



## **Source Capture Optimization** **Merchant Daily Procedures**

This material is proprietary to Information Technology, Inc. and is not to be reproduced, used or disclosed except in accordance with program license or upon written authorization of Information Technology, Inc. Information Technology, Inc. cannot accept any responsibility financial or otherwise as the result of your use of this information including direct, indirect, special or consequential damages. There are no warranties extended or granted by this document. You should be very careful to ensure that the use of this information complies with the laws, rules and regulations of the jurisdictions with respect to which it is used. The information contained herein is subject to change without notice. Revisions may be issued to advise of such changes and/or additions.

## Table of Contents

Web Capture Product .....	3
Access SCO Merchant Capture or WebCapture:.....	4
How to Capture a Batch or Deposit:.....	4
Preparing Documents (or batches) for Scanning:.....	6
Common Status Bar : .....	7
How to Correct Jammed Documents:.....	8
View All Items:.....	9
View Exceptions: .....	9
Common Exceptions:.....	10
MICR fields that can be updated:.....	11
Deposit Information: .....	11
How to Delete an Item within a Deposit:.....	12
To Remove a Batch or Deposit:.....	13
Enlarging the Image:.....	13
How to Rescan a Document – Failed Image Quality:.....	14
Duplicates: .....	16
Deposit Status :.....	17
Item Query .....	19
Menu Description Keys and functions:.....	20
Logout.....	21
Tips for a Successful Scanning Experience.....	22
Web Capture Client Workstation Installation.....	23
Scanner Driver Installation.....	27
Internet Explorer Versions 10 & 11 .....	30
Scanner Maintenance .....	31



## Web Capture Product

Web Capture is a product offered to Fiserv clients to capture items at the branch level rather than by Proof or the Item Processing Center. The process is completed by the client utilizing a scanner as the capture unit. The scanner reads the MICR data printed at the bottom of the documents and this is how the scanner “communicates” with the product to know where to extract numerical and written information; also known as Courtesy Amount Recognition (CAR).

Web Capture requires, at a minimum, two primary components: 1) a personal computer to run the Source capture software and, 2) a table-top image capture device or scanner.

The scanner works similar to a sorter with a USB cable transmitting data to the Consolidation, DPS and VIE servers. The Image Replacement Documents (IRD's) and other image files are derived from a specified Server (Virtual Image Exchange “VIE”).



## Access SCO Merchant Capture or WebCapture:

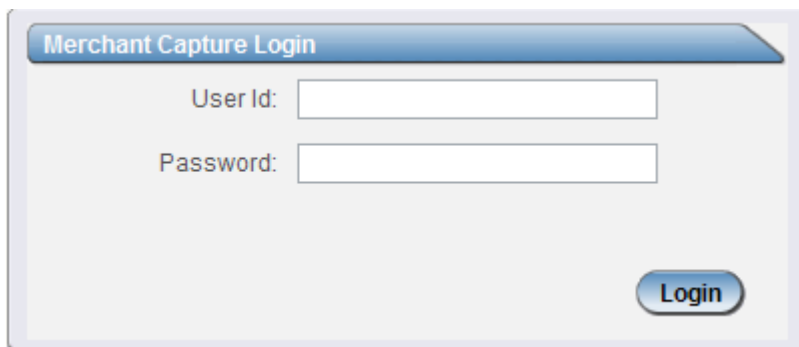
1. Launch Internet Explorer and enter the following address:

[www.bankcherookee.com](http://www.bankcherookee.com)

click on the **Business Plus tab** and then click on the link for **Remote Deposit**.

**Scanner Drivers** are located at [www.bankcherookee.com](http://www.bankcherookee.com). Go to **Business Banking** and select **Remote Deposit Drivers**. Go to page 23 for set-up instructions.

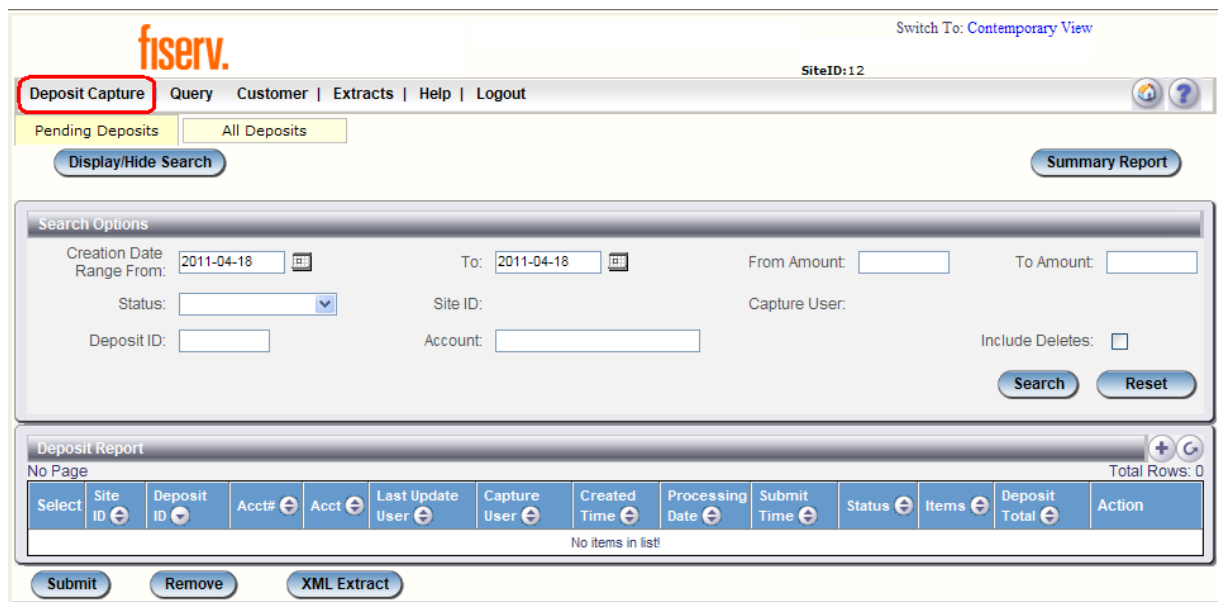
2. On the Login window, enter your **User Id** and **Password** and then press the **Login** button.



The image shows a login window titled "Merchant Capture Login". It contains two input fields: "User Id:" and "Password:". Below the fields is a "Login" button.

## How to Capture a Batch or Deposit:

1. To begin scanning a deposit, click on **Deposit Capture** located in the upper left hand corner.



The image shows the Fiserv web interface for deposit capture. The "Deposit Capture" link is highlighted with a red box. The interface includes a navigation menu, search options, and a deposit report table.

Navigation: **Deposit Capture** | Query | Customer | Extracts | Help | Logout

Search Options:

- Creation Date Range From: 2011-04-18 To: 2011-04-18
- From Amount: [ ] To Amount: [ ]
- Status: [ ] Site ID: [ ] Capture User: [ ]
- Deposit ID: [ ] Account: [ ] Include Deletes:

Buttons: Search, Reset

Deposit Report Table:

Select	Site ID	Deposit ID	Acct#	Acct	Last Update User	Capture User	Created Time	Processing Date	Submit Time	Status	Items	Deposit Total	Action
No items in list!													

Buttons: Submit, Remove, XML Extract

2. Enter the following information when creating a Deposit, then click **Create**

Fields	Description
Deposit Name	Enter a name for the deposit.
Select Work Type	Verify 1 - Merchant Capture is selected from the drop down box.
Deposit Amount	Enter the amount of the total deposit. Zeroes automatically populate as cents. For example, if you enter an amount of 5000, this populates as 50.00.
Select Account	Select the account for which this deposit is being created.
AuxOnUs Field	Enter a store number or location number, if desired.

