



Customer Support

*Amber Riley at (574)722-0486 or Erik Contreras at (574)722-3855
Monday-Wednesday 9-4, Thursday 9-4:30 and Friday 9-6.*

Before You Begin

Please install the proper driver for this application. Contact us at the above number if you need the instructions or have any questions.

Getting Started

Scanner Maintenance

Clean your scanner as advised by the manufacturer. If you run high volumes, we suggest cleaning daily.

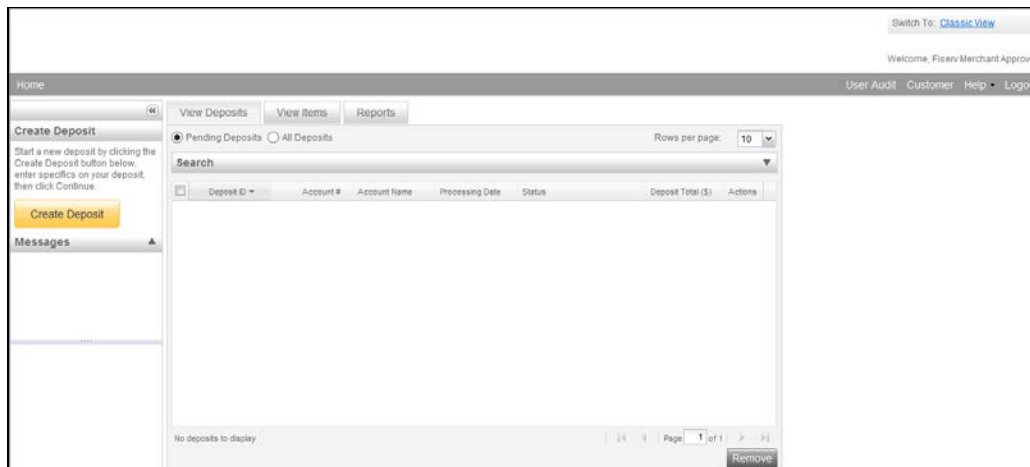
Logon to Merchant Capture

Merchant Capture is now accessed through your company's internet banking.

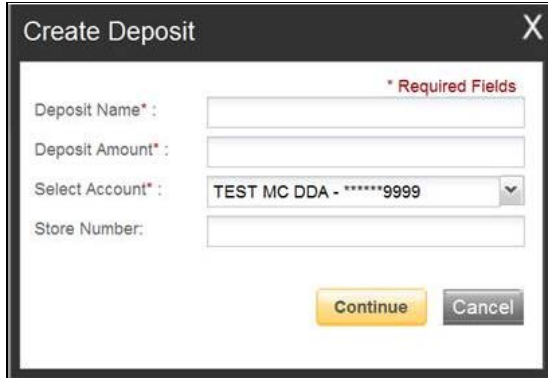
- Logon to Internet Banking.
Select the Merchant Capture tab on the left hand side.

Creating a Deposit – Contemporary View

In Contemporary View, go to the Home Screen:



Click Create Deposit on the Home Screen:



Create Deposit [X]

* Required Fields

Deposit Name* :

Deposit Amount* :

Select Account* : TEST MC DDA - *****9999 [v]

Store Number:

Continue **Cancel**

Deposit Name
 Enter Deposit Amount
 Select Account
 AuxOnUs Field – Optional field for serial number on Virtual Credit.

