

# Remote Deposit Capture

## User Guide

### Treasury Management



**CALIFORNIA**  
**BANK OF COMMERCE**

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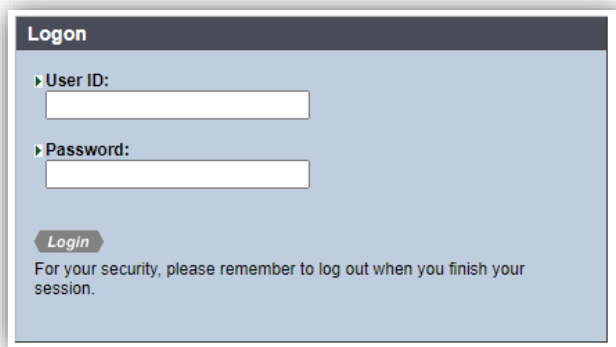
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## Minimum System Requirements

1. Compatible Operating Systems
  - PC Windows 10, Windows 8.1, MAC OS X 10.10 or higher
  - Supported Browsers
    - Chrome
    - Edge
    - Firefox
    - Safari 8 or later
  - USB Port
  - Administrator

## Scanner Installation – Windows

1. Uninstall existing scanner drivers
2. Plug in your scanner to the USB port and power source
3. Navigate to [www.californiabankofcommerce.com/](http://www.californiabankofcommerce.com/) > Client Login > Remote Deposit Capture



**Logon**

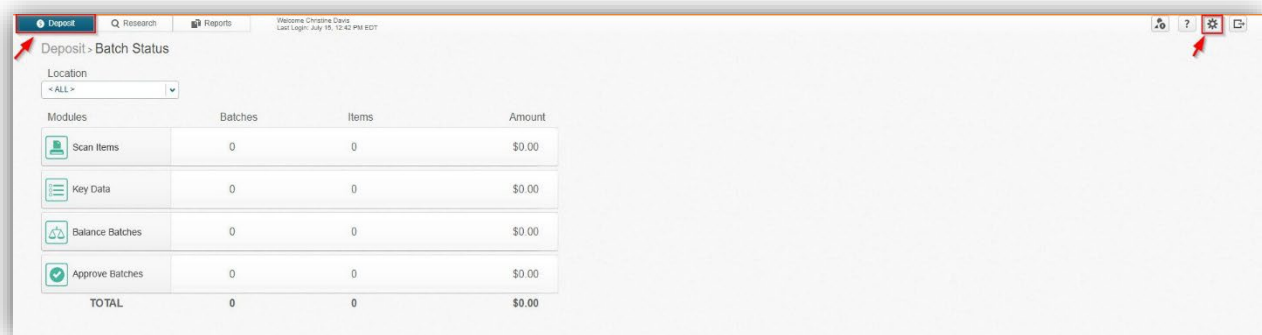
▶ **User ID:**

▶ **Password:**

**Login**

For your security, please remember to log out when you finish your session.

4. Click on the Deposit Module > Click on the Settings Icon

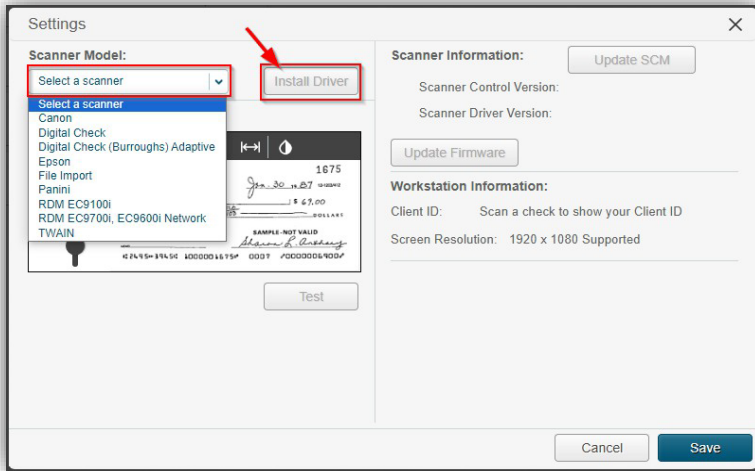


Deposit - Batch Status

Location: < ALL >

Modules	Batches	Items	Amount
Scan Items	0	0	\$0.00
Key Data	0	0	\$0.00
Balance Batches	0	0	\$0.00
Approve Batches	0	0	\$0.00
<b>TOTAL</b>	<b>0</b>	<b>0</b>	<b>\$0.00</b>

