RDN Creating a Deposit

QUICK REFERENCE GUIDE

ℎ Bank of Hawai'i

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.

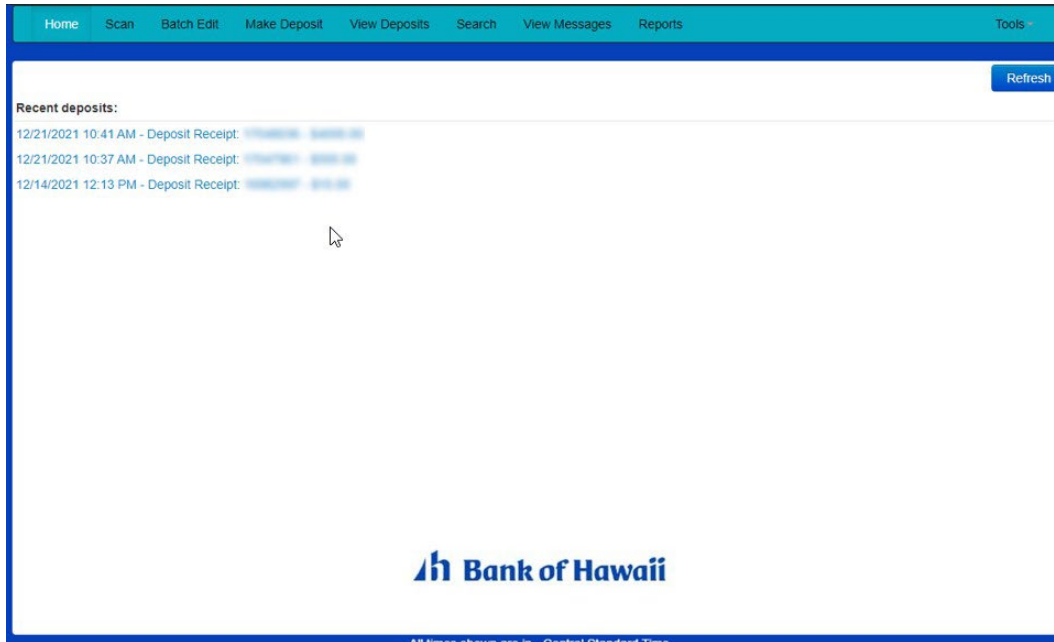1. Log in and then select **Transactions** from the left main menu.
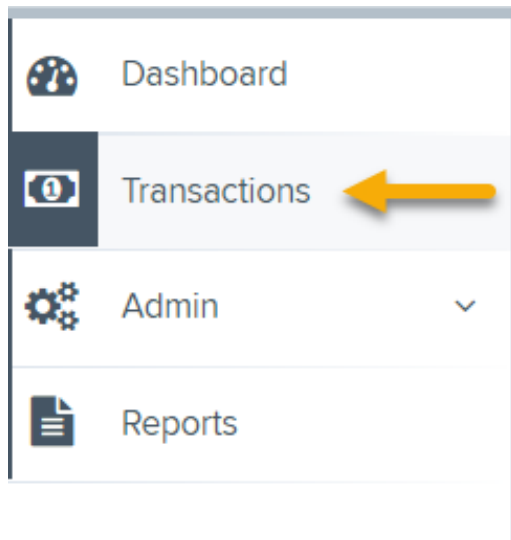
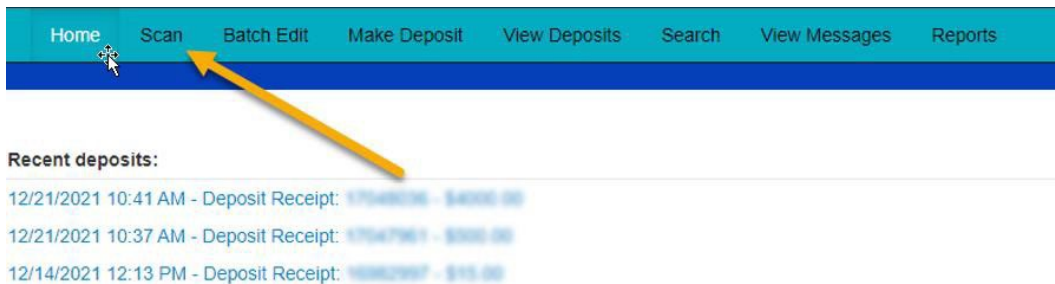2. Under Check Processing, choose **Remote Deposit Now**. The RDN application will be initiated.
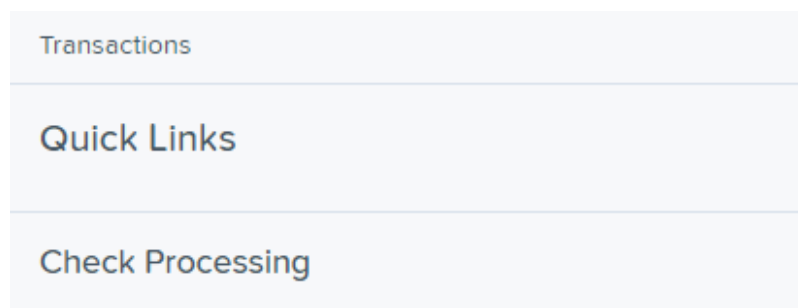
3. The *Remote Deposit Now* browser appears, as shown below.

