

City of Forest Park

Cash Receipt Policy and Procedures

June 2024

Scope

These guidelines include all departments in the City of Forest Park that accept cash, credit card or check payments. These guidelines cover all transactions that involve an exchange of payments for goods or services. All City personnel that handle cash must have an awareness of and show a commitment towards maintaining strong internal controls for money handling responsibilities.

Purpose

To establish and maintain uniform cash receipt and reporting policies and procedures across the City of Forest Park.

Guidelines

City departments in a funds handling capacity should be committed to establishing and maintaining strong internal controls around the cash receipts process to prevent the mishandling of funds and safeguarding against loss. Strong internal controls also protect employees by defining crosschecking roles for funds handling responsibilities. Departments responsible for handling checks and cash must maintain written procedures outlining each step in the funds handling process. These procedures should be reviewed at least annually to ensure that the procedures are current. For those departments that do not have adequate staff to support proper separation of duties, compensating controls must be established to ensure procedures are followed. Compensating controls are additional procedures to help reduce the risk of error or loss. Departmental procedures should also address the security of funds (i.e., locking file cabinet, safe) during the workday, and storage for overnight safekeeping. The Finance Department, in consultation with city leadership and department heads, will conduct annual reviews of randomly selected cash collection areas to ensure the following:

Written procedures have been established for processing cash receipts and a copy has been sent to the Finance department. The procedures should indicate who is responsible for each duty by position title.

Staff are properly trained in these procedures.

The written procedures are being followed.

Revenues collected by the departments are not used to cash personal checks, third party checks or to make change.

Funds and receipts are kept in secure locations.

Procedures

Departments must record all currency transactions in an electronic transaction register appropriate to their area of responsibility. Currency transactions include cash, check, money order, Finance check, and credit cards. All receipts must be generated from the system of entry - no handwritten receipts are to be used. Receipts must include, but are not limited to, the following information: the date received, the dollar amount, a receipt number, name of the person paying for the transaction, description of the service or product, name of the department or area collecting the funds, and name of the cash handler. Here are some key things to keep in mind when writing your procedures:

The cashier is responsible for assuring that the funds are deposited in the appropriate bank account at Truist bank. The cashier is responsible for having the reports from the entry system and City deposit ticket transported to the Finance Office for verification, entry and reconciliation.

All deposits must be made to the bank within 24 hours of the time close out of the daily activity. Reports are submitted to the finance department daily by 8:30 AM for the previous day's transactions.

If not using the Remote Deposit Scanner for deposits, Stamp the back of each check with a restrictive endorsement (such as "City of Forest Park for Deposit Only"). See User guide attached.

Funds, register, and receipts must be kept in secure locations. To protect the funds, they should be kept in a lockable container, such as a cash box, and stored in an area that is not visible to unauthorized personnel. The container should not be left unattended during the workday. At night or outside of business hours, all funds must be kept in a secured (locked) storage area, such as a locking file cabinet or safe. The transaction register/ receipts should be stored separately from the funds to maintain accountability for loss in the event of a theft.

In the event of Loss or theft, immediately notice the Police Chief and Finance director.

All transactions must be recorded on the transaction register. If an error is made, contact the direct supervisor to void and authorization to correct transaction entry. Corrections must be approved & dated by a supervisor or manager at the time of the transaction.

A receipt must be given for all transactions, especially those that involve cash.

ADDENDUMS AND REFERENCE MATERIALS ATTACHED

Tyler Cash Receipt training manual

Documents list that should be part of each daily cash packet.

Remote Deposit Capture (RDC) Machine.

TYLER CASH RECEIPT TRAINING GUIDE

CASH COLLECTION

OPENING BATCH PROCESS

Opening a Batch for Payment Processing

Cash Collection > Processing >

Follow the steps below to open a batch for payment processing:

[Click Here to OP-en an Existing Batch](#)

1. Click **Open Batch**. The Open Batch dialog box opens.
2. From the **Batch** dropdown list, select the batch the user wants to use.
3. Click **Ok**. operator entry in the Open Operators/Batches grid indicates the batch you are using and the date and time that you opened the batch.

[Click Here to Open a New Batch](#)

1. Click **Open Batch**. The Open Batch dialog box opens. (If you have a batch open but no other batches exist for operator login, the system opens the New Batch dialog box immediately. Skip to step 3.)
2. Click **New**. The New Batch dialog box opens.
3. In the **Description** field, type a description for the new batch, using up to 25 characters.
4. Click **Ok**. operator entry in the Open Operators/Batches grid indicates the batch you are using and the date and time that you o-pened the batch.

If you open a batch when you already have another batch open, the system closes the original batch.

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Closing a Batch

Cashiering > Processing > Operator Process

This procedure assumes that you are currently logged in to the Operator Process and that a batch is currently open.

Follow the steps below to close a batch:

1. In the **Open Operators/Batches** grid, highlight the row containing the batch the user wants to close.
2. Click **Close Batch**. The system updates the Closed Batches grid to include the batch you closed.

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Approving a Batch of Receipts

Cash Collection > Processing > Operator Process

The method for approving batches of receipts depends on whether operators are set up in Operator Maintenance to require approval of their batches. Follow the procedure that applies to you.

Follow the steps below to approve a batch of receipts:

[Click Here if Operator Requires AP-approval](#)

This procedure assumes that you are currently logged into the Operator Process, that the batches the user wants to approve are closed, and that you successfully printed the Receipt Register for the batches.

1. In the **Closed Batches** grid, ensure that the checkbox in the **Selected** column is marked for each batch the user wants to approve.
2. Click **Approve**. The Approve Batch dialog box opens.
3. In the **Total Dollars Received** field, type the total amount received for the transactions in all selected batches.
4. Click **Ok** to approve the batch(es). A Y displays in the Approved column of the Closed Batches grid for each approved batch.

[Click Here if Operator Does Not Require Approval](#)

This procedure assumes that you are currently logged into the Operator Process, that the batches the user wants to approve are closed, and that you successfully printed the Receipt Register for the batches.

1. In the **Closed Batches** grid, ensure that the checkbox in the **Selected** column is marked for each batch the user wants to approve.
2. Click **Approve**. A Y displays in the Approved column of the Closed Batches grid for each approved batch.

Emailing Receipts

Cashiering > Processing > Operator Process > Enter Payments

Follow the steps below to email receipts:

1. Enter payment information and click **Ok** to commit to the payment.
2. Click **Email Receipt** in the Document Printing window.

NOTE The Email Receipts button is only enabled if the Email Receipts flag is enabled in the transaction code.

3. After clicking the Email Receipt button, a window opens to allow the entry/edit of recipient addresses. For all transactions except court, enter the email address the user wants to send the receipt to.
4. For court transactions, mark the checkbox next to the name of each defendant the user wants to send a receipt to. The defendant's default email address appears in the field to the right of the defendant's name. the user can modify these addresses if necessary, but any changes will update the email address on the defendant record when you click **Ok**.
5. To add an additional email, such as a bondsperson, mark the **Other** checkbox and enter the corresponding email address in the adjacent field.
6. Click **Ok** to send the email and return to the Document Printing Window.

NOTE After sending emails, the Continue button is disabled. To return to Document Printing without disabling the Continue button, click **Cancel**.

TIP To enable emailing receipts on transaction, you must enable the email receipts option in Transaction Code Maintenance. the user can modify the system email settings in SMTP Maintenance.

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Voiding a Receipt

Cashiering > Processing > Operator Process

This procedure assumes that you are currently logged in to the Operator Process and that the batch that contains the receipt you need to void is currently open.

Follow the steps below to void a receipt:

1. In the **Operator Process** window, click **Void Receipt**. The Void Receipt window opens with the Enter Receipt Number dialog box open in front of it.
2. In the **Receipt Number** field, type the number of the receipt the user wants to void.
3. Click **Ok**. The Enter Receipt Number dialog box closes and the system loads information for the selected receipt in the Void Receipt window.
4. Verify that the information for the receipt is correct; then click **Ok** to void the receipt. The system confirms that the receipt was successfully voided.
5. Click **Ok** to close the message box.

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Accepting Multiple Payments in Multi Pay

Cashiering > Processing > Operator Process

This procedure assumes that you are currently logged in to the Operator Process and that a batch is currently open.

Follow the steps below to accept:

1. In the Operator Process window, click **Enter Payments**. The Payment Input window opens.
2. Click **Multi Pay** in the bottom left corner of the window. The Multi Pay window opens.
3. Select the Individual option to filter the Name display by the name of the individual whom the payment is to be entered for. If you select this option, the system enables the Last Name and First Name fields. If you do not want to filter by individual, skip the next step.
4. In the **Last Name** field, type the first few characters of the customer's last name. The system applies the filter when you TAB out of this field.
5. To filter the Name display by first name, type the first few characters of the customer's first name. The system applies the filter when you TAB out of this field.
6. Select the **Entity** option to filter the Name display by the name of the entity that the payment is to be entered for. If you select this option, the system enables the **Name** field.
7. In the **Name** field, type the first few characters of the customer's business name. The system applies the filter when you TAB out of this field.
8. In the **Name** display, select a name from the list to load it into the Multi Pay display. the user can highlight the name and click **Select** or the user can double-click in the row containing the name the user wants.
9. In the **Multi Pay** display, select an account from the list for payment and mark the **Pay** checkbox found within the same row as the account.

