

# REMOTE DEPOSIT CAPTURE

## Quick Tips

[Video tutorials](#) for Remote Deposit Capture are available on our website. Please visit [northshorebank.com](http://northshorebank.com) and navigate to Business > Cash Management > View Demos > Remote Deposit Capture for more information.

### Timing of Deposits & Items That May Not Be Deposited

Deposits submitted before 6:00 pm CST will be valued for same business day.

The following items CANNOT be deposited via RDC and MUST be deposited at a branch.

- Savings Bonds
- Any check not payable in U.S. Dollars
- Any foreign check
- Any check for which the depositor is not a holder in due course.
- Any stale-dated check (older than 180 days)
- Non-imageable items (checks that are not legible; i.e. too dark or too light)

### Instructions:

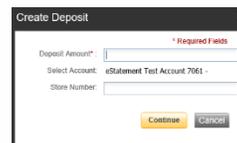
1. Log onto Business Online at [northshorebank.com](http://northshorebank.com).
2. Click on **Checks & Deposits** on the Menu bar.
3. Click on **Deposit Checks** to launch the Remote Deposit Capture module.
4. Click on **Create Deposit** on the left-hand side of the screen.



#### Checks & Deposits



5. In the pop-up screen, enter the total deposit amount. Then select the account from the dropdown menu and click **Continue**.



6. Prepare the checks for scanning.
  - Ensure all checks are aligned and facing in the same direction (as indicated on the scanner).
  - Do not overfill the hopper. Single-feed scanners will need to be fed one check at a time.

To fix errors:

- Any field requiring correction will be highlighted in pink in the **Fix Errors** window.
- Click the red triangle icon to correct error.
- Common errors include incorrect amount, check number, routing number, or account number
- Hit the **Enter** key after correcting error.

7. After the deposit is scanned and any errors are corrected, click **Submit**.

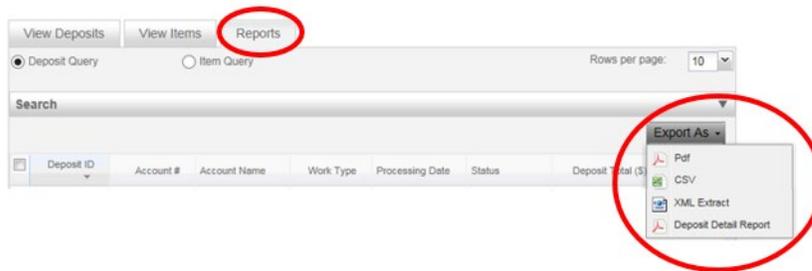


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## Printing and Saving Deposit Reports

- It is recommended that you print a copy of your deposit summary. These can be stored securely with your deposited items for 60 days or until the account statement has been reconciled. Deposited items should then be shredded.
- To save a PDF to your computer network showing the checks deposited in each batch:
  1. Click the **Reports** tab.
  2. Click the **View Deposits** icon to the right of the deposited batch you wish to print.
  3. A new window will open. Click the **Export As** button on the left-hand side of the screen.
- Select PDF for a summary report. This report can be printed and filed with the checks that were deposited.
- Select PDF with images. This report can be saved to a network drive for recordkeeping.

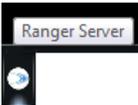


## Additional Tips

### Historical Check Images

- Online images of deposited items are available for 90 days. Historical images can be provided by request by calling 1-877-672-2265.

### Troubleshooting Tips

- Ensure **Submit** is selected when your deposit is ready for submission.
- At end of day, verify that all deposits are in **Submitted** or **Delivered** status. No deposits should be listed as **Pending**.
- If there is an error indicating **Transport Dead**, select the **Ranger Server** icon in the computer system tray. Right click the icon. If available, select the **Start Server** option. If **Stop Server** is an option, select it and then select **Start Server**. 
- If that does not resolve the error, clear all cookies and caches in your default browser or try another browser. Unplug scanner from the power supply and computer. Re-start your computer and plug the scanner back into the PC and power supply. Log back into [northshorebank.com](http://northshorebank.com) and try to create a new deposit.
- Scanner maintenance is important. If you run a high volume of checks, regularly clean with a scanner-cleaning card. The periodic use of canned air dusters is recommended to remove dust and check particles.
- If none of these tips resolve your issue, please contact our Treasury Solutions Support team at 800-270-7956 or [TreasurySolutions@northshorebank.com](mailto:TreasurySolutions@northshorebank.com).