

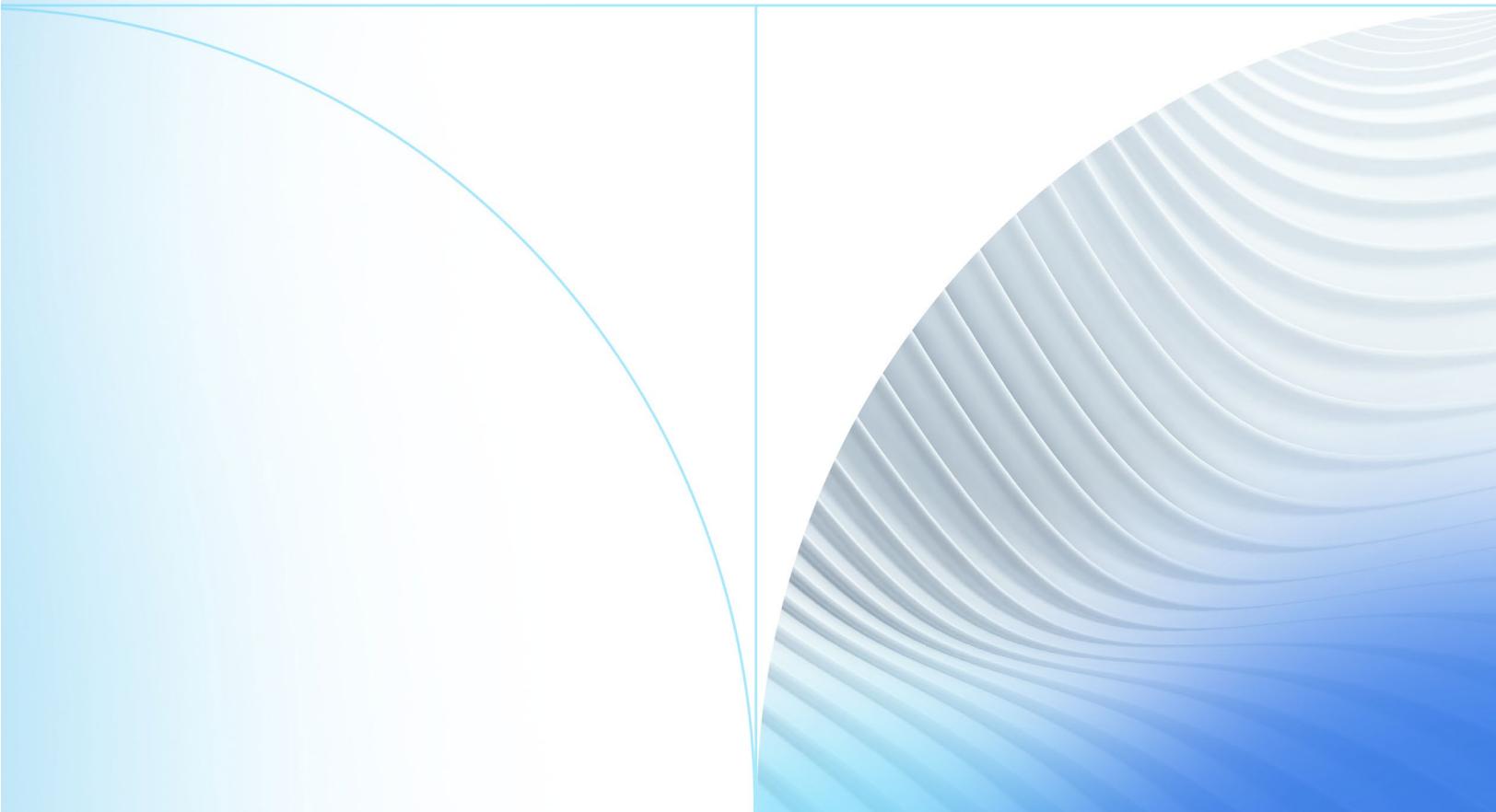


**Enterprise Payment Solutions  
(EPS)**

JHA SmartPay Business™

August 2023

# Remote Deposit Scan (RDS) Handbook



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## Introduction

The *Remote Deposit Scan Handbook* is a guide for processing transactions using the Remote Deposit Scan (RDS) application. Prior to working with the application, you should have received a login letter from your financial institution that contains the following information:

- A URL to the application
- Administrator login credentials, including a temporary password and company login name

User Name: <b>admin</b>
Temporary Password: <b>(see email)</b> Note: <i>The Financial Institution has the ability to reset the Admin password under Manage Customers, if necessary.</i>
Company: <b>Test 549086</b>

FIGURE 1: SAMPLE ADMINISTRATOR CREDENTIALS FROM LOGIN LETTER

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**NOTE:** Single sign-on users do not sign in via SmartPay Business; rather, they follow their financial institution's Remote Deposit Capture link to navigate directly to the SmartPay Business Dashboard.

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- Your Merchant ID and scanner model/serial number
- Instructions for any EPS Education training you wish to schedule

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**NOTE:** EPS Support is not available for training in the use of the application.

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In addition to the Login Letter, your financial institution may have provided you with the *Scanner Installation: Quick Start for RDS*, a guide that assists with the installation of a scanner and Device Control, an EPS application used to manage scanners with RDS. If you are using an Apple® Mac® OS, consult the *Scanner Installation: Quick Start for RDC & RDS on Mac* document for more information.

The Remote Deposit Scan application provides the ability to process your customers' checks through a single-check scanner and convert them to an electronic image transaction, later deposited into a bank account.

Checks can be scanned throughout the day, adding to the daily deposit total. A deposit consists of all transactions created that day, unless otherwise noted. For

example, a transaction given a future effective date is not deposited until such time. The system can detect duplicate transactions within 75 days of the original transaction being created. ACH items are deposited separately from Check 21 items.

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**IMPORTANT:** Screenshots are provided for general orientation. Your screens and menu options may differ from the examples pictured in this document.

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## System Requirements

Scanner support is provided only to organizations that meet the minimum system requirements on a genuine, activated version of Microsoft Windows® or macOS® on a certified platform. Examples of unsupported platforms include servers, point-of-sale devices, and tablets. Please see the system requirements below for a list of certified browsers and operating systems.

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**NOTE:** The application does not support Apple Boot Camp® or any virtualization software. For installation on a Mac® computer, refer to the *Scanner Installation Quick Start for RDC & RDS on Mac*. If installing a Panini ml:Deal or EverneXt, refer to the *Panini Everest Installation Guide (RNDIS)*.

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For an optimal experience, we recommend that you use a high-speed internet connection (above 25 Mbps). Additionally, the following components are required in order to use the application:

For the PC:

- Local administrative rights
- Local user profile
- USB port 2.0 or higher
- .NET® Framework 4.8 or higher

For Microsoft® Windows®:

- Windows 10: Microsoft Edge® or Google Chrome™
- Windows 11: Microsoft Edge or Google Chrome

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**NOTE:** The latest and previous two browser versions are supported.

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The following scanners are certified for use with Remote Deposit Scan on Windows:

<b>Manufacturer</b>	<b>Model Supported</b>
Digital Check®	CheXpress® CX30 TellerScan® TS240 <i>TellerScan TS230</i>
Digital Check (Unisys Burroughs®)	SmartSource® Professional SmartSource Professional Elite SmartSource Micro Elite <i>SmartSource Value</i> <i>SmartSource Merchant Elite</i> <i>SmartSource MicroEX</i>
Epson®	CaptureOne® (TM-S1000)
Panini®	Vision X™ Vision 1 <i>!Deal</i> <i>w!Deal</i> <i>My Vision X™</i>
Canon®	imageFORMULA CR-L1 imageFORMULA CR-120 imageFORMULA CR-150 imageFORMULA CR-190i II
RDM®	<i>EC7000i</i> <i>EC7500i</i>

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**NOTE:** In the table above, italicized models are legacy products. As legacy products are no longer tested/certified for use with the application, limited support may be provided.

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For the Mac:

- Local Administrator credentials
- Local user profile
- USB port 2.0 or higher

For macOS:

- macOS 11: Big Sur - Google Chrome
- macOS 12: Monterey - Google Chrome
- macOS 13: Ventura - Google Chrome

The following scanners are certified for use with Remote Deposit Scan on macOS:

<b>Manufacturer</b>	<b>Model Supported</b>
Digital Check®	CheXpress CX30 TellerScan TS240

## Privileges and Roles

The Admin user must assign the *RDS User* role in order for you to access this application. This role is located within the *Customer Services* privilege. For a complete walk-through about assigning privileges and roles, please see the *User Administrator Handbook* for more information and complete instructions.

## Available Resources

If you have questions about using the RDS application, please contact your first line of support for more information.

For a complete guide on how to run reports using the information processed with the application, please see the *User Reports Handbook* for instructions.

## Process Workflow

The below figure describes the process for making a deposit using the Remote Deposit Scan application.

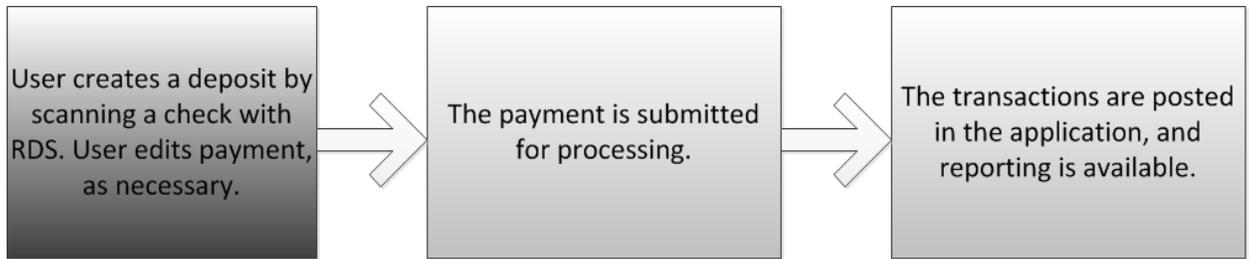


FIGURE 2: RDS PROCESS WORKFLOW

## Session Timeouts

The system automatically logs you out once you have been inactive for at least 30 minutes. A *Session Timeout Warning* appears two minutes before the user is to be logged out, in order to give them an opportunity to continue their session. Click anywhere in the application to remain logged in.

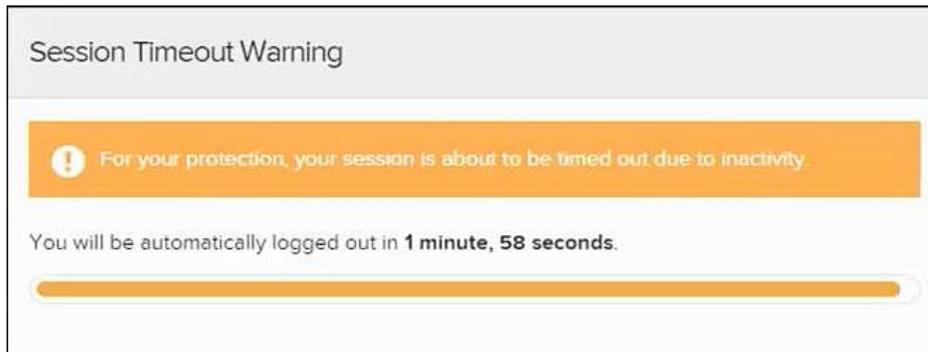


FIGURE 3: SESSION TIMEOUT WARNING

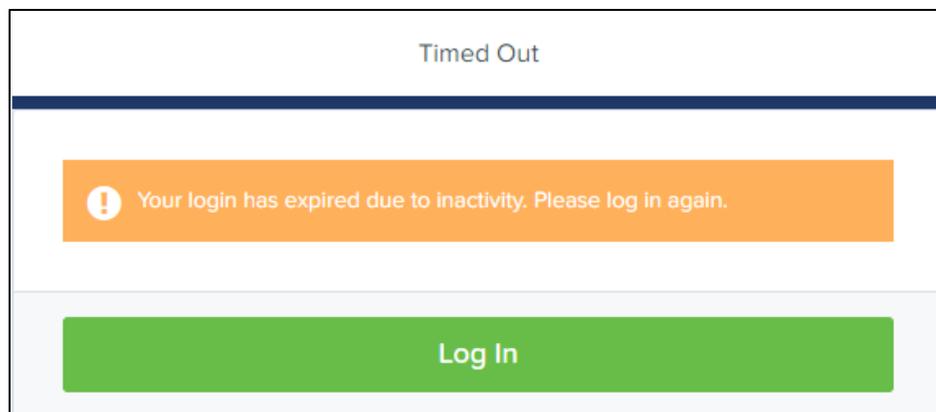


FIGURE 4: TIMED OUT

## Logging In

Your SmartPay Admin or bank representative should provide you with a URL for accessing the application. We recommend that you save this URL to your bookmarks/favorites, as it is a route of access to the system. A user name, temporary password, and company name is also provided so that you may log in to the system. Only the password is case-sensitive.

1. Once at the SmartPay Business login screen, complete the **User Name**, **Password**, and **Company** fields, and then click **Log In**.
2. The system prompts you to change your password. Passwords expire every 90 days and are case-sensitive. Use the following guidelines when creating a new password:
  - At least 1 uppercase letter
  - At least 1 lowercase letter
  - At least 1 number
  - 8-15 characters in length
3. Click **Update Password**.

---

**NOTE:** Should you forget your password, you have the option of requesting a new one. This requires a valid email address be saved to your user profile. Your SmartPay administrator has the ability to update your user profile.

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## Creating a Secret Question

A secret question is a tool used if you forget your password and require a temporary password be sent to your email address. Without an email address attached to a user's profile, that user is not able to answer a secret question in order to receive a temporary password for access back into the system. Your SmartPay admin needs to manually edit/enter an email address for each SmartPay user so that those users have the option to request a new password by answering their secret question. Secret questions do not need to be a complete question or contain a question mark, nor are they or the answers case sensitive.

Once the admin has entered an email address for a user profile, use the following steps to configure the secret question that is asked of the user before a new password can be generated and sent to the pertinent email address. If the secret

question is answered correctly, you receive an email containing a temporary password.

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**NOTE:** Single sign-on (SSO) users do not need to set up a secret question.