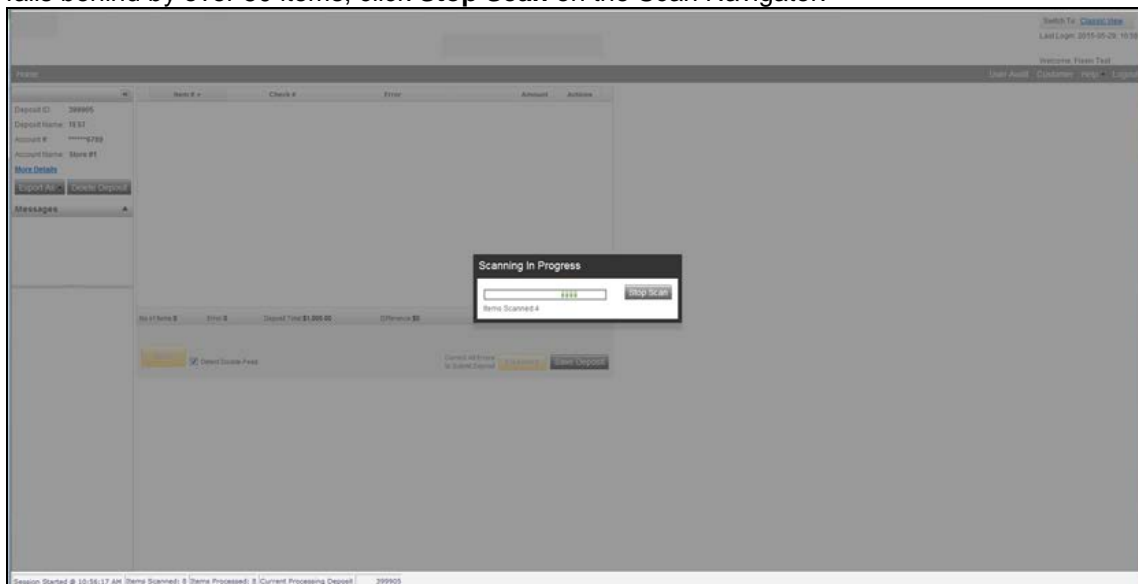
Click Continue

Scanning Work

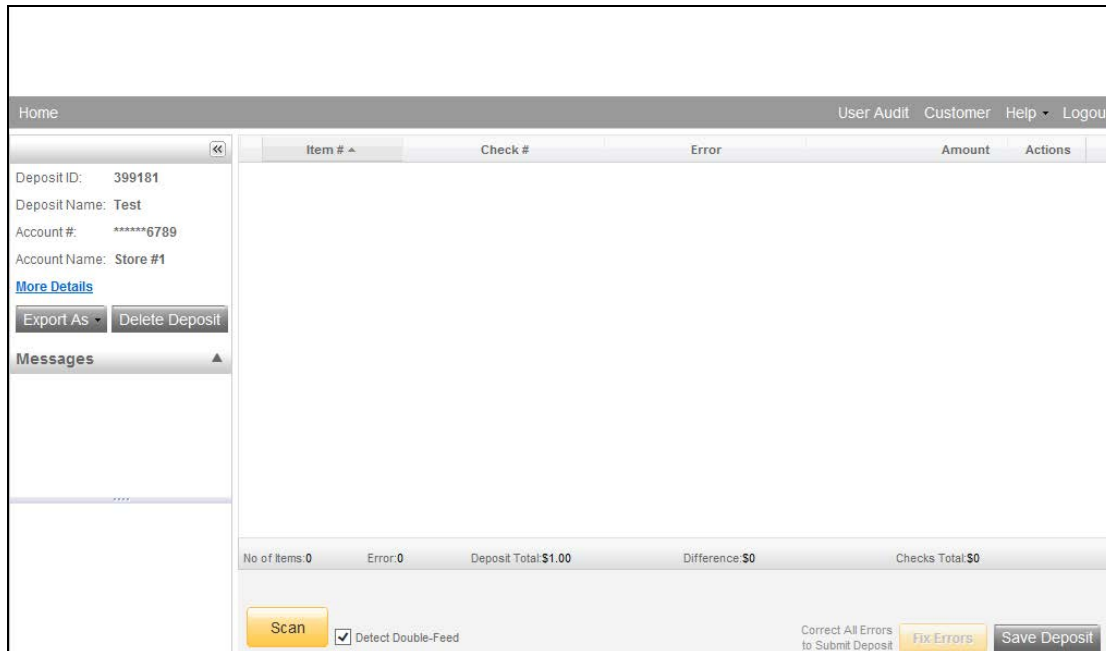
Please keep deposits to fewer than 400 items when possible.

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.



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



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.