NOTE The total amount of the account which will be applied to the payment will be displayed in the Total field.

10. Once you have selected all the accounts that the user wants to include in the payment, click **Ok** to return to the Payment Input window.

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Resolving Cash Long and Short Conditions

Cash Collections > Operator Process

Use this program to input a transaction to balance a cash drawer that does not balance with the totals on the Daily Collection Register. You have the option to print a receipt for cash long and short transactions.

Follow the steps below to resolve:

1. In the **Operator Process** window, click **Cash Long & Short**. The Cash Long and Short window opens.
2. From the **Batch** dropdown list, select the batch for which you need to input a cash long or short transaction. The system enables the fields below when you TAB out of this field.
3. In the **Drawer is** field, select an option to indicate whether the drawer is long or short.
4. In the **Amount** field, type the amount by which the drawer is long or short.
5. In the **Transaction Code** field, type the code to use for the transaction or click to select from a list of transaction codes. You must choose a Cash Long & Short-type transaction code.
6. To print a receipt for the cash long or short transaction, click **Receipt**.
7. Click **Ok** to save the transaction.

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Viewing Batch Totals

Cashiering > Operator Process

This procedure assumes that you are currently logged in to the Operator Process.

Follow the steps below to view:

1. Click **Batch Totals**. The Batch Totals window opens.
2. From the **Operator** dropdown list, select the operator for whom the user wants to view batch totals. The system loads batch information for the selected operator in the display grid.
3. To see transaction details for the batches represented in the display grid, mark the **Show Detail** checkbox. The system updates the grid with transaction information.
4. When you finish viewing batch information, click **Return** to return to the Operator Process window.

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Printing the Receipt Register

Follow the link below for the procedure you need to perform.

[Print the Receiru...Register in the Operator Process](#)

Cash Collection > Processing > Operator Process

This procedure assumes that you are currently logged in to the Operator Process and that the batches for which the user wants to print the register are closed.

1. In the **Closed Batches** grid, mark the checkbox in the Selected column for each batch the user wants to include on the Receipt Register. To print the register for all closed batches, click **Select All**.
2. Click **Register**. The Receipt Register window opens.
3. In the **Report Sequence** field, select the order in which to print the register. options are:
 - Receipt Number: Prints the register in order by receipt number.
 - Transaction Number: Prints the register in order by transaction code.
4. To order and total the Receipt Details section of the register by operator, mark the **By Operator** checkbox.
5. To print a list of check payments in the selected batch(es) on the register, mark the **Print Check Listing** checkbox.
6. To print messages entered for GLB transactions on the register, mark the **Print Complete GLB Note** checkbox.
7. If you are set up in System File Maintenance to use Cash Collections with CMS Tax, the system makes the **Print nee Details** checkbox visible. Mark the checkbox to print details for CMS tax payments on the register.
8. If you are set up in System File Maintenance to use Cash Collections with CMS Miscellaneous Receipts, the system makes the **Print MRC Details** checkbox visible. Mark the checkbox to print details for CMS miscellaneous receipts on the register.

9. Click **Ok** to run the register. The register prints to the preview window where the user can review, format, and print.

TIP If you often run this report using the same selection criteria, save a criteria profile so that you do not have to set up the report each time.

Print the Receipt Register in the End of Day Process

Cash Collection > Processing > End of Day Process

1. In the Packets information tree, expand the **Packets** branch and click on the folder for the packet for which the user wants to print the Receipt Register.
2. Click **Register**. The Receipt Register window opens.
3. In the **Report Sequence** field, select the order in which to print the register. options are:
 - Receipt Number: Prints the register in order by receipt number.
 - Transaction Number: Prints the register in order by transaction code.
4. To order and total the Receipt Details section of the register by operator, mark the **By Operator** checkbox.
5. To print a list of check payments in the selected batch(es) on the register, mark the **Print Check Listing** checkbox.
6. To print messages entered for GLB transactions on the register, mark the **Print Complete GLB Note** checkbox.
7. If you are set up in System File Maintenance to use Cash Collections with CMS Tax, the system makes the **Print nee Details** checkbox visible. Mark the checkbox to print details for CMS tax payments on the register.
8. If you are set up in System File Maintenance to use Cash Collections with CMS Miscellaneous Receipts, the system makes the **Print MRC Details** checkbox visible. Mark the checkbox to print details for CMS miscellaneous receipts on the register.

9. Click **Ok** to run the register. The register prints to the preview window where the user can review, format, and print.

TIP If you often run this report using the same selection criteria, save a criteria profile so that you do not have to set up the report each time.

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Viewing Receipt Information for a Cash Collections Receipt

Cash Collection > Processing > Operator Process

Use this program to view details for a receipt or reprint a receipt by specifying the receipt number. The user can view details for receipts or reprint receipts in process, posted receipts, and voided receipts.

Follow the steps below to view:

1. Click **Receipt Inquiry**. The Receipt Inquiry window opens.
2. In the **Receipt** field, type the number of the Cash Collections receipt for which the user wants to view receipt information, and then press **TAB**.
3. When you finish viewing receipt information, click **Clear** to reset the Receipt Inquiry window.

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CASH COLLECTION

END OF DAY **PROCESS**

Selecting Batches for End of Day Processing

- Cashiering > Processing > End of Day Process

Follow the steps below to select batches for End of Day processing:

1. In the **Packets Information** tree, expand the **Packets** branch and click on the folder for the packet to which the user wants to add batches for processing.
2. Click **Select Batches**. The Select Batches window opens.
3. Select batches to add to the packet. The batches in the Unselected pane are available for processing. Only the batches that you move to the Selected pane will be processed. Use the move icons to move one or more batches to the Selected pane.
4. When you finish, click **Ok** to add the selected batches to the packet.

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Approving an End of Day Processing Packet

„- Cashiering > Processing > End of Day Process

The End of Day Process helps you perform final processing of receipt packets.

Follow the steps below to approve:

1. In the Packets information tree, expand the **Packets** branch and click on the folder for the packet the user wants to approve.
2. Click **Approve**. The system prompts you to verify that the user wants to approve the selected packet.
3. Click **Ok** to approve the packet. A checkmark on the folder that represents the packet you selected indicates that it is approved.

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Printing the Tender Register

- Cashiering > Processing > End of Day Process

The Tender Register lists the payment transactions in a selected end-of-day processing packet that meet selection criteria. For each payment transaction included, the register shows the method of payment, reference note, amount tendered, receipt number, and name of the person who made the payment (if provided). The register also summarizes the amount tendered by payment method.

Follow the steps below to print:

1. In the Packets information tree, expand the **Packets** branch and click on the folder for the packet for which the user wants to print the register.
2. Click **Tender Register**. The Tender Register window opens.
3. In the **Packet** field, verify that the packet for which the user wants to print the register is selected.
- ,..... 4. In the **Sequence** field, select an option to indicate the order in which to print the register. options are:
 - Method: Prints transactions in order by payment method.
 - Receipt #: Prints transactions in order by receipt number.
5. In the **Method Types** field, select the payment method types for which to include transactions on the register.
6. Click **Ok** to run the register. The register prints to the preview window where the user can review, format, and print.

TIP If you often run this report using the same selection criteria. save a criteria profile so that you do not have to set up the report each time.

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Printing the Daily Collection Register

Cashiering > Processing > End of Day Process

Follow the steps below to print the Daily Collection Register:

1. In the **Packets Information** tree, expand the **Packets** branch and click on the folder for the packet for which the user wants to print the register.
2. Click **Register**. The Daily Collection Register window opens.
3. In the **Packet** field, verify that the packet for which the user wants to print the register is selected.
4. In the **Posting Date** field, type the date that the transactions in the selected batch(es) will be transferred to the sub-systems and posted to the General Ledger or use the calendar button to select the date.
5. If the user wants the register to include a section with GL posting details, mark the **Print GL Posting Detail** checkbox.
6. To print a list of check payments in the selected batch(es) on the register, mark the **Print Check Listing** checkbox.
7. Click **Ok** to run the register. The register prints to the preview window where the user can review, format and print.

TIP If you often run this report using the same selection criteria, save a criteria profile so that you do not have to set up the report each time.

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Transferring Transactions to Sub-Systems

, - Cashiering > Processing > End of Day Process

Follow the steps below to transfer transactions to sub-systems:

1. In the **Packets information** tree, expand the **Packets** branch and click on the folder for the approved packet the user wants to post.
2. Click **Posting**. The Transfer to Sub-Systems window opens.
3. From the **Packet** dropdown list, verify that the end-of-day processing packet for which to transfer transactions to sub-systems and to post transactions to the General Ledger is selected.
4. Click **Ok** to start the transfer process. When the process completes, the End of Transfer window opens, showing the number of transactions transferred to each sub-system.
5. Click **Ok** to close the End of Transfer window. The system notifies you when GL posting is complete.
6. Click **Ok** to close the message box.