---

1. Log in to the application and select **My Settings** from the **user** dropdown, as shown below.

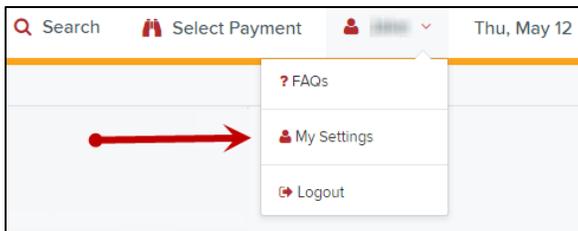


FIGURE 5: MY SETTINGS OPTION

2. The system prompts you to enter your current password in order to reach the *My Settings* tab.
3. Once there, you can make changes to the *Change Password, Create/Update Secret Question and Answer, and/or Create/Update Authorized Caller Identification Phrase and Response* sections, as needed.

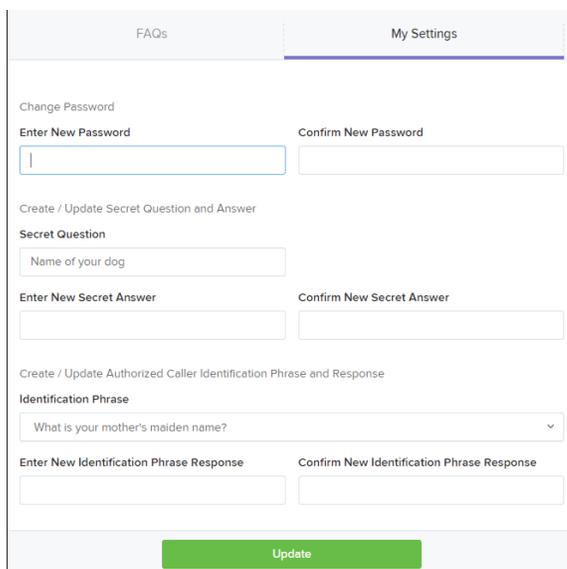
A screenshot of the 'My Settings' tab in the application. The page has two tabs: 'FAQs' and 'My Settings', with 'My Settings' being the active tab. The page is divided into three main sections. The first section is 'Change Password', with two input fields: 'Enter New Password' and 'Confirm New Password'. The second section is 'Create / Update Secret Question and Answer', with a 'Secret Question' field containing 'Name of your dog', and two input fields: 'Enter New Secret Answer' and 'Confirm New Secret Answer'. The third section is 'Create / Update Authorized Caller Identification Phrase and Response', with an 'Identification Phrase' dropdown menu showing 'What is your mother's maiden name?', and two input fields: 'Enter New Identification Phrase Response' and 'Confirm New Identification Phrase Response'. At the bottom of the page is a green 'Update' button.

FIGURE 6: MY SETTINGS TAB

4. Click **Update** when you are finished.

## Choosing an Identification Phrase

The EPS Support team answers questions about EPS products in the event that you need additional help with an application. EPS takes support-related calls from users who have been designated as an authorized caller by the Admin user. If you have been designated as an authorized caller, you need to set up an identification phrase and answer to verify your status when calling EPS Support for assistance.

Authorized callers: For specific questions about an application, please contact our support team at 877-542-2244.

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**NOTE:** Non-authorized callers who contact EPS Support are referred back to their first line of support.

---

1. Log in to the application and select **My Settings** from the **user** dropdown.

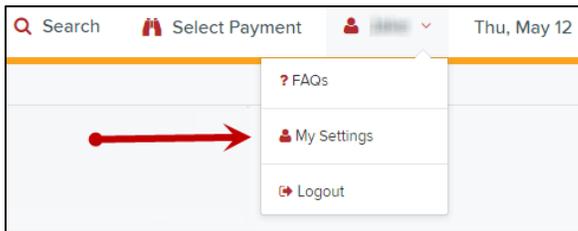


FIGURE 7: MY SETTINGS OPTION

2. The system prompts you for your current login password in order to reach the *My Settings* tab. Make changes to the identification phrase sections, as needed.
3. Type the answer to the question in the **Enter New Identification Response** field, and again in the **Confirm New Identification Response** field. EPS Support verifies this answer when you call. From this page, you can also make changes to your password or secret question and answer if needed.

FAQs My Settings

Change Password

Enter New Password Confirm New Password

Create / Update Secret Question and Answer

Secret Question

Name of your dog

Enter New Secret Answer Confirm New Secret Answer

Create / Update Authorized Caller Identification Phrase and Response

Identification Phrase

What is your mother's maiden name?

Enter New Identification Phrase Response Confirm New Identification Phrase Response

Update

FIGURE 8: MY SETTINGS TAB

4. Click **Update** when finished.

# Installing EPS Device Control

If you are accessing Remote Deposit Scan for the first time, you need to install EPS Device Control, an application used to manage your check scanner. Device Control must be installed before you can begin making deposits.

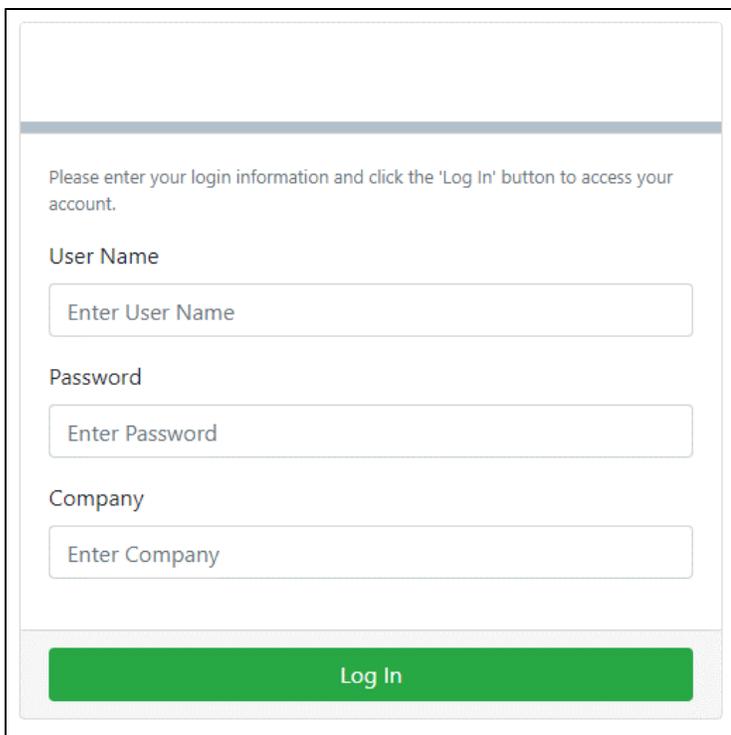
We recommend that you  maximize your browser window to best reflect the screenshots included in this document.

---

**NOTE:** If you have already installed Device Control via instructions from your financial institution or from the *Scanner Installation: Quick Start for RDS* document, you may skip the following steps and proceed to the next section of this document.

---

1. Navigate to SmartPay Business and complete the **User Name**, **Password**, and **Company** fields shown in the image below.



Please enter your login information and click the 'Log In' button to access your account.

User Name

Password

Company

FIGURE 9 – LOG IN

2. Click **Log In**.
3. Select **Transactions** from the navigation pane.

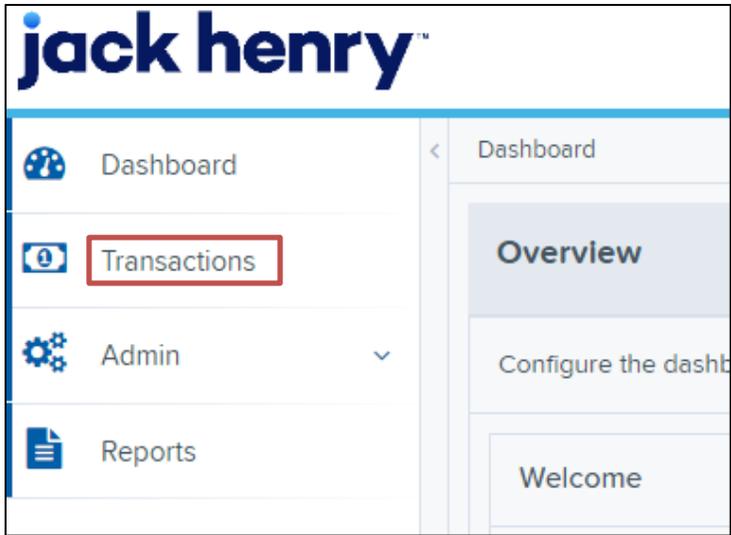


FIGURE 10: TRANSACTIONS OPTION

- 4. Under *Check Processing*, choose **Remote Deposit Scan**.

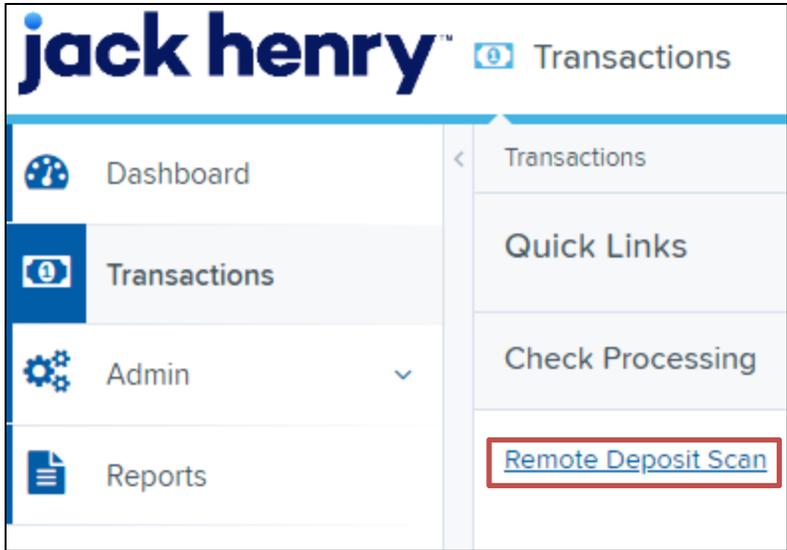


FIGURE 11: REMOTE DEPOSIT SCAN OPTION

- 5. The *Scanner Interface Help* window appears, prompting you to download Device Control. Click **Download Device Control** to continue.

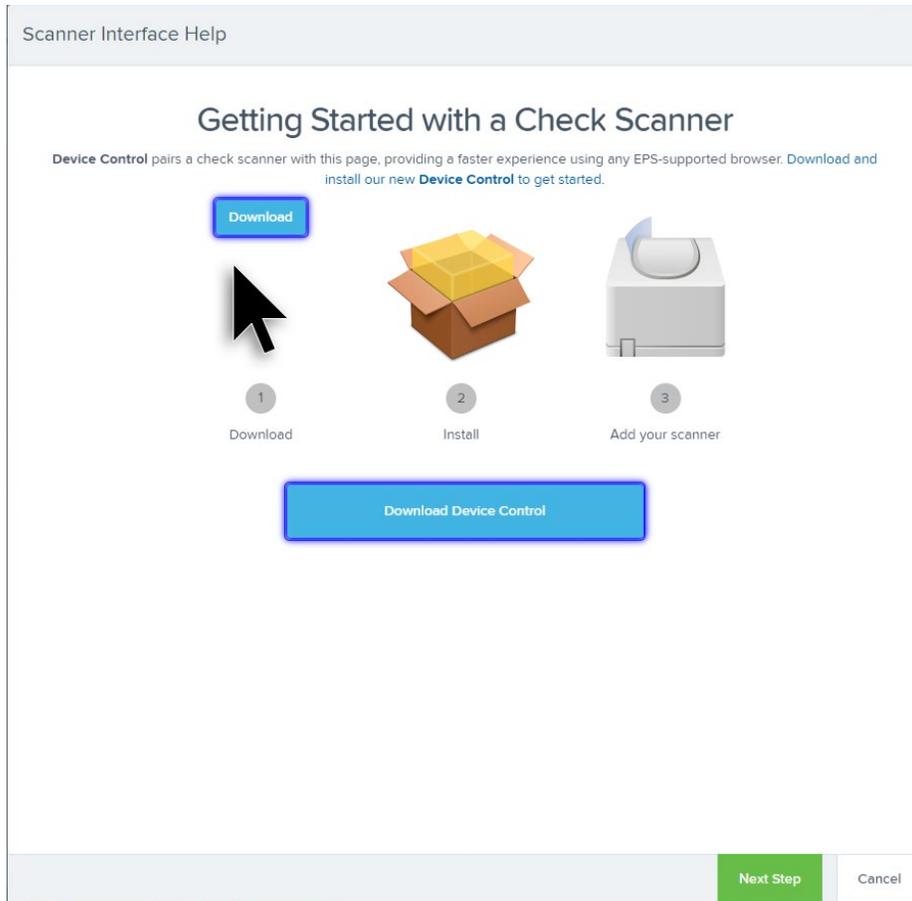


FIGURE 12: DOWNLOAD DEVICE CONTROL

6. Once the Device Control download completes, select **Next Step**.

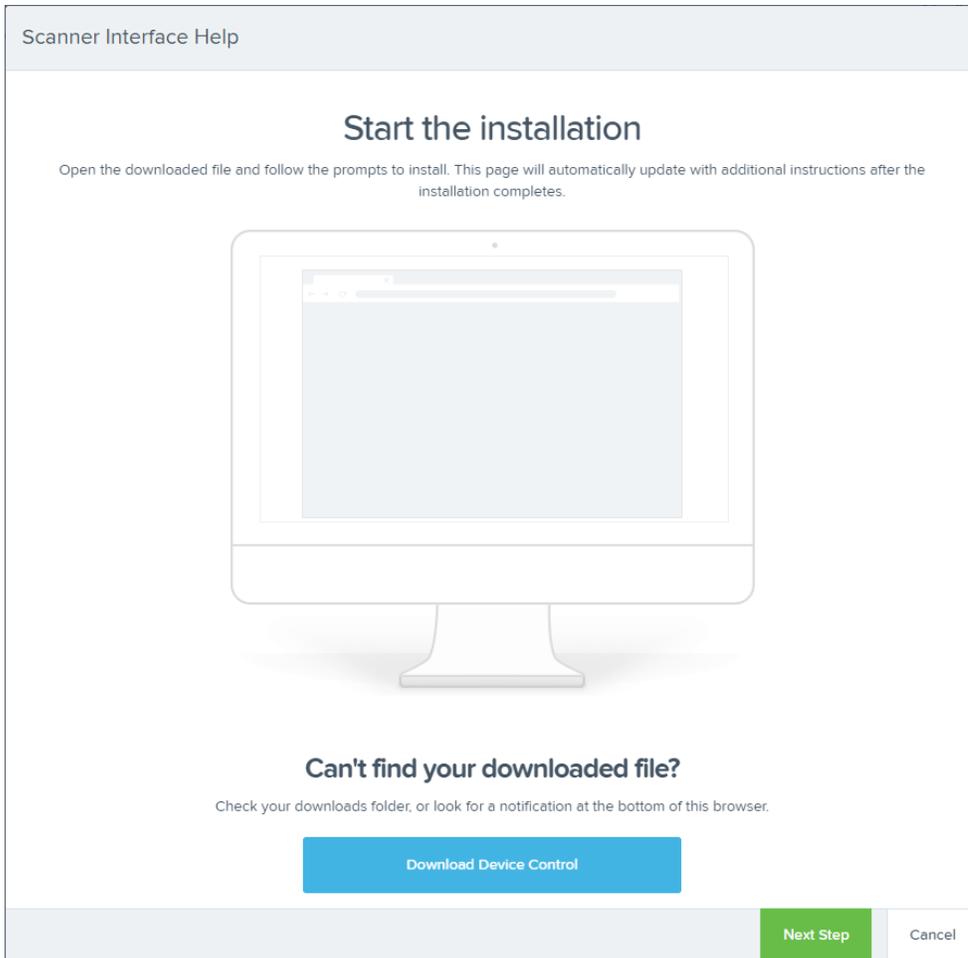


FIGURE 13 – START THE INSTALLATION

7. Depending on your web browser, one of the following screens will appear to you. If necessary, launch the download to begin the installation.