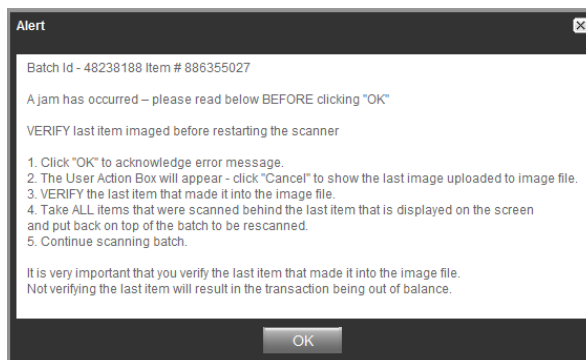
3. Verify that the last item on the screen matches the last item in the scanner pocket and that the item number sprayed by your scanner is legible if applicable. You are now ready to Fix Errors, balance, or create another deposit.

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. Processed deposits should be retained for at least 2 weeks in case there are issues with your deposit. As a reminder all deposits should be shredded no later than 30 days after being scanned.

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.)

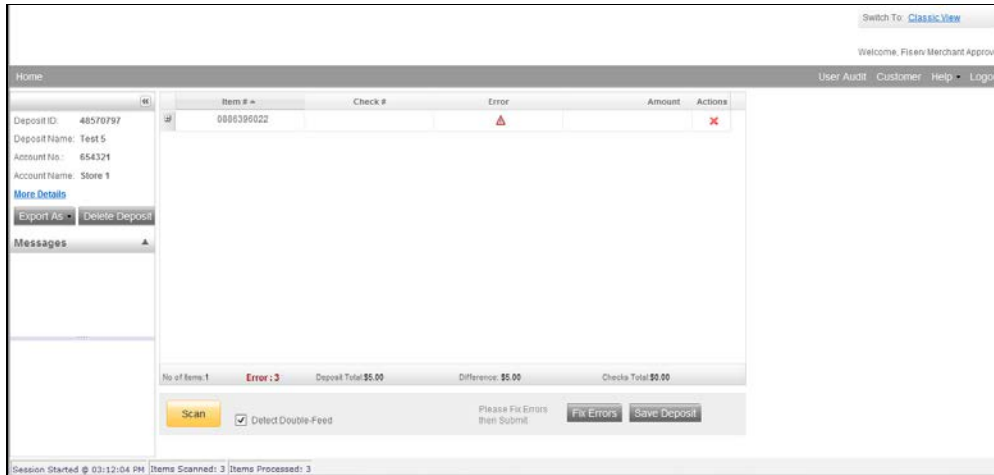
Do not assume that an item was captured because it is endorsed.

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

Fix Errors

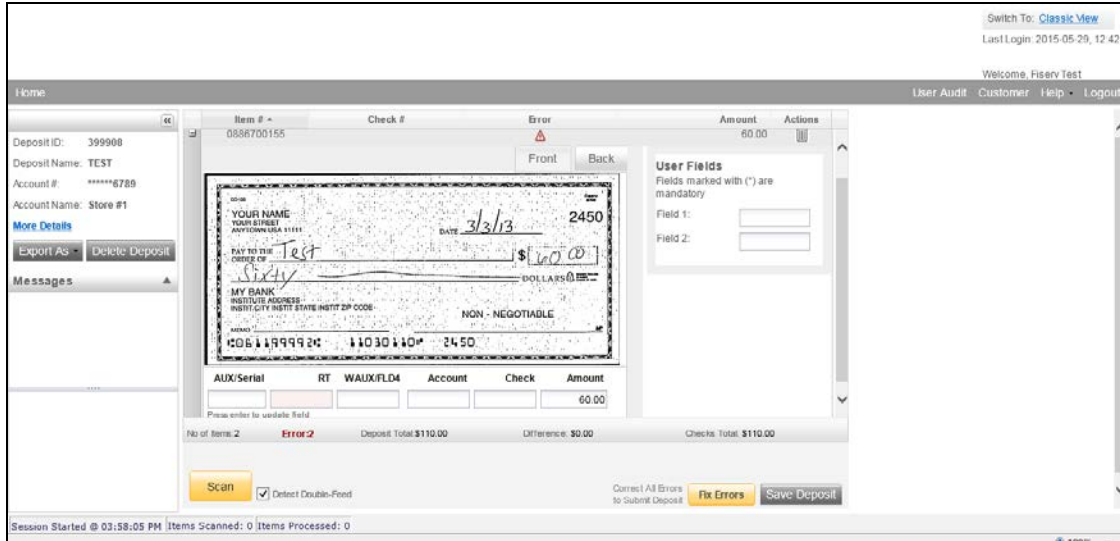
If there are any errors the Fix Errors tab will be available. Click on **Fix Errors**.