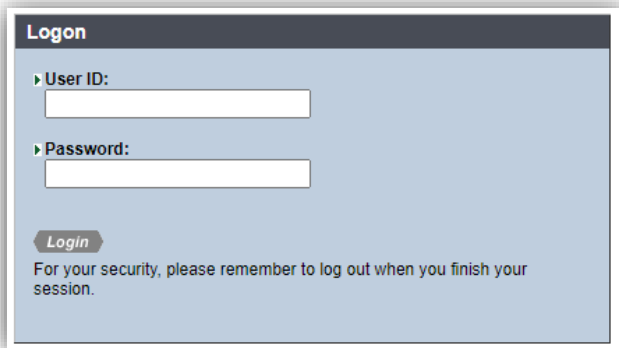
5. Select a scanner from the list below > Install Drivers > Follow the installation instructions



6. Refresh your browser > Select Deposit > Settings > Scanner will show it installed

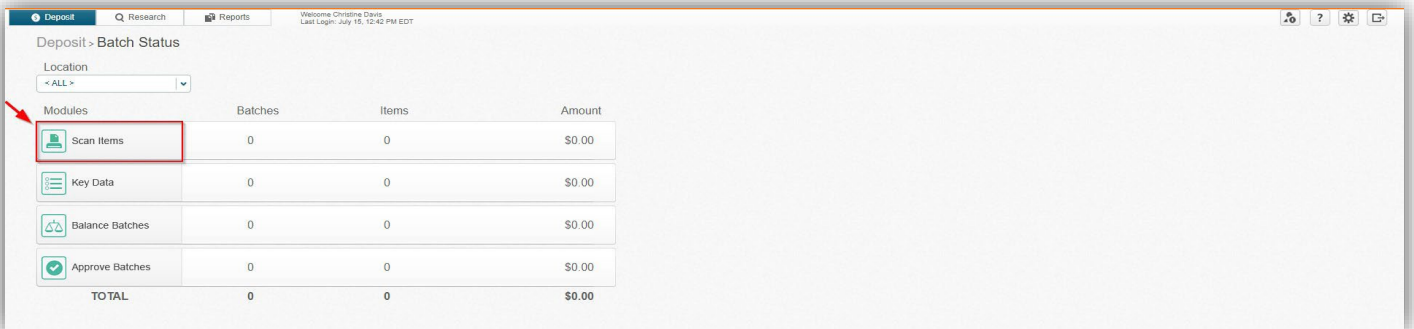
## Scanner Installation – Mac

1. Uninstall existing scanner drivers
2. Plug in your scanner to the USB port and power source
3. Copy and Paste to Safari and follow prompts:  
[https://files.rdmcorp.com/?u=pAYg&p=EFrt&path=/MAC\\_SCM\\_ANY\\_INSTALL\\_4.0.3.0.dmg](https://files.rdmcorp.com/?u=pAYg&p=EFrt&path=/MAC_SCM_ANY_INSTALL_4.0.3.0.dmg)
4. Navigate to [www.californiabankofcommerce.com/](http://www.californiabankofcommerce.com/) > Client Login > Remote Deposit Capture

