Remote Deposit Service Online

CashPro® Online User Guide

Overview

The purpose of this user guide is to serve as a reference for Bank of America's Remote Deposit Service Online application. This user guide focuses on Non Remittance transaction processing. There is a separate guide for the Remittance processing function and Administrator role. All screen shots are for illustrative purposes only, and may vary based on your set up. Confidential data is intentionally masked for user guide purposes.

Bank of America offers remote depositing in accordance with the Check Clearing for the 21st Century Act (Check 21), which was signed into law by the Federal Reserve Board effective October 28, 2004. This law permits banks to truncate original checks, process check information electronically, and deliver substitute checks to banks that want to continue receiving paper checks. Faxed items or items that have been remotely created are not allowed due to the requirement of the original item to be scanned, stored and destroyed Bank of America's Remote Deposit Service Online solution is a Web-based application that allows businesses to:

- Capture images and data from debit items and remittance items at their business and remote locations
- Balance deposit transactions and view images online
- Transmit check images and data to the bank for deposit

Clients using Bank of America's Remote Deposit Service Online application can:

- Scan and capture images and MICR data of U.S. dollar items, drawn on U.S. domiciled accounts; these include personal, business, cashier checks, traveler's checks, and money orders. Items that are drawn on a US domiciled accounts and MICR encoded with a valid eight or nine-digit routing and transit number can be deposited using the service.
- Clear items through ACH or Image clearing networks
- Configure settings based on the business' needs (for example, deposit limits, endorsements, column headings, custom fields, hot files, auto population and dual deposit approval.
- Deposit up to 500 items in a single check only deposit (including a deposit ticket), with no limit on the number of deposits that can be submitted during a business day[2].
- Transmit images and data to the bank via a secure Internet connection.
- Identify duplicate items with electronic duplicate detection.
- View the status of deposit transmissions to the bank and receive confirmation that the bank has received deposits.
- Receive credit to a US bank account and clear items electronically.

Login to Remote Deposit Service Online

From the Client Access Portal home page, click the **Receipts** tab in the Cash Pro Online header and choose Remote Deposit.

The Remote Deposit Welcome page will appear. Note: If the Remote Deposit Service Online Welcome page does not display, the user has not been properly entitled to the application. Contact Linda Vannatta of UVA Treasury llv2n@virginia.edu .

When the User successfully logs in to Remote Deposit Services Online, the Welcome Screen displays the assigned user role in the upper right hand side of the application window.

It is important to understand what tasks and or functions you can perform or information you can view within Remote Deposit Services Online. All UVA departments are granted the same administrative roles.

Users should see and have access to the following tabs:

Home

Deposits

Reports

Research

Administration (for adding rules only)

Aged Open Deposits (if you have a non-transmitted deposit greater than 10 days old)

Scanners

This section describes tasks associated with the scanner. Tasks include verifying the scanner components and installing the scanner driver.

See UVA Remote Deposit User Guide to obtain a scanner.

If any of the scanning components are missing or defective, contact Linda Vannatta (llv2n) of UVA Treasury.

Remote Deposit Service Technical Support is available at 1-888-367-2521 to help with setup assistance for the scanner to your pc, deposit imaging processing, and questions or issues.

Scanner Set-up

- Make sure that the scanner power box is at least 18 inches away from your computer and not on top of any other device (printer, etc.) to reduce any interference between the application and the scanner.
- Do NOT place any electronic items near the scanner. (cell phones, etc.)

Installing the Scanner Driver

Before performing the installation:

- Disconnect the scanner and USB cable from the computer.
- Ensure you are logged into the workstation and that you have local administrator rights to your computer (or have the person that does have those rights available).
- Remove any previously installed scanner drivers.
- Close all open applications

Note: Do NOT download scanner drivers from "found new hardware" message. Follow the instruction below and save the driver executable to your desktop.

1. After logging into Remote Deposit Services Online, click **Create New Deposi**t. If this is your first time logging in, you will be prompted to install the scanner driver.
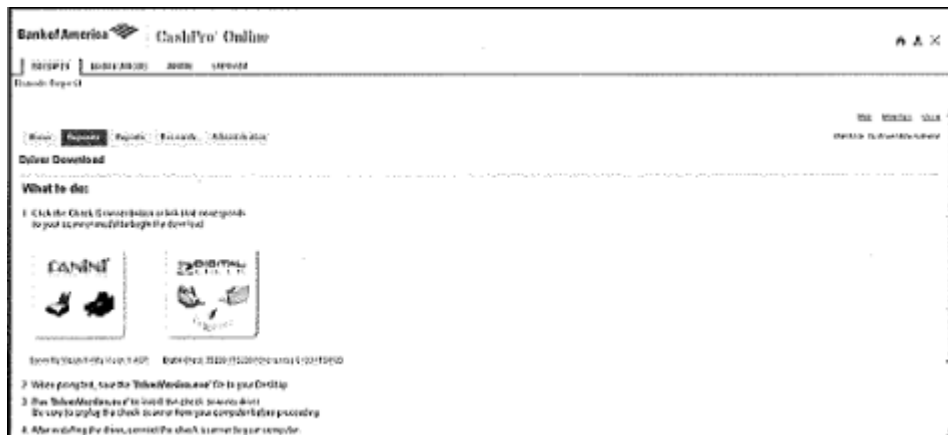
2. Select the appropriate scanner model icon.

3. Select **Save** to save the driver.

4. Save the driver to your desktop with the file name: scanner model driver version.exe, File Type: Application, Select **Save**.
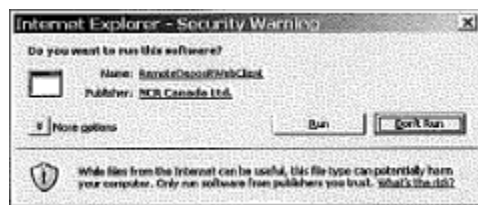
        Important Note: Do **Not** change the default File Name or Save as Type!

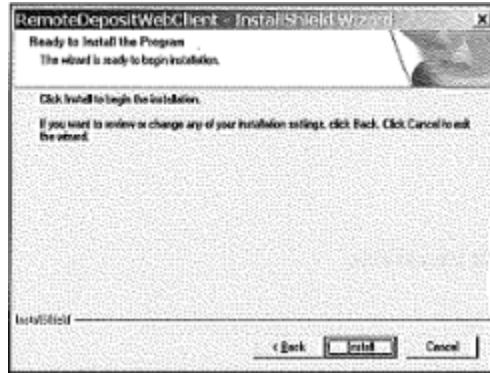5. Select **Run** when the download is complete.