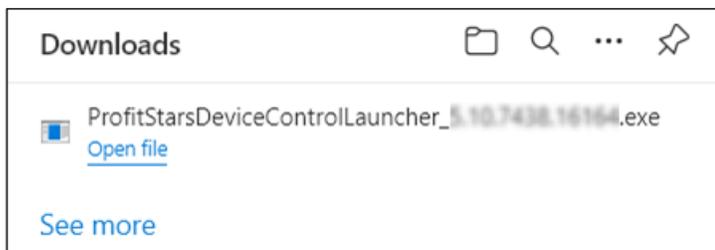


FIGURE 14: MICROSOFT EDGE



FIGURE 15: GOOGLE CHROME

8. The application prompts you to install EPS Device Control. Select **Install** to continue. This may take several minutes.

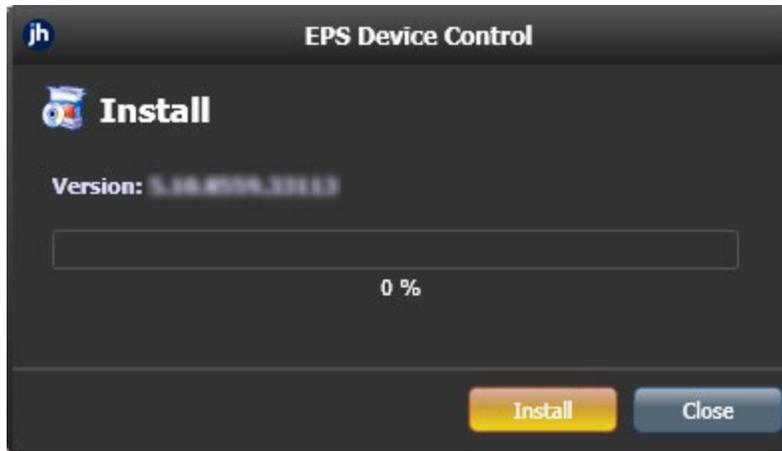


FIGURE 16: PROMPT TO INSTALL DEVICE CONTROL

9. A prompt may appear stating that a user with Administrator rights is required to complete the installation. Select **OK** to continue.

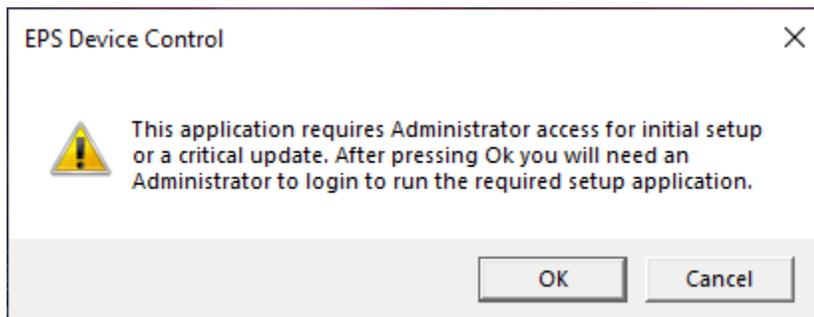


FIGURE 17: ADMINISTRATOR ACCESS PROMPT

10. A *User Account Control* prompt may appear asking permission for the application to make additional changes. Select **Yes** to continue.



FIGURE 18: USER ACCOUNT CONTROL

Following the installation of Device Control, the *Scanner Interface Help* window should automatically prompt you to add a scanner.

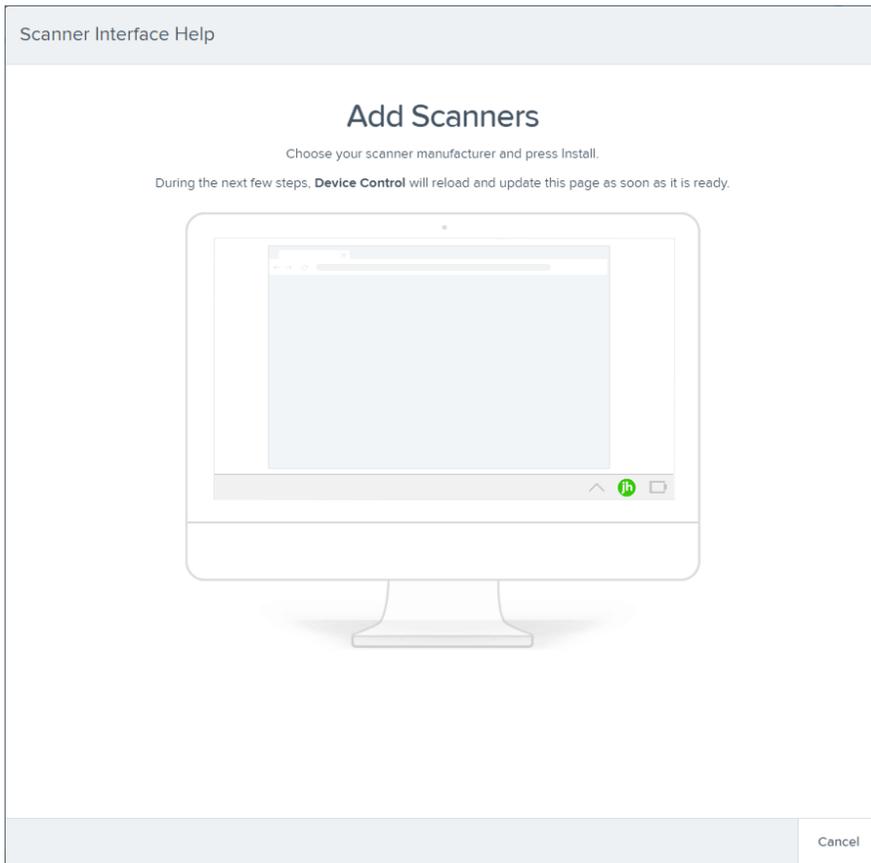


FIGURE 19 – ADD SCANNERS

## Installing Your Check Scanner

1. Once Device Control has been installed, the *Choose a Device Manufacturer* window appears. Select the manufacturer of your scanner, and then select the model.



FIGURE 20 – CHOOSE A DEVICE MANUFACTURER

2. If the selected scanner model has not yet been installed, the system displays the error message **Not Installed!** Click **Install** to proceed.

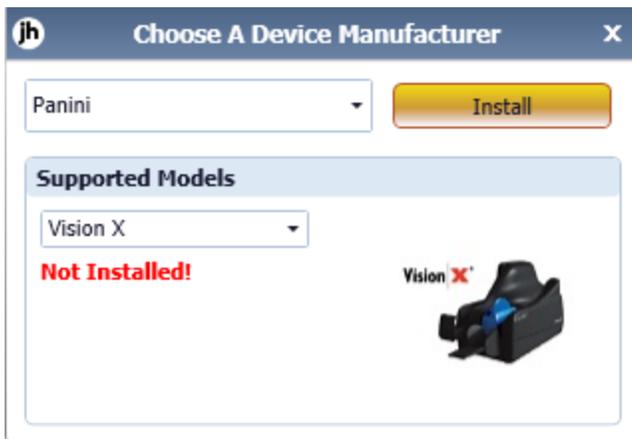


FIGURE 21 – SELECTED DEVICE NOT INSTALLED

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**NOTE:** The screenshots included as an example pertain to a Panini Vision X.  
Your scanner model may differ.

---

3. The *Add/Remove Devices* window appears. Select the scanner manufacturer from the device list, and then click **Install**.



FIGURE 22: ADD/REMOVE DEVICES

4. The *Install Wizard* appears. Disconnect the scanner's USB or power cable and exit all other applications. Click **Next** to continue.

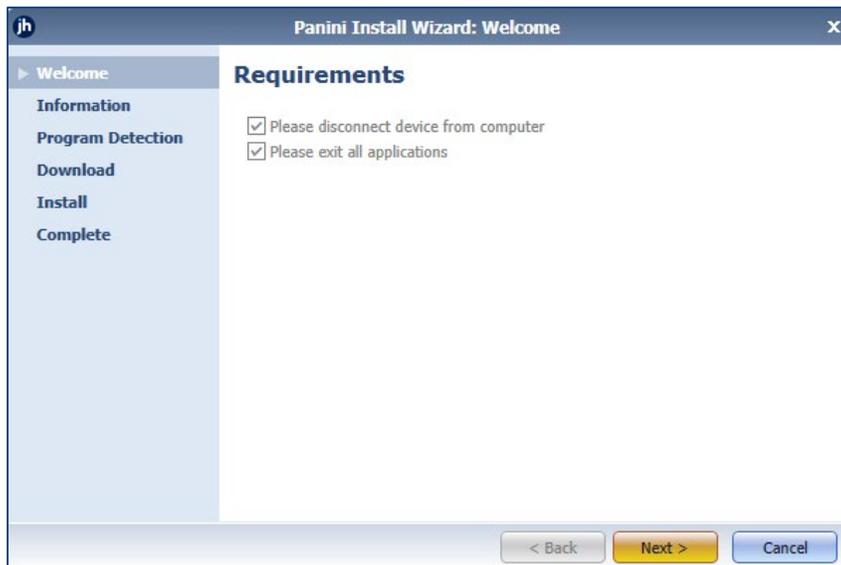


FIGURE 23: INSTALL WIZARD

5. The *Install Wizard* displays the *Installer Information*. Choose **Next** to continue.

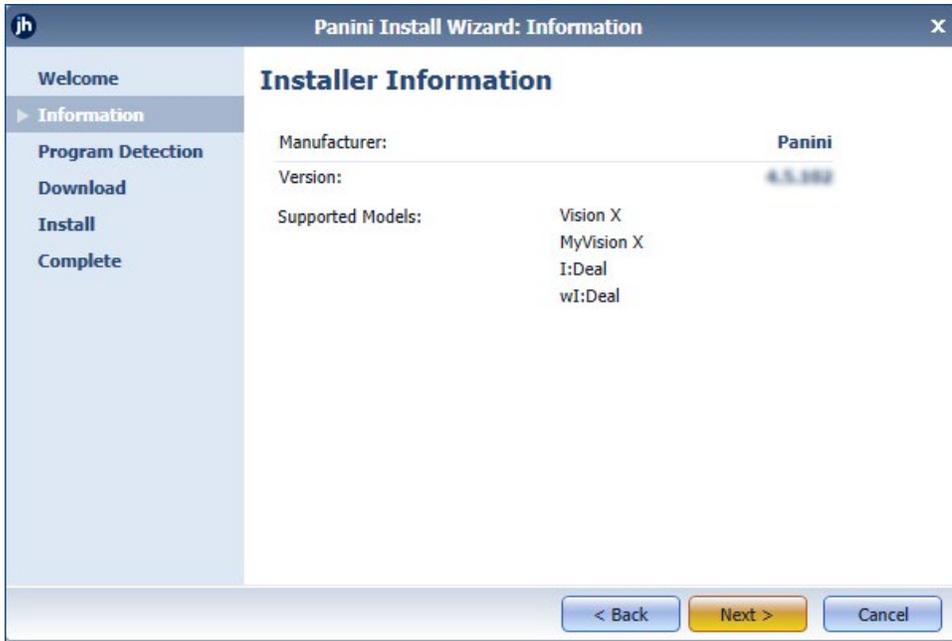


FIGURE 24 – INSTALLER INFORMATION

11. Should Device Control detect potentially conflicting drivers or other scanning components, you will have the opportunity to uninstall the existing software before continuing to the driver download. Once completed, **Refresh** the list, and then click **Next**. Otherwise, proceed directly to step 8.

