



SYNOVUS[®]

G A T E W A Y

Remote Deposit
Quick Reference Guide

Contents

Synovus Gateway Remote Deposit.....	2
Overview	2
Installing Device Control	2
Creating a New Deposit.....	6
The Deposit View Page.....	8
Closing Deposits for Processing	12
Notifications.....	13
Deposit Results Report.....	13
Viewing Transaction Details	15
Viewing Deposit Details	16
Merchant Settlement Account Reports	17

Synovus Gateway Remote Deposit

Overview

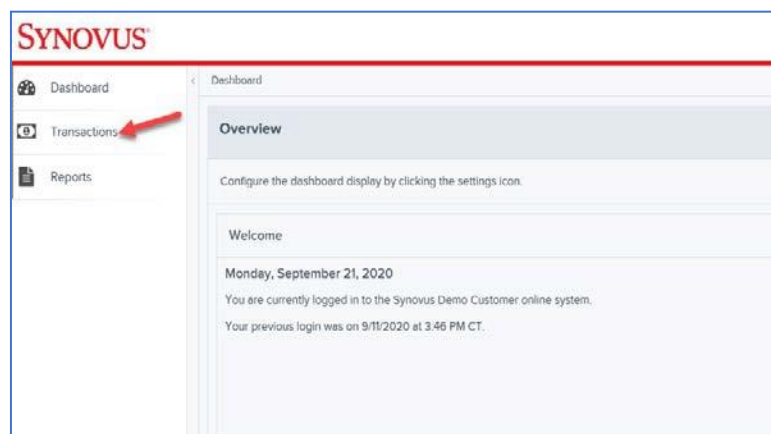
Synovus GatewaySM Remote Deposit allows you to scan paper checks and securely transmit check images to the bank for deposit. Checks you receive at your location will be scanned to create a digital deposit into your bank account. This service will:

- increase flexibility in account management, heightened security, and efficient processing;
- offer ability to make multiple daily deposits from all business locations into one account;
- boost productivity and reduce time and travel expense by eliminating daily bank trips;
- safeguard against unbalanced deposit submissions;
- allow flexible and convenient deposits until 6:00 p.m. ET cut-off for same day account credit;
- create virtual endorsements which is valuable for business clients handling high volumes of checks; and
- simplify recordkeeping with an online archive of all scanned images, deposit information and reports.

Installing Device Control

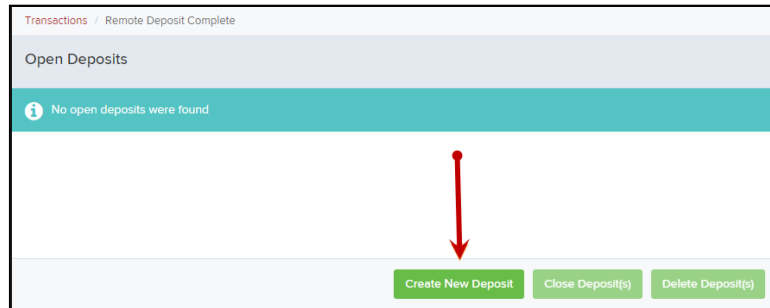
If you are accessing the application for the first time, you will need to install *Device Control*, a feature used to manage your scanner, before you can begin making deposits.

1. Select **Transactions** from the left main menu, as shown below.



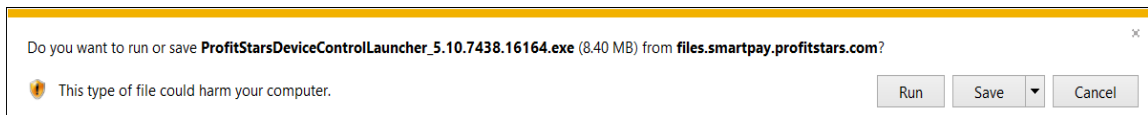
2. Under *Check Processing*, select **Remote Deposit Complete**.