6. Select **Run** (again) to continue with the executable.

7. The Driver Install Wizard Begins. Select **Next**.

8. Unplug the scanner from your PC (if it's not already unplugged) and press **OK**.
9. Select **Install**.

10. Select **Finish**.

11. Plug in the scanner USB cable into the PC and select **Return**.

Note: If you are using a new scanner, be aware that the scanner needs time to calibrate itself to your mix of deposit items. This calibration is typically complete after you have scanned approximately 200 itmes.

Chapter 3

Getting Started

This chapter describes some basic navigation tasks that you will find useful when working with Remote Deposit Service Online. Remote Deposit Service Online is a service that is accessed from within the client access portal. You must always first log into your client access portal in order to access Remote Deposit Service Online.

The Welcome Page provides a landing point for Remote Deposit Service Online and also acts as a home page after authentication. From the Welcome Page, users can create deposits, perform research and run reports.

Note: If the Remote Deposit Service Online Welcome page does not display, the user has not been properly entitled to the application. Contact your company Customer Administrator for Remote Deposit Service Online privileges.

- o Quick Links are displayed on the right side of the Welcome Page.
- o Tabs are located on the left side of the application and allow the user to perform functions within the application.

- o User Alerts are messages specific to a single user and appear at the bottom portion of the Welcome Page. These are set up by Bank of America. For example, the bank may notify users about account activity.

Chapter 4

Making a Deposit

Bank of America refers to the type of deposits that UVA does as simple deposits. Simple deposits include personal, bank and cashier checks drawn on US based and US domiciled banks.

For UVA deposits, rather than including a paper deposit slip, a virtual deposit slip is created within CashPro for each deposit. Virtual deposit are not visible to the depositor.

1. Gather all debit items to be scanned.

2. Compute the expected total amount of your deposit, which is the declared amount of the deposit.

3. Perform a quality check of all deposit items.

    Ensure that the bottom and leading edges of the deposit items are aligned and facing the same direction. Remove all staples, paper clips, etc. and straighten any bent corners before loading into the scanner.

4. Login to Remote Deposit Service Online.

5. Click the **Create New Deposit** link, on the Welcome Page.
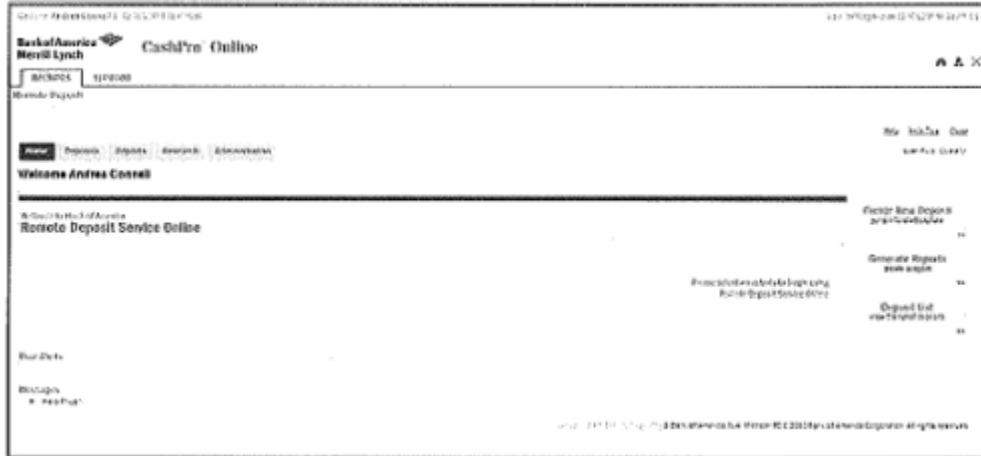
Note: The page display will be dependent on what functionality UVA is using. Not all options will be enabled. Information required for processing the deposit is identified with an asterisk (*) on the New Deposit page.
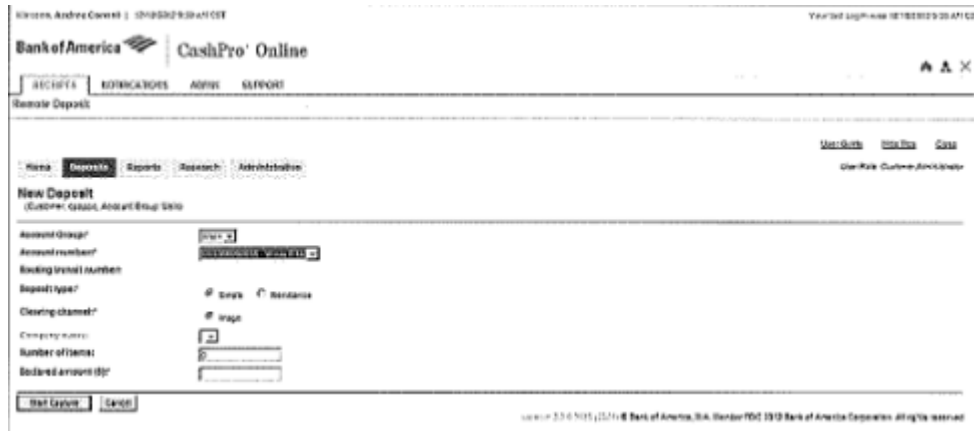
6. Select the appropriate account group from the **Account Group** dropdown.

7. Select the appropriate account number from the **Account Number** dropdown, or start to enter the account number in the account number field.

8. The Routing Transit number is automatically populate after the account is selected.

9. Select **Simple** from the Deposit Type. This button may be pre-populated based on your set-up.

10. Clearing Channel will auto-populate.

11. Enter the number of items within the deposit.

> You may deposit up to a total of 499 debit items plus one item for the virtual deposit slip per deposit, a maximum of 500, with no limit to the number of deposits you make in a day. If the number of items entered does not match the number counted by the application, the user will be required to edit the number of items to make it equal the number counted by the application prior to submitting the deposit.

