



Source Capture Optimization **Merchant Daily Procedures**

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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.bankcherokee.com

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

Scanner Drivers are located at www.bankcherokee.com. Go to **Business Banking** and select **Remote Deposit Drivers**. Go to page 29 for set-up instructions.

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

Merchant Capture Login

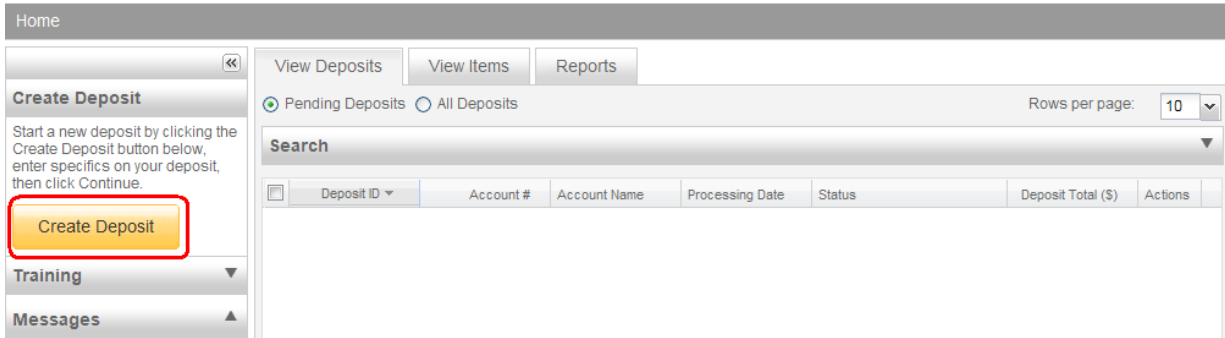
User Id:

Password:

Login

How to Capture a Batch or Deposit:

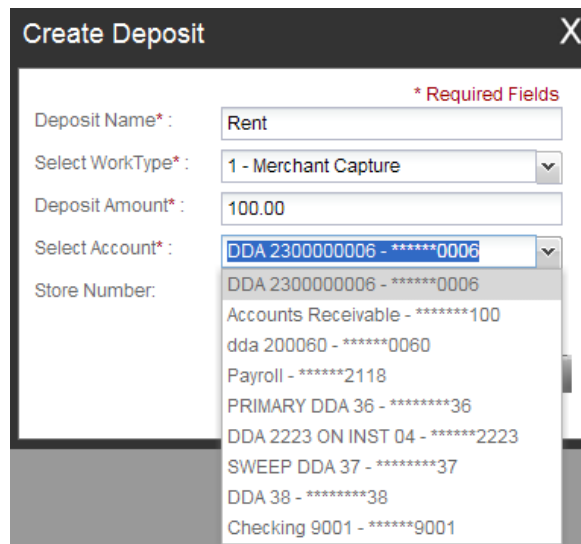
1. To begin scanning a deposit, click on **Create Deposit** located in the upper left hand corner.



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

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.
Store Number	Enter a store number or location number, if desired.

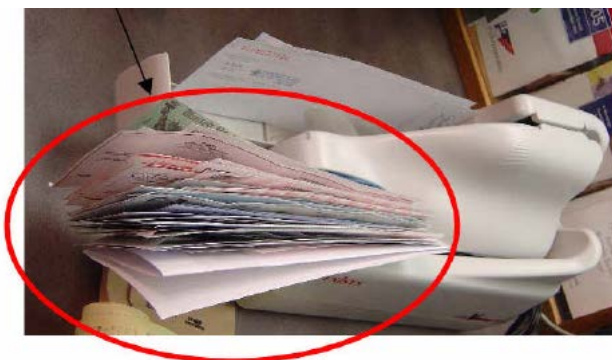
Selecting an account: When you click in the Select Account text area, a drop down list of available deposit accounts displays. To find an account you can scroll through the list using the scroll bar or Up/Down arrow keys.



Preparing Documents (or batches) for Scanning:

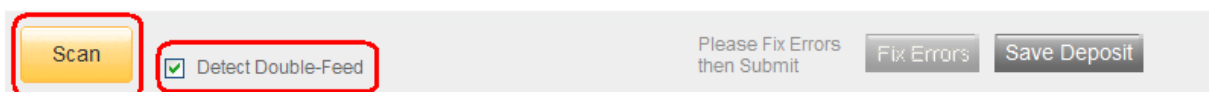
- Check the batch for **staples, paper-clips and calculator tape, etc.** and remove these items. These items will cause the scanner to jam.
- Ensure all documents are **facing in the same direction** and **not upside down**.
- **Jog** the documents straight so all documents are stacked together, this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

Get Ready to Scan:

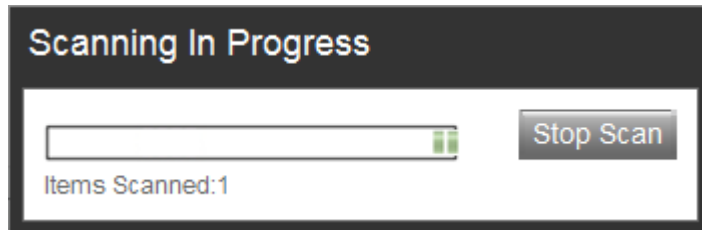


1. Place the documents (straight and even) into the hopper. (See picture at the left)
2. Pull the first item out slightly so the scanner rollers will have something to grab.
3. Always make sure ‘**Detect Double-Feed**’ is selected before proceeding to scan items. This will ensure any duplicated items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

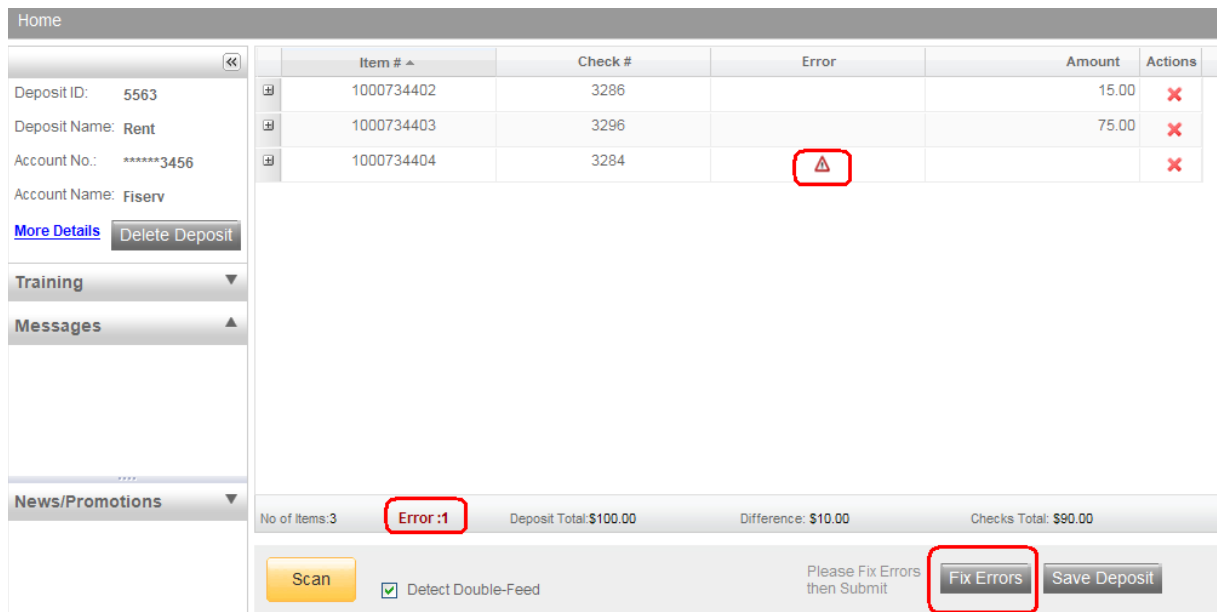
4. Click **Scan** highlighted in green at the bottom left side of the screen to begin scanning the deposit.



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, click **Fix Errors** to begin fixing exceptions within the deposit.