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.



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.



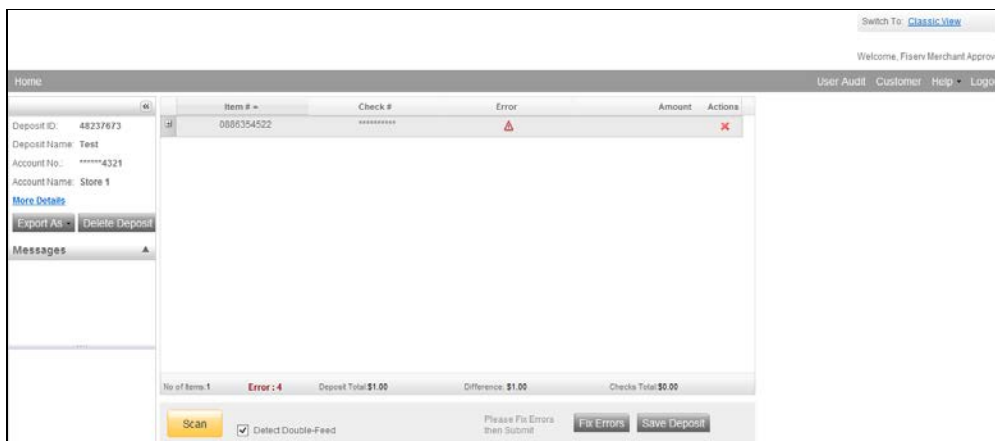
Hint: You do not need to enter the decimal in the amount field

If you need to enter or correct data in a field that is not highlighted, use the following hotkeys to move to the desired field.

- F1 = Amount
- F2 = TC (this field is for trancode or personal check number)
- F3 = Account
- F4 = Field4 (this is an alternate position for a 4-digit check number, positioned between Account & TR)
- F5 = Transit Routing
- F7 = Serial (this field is for the check number on business checks)

IQA Exceptions

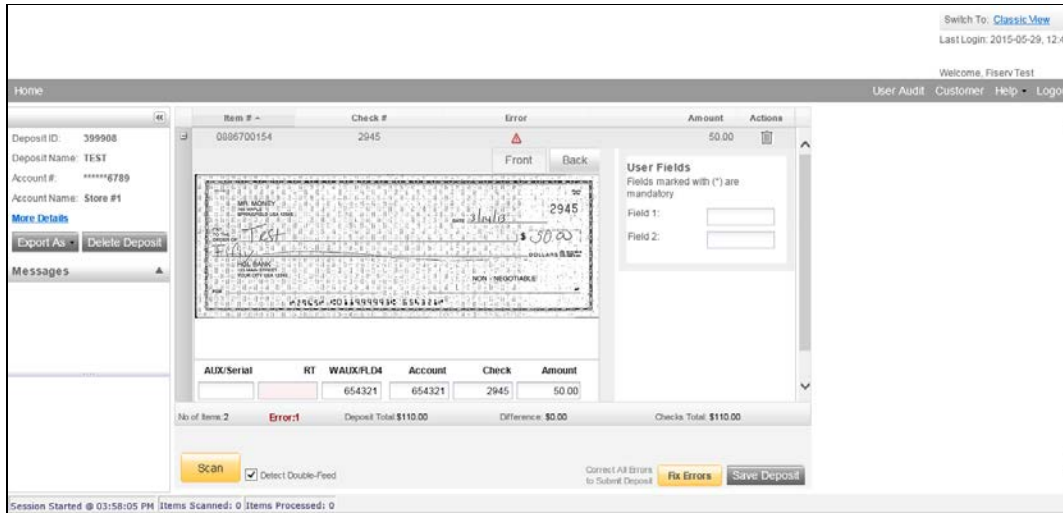
If an error occurs due to **Poor Image Quality**, then in Contemporary View, the deposit will have an exclamation point inside a triangle in the Error Column. Fix errors or save the deposit.