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DAILY PACKET SUBMISSION DOCUMENT
LIST

COURT/ JPD / PROBATION DAILY PACKET SUBMITTAL

Every day submit prior day monies activity/ Monday's submittal should include weekend monies activity.

Court Daily Packet Submittal should include the following:

1. Bank Deposit Receipt/ Remote Capture Deposit Detail report
2. Bank Deposit Slip (Yellow/Pink)/ Remote Capture Image Deposit Items Detail Report with check **IMAGE**
3. Courtware Report & Back Up Corresponding to Deposit
4. Court Credit Card Report

JPD Daily Packet Submittal should include the following:

1. Bank Deposit Receipt/ Remote Capture Deposit Detail
2. Bank Deposit Slip (Yellow/Pink)/ Remote Deposit Capture Report with check image
3. Back Up Corresponding to Deposit
4. ERP Pro (Incode) Cash Receipts
5. ERP PRO (Incode) Reports
 - a. Tender Register
 - b. Cash Collection Receipt Register
 - c. Daily Cash Collection Register Operator Summary

Probation Daily Packet Submittal should include the following:

1. Bank Deposit Receipt/ Remote Capture Deposit Detail
2. Bank Deposit Slip (Yellow/Pink)/ Remote Capture Image Deposit Items Detail Report
3. Probation Report & Back Up Corresponding to Deposit

REMOTE DEPOSIT CAPTURE (RDC) USER GUIDE

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Getting started

Remote Deposit Capture is a depository service that allows you to create check image files that can be electronically transmitted to Truist for deposit. The service allows you to make multiple deposits per account per day. Payments received in the afternoon, which normally would have to be delivered for deposit the next day, can be transmitted to Truist for same-day credit. The service allows you to capture images of remittance coupons for reconciliation of your deposits. The service may not be used to deposit ineligible items. A list of items that are eligible and ineligible for transmission via the service is provided in this manual.

Imaged check transactions received by Truist before **10:30 p.m. ET** are deposited to your account the same business day. Deposits received after the deadline will be considered deposited on the next business day. Deposits submitted on a Saturday, Sunday or holiday will be considered deposited on the next business day following the weekend or holiday.

The service may not be used outside of the United States, US territories, US military bases or US Embassies.

We are not liable for any delays or errors in transmission of the images or associated information. If the service is not available, you must make your deposits by another method, such as an in-person deposit at one of our branches or alternatively, mobile application. If you must make a deposit by other means due to service being unavailable, you should deposit only checks and should retain in your possession the other documents you would normally scan with a Remote Deposit Capture deposit.

We will make funds for each substitute check or electronic item that we process for deposit to your account available to you under the same schedule that would have applied if you had deposited the original paper check to your account.

If you need assistance

Remote Deposit Capture has an online help feature that provides information on screens within the application and information on how to perform tasks. You can access the online help by clicking on the Help link at the top right of each page.

Please refer to the Receivables section on the [Treasury Resource Center](#) for more information about Remote Deposit capture and client reference materials.

Truist recommends that you create a user ID with administrator entitlement for daily use. Keep all IDs and passwords in a secure location, and do not share passwords with other users.

Security

User ID and Password

You will need a valid user ID and password to access the Remote Deposit Capture application. Truist will assign a Primary Administrator designated by your company. Your administrator will set up users, locations, entitlements and permissions. You will receive your user ID and temporary password directly from your company's designated administrator. You are responsible for maintaining the confidentiality of your user authorization credentials. Do not share your user ID and password with anyone.

If your company has single sign-on (SSO) permissions, you will be automatically logged into Remote Deposit Capture.

Role	U•rIDs	Passwords
Length	8- 20 characters	8-28 characters
Requirements	1 Alpha 1 Numeric	Must contain three of the four One Uppercase One Lowercase 1 Numeric or Symbol Must begin with Alpha character

- *New users must have a user ID and password to access the system for the first time.*
- A password must be at least eight characters in length.
- A password must contain each of these character types: upper-case alpha, lower-case alpha, numeric and special character(s).
- An administrator provided password is temporary and must be changed at log in. The system will prompt users to change their temporary password.
- *A password is valid for 90 days. After 90 days, a user's password will expire. The system will automatically prompt users to change a password beginning 10 days before the expiration date.*
- *A user is disabled after five unsuccessful login attempts. The system will block access to any user after five failed login attempts, at which time the user must contact Truist Treasury Solutions Client Support at 800-774-8179.*

For general questions related to your account - Please contact Truist Treasury Solutions Client Support at 800-774-8179. Representatives are available from 8 am - 8 pm ET, Monday through Friday (except for bank holidays).

For password resets- Password resets may be initiated from the login page. An email will be sent to the address on file.

For assistance: Please contact Truist Treasury Solutions Client Support at 800-774-8179. Representatives are available from 8 am -8 pm ET, Monday through Friday (except for bank holidays).

Understanding Remote Deposit Capture

Use of the Remote Deposit Capture service involves important preliminary steps in preparing your deposits, as well as steps to ensure the security of original checks, images and associated information once a deposit has been completed.

The terms and conditions in the agreement that governs your company's use of the service require that you develop internal procedures to be used in conjunction with the procedures described in this manual.

Before you begin using the service, please obtain and review your company's internal procedures to ensure that you understand the requirements and your responsibilities for use of the service.

Eligible Items **Accepted**

The following items are acceptable for deposit through Remote Deposit Capture:

- Checks denominated in U.S. currency that are drawn on financial institutions located in the U.S.
- Money Orders*
- Traveler's Checks*
- Cashier's Checks*
- Remittance items (coupon sized)**

**These items may be designated as unknown in the system and may require additional action*

***Not Applicable to RDC Lite*

Ineligible Items **Not Accepted**

Items not eligible for deposit through Remote Deposit Capture must be delivered to the bank for deposit. The following are examples of items not eligible for deposit through Remote Deposit Capture:

- Savings bonds
- Coupons (i.e. bond coupon, non-financial remittance coupon)
- Foreign items
- Items with illegible or missing account numbers or bank routing numbers in the *Magnetic Ink*

Character Recognition (MICR) line at the bottom of the check

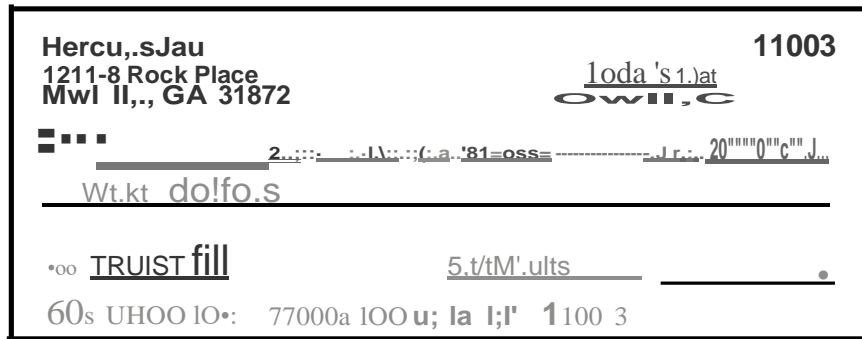
- Items in document carriers
- Remotely created checks

Misread Information

The MICR line at the bottom of a check contains the account number, bank routing number, and check number information, all of which are required by banks for check processing.

Remote Deposit Capture analyzes checks for the common features, including the information provided by the check's maker, which includes:

1. Check Number
2. Payee
3. Courtesy Amount
4. Legal Amount
5. Makers / Drawers Signature
6. Routing/ Transit Number
7. Account Number



An item without a MICR line or a check with MICR line information damaged beyond recognition cannot be processed through Remote Deposit Capture service.

When information is present, but not readable, Remote Deposit Capture brings this condition to your attention by displaying the warning icon near the error field. Please see Handling Failed Image Quality for how to handle these errors.

Serious Scanner Errors

If your system has been configured to disable a check scanner when a serious error occurs, you will see a new error message. You will not be able to continue using the scanner until you contact the Technical Services Group for assistance and provide the listed scanner information.

Check Routing Symbols

The check routing symbols 1: and,; surrounding the Routing Transit number are used to distinguish this number from the Account Number. If both symbols are missing Remote Deposit Capture will prompt you to remove the check from your deposit. A check with this deficiency should be taken to the branch for processing or returned to the check's maker.

Preparing Your Deposit

Before you log in to Remote Deposit Capture, follow these steps for preparing your deposit.

