



Remote Deposit Now (RDN) Customer Guide

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RDN Introduction

RDN is a payments platform designed to make remote deposit capture easier. RDN includes the following features to promote a better remote capture experience. It includes:

- Streamlined navigation to simplify accessing key areas by providing direct links to frequently visited pages
- Modern design that uses customizable display
- Responsive web design to accommodate a variety of devices, screen sizes, and browsers
- Improved sorting and filtering options to make it easier to manage large-scale data displays
- Intelligent use of common colors to consistently represent repeated action types

This document highlights ways to use the features in RDN and includes a list of available reporting features.

For information about system requirements for SPB, see the *SmartPay Business System Requirements* document published on the *Resources* page of JHA SmartPay ManagerSM and on the *For Clients* site.

NOTE: Your screenshots may differ from those pictured throughout this document.

User Administration Introduction

An administrator creates and maintains user profiles for employees within an organization, and grants certain privileges and roles allowing users to perform tasks in the system.

An admin performs the following:

- Setting up employee user profiles
- Enabling or disabling users
- Editing user profiles
- Unlocking user profiles
- Deleting user profiles
- Resetting passwords and providing new temporary passwords for users accessing the site through the URL directly and not online banking
- Assigning specific roles or functions
- Designating certain users as authorized callers for support-related questions
- Enabling access to any and all accounts (locations) for employees to process

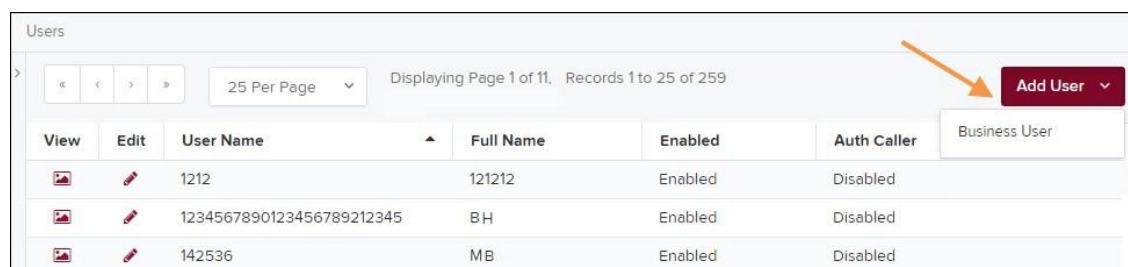
Based on roles assigned by an admin, users process desktop deposits, generate reports, research historical transactions, edit transactions, and contact support.

For questions about the application, contact your ANB Treasury Services Support team.

Creating a User

Administrators create users who will deposit checks, pull reports, or other tasks within the system on a daily basis. The Admin also updates a user's profile, unlocks a user's profile, and deletes a user's profile as needed.

1. Log in to Go Business Deposits (RDN)
2. Select **Admin | Users** from the left main menu.
3. From the left navigational bar, under the *User Admin* heading, select **Add User**.



| View | Edit | User Name | Full Name | Enabled | Auth Caller |
|------|------|---------------------------|-----------|---------|-------------|
| | | 1212 | 121212 | Enabled | Disabled |
| | | 1234567890123456789212345 | BH | Enabled | Disabled |
| | | 142536 | MB | Enabled | Disabled |

4. Fill out the *Add User Settings* and the *Privileges for this User* sections. Note that a temporary password is displayed at the bottom of the page. Provide this password to the user you create.

- a. Select the **Authorized Caller** check box to allow a user to contact EPS for support. Once enabled, the user must establish an **Authorized Caller Identification Phrase** the EPS Customer Support representative uses to verify authorization. Callers who cannot answer their identification phrase are directed to their financial institution for further assistance.
 - b. After you select privileges for this user, click **Add**.
5. The system creates the user and allows you to select roles underneath each of the privileges assigned to them. Select roles for this user. For a complete list, see *Appendix A: Privileges and Roles*.
 - a. Select the locations for this user.
 - b. Select **Update** to finish assigning privileges and roles for this user.

Unlocking a User

The system locks out users who key a password incorrectly at least five times or fail to answer the secret question correctly when requesting a temporary password.