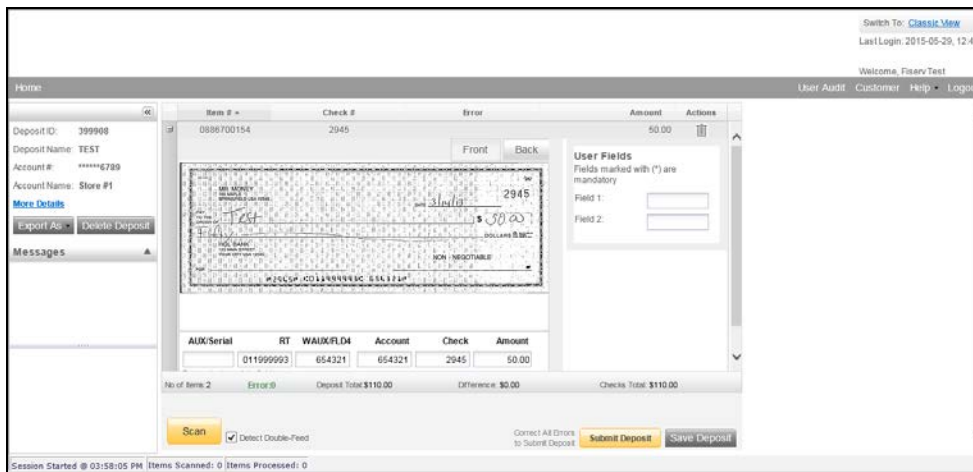
Review the image to determine if it needs to be rescanned or is acceptable. Take one of the following actions:



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



2. 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.



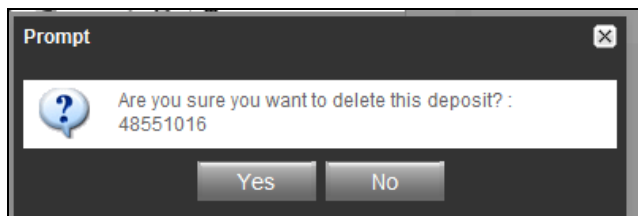
3. ReScan the image: If the image needs to be improved (e.g., if it is crooked or upside down), place the check in the scanner and click ReScan. You will receive a prompt: “Do you want to rescan image for selected item?” Click Yes. The MICR will be compared with the original check. If there is a difference,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

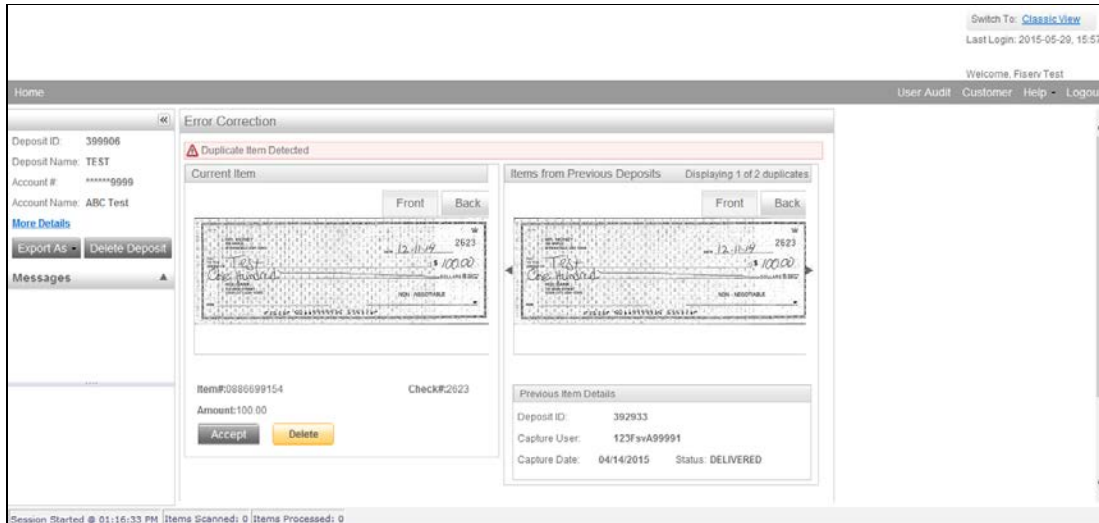
The following items cannot be processed electronically. These items will create exceptions.

