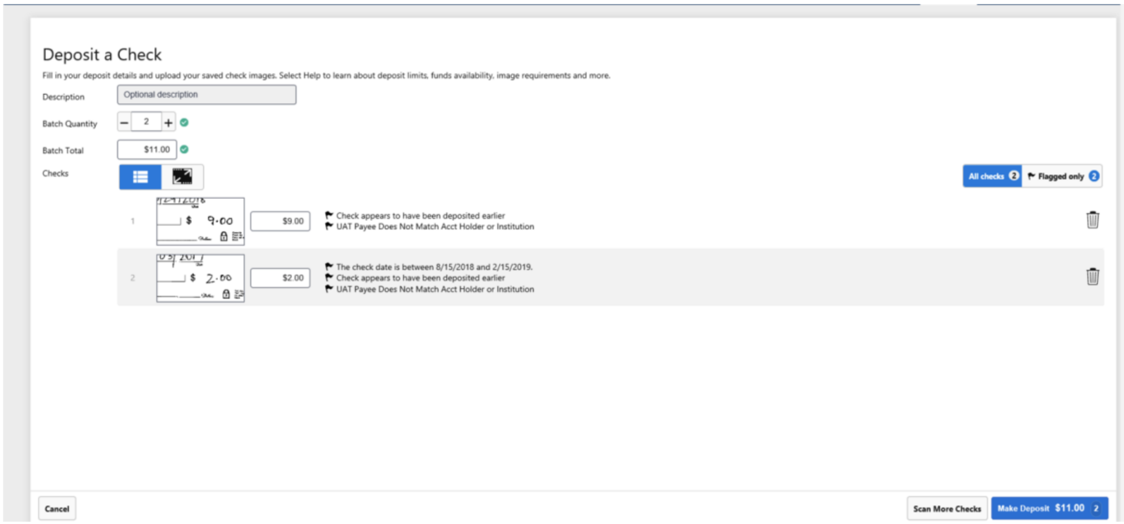
Q: How do I view the check in my deposit?

A: Click on the  icon and it will expand the check into a display where each individual check in the deposit can be examined.

Q: What do I do if the check amount is incorrect?

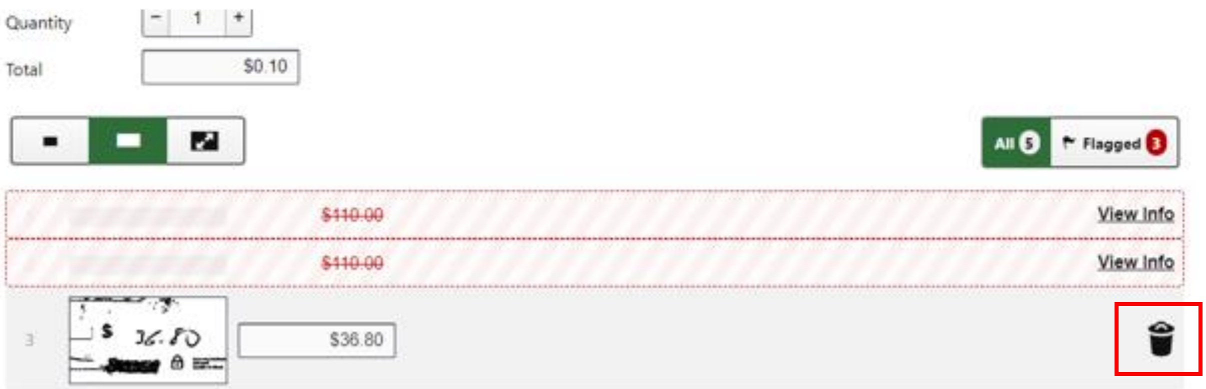
A: You can change the amount of the check in the Check amount field. You can also change the amount on the Deposit screen.