As the Admin, you are responsible for unlocking FI user profiles to allow access to the system again. If the Admin user is locked out, contact your first line of support for assistance. To unlock a user:



1. Log in to the system.
2. Select **Admin | Users** from the left main menu.
3. Under the *Locked* column, select the **Unlock** option for that user. The **Unlock** text disappears, and the user profile unlocks.

| Displaying Page 1 of 2, Records 1 to 25 of 33 25 Per Page Add User | | | | | | |
|--|------|-----------|---------------|---------|-------------|--------|
| View | Edit | User Name | Full Name | Enabled | Auth Caller | Locked |
| | | admin | Administrator | Enabled | Disabled | Locked |
| | | J | J | Enabled | Enabled | |
| | | | | Enabled | Disabled | |
| | | L | L | Enabled | Disabled | Unlock |

NOTE: If the user needs a new password, reset the password following the steps in the *Resetting a Password* section.

Resetting a Password

4. Log in to the system.
5. Select **Admin | Users** from the left menu.
6. Select  **Edit** to display the *Edit User* page.
7. Select **Reset Password** at the bottom of the page. The user's profile generates a case-sensitive, temporary password.
8. Click **Copy Password** to manually send the temporary password to a user or click **Copy Password Reset Link** to manually send the user a link.

| | | | | |
|----------------|------------------------------|---|--|--------|
| Reset Password | Temporary Password Fwwp@6524 |  Copy Password |  Copy Password Reset Link | Update |
|----------------|------------------------------|---|--|--------|

Assigning Privileges and Roles

The administrator assigns the appropriate privileges and subsequent roles to users' profiles. Users must be given a privilege before roles under that privilege are assigned.

The following table lists the most common roles associated with the *Customer Services* privilege.

| Role | Definition |
|---------------------------------|--|
| Accounting | Allows a user to run reports, balance all checking and credit card transactions, look at transaction details, edit transactions, view check images, and monitor and research transactions. |
| Accounting - Approve Check Only | In conjunction with the Dual Authorization feature within a user's profile, this role designates the user as the second person who approves a transaction in the <i>Awaiting Approval</i> status. The different user made the transaction. |
| Accounting - User Role | A user with this role cannot access the <i>Transaction Status Summary</i> on the home page of the application. |
| RDN Admin | Allows a user to create, scan, and submit items as a transaction. |
| RDN User | Allows a user to create and scan items, but not submit them as a transaction. |
| RDN User | Allows a user to create, scan, and submit an item as a transaction. |

After selecting the roles you wish to enable for the user, select **Update** to save all changes.

User Session Timeout

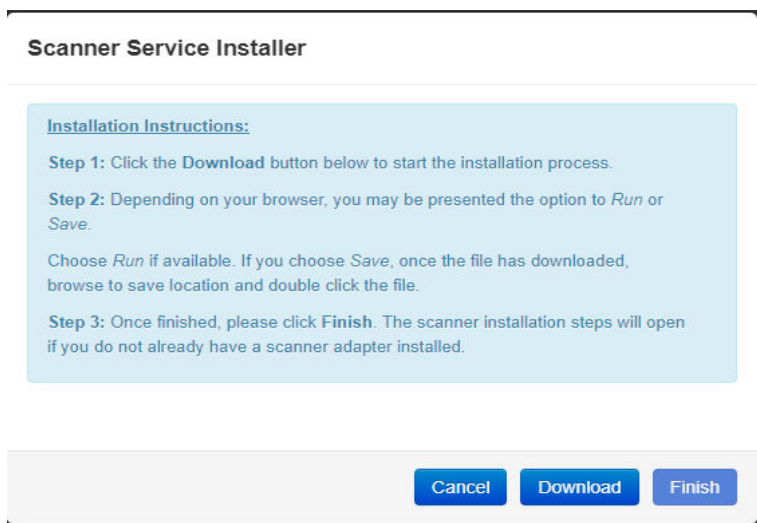
The system automatically logs off users who are inactive for at least 15 minutes. You receive two-minute a *Session Timeout Warning*. Click anywhere on the screen to remain logged in.