3. The *Open Deposits* page appears. Select **Create New Deposit**.



4. The *Device Control* prompt appears informing you that Device Control is attempting to launch. Select **Run** to continue.

For Google Chrome users, click on the **ProfitStarsDeviceCon....exe** (displayed in the second image below).

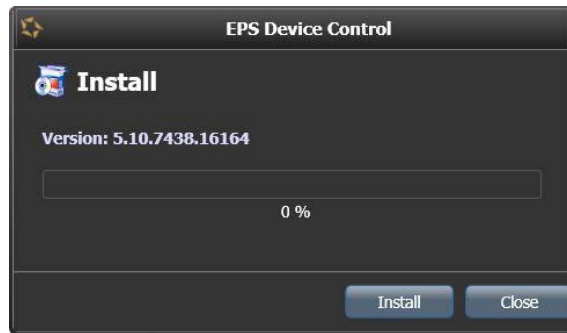
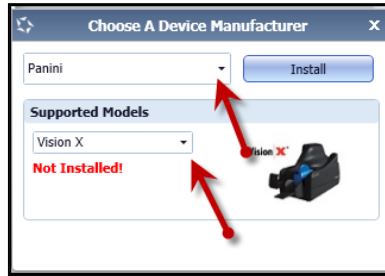


LAUNCH DEVICE CONTROL – INTERNET EXPLORER



Launch Device Control – Google Chrome

- The system will prompt you to begin installing Device Control. Select **Install** to continue. This may take several minutes.

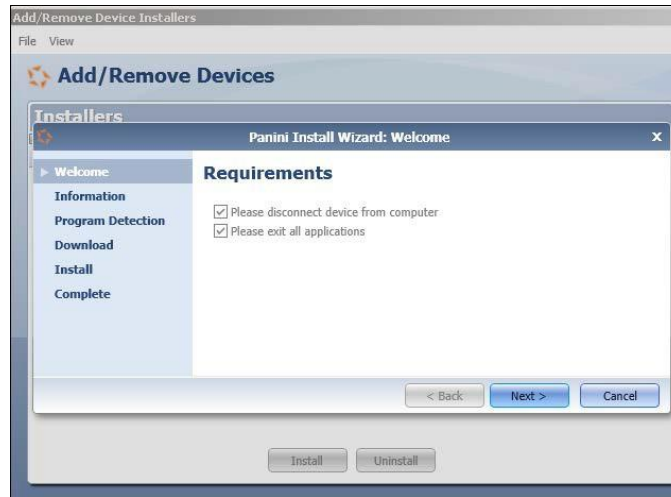


Prompt to install Device Control

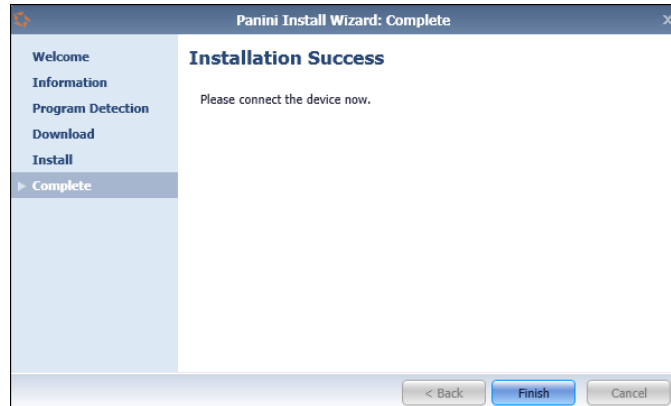
- A prompt may appear, confirming that a user with Administrator rights to the computer will proceed with the installation. Select **OK** to continue.
- Device Control will initialize. Choose the scanner and model you wish to install for use and then click **Install**.
- The *Add/Remove Devices* window appears. Select the scanner you wish to add, and then select **Install**.



9. The Install Wizard tool appears. Disconnect the scanner you wish to install from your computer, and then exit all other applications. Select **Next** in the Install Wizard tool to continue.