> Note: The virtual deposit slip is not visible, but must be a +1 to the number of checks in the deposit. Ex: 20 paper checks on hand +1 for the virtual deposit slip = 21 for the number of items within the deposit.

12. Enter the deposit's total value as the **Declared Amount**.

> A declared amount is the total amount of the deposit, and is used to compare the expected total to the captured amount of the items scanned. The **Declared Amount** cannot exceed $99,999,999.99. If a decimal is not entered, Remote Deposit Services Online assumes a decimal is present at the end of the deposited amount.

13. Place as many items as will comfortably fit into the scanner entry tray.

14. Click Start Capture.

> While the checks are scanned the scanner prints a horizontal spray line on the back of each check and the application overlays a virtual endorsement on the check image which is used in clearing the items.

15. The scanner must be equipped with an ink cartridge that will spray or print information on the back of each item. The information sprayed on the item includes the following:

    a) Sequential number in which the item was scanned
    b) Deposit number
    c) Location or Account Group
    d) Customer number (assigned by Bank of America)

Note: The Bank of First Deposit and Virtual Endorsement information will not be printed on the physical item scanned. However, when the user views the image within the application, Remote Deposit Service Online Applies the Bank of First Deposit and Virtual Endorsement information onto the image as it was configured in the customer set up process.

As items are scanned Remote Deposit Online captures the courtesy amount of each item and the grand total of all items that have been scanned. These amounts are populated on the Deposit Item List page. In most cases, the deposit will balance, which means that declared amount equals the captured amount, the Balancing Difference field is "0.00", and displays in green. A deposit may not be transmitted if it is out of balance.

Sample Deposit: In balance

Transmitting your Deposit

1. Click **Complete** to transmit the deposit

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2. Click **OK** when asked if you are ready to transmit the deposit,

3. After the deposit is transmitted, the deposit status will change. A description of the deposit status types are listed in the appendix.
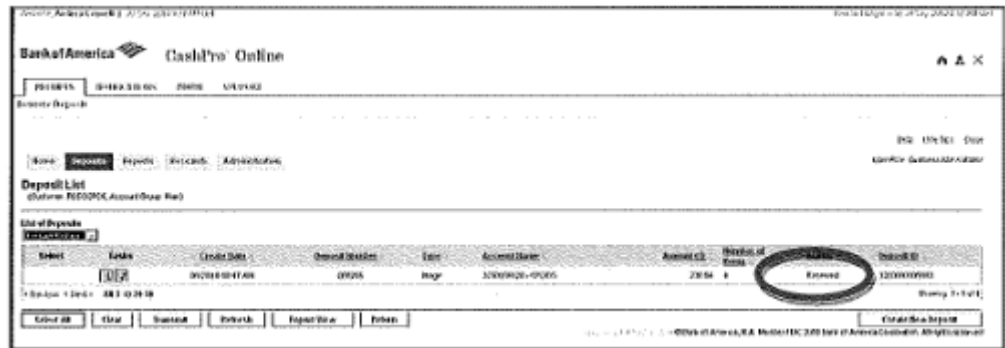
4. Securely safeguard scanned checks behind two locks for three closed fiscal years.
   Note: See Records Management for questions and if off-site storage is desired.

Correcting and Balancing Simple Deposits

Remote Deposit Service Online identifies errors on the Deposit Item List. Items requiring user attention are marked with red text and an ATTENTION icon ⚠.

Out of balance conditions can occur when the Declared Amount does not match the scanned amount, the number of Items does not match the number of items scanned when the scanner cannot read information from the deposited items, required information is missing, or items are misidentified.

The Balancing Difference field in red font informs you by what dollar amount the declared and actual values differ. Deposits are considered unbalanced and in need of repair if the complete button on the deposit list screen is noted in RED.

You can sort the deposit list screen and have the errors appear at the top or bottom of the list by clicking "Error" in the grey tool bar.

You may filter and show only items with or without errors by clicking on the magnifying glass.
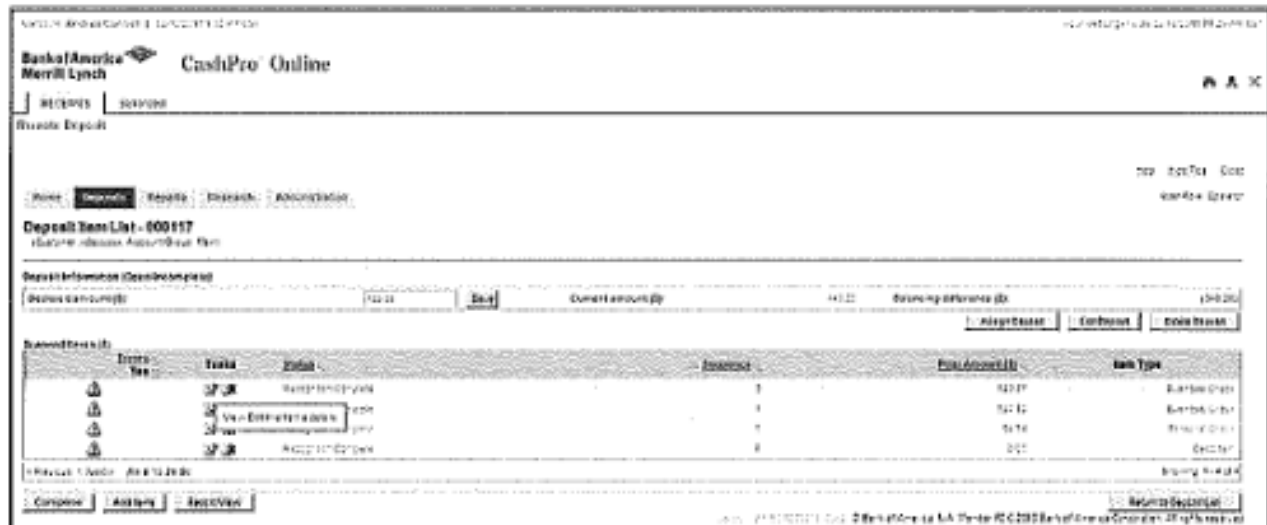
Individual debit item errors