- 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**.

If no duplicates are found or when duplicates are resolved, the deposit is ready to be balanced or submitted.

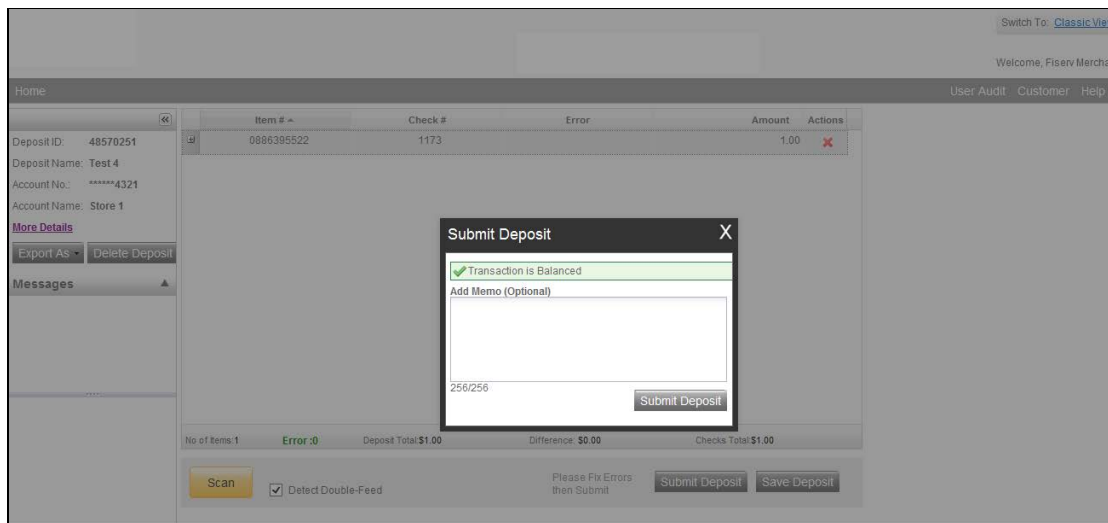
Balancing Deposits

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


Deposit Details	
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	

Close

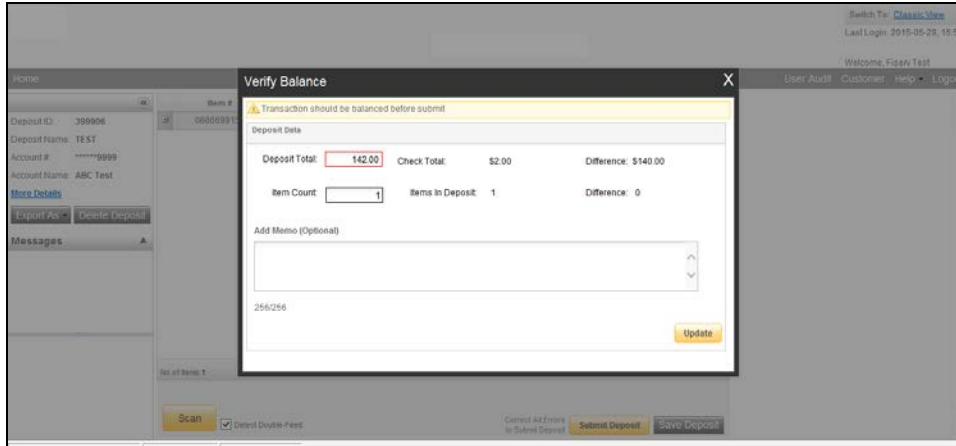
After all errors are fixed, click on **Submit Deposit**. You can add a memo with the deposit information if desired.