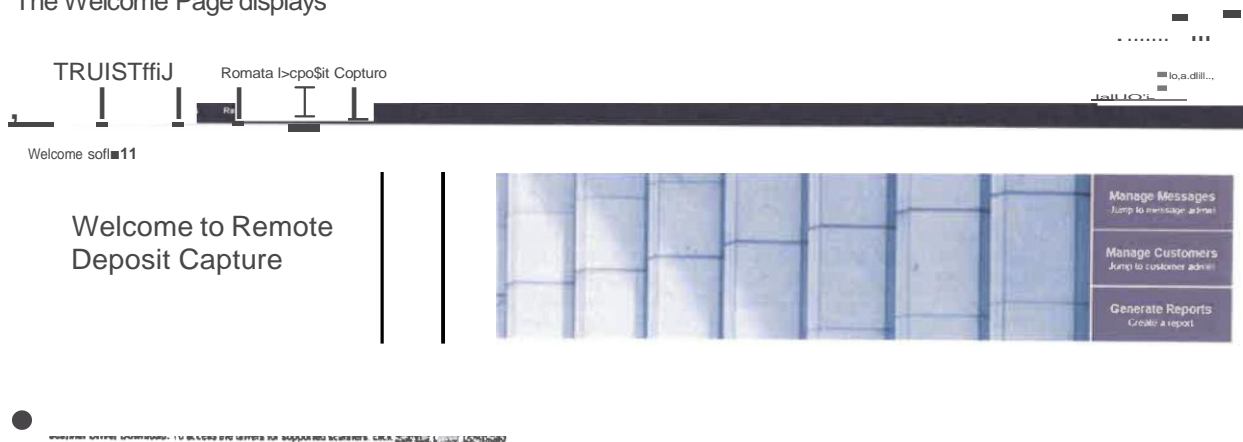
1. Confirm that all checks being batched for imaging are acceptable for deposit through Remote Deposit Capture.
2. Group your checks in batches.
3. For each batch, follow these guidelines:
 - a. Remove any attachments, including paperclips and staples from the checks.
 - b. Face checks in the same direction.
 - c. Run a list tape to establish the expected total amount of the deposit.
 - d. Place the list with the batch until you are ready to scan the checks.
 - e. Enter this total in a field on the Declared Amount screen in Remote Deposit Capture.

You must change the temporary password provided to you by your administrator the first time you access the system. Passwords must be seven or more characters in length and must contain each of these character types: upper-case alpha, lower-case alpha, and numeric character.

Logging into the application

1. Access <https://remotedepositcapture.truist.com> for Login.
2. Enter your user ID and password in the corresponding login fields.
3. Click the Log In button.

The Welcome Page displays



The Welcome Page

After you log in successfully, the Welcome page displays. From the Welcome page, you can access common deposit operations and see any messages that have been sent to you or all application users.

1. Home-To access the Home page
2. **Administration** -
3. **Deposits**- To access the deposit processing function of the application, including: view a list of current deposits, edit and complete open deposits, and create new deposits.

4. **Reports-** To access the Reports page allowing you to generate and view reports.
5. **Research** - To access the Research page allowing you to query information about completed deposits or specific deposit items.
6. **Web Banking Interface** - To access all service requests.
7. **User Information** - This area of the page shows your user information and which user roles you have been assigned.
8. **Application Links-** To access Help and user reference material; enable or disable the application tooltips (that provide supplemental information about the application controls when you mouse over a user interface element), and log off.
9. **User Alerts-** This area of the page shows messages that were sent to you directly from your administrator such as notices about your user account, changes made to a deposit you recently completed, or special handling instructions for a newly assigned deposit.
10. **Messages-** This area of the page shows general information that was sent to all application users such as upcoming system maintenance or scheduled downtime, or changes to deposit processing times.

Remote Deposit Capture Fields

Field	Description
Account	The item's account number.
Amount	The dollar amount of the item. Green indicates the deposit is in balance. Red indicates the deposit is not in balance.
Balance(\$)	Identifies whether the transaction is in balance. If the Credit Total (\$) matches the Debit Total(\$) , the Balance (\$) will be 0 and green, indicating the transaction is balanced. If the Credit Total (\$) does not match the Debit Total(\$) , the Balance(\$) will be red, indicating the transaction is not balanced. If the value is contained in brackets, the transaction credit total is less than the debit total. If the value is not in brackets, the transaction credit total is greater than the debit total.
Balancing Difference (\$)	The Declared amount(\$) for the deposit must match the Current amount(\$) . If the values match, the Balancing difference(\$) will be 0 and green. If the Declared amount(\$) does not match the Current amount (\$) , the Balancing difference(\$) will be red.
Coupon Total (\$)	The total amount recognized for the coupon item (or items) in the transaction.
Credit Total(\$)	The total current amount recognized for all credit items in the transaction.

Field	Description
Current Amount (\$)	The total current amount for all items in the deposit
Debit Total (\$)	The total current amount recognized for all debit items in the transaction.
Declared Amount (\$)	The total amount entered for the deposit.
Errors	<p>Indicates whether the item contains an error. These items are identified with a warning icon.</p> <p>On large deposits it is sometimes difficult to see all the deposit items. You can use the filter feature to show only error items, (a to hide all errors).</p> <ul style="list-style-type: none"> ▪ Click Show Errors to show only errors ▪ Click No Errors to hide all errors <p>The total number of items that have errors (missing fields, misread characters, unknown items).</p>
@ All <input type="radio"/> With Errors	Allows you to filter the list of transactions to show only transactions with errors. Select the With Errors radio button to turn the filter on or select the All radio button to turn the filter off.
Items	The total number of items, scanned or virtual, in this deposit.
Item Type	The document identification applied to this item.
Post Amount (\$)	The dollar amount of the item.
Routing Transit	The item's routing transit number.
Sequence	The order in which the item was captured.
Status	The current processing state of the deposit (for example, Open-Processing or Open-Incomplete).
Tasks	Identify actions you can perform on the item.
Transactions	The total number of transactions in this deposit.
(Transaction Total)	Identifies whether the transaction is in balance.

Scanner Setup

Scanners require the download and installation of drivers before they can properly interface with the Remote Deposit Capture application. Before installing the driver:

- Unplug your check scanner.

- Disconnect the USS connection from your check scanner to your computer.
- Verify that you are logged into your computer with administrator privileges.

To Download the scanner driver

1. Login using a profile with deposit privileges.
2. Click Deposits.
3. The Driver Download page displays.
4. Click the check scanner image that most closely matches your check scanner.
5. A file download dialog displays.
6. Click the **Save** button.
7. Choose a location for the driver.

If you do not have administrative privileges the system will notify you. You will receive a pop up message informing you.

If the scanner download page does not load automatically, you can access the page directly by using this web address:

<https://remotedepositcapture.truist/CPWECmpk!tion!PriverDowoload.faces>

To install the scanner driver

1. Double-click the scanner driver installation file.
2. Click the **Run** button and follow the instructions to install the driver.
3. Connect the scanner to the computer using the scanner USS cable.
4. Plug the scanner into the AC outlet.

Scanner Guidelines

- Turn on the scanner.
- Connect the scanner in accordance with the manufacturer's guidelines.

Deposits

Creating deposits, scanning deposit items, and making any corrections and changes to deposit information and deposit items required to complete a deposit are the primary Operator activities in the Online Deposit Application. Deposit processing activities are accessed from the **Deposits** tab.

Do not physically endorse the back of each item. The application will place a virtual endorsement on each check.

Deposit Types

The Remote Deposit Capture application supports processing the following deposit types:

- Simple deposit -
 - o 1 transaction
 - o 1 or more checks
 - o 1 deposit slip, rtual only
- Remittance deposit-
 - a 1 or more transactions
 - o 1 or more checks
 - o 1 or more coupons
 - o 1 or more deposit slip, rtual only

To create a new deposit:

From the Welcome page

1. Click Create New Deposit.
 - a. The New Deposit page displays.
2. Select the location:
 - a. Use the Find Locations link to search for a location if you have many locations. Use the Find Account link to search for an account if you have multiple accounts.
 - b. Use Ad hoc for locations that have not been defined in the application. A numeric designation (up to 10 numbers) may be used in the Serial Field to define an ad hoc location. The Serial Field will not overwrite a defined location number.
3. Enter the deposit information in all required fields (required fields are identified with an asterisk *)
4. Scan the deposit items.

Scanning Deposit Items

Once you have entered all required information for the new deposit, you are ready to scan your deposit items.

Preparing Items for Scanning

To minimize the likelihood of jams and to decrease manual re-sequencing of captured items, complete the following steps to prepare your items for scanning:

- Remove any staples or paper clips and items that are torn or have bent corners
- Arrange and sequence all deposit items. Ensure that the bottom and leading edges of all items are aligned and facing in the same direction. As a general rule, place a payment coupon first, followed by check(s). If the deposit includes multiple transactions, repeat the same order for each transaction within the deposit.
- Load the deposit items into the check scanner according to the guidelines for your scanner.

Scanning Items

To scan deposit items:

1. Click the **Start Capture** button, the Deposit List page will display.



Responding to Scanner Errors

A variety of issues (for example, a scanner jam or item double feed) can cause scanning to stop and require attention. A message displays indicating that a problem has occurred.

Note: If your system has been configured with multi-feed override settings, you will **see a** scanner error message when a suspected multi-feed occurs during processing.

