Bank of Hawai'i

RDC Application Conversion FAQs
via Remote Deposit Now

QUICK REFERENCE GUIDE

Q. What is RDC?

A. **Remote Deposit Capture** is a service, that is provided to you via the Remote Deposit Now system. This is where you can scan your check deposits through your scanner and then transmit the scanned images to make check deposit from your office to Bank of Hawaii.

Q. Who does this conversion apply to?

A. This conversion applies to anyone who uses the RDC application to scan checks to make deposits for your company. Please make sure they all receive a copy of the email that was sent to your company's admin.

Q. Why is this conversion required?

A. This conversion is required as we are switching vendors. For this reason, everyone who makes remote deposits will need to be on the new RDC application to continue making remote deposits after the conversion is completed.

Q. When do I need to complete the conversion by?

A. The conversion will need to be completed no later than 05/31/2024.

Q. What is required to upgrade to the new RDC application?

A. We have provided instructions via email to your designated RDC admin. These instructions need to be distributed to your employees who currently use our RDC application, so they are aware of the changes impacting on them. If you did not receive them or have any questions, please contact us at rdc-upgrade@boh.com.

Q. How do I get access to the new system?

A. The new application is web based and can be accessed using Chrome or Edge web browsers with an internet connection. More details on how to access and log into the new application can be found in the RDC Smart Pay Business Basic Navigation that was emailed to you. If you did not receive this documentation, free to email us at rdc-upgrade@boh.com with any questions or concerns.

Q. Will my existing scanner work with the new application?

A. Yes, however your IT admin may need to assist you with installing additional scanner services and drivers. Instructions on how to perform these installations are included in the conversion communication emailed to your admin. Please reference the compatible scanner list to ensure that you are using the correct scanner. Please note that only the Panini X is compatible with Mac.

Q. Will the way my deposits are submitted to the bank change with the new application?

A. While there are differences in the look and feel of the new application, deposits can be batched and submitted similarly to the existing RDC service. Please review the step-by-step instructions that were included in the conversion email and feel free to email us at rdc-upgrade@boh.com with any questions or concerns.

Q. With this new conversion, will my fee for the new application change?

A. No, your current fee will remain the same.

Q. Will I still get email notifications from the application when making deposits?

A. Yes, the new RDC application can push email notifications regarding deposits. In addition, the web application allows for users to view the status of all deposits submitted.

Q. What happens if I don't perform the conversion by the conversion end date?

A. After the conversion end date, you will no longer have access to make any remote deposits on the old application.

Q. Will my prior deposit history be transferred over to the new system?

A. No, deposit history from the old application will not be migrated over to the new application. Please download and export any transaction history from the old application you wish to retain (instructions are in the email).