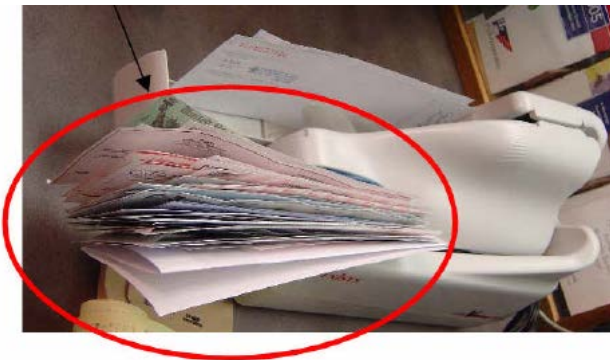
**Selecting an account:** When you tab into or mouse click in the Select Account text area, a drop down list of available deposit accounts displays. To find an account you can scroll through the list using the scroll bar or Up/Down arrow keys. To search for an account begin typing the account name or account number. As you type, the highlight moves through the list until you find the account you are looking for. Once you have the correct account selected click **OK** or press the Enter key.

AccountName	AccountNumber
*****100	Accounts Receivable
*****9001	Checking 9001
*****2223	DDA 2223 ON INST 04
*****0006	DDA 2300000006
*****38	DDA 38
*****36	PRIMARY DDA 36
*****2118	Payroll
*****37	SWEEP DDA 37
*****0060	dda 200060

## Preparing Documents (or batches) for Scanning:

- Verify the work is in the proper order for processing.
- Check the batch for **staples, paper-clips and calculator tape, etc.** and remove these items. These items will cause the scanner to jam.
- Ensure all documents are **facing in the same direction** and **not upside down**.
- **Jog** the documents straight so all documents are stacked together, this will reduce “piggy-backing”, jams and double documents.

### Get Ready to Scan:

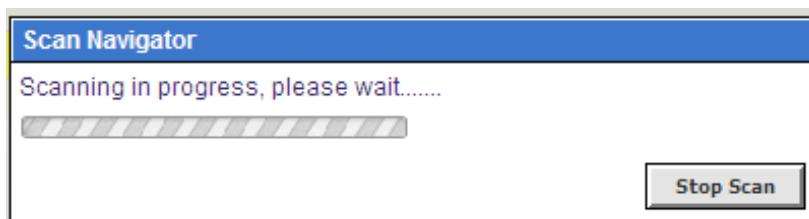


1. Place the documents (straight and even) into the hopper. (See picture at the left)
2. Pull the first item out slightly so the scanner rollers will have something to grab.
3. Always make sure ‘**Detect Double-Feed**’ is selected before proceeding to scan items. This will ensure any duplicated items scanned will be detected.

4. Click **Scan** highlighted in green at the bottom left side of the screen to begin scanning the deposit.



5. While the deposit is scanning, you will see the following message: “**Scanning in progress, please wait....**”

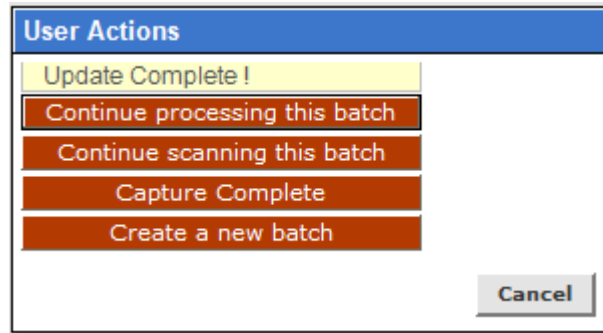


6. After all items have gone through the scanner, select the appropriate option from the User Actions box (shown below).

**Continue scanning this batch** – select if there are more items that need to be added to the current deposit

**Capture Complete** – select if there are no more items to add to the current deposit

**Create a new batch** – select if a new batch should be started, separate from the current deposit



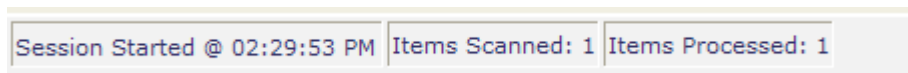
## Common Status Bar :

A status bar at the bottom of the Scan page displays summary information regarding the current user's session. This status area is displayed on every Web Capture window

The bar contains the following:

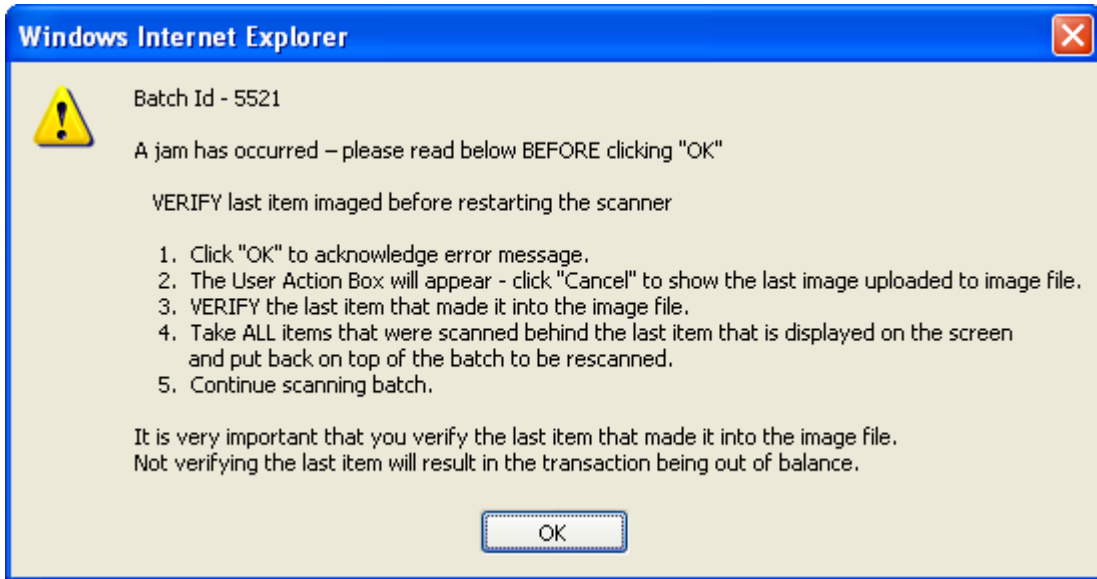
- Total # of items scanned
- Total # of items processed (uploaded)
- Current Batch that is being processed
- Link to the Upload Monitor that will show summary details for the currently processing batch

### Common Status Bar on Scan Page:



# How to Correct Jammed Documents:

If a document jams during the process, usually the scanner will stop and the message box will display a Device Error Message, as shown below;



- To clear the document(s) from the machine making sure **not to damage** the documents or the scanner, **select OK** for the scanner to try to clear the jam.
- **Retain** the documents in the proper order as a rescan may required for the document
- **Review the Transaction** section of the screen (shows all items that were successfully scanned).
- **Determine the last item** that was scanned by taking the last items from the scanner pocket. **Turn them upside down in front** of you and work backwards until you find the last item that was processed. **Remember** that an item that is **sprayed on the back** of the check **does not mean that item processed**. The jam could have occurred before the item went through the camera.
- **Reinsert** the next item or items that did not scan into the hopper with the remaining documents.
- Click the **Scan** tab to complete processing the batch. Then click **OK** to the following message, if the last good item has been verified.

**Important Note:** Only the items with images that the user can see on the monitor were actually scanned. The spray on the back of the item(s) is NOT a confirmation that the image was processed.





## View All Items:

Correction can be made once scanning is **complete**. At the top of the screen select, "**View All Items**". All items scanned and captured are displayed in a grid format at the same time. The operator can select the item to view the image and make the correction to the MICR line by double clicking on the select row and inputting missing fields from the MICR Line. To go to the next item for correction press the arrow down key on your keyboard and follow the same procedure until all correction have been made.

Note: To scan more items simply prepare the documents, insert the items in the scanner and select Scan.

## View Exceptions:

Once you have finished scanning the batch, select **Capture Complete**, which will indicate to the system no more items will be presented for the current batch. It is now you can view any exceptions that may exist.

Exceptions occur when data is missing or was entered improperly in the system. By clicking on the "**View Exception**" all items that require correction are presented in bright **Pink**. Update the needed fields and then click Update Item or hit Enter.