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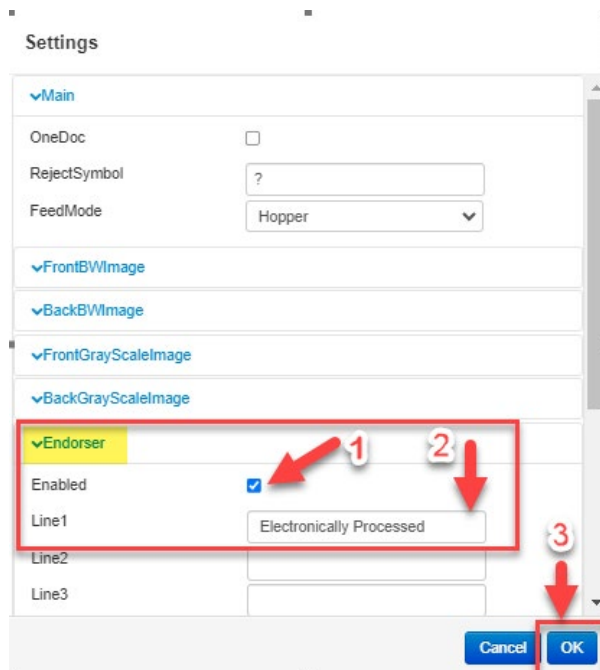
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6. Select a scanner from the drop-down menu.

Select Scanner   ✕
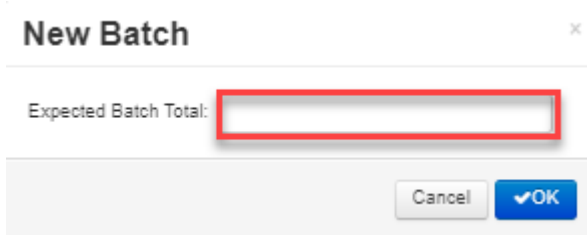
Select Scanner   ⌄

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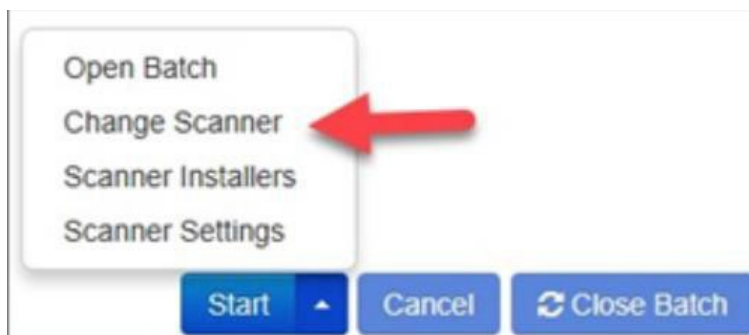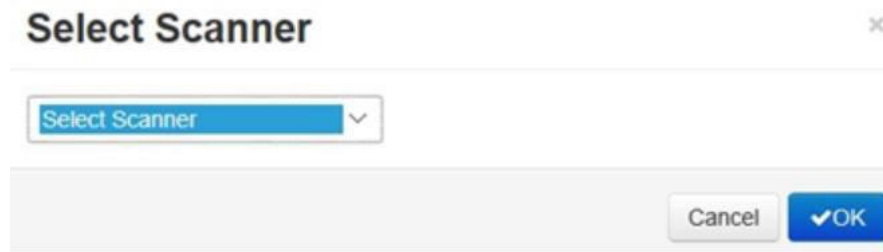
7. Select Scanner Settings from the arrow next to the start button to set up the endorser. This is to set up the spray endorsement on the back of the check to show it's been processed.

Open Batch
Change Scanner
Scanner Installers
Scanner Settings ←

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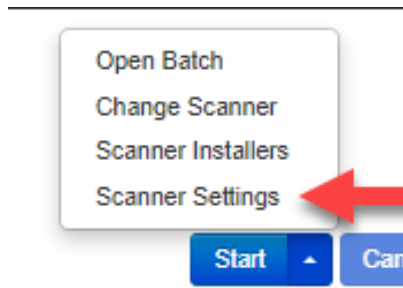
8. Select Endorser, check off the box (1), Type in Electronically Processed (2), and then click OK (3).

Settings

⌄Main

OneDoc   ☐
RejectSymbol   ?
FeedMode   Hopper   ⌄

⌄FrontBWImage

⌄BackBWImage

⌄FrontGrayScaleImage

⌄BackGrayScaleImage

⌄Endorser   ↘1   2↓

Enabled   ☑
Line1   Electronically Processed   3↓
Line2
Line3

Cancel   OK

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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**.
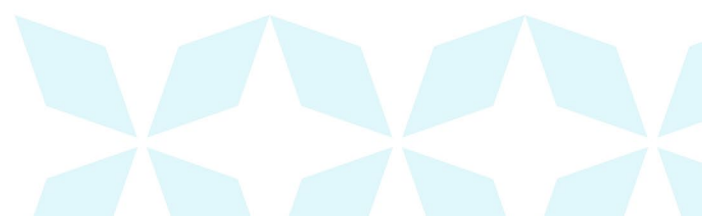

New Batch
Expected Batch Total: [   ]
Cancel ✔OK

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**.


Start ▲ Cancel ⟳ 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.
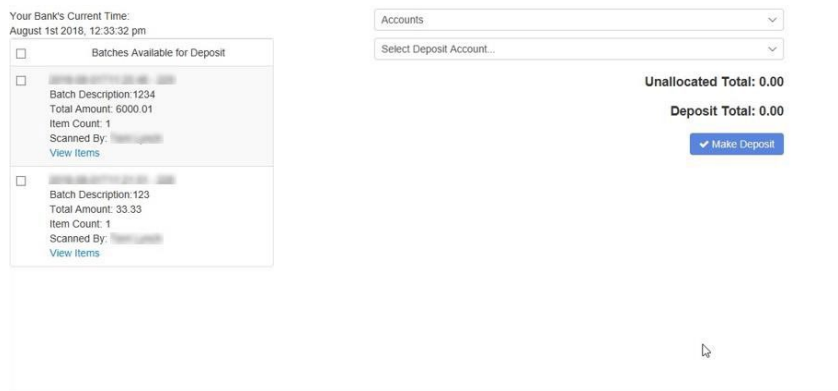

3. If necessary, select the account location to send the deposit from the **Select Deposit Account** drop-down menu, then select **Make Deposit** to submit your Batch(s).

    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.