The screenshot shows a software interface for deposit processing. On the left, there is a sidebar with fields for Deposit ID (5563), Deposit Name (Rent), Account No. (*****3456), and Account Name (Fiserv). Below these are buttons for "More Details" and "Delete Deposit", and sections for "Training" and "Messages". The main area contains a table with columns: Item #, Check #, Error, Amount, and Actions. The table has three rows, with the third row (Item # 1000734404, Check # 3284) having a warning icon in the Error column. Below the table, a summary bar shows "No of Items: 3", "Error: 1", "Deposit Total: \$100.00", "Difference: \$10.00", and "Checks Total: \$90.00". At the bottom, there are buttons for "Scan", "Fix Errors", and "Save Deposit", along with a checkbox for "Detect Double-Feed".

Item #	Check #	Error	Amount	Actions
1000734402	3286		15.00	✘
1000734403	3296		75.00	✘
1000734404	3284	⚠		✘

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 **“Fix Errors”** all items that require correction are presented in light **Pink**. Update the needed fields and then hit **Enter**.

Home

Deposit ID: 5563
 Deposit Name: Rent
 Account No.: *****3456
 Account Name: Fiserv
[More Details](#) [Delete Deposit](#)

Training
 Messages
 News/Promotions

Error Correction

⚠ Error in MICR fields

Item #:1000734404

GEORGE WASHINGTON 3284
 4458 BROOKSIDE DRIVE
 LINCOLN, NE 68516

DATE _____

PAY TO THE ORDER OF John Adams \$ 10.00
Ten & 00/100 DOLLARS

FISERV
 ITI DEPOSIT AUTOMATION
 255 FISERV DRIVE
 BROOKFIELD, WI

MEMO **SAMPLE VOID**

⑆ 23456780⑆ 200050⑈ 3284

Serial	Transit	Account	Check	Amount
	123456780	200050	3284	

Press enter to update field

No of Items: 3 **Error: 1** Deposit Total: \$100.00 Difference: \$10.00 Checks Total: \$90.00

[Scan](#) Detect Double-Feed Please Fix Errors then Submit [Fix Errors](#) [Save Deposit](#)

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

Home

✓ Success. All Errors Fixed.

Item #	Check #	Error	Amount	Actions
1000734402	3286		15.00	✗
1000734403	3296		75.00	✗
1000734404	3284		10.00	✗

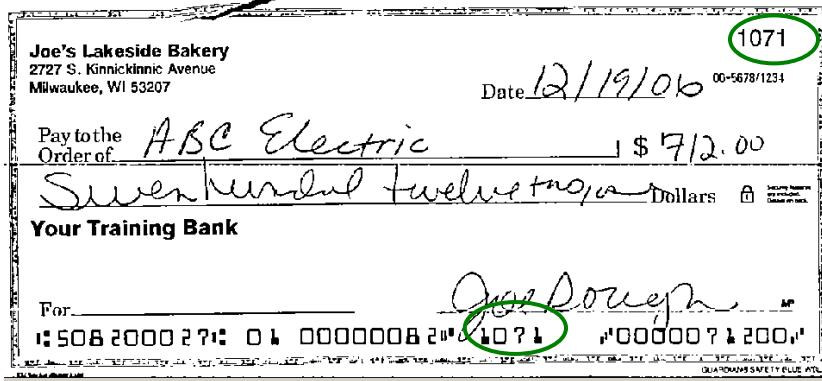
No of Items: 3 **Error: 0** Deposit Total: \$100.00 Difference: \$0.00 Checks Total: \$100.00

[Scan](#) Detect Double-Feed Please Fix Errors then Submit Submit Deposit [Save Deposit](#)

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:



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:

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. Click **Submit Deposit** to send the deposit to the financial institution. If you're not ready to submit the deposit at this time and would like to return to the deposit later, click **Save Deposit**.

Home

Deposit ID: 5569

Deposit Name: Rent

Account No.: *****3456

Account Name: Fiserv

[More Details](#) [Delete Deposit](#)

Training

Messages

News/Promotions

Item # ^	Check #	Error	Amount	Actions
1000735002	3286		15.00	✖
1000735003	3296		75.00	✖
1000735004	3284		10.00	✖

No of Items: 3
Error : 0
Deposit Total: \$100.00
Difference: \$0.00
Checks Total: \$100.00

Scan

Detect Double-Feed

Please Fix Errors then Submit

Submit Deposit

Save Deposit

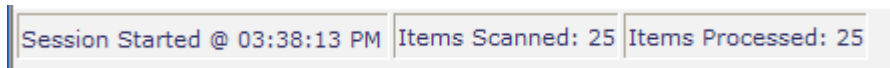
Common Status Bar :

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:

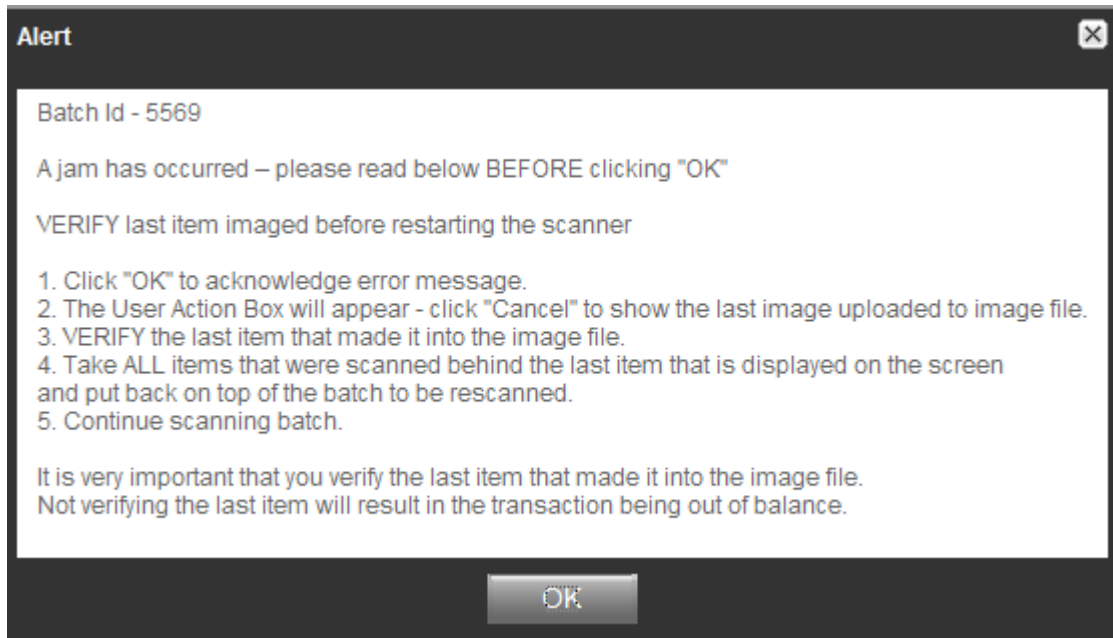
- Total # of items scanned
- Total # of items processed (uploaded)
- Current Batch that is being processed
- Link to the Upload Monitor that will show summary details for the currently processing batch

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:



- Clear the document(s) from the machine making sure **not to damage** the documents or the scanner, then **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.

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.

How to Delete an Item within a Deposit:

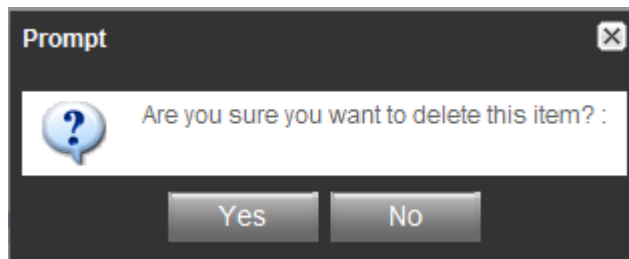
To delete an item, the item will 1st need to be located on the grid, select the row which will allow the system to display the front image. Verify the item selected is the correct item that needs to be deleted.

- 1) Highlight the appropriate MICR line, which will display the corresponding image. Then click the Delete Item icon as shown below.