Remote Deposit Service Online identifies errors on the Deposit Item List. Items requiring attention are marked with red text and an ATTENTION icon ⚠.
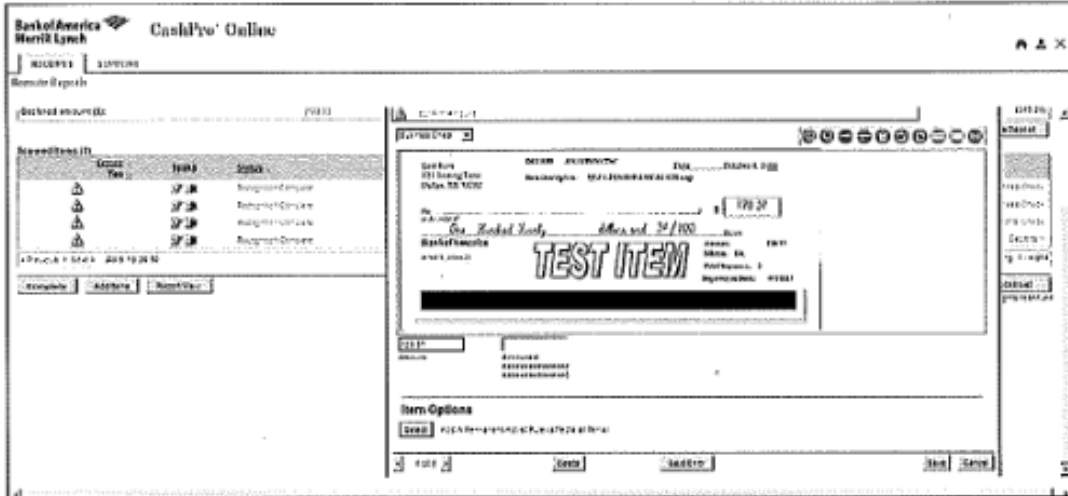
1. Select show errors or no errors

2. Click View/Edit this items details next to the first item with an error

4. Correct the item and click **Next Error** or the enter key. **Next Error** will save the change and move you to the next item that requires attention.

5. Continue editing until all items have been corrected. When all items have been corrected, the **Complete** button will turn green indicating that this deposit is ready for transmission.
6. Click **Complete** to transmit the deposit
7. Click **OK** when asked if you are ready to transmit the deposit.

Declared amount does not equal and there are no individual item errors

1. Click on the task icon next to the deposit credit

2. Click the **Edit this deposits details** icon

3. Enter the correct deposit amount

4. Click **Save**

Number of items entered does not match number of items scanned

A deposit can be out of balance when the number of items entered does not match the number of items scanned, the most common cause of this error is not including the virtual deposit ticket in the number of items.

1. If you have additional items that did not scan, click add items and then start capture to scan additional items.

2. If the incorrect number of items was entered:

3. Click the **Edit this deposits details** icon

4. Enter the correct number of items

5. Click **Save**

Item Misclassification

Errors occur when the scanner cannot recognize the type of item scanned. When this error is identified and the image window is opened, the user needs to correct the item type before proceeding. From the dropdown menu on the left side of the image window, select the deposit item that matches the item type. Click **Save** to finish.

Image Quality Failures

Items that fail image quality will show an error in the upper left after you click on the item. Click on the link to display the reason for the error. In cases where an Operator overrides an image that has been flagged for poor image quality, it may ultimately be flagged again by the bank at a later point in the process and result in an adjustment. Delete and rescan the item. If the item fails quality checks a second time, deposit the item at a banking center.

Text	Type	Result
Amount Not Recognized	IQA	Failed
Item Image Too Short	IQA	Failed
Too Dark	IQA	Passed
Too Light	IQA	Passed
Too Light or Too Dark 2nd test	IQA	Passed

Duplicate Items

Remote Deposit Service Online recognizes items previously submitted by users in your company. Duplicate detection is at the company level.

1. An error icon displays in the upper left hand side of the potential duplicate item.
2. If the item scanned is a duplicate, return to the Deposit Item list and select **Delete** to remove the item from the deposit.
3. If the item scanned is NOT a duplicate, click the Override Duplicate button. It is extremely rare that the application will mis identify a duplicate. If an override is made on a correctly identified duplicate item, the deposit may be adjusted by the bank.
4. Click **Save**.
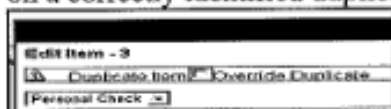
Using the Deposit List screen

The Deposit List screen is used to view deposit status, look at the items within a deposit and print reports. You can view the deposit list screen by either clicking on the Deposit List tab on the right side of the screen (this will return all deposits made by you) or by using the Deposits tab on the top portion of the Welcome page (this will allow you to further refine the results by account group).

Viewing a deposit status

Check the Deposit status by looking at the status column on the Deposit List page.

Sample statuses are provided below. For a complete list of statuses refer to the appendix.

- Open (may have qualifier)
- Transmitting
- Received
- Pending Delete
- Received Pending
- Perfected
- Perfected Adjusted