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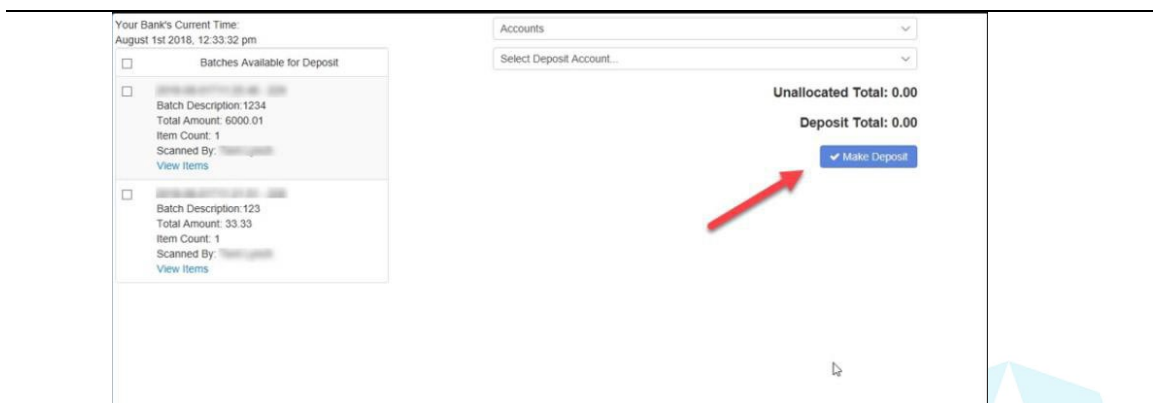
4. As shown below, a deposit confirmation message appears stating that the deposit was successful, with a receipt number. Select **OK**.
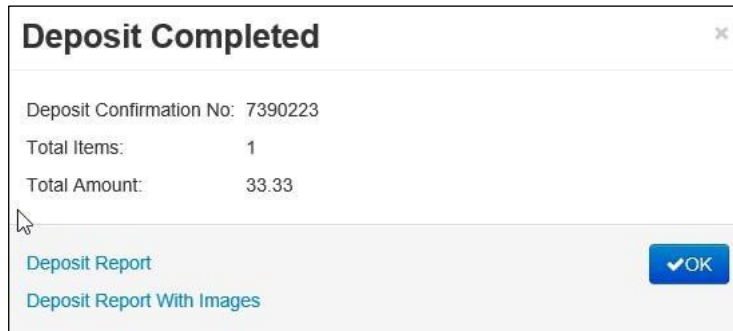
5. The batch(es) you submitted are removed from the *Make Deposit* page, since they are no longer open. To see the status of the submitted deposit(s), select **Home.**


6. Submitted deposits are listed under the *Recent Deposits* section.
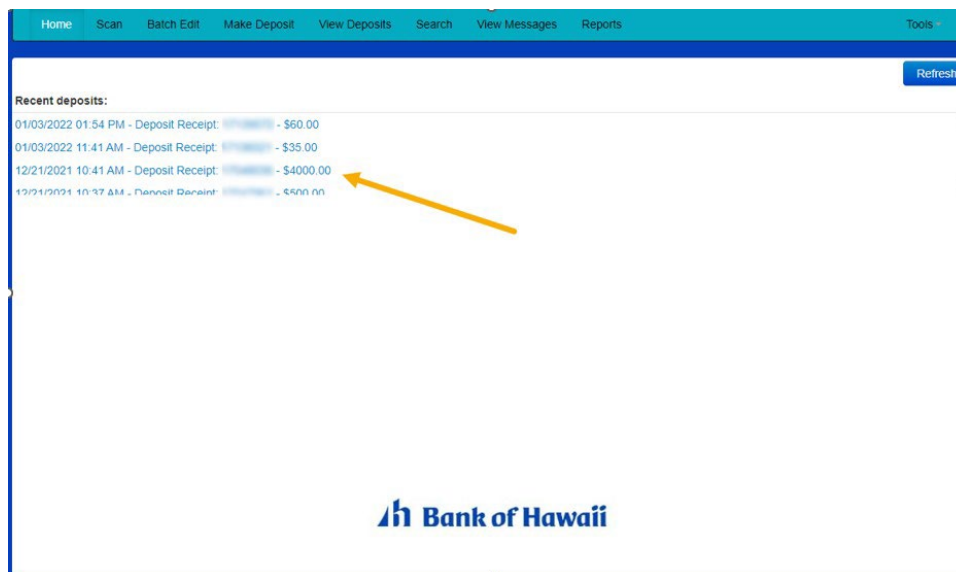
NOTE: Any batches that have been saved and edited, but not submitted, will appear under the *Batches Ready for Deposit* section.