Installing Scanner Driver

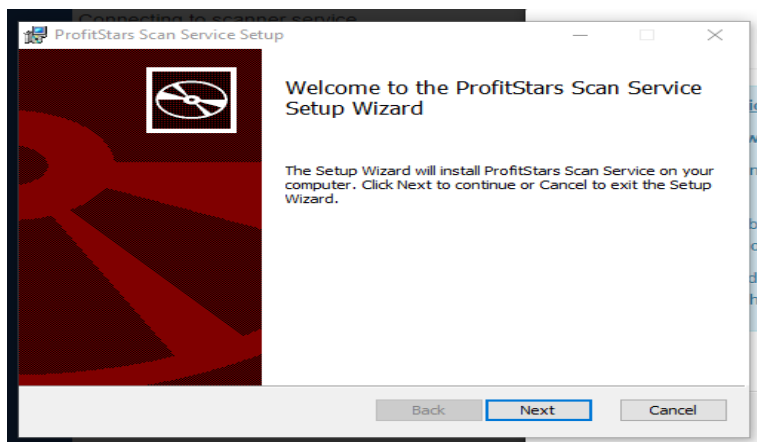
1. Login to ANB Go Business
 - a. Expand the menu option
 - b. Click on "Other Services"
 - i. Choose Go Business Deposits- Click "Login" and "Continue"
2. New webpage loads- select "Transactions"- Click on "Remote Deposit Now"
3. Menu options are now listed at the top of the page- choose "Scan"



- a. Scanner Service Installer prompt will appear, click download



- b. Follow install wizard steps and once complete, click finish



4. If you have a scanner adaptor setup you should be finished.
5. If you don't have a scanner adaptor setup, another prompt will appear to select your scanner type- choose scanner type and click download.
 - a. Follow install wizard steps and once complete, click finish.
6. You are now ready to begin your deposit

How to Make a Deposit

Creating a Deposit

1. Login to ANB Go Business
 - a. Expand the menu option
 - b. Click on "Other Services"
 - i. Choose Go Business Deposits
 - ii. Click "login" and "continue"
2. New webpage loads- select "Transactions"
 - a. Click on "Remote Deposit Now"
3. Menu options are now listed at the top of the page- Select "Scan"



4. Click the "Start" option on the bottom left of screen
5. Enter deposit total and click "OK"
6. Click Start again to begin scanning checks
7. Once all checks are scanned, click on "Close Batch"

Editing the Deposit Batch

1. If check was read correctly all field will be prefilled and completed.
2. If check was not read correctly, you will need to key the missing fields
 - a. Missing fields could be Routing, On Us, Check Number and Amount
3. Once all fields are keyed correctly click "Save"
 - a. If you click save and receive a red error message, correct the fields being requested

The screenshot shows the 'Batch Edit' interface. At the top is a blue navigation bar. Below it, a status bar shows '09/19/2022 09:22 AM Batch Number 117 - yfret1' and a green message: 'Expected Total: 2.22 Actual Total: 2.22 (All items needing editing have been completed)'. The main area is split into two panes. The left pane, titled 'Front', shows a scanned check from 'Lance Farley' dated '4-21-22' for '\$ 2.22'. The right pane, titled 'Back', shows a table with deposit details: 'Seq: 1', 'Codeline: 104000054-101000005550-2003', and 'Amount: 2.22'. Below the panes are input fields for 'Customer No' and 'Invoice No'. At the bottom are buttons for 'Back', 'Cancel', 'Print', and 'Save'.

Submitting the Deposit

1. Select the batch you want to deposit on the left under "Batches Available for Deposit"

The screenshot shows a web application interface for submitting a deposit. At the top is a blue navigation bar with links: Home, Scan, Batch Edit, Make Deposit (highlighted), View Deposits, Search, View Messages, Reports, and a Tools dropdown. Below the navigation bar, on the left, is a section titled 'Your Bank's Current Time: Thursday, May 19, 2022, 9:29:06 AM - CST'. Below this is a table with the header 'Batches Available for Deposit'. The table contains one row with a checked checkbox, the batch ID '2022-05-19T09:22:41 - 17', and details: 'Total Amount: 2.22', 'Item Count: 1', 'Scanned By: jvtest1', and a 'View Items' link. To the right of the table are two dropdown menus: 'Accounts' and 'Select Deposit Account...'. Further right, the totals are displayed: 'Unallocated Total: 2.22' and 'Deposit Total: 2.22'. At the bottom right is a blue button with a checkmark icon and the text 'Make Deposit'.

| Batches Available for Deposit | |
|-------------------------------------|--|
| <input checked="" type="checkbox"/> | 2022-05-19T09:22:41 - 17 Total Amount: 2.22 Item Count: 1 Scanned By: jvtest1 View Items |

Accounts

Select Deposit Account...