1. To view a deposit status, click on **Deposit List** from the right hand tabs or click on the **Deposits** tab, and choose an account group.
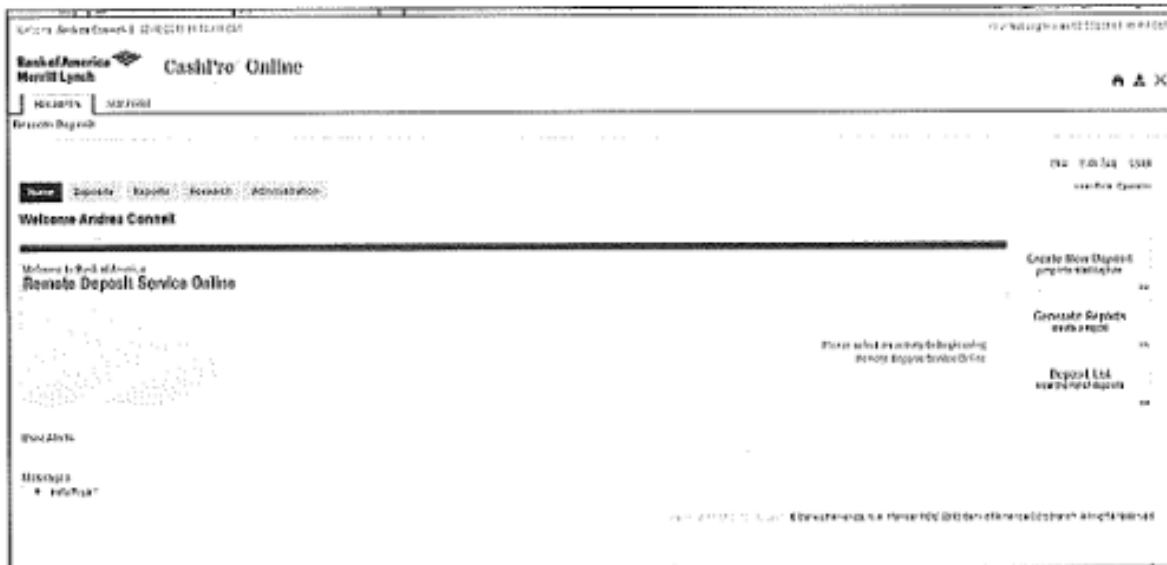
The Deposit List will default to deposits that have been made in this session. If no deposits have been made, no deposits will be listed.
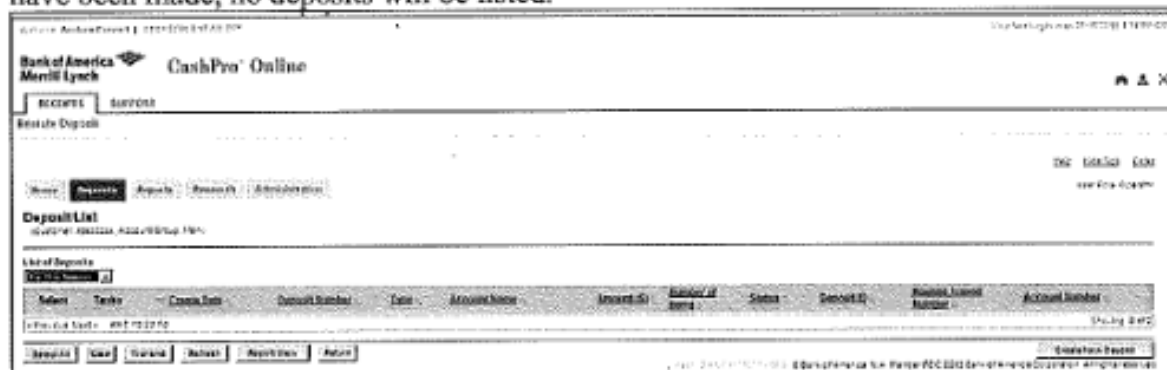
2. Click on the List of Deposits Drop Down and choose the time period for which you want to view:

- For this session: All deposits that have been made during this session

- For Today: All deposits that have been made today

- For the last 10 days: All deposits that have been made in the last 10 calendar days

- All Open Deposits: All open deposits for the last 90 calendar days. It is important that all open deposits are transmitted within 45 calendar days, as the images will no longer be available for clearing and the deposit will fail. Deposits left open for more than 10 days, will also show on the aged open deposits screen.

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- By month: Deposits available by month, for the last 90 calendar days
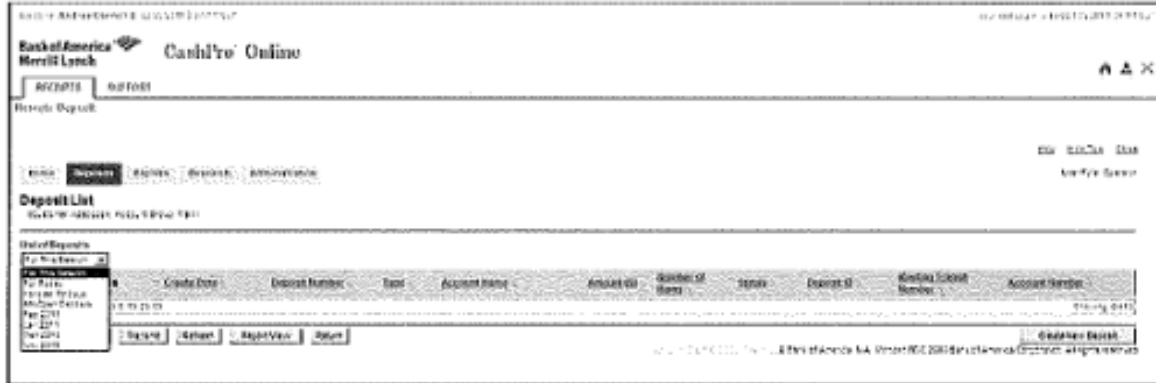
Deposits will be listed with their statuses. If a deposit has been transmitted, relevant information (such as when and by whom) can be viewed by clicking on the deposit details icon.
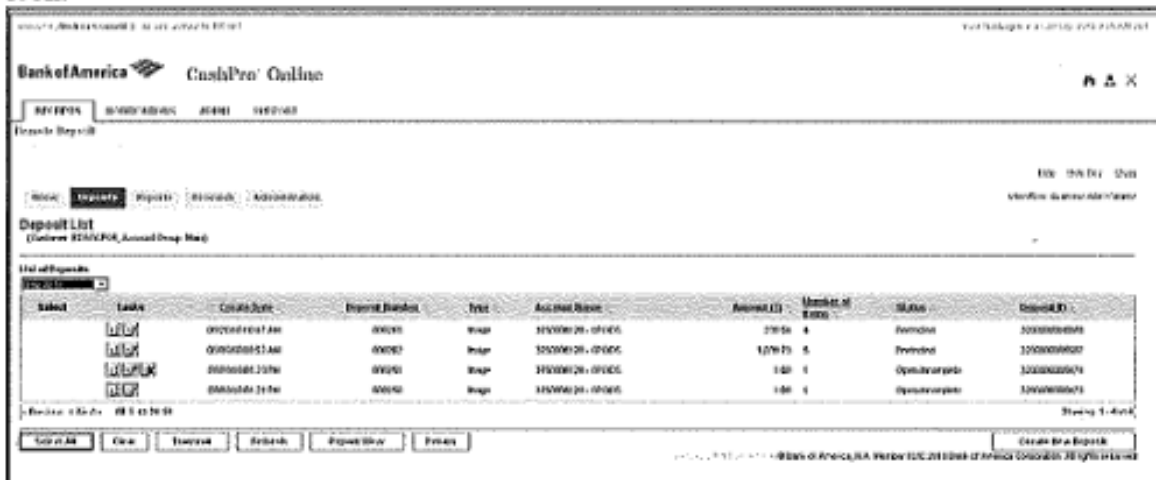
3. Click on the edit this deposit details icon 🖉 to view the items deposit details.