✓ Success. All Errors Fixed.

	Item # ▲	Check #	Error	Amount	Actions
+	1000734402	3286		15.00	✖
+	1000734403	3296		75.00	✖
+	1000734404	3284		10.00	✖

3. Select 'Yes' to delete the item out of the batch. If No 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:

1. To remove a deposit while currently in the deposit, select the **Delete Deposit** button.

Home

Deposit ID: 5563
 Deposit Name: Rent
 Account No.: *****3456
 Account Name: Fiserv

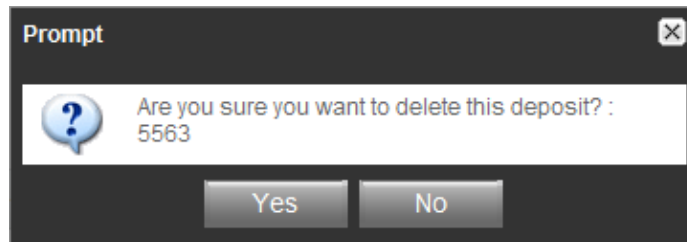
[More Details](#) **Delete Deposit**

Item #	Check #	Error	Amount	Actions
1000734402	3286		15.00	X
1000734403	3296		75.00	X
1000734404	3284		10.00	X

No of Items: 3 Error: 0 Deposit Total: \$100.00 Difference: \$0.00 Checks Total: \$100.00

Scan Detect Double-Feed Please Fix Errors then Submit Submit Deposit Save Deposit

2. Upon selecting the **Remove Deposit** button, you will receive the following warning:



3. Select **Yes** to proceed with the removal of the Batch or **No** to return to the *Deposit Capture* window and carry on with the same batch.
4. To remove a batch from the Home screen, place a check next to the appropriate deposit, then click **Remove**.

View Deposits View Items Reports

Pending Deposits All Deposits Rows per page: 10

Search

Deposit ID	Account #	Account Name	Processing Date	Status	Deposit Total (\$)	Actions
5569	*****3456	Fiserv	2011-5-06	SUSPENDED	0.00	[Icons]
5563	*****3456	Fiserv	2011-5-04	READY FOR APPROVAL	100.00	[Icons]
<input checked="" type="checkbox"/> 5561	*****3456	Fiserv	2011-5-04	SUSPENDED	0.00	[Icons]
5528	*****3456	Fiserv	2011-4-18	SUSPENDED	0.00	[Icons]
5527	*****3456	Fiserv	2011-4-18	READY FOR APPROVAL	208.50	[Icons]
5526	*****3456	Fiserv	2011-4-18	READY FOR APPROVAL	280.50	[Icons]

Displaying 1 - 6 of 6 Page 1 of 1 Submit **Remove**

Enlarging the Image:

To view the image of an item, click the + sign next along the left for the appropriate item. 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.

	Item # ^	Check #	Error	Amount	Actions
	1000734402	3286		15.00	
	1000734403	3296		75.00	
	1000734404	3284		10.00	

After clicking the + sign

Item # ^	Check #	Error	Amount	Actions
1000734402	3286		15.00	

Front Back

Serial	Transit	Account	Check	Amount	
<input type="text"/>	123456780	200050	3286	15.00	Press enter to update field

No of Items: 3	Error: 0	Deposit Total: \$100.00	Difference: \$0.00	Checks Total: \$100.00
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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.

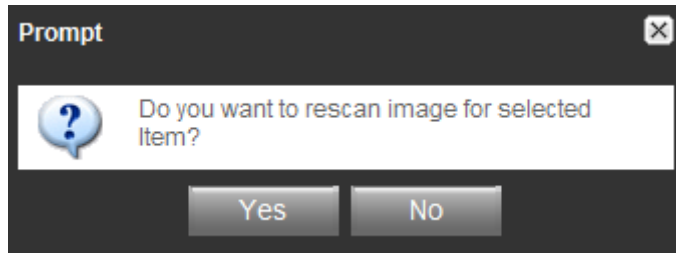
If a '**Poor Image Quality**', the captured image had failed the Image Quality test. This will show after you have clicked **Fix Errors**.

- 1) This is an image quality suspect, and you need to view the image to ensure that it is acceptable.
- 2) Examine the images of the front and back of the check to determine if it's acceptable.
- 3) If the image of the item is not acceptable then select rescan to replace the current image.
- 4) To delete item out of the deposit, click **Delete**
- 5) To accept the image as is, click **Accept** to keep the item within the deposit

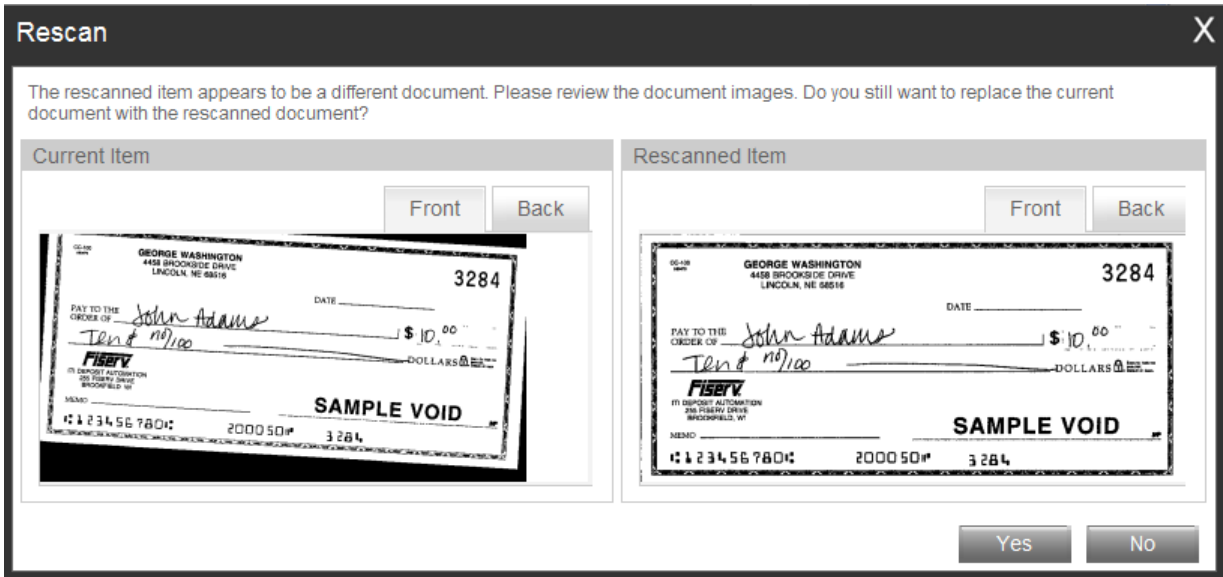
The screenshot displays a web application interface for deposit processing. On the left, a sidebar contains navigation options: Home, Deposit ID: 5568, Deposit Name: Rent, Account No.: *****3456, Account Name: Fiserv, More Details, Delete Deposit, Training, Messages, and News/Promotions. The main content area is titled 'Error Correction' and features a red warning banner that reads 'Poor Image Quality'. Below this banner is a check image with the following details: GEORGE WASHINGTON, 4428 BROOKSIDE DRIVE, LINCOLN, NE 68516, 3284, PAY TO THE ORDER OF John Adams, \$10.00, Rent 10/100, FISERV, IT'S DEPOSIT AUTOMATION, 200 FISERV DRIVE, BROOKFIELD, WI, MEMO, 234567801, 200050, 3284, and a 'SAMPLE VOID' watermark. To the right of the check image are 'Front' and 'Back' view options and a summary box showing Item #:1000734904, Check #:**, and Amount:10.00. Below the check image are three buttons: 'Accept', 'Delete', and 'Rescan'. At the bottom of the interface, a status bar shows 'No of Items:3', 'Error :2', 'Deposit Total:\$100.00', 'Difference: \$0.00', and 'Checks Total: \$100.00'. A 'Scan' button is on the left, and 'Please Fix Errors then Submit', 'Fix Errors', and 'Save Deposit' buttons are on the right.