Unallocated Total: 2.22

Deposit Total: 2.22

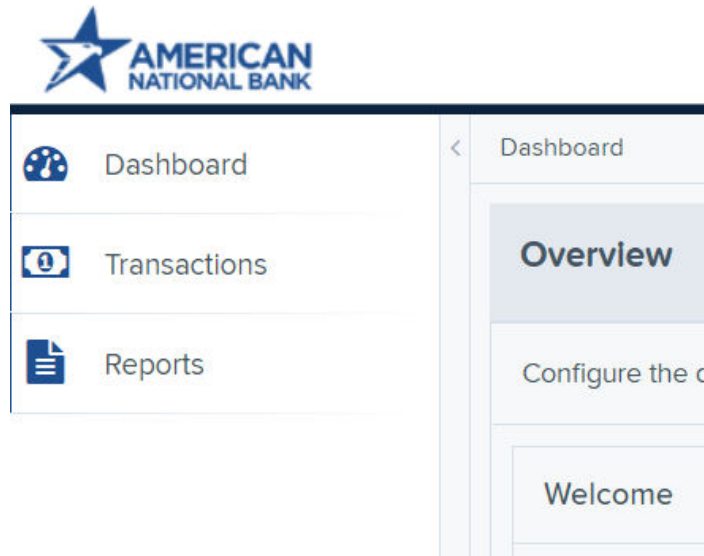
✓ Make Deposit

2. Choose the account you wish to deposit too
3. Click Make Deposit
4. You will see a pop up confirming the deposit is completed. Deposit is sent to ANB for processing
 - a. You can view the deposit report or deposit report with images by clicking on the hyperlink on the pop up.
5. To complete, click OK

Navigational Features

Accessing the Main Menu

The left main menu contains primary options such as **Transactions** or **Reports** that allow you to navigate throughout features in the system. Collapse this menu by selecting the vertical bar attached to the left main menu.



This area is also where a warning appears if RDN does not support your operating system.


Some primary categories on the main menu contain sub-options based on user permissions. All sub-options under primary categories relate to that primary category. For example, all sub-options under the *Admin* tab relate to that topic.

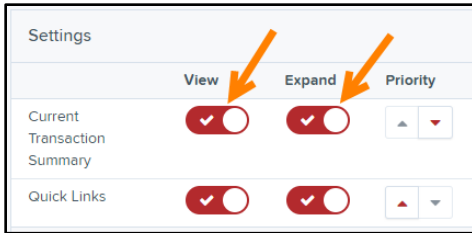
Customizable Dashboard

Display Settings

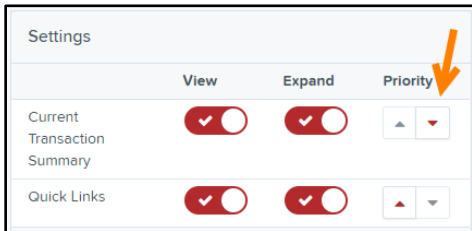
Dashboard display settings allow you to decide how the page displays. Settings are automatically updated and saved and are remembered for each user.

To choose display settings:

1. Click  **Settings** at the top right in the *Overview* section.
2. Use the enable/disable buttons to in the *Settings* panel to:
 - Hide or show panels under *View*.
 - Expand or collapse panels under *Expand*.



3. Use the arrows to determine the order in which you see items on the *Dashboard* page under *Priority*.





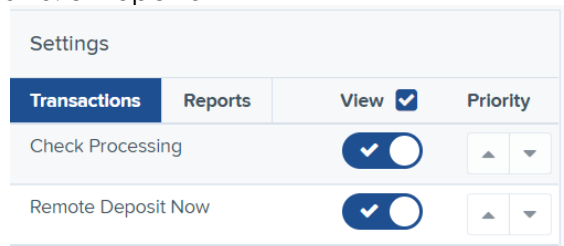
4. Click  to close *Settings* and return to the *Dashboard* page.


Quick Links Panel

The *Quick Links* panel provides a quick and efficient way to access your most often used reports. Configuration options are automatically updated and saved and are remembered for each user.

To access and set up *Quick Links* configuration options:

1. Scroll down to the *Quick Links* panel. Click  Expand to open the panel if needed.
2. Click  Settings. The *Settings* panel opens, showing a list of available transactions and/or reports.



