

QUICK REFERENCE GUIDE

Accessing the Application

To access the RDN application, you must log in to the application with the proper URL and login credentials supplied by your organization admin user. Your admin user will receive their credentials from BOH Cash Management. To get to the proper URL, please go to Remote Deposit Capture - Bank of Hawaii (boh.com), and click on the RDC link. You can also find the most up to date contact information, in case you have any questions.

NOTE: If the USB cable from the scanner is not connected to your computer, connect it now.

1. Log in and then select **Transactions** from the left main menu.



2. Under Check Processing, choose Remote Deposit Now. The RDN application will be initiated.



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3. The *Remote Deposit Now* browser appears, as shown below.

Home	Scan	Batch Edit	Make Deposit	View Deposits	Search	View Messages	Reports	Tools -
								Refresh
Recent depo								
		Deposit Receip						
		Deposit Receip		-				
12/14/2021 1	2:13 PM -	Deposit Receip	t in the					
			N					
			5	3				
					1 Bar	nk of Hav	vaii	

4. Select Scan from the top of the page to begin scanning checks for deposit.



5. If you have more than one scanner driver installed, select **Change Scanner** from the arrow next to the **Start** button to confirm which scanner you are using. Select a scanner from the drop-down menu.



6. Select a scanner from the drop-down menu.

Select Scann	ier		×
Select Scanner	~		
		Cancel	√ 0К

7. Select Scanner Settings from the arrow next to the start button to set up the endorser. This is to set up the spray endorsement on the back of the check to show it's been processed.

Open Batch
Change Scanner
Scanner Installers
Scanner Settings
Start - Can

8. Select Endorser, check off the box (1), Type in Electronically Processed (2), and then click OK (3).

Main	
DneDoc	
RejectSymbol	?
FeedMode	Hopper 🗸
FrontBWImage	
BackBWImage	
FrontGrayScaleImag	e
 BackGrayScaleImag 	e
Endorser	1 2
Enabled	
Line1	Electronically Processed
Line2	



- 9. At the bottom of the page, select **Start** to scan a check.
- 10. A prompt for the expected total of the deposit appears. Complete the field with a two decimal place number, and then select **OK**. If you do not know the expected total of the batch, you may enter **0.00**.

New Batch		×
Expected Batch Total:		
	Cancel	✓OK

11. Select **Start** and scan the check(s) with the scanner. Each item will appear on the page in the order they were scanned with the MICR line displayed.

Sequence	Codeline	Item
----------	----------	------

- 12. Select **Stop** when you have finished scanning checks.
- 13. Select Close Batch.





Submitting a Deposit

Once the *All batch items have been edited and the batch is ready for deposit* message displays on the *Batch Edit* page, you are ready to submit your deposit. If your batch requires further edits, corrections, or repairs, see page 10 and below on how to edit batches.

1. Select the **Make Deposit** option at the top of the page. A list of open batches that have not yet been submitted appears.



2. Select the check box next to the deposit(s) that you are ready to submit.

ugus	ank's Current Time: 1st 2018, 12:33:32 pm	Accounts
	Batches Available for Deposit	Select Deposit Account ~
2	Batch Description 1234 Total Amount: 600.01 Item Count: 1 Scanned By: View Items	Unallocated Total: 0.00 Deposit Total: 0.00 ✔ Make Deposit
	Batch Description 123 Total Amount: 33.33 Item Count: 1 Scanned By: View Items	
		13

3. If necessary, select the account location to send the deposit from the **Select Deposit Account** drop-down menu, then select **Make Deposit** to submit your Batch(s).

NOTE: Batches can only be submitted by one account location at a time. To submit a deposit to a different location other than the one selected, you must first finish your current deposit submission.

Batche Available for Deposit Batch Description 1234 Lem Count 1 Samed By: View Herns Batch Description 123 Cala Amount: 5000 01 Batch Description 123 Total Amount: 33 33 Item Count 1 Samed By: View Herns	Bank's Current Time: It 1st 2018, 12:33:32 pm	Accounts	~	
Batch Description 1234 Total Anount: 1 Scanned By: View Items Batch Description 123 Total Anount: 33 33 Item Count: 1 Scanned By: View Items	Batches Available for Deposit	Select Deposit Account	~	
Batch Description 123 Total Amount: 33.33 Item Count: 1 Scanned By: View Items	Batch Description 1234 Total Amount: 6000.01 Item Count: 1 Scanned By:		Deposit Total: 0.00	
¢	Batch Description:123 Total Amount: 33:33 Rem Count: 1 Scanned By:			
			₽.	