- If the multi-feed was caused by a carrier document click the **Yes** button and resume scanning.
- If the multi-feed was not caused by a carrier document, click the **No** button to perform the transport recovery steps outlined below.

To recover from a scanner error:

1. Click the **Recover** button.
The system displays the error reason.
2. Empty the hopper of any items, then straighten and separate the items.
3. Reorder the items according to the directions in the message, then place the items back into the hopper.
4. Click the **Restart Scanner** button.

The system returns to the Deposit Item List page and resumes scanning.

Correcting a Deposit

Once you have scanned all deposit items, you are ready to review the deposit and make any necessary corrections to the deposit or deposit items.

Identifying Required Corrections

Typically, correcting a deposit involves clicking all items marked with warning

() icons to correct any errors, supplying missing information, and making any additional changes required to bring the deposit into balance.

For each deposit item requiring attention, click the item to display the Edit Item pop-up.

Once you have made all required corrections to the deposit items and deposit information, the **Complete** button will be visible and green, allowing you to send the deposit to Truist.

Reminder: If you require assistance, contact Truist Treasury Management Technical Services Group at 800-874-8179 and select the option for Remote Deposit Capture. Representatives are available from 8 am - 8 pm ET, Monday through Friday (except for bank holidays).

The screenshot displays the Truist Remote Deposit Capture web application. At the top, the Truist logo and 'Remote Deposit Capture' title are visible. A navigation menu includes 'Home', 'Administration', 'Deposits', 'Reports', 'Reconciliation', and 'Web'. The 'Deposits' section is selected. The main area shows a table of deposit items. One item is highlighted with a warning icon. The right sidebar shows 'Logged In: COT' and 'Last Login: 12:22:54'.

Once you determine what corrections you will need to make, you can perform the following actions from this page:

- Click the warning icon for any flagged items.
- Enter a new deposit value, then click the Save button to change the deposit amount.
- Click the **Edit Deposit** button to view or modify the deposit details.
- Click the **Delete Deposit** button to cancel and remove a deposit (with a deposit status of Open-Incomplete).
- Click the Edit icon next to an Item in the Scanned Items list to see details about that item and edit the item.

- Click the **Report View** button to view a printable summary report of the deposit and deposit details.
- Click the **Add Items** button to scan additional items for this deposit.
- Click the **Complete** button to finish the deposit (You can only click this button if it is green; if it is red, the deposit is not ready to be completed).
- Click the **Return to Deposit List** button to exit the deposit without completing it.
- Click the Virtual Credit icon to display the Virtual credit Item for the deposit.
- Click the Edit Transaction icon to display the transaction items in the Transaction Details list.
- Click the Delete Transaction Icon (or **Delete Transaction** button) to remove the transaction (and all items in the transaction) from the deposit.
- Click the Edit icon next to an item in the Transaction Details list to see details about that item
- Move deposit items within transactions or between transactions.
- Click the **Find Errors** button to display the first error in the selected transaction. Once you correct the first error, click the button again to locate the next error (The next error will only be found when the first error is corrected).
- Click the **Start Capture** button to scan additional transactions or items for this deposit.
- Click the **End Capture** button to signal to the application that you have finished adding items to the deposit.
- Click the **Report View** button to view a printable summary report of the deposit and deposit details.
- Click the **Complete** button to finish the deposit (You can only click this button if it is green; if it is red, the deposit is not ready to be completed).
- Click the **Re-Open Deposit** button to open a completed deposit to add items or make data corrections. Click the **Return to Deposit List** button to exit the deposit without completing it

Edit Item -10

Ccofflfti AmQunt	
Personal Check	Teec UUUUUUU
@61000104 ftOUting Trmah	10987654321 AccOllnt
888806 TIC	10.00 Amount IS)

Editing Item Details

When you edit an item within a deposit the Edit Item pop-up displays, showing the front image and current field results for the selected item.

- You may be allowed to change the item type (personal check, etc.). See *Handling Unknown Items/Reclassifying Items* for details. You may be required to enter valid data for fields, including a non-zero amount. See *Completing Field Data* for details.

- You may be required to enter valid data for defined optional fields. See *Completing Custom Field Data* for details.
You may need to resolve duplicate items. See *Handling Duplicate Items* for details.
- You may need to resolve image quality errors. See *Handling Failed Image Quality Items* for details.

While correcting items on the Edit Item pop-up, you can manipulate your view of the current item, and other deposit items, in a number of ways:

- You can rotate the image, as well as zoom into specific portions of the image. The image controls in the upper-right corner of the window have hover-help tips to help you identify them. See *Manipulating Image Views* for details.
- You can navigate directly between items in the transaction or deposit using the arrow keys in the bottom-left of the page.
- You can view the remittance coupon associated with the current remittance debit item by hovering your mouse over one of the thumbnails on the right side of the Edit Item window to view that coupon image full size.

If validation or balancing is enabled, you can click the **Next Error** button to go to the first deposit item with an error. If you open an item with an error, you must correct that error before you can go to the next item with an error.

If you wish to make changes to a single item, click the **Save** button to accept your changes and close the Edit Item pop-up. (You can also click the **Cancel** button to abandon your changes.)

Balancing a Deposit

The Remote Deposit Capture system requires that the check total match the declared amount before a deposit can be submitted to Truist. In the application, the Declared amount (\$) must equal the Current amount (\$).

*Your company can decide to require remittance coupons to balance to checks or not.

**This does not apply to RDC lite*

For a simple deposit to be considered balanced, the Declared amount (\$) for the deposit must match the Current amount (\$). If the values match, the Balancing difference (\$) value in the top-right of the Deposit Item List page will be 0 and green, indicating the deposit is balanced. For a remittance deposit each transaction within the deposit must be in balance, as well as the overall deposit.

If the Declared amount (\$) does not match the Current amount (\$), the Balancing difference (\$) will be red, indicating the deposit is not balanced. If the value is contained in brackets, the declared deposit amount is less than the total value of the deposit items. If the value is not in brackets, the declared deposit amount is greater than the total value of the deposit items.

To balance the deposit, you must make changes to either the declared deposit amount or to individual deposit item amounts. You can make changes to the declared amount by entering a new deposit value in the Declared amount (\$) field and clicking the **Save** button.

To balance transactions, you must make changes to individual deposit item amounts.

Changing the Declared Deposit Amount

If you need to change the declared deposit amount (for example, you added additional items after creating the deposit) you can enter a new value.

To change the declared amount:

From the Deposit Item List page

1. Enter a new value in the Declared amount(\$) field.
2. Click the **Save** button.

The deposit information updates to reflect your change.

Editing Deposit Details

If you need to change any details about the deposit (for example, to change the value you entered for the number of deposit items), you can edit the deposit information you specified when you first created the deposit.

To edit the deposit details

From the Deposit Item List page

1. Click the **Edit Deposit** button.

The Edit Deposit page displays.

2. Make any desired changes to the deposit information.
3. When you have finished making your changes, click the **Save Changes** button to save your changes and return to the Deposit Item List page.

To add additional items to a deposit

1. Place your items in the scanner hopper.
2. From the Deposit Item List page, click the **Add Items** button (if you are processing a simple deposit) or the **Start Capture** button (if you are processing a remittance deposit).

The additional deposit items automatically feed through the scanner and are added to the current deposit, appearing in the deposit item list as they are captured.

Rearranging Deposit Items

If an item is in the wrong place in your remittance deposit (for example, items were scanned out of order), you can use the mouse to drag that item to a new location either within the Transactions list (if you want to move the item to another location in the same transaction) or the Transaction Details list (if you want to move the item to another transaction).

You can move an item within a transaction by dragging and dropping the item in the desired position. This applies to completed transactions in the current deposit, but not to a current (Open-Incomplete) transaction:

- Drag the item icon and drop it on the item below its desired location. This item appears above the item you drop it on, which means it cannot be placed on top of the first credit item.
- If you drop an item on a second (or subsequent) credit, the lower credit(s) and checks become a new transaction.
- To place an item at the end of the list, drop it on the last item (it appears above the current last item), then drag and drop the current last item over what is now the second last item.

You can also drag an item from the Transaction Details list and drop it on a different transaction in the Transactions list:

- Credit items, virtual deposit slips, will appear after any existing credits or at the top of the list if there are no credits.
- Checks (debits) will appear at the top of the existing checks.
- Unknown items will appear at the top of the list. (You should fix unknown items before you move them.)

To delete an item from a deposit:

From the Deposit Item List page

1. Click the delete icon for the item you want to remove from the deposit.

- A confirmation dialog displays.
2. Click the OK button to confirm.

The Deposit Item List page displays.

To delete a transaction from a deposit:

From the Deposit Item List page

1. Click the delete icon for the transaction you want to remove from the deposit.

A confirmation dialog displays.

2. Click the **OK** button to confirm.

The Deposit Item List page displays.

To delete a deposit:

From the Deposit Item List page

1. Click the **Delete Deposit** button.

A confirmation dialog displays.

2. Click the **OK** button to confirm the deposit deletion and return to the Deposit List page

Correcting Deposit Items

You may have to complete one or more of the following activities to correct deposit items before you can send the deposit to Truist.