3. Select the tab you wish to configure, **Transactions** or **Reports**.
4. Choose whether to show/hide the items by selecting the **Toggle** buttons under *View*. Checking or unchecking the **View** box allows you to simultaneously select/unselect all items on the tab you selected. You can also select the display order by using the **Priority** up and down arrows.
5. Click  to close *Settings*. Reporting & Tools

Reporting Features

Reporting Privileges and Roles

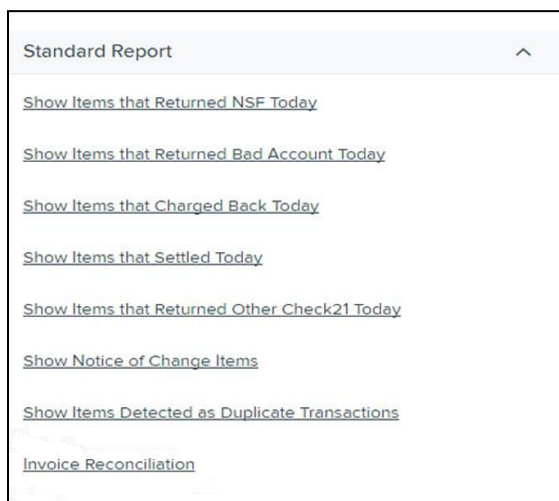
The administrator user within your organization will need to assign the (full) *Accounting* role under the *Customer Services* privilege for any users within your organization that will be working with the reporting functionality.

Reports include some new features for customizing the information displayed in each report.

Standard Reports

Standard reports are pre-defined daily reports..

9. Log in and select the **Reports** tab from the left main menu.
6. Under the section *Standard Reports*, select the report you wish to run from the list displayed.



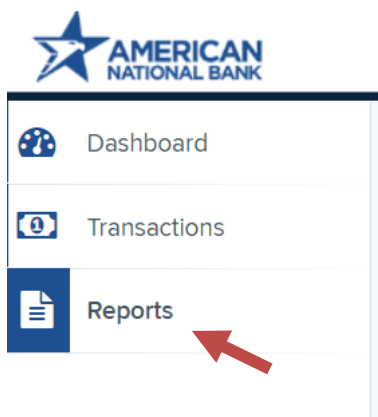
7. Once you select a report, it will run automatically with preset criteria in the report filters.
 - a. To make a temporary change to the report criteria:
 - i. Adjust any filters, as needed.
 - ii. Select **Run Report**.
 - b. To make a permanent change (saving the report template):
 - i. Adjust any filters, as needed.
 - ii. Adjust the name of the report and then select **Save to My Reports**.

Using the Report Builder

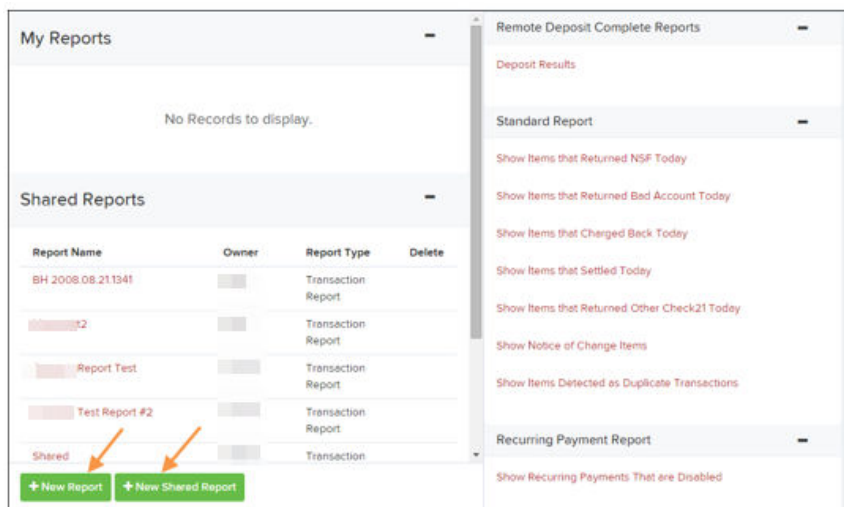
The report builder utility can be used to create one-time queries and custom recurring daily, weekly, and monthly reports for bookkeeping, historical research, and problem solving.

There are two options when creating a customized report: **New Report** and **New Shared Report**. While both are customizable, the shared report is available to other users who have access to the system. Other users will be able to pull the shared report and use its settings to generate information. Only the user who created the shared report can delete it.

10. Log in to the application, and then select **Reports** from the left main menu.



8. Click **New Report** or **New Shared Report**, if it will be available to others.



9. The *Reports* page appears. In the top bar, enter a **Title** for the report. Fill in the report criteria in each of the four sections: **Report Type**, **Date Range**, **Advanced**, and **Report Column** headers.