4. As shown below, a deposit confirmation message appears stating that the deposit was successful, with a receipt number. Select **OK**.

Deposit Co	npleted	×
Deposit Confirmation	No: 7390223	
Total Items:	1	
Total Amount:	33.33	
6		
Deposit Report		√ OK
Deposit Report With	mages	

5. The batch(es) you submitted are removed from the *Make Deposit* page, since they are no longer open. To see the status of the submitted deposit(s), select **Home.**

	Home	Scan	Batch Edit	Make Deposit	View Deposits	Search	View Messages	Reports
		2						
1								

6. Submitted deposits are listed under the *Recent Deposits* section.



NOTE: Any batches that have been saved and edited, but not submitted, will appear under the *Batches Ready for Deposit* section.

Viewing a Deposit

 Once a deposit has been made, you can go to View Deposits to review or check on a deposit(s). Just click on the refresh button (1) to see anything for today. If you want to go further back, you can pick a range (2) and view any deposits made between those dates. Then click the refresh button and the results will populate.



Editing a Batch

1. Select **Batch Edit** from the top of the page.

Home	Scan	Batch Edit	Make Deposit	View Deposits	Search	View Messages	Reports

2. The batch items appear, as shown below.

CHECK STANDARDIZATION	xpecte	d Total: 6000.01 Actual Total: 6000.01 All items needing editing have been completed			
SAMPLE - NOT NEGOTIABLE	Front	Back	Seq	Codeline	Amount
SAMPLE - NOT NEGOTIABLE	-	CHECK STANDARDATION	1	-	<u>A</u> 6000.01
		Syd thousand - "100 to 000000000000000000000000000000000			
	Aux On	SAMPLE - NOT NEGOTIABLE Image: Sample - NOT	1		
	Aux On	Image: Sample - NOT NEGOTIABLE Image: Sample	1		
	Aus On Austomet	Image: Sample - NOT NEGOTIABLE Image: Sample - Sample	1		

3. From this page, you may enter the **Customer Number** and **Invoice Number** for the check item. Although entering data into these fields is not required, this information will be reflected in the RDN reporting tool (discussed later) to help identify deposit items.

Expected Total and *Actual Total* information is displayed underneath the batch-selection drop-down menu at the top of the page.



Editing a Batch Total

1. If you need to adjust a batch total, click Scan



2. Select **Open Batch** from the arrow next to the **Start** button at the bottom of the page.



3. Select a batch from the Select Batch drop-down menu.

Open Batch	×
Select Batch:	Select Batch
	08/01/2018 11:25 AM Batch Number 229 - 1
	08/01/2018 11:21 AM Batch Number 228 - 1
	08/01/2018 11:18 AM Batch Number 227 - 1
	07/26/2018 12:34 PM Batch Number 226 - 1
	07/26/2018 12:19 PM Batch Number 224 -
	07/26/2018 12:18 PM Batch Number 223 - 1
	07/26/2018 10:47 AM Batch Number 222 - 1
	07/18/2018 04:55 PM Batch Number 221 - I
	07/12/2018 12:18 PM Batch Number 219 - I
	07/12/2018 10:58 AM Batch Number 216 - 1
	07/12/2018 10:23 AM Satch Number 213 -
	07/12/2018 10:09 AM Batch Number 212 - 1
	07/12/2018 10:07 AM Batch Number 211 - 1
	07/12/2018 10:05 AM Batch Number 210 -

4. Enter the new amount in the Expected Batch Total field.



5. Click **OK**.

Performing a MICR Repair

1. If you need to adjust MICR information, click Batch Edit from the top menu.



2. Select a batch from the drop-down menu at the top of the page.



3. Click the edit button at the top of the page.



5. Click Save



Keying In a Dollar Amount

1. If you need to adjust a batch total, click Batch Edit.



2. Select a batch from the drop-down menu at the top of the page.

Expected	d Total: 6000.01 Actual Total: 6000.01	All items needing editing have been completed
Front	Back	

3. Click the edit button at the top of the page.

	3 - V
08/01/2018 11:25 AM Batch Number 229 -	V
Expected Total: 6000.01 Actual Total: 6000.01	All items needing editing have been completed