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

- 7) The system will give the following warning message:



- 8) 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:



- 9) If **Yes** is selected, the new item image replaces the original. If you select **No**, the system defers to the original item.

Duplicates:

Once all items have been scanned within the deposit, all exceptions have been addressed, 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)**.

'**Duplicate Item Detected**' will display at the top of the screen. This will display the images of items that our considered duplicate side by side, with the Current Item along the left and the item(s) from previous deposits along the right.

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

Error Correction

⚠ Duplicate Item Detected

Current Item

Front Back

GEORGE WASHINGTON
4458 BRIDGESIDE DRIVE
LINCOLN, NE 68516

DATE _____ 3286

PAY TO THE ORDER OF John Adams \$ 15.00

Fifteen & no/100 DOLLARS

FISERV
FTI DEPOSIT AUTOMATION
255 FISERV DRIVE
BROCKFIELD, WI

MEMO: SAMPLE VOID

⑆ 23456780⑆ 200050⑈ 3286

Item#: 1000734902 Check#: 3286

Amount: 15.00

Accept Delete

Items from Previous Deposits Displaying 1 of 1 duplicates

Front Back

GEORGE WASHINGTON
4458 BRIDGESIDE DRIVE
LINCOLN, NE 68516

DATE _____ 3286

PAY TO THE ORDER OF John Adams \$ 15.00

Fifteen & no/100 DOLLARS

FISERV
FTI DEPOSIT AUTOMATION
255 FISERV DRIVE
BROCKFIELD, WI

MEMO: SAMPLE VOID

⑆ 23456780⑆ 200050⑈ 3286

Previous Item Details

Deposit ID: 5563 Capture Operator: merchant

READY FOR APPROVAL

Capture Date: 05/04/2011 Status: APPROVAL

No of Items: 3 Error: 2 Deposit Total: \$100.00 Difference: \$0.00 Checks Total: \$100.00

Scan Detect Double-Feed

Please Fix Errors then Submit Fix Errors Save Deposit

Note: The information about the item from a previous deposit will display below the image. The system will display the following information when the last similar item was processed:

Deposit ID
Captured Operator
Capture Date
Status

To correct duplicates:

At this point you can delete the duplicate(s) by clicking **Delete** or click **Accept** to override the exception and accept the duplicate(s) item.

Once all duplicates are resolved, the message 'Success. All Errors Fixed' message will be displayed. The deposit is then ready to be submitted by clicking **Submit Deposit**.

The screenshot shows a web interface for deposit submission. At the top left, there is a 'Home' button. Below it, a sidebar contains 'Deposit ID: 5568', 'Deposit Name: Rent', 'Account No.: *****3456', and 'Account Name: Fiserv'. There are buttons for 'More Details' and 'Delete Deposit'. The main area features a green banner with a success message: 'Success. All Errors Fixed.' Below this is a table with columns: Item #, Check #, Error, Amount, and Actions. The table contains three rows of data. At the bottom, there is a summary bar with 'No of Items: 3', 'Error: 0', 'Deposit Total: \$100.00', 'Difference: \$0.00', and 'Checks Total: \$100.00'. At the very bottom, there are buttons for 'Scan', 'Detect Double-Feed' (checked), 'Please Fix Errors then Submit', 'Submit Deposit', and 'Save Deposit'.

Item #	Check #	Error	Amount	Actions
1000734902	3286		15.00	✗
1000734903	3296		75.00	✗
1000734904	3284		10.00	✗

Deposit Status:

Deposit Status is the first page displayed after a successful logon. You can also navigate to this page by selecting **Home** at the top left hand part of the screen as shown below.

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







This screenshot is identical to the one above, but with a red box highlighting the 'Home' button in the top left corner of the interface.

From this window, you can open a particular deposit by selecting the Open Deposit icon for the appropriate Deposit ID.

View Deposits | View Items | Reports

Pending Deposits All Deposits Rows per page: 10

Search

Deposit ID	Account #	Account Name	Processing Date	Status	Deposit Total (\$)	Actions
5568	*****3456	Fiserv	2011-5-06	READY FOR APPROVAL	100.00	
5563	*****3456	Fiserv	2011-5-04	READY FOR APPROVAL	100.00	
5561	*****3456	Fiserv	2011-5-04	SUSPENDED	0.00	
5528	*****3456	Fiserv	2011-4-18	SUSPENDED	0.00	
5527	*****3456	Fiserv	2011-4-18	READY FOR APPROVAL	208.50	
5526	*****3456	Fiserv	2011-4-18	READY FOR APPROVAL	280.50	







Displaying 1 - 6 of 6 Page 1 of 1 Submit Remove

Also from this window, you can View Deposit Details for a particular batch by selecting the View Details icon for the appropriate batch.

View Deposits | View Items | Reports

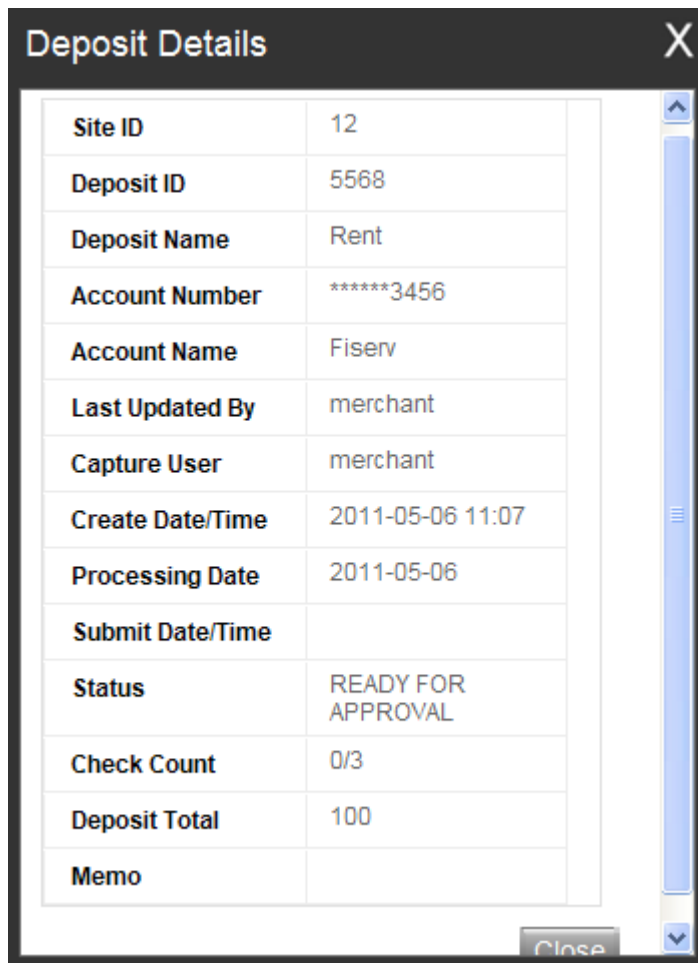
Pending Deposits All Deposits Rows per page: 10

Search

Deposit ID	Account #	Account Name	Processing Date	Status	Deposit Total (\$)	Actions
5568	*****3456	Fiserv	2011-5-06	READY FOR APPROVAL	100.00	
5563	*****3456	Fiserv	2011-5-04	READY FOR APPROVAL	100.00	
5561	*****3456	Fiserv	2011-5-04	SUSPENDED	0.00	
5528	*****3456	Fiserv	2011-4-18	SUSPENDED	0.00	
5527	*****3456	Fiserv	2011-4-18	READY FOR APPROVAL	208.50	
5526	*****3456	Fiserv	2011-4-18	READY FOR APPROVAL	280.50	

Displaying 1 - 6 of 6 Page 1 of 1 Submit Remove

After selecting the View Details option, a screen similar to the following will be displayed.



The screenshot shows a window titled "Deposit Details" with a close button (X) in the top right corner. The window contains a table with the following data:

Site ID	12
Deposit ID	5568
Deposit Name	Rent
Account Number	*****3456
Account Name	Fiserv
Last Updated By	merchant
Capture User	merchant
Create Date/Time	2011-05-06 11:07
Processing Date	2011-05-06
Submit Date/Time	
Status	READY FOR APPROVAL
Check Count	0/3
Deposit Total	100
Memo	

At the bottom right of the window, there is a "Close" button.