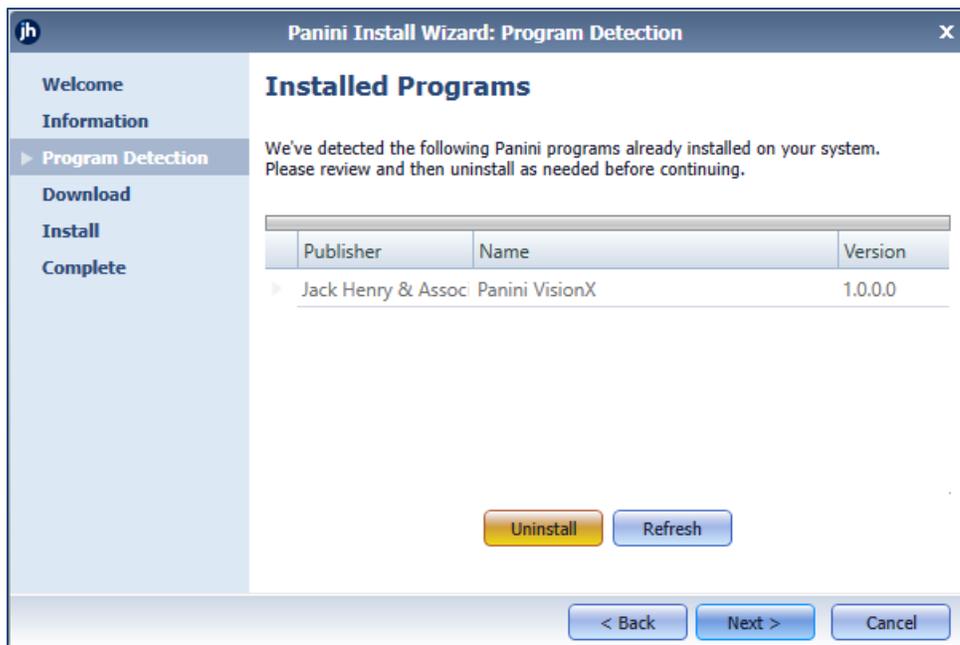


FIGURE 25 – PROGRAM DETECTION

- The *Install Wizard* will download the scanner driver. Once the driver has been downloaded, the *Install Ready* prompt appears. Click **Next** to begin the installation.

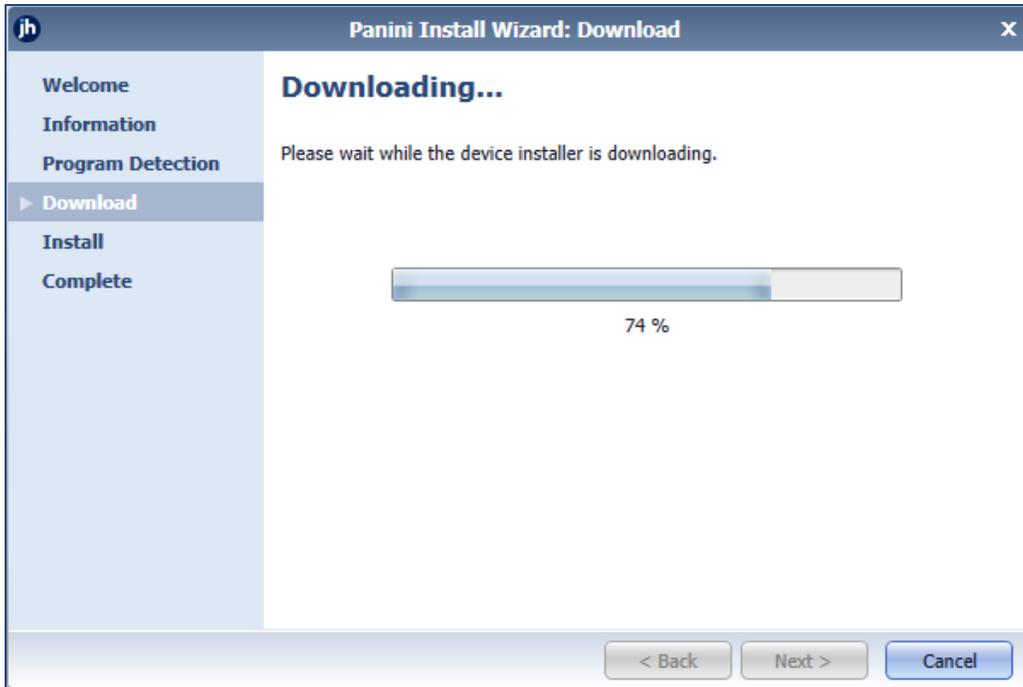


FIGURE 26 – DRIVER DOWNLOAD

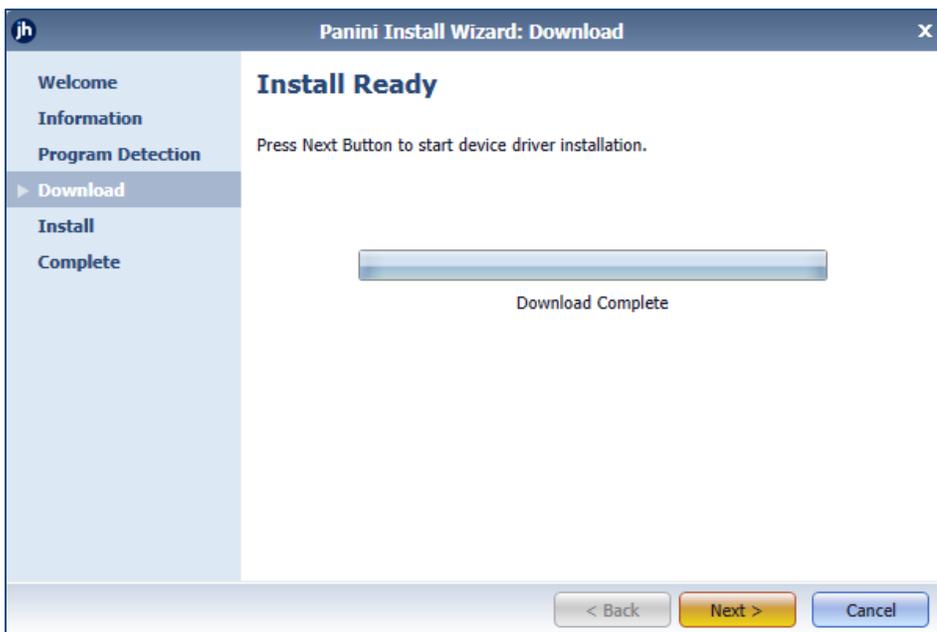


FIGURE 27 – INSTALL READY

- Once the installation has completed, the *Install Wizard* displays the *Install Done* prompt. Click **Next** to continue.

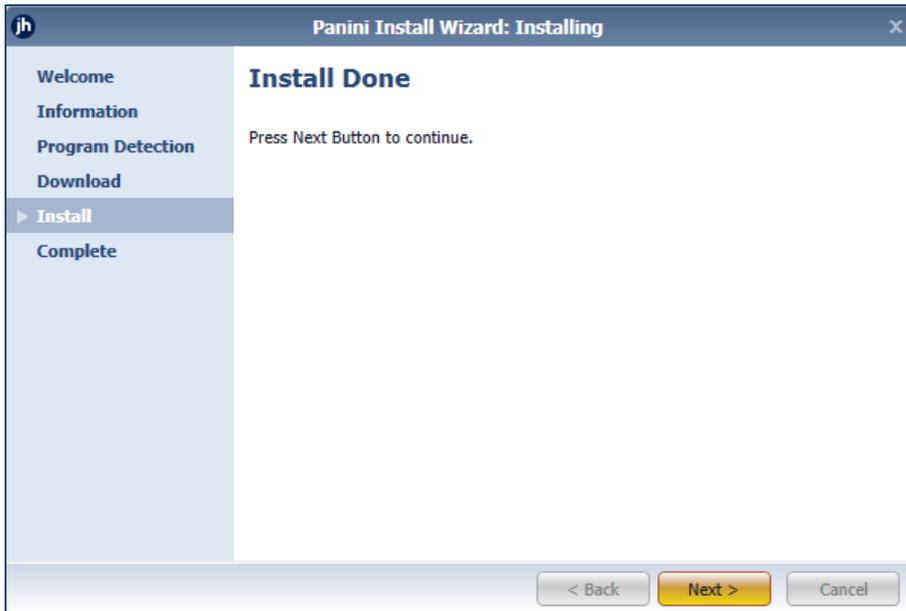


FIGURE 28 – INSTALL DONE

- With the scanner driver now installed, connect the scanner to your computer, and then click **Finish**. You may now close the *Add/Remove Devices* window and begin scanning.

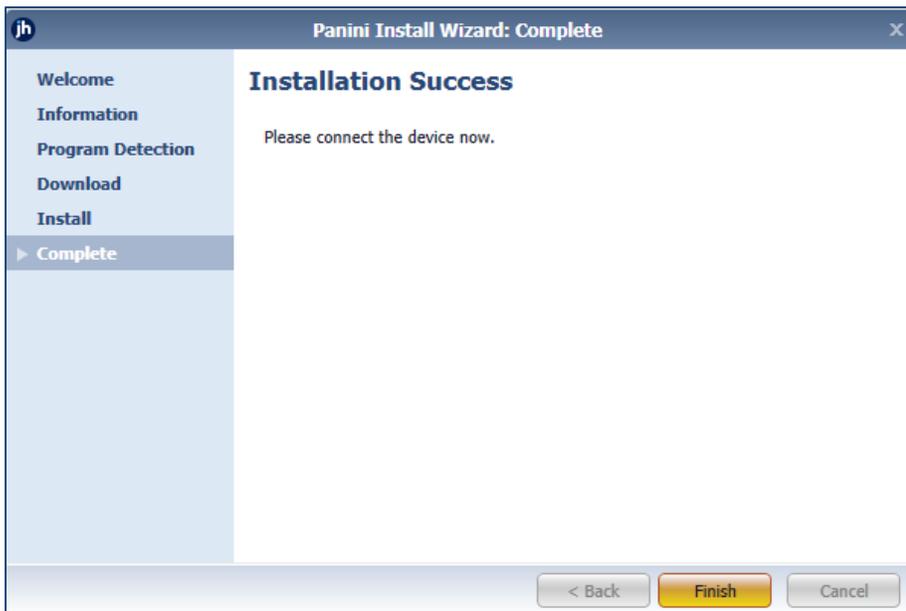


FIGURE 29: INSTALLATION COMPLETE

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**NOTE:** For more information about working with Device Control, including uninstalling a scanner, please see the *EPS Device Control* section of this document.

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## Working within Remote Deposit Scan

The Remote Deposit Scan application allows you to scan one check at a time. The scanner reads the MICR line of the check and scan the front and back sides of the check. In the application, you have the opportunity to specify an account location, name on account, payment origin, and amount of the item (discussed in this section) for deposit. The more information you enter around a transaction, the easier it is to locate that item at a later time.

Depending on the settings with your financial institution, the scanner may frank the front of the check with the words, *Electronically Presented*. You can opt to scan a second document (e.g., a check stub or invoice) and/or key additional information to associate with the check and/or the customer who wrote the check.

A deposit can be in any number of statuses when it enters the system. The table below lists the potential status of any one transaction within the system.

Status	Definition
Approved	The transaction has been verified and is processed at the designated cutoff time.
Processed	The transaction has been transmitted to the appropriate network (ACH or Check 21). Changes can no longer be made, and the transaction can no longer be voided.
Collected	(ACH Only) The transaction, originally returned NSF, has been re-presented to the Federal Reserve by EPS, and funds were recovered.
Awaiting Capture	Status for credit card transactions only.
Awaiting Approval	The transaction has been verified, but the amount of the transaction exceeded the Dual Authorization limit of the user who created it. An authorized approver must review and either approve or void the transaction.

Status	Definition
Declined	The transaction has been declined by the EPS system and is not processed. The transaction exceeded either Dual Authorization or Velocity limits.
Voided	The transaction has been voided and is not processed. A transaction may not be voided once the item is in the <i>Processed</i> status.
Error	An internal error has occurred within the EPS system. Contact your first line of support.
In Collection	<i>(ACH Only)</i> The transaction, returned NSF, is in the process of being re-presented to the Federal Reserve by EPS.
In Research	May be used by your support group.
Uncollected NSF	<i>(ACH Only)</i> The transaction was returned to EPS NSF by the Federal Reserve, and funds could not be recovered.
Suspended	The transaction has been verified but has exceeded Velocity limits.
Disputed	<i>(ACH Only)</i> The transaction was returned to EPS by the Federal Reserve because the account holder at the receiving financial institution has disputed its validity. The transaction is charged back (reversed).
Invalid/Closed Account	<i>(ACH Only)</i> The transaction was returned to EPS by the Federal Reserve because the account number at the receiving financial institution was invalid or because the account was closed.

Status	Definition
Resolved	The transaction has been moved into a <i>Resolved</i> status by a user to indicate that no further action related to the transaction is required. Transactions can be moved into a <i>Resolved</i> status from a status of <i>Declined, Voided, Invalid/Closed Account, Disputed, Uncollected NSF, Unauthorized, Error, or In Research.</i>

1. Log in to the system and select **Transactions** from the left main menu.
2. Under *Check Processing*, select **Remote Deposit Scan**.
3. If Device Control has not already launched, the system asks you to confirm launching Device Control. Click **OK** to continue.

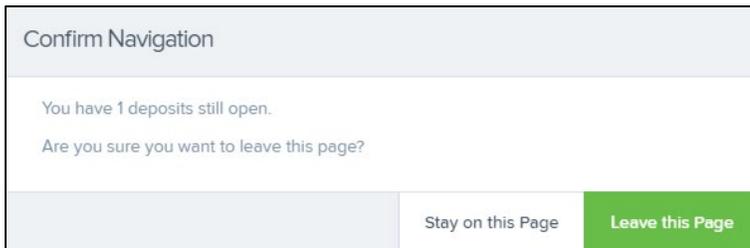


FIGURE 30: CONFIRMATION TO LEAVE OPEN DEPOSITS PAGE

4. The *Check Processing: Remote Deposit Scan* page appears, and Device Control, the feature used to help manage your scanning device, also appears at the bottom of your page. Complete the required fields designated by an asterisk:
  - **Location:** Select the account location where the check is processed. Once you select a location, the Device Control updates to a ready status.
  - **Payment Origin:** Select the type of payment.
  - **Name on Account (Grayed-out):** A field for the name of the check writer. The information for this field auto-populates for a previously created customer profile in the system once the check is scanned.
  - **Amount:** Enter the amount for the check.

FIGURE 31: RDS FIELDS

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**NOTE:** Customer data fields remain unavailable until a check has been scanned.

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5. Place the check in the scanner, and then scan the check item.
6. If the check could not be read properly, a *MICR Repair* prompt appears. Select  **Expand** next to *Repair Instructions* for more help on how to repair a MICR.

MICR Repair
✕

⚠ The MICR line on the bottom of the check did not read correctly. Rescan the check or repair the MICR line using the steps shown below.