- **Report Type** - Designate if your report will be a *Transaction Report* based upon the current status of a transaction, or a *Historical Event Report* based upon past events a transaction has been through in the system.
- **Date Range** - In the **Date Type** field, select either **Transactions Created** or **Effective Dates** for the report, which will determine if the report displays transactions based upon the date they were created versus the date they took effect.
- Select a pre-specified date range using the **Export Date Range** option (ideal for recurring reports), or specify your own date range with the **Start Date** and **Start Time** and the **End Date** and **End Time** fields.

- **Report Column Headers** - This section allows you to organize how the report appears.
 - Select the **View** check box next to any fields to have them show on the report.
 - Under **Prioritize**, use the arrows to change the order in which information appears. For example, select the upward arrow to have a field listed before others, or the select the downward arrow to have other fields listed before it.
 - Use **Freeze** to lock fields when viewing a report. This will hold certain fields in view while you explore the rest of the report information.

| Report Column Headers | | | |
|-----------------------|-------------------------------------|---------------------------|--------------|
| | View | Prioritize | Freeze |
| Transaction Date | <input checked="" type="checkbox"/> | <div>▼</div> | <div>🔒</div> |
| Transaction Status | <input checked="" type="checkbox"/> | <div>▼</div> <div>▲</div> | <div>🔒</div> |
| Payment Type | <input checked="" type="checkbox"/> | <div>▼</div> <div>▲</div> | <div>🔒</div> |
| Name On Account | <input checked="" type="checkbox"/> | <div>▼</div> <div>▲</div> | |
| Transaction ID00 | <input checked="" type="checkbox"/> | <div>▼</div> <div>▲</div> | |
| Reference Number | <input checked="" type="checkbox"/> | <div>▼</div> <div>▲</div> | |
| Customer Number | <input checked="" type="checkbox"/> | <div>▼</div> <div>▲</div> | |
| Operation Type | <input checked="" type="checkbox"/> | <div>▼</div> <div>▲</div> | |
| Location Name | <input checked="" type="checkbox"/> | <div>▼</div> <div>▲</div> | |
| Amount | <input checked="" type="checkbox"/> | <div>▼</div> <div>▲</div> | |

10.At this time, you may choose to select the **Share to All Users** check box (as shown below) if you want to have this report available for other users to view. If you selected **New Shared Report** previously, this box will already be selected.

Alternatively, you may wish to save the report for your own use at a later time by selecting **Save to My Reports**. This option will both save the report and generate a report to view.

Reports / New Report

Title

Save to My Reports

☐ Share to All Users

Run Reports

The report displays results.

- Use the filters to change the report and then select **Run Reports** again, or you can print/export the report, as needed.
- Select **View** to the left of an item to view more details about the transaction.
- To change the report template, adjust the report filters as desired, and then select **Save to My Reports**. This saves the filter options as a template for later use.

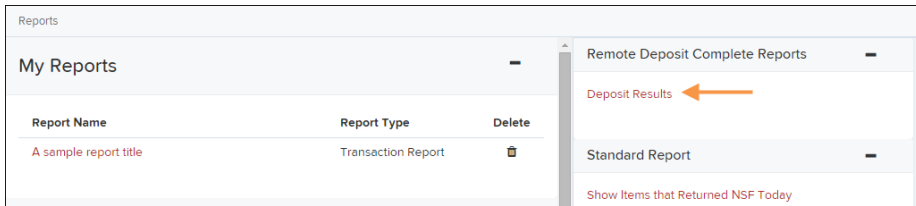
NOTE: Be sure to select the **Share to All Users** check box if you wish to save the report for others to use.

Deposit Results Report

The *Deposit Results* report is a date range report used to display a list of batches created. It can be used to monitor the status of current day batches and the items in them, or to look at previous days' batches and items.

11.Log in to the application, and then select **Reports**.

11.Select **Deposit Results**.

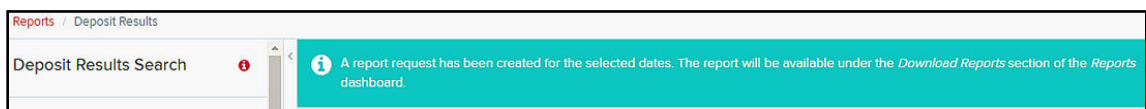





12. The *Deposit Results Search* page appears. Select a **Location ID** from where to pull the report information. Select a date range using either the **Quick Pick** option with a list of pre-set date ranges, or the custom option by entering a **Start Date** and **Start Time** options and the **End Date** and **End Time** options. You can search for report results older than two years (up to seven years), as long as you enter a date range in which the start and end dates are both older than two years.