Viewing a Deposit

1. 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.
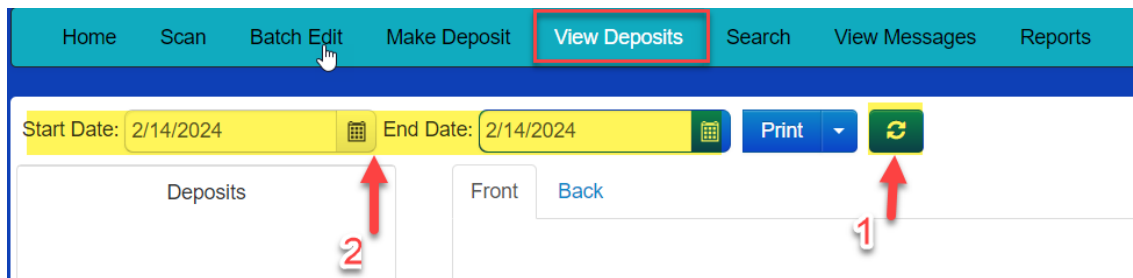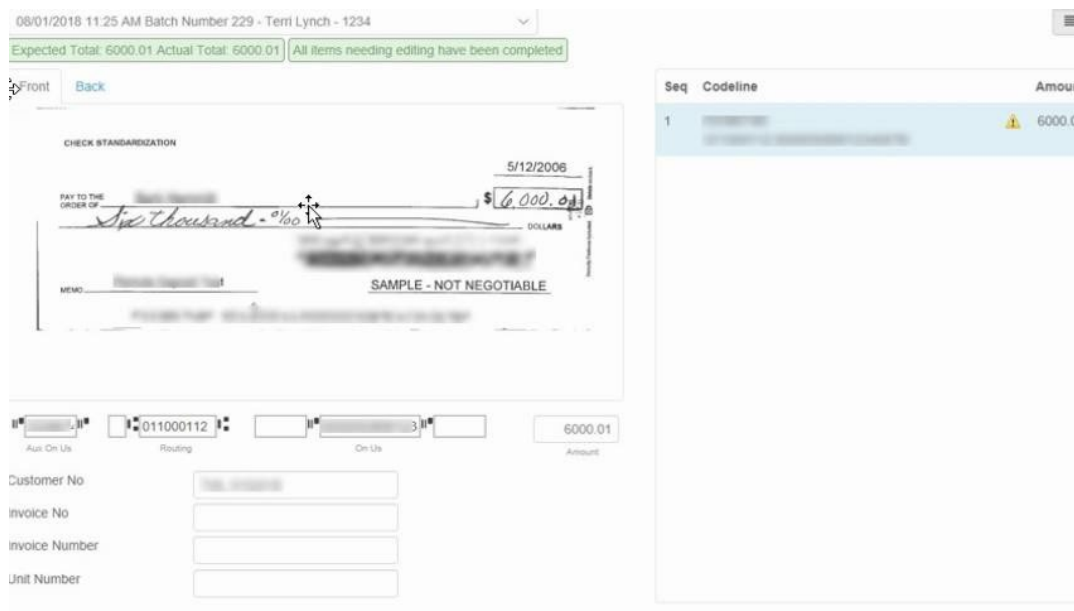

Editing a Batch

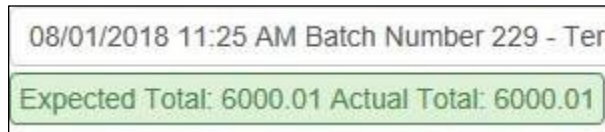1. Select **Batch Edit** from the top of the page.

2. The batch items appear, as shown below.

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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.
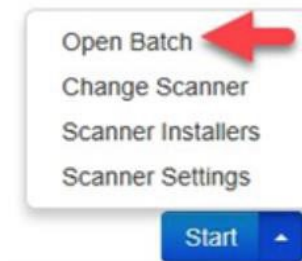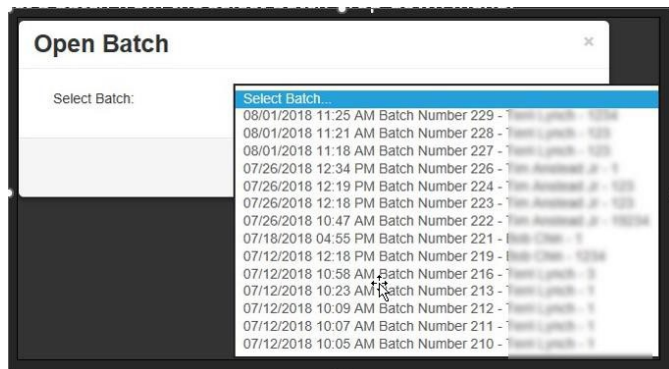
   08/01/2018 11:25 AM Batch Number 229 - Ter

   Expected Total: 6000.01 Actual Total: 6000.01

Editing a Batch Total

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

   | Home | Scan | Batch Edit | Make Deposit | View Deposits | Search | View Messages | Reports |
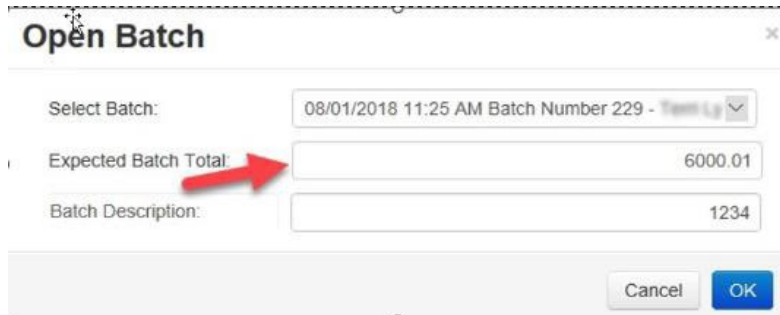
2. Select **Open Batch** from the arrow next to the **Start** button at the bottom of the page.

   Open Batch
   Change Scanner
   Scanner Installers
   Scanner Settings

   Start ▲

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 - Terri Lynch - 1234
                    08/01/2018 11:21 AM Batch Number 228 - Terri Lynch - 123
                    08/01/2018 11:18 AM Batch Number 227 - Terri Lynch - 123
                    07/26/2018 12:34 PM Batch Number 226 - Tim Amstead Jr - 1
                    07/26/2018 12:19 PM Batch Number 224 - Tim Amstead Jr - 123
                    07/26/2018 12:18 PM Batch Number 223 - Tim Amstead Jr - 123
                    07/26/2018 10:47 AM Batch Number 222 - Tim Amstead Jr - 10234
                    07/18/2018 04:55 PM Batch Number 221 - Bob Chen - 1
                    07/12/2018 12:18 PM Batch Number 219 - Bob Chen - 1234
                    07/12/2018 10:58 AM Batch Number 216 - Terri Lynch - 3
                    07/12/2018 10:23 AM Batch Number 213 - Terri Lynch - 1
                    07/12/2018 10:09 AM Batch Number 212 - Terri Lynch - 1
                    07/12/2018 10:07 AM Batch Number 211 - Terri Lynch - 1
                    07/12/2018 10:05 AM Batch Number 210 - Terri Lynch - 1

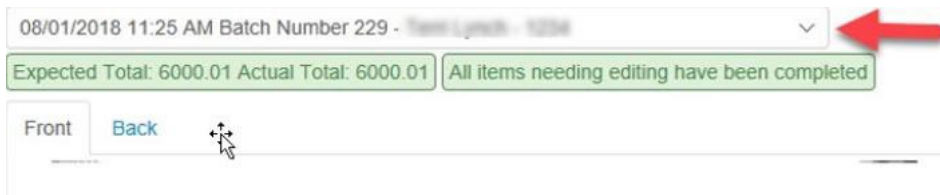4. Enter the new amount in the *Expected Batch Total* field.