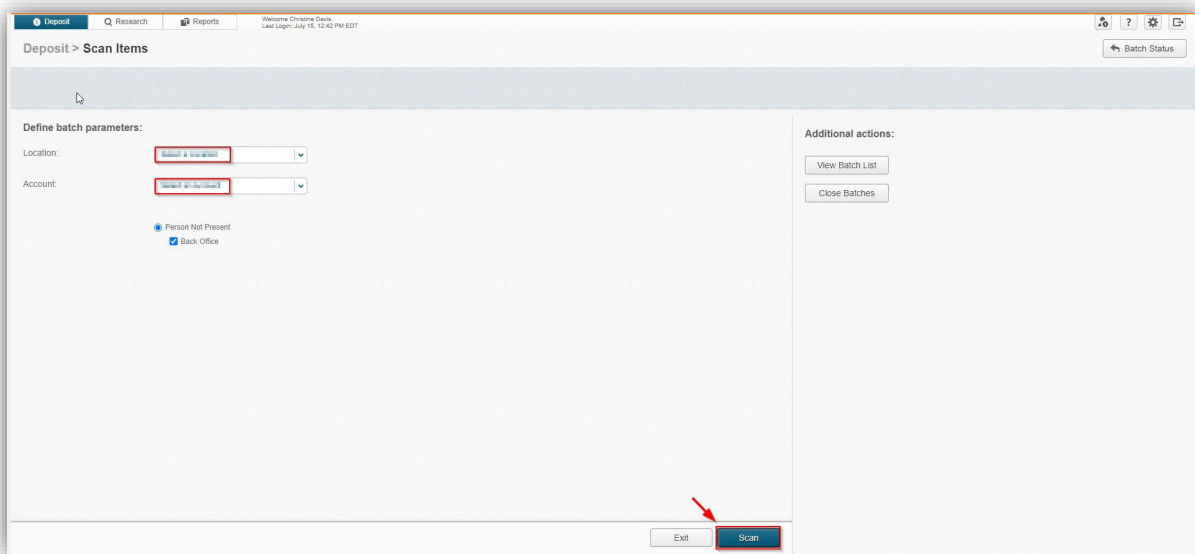


## Making a Deposit

### 1. Click **Deposit > Scan Items**



### 2. Select a Location > Account > Scan



3. Input the Batch Control Total (total dollar amount of your deposits)
  - a. Once all checks have been scanned, confirm the deposit by following the prompts > **Submit for deposit**

## Deleting a Batch

1. If there is an error with a batch that has not been submitted, you can delete the batch by going to **Deposit > Scan Items > View Batch List > Select the batch > Delete Batch**

**Please note: Once a batch has been submitted to the bank we cannot delete or make any updates to that deposit**

## Deposit Confirmation Report

1. Click **Deposit History** > Drop down the arrow next to the account name > Highlight line item **BCN** > Select **“Print All Items With Images”**

Please note: The Deposit Confirmation Report is available for 14 calendar days, however you can use Research module to search up to 25 months.

## Research

1. Deposit research will allow a user to research RDC deposits for 2 years plus current month

The screenshot shows the 'Research' module interface. A red arrow points to the 'Research' tab in the top navigation bar. The main area contains search filters for 'Member to search', 'Primary Search Fields', 'Payor Search Fields', and 'MICR Search Fields'. The 'Primary Search Fields' section includes 'Capture Date' (Last 24 Hours), 'Between' (05/24/2024 to 05/25/2024), 'IBAN', 'Check Amount', and 'Check #'. Below these fields are 'Selected Output Columns' and 'Search' and 'Reset' buttons.

## Reports

1. Listed below are various deposit reports that are available

The screenshot shows the 'Reports' module interface. The 'Reports' tab is selected in the top navigation bar. The main area shows a list of available reports. A dropdown menu is open, showing a list of report options including 'All Items Report (CS-Standard)', 'Customer Information Report', 'Daily Deposit Summary By Account (CS-Standard)', 'Daily Deposit Summary By Location (CS-Standard)', 'Deposit Detail Report (CS-Standard)', 'Deposit Report By Date Range (WC/SD)', 'Item Detail Report (CS-Standard)', 'Member Report (Standard)', 'Settlement Detail by Account (CS-Standard)', 'Settlement Detail by Location (CS-Standard)', 'Settlement Summary by Account (CS-Standard)', 'Settlement Summary by Location (CS-Standard)', 'WebClient Check And Remit CSV', 'WebClient Check CSV Report (Standard)', and 'WebClient User Audit Report (Standard)'. The dropdown menu is titled 'Select a report'.

## Common Troubleshooting Questions

### RDM Model Scanners

#### 1. Connecting Power, USB and Ethernet Cables – RDM Scanners



#### 2. Connecting EC9611f (Single Feed)


[www.youtube.com/watch?v=qz9kL6bzAeo](http://www.youtube.com/watch?v=qz9kL6bzAeo)

#### 3. EC9600i Series (Multi Feed)

<https://www.youtube.com/watch?v=bPVLSn6SDS8&list=PLcZfig6q87ijzheyC1Sf3PbJVAkp65yte>