Repair Instructions
^

1. Select box below that contains a "?". The first box is pre-selected. Use your mouse to select an entry to correct or use the keys shown in the table:

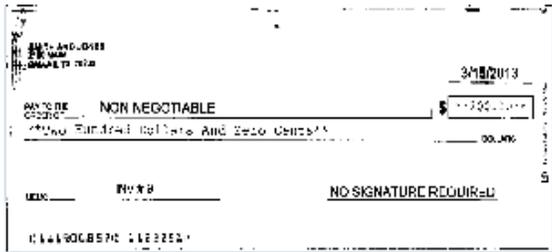
Key	Description
Arrow Keys	Navigate left and right
Space Bar	Clear the selected entry
Delete	Delete selected entry, moving remaining items down
Backspace	Delete entry left of cursor, moving remaining items down
Insert	Insert a new entry at cursor location

2. Use physical check or check image shown below to identify the correct digit or symbol to replace the "?".

3. Use your keyboard to enter the digits 1-9. Use the letters listed in the table in place of the MICR symbols on the check.

Symbol On Check	Letter To Type	Description
	t	Bank <u>T</u> ransit symbol
	o	<u>O</u> nUs symbol
	a	<u>A</u> mount symbol
	-	<u>D</u> ash symbol

4. After repairing all errors, click "Repair Complete" button to continue processing the payment.



MICR

Rescan
Repair Complete

FIGURE 32: MICR REPAIR WINDOW

- a. Use the window provided to repair the MICR line. A key is provided to enter up to 85 characters from the MICR into the repair field. When finished, select **Repair Complete**, OR,
- b. You may select to close the prompt and rescan the check by selecting **Repair Complete**, placing the check back into the scanner, and then selecting **Rescan** on the *Check Processing* page.

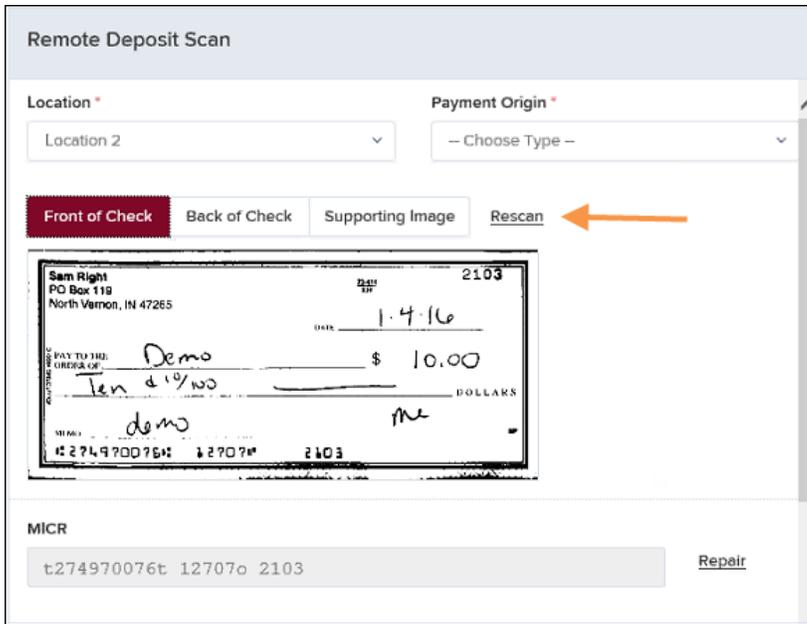


FIGURE 33: RESCAN OPTION

**NOTE:** At any time, you may attempt to repair the MICR line by selecting **Repair** to the right of the **MICR** field.

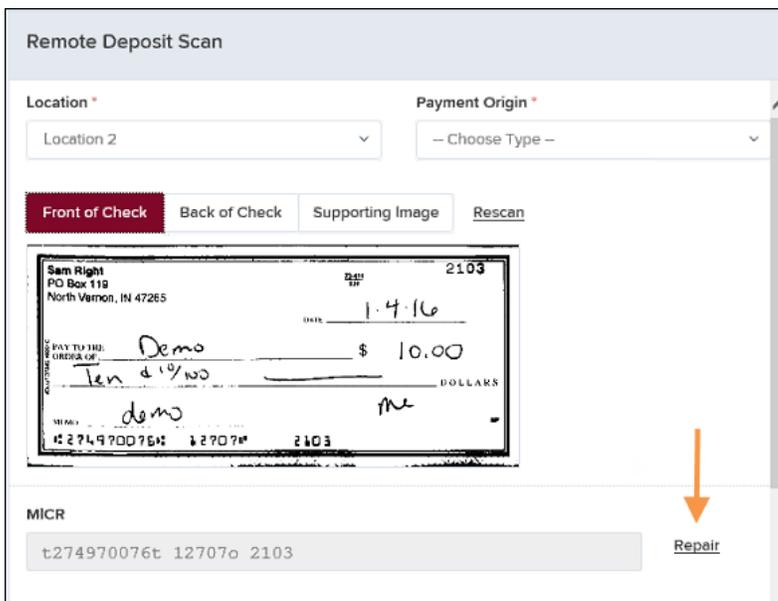


FIGURE 34: REPAIR OPTION FOR MICR LINE

7. If there is more than one customer record available for an account, use the drop-down menu in the *Customer* panel to select the appropriate customer record.

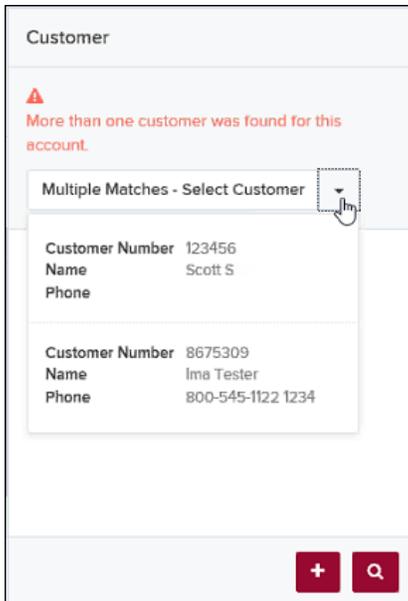


FIGURE 35: SELECTING A CUSTOMER FOR AN ACCOUNT

8. At the bottom of the *Customer* panel, you have the option to **Edit** a customer, **Add** a new customer to be associated with the account information, or **Search** for a currently existing customer to associate with the account information on the deposit item. The following fields are typically used to generate a customer record when filling out customer data.

- Name on Account
- Customer Number
- First Name
- Last Name
- Address
- Daytime Phone
- Evening Phone

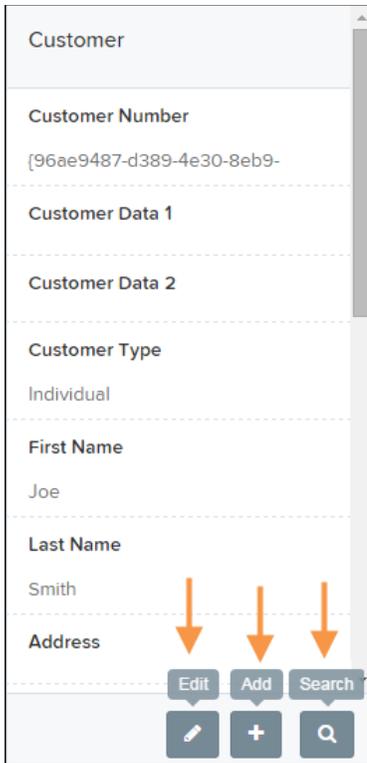


FIGURE 36: CUSTOMER PANEL

The more data you fill out for a customer record, the easier it is to locate that customer in the system at a later time.

---

**NOTE:** You may request up to three additional information fields for the customer to complete. These fields can be required or optional and can be requested by sending an inquiry to your financial institution.

---

The following table describes the optional fields available to complete for a customer when scanning a check, listed in alphabetical order.

Status	Definition
Address	This field contains the mailing address of the customer. This field repopulates the next time a check from the same customer is scanned.
Amount	The amount of the transaction as a two-decimal-place number (for example, XX.XX).

Status	Definition
Back of Check	When clicked, the back image of the check appears.
Check Number	This field contains the check serial number captured when a check has been scanned.
City	Contains the city where the customer resides. This field repopulates the next time a check or credit card from the same customer is scanned.
Company Name	This field replaces the <b>Last Name</b> field when the <b>Customer Type</b> is set to <b>Business</b> . This field repopulates the next time a check or credit card from the same customer is scanned, and users can search by this field.
Country	This field contains the country where the customer resides and repopulates the next time a check or credit card from the same customer is scanned. This field does not appear on reports.
Customer Number	This field must be unique for each customer. It repopulates the next time a check or credit card from the same customer is scanned. This field is available to appear on reports, and users can search by this field to populate personal information when this customer makes a deposit in the future.
Customer Type	This is a required field that defaults to <b>Individual</b> . This field can be changed to <b>Business</b> depending on the type of customer.
Daytime Phone	This field contains the customer's daytime phone number. It repopulates the next time a check or credit card from the same customer is scanned. This field does not appear on reports.
Description	This field is informational and does not appear on reports; it appears on the <i>Transaction Details</i> page.

Status	Definition
Driver's License	This field contains the driver's license number of the customer. This field repopulates the next time a check or credit card from the same customer is scanned. This field does not appear on reports.
Effective Date	This field contains the date the transaction is to be processed.
Email Address	This field contains the email address of the customer. It repopulates the next time a check or credit card from the same customer is scanned. This field does appear on reports.
Evening Phone	This field contains the customer's evening phone number. It repopulates the next time a check or credit card from the same customer is scanned. This field does not print on reports.
Fax Number	This field contains the customer's fax number. This field repopulates the next time a check or credit card from the same customer is scanned. This field does not appear on reports.
Federal Tax ID No.	This field replaces the <b>Social Security No.</b> field when the <b>Customer Type</b> field is set to <b>Business</b> . It repopulates the next time a check or credit card from the same customer is scanned. This field does not appear on reports.
First Name	This field contains the customer's first name and repopulates the next time a check or credit card from the same customer is scanned. This field does not appear on reports.
Front of Check	When clicked, the image of the front of the check displays.

Status	Definition
Supporting Image	When clicked, the system prompts you to scan a second document, such as a check stub or invoice, to associate with the check, granted the document fits through the scanner.
Last Name	This field contains the customer's last name and repopulates the next time a check or credit card from the same customer is scanned. Users can search by this field. This field does not appear on reports.
Location	This field contains the account to be debited/credited with the payment. This is a required field.
Name on Account	This field contains the name of the person from whom the item was received or the actual name used on the credit card or bank account. This field repopulates the next time a check or credit card with the same account information is scanned and appear on reports.
Payment Origin	<p>This field is required if displayed and shows a value based on input from the <b>Payment Type</b> field from the <i>New Deposit</i> page. It contains one of the following:</p> <ul style="list-style-type: none"> <li>• Mailed-In</li> <li>• Drop Box</li> <li>• Retail/Point of Purchase Sale</li> <li>• Back office</li> </ul>
Postal Code	Contains the zip code of the merchant residence or business.
Process Payment	When clicked, a response message appears as to whether the transaction has been approved to be processed.
Rescan	When clicked, the system prompts for the check to be scanned again.

Status	Definition
Repair	When clicked, a repair page displays, and the <b>MICR Repair Entry</b> field allows users to fix the MICR line of a check.
Social Security No.	This field contains the Social Security number of the customer. This field repopulates the next time a check or credit card from the same customer is scanned. This field does not appear on reports.
State	This field contains the state from which the customer's driver's license was issued. This field repopulates the next time a check or credit card from the same customer is scanned. This field does not appear on reports.
Suite/Apt. #	This field contains the suite or apartment number of the customer. This field repopulates the next time a check or credit card from the same customer is scanned. This field does not appear on reports.
Transaction Number	This field must be unique for each transaction processed. It is automatically populated if left blank and appears on reports.
Zip/Postal	This optional key entry field contains the zip code or postal code of your customer and repopulates the next time a check from the same customer is scanned. This field is not available to appear on reports.

9. Select **Front of Check** to view the front image of the item. Select **Back of Check** to view the back image of the item.
10. Notice whether your settings have determined if franking the check is automatic, rejected, or whether you have the option to frank an item. In the below example, franking is set to automatic for each item.

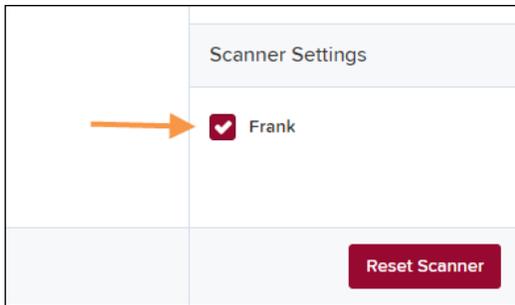


FIGURE 37: FRANKING SETTING FOR SCANNED CHECKS

11. If an additional image needs to accompany the item, select **Supporting Image** and scan the document through the scanner (pictured below).

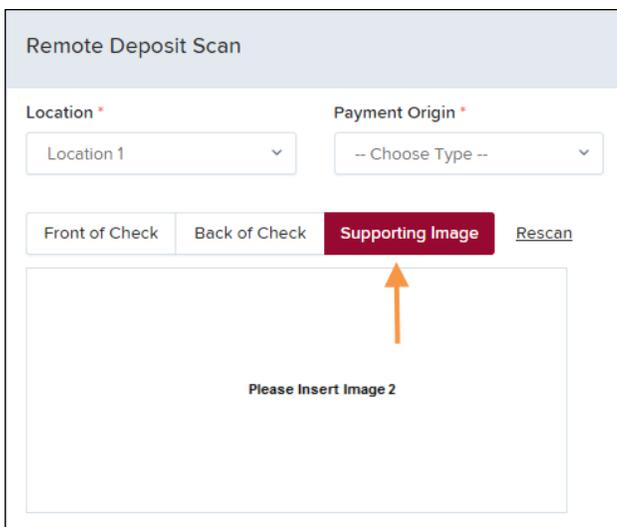


FIGURE 38: IMAGE 2 OPTION

12. When ready to complete the payment, select **Process Payment**. The system has a prompt confirming the submission.

The screenshot displays the 'Remote Deposit Scan' interface. At the top, there are dropdown menus for 'Location' (set to 'Location 2') and 'Payment Origin' (set to '-- Choose Type --'). Below these are tabs for 'Front of Check' (selected), 'Back of Check', 'Supporting Image', and 'Rescan'. The main area shows a scanned check from 'Sam Right' for \$10.00, dated 1.4.16, payable to 'Demo'. The MICR line at the bottom of the check is 't274970076t 12707o 2103'. Below the check, there is a 'MICR' field containing the same text and a 'Repair' button. At the bottom, there are input fields for 'Name On Account' and 'Amount' (with a '\$' symbol), and a green 'Process Payment' button. An orange arrow points to the 'Process Payment' button.