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

View Deposits | View Items | Reports

Pending Deposits All Deposits Rows per page: 10

Search

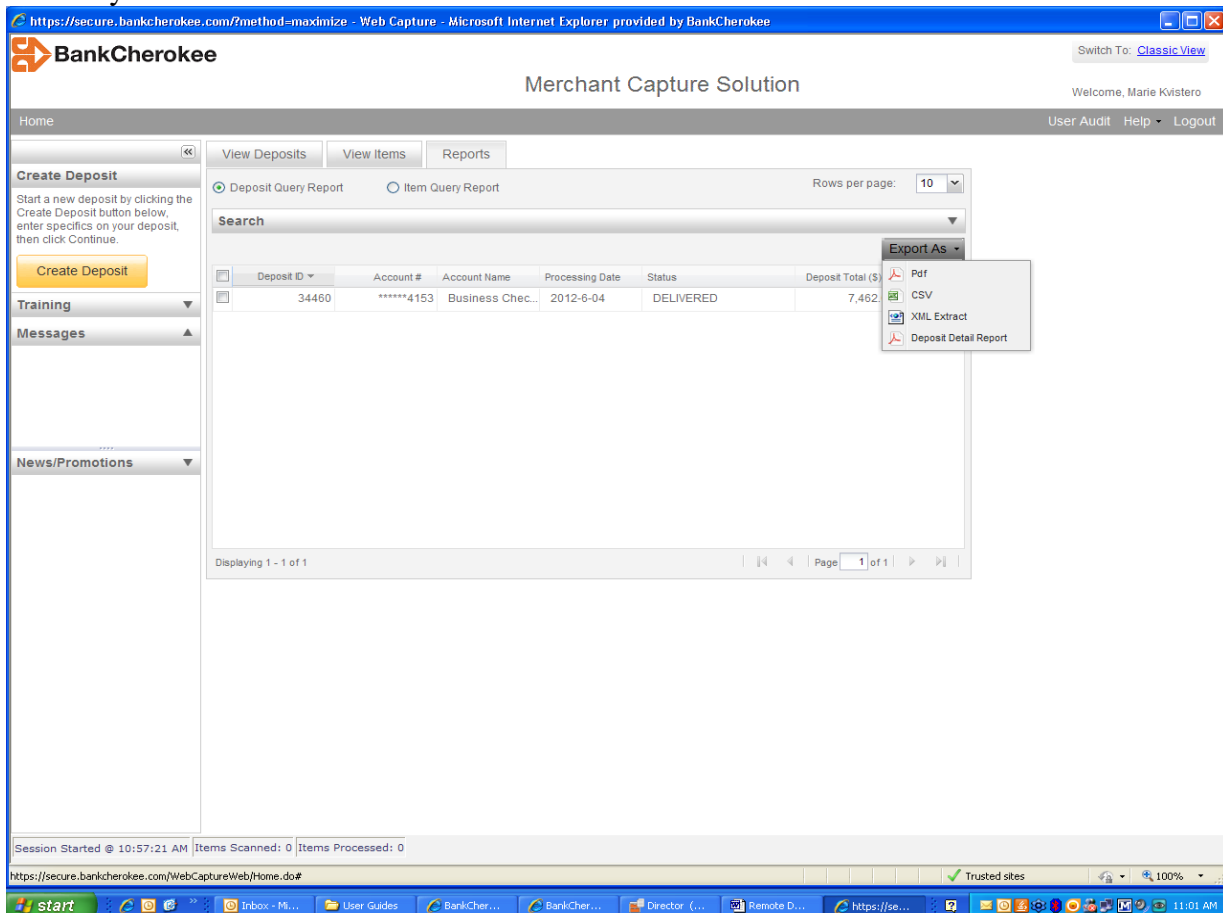
Deposit ID	Account #	Account Name	Processing Date	Status	Deposit Total (\$)	Actions
5568	*****3456	Fiserv	2011-5-06	SUBMITTED	100.00	[Icons]
5563	*****3456	Fiserv	2011-5-04	READY FOR APPROVAL	100.00	[Icons]
5561	*****3456	Fiserv	2011-5-04	SUSPENDED	0.00	[Icons]
5528	*****3456	Fiserv	2011-4-18	SUSPENDED	0.00	[Icons]
5527	*****3456	Fiserv	2011-4-18	READY FOR APPROVAL	208.50	[Icons]
5526	*****3456	Fiserv	2011-4-18	READY FOR APPROVAL	280.50	[Icons]

Displaying 1 - 6 of 6 Page 1 of 1 [Submit] [Remove]

On the View Deposits tab, select the **All Deposits** option if wanting to display all deposits, including deposits that have been submitted. Select the **Pending Deposits** option if wanting to display on those deposits that have not been submitted. (as shown above)

Reports:

Begin by selecting the **Reports** tab. To include Search Options, click the  select a Date and Amount Range. Select Deposit Detail Report for a complete deposit summary.



The screenshot displays the BankCherookee Merchant Capture Solution web application. The interface includes a navigation menu on the left with options like 'Create Deposit', 'Training', 'Messages', and 'News/Promotions'. The main content area is titled 'Merchant Capture Solution' and features tabs for 'View Deposits', 'View Items', and 'Reports'. The 'Reports' tab is active, showing a 'Deposit Query Report' with a search bar and a table of deposit records. An 'Export As' menu is open over the table, offering options: Pdf, CSV, XML Extract, and Deposit Detail Report. The table contains one record with the following data:

Deposit ID	Account #	Account Name	Processing Date	Status	Deposit Total (\$)
34460	*****4153	Business Chec...	2012-6-04	DELIVERED	7,462

At the bottom of the interface, a status bar shows 'Session Started @ 10:57:21 AM | Items Scanned: 0 | Items Processed: 0'. The browser's address bar shows the URL 'https://secure.bankcherookee.com/WebCaptureWeb/Home.do#'. The Windows taskbar at the bottom indicates the time is 11:01 AM.

https://secure.bankcherookee.com/?method-maximize - Web Capture - Microsoft Internet Explorer provided by BankCherookee

BankCherookee Merchant Capture Solution

Welcome, Marie Kvistero

User Audit Help Logout

Home: View Deposits View Items Reports

Create Deposit

Start a new deposit by clicking the Create Deposit button below, enter specifics on your deposit, then click Continue.

Create Deposit

Training

Messages

News/Promotions

View Deposits View Items Reports

Pending Deposits All Deposits

Rows per page: 10

Search

Deposit ID	Account #	Account Name	Processing Date	Status	Deposit Total (\$)	Actions
34460	*****4153	Business Chec...	2012-6-04	DELIVERED	7,462.08	View Deposit

Displaying 1 - 1 of 1

Submit Remove

Session Started @ 10:57:21 AM | Items Scanned: 0 | Items Processed: 0

Done

Trusted sites

100%

start

Inbox - M... User Guides BankCher... BankCher... Director (... Remote D... https://se...

11:03 AM

BankCherokee Merchant Capture Solution

Home

Deposit ID: 34460
Account No.: *****4153
Account Name: Business Checking

Item #	Check #	Error	Amount	Actions
1007957601	003		7,462.08	
1007957602	26115		412.02	
1007957603	024733		1,904.26	
1007957604	1094986		2,565.00	
1007957605	014053		2,580.00	


Export As -
 Pdf
 CSV
 Pdf with Images
 Extract Images

News/Promotions

No of Items: 5 Error: 0 Deposit Total: \$7,462.08 Difference: \$0.00 Checks Total: \$7,462.08

Session Started @ 10:57:21 AM | Items Scanned: 0 | Items Processed: 0

Item Query:

Begin by selecting the **View Items** tab. To include Search Options, click the  select a Date and Amount Range.