5. Click **OK**.

Performing a MICR Repair

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

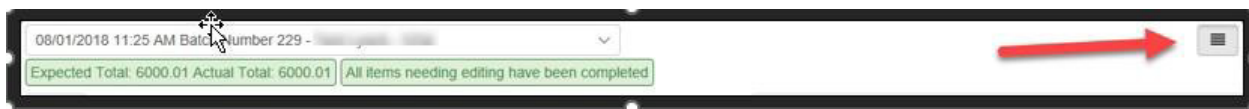2. Select a batch from the drop-down menu at the top of the page.

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

4. Enter the new MICR information in the MICR fields.

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.
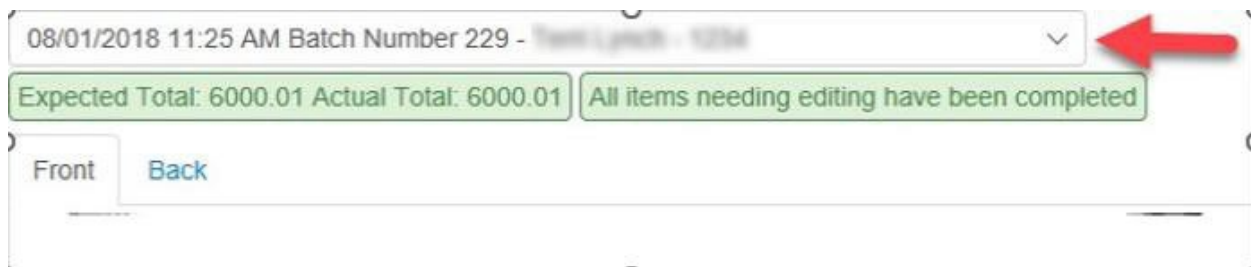
3. Click the edit button at the top of the page.
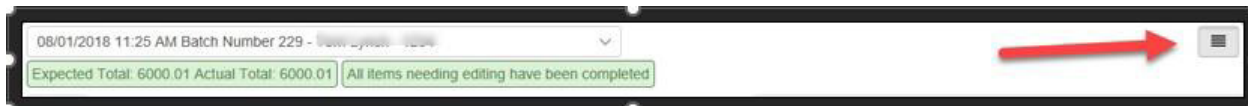
4. Enter the new amount in the *Amount* field.

5. Click **Save**.

Deleting an Item

1. Click **Batch Edit.**

2. Select an item from the item list at the right of the page.
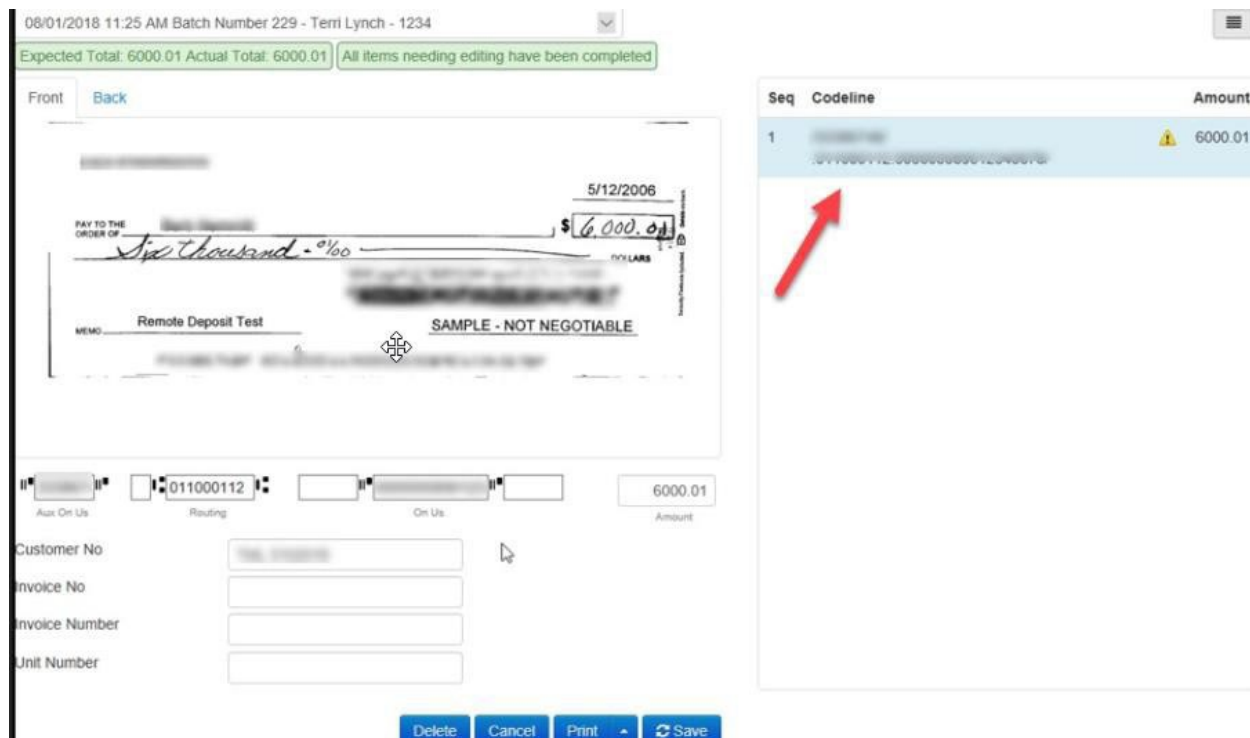
3. Click **OK** on the confirmation dialog box.
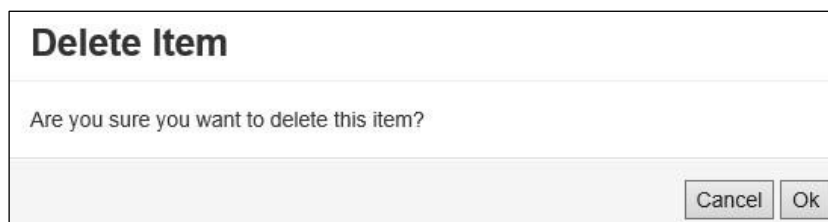
Deleting a Batch