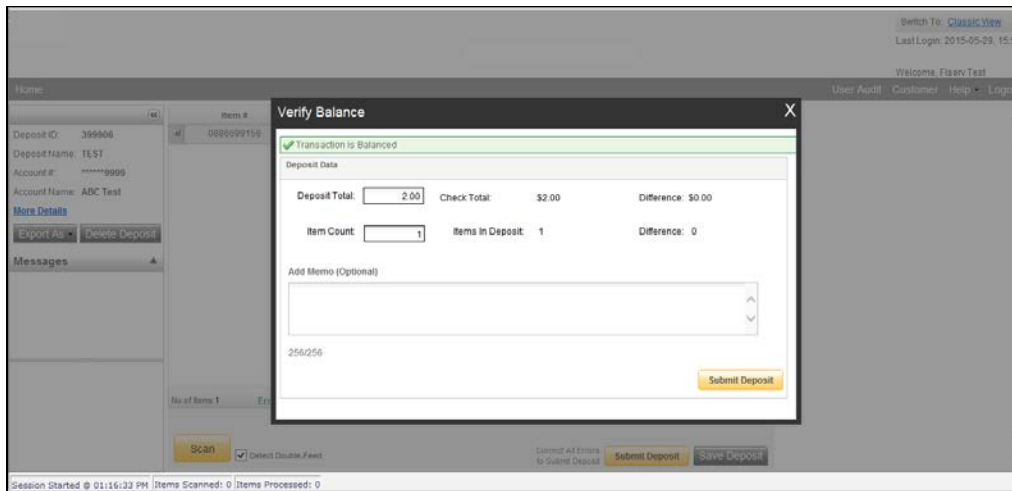
The screenshot shows a web application interface for deposit submission. A modal dialog box titled "Submit Deposit" is open, displaying a green checkmark and the message "Transaction is Balanced". Below the message is a text input field labeled "Add Memo (Optional)". At the bottom of the dialog is a "Submit Deposit" button. The background interface shows a table with columns for Item #, Check #, Error, Amount, and Actions. A single item is listed with an error. The bottom status bar shows "No of Items: 1", "Error: 0", "Deposit Total: \$1.00", "Difference: \$0.00", and "Checks Total: \$1.00". There are buttons for "Scan", "Detect Double-Feed", "Submit Deposit", and "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



- 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.



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!

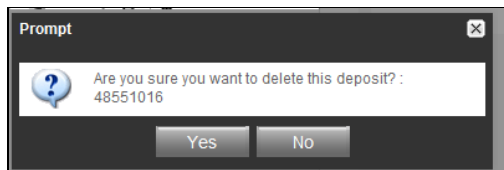
End of Day

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:

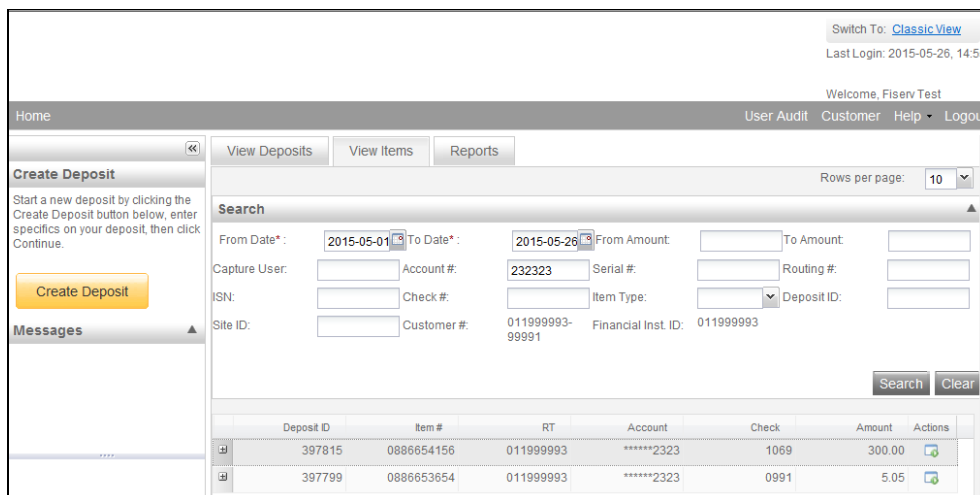
Select the deposit on the Deposit Status Screen and click Remove at the bottom right of the screen. A Prompt appears "Are you sure you want to delete this deposit?" Select Yes to remove or No if you do not want to remove the deposit.



- 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.