View Deposits **View Items** Reports

Rows per page: 10

Search

	Deposit ID	Item #	Transit	Account	Check	Amount	Actions
	5568	1000734904			3284	10.00	
	5568	1000734903	123456780	200050	3296	75.00	
	5568	1000734902	123456780	200050	3286	15.00	
	5568	1000734901	123456780	123456	9	100.00	

Displaying 1 - 4 of 4

Page 1 of 1

Click the **Advanced Search** option to make additional search criteria available.

Search

From Date* : 2011-05-06 To Date* : 2011-05-06 From Amount: To Amount:

[Advanced Search](#) Search Clear

Search



From Date* : 2011-05-06 To Date* : 2011-05-06 From Amount: To Amount:

Capture User: Account No: Serial No.: Routing No.:

ISN: Check: Item Type: Deposit ID:

Site ID: Customer No.: 123456780-12 Bank Id.: 123456780 Include Delete:

Search Clear

Click  along the left to display the image of the appropriate item. Click  to view the entire deposit.



Search

From Date*: To Date*: From Amount: To Amount:

Capture User: Account No.: Serial No.: Routing No.:

ISN: Check: Item Type: Deposit ID:

Site ID: Customer No.: 123456780-12 Bank Id.: 123456780 Include Delete:


Deposit ID	Item #	Transit	Account	Check	Amount	Actions
5568	1000734904			3284	10.00	 

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 Submit Deposit 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.

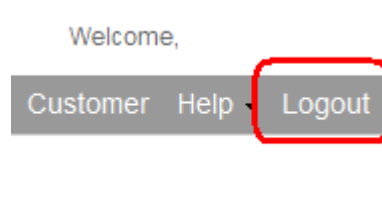
	Press this button to return to the <i>Web Capture Home</i> window.

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
 - *Checks which have been folded, creased or mutilated

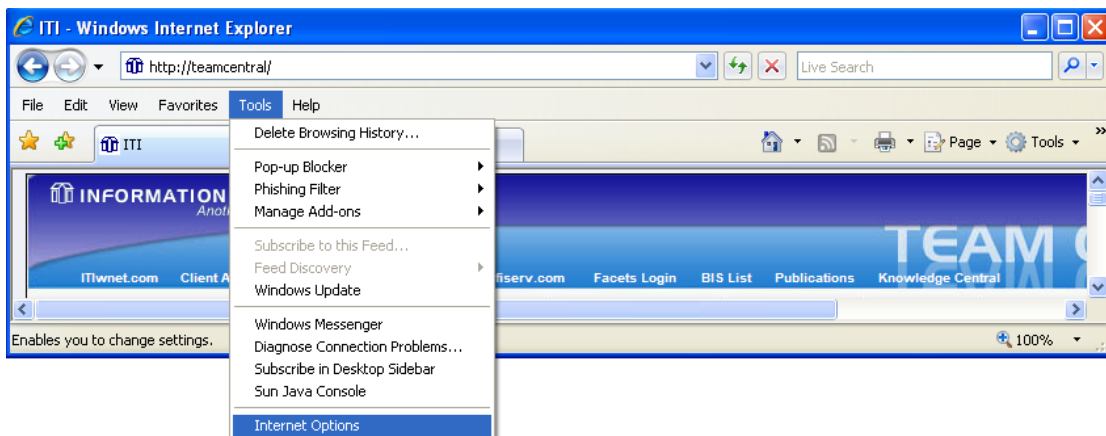
Web Capture Client Workstation Installation

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

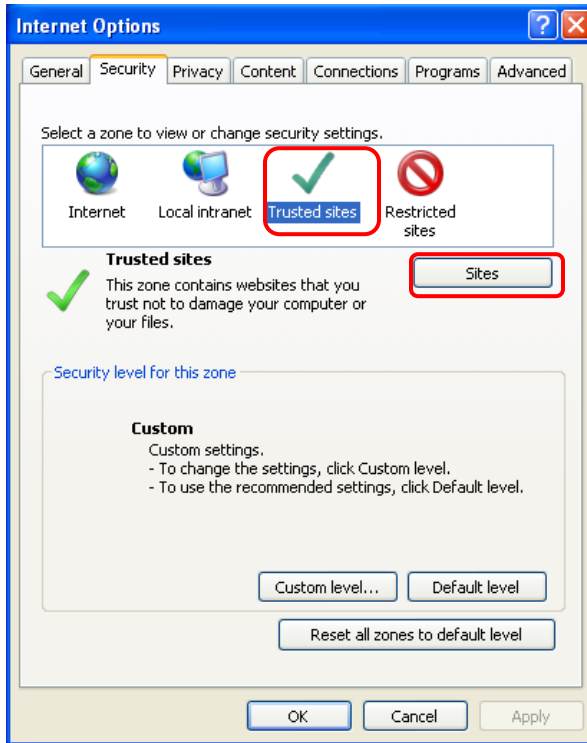
Go to the Internet Explorer Browser Settings:

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

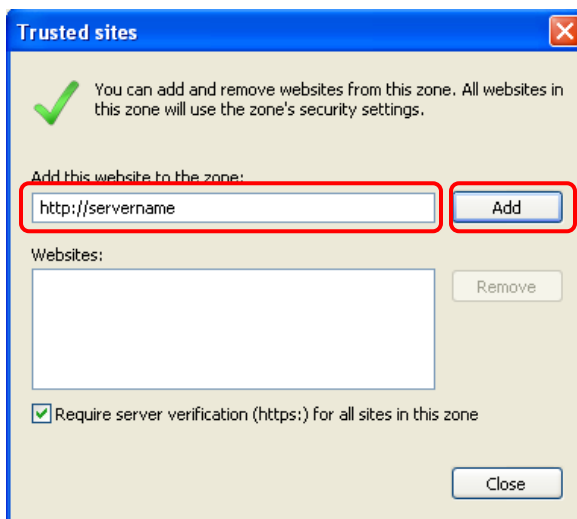
1. Open Internet Explorer
2. Click on Tools > Internet Options



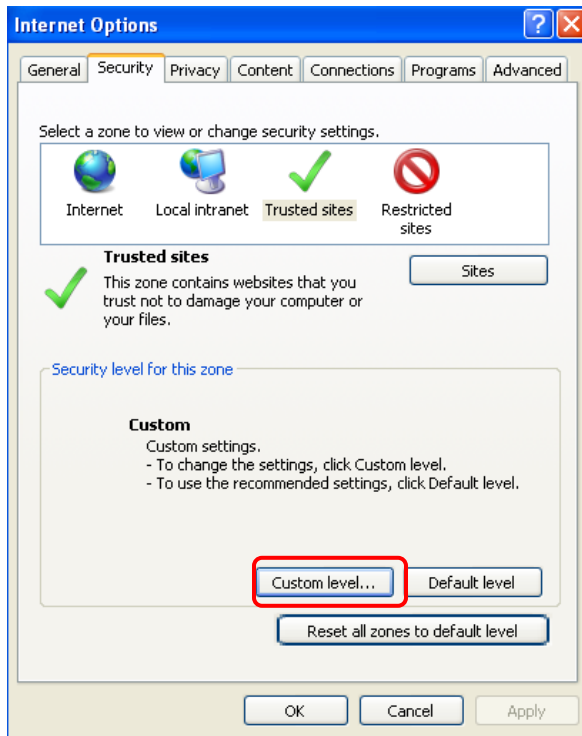
3. Select the **Security** Tab
4. Select the **Trusted Sits**
5. Click the **Sites** button