10. After the Install Wizard tool has completed, connect the scanner to your computer and then click **Finish**. The scanner is now installed, and you may begin scanning deposits.



Installation Complete

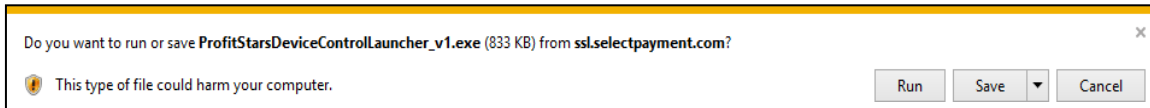
Creating a New Deposit

1. Select **Transactions** from the left main menu.
2. From *Check Processing*, select **Remote Deposit Complete**.
3. From the *Open Deposits* page, select **Create New Deposit**.

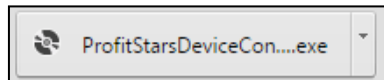
Open	Requires Rescan	Date Created	Location	Deposit Name	Custom Batch Id	Item Count (S/C)	D
<input checked="" type="checkbox"/>		10/15/2015 1:11:04 PM CT	Cedar Ridge	Test Deposit	Ebbing Testing (BBB)	42 / 9	^
<input checked="" type="checkbox"/>		10/20/2015 3:45:25 PM CT	Blossom Hill	15:44:39.8969439 10/20/201...	jjj	30 / 5	
<input checked="" type="checkbox"/>		11/25/2015 8:06:18 AM CT	AA CPP Locatio...	08:05:36.4301793 11/25/2015...	201511252	6 / 1	
<input checked="" type="checkbox"/>		12/1/2015 1:35:11 PM CT	AA CPP Locatio...	J's New Deposit	uiui	0 / 2	

Create New Deposit **Close Deposit(s)** **Delete Deposit(s)**

4. If at this time Device Control has not already launched, the system will ask you to confirm launching Device Control. Select **Run** to continue.

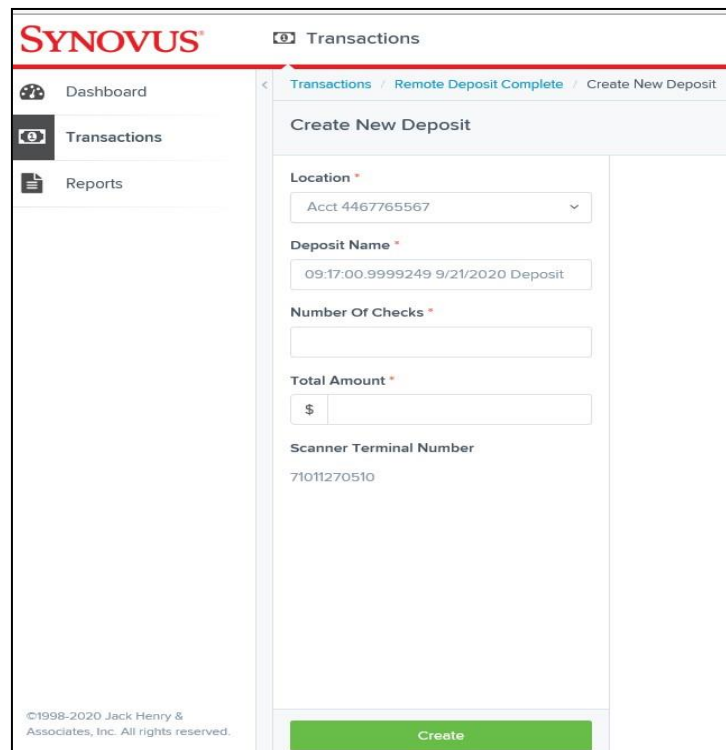


LAUNCH DEVICE CONTROL – INTERNET EXPLORER 11



LAUNCH DEVICE CONTROL – GOOGLE CHROME

5. The *Create New Deposit* page displays. Complete the following fields as applicable:
- **Location:** Select the account for which the batch is to be processed.
 - **Deposit Name:** System-generated. Includes the date and time the batch is being created along with a unique batch ID number.
 - **Number of Checks:** Enter the number of checks in the batch.
 - **Total Amount:** Enter the total amount of the batch. This is a two-decimal-place field, to include the decimal point. For example, \$XX.XX.
 - **Scanner Terminal #:** This field will automatically populate from the Device Control.