1. Select **Tools** | **Delete Batch** from the top menu.
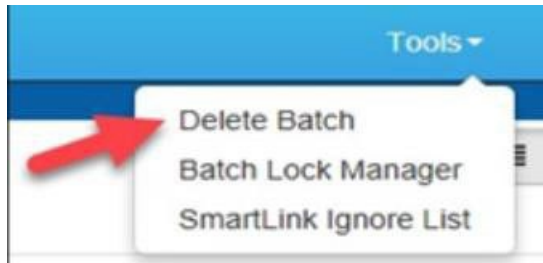
2. The *Delete Batches* window appears. Check the box beside all batches you wish to delete, and then choose **Delete Selected**.
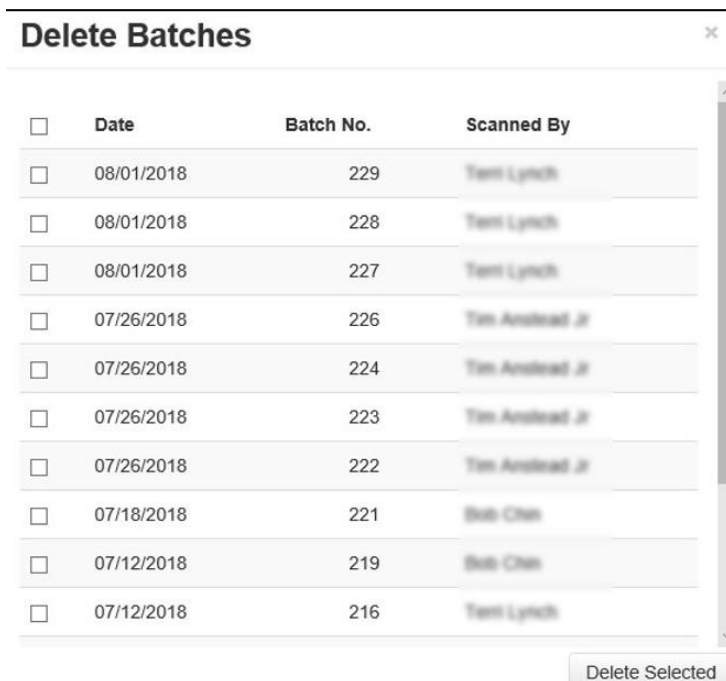
3. Select OK to confirm the Delete.

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 ⚠ 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.
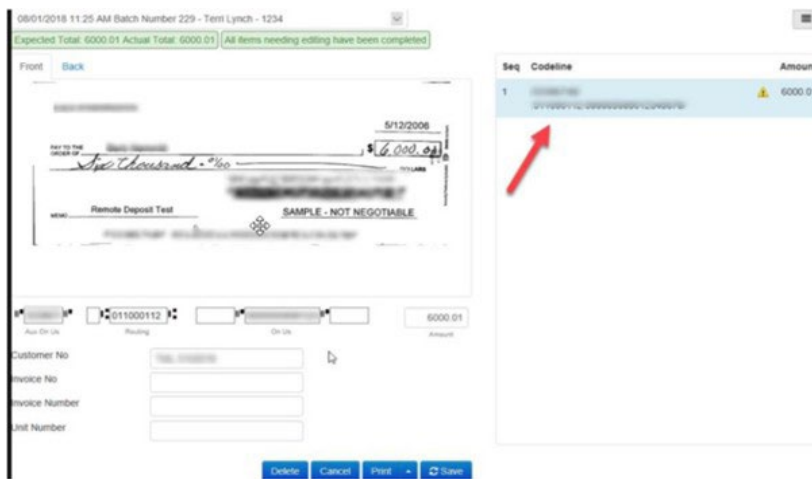
Searching Deposit(s)

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.
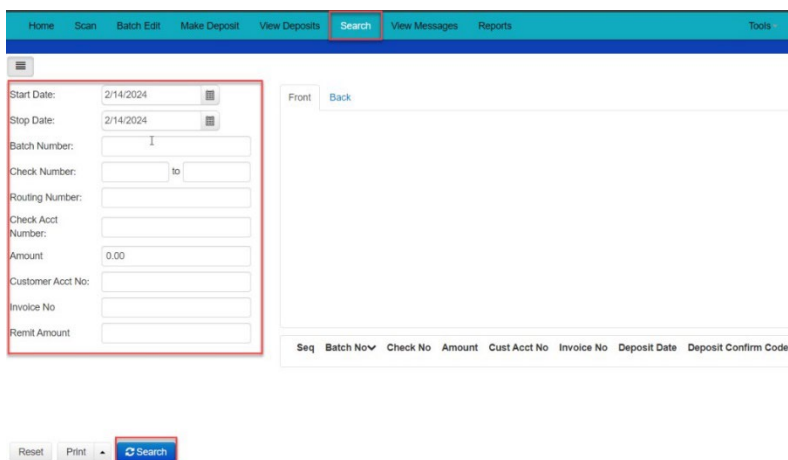
Viewing Messages

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).