The screenshot shows a software interface for deposit capture. At the top, there is a navigation bar with options: Deposit Capture | Query | Customer | Extracts | Help | Logout. A red box highlights the message: "One or more MICR fields are in error." Below this, there are buttons for "All Items (Ctrl+A)" and "Exceptions (Ctrl+E)".

The main area is split into two panes. The left pane shows a check image from Robert W. Andrews, dated 9/17/10, for \$5.50. The check is marked "SAMPLE VOID". The right pane shows "Deposit Information" with the following details:

- ID: 5525
- Worktype: 1 - Merchant Capture
- Status: OPEN
- Acct#: \*\*\*\*\*3456
- Total: 4
- Checks: 4
- Exceptions: 1
- Deposit: \$ 753
- Checks: \$ 203.00
- Difference: \$ -550.00

Below the deposit information, there is a section for "Item Exceptions" with a red heading "Invalid Item Amount".

At the bottom of the interface, there is a table with columns: Item Number, Aux On-Us, RIC, RT, W Aux, Account, PC, Check, Amount, Image Quality, Duplicate. The first row is highlighted in pink, indicating an exception:

Item Number	Aux On-Us	RIC	RT	W Aux	Account	PC	Check	Amount	Image Quality	Duplicate
2	0000732503		082902511		200070		3449			

At the bottom left, there is a "ReScan(0)" button and a "Detect Double-Feed" checkbox which is checked.

## Common Exceptions:

1. **Image Quality** - Rescan the item or accept the image if the image quality is acceptable.
2. **Item Amount** – Input missing amount or correct misread amount.
3. **MICR data** – Correct or complete missing MICR data.
4. **Duplicate Items** – delete or accept duplicated item from the deposit

Switch To: Contemporary View

SiteID: 12

Deposit Capture | Query | Customer | Extracts | Help | Logout

All Items (Ctrl+A) | Exceptions (Ctrl+E) | Detailed Report | Remove Deposit

Front Back

Aux On-Us: RIC: RT: W Aux: Account: Check: PC: Amount:  
 082902511 200070 3341 486.00

**Deposit Information**

ID: 5520  
 Worktype: 1 - Merchant Capture  
 Status: OPEN  
 Acct#: \*\*\*\*\*3456

Total: 1 Exceptions: 0  
 Checks: 1

Deposit: \$ 486.00 Checks: \$ 486.00  
 Difference: \$ .00

**Item Exceptions**

Showing 1 to 1 of 1

Update Item (Ctrl+U)	Delete Item (Ctrl+X)	IQA Detail								
Item Number	Aux On-Us	RIC	RT	W Aux	Account	PC	Check	Amount	Image Quality	Duplicate
0000732002			082902511		200070		3341	486.00		

Scan | Detect Double-Feed  | SubmitDeposit (Alt+S)

## MICR fields that can be updated:

- **Check Number** - is the serial number or check number (4 digits) for personal checks
- **Amount** - The dollar amount found on the item

See Sample Check below:

Joe's Lakeside Bakery  
2727 S. Kinnickinnic Avenue  
Milwaukee, WI 53207

Date 12/19/06 00-5678/1234

Pay to the Order of ABC Electric \$ 712.00

Seven hundred twelve and no/100 Dollars

Your Training Bank

For Joe Rovegn

⑆ 508 2000 27 ⑆ 0 ⑆ 0000008 20 ⑆ 1071 ⑆ 000000 7 ⑆ 200 ⑆

**Note:** Checks should have the correct symbols separating the routing number, account number, and serial number for Source capture to read the Check MICR correctly.

## Deposit Information:

**Note:** If the Deposit Amount and the Total of Checks agree and the Difference Amount is \$0.00 then your deposit is ready to be submitted.

Deposit Information			
ID:	5520		
Worktype:	1 - Merchant Capture		
Status:	OPEN		
Acct#:	*****3456		
Total:	1	Exceptions:	0
Checks:	1		
Deposit:	\$	<input type="text" value="486"/>	Checks: \$ 486.00
Difference:	\$	.00	

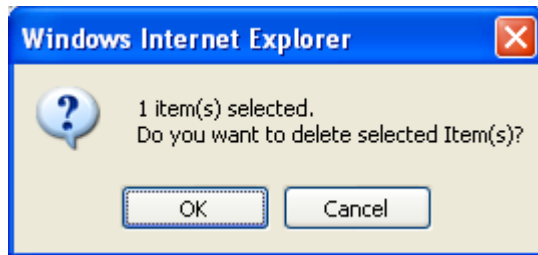
# How to Delete an Item within a Deposit:

To delete an item, the item will 1<sup>st</sup> need to be located on the grid, select the row which will allow the system to display the front image. Verify the item selected is the correct item that needs to be deleted.

- 1) Highlight the appropriate MICR line, which will display the corresponding image. Then click **Delete Item**.

The screenshot shows a software interface for deposit capture. At the top, there are navigation tabs: "Deposit Capture", "Query", "Customer", "Extracts", "Help", and "Logout". Below these are buttons for "All Items (Ctrl+A)", "Exceptions (Ctrl+E)", "Detailed Report", and "Remove Deposit". The main area is split into two panes. The left pane, titled "Front", displays a check image from Fiserv. The check is dated 10/31/09, for \$486.00, payable to Mary Abbott. The check number is 3341. The right pane, titled "Deposit Information", shows details: ID: 5521, Worktype: 1 - Merchant Capture, Status: OPEN, Acct#: \*\*\*\*\*3456. It also shows a summary: Total: 1, Checks: 1, Deposit: \$ 486.00, Checks: \$ 486.00, Difference: \$ .00. Below the panes is a data grid with columns: Item Number, Aux On-Us, RIC, RT, W Aux, Account, PC, Check, Amount, Image Quality, Duplicate. The first row is highlighted, with the "Delete Item (Ctrl+X)" button highlighted in red above it. The grid shows: Item Number: 0000732103, Aux On-Us: 082902511, RIC: 082902511, RT: 200070, W Aux: 200070, Account: 200070, PC: 3341, Check: 486.00, Amount: 486.00.

3. Select **OK** to delete the item out of the batch. If **Cancel** is selected the current item within the batch will remain.



**Note:** Items scanned upside down or backwards will need to be Deleted and rescanned.

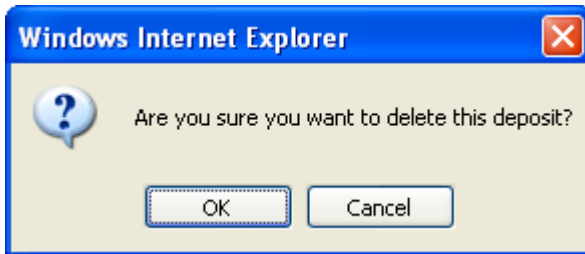
## To Remove a Batch or Deposit:

Navigate to the *Deposit Capture* window and select the **Remove Deposit** button.

The screenshot shows the 'Deposit Capture' window with a scanned check and deposit details. The check is from Robert W. Andrews and Mary C. Andrews, dated 10/31/09, for \$486.00, payable to Mary Abbott. The deposit information shows a total of 1 check for \$486.00, with a deposit of \$486.00 and a difference of \$0.00. The 'Remove Deposit' button is highlighted with a red box.

Item Number	Aux On-Us	RIC	RT	W Aux	Account	PC	Check	Amount	Image Quality	Duplicate
0000732103			082902511		200070		3341	486.00		

1) Upon selecting the **Remove Deposit** button, you will receive the following warning:



Select **OK** to proceed with the removal of the Batch or **Cancel** to return to the *Deposit Capture* window and carry on with the same batch.

## Enlarging the Image:

If the image of the scanned item is difficult to read, the whole item can be **enlarged** by clicking on the image. Moving the mouse will show different parts of the enlarged image.

# How to Rescan a Document – Failed Image Quality:

Image Analysis consists of the following components:

1. **Image Quality Tests** that check for skews, dark bands, missing or folded corners, document framing errors, and partial images.
2. **Image Usability Tests** detect the presence and usability of the data fields on the image; CAR Amount and the MICR line.
3. **Reprocesses** are items that fail image analysis and must be rescanned before they can be accepted. If the image is not better, the item may still fail.