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

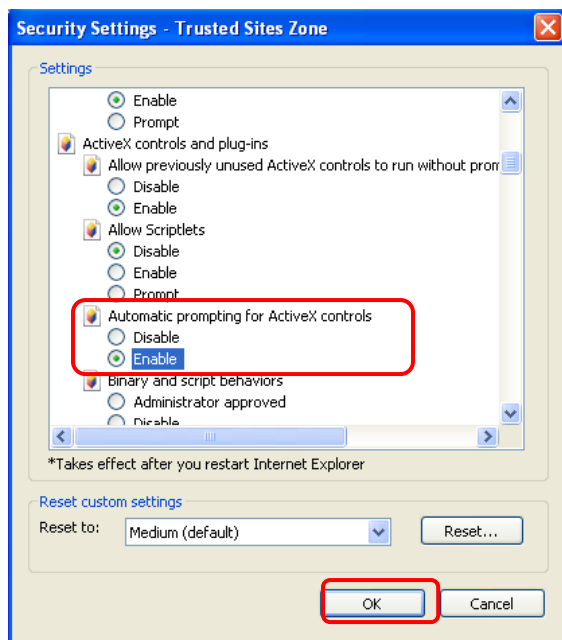


9. Click **Custom level** button

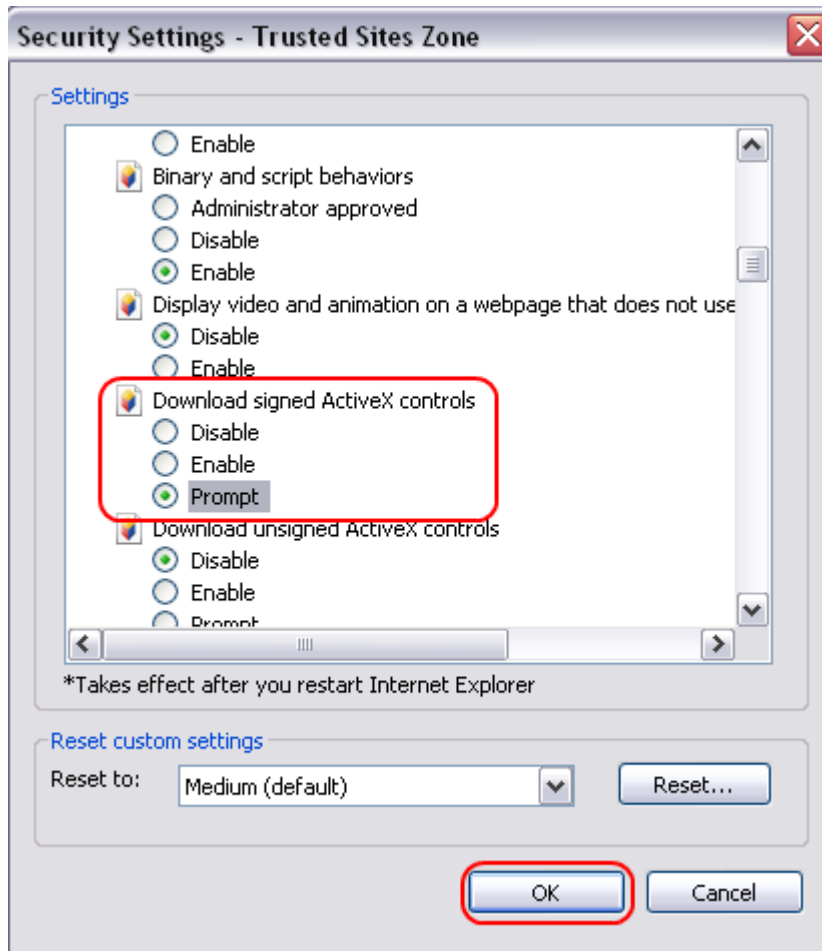


10. Scroll down and locate the “**Automatic Prompting for ActiveX controls**” section

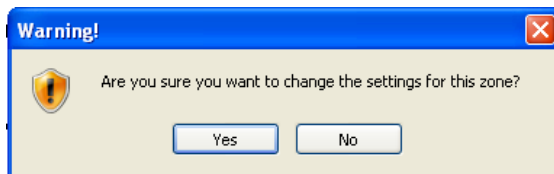
11. Check the Radio button next to **Enable**



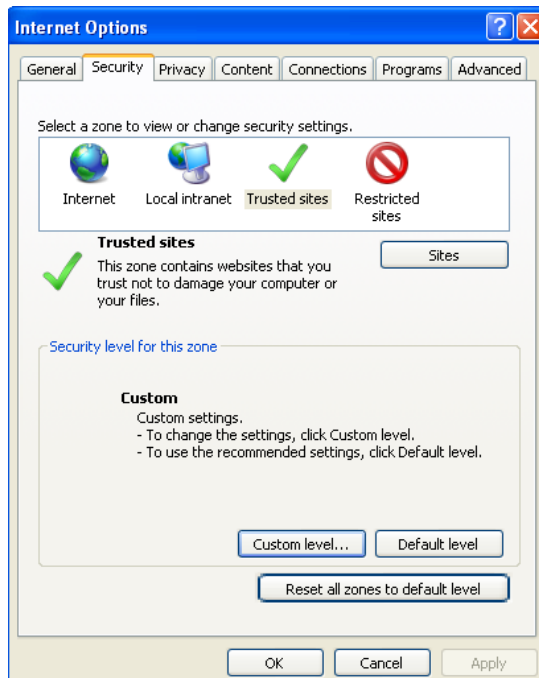
12. Locate the “**Download signed ActiveX controls**” section
13. Check the radio button next to Enable



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

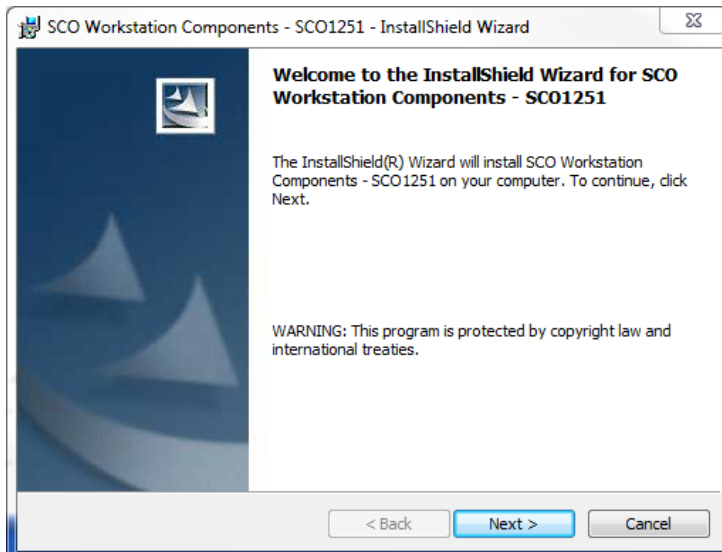
1. Download the “**Merchant Capture Defaults**” and the scanner driver for your particular model.

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

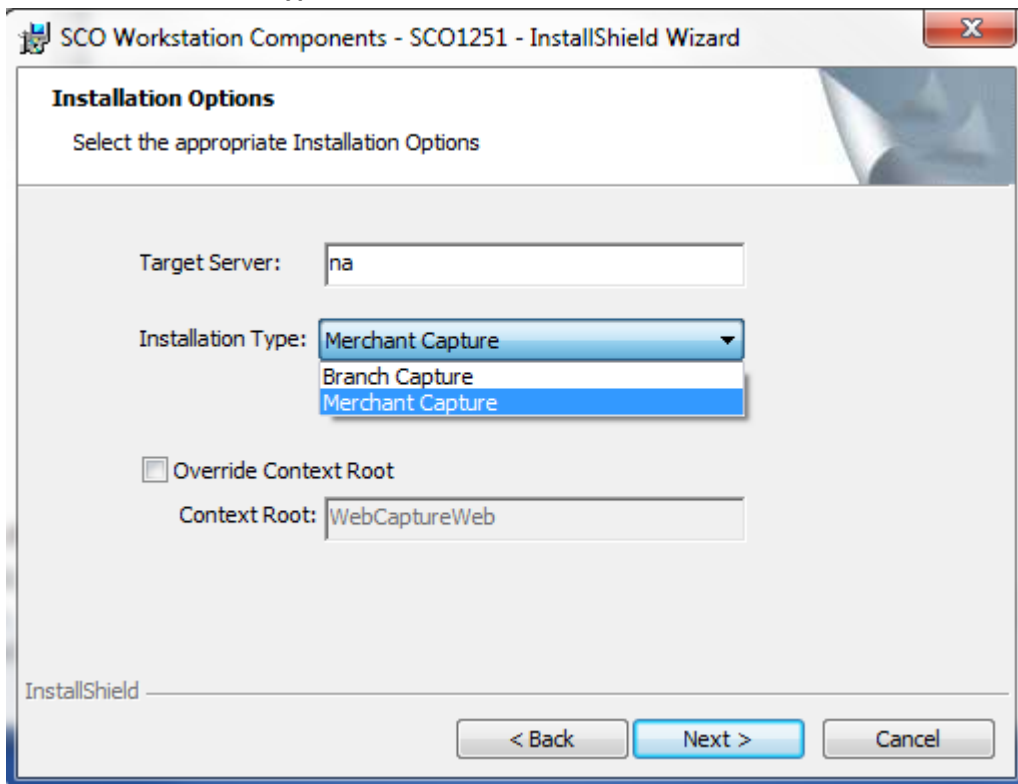
Double click on the file “**Merchant Capture Defaults.EXE**”