13. Select **Get Deposits**. A list of the batches matching your criteria appears. You may need to scroll to the right to view all of the information for the report.

| Item Details | Deposit Details | Create Date | Location | Custom Batch id | Batch Type | Description | Deposit Status | Your Count | Your Amount |
|--------------|-----------------|-------------|------------|-----------------|----------------|-----------------|-------------------|------------|-------------|
| | | 12/1/2015 | Location 1 | us1 | Remote Deposit | New Deposit | Open For Scanning | 2 | \$100.55 |
| | | 12/21/2015 | | 5646542 | Remote Deposit | 17/.../2015 ... | Submitted | 2 | \$200.00 |

If you searched for a report older than two years, a message will appear directing you to the *Reports* page under the *Download Reports* section.



| Download Reports | | | | | | | |
|---|-----------------|------------------------------|------------|------------|-----------|------------------------------|-------------|
| Download | Report Type | Request Date | Start Date | End Date | Status | Processed Date | Expire Date |
|  | Deposit Results | 12/15/2017 08:38:17 AM CT | 12/15/2013 | 12/14/2015 | Processed | 12/15/2017 08:39:27 AM CT | 12/29/2017 |
|  | Deposit Results | 12/21/2017 06:05:33 PM CT | 12/21/2014 | 09/29/2015 | Processed | 12/21/2017 06:06:02 PM CT | 01/04/2018 |
|  | Deposit Results | 12/21/2017 06:45:49 PM CT | 12/21/2013 | 12/04/2015 | Processed | 12/21/2017 06:46:19 PM CT | 01/04/2018 |

The following table describes all the fields, in alphabetical order, displayed in the *Deposit Results* report and their definitions.


| Field | Definition |
|--------------------|--|
| C21 Deposit Amount | Total amount of the Check 21/Image Replacement Document (IRD) items in the batch/deposit. |
| C21 Deposit Count | Number of Check 21/Image Replacement Document (IRD) items in the batch/deposit. |
| C21 Deposit Date | Deposit date of the Check 21/Image Replacement Document (IRD) items within the batch/deposit. |
| Create Date | Date the batch/deposit was created. |
| Custom Batch ID | Information that, with the feature enabled, will display a required field when creating a new deposit. This field will be a unique label for a batch/deposit and reflects on the <i>Deposit Results</i> report. |
| Deposit Details | Link to the list of steps the batch/deposit has taken and the user(s) who processed it. |
| Deposit Slip ID# | An option that, if enabled, will display a field on the <i>New Deposit</i> page with a value applied to the virtual deposit slip. This value is either predefined or optional and reflects on the <i>Deposit Results</i> report. |
| Deposit Status | Status of the entire batch/deposit at the time the report is generated. |
| Description | Deposit name which is made up of the date/time the batch was created along with a system-assigned batch ID. |
| Item Details | Link to a list of the individual checks that make up the batch/deposit and their respective statuses. |

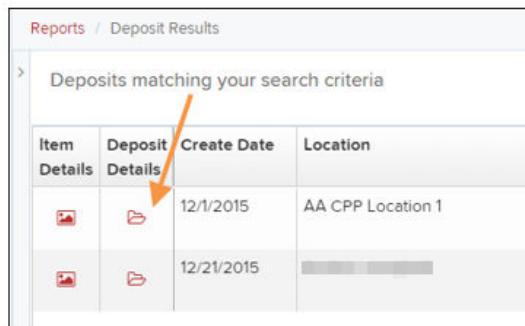
| Field | Definition |
|----------------------|--|
| Location | Account (location) to be credited with the payment. This field appears on the <i>New Deposit</i> page and the <i>Deposit Results</i> report. |
| Received Amount | Amount of the deposit, after review. |
| Received Count | Number of items identified in the deposit, after review. |
| Total Deposit Amount | Total amount of the deposit. |
| Total Deposit Count | Total number of items in the deposits. |
| Your Amount | Amount of the deposit entered when creating the batch/deposit. |
| Your Count | Number of items you entered when creating the batch/deposit. |





Notice that the report also displays the status of each transaction under the column *Deposit Status*. The following table describes all the statuses that a transaction can display.