If a Pink “X” is displayed in the **Image Quality** column this indicates, the captured image had failed the Image Quality test. This will also show as an Exception under “**View Exception**” you must correct these before a batch can be submitted.

- 1) This is an image quality suspect, and you need to view the image to ensure that it is acceptable.
- 2) Click on the row to display the image.
- 3) Examine the images of the front and back of the check to determine if it's acceptable.
- 4) If the image of the item is not acceptable then select rescan to replace the current image.

Deposit Capture | Query | Customer | Extracts | Help | Logout

One or more MICR fields are in error.

All Items (Ctrl+A) | Exceptions (Ctrl+E) | Detailed Report | Remove Deposit

Front | Back

**Deposit Information**

ID: 5526  
 Worktype: 1 - Merchant Capture  
 Status: OPEN  
 Acct#: \*\*\*\*\*3456

Total: 4      Exceptions: 2  
 Checks: 4

Deposit: \$ 280.50      Checks: \$ 208.50  
 Difference: \$ -72.00

**Item Exceptions**

Invalid Check Number  
 Image Quality Suspect

Aux On-Us: RIC: RT: W Aux: Account: Check: PC: Amount: 60.00

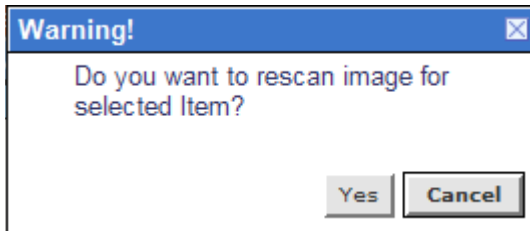
Update Item (Ctrl+U) | Delete Item (Ctrl+X) | Accept Image (Ctrl+Shift+A) | IQA Detail

Item Number	Aux On-Us	RIC	RT	W Aux	Account	PC	Check	Amount	Image Quality	Duplicate
4	0000732605						***	60.00	X	

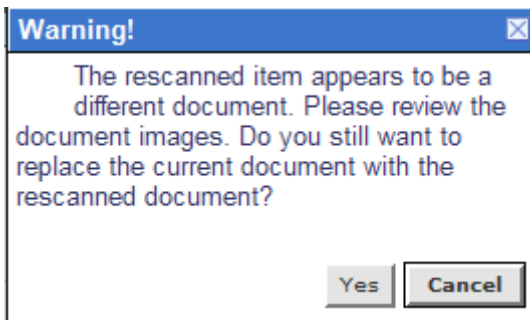
ReScan(0) | Detect Double-Feed

- 5) When rescanning the item, find the item within the batch and select **Rescan**

6) The system will give the following warning message:



7) Select **Yes** to continue the rescan process. When rescanning an item, the MICR is compared to that of the original item. If there is a match, the image is overlaid. If there is a discrepancy, you receive the following warning:



8) If you select **Yes**, the new item image replaces the original. If you select **Cancel**, the system defers to the original item.

\*\*On some occasions, the quality of the item scan won't be optimal, therefore it may be necessary to accept the image by clicking on "**Accept Image**" located at the bottom of the screen. (The image will remain as is)

Update Item (Ctrl+U)	Delete Item (Ctrl+X)	Accept Image (Ctrl+Shift+A)	IQA Detail							
Item Number -	Aux On-Us -	RIC -	RT -	W Aux -	Account -	PC -	Check -	Amount -	Image Quality -	Duplicate -
4	0000732605		082902511				3447	60.00	X	

When you have corrected the data, select the **Update Item** tab and the exception items are removed from the list and replaced with a **GREEN**  to the **PINK** "X" under the column where the exception was corrected.

When all exceptions have been resolved, the Exceptions tab is no longer accessible and the *following screen will display*;



# Duplicates:

Once all items have been scanned within the deposit, all exceptions have been addressed and Capture Complete has been selected, the program will then display any **duplicate items** that are detected within the current batch or from any previously scanned batch within **60 days (or whatever length of time the items are retained on the server)**.

To view duplicated items, select **Show Duplicates** at the top of the screen, this will display the images of items that our considered duplicate side by side.

The below screen is an example of the check image that were detected by the system as duplicated checks.

Deposit Capture | Query | Customer | Extracts | Help | Logout

All Items (Ctrl+A) | Exceptions (Ctrl+E) | **Show Duplicates (Ctrl+D)** | Detailed Report | Remove Deposit

Front | Back | Original Front | Back

**Duplicate Items:** DepositId: 5526 | Capture Operator: merchant | Capture Date: 04/18/2011 | Status: READY FOR APPROVAL | 1 of 1

Item Number~	Aux On-Us~	RIC~	RT~	W Aux~	Account~	PC~	Check~	Amount~	Image Quality~	Duplicate~
0000732702			082902511		200070		3448	35.00		✓
0000732703			082902511		200070		3449	5.50		✓
0000732704			082902511		200070		3450	108.00		✓

ReScan(0) | Detect Double-Feed

**Note:** Message 'Duplicate Items' highlighted in **RED** in the middle of the screen. Also, the system will display the following information when the last similar item was processed;

- Batch ID
- Captured Operator
- Capture Date
- (Batch) Status

### To correct duplicates:



At this point you can delete the duplicate(s) by pressing the **Delete Item** or press the **Accept Duplicates** to override the exception and accept the duplicate(s) item.





**Duplicate Items:** DepositId: 5526 | Capture Operator: merchant

Update Item (Ctrl+U) | **Delete Item (Ctrl+X)** | **Accept Duplicate (Ctrl+Shift+A)**

Item Number~	AUX ON-US~	RIC~	RT~	W AUX~	Accou
--------------	------------	------	-----	--------	-------



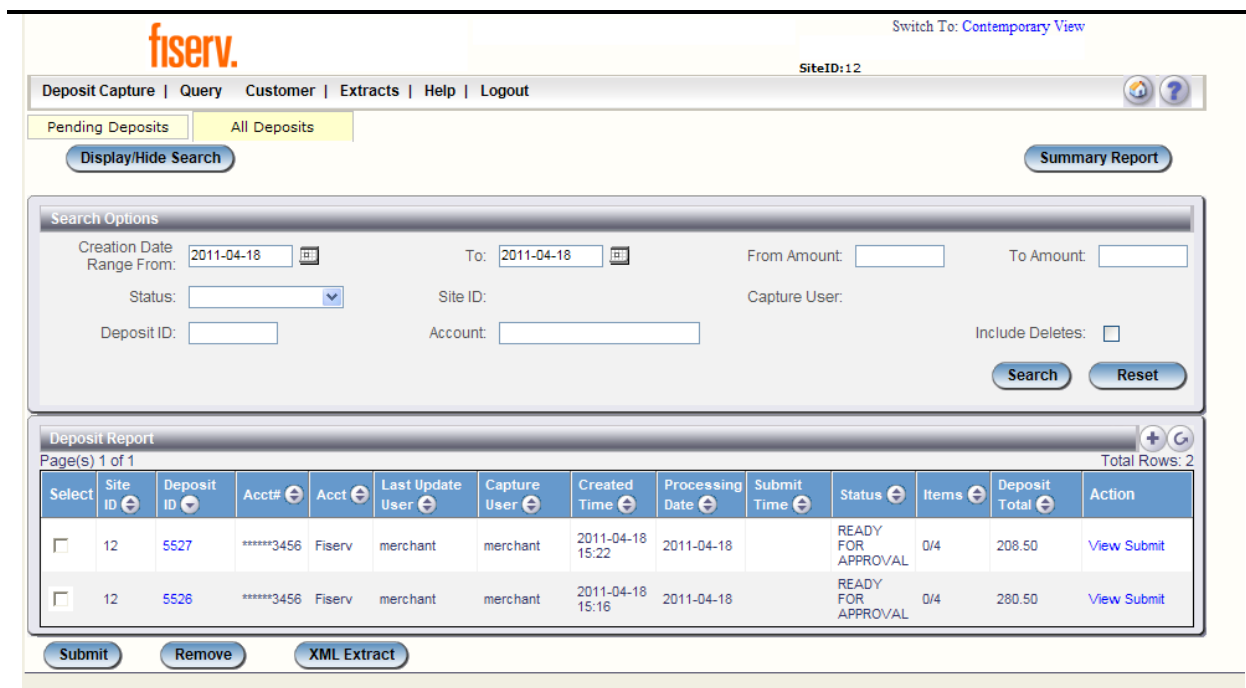
Once all duplicates are resolved, the *View All Items* window displays and a **GREEN**  replaces the **PINK**  ” under the Duplicate column where the changes were made.