4. Enter the new amount in the Amount field.



5. Click Save.





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Deleting an Item

1. Click Batch Edit.

Home	Scan	Batch Edit	Make Deposit	View Deposits	Search	View Messages	Reports

2. Select an item from the item list at the right of the page.

xpecter	0 Total: 6000.01 Ac	tual Total: 6000.01	All items needing	editing have been	completed					
Front	Back					Seq	Codeline			Amoun
	-					1		voura-	Â	6000.0
		ousand . °%	~ <u></u>	, \$[6.000.00	6	1			
1.0	equ a	aus mac - 10			OCLARS					
			-	rains-	w.7	/				
1	WEMO Remote De	posit Test	-	MPLE - NOT NEGO	DTIABLE	1				
	NENNO Remote De	posit Test	SAN	FRAME AND	DTIABLE	1				
l	VE MO.	car mbm	SAN	FRAME AND		1				
Auton	U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■U.■_U.■	00112	SAN	FRAME AND	6000.01	1				
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3. Click **OK** on the confirmation dialog box.





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Deleting a Batch

1. Select **Tools** | **Delete Batch** from the top menu.



2. The *Delete Batches* window appears. Check the box beside all batches you wish to delete, and then choose **Delete Selected**.

Del	ete Batche	S		×
	Date	Batch No.	Scanned By	
	08/01/2018	229	Terri Lynch	
	08/01/2018	228	Terri Lynch	
	08/01/2018	227	Terri Lynch	
	07/26/2018	226	Tim Anshead Jr	
	07/26/2018	224	Tim Anslead Jr	
	07/26/2018	223	Tim Anshead Jr	
	07/26/2018	222	Tim Anslead Jr	
	07/18/2018	221	Bub Chin	
	07/12/2018	219	Bob Chin	
	07/12/2018	216	Terri Lynch	

3. Select OK to confirm the Delete.



Duplicate Checks

If a check has been scanned twice within the past 75 days, a duplicate check warning will display on the top left corner of the Batch Edit page. Duplicates will not prevent you from making the deposit, however it is best practice to either correct an item that flagged for a duplicate by error, or to delete a true duplicate item from the batch. See sections above on Performing a MICR Repair or Deleting an item to remove duplicate items from your batch.

If you do get a duplicate check, you will have this symbol A next to it to help you identify the item. If you process a check flagged for duplicate without correction, the system will remove that duplicate item from your batch, and your total deposit for that batch will be less the duplicate check amount.

specied Total 6000.01 Acts	at Total 6000 01 Al Arms pare	ing editing have been completed			
Front Back			Seq	Codeline	Amoun
		-	1		A 6000.0
Average Taxa	and a	5/12/2008	al	1	
Siethe	usrad. "40 -	Dr. on and the second			
1					
NEW Planote Depo	nit Test	SAMPLE - NOT NEGOTIABLE	1		
Remote Depo	nit Teat	and the local data			
Remote Depo	al Teat	and the local data			
nerve Remote Depa	112):		000.01		
Hemote Depo Act Or (A	n12) :)•		000.01		
An Chr (A	n12) :)•		000.01		
Hemote Depa	n12) :)•		000.01		

Searching Deposit(s)

If you want to search for a transaction for one of your customers, you can go to the Search option. Here you would enter the date range and you can search for a customer/transaction by the batch number, their check number, their routing number, their checking account number, the amount of the check. Also, if you entered the customer's name and/or invoice number, you can also search by that. Then hit the search button and the results will populate.

Home Scan	Batch Edit	Make Deposit	View Deposits	Search	View Mess	ages F	Reports			Tools
=										
Start Date:	2/14/2024		Front	Back						
Stop Date:	2/14/2024	=								
Batch Number:	I									
Check Number:		to								
Routing Number:										
Check Acct Number:										
Amount	0.00									
Customer Acct No:										
Invoice No										
Remit Amount										
			Seq	Batch Nov	Check No	Amount	Cust Acct No	Invoice No	Deposit Date	Deposit Confirm Cod



Viewing Messages

Here you would see messages about deposits, an example would be a duplicate check. Once you have read the message, it disappears unless you check off the box to filter by date and enter a date range (1) and hit the refresh button (2). Then it will bring the messages between those dates back up. You can also view that deposit, by clicking on "View Deposit" (3).