Name	Type
 Merchant Capture Defaults.EXE	Application

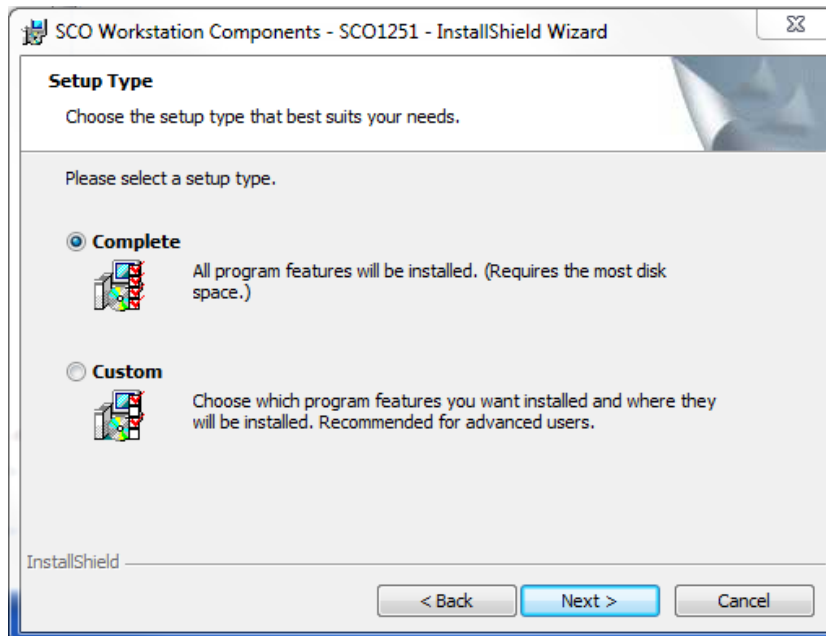
3. Click Next.



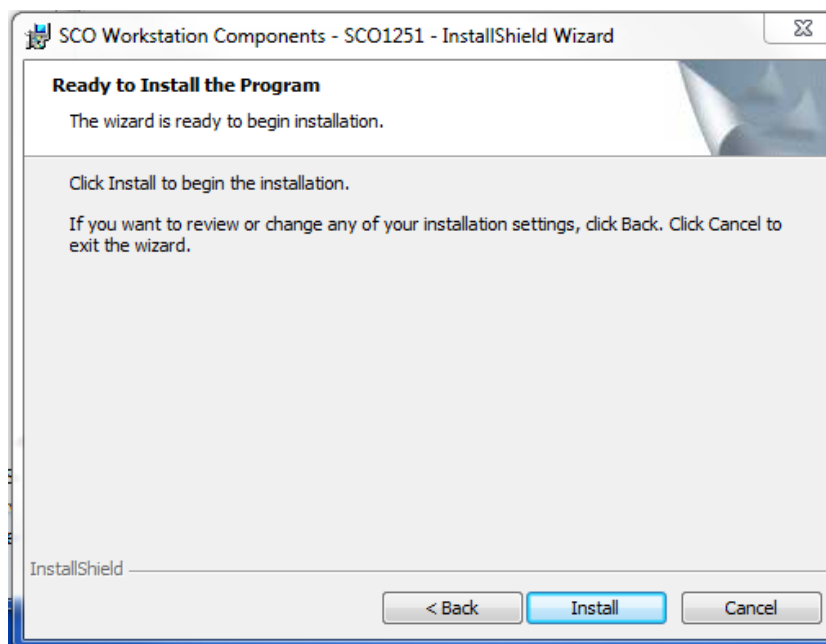
4. Type “na” in the field for **Target Server** and select **Merchant Capture** from the drop-down menu for **Installation Type**. Click Next.



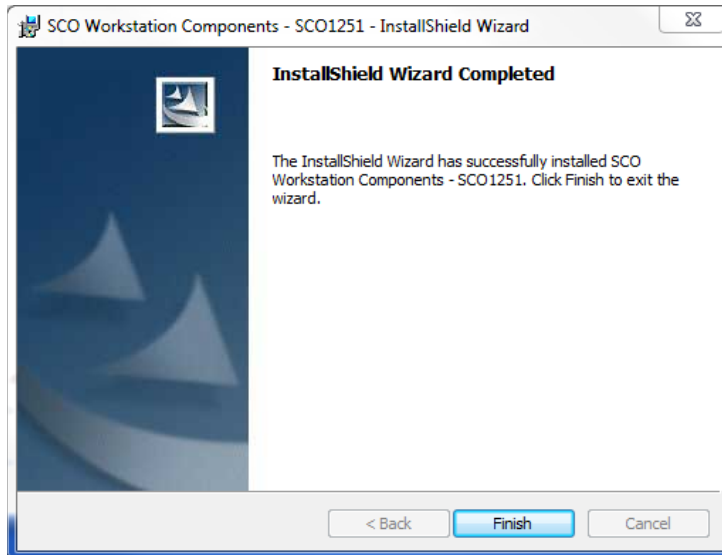
5. Click Next.



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.

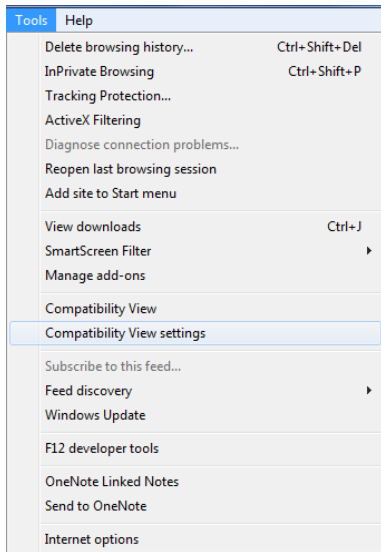
Internet Explorer Versions 10 & 11

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

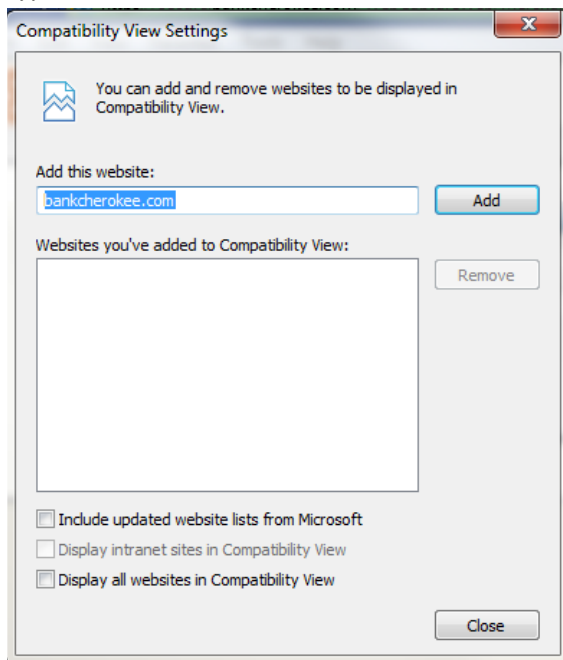
1. Go to the remote deposit login page:

<https://secure.bankcheroke.com/WebCaptureWeb/MerchantCapture.do?appId=EBI1450&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 compatibility mode.



Scanner Maintenance

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