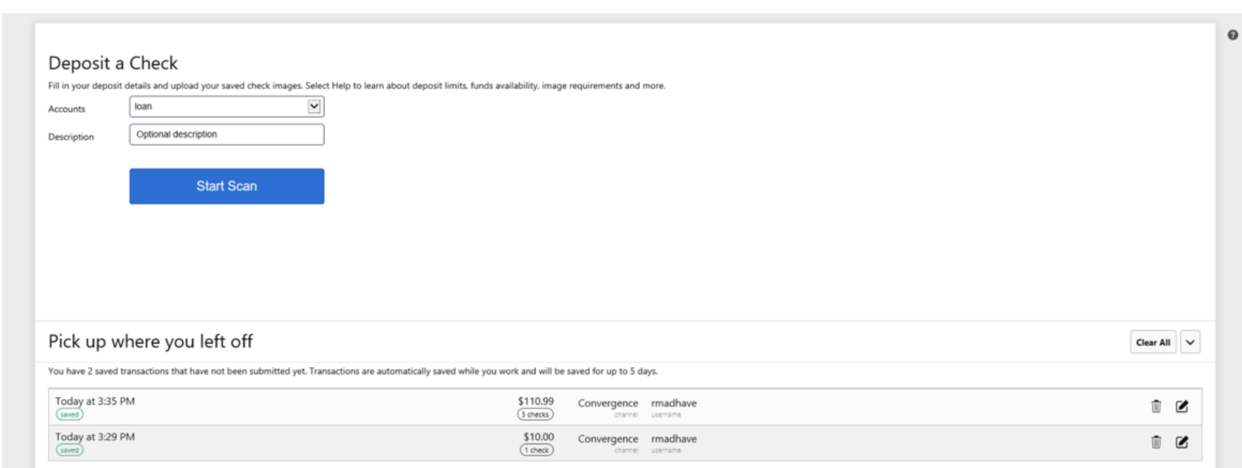
Q: How do I remove a check from my deposit?

A: Checks can be removed using the trash button



Q: What happens if I do not finish my deposit?

A: Deposited transactions not completed will automatically appear as saved on the Deposit screen and you can continue where you left off. Unfinished transactions will be available for up to five calendar days.

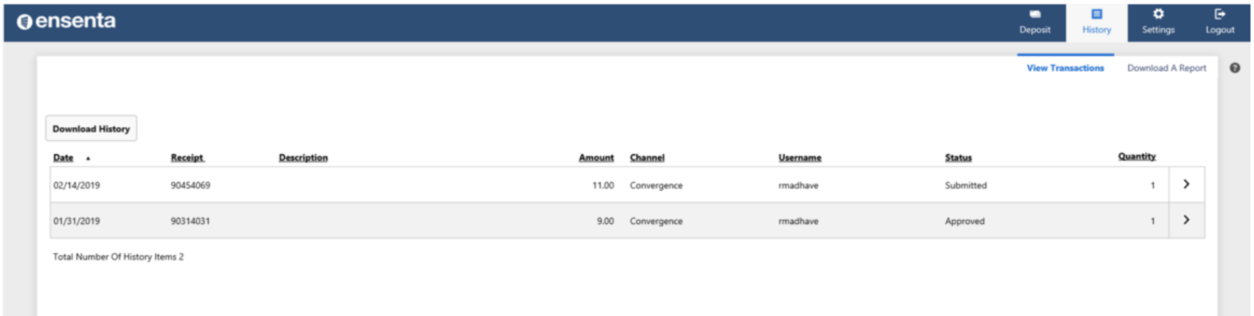


Below are the actions that can be performed withing the Saved Work transactions window on the Deposit Screen:

Button	Action
	Resume the selected transaction in order to edit, add additional checks or complete transaction. This will take you back to the same review screen as outlined in section 2.1.2.
	Delete the transaction without resuming.
clear all	Clear all unfinished saved transactions.
	Collapse/un-collapse saved transactions window.