Home Scan	Batch Edit Make Deposit View Deposits Search View Messages Reports	Tools -
	1 II/1/2023 III End Date: 1/1/2024	
Date	Message	2
11/16/2023 05:10 pm	The following items were rejected from deposit 24000448. Batch:40 Check No:1234 Seq No:1 Error: This transaction is a duplicate of a previously run transaction. This transaction was ignored.	View Deposit
11/07/2023 07:15 pm	The following items were rejected from deposit 23898457. Batch:22 Check No:001062 Seq No:2 Error: This transaction is a duplicate of a previous run transaction. This transaction was ignored.	View Deposit

Viewing Reports

In the report section, you can pull up previous deposits that have been submitted. When you click on the dropdown under the report name, you can pull the report with or without check images (1). Next you will select a date range (2), then you will select "Accounts" (3) in the Account Group, which will then populate the "Account Number" (4) section. For the Account Number, you would select the account you made the deposit(s) to that you want to review, then click "Submit" (5) and it will then populate for you.

Home	Scan	Batch Edit	Make D	eposit	View Deposits	Search	View Messages	Reports
Report Name:	:	Select Report		~	11			
Start Date:	2	/14/2024		2				
Stop Date:	2	/14/2024		2				
Account Group:		Accounts		~	3			
Account Numbe	er:	Select Account	A	~	4			\sim
			2	Submit	5			53



Voiding a Transaction

1. When you log in, this puts you on the Dashboard page, then click on the Approved status from the Current Transaction Summary that has not been processed.

Ah Bank of Ha	waii						Q Search	Z*BOH	🛔 Administrator 🐣	Thu, Feb 29
Dashboard		< Dash	board							
Transactions		0	ervlew							~
O Admin	~	Qu	ilck Links							~
Reports		_								
		CL	rrent Transaction	Summary						^
					of transaction activity as of 12/31/2023, organ where you may adjust the date as necessary			n. Selecting a	status link will navigate	₽
		Sta	tus		Debit Count	Debit Amount		Credit Cou	int	Credit Amount
		AR	proved		1	\$100.00				

2. A report of the approved transactions will appear. Select the View link next to the transaction you would like to void.

Dashboard	< Reports / Results							
Transactions	Report Type		Trans	actions matching your q	uery: Sha	e to All Users	Save to My Rep	orts
🗘 Admin 🗸	Transaction Report		Tran	saction Approved				
		d on a status, a category or type				Page 1 of 1 Records 1 - 1 of 1	Y 2 8 4	L-
Historical E Reports	Historical Event Rep	port	View	Transaction Date	Status	Response	Payment Type	c
	Reports primarily based associated with a trans	d on a past occurrence/event as action		02/28/2024 08:08:07 PM CT	Approved	Success	Checking	S
	Date Range	Date Range 0						
	Date Type	Export Date Range						
	Transactions Crei 🐱	Custom ~						
Start Date	Start Date	Start Time						
	Dec 31, 2023	12:00 AM 🗸						
	Dec 31, 2023	12:00 AM ×						
©1998-2024 Jack Henry &	End Date	End Time		4	Total Debit Count	1 Totel Cr		,



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3. The Transaction Details page appears. Select Actions, then Void.

An Bank of Hawaii	Reports				Q	Search Z*BOH 🛔	Administrator 🌱 Thu	i, Feb 29
Dashboard	< Reports / Results							
Transactions	Report Type		Tran	sactions matching your o	query: Sh	are to All Users	Save to My	Reports
🕰 Admin 🗸	O Transaction Repo	ort	Tra	nsaction Approved				
Reports	as associated with t					Page 1 of 1 Records 1 - 1 of 1	T Z B	±.,
	Historical Event F	Report	View	Transaction Date	Status	Response	Payment Type	0
	Reports primarily ba associated with a tra	sed on a past occurrence/event as ansaction		02/28/2024 08:08:07 PM CT	Approved	Success	Checking	S
	Date Range	0						
	Date Type	Export Date Range						
	Transactions Crei 🗸	Custom ~						
	Start Date	Start Time						
	Dec 31, 2023	12:00 AM 🗸						
	End Date	End Time						
	Mar 1, 2024	12:00 AM 🗸						
	· · ·			4				•
©1998-2024 Jack Henry & Associates, Inc. All rights reserved.	1	Run Reports			Total Debit Count		Credit Count	0
					Total Debit Amount	\$100.00 Total 0	Credit Amount	\$0.00

4. The system will ask you to confirm voiding the transaction. Select Void, then the transaction is voided and appears as a Voided status under the Current Transaction Summary on the Dashboard page until it is resolved.