FIGURE 39: PAYMENT PROCESSING CONFIRMATION

**13. Click OK to continue.**

The following list describes all the potential prompts the system may provide when attempting to submit a check.

- **Internal Error** – This message indicates that an internal error has occurred in the system. Please contact your first line of support.
- **Invalid MICR** – This message indicates that the MICR line is invalid, specifically the routing & transit number of the financial institution. Acknowledged account numbers are between 4-17 numerical characters.
- **Transaction Approved** – This response indicates that the transaction payment information has been verified; the transaction is added to the *Approved* status to be processed later.
- **Transaction Not Approved** – This response appears for one of the following reasons.
  - A Velocity (transaction) limit has been met or exceeded. This item is placed in the Suspended transaction status.
  - A transaction has been declined due to a Dual Authorization setting on the processor. This item appears in the Declined transaction status.

- A transaction has been declined due to a transaction limit set by your financial institution.

## Editing an Approved Transaction

A transaction that has been approved but not yet processed or voided can be edited by the dollar amount and/or deposit date (Effective Date). Once processed at the designated cutoff time, transactions is deposited as entered. Any edits performed *after* processing is not reflected.

Upon logging in to the application, the *Dashboard* appears with the *Current Transaction Summary* showing the status of all transactions within the past 60 days. A transaction can be in any one status during processing.

Dashboard		Current Transaction Summary		
		This is a summary report of all transactions currently in the system as of 09/15/2016. All times are displayed in Central Time (CT).		
Status	Items	Debits	Credits	
Approved				
Processed				
Collected				
Awaiting Capture				
Awaiting Approval				
Declined				
Voided				
Error				
In Collection				
Other ACH Returns				
Unauthorized				
Uncollected NSF				
Suspended				
Disputed				
Invalid / Closed Account				
Resolved				
Other Check21 Returns				

FIGURE 40 –DASHBOARD WITH TRANSACTION STATUS SUMMARY

Below is a table listing all the potential statuses for a transaction.

Status	Definition
Approved	The transaction has been verified and is processed at the designated cutoff time.
Processed	The transaction has been transmitted to the appropriate network (ACH or Check 21). Changes can no longer be made, and the transaction can no longer be voided.
Collected	<i>(ACH Only)</i> The transaction, originally returned NSF, has been re-presented to the Federal Reserve by EPS, and funds were recovered.
Awaiting Capture	Status for credit card transactions only.
Awaiting Approval	The transaction has been verified, but the amount of the transaction exceeded the Dual Authorization limit of the user who created it. An authorized approver must review and then either approve or void the transaction.
Declined	The transaction has been declined by the EPS system and is not processed. The transaction exceeded either Dual Authorization limits or <i>Velocity</i> limits.
Voided	The transaction has been voided and is not processed. Transactions may not be voided once they are in the <i>Processed</i> status.
Error	An internal error has occurred within the EPS system. Contact your first line of support.
In Collection	<i>(ACH Only)</i> The transaction, returned NSF, is in the process of being re-presented to the Federal Reserve by EPS.
In Research	May be used by your support group.

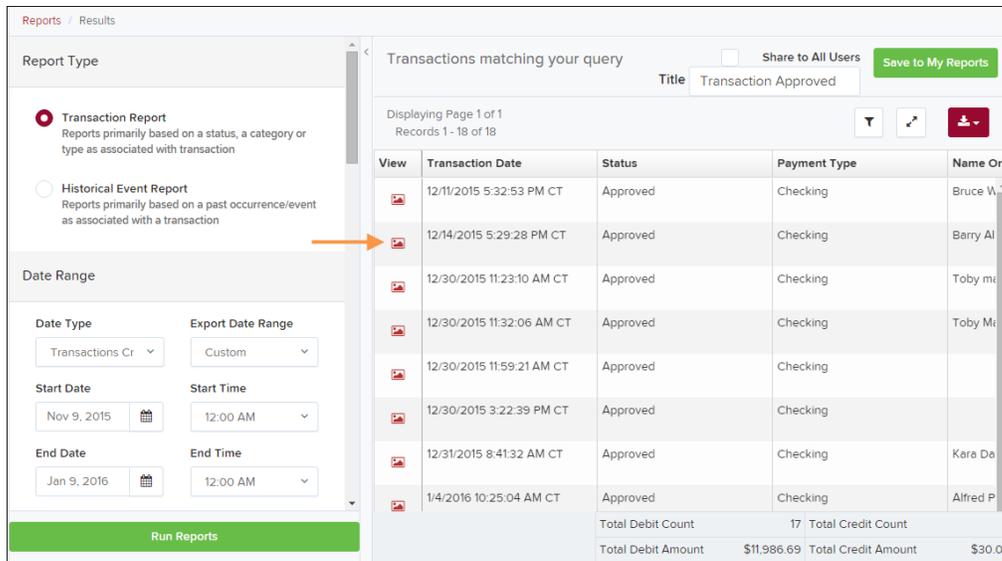
Status	Definition
Unauthorized	<p>This includes the total number of transactions and total amount that have been returned with one of five Unauthorized Return Reason Codes (R05, R07, R10, R29, R51).</p> <p><b>Note:</b> These R codes are no longer be included in the <i>Disputed</i> status totals.</p>
Uncollected NSF	(ACH Only) The transaction was returned to EPS as an NSF by the Federal Reserve, and funds could not be recovered.
Suspended	The transaction has been verified, but it has exceeded Velocity limits.
Disputed	(ACH Only) The transaction was returned to EPS by the Federal Reserve because the account holder at the receiving financial institution has disputed its validity. The transaction is charged back (reversed).
Invalid/Closed Account	(ACH Only) The transaction was returned to EPS by the Federal Reserve because the account number at the receiving financial institution was invalid or because the account was closed.
Resolved	The transaction has been moved into a <i>Resolved</i> status by a user to indicate that no further action related to the transaction is required. Transactions can be moved into a <i>Resolved</i> status from a status of <i>Declined, Voided, Invalid/Closed Account, Disputed, Uncollected NSF, Unauthorized, Error, or In Research</i> .

---

**NOTE:** Selecting any one status from the *Current Transaction Summary* page automatically generates a report for all transactions within that status for the current day. For more on reports, please see the *User Reports Manual*.

---

1. To edit a transaction, log in to the application, and select the **Approved** link from the *Current Transaction Summary*.
2. Select  **View** next to the transaction you would like to edit.



The screenshot shows a web interface for viewing reports. On the left, there are filters for 'Report Type' (Transaction Report selected), 'Date Range' (Start Date: Nov 9, 2015, End Date: Jan 9, 2016), and 'Export Date Range' (Custom). The main area displays a table of transactions with columns: View, Transaction Date, Status, Payment Type, and Name On. An orange arrow points to the 'View' icon in the second row. Below the table, there are summary statistics: Total Debit Count: 17, Total Credit Count: 1, Total Debit Amount: \$11,986.69, Total Credit Amount: \$30.00.

View	Transaction Date	Status	Payment Type	Name On
	12/11/2015 5:32:53 PM CT	Approved	Checking	Bruce W
	12/14/2015 5:29:28 PM CT	Approved	Checking	Barry Al
	12/30/2015 11:23:10 AM CT	Approved	Checking	Toby m
	12/30/2015 11:32:06 AM CT	Approved	Checking	Toby M
	12/30/2015 11:59:21 AM CT	Approved	Checking	
	12/30/2015 3:22:39 PM CT	Approved	Checking	
	12/31/2015 8:41:32 AM CT	Approved	Checking	Kara Da
	1/4/2016 10:25:04 AM CT	Approved	Checking	Alfred P

FIGURE 4I: VIEW COLUMN FOR APPROVED STATUS TRANSACTIONS

3. The *Transaction Details* page appears. To edit the transaction amount, select  **Edit** to the left of the **Sale** field.

Reports / Results / Transaction Information

### Transaction Details

Actions

<b>Customer (ID):</b> ,((9ef76261-f386-46e8-b57e-1d238f18645b))	<b>Tran Data 1:</b> data
<b>Effective Date:</b> Friday, December 11, 2015	<b>Tran Data 2:</b>
<b>Sale:</b> \$100.00	<b>Tran Data 3:</b>
<b>Payment Method:</b> Image Replacement Document	<b>Reference Number:</b> T:NPWP10FFA1
<b>From Account Type:</b> Checking	<b>Payment Origin:</b> Mailed In
<b>Account Number:</b> 111000614 / 191364009891	<b>Settlement Status:</b> To Be Originated
<b>To Location:</b> Location 1	<b>Description:</b>
<b>Current Status:</b> Approved	<b>Notification Method:</b> Merchant Notify
	<b>Email Address:</b>

FIGURE 42: TRANSACTION DETAILS PAGE WITH EDIT OPTION

- The **Sale** amount becomes an editable field where you can enter a new amount. Enter a new amount and a **Reason** for changing the amount.
- Click **Save** when finished. Selecting cancels the change.

### Transaction Details

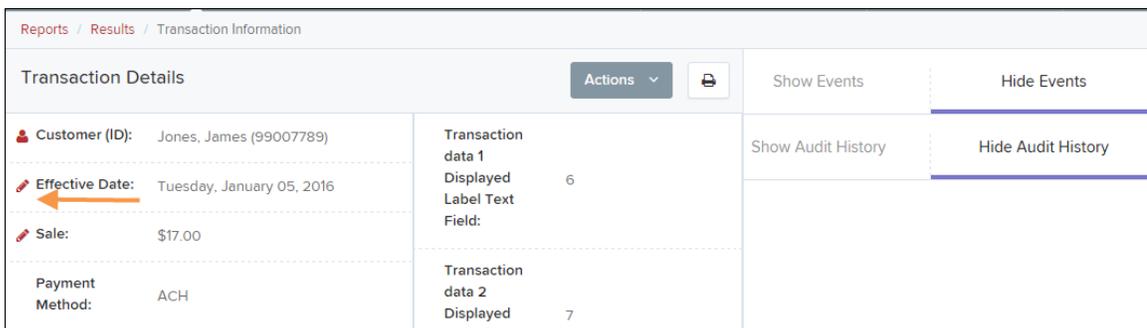
**Customer (ID):** Jones, James (99007789)

**Effective Date:** Tuesday, January 05, 2016

\$ 17.00 Reason Reason

FIGURE 43: EDITING A TRANSACTION AMOUNT

- Click  **Edit** next to the **Effective Date** field to change the transaction's process date.



Reports / Results / Transaction Information

Transaction Details

Customer (ID): Jones, James (99007789)

Effective Date: Tuesday, January 05, 2016

Sale: \$17.00

Payment Method: ACH

Transaction data 1  
Displayed Label Text Field: 6

Transaction data 2  
Displayed Label Text Field: 7

Actions

Show Events

Hide Events

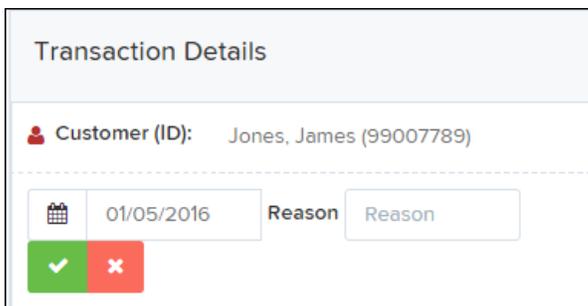
Show Audit History

Hide Audit History

FIGURE 44: EDITING AN EFFECTIVE DATE

**NOTE:** The **Effective Date** field becomes an editable field where you can enter a new date. A calendar option appears for date selection, or you may type in a date in MM/DD/YYYY format.

- Enter a new date and the **Reason** for changing the effective date.
- Select  **Save** to save changes.



Transaction Details

Customer (ID): Jones, James (99007789)

01/05/2016 Reason Reason

FIGURE 45: SAVING A NEW EFFECTIVE DATE

## Voiding a Transaction

A transaction can be voided as long as it is still in a status of *Approved*, *Awaiting Approval*, or *Suspended*. Recall that an approved transaction is moved to the *Processed* status at the end of the closing day for your financial institution.

- Log in to the application, and then select a status from the *Current Transaction Summary* page that has not yet been processed. For example, click the **Approved** status link.

2. A report of approved transactions appears. Select **View**  next to the transaction you would like to void.
3. From the *Transaction Details* page, select **Actions | Void**.

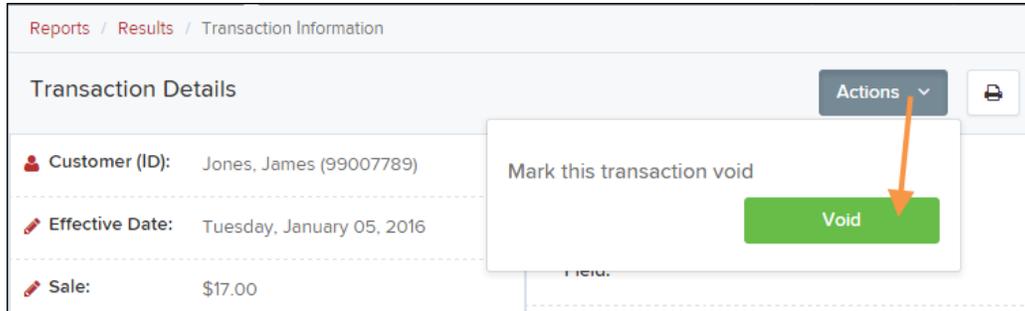


FIGURE 46: VOIDING A TRANSACTION

4. Click **Void**.  
The transaction is voided and appear as a *Voided* status on the *Current Transaction Summary* page until it is resolved.