Manipulating Image Views

When you are viewing an image on the Edit Item pop-up, you can use the image viewer controls at the top of the page to see details of the images captured for the current item.

The following image viewer controls are available:

Field	Description	
@	Zoom in	Magnifies the image
0	Zoom out	Shrinks the image
	Zoom to signature	Magnifies the image's signature area

Field	Description	
	Zoom to endorsement	Magnifies the image's endorsement area
0	Zoom to Bank of First Deposit	Magnifies the image's Bank of First Deposit area
	Rotate image right	Rotates the image clockwise
@	Rotate image left	Rotates the image counter-clockwise
—	View front	Displays the front image of the item
t	View back	Displays the rear image of the item
	Rewrite video	Toggles between a regular and rewrite video image
	Toggle binary and grayscale	<i>Not applicable to this release</i>

To enter field data:

From the Deposit Item List page

1. Click the Edit icon beside the item.
The Edit Item pop-up displays.
2. Correct or complete the data in any red bordered fields below the item image. Characters that are not recognized by the scanner appear as exclamation marks.
3. Click the **Save** button to save your changes.

Completing Custom Field Data

Custom fields are an application feature that can be assigned by your administrator. If custom fields are enabled, you will be prompted (and may be required) to enter supplemental information about a deposit item in additional fields on the Edit Item pop-up.

Custom fields follow standard display rules, so they have a red border when they contain invalid or missing data. If you change the item's document type, any data from custom fields common to the types will be retained.

To enter custom field data:

From the Deposit Item List page

1. Click the Edit icon beside the desired item.
The Edit Item pop-up displays.
2. Key in custom field data in any red bordered fields below the item image.
3. Correct other field errors as appropriate.
4. Click the **Save** button to save your changes.

Handling Unknown Items/Reclassifying Items

The application classifies items based on the data it reads from them. If data is missing from an item, or if the application is unable to interpret some of the item data, the application may classify the item as an "unknown" document type (or may classify the item incorrectly). When you see an Unknown Item message on the Edit Item pop-up, you may need to manually select the proper item type.

To specify the correct item type for an item:

From the Deposit Item List page

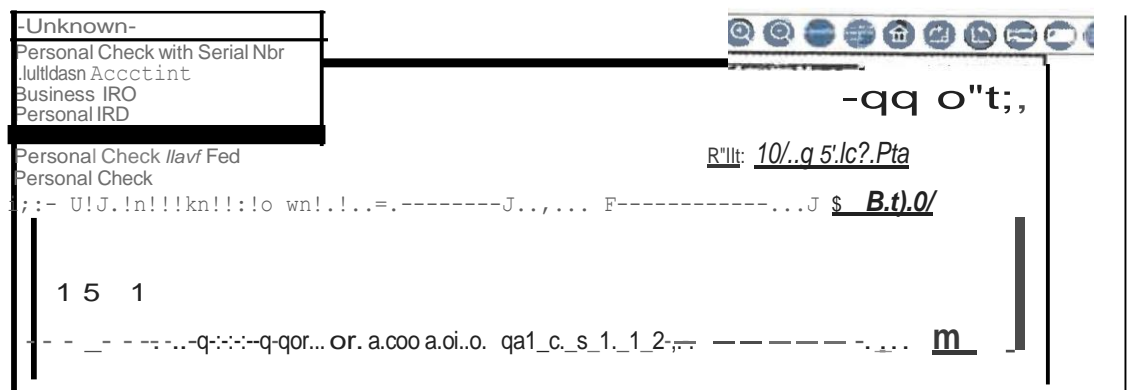
1. Click the Edit icon beside the item flagged as an unknown, item (or the item you want to reclassify). The Edit Item pop-up displays.
2. From the drop-down menu on the top left side of the image window, select correct item type.

Note: With Edit Item - 4

validation1...n-----u-ni:r:-,c,-m-r.e.in

act1w,
choosing a new item type causes the application to re-validate all item data. If the current data is incorrect for the new item type, you must either correct missing data or choose a different item type.

3. Click the **Save** button.



Handling Duplicate Items

If, during processing, the application encounters a deposit item that matches an existing record in the Remote Deposit Capture database, the application will flag the deposit item as a duplicate item and require your attention.

To respond to a duplicate item error:

From the Deposit Item List page

1. Click the Edit icon beside the item flagged as a duplicate. The Edit Item pop-up displays.
2. Click the **Duplicate** link in the message area at the top of the page. The Duplicate Items page displays.
3. **Review** the available information for both items (the current deposit item, shown in the top window, and the duplicate item record from the Remote Deposit Capture database, shown in the bottom window) to determine what corrective action to take:
 - You may decide that correcting incorrectly recognized codeline data would make the items unique. (Correct the codeline data after returning to the Edit Item pop-up.)
 - You may decide to delete the current item because it really is a duplicate.

(Click the **Delete** button after returning to the Edit Item pop-up.)

- You may decide to keep the current item because it really is not a duplicate and override the duplicate flag. (Click the **Override Duplicate** check box after returning to the Edit Item pop-up.)
4. Once you determine the proper action to take, click the **Return to Edit Item** button to return to the Edit Item pop-up to carry out your decision.

Handling Failed Image Quality Items

If, during processing, the application encounters a deposit item that did not pass image quality testing, the application will flag the deposit item with a failed image quality error and require your attention.

To respond to a failed image quality error:

From the Deposit Item List page:

Click the Edit icon beside the item flagged with a failed image quality error.

The Edit Item pop-up displays.

1. Click the **Failed Image Quality** link in the message area at the top of the page.

The Image Quality page displays the captured item images and the status of the image quality tests for the current item. When this page first appears, the image displayed is the first image that failed a configured quality test.

2. Examine the images to verify that the document was scanned correctly. If you see that the document was reversed, upside down, or folded you can delete the item and scan it again.

- To toggle between front and rear views of the item, click the **Back/Front** button.
 - To toggle between binary (black and white) and grayscale, select an option from the drop-down menu.
3. View the test results below the image. The test name, result, type, and value columns provide details to help you determine what corrective action to take:
 - You may decide the image quality of the current item is unacceptable, and delete the item and scan it again. (Click the **Delete** button after returning to the Edit Item pop-up.)
 - You may decide to keep the current item and override the image quality error flag. (Click the **Override Image Quality** check box after returning to the Edit Item pop-up.)
 4. Once you determine the proper action to take, click the **Return to Edit** Item button to return to the Edit Item pop-up to carry out your decision.

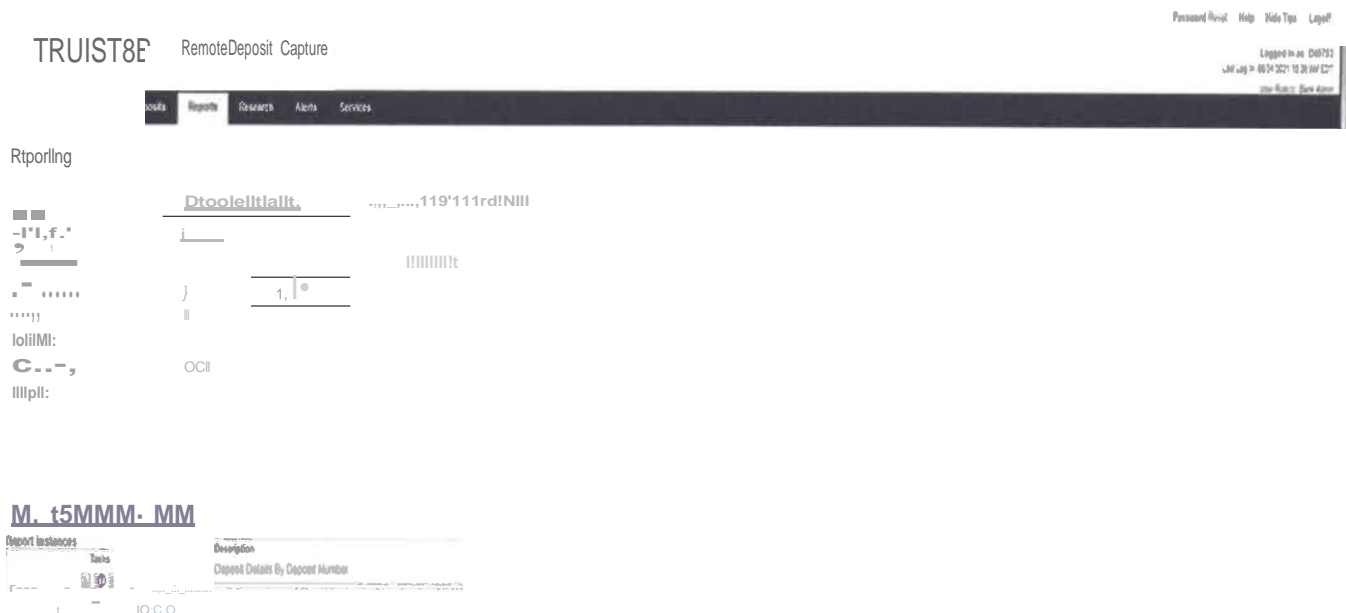
Completing a Deposit

Once you have made all required corrections to the deposit and deposit items, you can complete the deposit and send it to Truist for additional processing.