NOTE: The system will automatically check for an installed scanning device. If the scanning device is not plugged in, connect the scanner, and then select the **Reset Scanner** option.

- If you have a multi-feed scanner, load the check item(s) into the scanner and then select **Create**. The *Deposit View* page will display (see next section), with the check item(s) displayed as they are scanned.
- If you have a single-feed scanner, select **Create** and then feed the check(s) into the scanner one at a time. The items will display on the *Deposit View* page as they are scanned.

The Deposit View Page

Once Remote Deposit Complete and your scanner begin scanning checks, the results will appear on the *Deposit View* page.

The screenshot shows the 'Deposit View' page with a table of transactions and a detailed view of a check and scanner interface.

Check	Alerts	MICR	Customer Number	Name On Account	Deposit Amount	Delete	Rescan
1		⑈00 10 25⑈ ⑆06 1 100606⑆ 1 234 56 7890⑈	{9c5d0e6e-6090-4036-9e47-fb42474...		\$0.00		
2		⑈00 10 25⑈ ⑆06 1 100606⑆ 1 234 56 7890⑈	{9c5d0e6e-6090-4036-9e47-fb42474...		\$0.00		
3		⑈00 2 158⑈ ⑆06 1 100606⑆ 1 234 56 7890⑈	{9c5d0e6e-6090-4036-9e47-fb42474...		\$0.00		

Below the table, there are two tabs: 'Front of Check' and 'Back of Check'. The 'Front of Check' tab is active, showing a scanned check from James C. Morrison for \$3.00. To the right, the 'Scanner Interface' and 'Deposit Status' sections are visible.

Scanner Interface	Deposit Status
Service Start Server Scan Command Sent.	Location 9030202003
Scanner Document Complete.	Control 3 / \$224.03
Terminal Number 71011270510	Scanned 3 / \$0.00

A 'Complete Deposit' button is located at the bottom right of the page.

Deposit View page

NOTE: Red question marks or yellow highlighted areas on this page may indicate that there was a system difficulty in reading MICR line items or that a manual key entry is required for a check. Keying and balancing and MICR repair will take place once this has been closed and submitted for processing.

Once a deposit has been opened, the following features are available under the *Deposit View* tab from the top of the page.

- **Refresh** – If at any time the *Amount* values for the check items do not immediately display, select the **Refresh** option to have values display.

This screenshot is identical to the previous one, but with a red arrow pointing to the 'Refresh' button in the top right corner of the page header.

Refresh option

- Select the **Front of Check** or **Back of Check** options near the check image to show the respective front and back images of the check created by the scanner you have installed (see figure below). Under the *Deposit Status* section, the **Scanned** field presents the number of items as they are scanned. The total amount of all items displays when the deposit is complete.

NOTE: In the *Scanner Interface* section, the **Terminal Number** for the scanner installed will display as a reference.

The screenshot shows the scanner interface with two tabs: "Front of Check" (selected) and "Back of Check". An orange arrow points to the "Back of Check" tab. Below the tabs is a check image from James C. Morrison for \$20.00. To the right is a table with the following data:

Scanner Interface	Reset	Deposit Status
Service		Location
Scanner		Control
Terminal Number		Scanned
		3 / \$224.03

An orange arrow points to the "Scanned" field in the table. At the bottom right is a green "Complete Deposit" button.

Front/Back viewing options for a check image

- The **Complete Deposit** option is located at the bottom of the page. When you have finished scanning, select this option to begin the submission process.

This screenshot is identical to the previous one, but with an orange arrow pointing to the green "Complete Deposit" button at the bottom right of the interface.

Deposit Status section with Complete Deposit option

Closing Deposits for Processing

- From the *Open Deposits* page, select the check box next to the *Open* column for each deposit you wish to close.