FIGURE 47: CONFIRMING VOIDING A TRANSACTION

## Resolving Transactions

Resolving a transaction means indicating a reason why the transaction was voided for communication and auditing purposes. Once a transaction has been voided, it appears in the *Voided* status, where you can opt to resolve the transaction.

1. Log in to the application and then select the **Voided** status from the *Current Transaction Summary* on the *Dashboard* page of the application.
2. Select  **View** for the transaction you wish to resolve.
3. From the *Transaction Details* page, select **Actions**.
4. Enter a reason for resolving the transaction. For example, the transaction was deposited in the wrong account.

5. Click **Resolve**.

The transaction now appears under the *Resolved* status in the *Current Transaction Summary*.

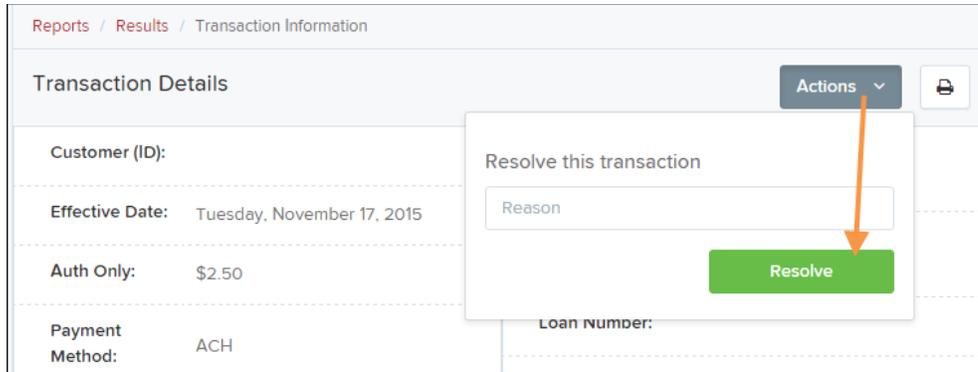


FIGURE 48: MARK TRANSACTION RESOLVED OPTION

## Bulk Check Operations

The system allows you to take action on multiple check items, at once. Bulk check operations are available depending on a transaction's status. The *Accounting* privilege and *Bulk Operations* role are required to perform the following tasks.

## Bulk Approve

You may bulk approve transactions that are in the *Awaiting Approval* status.

1. Log in to the system and choose **Transactions**.
2. Under the *Bulk Check Operations* heading, select **Approve**.

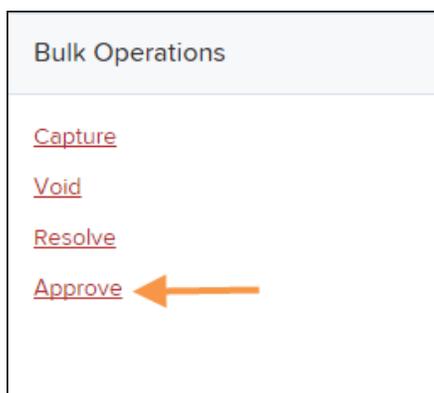


FIGURE 49: BULK APPROVE OPTION

3. The *Bulk Operations* page appears. Specify a **Location** from which to search for transactions. Specify a **Begin Date** and **End Date** for a range in which to

search for transactions using MM/DD/YYYY format, or the calendar option provided.

**Bulk Operations**

Capture
  Void
  Resolve
  Approve

Location ID: 
 Quick Pick:

Start Date: 
 Start Time:

End Date: 
 End Time:

**Status**  
 Awaiting Approval

**Run Report**

FIGURE 50: BULK APPROVAL PAGE

4. Specify a **Begin Date** and **End Date** for a range in which to search for transactions using MM/DD/YYYY format, or the calendar option provided.
5. The *Status* for the type of transaction is *Awaiting Approval* by default. Click the **Run Report** option.
6. The transaction(s) matching your search filters appear. Select the check box(es) next to the transaction(s) you wish to approve. You may also select the check box in the column header to select all the transactions listed.

Transactions matching your query    Displaying Page 1 of 1 Records 1 - 13 of 13

Records Per Page: 20

<input type="checkbox"/>	View	Transaction Status	Date Created	Application System
<input type="checkbox"/>			9/18/2015 12:15:51 PM CT	Merchant Portal
<input checked="" type="checkbox"/>			9/18/2015 12:17:15 PM CT	Merchant Portal
<input type="checkbox"/>			12/8/2015 10:02:00 AM CT	SmartPay Business
<input checked="" type="checkbox"/>			12/8/2015 10:02:42 AM CT	SmartPay Business
<input type="checkbox"/>			12/10/2015 5:46:35 PM CT	SmartPay Business

FIGURE 51: SELECTING TRANSACTIONS FOR APPROVAL

7. Enter a **Reason** for approving any item(s). Click  **Save** and the system approves the item(s).

## Bulk Capture

You may search for and capture transactions in the *Awaiting Capture* status.

1. Log in to the system, and then choose **Transactions**.
2. Under the *Bulk Check Operations* heading, select **Capture**.
3. The *Bulk Capture* page appears. Select a **Location** from which to search for transactions. Specify a **Begin Date** and **End Date** for a range in which to search for transactions using a MM/DD/YYYY format, or the calendar option provided.
4. Select **Run Report**. The transaction(s) matching your search filters appear. Select the check box(es) next to the transactions you wish to capture. You may also select the check box in the column header to select all the transactions listed.
5. Enter a **Reason** for capturing any item(s). Select the **Capture** option.

## Bulk Void

The Bulk Void option can be used for transactions in the *Approved*, *Awaiting Capture*, *Awaiting Approval*, or *Suspended* status.

1. Log in to the system, and then select **Transactions**.
2. Under the *Bulk Check Operations* heading, click **Void**.
3. The *Bulk Void* page appears. Select a location from which to search for transactions.
4. Specify a **Begin Date** and **End Date** for a range in which to search for transactions using a MM/DD/YYYY format, or the calendar option provided.
5. Click **Run Report**. The transaction(s) matching your search filters appear. Select the check box(es) next to the transactions you wish to void. You may also select the check box in the column header to select all the transactions listed.
6. Enter a **Reason** for voiding any items, and then click the **Void** option.

## Bulk Resolve

You may resolve multiple transactions with a status of Declined, Voided, Invalid/Closed Account, Uncollected NSF, Unauthorized, Disputed, Error, or In Research.

1. Log in to the system and select **Transactions**.
2. Under the *Bulk Check Operations* heading, choose **Resolve**.
3. The *Bulk Resolve* page appears. Specify a location from which to search for transactions.
4. Specify a **Begin Date** and **End Date** for a range in which to search for transactions using a MM/DD/YYYY format, or the calendar option provided.
5. Click **Run Report**. The transaction(s) matching your search filters appear. Select the check box(es) next to the transactions you wish to void. You may also select the check box in the column header to select all the transactions listed.
6. Enter a **Reason** for resolving these transactions, and then click **Resolve**.

# EPS Device Control

## Device Control Status Indicators

EPS Device Control can be in one of several statuses. Look to your icons tray in the notifications area of your desktop to view the status of Device Control. In Figure 52, the Device Control icon is green, indicating that the service is online. It may be necessary to click the arrow to **Show hidden icons** (Figure 53).



FIGURE 52: DEVICE CONTROL ICON



FIGURE 53 – SHOW HIDDEN ICONS

- A green icon indicates that the Device Control service is online.
- A black icon indicates that the Device Control service is offline.
- A red icon indicates that an error has occurred in Device Control.
- A yellow icon indicates that Device Control is connected to the device.
- A blue icon indicates that the middleware has connected.
- An orange icon indicates that the device is in the process of scanning.

## Activating/Deactivating Alerts, Launch on Startup, and Auto-Detect Proxy

Use the following steps to limit the number of alerts and status messages received from Device Control, prevent Device Control from launching on Windows startup, or activate the auto-detect proxy configuration.

1. On your desktop taskbar, locate the **Device Control** icon. It may be in the hidden icons referenced above.



FIGURE 54: DEVICE CONTROL ICON

2. Right-click the **Device Control** icon and then select **Options**.

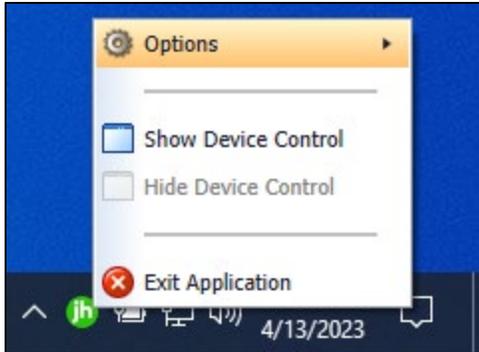


FIGURE 55 – DEVICE CONTROL OPTIONS

3. Select the option you wish to change: **Display Alert Balloons**, **Launch on Startup**, or **Auto Detect Proxy**.

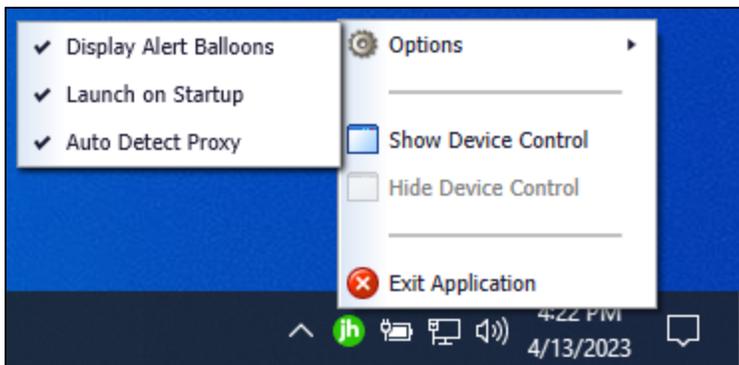


FIGURE 56: ALL OPTIONS, SELECTED

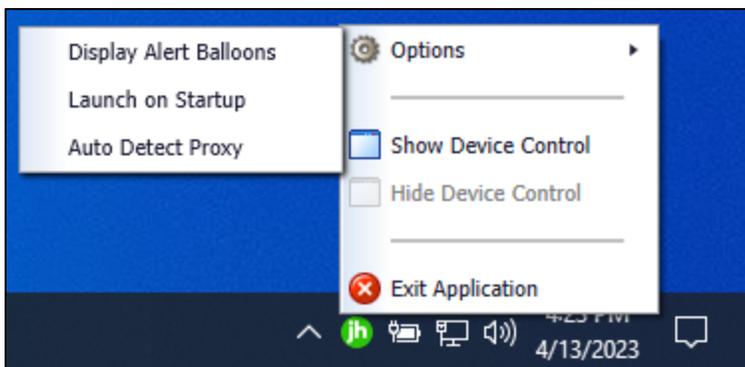


FIGURE 57: ALL OPTIONS, UNSELECTED

## Changing a Scanner

To select a different scanner within Device Control, follow the steps below.

---

**NOTE:** If multiple scanner makes/models are registered to a company's profile, it may be necessary to delete the browser history to clear the scanner cookies used by Device Control. This should allow you to select another scanner.

---

1. Double-click the Device Control icon, or right-click and then select **Show Device Control**.



FIGURE 58 – SHOW DEVICE CONTROL

2. From the *Device Control Information* window, select **Service | Stop**.

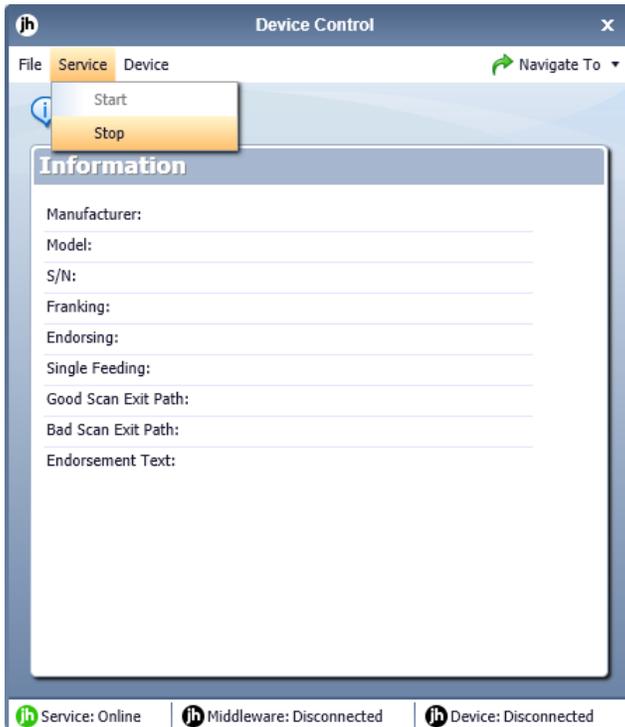


FIGURE 59: STOP DEVICE CONTROL SERVICE

### 3. Select **Device | Chooser**.

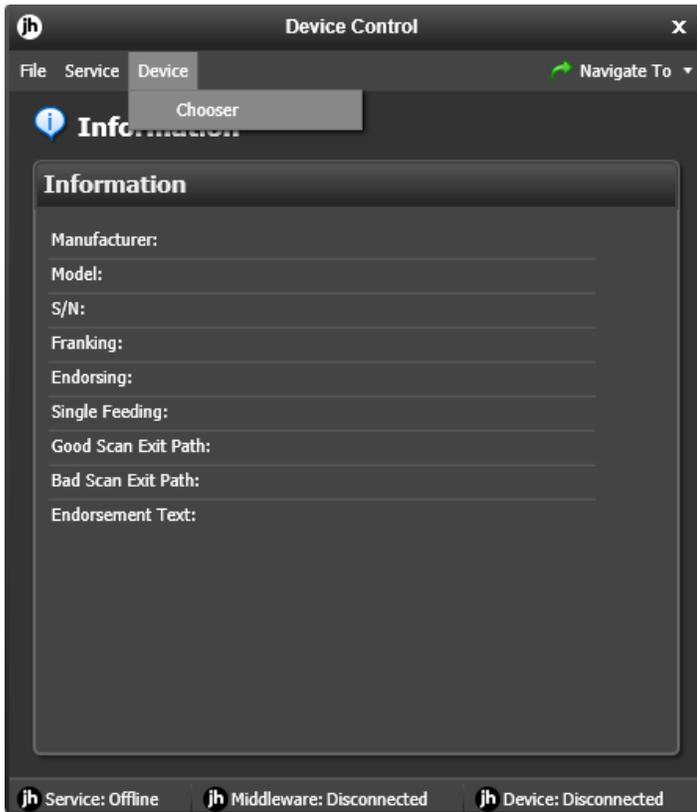


FIGURE 60: DEVICE | CHOOSER OPTION

4. The *Choose a Device Manufacturer* window appears. Select the manufacturer of the scanner you wish to use. You may also opt to select a particular model.