4. Click on view this deposits details icon ▦ to view the details of the deposit.

Sorting Columns within the Deposit List Screen

Within the Remote Deposit Service Online application, column data can be sorted by clicking the column title. For example, the Create Date, Deposit Number, Type, Amount ($) columns can be sorted by clicking the column title. The arrow denotes ascending or descending sort.

Searching and filtering on the Deposit List Screen

Columns within the deposit list screen can be filtered to show specific information. For example, to view checks with a certain amount range, a filter can be created specifying the range of items to display. The application updates the display to show only the items that meet the filtered criteria.

> **Note:** Multiple filters can be used and the filter applied appears below the column name. For example, a filter can be set on both Amount (specifying the amount range) and Account (specifying a specific account number).

1. From the deposit List Screen, select the filter icon 🔍 located next to each column heading. An input box will appear.
2. Enter the filter criteria (will vary based on column header)

3. Select **Apply.**

4. Click on the column header to reset or change the filter.

Chapter **8**

Reporting

Note: UVA Treasury does not require any reporting. You can use the CashPro reporting functionality if it beneficial to your process. However, UVA Data Security does not allow printing or downloading any copies of checks that show signatures, bank account numbers, routing numbers unless downloaded to a secured drive. Contact IT Security with questions.

Chapter 9

Performing Item Research and Downloading Images

There are multiple options for performing research within the Remote Deposit Service Online Application. You may choose up to five criteria at a time. The values you enter will be dependent on the criteria you choose.

Research may be performed by clicking on the Research tab at the top of the Home page. A list of all searchable criteria is listed in the Appendix.
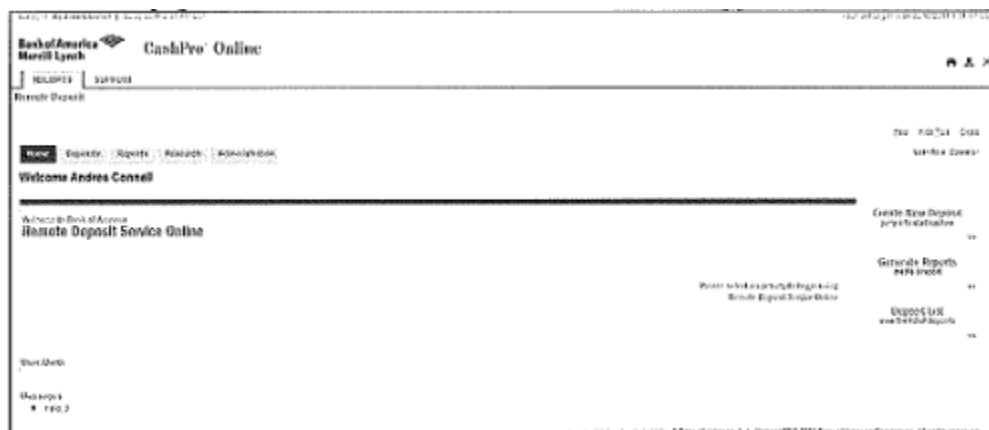
1. From the Home Page, click on the **Research** tab.

2. Select the required search criteria.

3. Enter the required values.

4. Click **Search.**

Chapter 10

Managing Aged Open Deposits

If a deposit is prepared and not transmitted within 10 days, the user will see an Aged Open Deposit Tab.

Additionally, there will be a message when the user tries to create a new deposit.

1. Click on the link to the Aged Open Deposits and choose the deposits you want to edit, transmit or delete. You may only transmit balanced deposits.

2. After all deposits have been addressed, the Aged Open Deposits tab will no longer show.

Chapter 11

Exiting the Remote Deposit Service Online Application

1. Click on the Close link to exit out of Remote Deposit and return to Cash pro Online. Click the Logoff link in the upper right corner of the application to log out of Cash Pro.
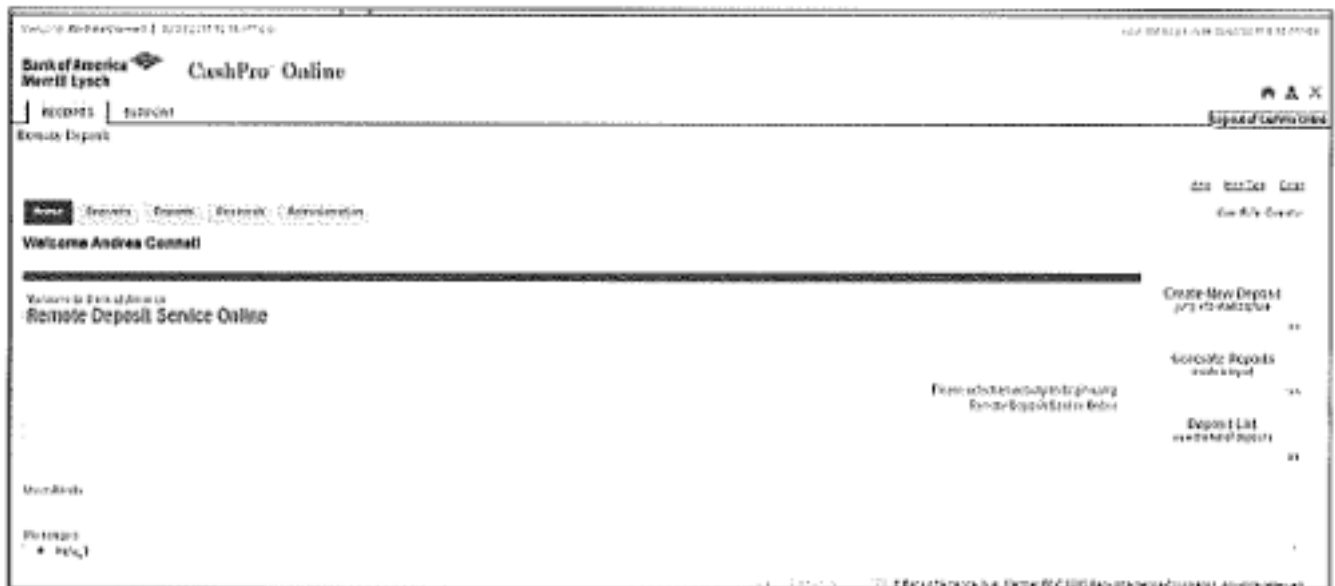
Chapter 12

