



The Lowell Five Cent Savings Bank and \_\_\_\_\_

## Remote Deposit Capture - Frequently Asked Questions and Merchant Responsibilities

- *Are there any PC hardware requirements?*
  - Yes, certain operating PC Systems are required. See RDC Customer PC Hardware Requirements handout for specifics.
- *Are there deposit limits? Why?*
  - Yes, every merchant will have a daily deposit limit. If you are using multiple accounts, certain accounts may have lower daily limits as well. This is for both your safety and the safety of the Bank so that irregular deposit will be reviewed. It will also serve to hopefully reduce entry errors.
- *Are deposits made through RDC secure?*
  - Yes, all transmissions are secured using SSL encryption.
- *What types of checks are accepted?*
  - Only checks in US currency, drawn on US banks are accepted. A valid routing number must appear on the bottom of each check.
- *Do I need a deposit slip?*
  - No, you do not need a paper deposit slip. The system will create a virtual ticket that will be associated with the checks in each deposit.
- *Should I endorse checks?*
  - Yes. Continue to endorse each check as you would if you were bringing it into a branch. We request that you add your business name, account number, and "for deposit only".
- *Are there different levels of access for my employees?*
  - Yes. Based on your company's setup, we can create users with access to specific accounts. In addition, we can limit the functions that each user can perform.
- *How can I minimize check jams?*
  - Remove all paperclips and staples from your checks prior to scanning. Try to flatten any folds. Arrange your checks from the smallest in size to largest in size. Typically consumer/personal checks will come first, and business checks will follow. Align the bottom right corner of all items before they are placed in the scanner.

- *Will I receive deposit confirmation?*
  - Yes, the email address(es) on file will receive a confirmation of each deposit. If you do not receive a confirmation notice shortly after transmitting a deposit, please contact the Bank.
- *I have made a remote deposit, why I don't see it in my account yet?*
  - Once deposits have been transmitted, they are typically processed twice a day. At the latest, your deposit will be posted before noon on the business day following your transmission.
- *Can I deposit to multiple accounts?*
  - Yes. You will need to specify which account you would like to deposit into prior to each deposit. You may only choose from accounts that have been set-up by the Bank for Remote Capture.
- *Will checks I deposit be converted to ACH transactions?*
  - No. At this time we process all images as checks.
- *What do I do with rejected checks?*
  - Checks that reject will need to be deposited at a branch location.
- *Will my scanner read the amount of each check?*
  - Software included in RDC will attempt to read the dollar amount of each check. If the system cannot assign a value, you will be required to enter in during the "Balance Items" stage.
- *When can I receive phone support from The Lowell Five?*
  - Please direct all remote capture inquiries to 978-323-7217 or [web@lowellfive.com](mailto:web@lowellfive.com). Phone support is available from 8:00am-4:00pm on Monday, Tuesday, Thursday, and Friday, and 8:00am-3:00pm on Wednesday.
- *How many checks should I scan in one deposit?*
  - We recommend limiting each deposit to 25 items to minimize jams and facilitate the balancing process. However, the system does not have a maximum number of items.
- *Why is the system claiming that I am depositing a duplicate item?*
  - We will keep records of the checks you deposit remotely so that items are not accidentally scanned and transmitted more than once. If you have difficulty with a "duplicate" item, try using the "Research" function, or contact us at the number above.
- *How will I know if I have deposited a check remotely?*
  - After each check has been scanned, it will be marked on the back with the date, our routing number, and a reference number.
- *Can I view previously deposited checks?*

- Yes. The front and back of all remotely deposited checks can be viewed under the “Research” tab of the Main Menu for 30 days.
- *Have any changes been made to my computer?*
  - Yes. The Bank has made the following changes to your computer:
    - The files needed to run Remote deposit Capture (ISeDeposit) have been added.
    - The proper “Merchant Capture” URL has been added to internet favorites.
    - A “Remote Folder” has been added to the hard drive.
    - The proper Scanner Drivers have been installed on your Computer.
    - Changed the Active X Control setting in Internet Explorer -Trusted Sites>Custom Level. Change from “Initialize and Script Active X controls not marked as Safe for Scripting to “Prompt”.

## **Merchant Responsibilities**

- *How long do I need to keep deposited checks?*
  - According to your contract, checks must be retained in a secure location for at least 120 days. At that time, they should be destroyed.
- *What should I do if I suspect unauthorized use of the scanner?*
  - Contact The Bank at 978-323-7217 immediately if you suspect any unauthorized use of your scanner, or scanning software.
- *Should I run virus protection on any computer/network used in the transmission of deposits?*
  - Yes. You are required to maintain up-to-date virus protection on any hardware/network used in the Remote Deposit Capture process.
- *Can I use one ID/password for all employees of my company that will be processing deposits?*
  - No. We require that every authorized depositor have their own unique ID and password. If you are interested in adding authorized depositors to the system, please contact The Bank.
- *What should I do if I want to upgrade/replace the computer used for RDC?*
  - You must notify The Bank prior to changing the computer or upgrading the operating system of the computer attached to the RDC scanner. In this case, The Bank must schedule a reinstallation of the RDC software prior to use.



I have reviewed the information above, and I am aware of my merchant responsibilities listed here, as well as those in the Remote Deposit Capture Agreement.

Received: \_\_\_\_\_ Date: \_\_\_\_\_

Organization: \_\_\_\_\_

---

Delivered: \_\_\_\_\_ Date: \_\_\_\_\_