#### 4. Status LED Signals (EC9600i models)

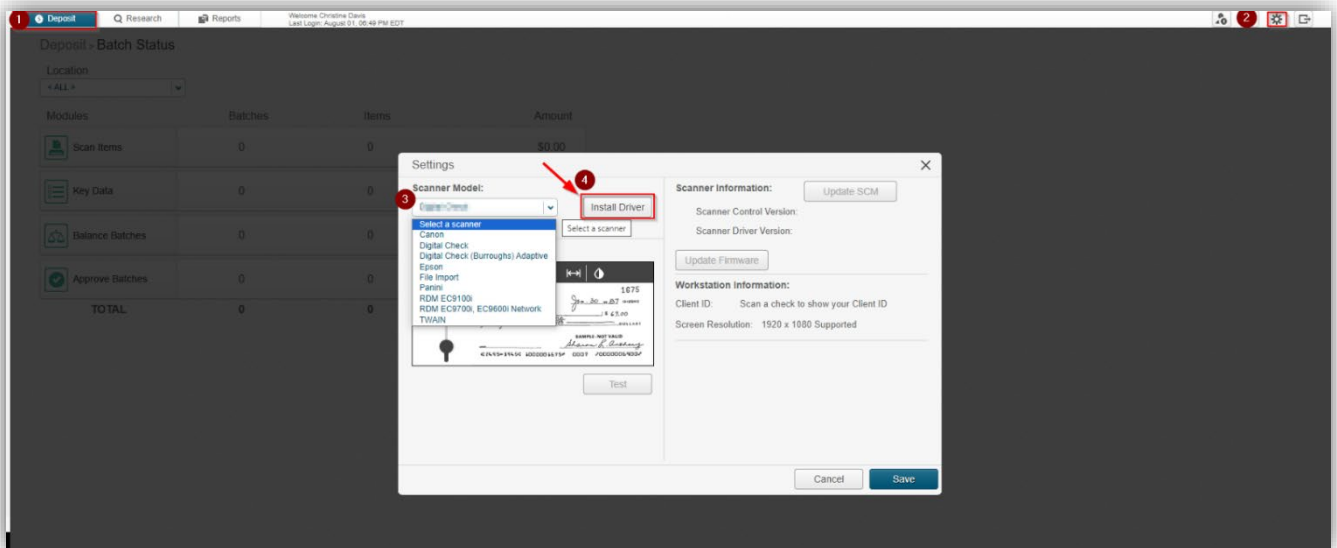
Status	LED Sequence	Notes
Booting	Solid red (max 30 seconds)	The scanner is starting.
Booting	Long-red and two short-green flashing cycle	
Unconnected	Long-green and short-red flashing cycle	The scanner does not detect an Ethernet or USB connection.
Idle	Long-green and short-green flashing cycle	The scanner is ready and idle. <i>Note: The idle signal depends on your payment application.</i>
Idle	Solid green	
Busy	Green flashing	The scanner is waiting for the user to insert a document into the feeder.
Busy	Solid green	The scanner is waiting for the user to <u>take action</u> on the PC application.
Busy	Green and red flashing cycle	The scanner is processing the documents. Wait for the scanner to finish.
Error	Red flashing	An error occurred while the scanner was processing the document. Check your PC application for instructions or refer to your local procedures. If you need more help, contact your distributor (reseller).



5. Tips for Addressing Scanner Connectivity – RDM Scanners
  - a. Make sure IT has no restrictions on the USB or Ethernet ports for new devices
  - b. Ensure the scanner is powered on and the status LED is in red/green flashing state
  - c. Confirm which cable is connected: USB or Ethernet and that the cable is properly connected
  - d. Test the scanner connectivity via Dashboard <https://usb.rdm scanners.net>

## Common Troubleshooting Questions – Non RDM Scanners (Digital Check, Panini, etc)

1. Non RDM Scanner Connectivity
  - a. Please note that non RDM scanners are web-based scanners, if the cookies are cleared it will disconnect the scanner and the below instructions will need to be followed.
  - b. Confirm that the cables are connected
  - c. Access the settings from Deposit Tab > Settings
  - d. Select the scanner from the drop-down menu
  - e. Install Drivers



## Updating Scanner

Occasionally software and/or other updates are required to maintain optimal scanner and system performance. In these scenarios messages will be displayed asking you to perform the required update. Instructions are provided but if you encounter any technical difficulty please contact us for support.

*\*\*All company and/or product names are owned by their respective owners and any reference is not an endorsement.*