Scanner Maintenance

Cleaning your scanner

Using the cleaning cards

Use the specially designed cleaning card to perform a simple cleaning cycle once a week or every 3,000 checks, whichever comes first. Follow these steps to clean the scanner:

1. Remove the cleaning card from the sealed pouch and insert into the entry feeder as shown to the right.
2. Create a dummy deposit within the application and select **Start Capture** while grasping the trailing edge of the cleaning card. This action will create the desired "scrubbing" condition with the feed rollers. Repeat this action 3-4 times while rotating the cleaning card each time.
3. Next, perform 3-4 additional scan cycles with the cleaning card, but do not grasp the trailing edge of the card. Rotate the cleaning card each time to ensure that the cleanest part of the card is being used.
4. Delete the dummy deposit.

You can get the cleaning supplies needed from Linda Vannatta in Treasury.

Removing Ink Smudges

1. Check the ink-jet cartridge for leaks. If it has leaked, remove the cartridge and clean it off, then insert it back in the scanner.
2. Replace Ink Jet Cartridge.
3. Periodically check the condition of the ink jet cartridge and replace it when the ink begins to fade in density on the printed items.

Chapter 13

Support for Remote Deposit

User Guides

To access the user guide, click the User Guide link in the top right corner of the Home page.
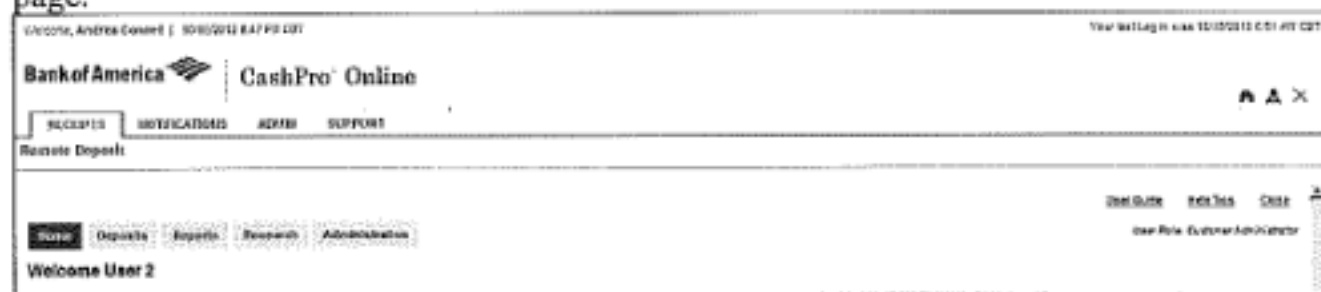
Help Tips

When **Help Tips** is turned on, the user can view the tips when he/she selects **Show Tips**.
Tool tips appear when you roll your curser over a button or field.
Help tips are not available for viewing when the user selects **Hide Tips**.

Remote Deposit Service Technical Support

Contact the Image Customer Care Center with questions about the following:

- Questions about Remote Deposit Service Online
- Questions about Scanners

The Image Customer Care Center is available to take your calls 8:00 AM EST to 1:00AM EST Monday through Friday. Calls made after business hours will be returned on the next business day

- 1.888.367.2521 toll-free (Domestic) or
- 1.804.553.6252 outside of the United States

Customer Portal Technical Support

Contact the Technical Care Center (TCC) with questions about the following:

- Cash Pro Online User IDs
- Cash Pro Online Passwords

The Technical Care Center is available

- 1.888.589.3473 toll free (domestic) between 7:00 AM and 9:00 PM Eastern Time on banking business days.
- 1.704.387.3020 (outside of the United States) between 7:00 AM and 5:00 PM Eastern Time on banking business days.
- Email at DirectTCS@bankofamerica.com

If located in Latin America, Europe, the Middle East, Asia, or Africa, please contact your Global Treasury Management Product Specialist.

Icons

Remote Deposit Service Online uses icons to communicate messages and information to users.

ICON	ACTION	PURPOSE
	Delete	Deletes the associated item.
	View	Lets you view an item's details.
	Edit	Lets you edit an item's details.
	Selection	Alerts you to selectable items.
	Filter	Lets you create filters.
	Alert	Draws attention to specified areas or items that required user action.

Troubleshooting, Login, Authentication and Scanner Errors

ERROR	POSSIBLE CAUSE	POTENTIAL RESOLUTION
You are unable to login to Remote Deposit Service Online	User names and passwords are case sensitive, and passwords must comply with Bank of America's digital certificate guidelines.	Ensure you enter the correct user name and password as was provided with your authentication instructions. Contact Technical Support for details about your specific password requirements or continue to be denied access to the application.
You entered an invalid user name or password	User names and passwords are case sensitive, and passwords must comply with Bank of America's guidelines.	Ensure you enter both your correct user name and password as provided to you by Bank of America Contact Technical Support for details about your specific password requirements.
You entered invalid password information	Re-enter the password information.	Contact Bank of America Technical Support if you are still having problems.
The application cannot be accessed	Ensure the correct URL is used	If the problem persists, contact the Bank of America Image Customer Care Center.
The computer does not detect the scanner or appropriate driver.	Scanner connections may be loose, scanner is powered off, or driver may not be correctly installed.	• Check all USB and power connections. • Check that scanner is powered on. • Contact Image Customer Care for assistance with re-installing drivers.
The scanner is not functioning properly	Check to see if any items are stuck in the scanner, clear the path and try again.	If the problem persists, close the application, restart the scanner manually by turning the power off and then on, and then restart the application. If the problem persists, contact Bank of America Image Customer Care.