| Status | Definition |
|---------------------------|--|
| Deleted | This status indicates that the entire deposit has been deleted by someone in your organization prior to closing it, since a deposit may not be deleted once it has been closed. None of the items in the deposit will be sent to transaction processing. |
| Deposited | All items have been processed successfully, and the deposit is in balance with no discrepancies or errors. These items are now in the approved status, and an email notification has been sent to a designated user. |
| Deposited with Adjustment | One or more of the items within the deposit caused an adjustment to the total deposit amount. The transactions have been sent to processing with the adjusted amount, and an email notification has been sent to a designated user. |
| Open for Scanning | A deposit has been created, and items can be scanned into this deposit until it is closed by a user. |
| Partial Deposit | One or more of the items were removed from the deposit due to a duplicate or rejected item. The deposit has been sent to transaction processing with the deposit total minus the items that will not be processed. An email notification has been sent to a designated user. |

| Status | Definition |
|-----------|---|
| Rejected | The entire deposit has been rejected. A deposit is rejected when the adjustment amount exceeds the limit assigned by the financial institution or when all items within the deposit are rejected because they are duplicates. |
| Submitted | The deposit has been closed, and the items are being reviewed for accuracy and errors. Once finished, the status of the items will change to one of the statuses defined previously. |

14. Select  **Deposit Details** to view the events the batch has been through. The details appear on the *Deposit Details* page. Navigate back to return to the report







| Reports / Deposit Results | | | |
|---|---|-------------|-------------------|
| > Deposits matching your search criteria | | | |
| Item Details | Deposit Details | Create Date | Location |
|  |  | 12/1/2015 | AA CPP Location 1 |
|  |  | 12/21/2015 | |

results.

15. From the *Deposit Results* page, select  **Item Details** to view the individual transactions within the deposit. Results will appear on the *Item Details* page. Items that need to be rescanned or that have been rejected will be in red.

Reports / Deposit Results



> Deposits matching your search criteria

| Item Details | Deposit Details | Create Date | Location |
|---|---|-------------|-------------------|
|  |  | 12/1/2015 | AA CPP Location 1 |
|  |  | 12/21/2015 | |

Reports / Deposit Results / Item Details

Items in deposit New Deposit


Displaying Page 1 of 1 Records 1 - 1 of 1

| Item Details | Check Image | Sequence # | Item Date | Status | Customer Name | Routing / Account # | Check # | Amount | Deposit As |
|---|---|------------|-----------|----------|---------------|---------------------|---------|---------|------------|
|  |  | 1 | 12/1/2015 | Rejected | | 111016064 / 0 | | \$85.24 | / NONE |

A transaction's status indicates where the transaction is in the deposit process. The following table describes all the potential statuses that an item can be in.

| Status | Definition |
|--------------|---|
| Deposited | The item has been sent to transaction processing and will be processed with the batch/deposit at the designated cutoff time. |
| Duplicate | The item has been identified as a duplicate of an item that has already been processed within the last 75 days and, therefore, will be rejected from the batch/deposit. |
| Error | An internal error has occurred within the system. Contact your first line of support. |
| In Review | The item is waiting for MICR repair or amount key entry. Once those steps have been completed, the status will then change accordingly. |
| Needs Rescan | The image quality of the check is poor or is a partial image and will need to be rescanned. |
| Open | The item has been scanned with no problems in an open batch/deposit. |

| Status | Definition |
|----------|---|
| Rejected | <p>The item has been rejected and will not be processed. An item can be rejected for the following reasons:</p> <ul style="list-style-type: none"> • Invalid MICR • Invalid document • Invalid payment origin • Duplicate item • Batch/Deposit out of adjustment range • Item is above a user's Dual Authorization limit • Item is above a customer's Velocity limit |

16. Select  **View** under *Item Details* to view the *Batch Item Details* page, which has information about the item in relation to the batch.

| Item Details | Check Image | Sequence # | Item Date | Status |
|---|---|------------|-----------|----------|
|  |  | 1 | 12/1/2015 | Rejected |

Reports / Deposit Results / Item Details / Batch Details

Batch Item Details

Sequence #: 1

Routing / Account #:

Check #:

MICR:

Amount: 85.24

17. Select  **Check Image** to see specific item detail information (see figure below).

| Item Details | Check Image | Sequence # | Item Date | Status |
|---|---|------------|-----------|----------|
|  |  | 1 | 12/1/2015 | Rejected |

18. On the *Batch Item Details* page, select **Show Event History** to see the automated steps/processes the transactions has been through.