The screenshot shows the application interface with the following elements:

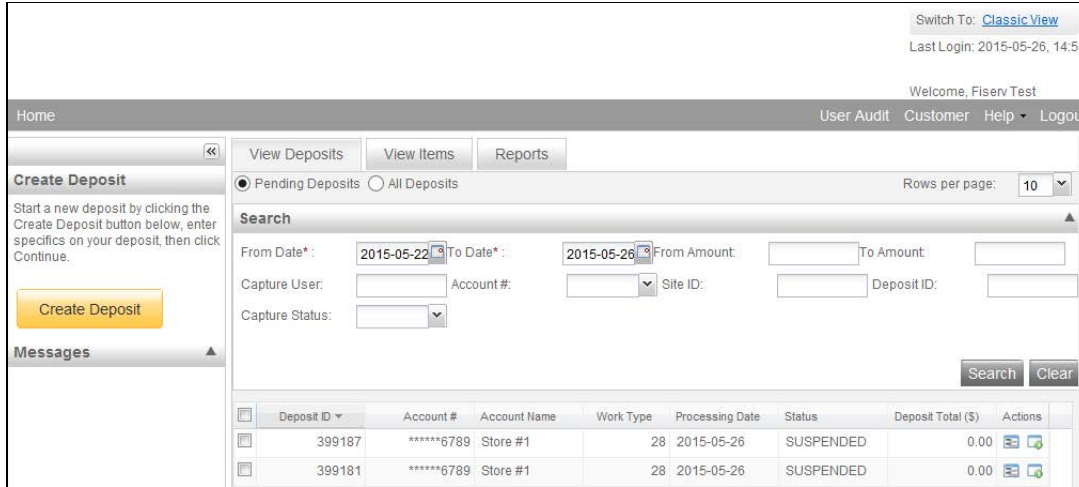
- Top right: "Switch To: [Classic View](#)" and "Last Login: 2015-05-26, 14:55"
- Header: "Welcome, Fiserv Test" and navigation links: "User Audit", "Customer", "Help", "Logout"
- Left sidebar: "Home", "Create Deposit" (with instructions and a "Create Deposit" button), and "Messages"
- Main content area: "View Deposits", "View Items" (selected), and "Reports" tabs. Below is a "Search" section with various input fields (From Date, To Date, From Amount, To Amount, Capture User, Account #, Serial #, Routing #, ISN, Check #, Item Type, Deposit ID, Site ID, Customer #, Financial Inst. ID) and "Search" and "Clear" buttons.
- Table below search:

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



To search for previous days/batches processed:

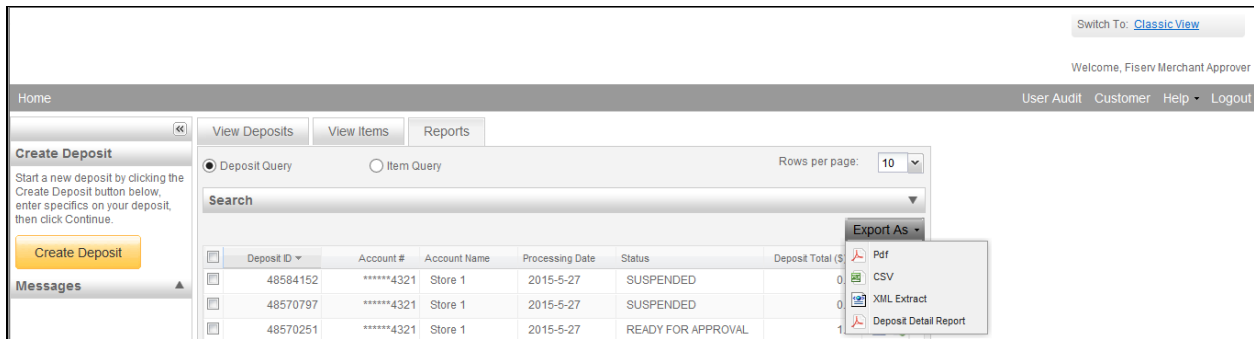
1. Select View Deposits tab.
2. Select the Search drop down.
3. Select Advanced Search
4. Enter search criteria in Search options, click search. (MICR fields don't need to be included in search criteria.)
5. To return to current date, click Clear and then search.



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



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.

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.