Item Number	Aux On-Us	RIC	RT	W Aux	Account	PC	Check	Amount	Image Quality	Duplicate
1	0000732702		082902511		200070		3448	35.00		
2	0000732703		082902511		200070		3449	5.50		
3	0000732704		082902511		200070		3450	108.00		
4	0000732705		082902511		200070		3447	60.00		

## Deposit Status :

Deposit Status is the first page displayed after a successful logon. You can also navigate to this page by selecting Deposit Status from the navigation menu.

Depending on your authority, all of the deposits that you created display or all of the deposits for your business display.



Switch To: Contemporary View

SiteID: 12

Deposit Capture | Query | Customer | Extracts | Help | Logout

Pending Deposits | All Deposits

Display/Hide Search | Summary Report

Search Options

Creation Date Range From: 2011-04-18 To: 2011-04-18 From Amount: To Amount:

Status: Site ID: Capture User:

Deposit ID: Account: Include Deletes:

Search Reset

Deposit Report

Page(s) 1 of 1 Total Rows: 2

Select	Site ID	Deposit ID	Acct#	Acct	Last Update User	Capture User	Created Time	Processing Date	Submit Time	Status	Items	Deposit Total	Action
<input type="checkbox"/>	12	5527	*****3456	Fiserv	merchant	merchant	2011-04-18 15:22	2011-04-18		READY FOR APPROVAL	0/4	208.50	View Submit
<input type="checkbox"/>	12	5526	*****3456	Fiserv	merchant	merchant	2011-04-18 15:16	2011-04-18		READY FOR APPROVAL	0/4	280.50	View Submit

Submit Remove XML Extract

From this window, you can view a particular deposit by selecting the Deposit Id (see View Deposit) or view the transactions by selecting **View**

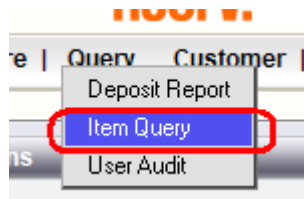
The following statuses are defined for a Deposit:

- **OPEN** - a deposit/batch is placed in “OPEN” status when the batch is newly created or when a capture operator has reopened a batch to add additional items, or to resolve exceptions.
- **SUSPENDED** - a deposit/batch is placed in “SUSPENDED” status when a capture operator saves a batch for later capture or exception resolution. This status is functionally the same as “OPEN” but indicates that no one is currently working on the deposit.

- **CAPTURE COMPLETE** - a deposit/batch is placed in “CAPTURE COMPLETE” status when the capture operator selects the “CAPTURE COMPLETE” status. This status alerts the operators that there is no more capture work, but there are exceptions to resolve before it will become “READY FOR APPROVAL”.
- **READY FOR APPROVAL** - A deposit/batch will be automatically placed in “READY FOR APPROVAL” status when it is in “CAPTURE COMPLETE” status and the operator has resolved or accepted all capture exceptions.
- **SUBMITTED** - a deposit/batch will be placed in “SUBMITTED” status when an approver submits the batch and all exceptions are resolved or accepted. A deposit that has been submitted can be viewed but cannot be modified.
- **DELIVERED** – a batch/deposit will be in delivered status when an approver user has submitted a batch and then the batch has been moved on to the next process at your financial institution

# Item Query

Begin by selecting **Query > Item Query**



Select the **Show Image** tab to go to the next item you want to view. This prompts the image for that item to display in the lower section of the window. You can view the entire deposit by clicking on the **Deposit Id**. This opens the *View All Items* window where you can view the entire deposit.

Press the **Item Query** tab to return to the query results window.

The screenshot displays the Fiserv web application interface. At the top, there is a navigation bar with 'Deposit Capture | Query | Customer | Extracts | Help | Logout' and 'SiteID: 12'. Below this is a search options section with fields for 'From Date' (2011-04-18), 'To Date' (2011-04-18), 'To Amount', 'Site ID' (12), 'Capture User' (merchant), 'Account Number', 'Aux On-Us Number', 'Routing Number', 'ISN', 'Check', 'Deposit ID', 'Customer Number' (123456780-12), and 'Bank ID' (123456780). There are 'Search', 'Clear', and 'Deposit Report' buttons.

Below the search options is an 'Items List' table with the following columns: Show Image, Deposit ID, Item Number, Aux On-Us, RIC, RT, W Aux, Account, Check, Amount, and Item Status. The table contains four rows of data:

Show Image	Deposit ID	Item Number	Aux On-Us	RIC	RT	W Aux	Account	Check	Amount	Item Status
<input type="radio"/>	5527	0000732705			082902511		200070	3447	60.00	
<input checked="" type="radio"/>	5527	0000732704			082902511		200070	3450	108.00	
<input type="radio"/>	5527	0000732703			082902511		200070	3449	5.50	
<input type="radio"/>	5527	0000732702			082902511		200070	3448	35.00	


Below the table is a 'SAMPLE VOID' check image. The check is from 'ROBERT W. ANDREWS MARY C. ANDREWS' for \$108.00, dated 9/17/10. The check number is 3450. The check is voided. The MICR line at the bottom reads '⑆08290251⑆ 200070⑆ 3450'. To the right of the check is a vertical barcode and the text 'ENDORSE CHECK HERE'.

## Menu Description Keys and functions:





When you scan your checks, the fields will automatically populate. If a field fails to populate or populates with data that the system fails to recognize, it will be highlighted. Highlight the line of missing/incorrect data and enter the missing fields at the bottom of the window as follows:

Fields	Description
Serial	Enter the check's serial number.
Transit	Enter the transit number.
Account	Enter the account number on the check.
Check	Enter the check number.
Amount	Enter the amount of the check.
Scan/Rescan	Press this button to begin the scanning process or to rescan an image depending on the option available.
Insert Item	It is possible to insert items after you have completed your initial scan process. Refer to the Insert Item section on page 81 for more information.
Scan Simulate	Pop-up prompt asking user to enter non-paper item codeline. This is for testing purposes only.
Update Item	Highlight the line of data you want to update and select this button.
Delete Item	Highlight the line of data you want to delete and select this button.
Capture Complete	When you have finished scanning all checks for the deposit, select this button.
Accept Image	If there is a check with an Image Quality of "Failed", highlight that row of data and select Accept Image to select the image despite its reason for failure or rescan the image. The Image Quality changes from Failed to Accepted.
Suspend Scan	Select this button to stop the scanning process, suspend the current deposit, and display the deposit status screen.
Submit Deposit	This button will only display when the deposit is free of errors.  As an approver, you can submit deposits for approval. When you have scanned your checks and saved your deposit, press the <b>Submit Deposit</b> button.
Detect Double-Feed	Select this button to stop the scanning process if a piggyback item is detected by the scanner. Double fed items will be treated as any other jam for resolution. If this box is unchecked, piggyback items will be passed through the scanner without stopping.

The following menu items are accessible from all windows in Web Capture.

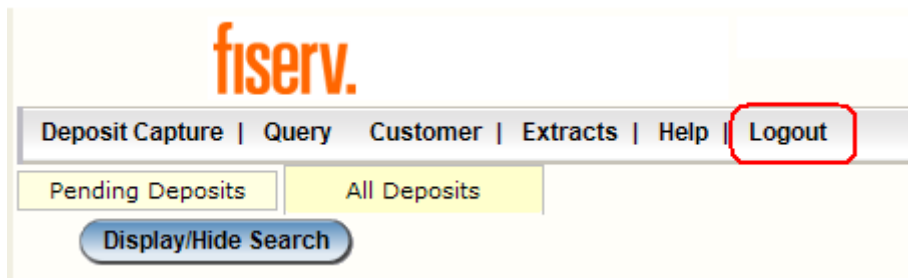
	Press this button to return to the <i>Web Capture Home</i> window.