Transactions / Remote Deposit Complete

Open Deposits

Open	Requires Rescan	Date Created	Location	Deposit Name	Custom Batch Id	Item Count (S/C)	Deposit Amount (S/C)
<input checked="" type="checkbox"/>		10/15/2015 1:11:04 PM CT	Cedar Ridge	Ebbing Test Deposit	Ebbing Testing (BBB)	42 / 9	\$6,369.92 / \$7,718.96
<input type="checkbox"/>		10/20/2015 3:45:25 PM CT	Blossom Hill	15:44:39.8969439 10/20/201...	jjj	30 / 5	\$4,796.43 / \$5,500.00
<input checked="" type="checkbox"/>		11/25/2015 8:06:18 AM CT	AA CPP Location 1	08:05:36.4301793 11/25/2015...	201511252	6 / 1	\$511.44 / \$1.00
<input type="checkbox"/>		12/1/2015 1:35:11 PM CT	AA CPP Location 1	Jennie's New Deposit	uiui	0 / 2	\$0.00 / \$100.55

Create New Deposit Close Deposit(s) Delete Deposit(s)

Selecting Deposit(s)

- Select **Close Deposit(s)** from the bottom of the page.

Transactions / Remote Deposit Complete

Open Deposits

Open	Requires Rescan	Date Created	Location	Deposit Name	Custom Batch Id	Item Count (S/C)	Deposit Amount (S/C)
<input checked="" type="checkbox"/>		10/15/2015 1:11:04 PM CT	Cedar Ridge	Ebbing Test Deposit	Ebbing Testing (BBB)	42 / 9	\$6,369.92 / \$7,718.96
<input type="checkbox"/>		10/20/2015 3:45:25 PM CT	Blossom Hill	15:44:39.8969439 10/20/201...	jjj	30 / 5	\$4,796.43 / \$5,500.00
<input checked="" type="checkbox"/>		11/25/2015 8:06:18 AM CT	AA CPP Location 1	08:05:36.4301793 11/25/2015...	201511252	6 / 1	\$511.44 / \$1.00
<input type="checkbox"/>		12/1/2015 1:35:11 PM CT	AA CPP Location 1	Jennie's New Deposit	uiui	0 / 2	\$0.00 / \$100.55

Create New Deposit Close Deposit(s) Delete Deposit(s)

Close Deposit(s) option

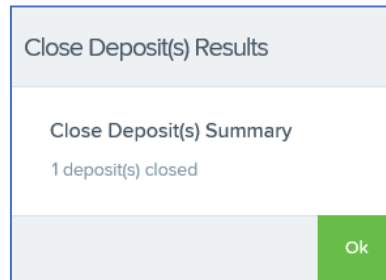
- The system will ask you to confirm closing your selected deposit(s). Select **Close** to confirm closing the deposit(s).

Confirm Deposit(s) Close

Are you sure you want to close the selected 2 deposit(s)?

Confirmation to Close Deposit(s)

4. The results of the deposit display. Choose **OK** to dismiss the message.



Notifications

Notifications are used by the Synovus Gateway Remote Deposit application to let users know when a deposit's MICR repair, keying, and/or balancing steps have been completed, as well as the status of the deposit. The *Deposit Results* report helps to identify item(s) that need further attention.

If notifications are enabled and an email address is set, an email is sent to the user who created the deposit, along with any other designated parties. A notification will inform the user if:

- the deposit was approved without any errors;
- the deposit was approved with adjustments;
- the deposit was rejected;
- an item needs rescanning;
- there are duplicate items in the deposit; and/or
- there are rejected items in the deposit.

A deposit will be reopened if there are items that need to be rescanned. When this occurs, the user will need to correct the deposit and resubmit it for processing.