Before you can complete a deposit, make sure:

- No warning icons remain for any items or transactions within the deposit -you have made all required corrections to the deposit and the items within the deposit.

The **Complete** button must be green - a red button indicates that the deposit is not ready to be completed and still requires your attention.



To complete a deposit

1. Ensure the **Complete** button is visible and green on the Deposit Item List page.
2. Click the **Complete** button.
A confirmation dialog displays.
3. Click the **OK** button.

Supervisor Tasks

By default, the following permissions are typically assigned to a supervisor role:

- Access Deposits
- Access Research
- Assign Deposits
- Create Customer Report for All Users
- Approve / Transmit Deposits created by Operators

Supervisors can perform a variety of deposit processing activities, including:

- Reversing deposits and deposit details
- Assigning deposits to operators
- Transmitting completed deposits
- Researching items
- Approve / Transmit Deposits created by Operators

About Deposit States

Deposit states are used to identify where a deposit is within the Remote Deposit Capture application processing workflow. An Open Balanced state indicates that a deposit is ready for transmission to the Truist for processing. Research items and report queries can be filtered on the deposit state. Possible deposit states:

Field	Description
Open-Processing	<p>The initial deposit state When:</p> <ul style="list-style-type: none"> ▪ You click Start Capture button While deposit items are scanned ▪ After a user recovers from an Open- Jammed state • When a user clicks the Add Items button to add additional items to an Open-Incomplete or Open-Complete deposit <p>Until you click to End Capture or Complete button.</p>
Open-Jammed	<p>An exception state</p> <p>When the scanner jams</p> <p>Until the jam is removed</p>
Open-Incomplete	<p>Deposit is in process When:</p> <ul style="list-style-type: none"> • Clicking the End Capture or Complete button for a deposit that is out of balance or has not met all deposit requirements ▪ Clicking Re-Open button for a deposit to perform additional processing activities <p>Until a user clicks the End Capture or Complete button after the deposit has been completed and all deposit completion conditions have been met.</p>
Open-Balanced	<p>Deposit is complete and ready to be transmitted</p> <p>When</p> <ul style="list-style-type: none"> • Clicks the End Capture or Complete button and all deposit completion conditions have been met <p>Until the deposit is transmitted</p>
Transmitting	<p>Deposit is being sent to Truist When a user clicks Transmit until it is retrieved by Truist</p>
Queue Complete	<p>Deposit retrieved by Truist</p> <p>When retrieved by Truist</p> <p>Until retrieved by another bank system.</p>
Received	<p>Successfully transmitted from the receiving bank application, to another bank system</p>
Received Failed	<p>Unsuccessfully transmitted from the receiving bank application to another bank system</p>

Field	Description
Open-Processing	<p>The initial deposit state When:</p> <ul style="list-style-type: none"> • You click Start Capture button ▪ While deposit items are scanned ▪ After a user recovers from an Open- Jammed state ▪ When a user clicks the Add Items button to add additional items to an Open-Incomplete or Open-Complete deposit <p>Until you click to End Capture or Complete button.</p>
Open-Jammed	<p>An exception state</p> <p>When the scanner jams</p> <p>Until the jam is removed</p>
Open-Incomplete	<p>Deposit is in process When:</p> <ul style="list-style-type: none"> • Clicking the End Capture or Complete button for a deposit that is out of balance or has not met all deposit requirements ▪ Clicking Re-Open button for a deposit to perform additional processing activities. <p>Until a user clicks the End Capture or Complete button after the deposit has been completed and all deposit completion conditions have been met.</p>

- a paper shredder or other reliable means of destroying processed checks
- Develop internal procedures your employees must follow before beginning the scanning process and after deposit processing is completed.
- Please note that Truist requires you to retain the originals of scanned checks in a secure storage facility for a period as designated by your company policies. However, we recommend that you store the items no less than 30 calendar days. If you choose to store beyond 30 days, we recommend that you mark the front of the item as *previously deposited*.
- Consider developing an internal form that can be attached to batches processed on the same date to record the processed date and the destruction date for these batches.
- We strongly encourage implementing dual control procedures for the handling of processed checks from their Initial stage of placement in secure storage through the final stage of the destruction process as one of the ways to reduce risk and opportunity for fraud.

Ensure you are following your company's guidelines for storage and destruction of deposited checks.

Administrative tasks

Administrators perform user and application management tasks. By default, the following permissions are typically assigned to an Administrator:

Creating Online Reports

The Remote Deposit Capture application also allows you to view and create online reports. This type of report allows you to view both complete and incomplete deposits as well as the details of a particular deposit in HXML format. The online report contains different information than the reports you create using the controls under the **Reports** tab.

To create a Deposit Summary report:

From any page

1. Click the **Deposits** tab.

The Location Select page displays.

2. Select the location that created the deposits you wish to view.

The Deposit List page displays.

3. Click the **Report View** button.

The Deposit Summary Report displays summary information for the listed deposits.

4. If you want to print the report, click the **Print** button.
5. Click the **Close** button when you have finished viewing the report to return to the Deposit List page.

To create a Deposit Details report:

From any page

1. Click the **Deposits** tab. The Location Select page displays.
2. Select the location that created the deposit you wish to view. The Deposit List page displays.
3. Click the Edit icon for the deposit you wish to report on. The Deposit Item List page displays.
4. Click the **Report View** button. The Deposit Items Detail Report displays summary information and detailed item information for the selected deposit.
5. Click the **Close** button when you have finished viewing the report.

The Remote Deposit Capture application includes an item research feature that lets you create and submit an item research query using a series of search filters to find deposit items stored in the Remote Deposit Capture database. In order to access the item research capability of the Remote Deposit Capture application, your role must include the proper permission. Report examples are located in Appendix: A.

Researching an Item

The Item Research page presents multiple search filter options. While some of the criteria, like dates, have a very wide range, you must remember that you can only find items that are currently stored in the Remote Deposit Capture database. Items and their images remain in the Remote Deposit capture database for 90 rolling calendar days.

To research an item: From any page

1. Click the **Research** tab.

The Item Research - Query page displays.

2. Select your search criteria filters from the drop-down menus. A maximum of five filters may be used. Many of the filters, once selected, require additional input or selections.
3. Click the **Search** button.

Note: By default query results are limited to 100 items.

4. Review your research results or refine your search query further, noting the following:
 - To refine your search query further, select additional (or different) search criteria and values, then click the **Search** button again.
 - To see the front image for a specific item, click the item in the results list.
 - To see the deposit associated with a specific item, click the view icon.
 - To save the results of your query, click the **Select All** button or select specific items from the results, then click the **Add to Stored Results** button. See *Storing Your Research Results* (for more information).
 - To generate a report on your research results, select the report type you wish to create and whether you want to include images in the generated report (only docx, rtf and pdf reports can include images), then click the **Create Report** button. See *Creating an Item Research Report* for more information.
 - To delete the current research results, click the **Clear List** button.

Search results. You can store all results or select specific items from your results to store. Once stored, you can construct and submit additional queries and continue adding additional items to your stored results. By selecting specific items from query results and adding them to a stored results list, you can build a list of items from multiple queries and report on those stored items. **Note:** All stored research results are deleted at logout or time-out

To store research results:

1. Complete your item research query.

2. Select the items you want to store from your current query results:
 - Click the Select All button for all items
 - OR
 - Click the check box for the items that you want to display.
3. Click the **Add to Stored Results** button.

The selected items are added to you stored results.
4. To access your stored results, click the Go to Stored Results link. The Item Research - Stored Results page displays.
5. Review your stored results, noting the following:

To create a report containing all your stored results, select the report type you wish to create and whether you want to include images in the generated report, then click the **Create Report** button.
6. To return to the Item Research - Query page, click the Go to Query link. Continue constructing and submitting additional queries and adding more items to your stored results to suit your research needs.

Creating an Item Research Report

Once you have completed an item research query, you can create a formatted report of your research results from either the Item Research-Query page or, if you stored research results, from the Item Research - Stored Results page.

Note: Generated reports contain item information for ALL items in the query results or stored results lists. Selecting specific items from either list before creating the report does not change the report contents.

To create a report based on your Item research results:

1. Complete your item research query (or access your stored results).
2. Select a **Report Type** in the drop-down menu. Options are: csv, pdf, rtf, and xis.
3. If you want to include images in the report, select the image type from the **Images** dropdown menu.

Note: Limit the inclusion of images to smaller reports as they add to the system load and increase the report page count significantly.