The following menu items are accessible from the windows with listed items in Web Capture. For example, the *View Customers* window displays this menu if there are more than 10 items.

	Press this button to create a new item. For example, if you are working in the <i>View Customers</i> window, press this button to add a new customer.
	Press this button to refresh the window with the most current information.
	Press the single arrow to go to the next page. Press the single arrow with the bar to go to the last page.
	Press the single arrow to go to the previous page. Press the single arrow with the bar to go to the first page

## Logout

When you select the **Logout** option from the top, depending on your system's configuration, one of the following will happen:





## Tips for a Successful Scanning Experience

- 1) Prep work thoroughly removing all tapes, staples, paper clips and check for folded corners.
- 2) Jog and fan checks thoroughly before feeding through scanner to avoid piggy-backing.
- 3) When items scan crooked, check all fields to verify information scanned correctly.
- 4) If more than one person is using the device, make sure there are no out-of-balance batches prior to beginning new capture.
- 5) The scanning device may have trouble reading:
  - \*Items written in ink other than black
  - \*Checks written lightly or illegibly
  - \*Amounts and Account Numbers written on or outside lines
  - \*Checks which have been folded, creased or mutilated
- 6) All fields must be corrected and input into the appropriate fields on a transit item.

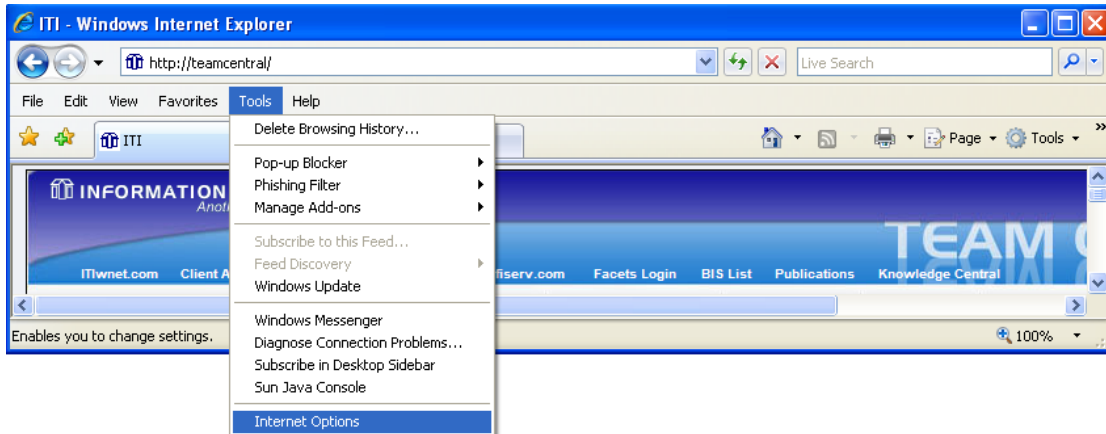
## Web Capture Client Workstation Installation

**Please make sure that the ActiveX has been activated before installing SCO software. Please note: remote deposit is only compatible with Internet Explorer browser.**

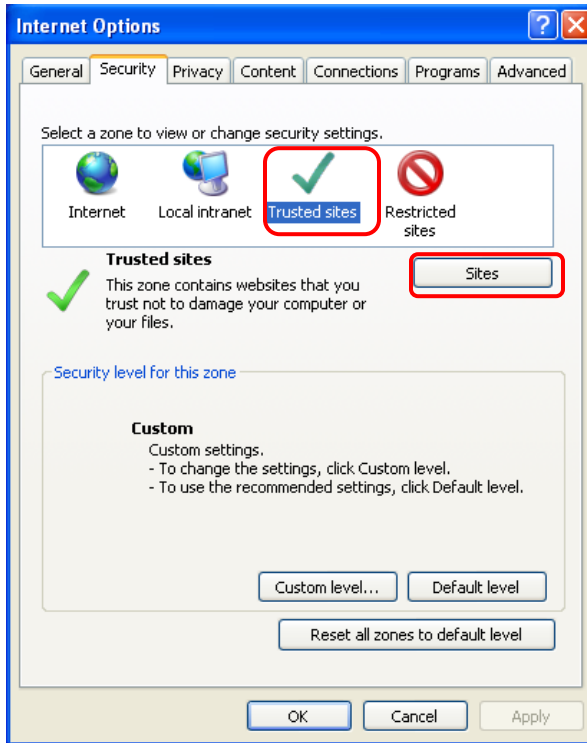
### Goto the Internet Explorer Browser Settings:

The following information will allow you to implement Active X controls at a site with the same level of security as .Net and Java.

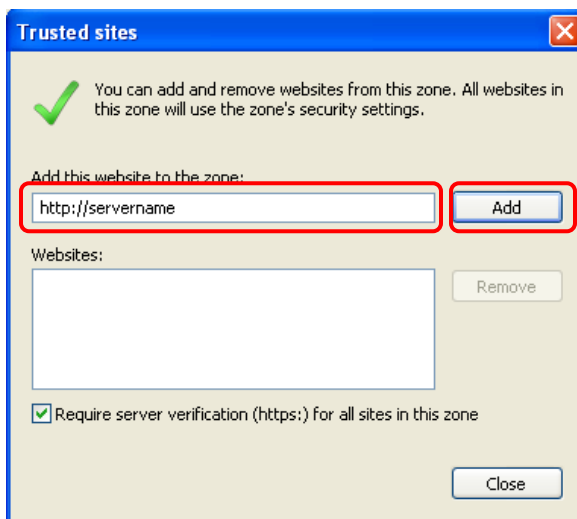
1. Open Internet Explorer
2. Click on Tools > Internet Options



3. Select the **Security** Tab
4. Select the **Trusted Sits**
5. Click the **Sites** button

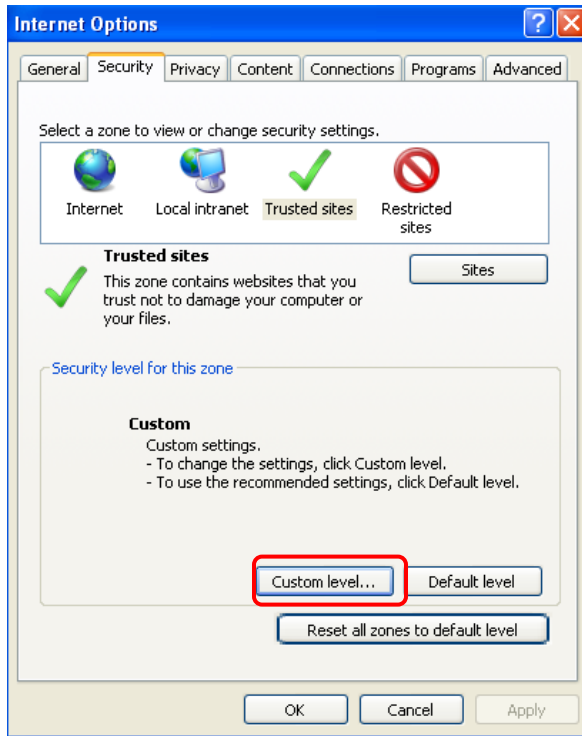


6. Enter the website for Web Capture (ex: **https://secure.bankcherokee.com**)
7. Click the **ADD** button
8. Click Close