Dashboard	< Reports / Results						
Dashboard Transactions	Report Type		Transactions matching your	query: Sha	ire to All Users	Save to My R	eports
🕰 Admin 🗸	Transaction Repor		Transaction Approved				
Reports	Reports primarily bas as associated with tra	ed on a status, a category or type nsaction			Page 1 of 1 Records 1 - 1 of 1	T Z B	**
	Historical Event Re		View Transaction Date	Status	Response	Payment Type	0
		ed on a past occurrence/event as	02/28/2024 08:08:07 PM CT	Approved	Success	Checking	s
	Date Range	0					
	Date Type						
	Date type	Export Date Range					
	Transactions Crev ~	Export Date Range					
	Transactions Crei 👻	Custom ~					
	Transactions Crei 🐱 Start Date	Custom v Start Time					
	Transactions Crei V Start Date Dec 31, 2023	Custom Start Time 12:00 AM					
61998-2024 Jack Henry &	Transactions Crev V Start Date Dec 31, 2023	Custom v Start Time 12:00 AM v End Time					Þ



Resolving a Transaction

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, if you are not already logged in and select the Voided status from the Current Transaction Summary on the Dashboard page.

ALL B	lank of Hawa	ii						Q	Search	Z*BOH	Administrator ~	Thu, Feb 29
6 30	Dashboard			< Das	shboard							
0	Transactions			C	Dverview							~
	Admin	5	~	G	Juick Links							~
	Reports											
_				C	Current Transaction Summary							^
					selow is a summary of the previous 60 days of ou to a report of all transactions of that type, v					n. Selecting a s	tatus link will navigate	₽
				S	itatus	Debit Co	unt	Debit Amount		Credit Cour	nt	Credit Amount
				A	Approved							
				P	Processed		8	\$726.00				
				С	Collected							
				A	waiting Capture							
				A	waiting Approval							
				D	Declined							
				Y	folded		1	\$100.00				

2. Select View for the transaction you wish to resolve.

Dashboard	<	Reports / Results								
Transactions		Report Type			Tran	sactions matching your q	uery:	Share to All Users	Save to My R	eports
🗘 Admin ~				Trai	nsaction Voided					
Admin ~		Transaction Reports primarily be	ort ised on a status, a categ	ory or type				Page 1 of 1	T 2 8	±
Reports		as associated with t	ransaction		1			Records 1 - 1 of 1	1 2 0	2.
		Historical Event	Report		View	Transaction Date	Status	Response	Payment Type	0
		Reports primarily be assoligiated with a tr	ised on a past occurrenc ansaction	e/event as		02/28/2024 08:08:07 PM CT	Voided	Success	Checking	S
		Date Range		0						
		Date Type	Export Date R	ange						
		Transactions Crei ~	Custom	Custom ~						
		Start Date	Start Time							
		Start Date Dec 31, 2023		*						
				*						
		Dec 31, 2023	12:00 AM	*						
©1998-2024 Jack Henry &		Dec 31, 2023	12:00 AM		•	1	Total Debit Count		credit Count	,



3. From the Transaction Detail's page, select Actions. Enter a reason for resolving the transaction. For example, the transaction was deposited in the wrong account. Select Resolve. The transaction will now appear under the Resolved status in the Current Transaction Summary.

h Bank of Hawaii	Reports			Qs	Search Z*BOH 🛔 Adn	ninistrator 🎽 🛛 Thu, Feb
Dashboard	< Reports / Results /	Transaction Information				
• Transactions	Transaction De	tails		Actions 🗸 🖨	Show Events	Hide Events
🗙 Admin 🗸	Customer (ID):	UNKNOWN	Resolve this transaction	n	Show Audit History	Hide Audit History
Reports	Effective Date:	Wednesday, February 28, 2024	Reason			
	Sale:	\$100.00		Resolve		
	Payment Method:	Image Replacement Document	Number:			
	From Account		Payment Origin:	Malled In		
	From Account Type:	Checking	Settlement Status:	No Settlement Needed		
	Account Number:	121301028 / XXXXX3578	Description:			
	Check #:	1384	Notification Method:	Merchant Notify		
	To Location:	0123456789 Test Account	Email Address:			
	Current Status:	Volded	Transaction	Wednesday, February 28, 2024 8:08 PM		
	Source Application:	Web Service	Date:	CT		
©1998-2024 Jack Henry &			Originating As:	Image Replacement Document		
Associates, Inc. All rights reserved.	Auth. Response:	Success	Hold Days:			