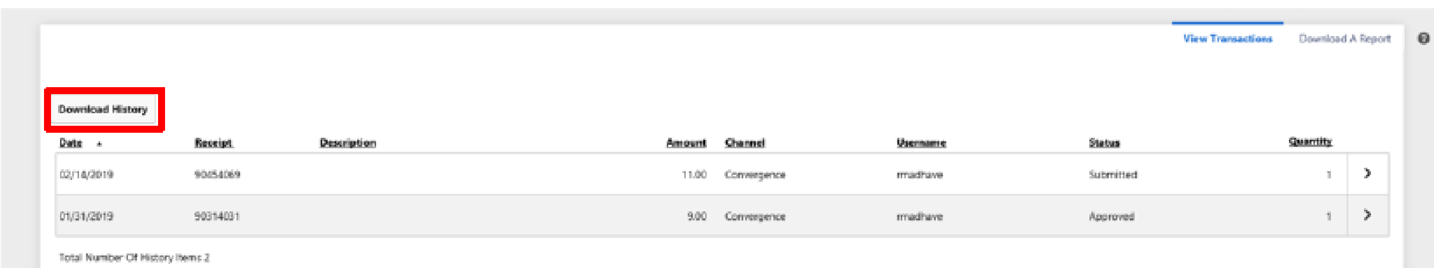
Q: How do I see my completed deposits?

A: The History screen will display deposits grouped by deposit date and receipt number. If multiple checks were scanned during the deposit, they will be aggregated under one entry on this screen. By clicking on an entry, it will open the deposit and display all checks uploaded during that deposit.



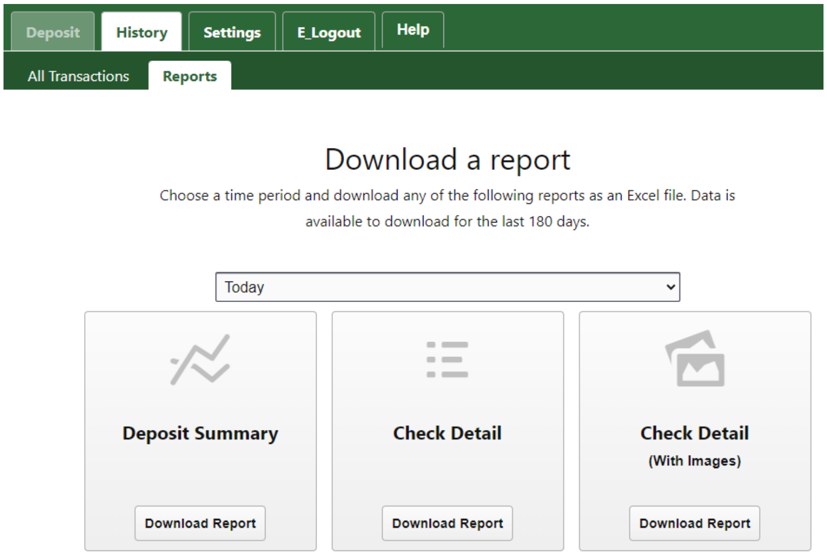
Q: Can I download my deposit history?

A: Yes, on the History screen, click any batch transaction to show the individual checks in the batch and then click on the Download History button to download the transaction. Note that Batch transactions will be downloaded as a .csv file.



Q: What Reports are available?

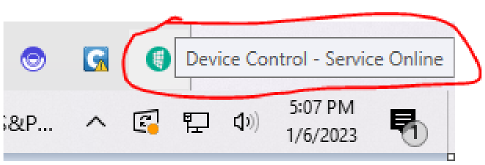
A: From the History Screen, click on Reports, and you will see three reports available to download. To download a report, click on the Download Report button for your desired report.



1. **Deposit Summary Report** – Report subtotaled by transaction for each day
2. **Check Details Report** – Report listing individual check detail
3. **Check Details with Images Report** – Report listing individual check detail with front and back image of check

Q: What if I get a COMMUNICATION FAILURE error when I click to Start a New Deposit?

A: This error means your scanner is not plugged in or turned on. If after checking that the scanner is plugged in and powered on, check the bottom right corner of your screen to ensure you see that the Device Control is running.



If Device Control is not running, Click on Start and look for the Ensenta Device Control Program to start the program