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ERROR	POSSIBLE CAUSE	POTENTIAL RESOLUTION
Laptop computer fails to detect the scanner.	This error occasionally appears if the scanner is plugged into the USB port on a laptop computer's docking station.	Be sure that the scanner is plugged into the USB port on the computer, and not into the USB port on the laptop docking station. Docking stations can cause irregular behavior with the scanner operation and should be avoided.
It takes a long time to initialize the scanner each time I want to begin scanning	The scanner takes several seconds (10-15) to initialize when it is powered up and the initial items are scanned.	If you anticipate multiple scanning sessions, you may close the Remote Deposit Service application after you have completed the first session, but you may wish to leave the scanner powered on (the status LED should remain green). Subsequent scanning session will initialize much more quickly
Two items have been scanned simultaneously	Items have inadvertently stuck together.	Delete the 'piggyback' items, remove any substance that may cause them to stick together and rescan.
Item appears to be stuck in the scanner	Remove center cover from scanner, clear any stuck items, replace the center cover and then follow scanner jam recovery process.	If problem persists, clean the scanner's document track. If unable to re-process item, call Image Customer Care.
The computer does not detect the scanner or appropriate driver	Scanner connections may be loose, scanner is powered off, or driver may not be correctly installed.	• Ensure port 80 is open • Check all USB and power connections • Contact Image Customer Care for assistance with re-installing drivers.
The scanner has jammed, I cleared the hopper, but still cannot scan	The recovery process was not completed	It is important to fully recover the scanner jam by clicking "recover", take the checks out of the scanner, click restart scanner by going to start> programs files> remote deposit web client> restart, wait for the deposit item list to appear prior to loading additional items.
The scanner is not functioning properly	Check to see if any items are stuck in the scanner, clear the path and try again	If the problem persists, close the application, restart the scanner manually by turning the power off and then on, and then restart the application. If the problem persists, contact Bank of America Image Customer Care.

ERROR	POSSIBLE CAUSE	POTENTIAL RESOLUTION
Two items have been scanned simultaneously	Items have inadvertently stuck together	Delete the 'piggyback' items, remove any substance that may cause them to stick together and rescan.

Best Practices

Please note that these are suggestions for making the product work better for you, not a guarantee for seamless service.

- Verify that your system meets all technical requirements per the Hardware and Software Requirements documents to aide with system efficiency.
- It is important to place the scanner power box at least 18 inches away from your computer and not on top of any other device (printer, etc.) to reduce any interference between the application and the scanner.

- Do not place any electronic items near the scanner (cell phones, etc.).
- Scanners should be cleaned every 3,000 items or once a week with compressed air and cleaning cards; additional cards may be ordered by contacting Linda Vannatta of UVA Treasury at llv2n@virginia.edu .

- Make sure checks are free and clear of debris: staples, paper clips; and they are facing the same direction and not bent or folded.
- Local Port 80 will need to be open for both inbound and outbound traffic to allow communication with the scanner itself. This port is normally open, unless you are running a web server on the same device.
- We do not recommend using multiple remote capture products or scanners on the same PC. There is no way to determine what the details are behind another banks application or scanner requirements and they may conflict with the Remote Deposit Service Online Application.
- Only US dollar items, drawn on domestic banks, to US dollar accounts may be captured through Remote Deposit Service Online.
- Money orders are not consistently formatted across all issuers. As a result, many are too light, too dark or printed on non-standard check stock. Due to these variations, scanners may have a difficult time reading the money order amount fields or recognizing the documents as money orders. The amount field can be manually entered and the item classified, as the item is scanned by the user. The same process holds true for WIC and other non-standard checks. WIC checks have busy backgrounds and are typically taller than business and consumer checks. The scanner is looking for the amount in a pre-defined field, however due to the excess height; the amount field may not be read. The user may override the reject; however there is a risk of the item being returned for image quality failure
- Remote Deposit Service Online provides duplicate detection at the company level. As items are scanned, the application validates to see if another item with the same account, amount, serial number, and ABA number has been previously scanned. If a duplicate is detected, the operator may override the item if it is not a true duplicate or remove the item from the processing stream.
- Scanners must be equipped with printing capabilities and an ink cartridge installed.
- Do not download scanner drivers from "found new hardware" message. Follow the instructions in the User guide.

Frequently Asked Questions

Q. **Who is the University of Virginia contact for Remote Deposit Service Online Services?**

A. Contact Linda Vannatta of UVA Treasury at llv2n@virginia.edu .

Q. **What is the Image Customer Care Number?**

A. The Image Customer Care Number is 888.367.2521

Q. **Can I rescan the original item if it is returned?**

A. The original truncated item cannot be re-deposited. If an item is returned, the Image Replacement Document (IRD) may be rescanned through RSDO or brought to the bank for processing as the IRD is MICR encoded with a valid MICR line, and is considered a legal document.

Items are subject to return rules and only items returned for NSF can be redeposited.

The item may show as a duplicate on RDSO-meaning the scanner would have recognized that it already scanned a similar item. The duplicate can be overridden.

The item must not have been already represented.

Q. **Can I rescan the original item if it is rejected by Bank of America check processing?**

A. Since the original item was never truncated, it may be re scanned or brought to banking center for deposit.

Scanner Jams

There may be a variety of reasons for a jam of the scanner hopper to be reported. When this occurs, a message will be displayed to the user indicating that the hopper is jammed. It is important to fully recover the jam prior to restarting the scanner.

1. Maximize your browser window. The user will see a message indicating why the scanner jam was reported.

2. Remove all items from the scanner transport and hopper

3. Click **Recover button**. (Top right hand corner). The next screen will show the last image that was captured

4. Click restart scanner/ **Start Hopper** button (lower left corner). **Do not load items back into the scanner at this time.**

5. After the loading page goes away and the deposit item list displays, place items back into the scanner. Items will automatically feed through the scanner.

Deposit Status types

STATUS	DESCRIPTION
Open	With a second word to show the state of the deposit processing: **Incomplete** – There may be additional items to scan or recognition results may be incomplete. **Processing** – Document scanning is active. **Balanced** – All items have been scanned; the declared total and item total match. **Jammed** – The scanner has reported a track jam. **Cancelled** – Typically results in immediate removal of the deposit. Open deposits are purged after 90 days of inactivity.
Transmitting	The deposit is currently being sent to Bank of America
Received	The deposit has been successfully received by Bank of America.
Pending Delete	Stale data being removed by the application.
Received Pending	Do NOT rescan the deposit as it has been received by the bank. Contact a Customer Service Representative at Bank of America's Image Customer Care group to advise them of the status. See **Support** for contact information.
Perfected	Bank of America completed processing this deposit without making adjustments.
Perfected Adjusted	Bank of America completed processing this deposit and made adjustments.