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.

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.
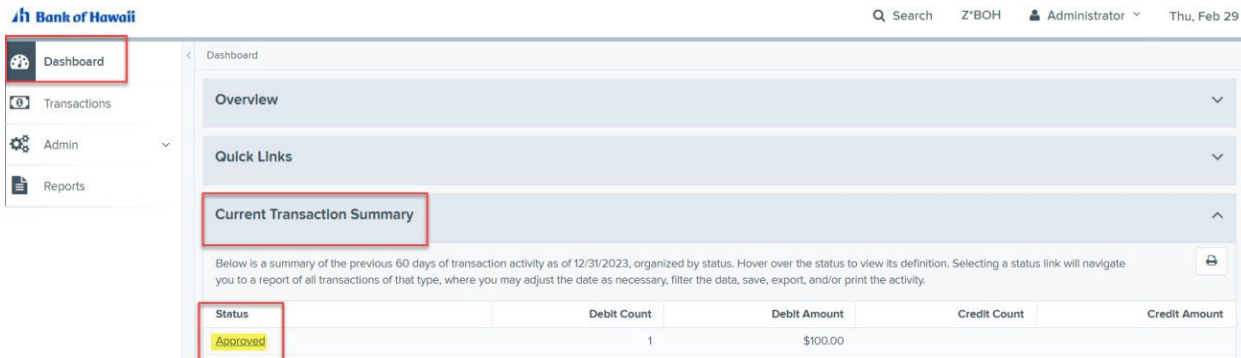
2. A report of the approved transactions will appear. Select the View link next to the transaction you would like to void.
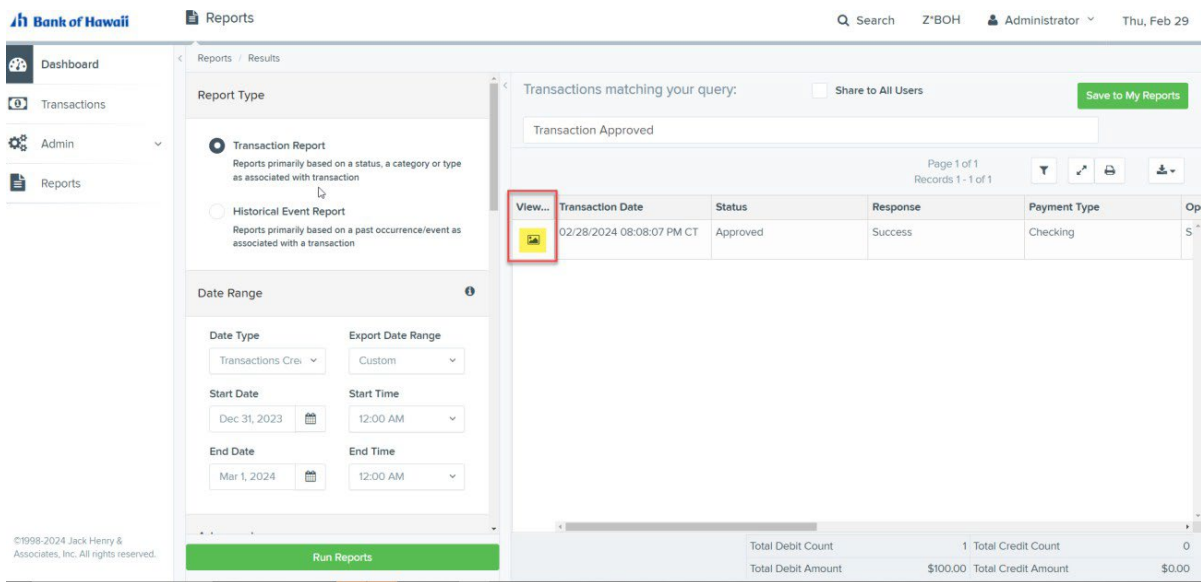
3. The Transaction Details page appears. Select Actions, then Void.
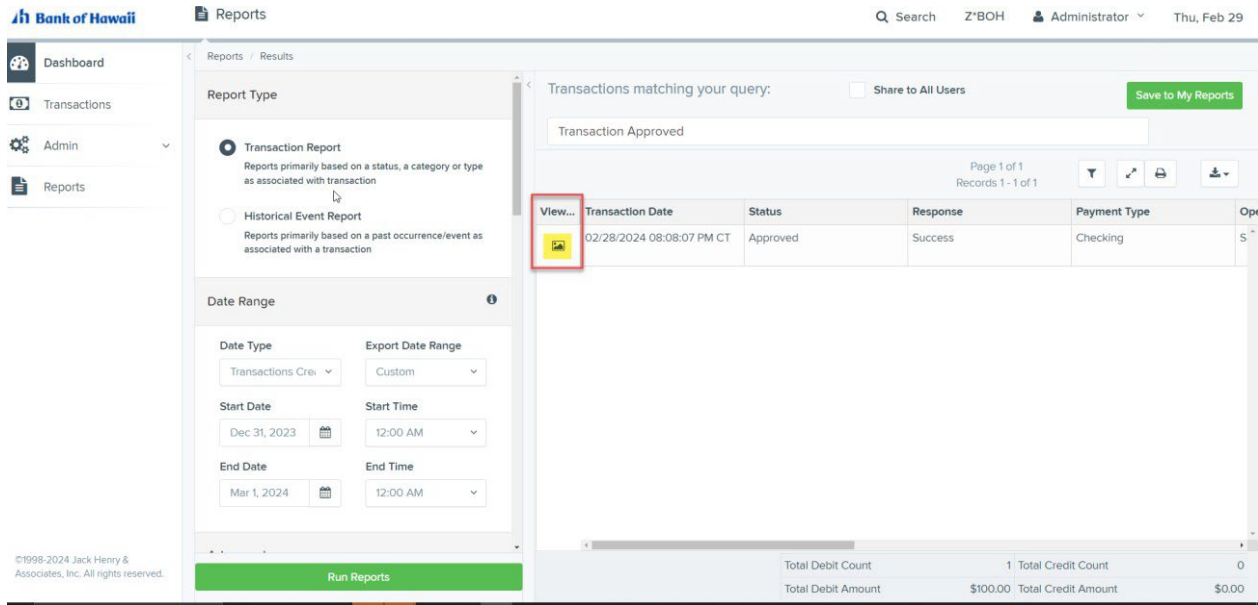
4. The system will ask you to confirm voiding the transaction. Select Void, then the transaction is voided and appears as a Voided status under the Current Transaction Summary on the Dashboard page until it is resolved.