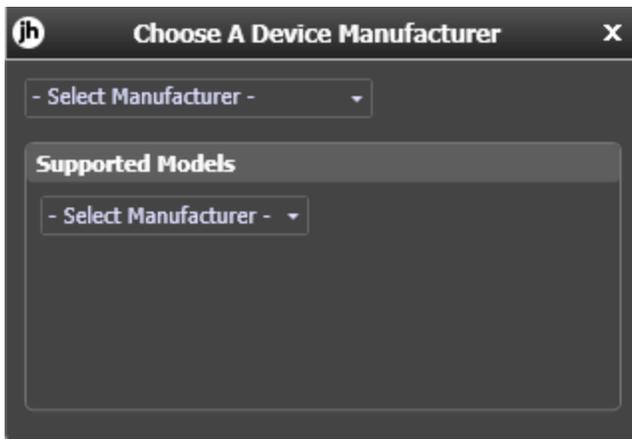


FIGURE 61 – CHOOSE A DEVICE MANUFACTURER

5. If the selected scanner model has not yet been installed, the system displays the error message **Not Installed!** You have the option of installing the scanner by selecting **Install**, if applicable.

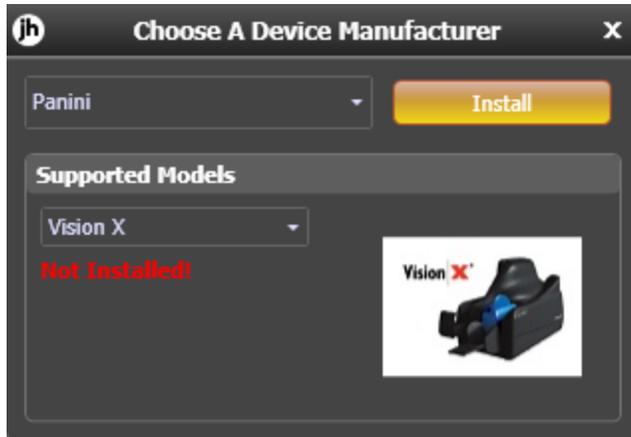


FIGURE 62: SELECTED DEVICE NOT INSTALLED

## Uninstalling a Scanner

Use the following steps to uninstall a scanner once Device Control has been installed.

1. Perform **Steps 1 - 5** in the previous section titled "Changing a Scanner."
2. In the Device Control window under the *Choose a Device Manufacturer* heading, select the **Uninstall** option.

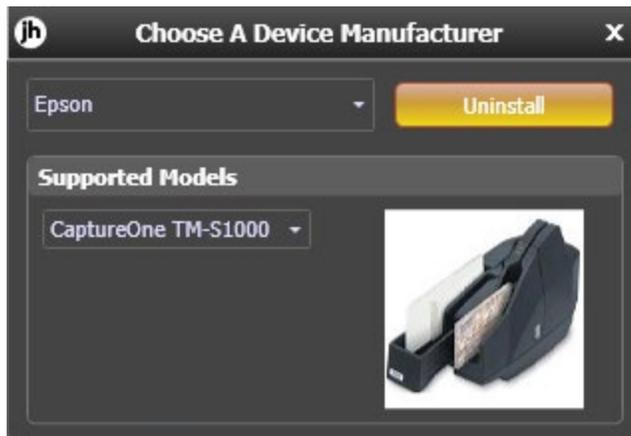


FIGURE 63: UNINSTALL OPTION

3. The *Add/Remove Devices* window appears. Choose the scanner you wish to uninstall and then select **Uninstall**.

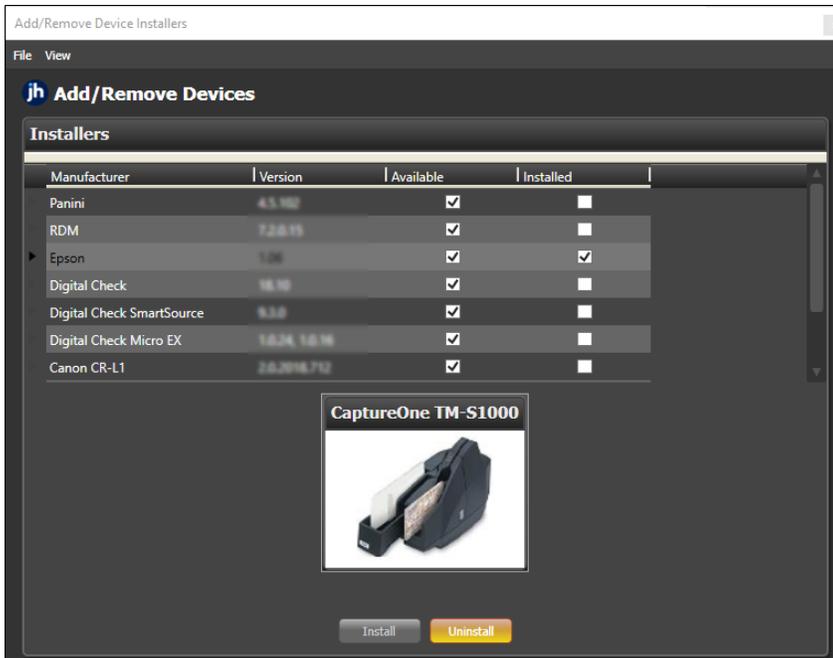


FIGURE 64 – ADD/REMOVE DEVICE WITH UNINSTALL OPTION

4. The *Uninstall Wizard* appears. Follow the requirements listed, and then click **Next** to continue.

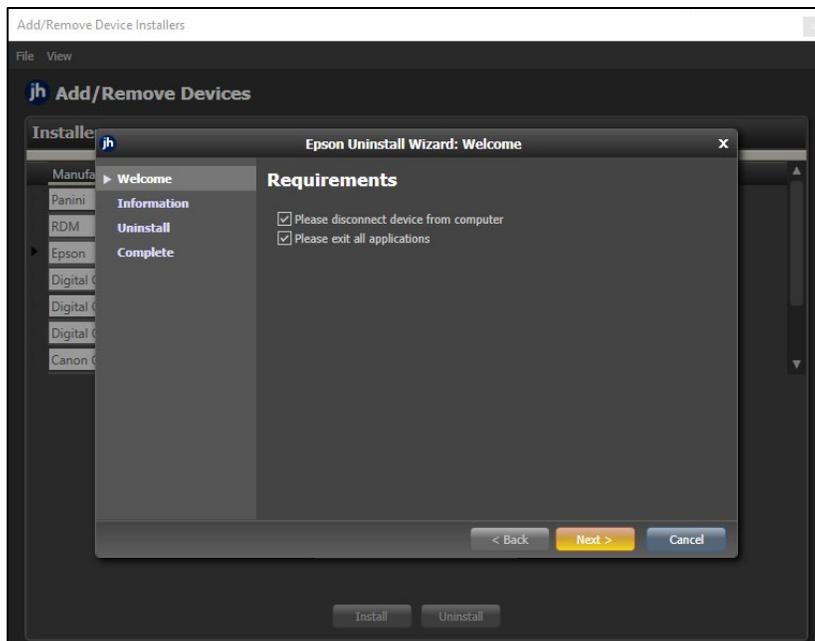


FIGURE 65: REQUIREMENTS

5. The installer information for the scanner appears. Click **Next** to continue.

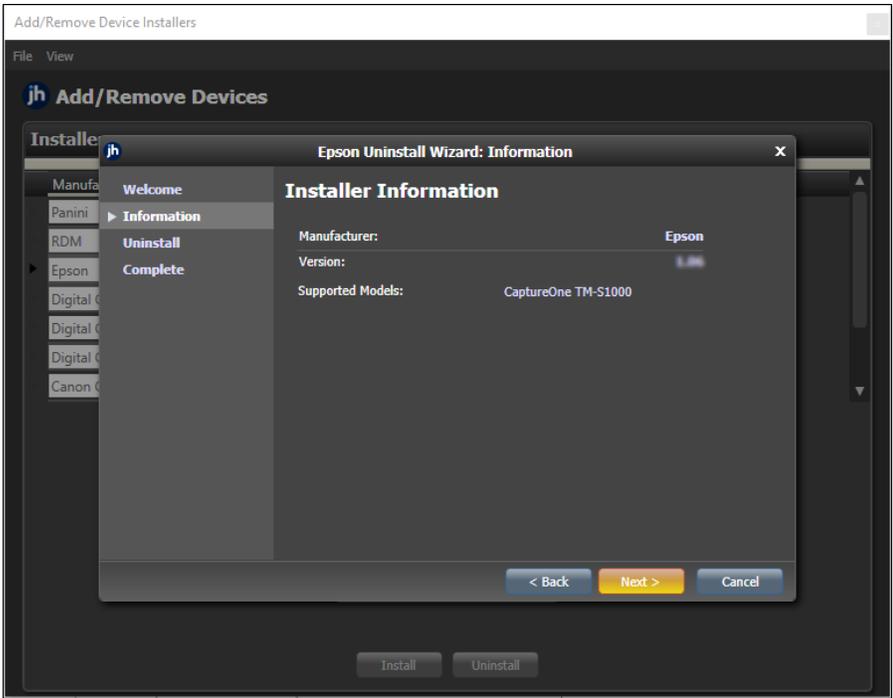


FIGURE 66: INSTALLER INFORMATION

6. The uninstall process completes. Click **Next** to continue.

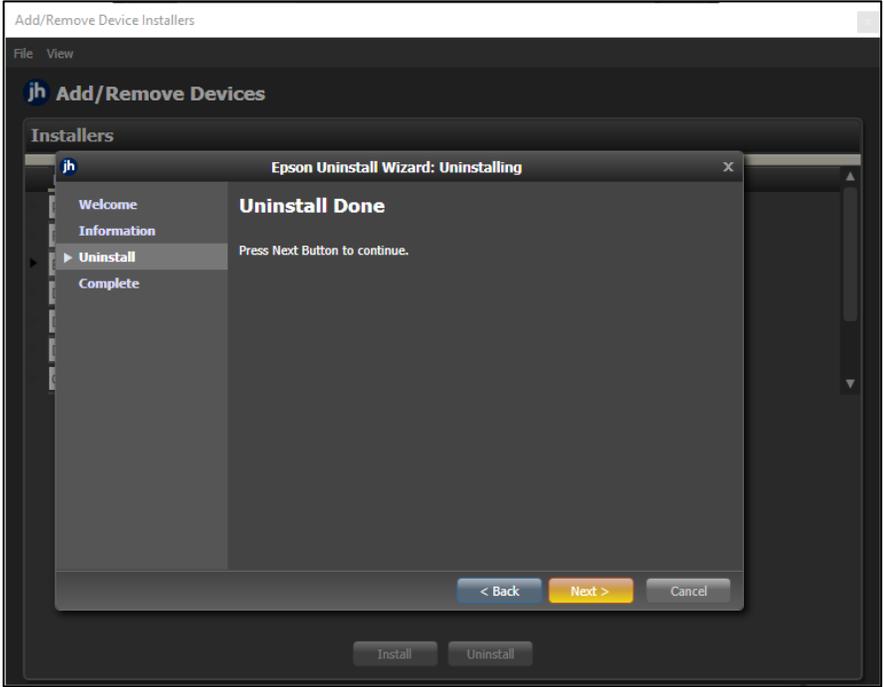


FIGURE 67: UNINSTALL DONE PROMPT



7. Once the process is complete, click **Finish**. The scanner you selected should now be uninstalled, and you may close the *Add/Remove Devices* window.

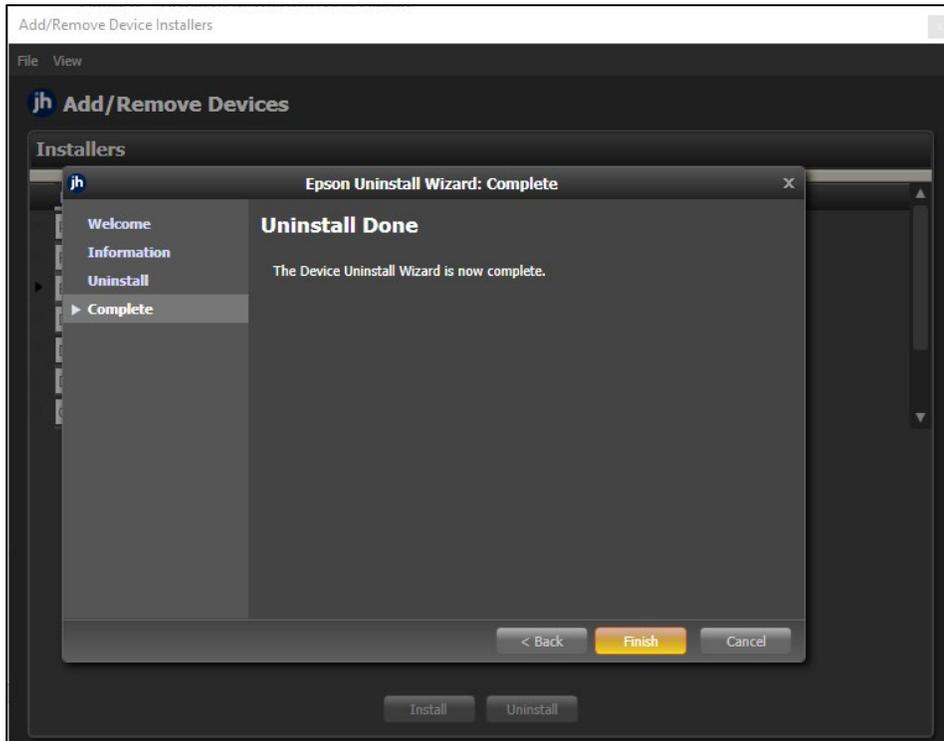


FIGURE 68: UNINSTALL FINISH