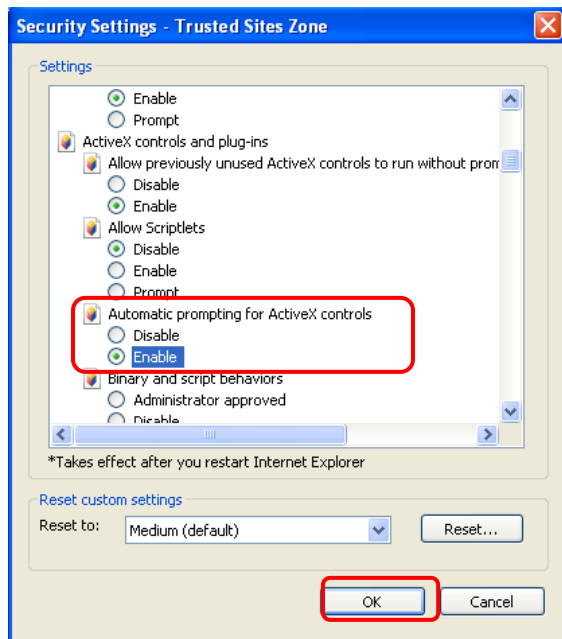


9. Click **Custom level** button



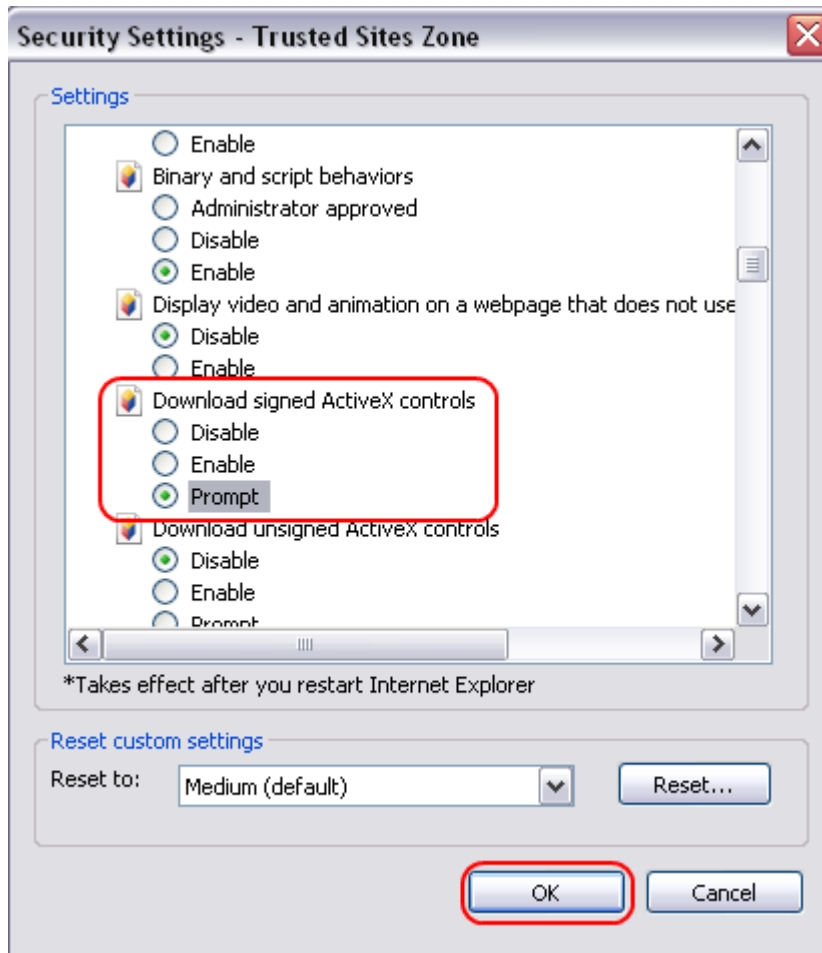
10. Scroll down and locate the “**Automatic Prompting for ActiveX controls**” section

11. Check the Radio button next to **Enable**



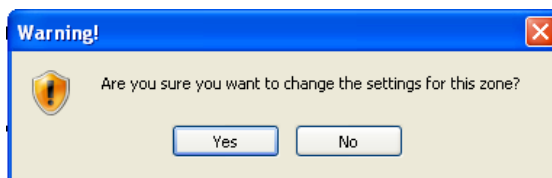
12. Locate the “**Download signed ActiveX controls**” section

13. Check the radio button next to **Enable**



14. Click OK

15. Click Yes



16. Click **OK**



17. Close Internet Explorer

18. Re-launch the Web Capture web site


## Scanner Driver Installation

Go to [www.bankcherokee.com/en/business/scannerdrivers.aspx](http://www.bankcherokee.com/en/business/scannerdrivers.aspx)

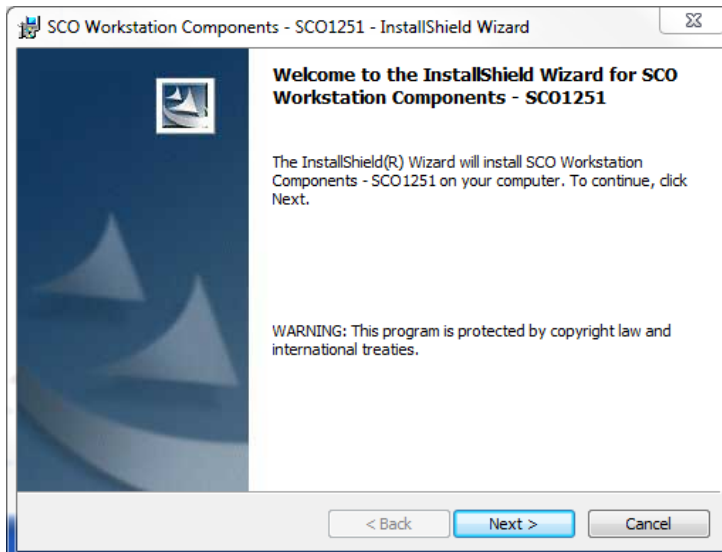
1. Download the “**Merchant Capture Defaults**” and the scanner driver for your particular model.

2. Install “**Merchant Capture Defaults**” first. Locate where you saved **Merchant\_Capture\_Defaults.zip** file and open it.

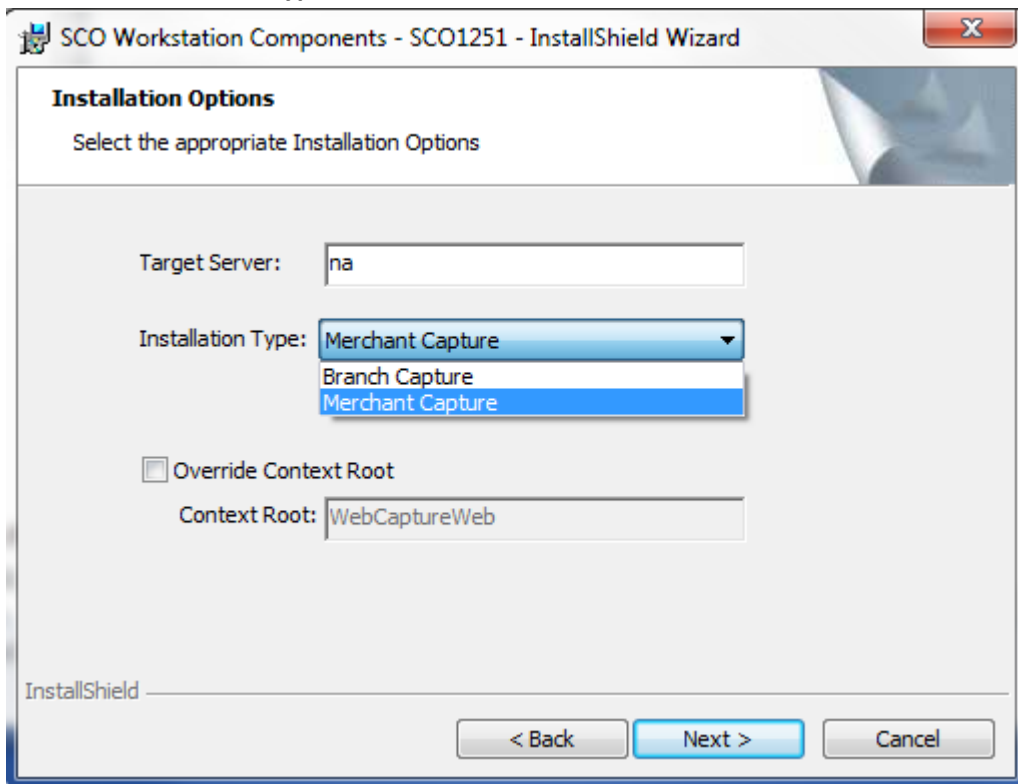
Double click on the file “**Merchant Capture Defaults.EXE**”