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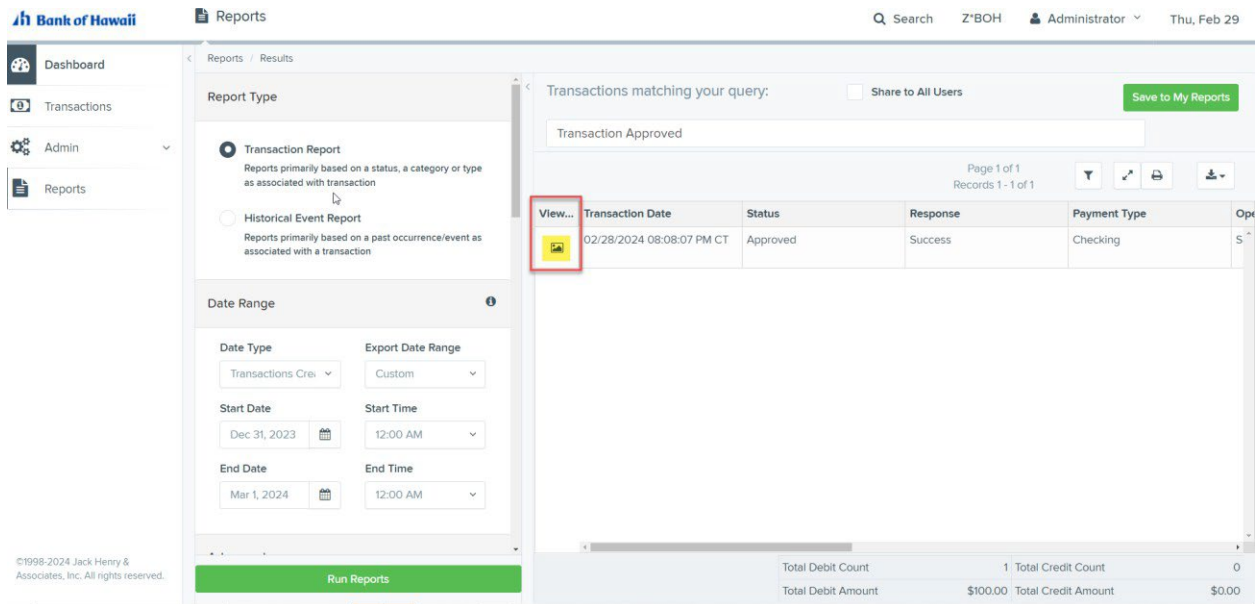
Resolving a Transaction

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.

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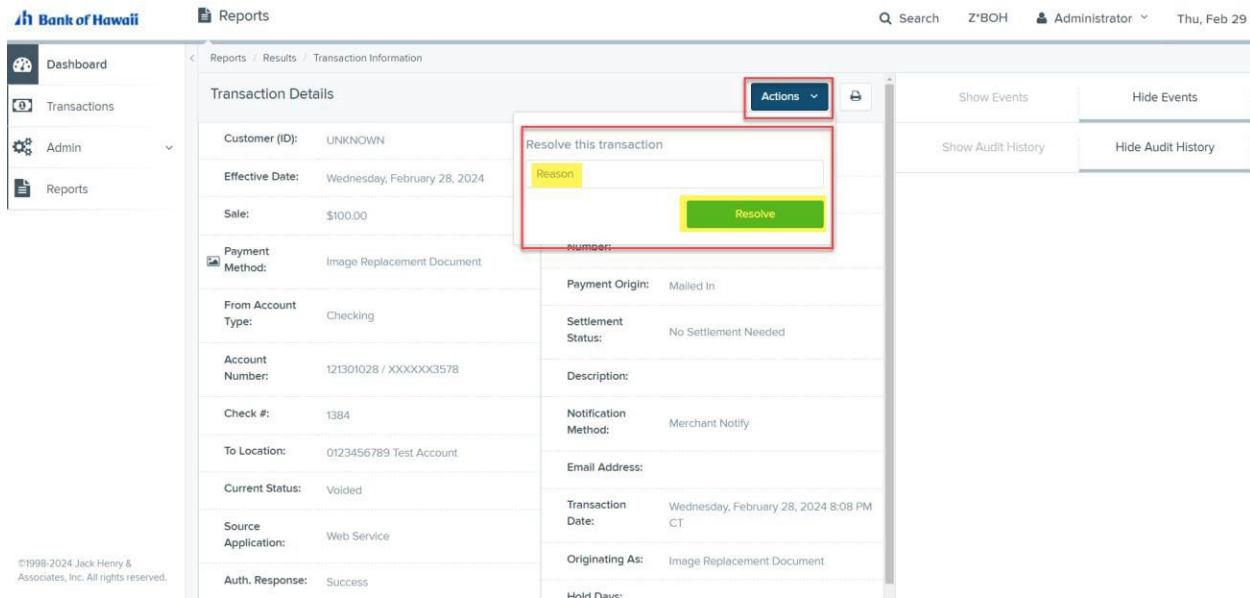
3. From the Transaction Detail's page, select Actions. Enter a reason for resolving the transaction. For example, the transaction was deposited in the wrong account. Select Resolve. The transaction will now appear under the Resolved status in the Current Transaction Summary.