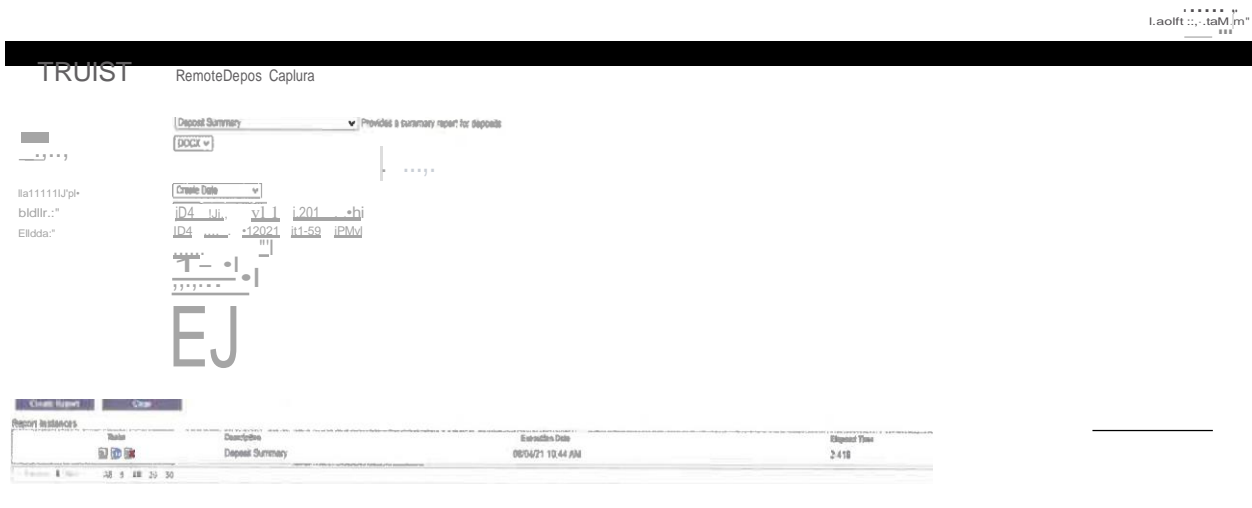
4. Click the **Create Report** button.
5. Click the **Save** button.

Open the saved report. The report contains item details for each item in your research query or stored results list and, if specified for inclusion in the report, the front and back images of each item.

AppendixA: Reports

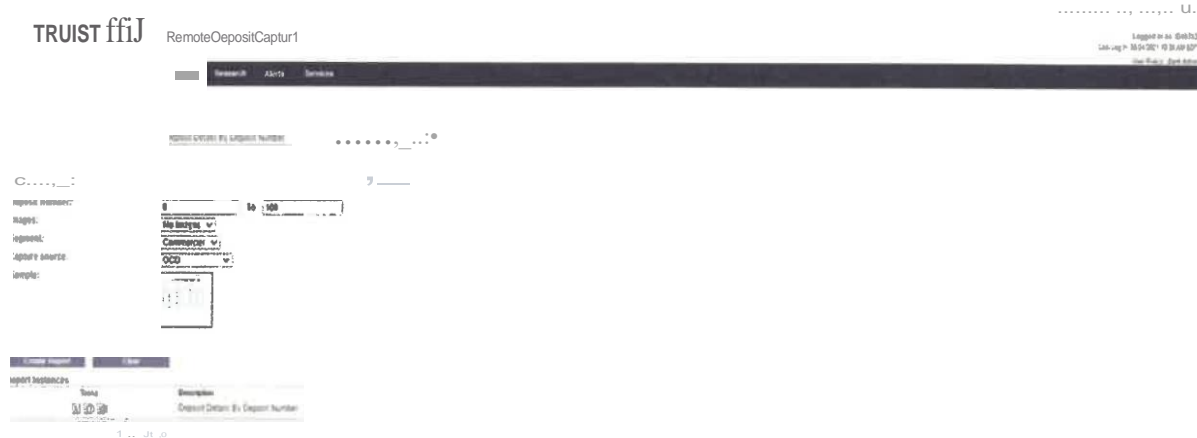
Deposit Summary - Sample Report

The Deposit Summary Report provides a summary of deposits by the processing date and allows you to filter information using from date, to date, account number(s) and export formats.



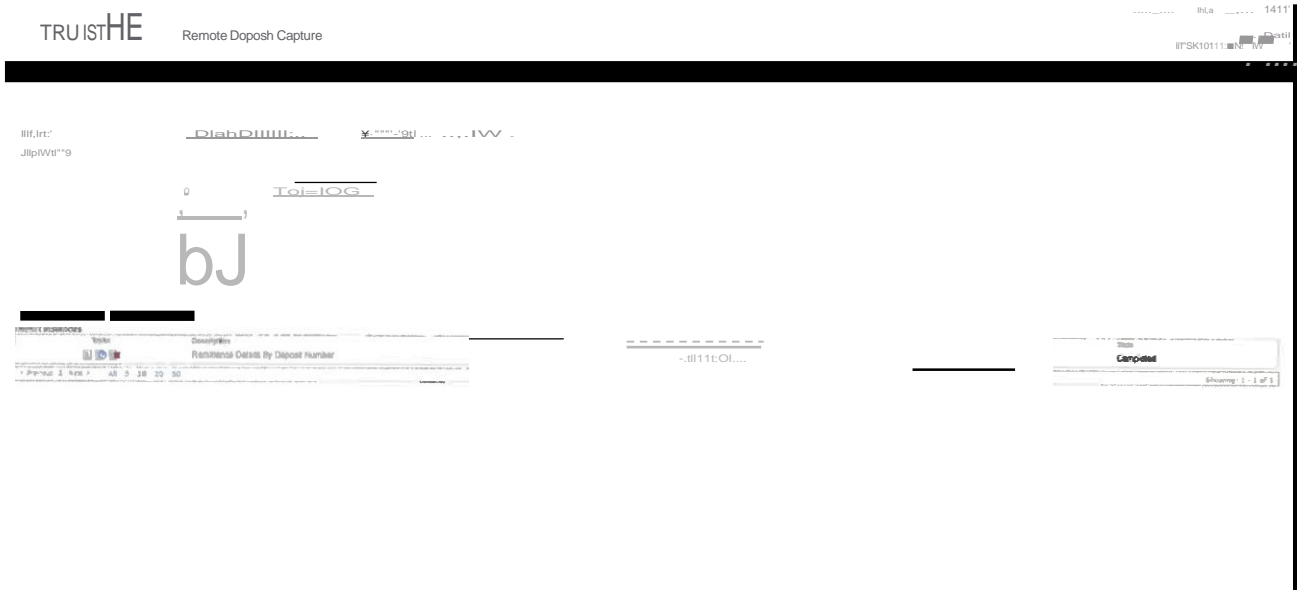
Deposit Details by Deposit Number- Sample Report

The Deposit Details by Deposit Number Report provides detailed information about the simple deposit processing activities for a selected deposit number or consecutive range of deposit numbers for a selected customer's accounts (or for all customers' accounts). For each account, the report summarizes the total number of deposits submitted to the account, the total dollar value of the submitted deposits, and the total number of items deposited. For each deposit, there is detailed information about each item within the deposit.



Summary of Remittances by Deposit Number- Sample Report

The Summary of Remittances by Account provides detailed information about the remittance deposit processing activities for a selected deposit number or consecutive range of deposit numbers for a selected customer's accounts (or for all customers' accounts). For each account, the report summarizes the total number of deposits submitted to the account, the total value of the deposits, and the total number of checks and payment coupons deposited. For each deposit, the report provides detailed information about each item within the deposit.



Exception Item Export - Sample Report

The Exception Item Export Report lists all deposit items processed during the selected processing period that were flagged with an error during Rules application processing (specifically, all deposit items with a non-0 value in the recostatecode column of the pcwitem table of the Capture database), including CAR/I.AR, MICR, Image Quality Assessment, and duplicate detection processing errors.



Detailed Item Export-Sample Report

The Detailed Item Export provides detailed information about all items processed by a selected customer's locations over a specified processing period.

The screenshot displays the TRUISTBH Remote Deposit capture web application. At the top right, there are links for "Password Reset", "Help", "Hide Top", and "Logout". The main header includes the TRUISTBH logo and the text "Remote Deposit capture". A navigation menu contains "Home", "Administration", "Deposits", "Reports", "Research", "Alerts", and "Settings". The "Reports" section is active, showing a "Reporting" sub-section. A dropdown menu for "Item Export File" is set to "CSV", with a tooltip that reads: "Provides an exportable version of all received deposit(s) within the given date range. Tailored for CSV output." Below this, there is a "Print Customer" link. The "Create Date" dropdown is set to "104 JJ iv 11:00 AM". The "End Date" is set to "104 ***** 11:00 AM Jfil". The "IC" dropdown is set to "C". The interface includes a search bar, a list of items, and a footer with the text "Truist Bank, Member FDIC. ©2021 Truist Financial Corporation. Truist, the Truist logo, and Truist Purple are service marks of".

For more information

If you have any questions, contact your Treasury Consultant. For assistance with Remote Deposit Capture, please contact Truist Treasury Solutions Client Support at 800-777-1799, or you can email

TreasuryClientServices@truist.com. For more information **about** Remote Deposit Capture, please visit the RDC Treasury Resource Center.