Name	Type
 Merchant Capture Defaults.EXE	Application

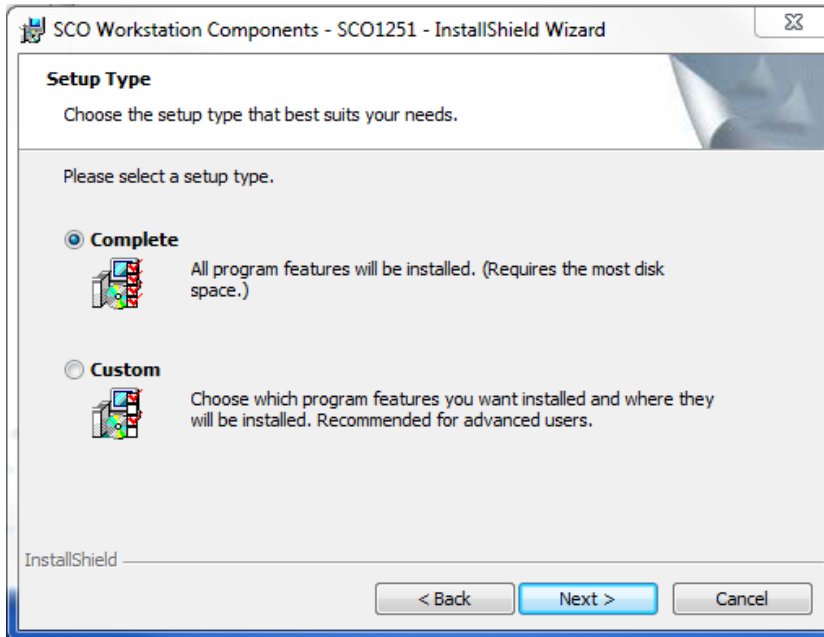
3. Click Next.



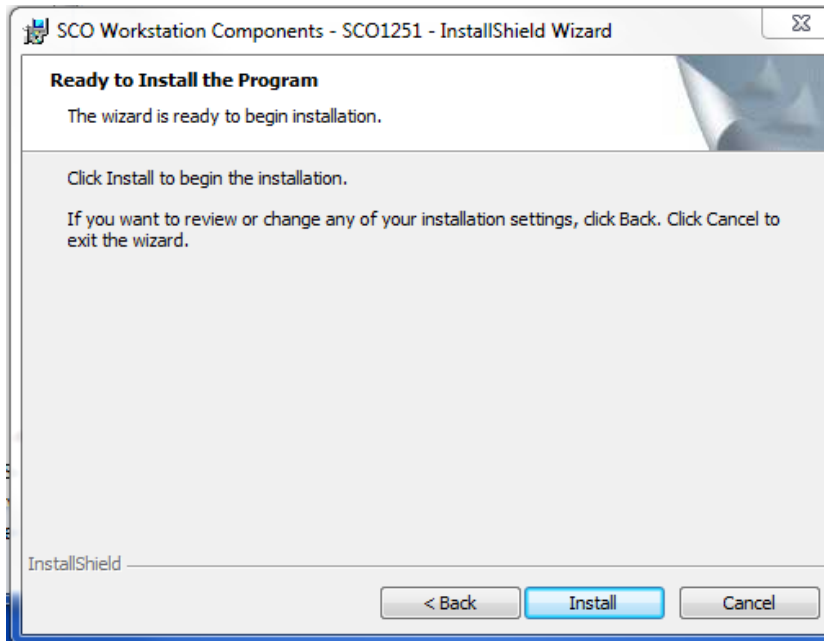
4. Type "na" in the field for **Target Server** and select **Merchant Capture** from the drop-down menu for **Installation Type**. Click Next.



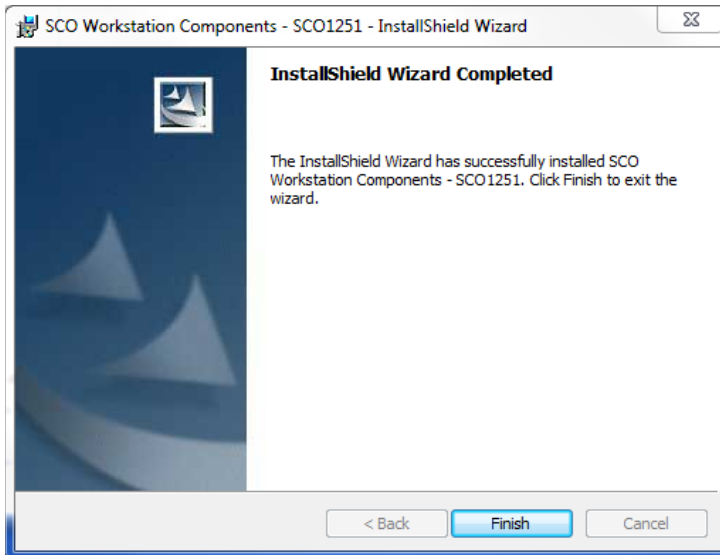
5. Click Next.



6. Click Install.



7. Click Finish.



Now it is time to install the scanner driver. Locate the scanner driver you downloaded. **Make sure the scanner is unplugged from your computer – this is VERY important!!!**

Open up the file and double click on the “.exe” file and simply accept the default settings. Once installed, plug in the scanner. You should be ready to go.

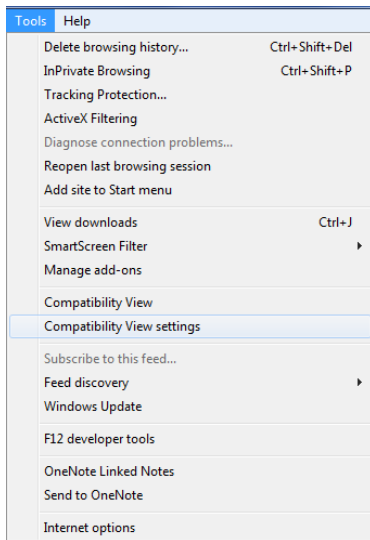
## Internet Explorer Versions 10 & 11

If using IE 10 or IE 11 you'll need to be in compatibility mode.

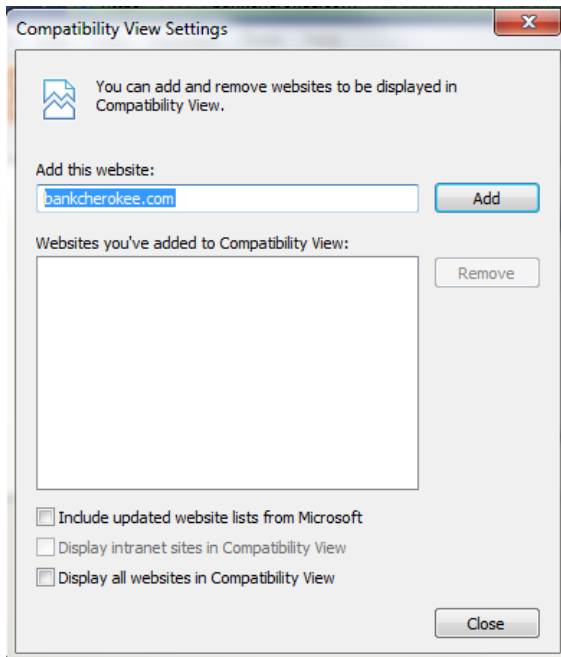
1. Go to the remote deposit login page:

<https://secure.bankcherokee.com/WebCaptureWeb/MerchantCapture.do?appId=EB11450&FD=096000580>

2. Open up Tools and select Compatibility View Settings.



3. You should see “**bankcherokee.com**” in the **Add this website:** field. If not, go ahead and type it in. Click Add. Then click Close. You are now in compatibiltiy mode.



## Scanner Maintenance

Make sure to blow out the scanner daily and complete a thorough cleaning once a week using cleaning cards.