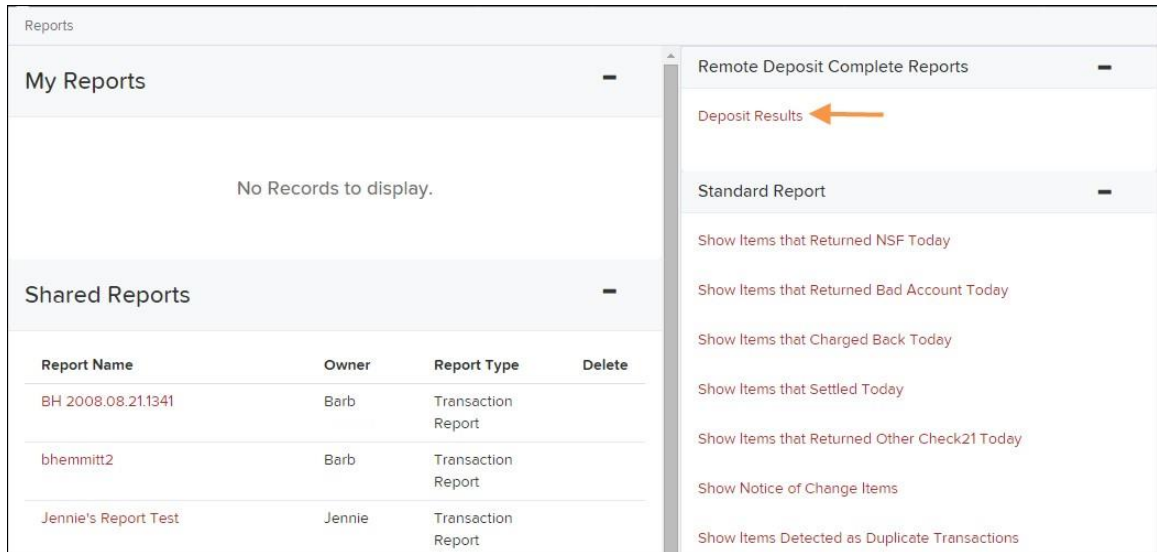
Deposit Results Report

The *Deposit Results Report* displays a date range of deposit batches created with *Remote Deposit Complete*. This report can monitor the status of current-day batches, the items within a batch, or display a previous day's batches and items.

NOTE: The *Deposit Results Report* will display data from the past two years. Anything more than two years old will appear in the *Reports* dashboard of the *Download Reports* section.

1. Select **Reports** from the left main menu.

- Under *Remote Capture Deposit Reports*, select **Deposit Results**.



Reports page with Deposits Results option

- Designate a **Location** for the report. Select a pre-defined date range for the report next to the *Quick Pick* option or specify a **Start Date** and **End Date** (image below).

The 'Deposit Results Search' form contains the following fields:

- Location ID:** A dropdown menu.
- Quick Pick:** A dropdown menu with 'Today' selected.
- Start Date:** A date picker showing 'Jan 6, 2016'.
- Start Time:** A dropdown menu with '12:00 AM' selected.
- End Date:** A date picker showing 'Jan 7, 2016'.
- End Time:** A dropdown menu with '12:00 AM' selected.

A green 'Get Deposits' button is located at the bottom of the form.

Deposit Results report criteria

4. Select **Get Deposits**. A list of batches matching the filters displays.

Deposits matching your search criteria: Page 1 of 3 Records 1 - 25 of 68 25 Per Page

Item Details	Deposit Details	Create Date	Location	Batch Type	Description	Deposit Status	Your Count	Your Amount
		08/27/2020 01:25:30 PM CT	Demo Location 123...	Remote Deposit	Batch deleted by user	Deleted	3	\$23.85
		08/21/2020 03:45:42 PM CT	Demo Location 123...	Remote Deposit	Batch deleted by user	Deleted	1	\$4.00
		08/21/2020 03:43:49 PM CT	Demo Location 123...	Remote Deposit	Batch deleted by user	Deleted	1	\$5.00

Example Deposit results report

Viewing Transaction Details

1. From the *Deposit Results* page, select **View**  under the *Item Details* column to view events about that transaction in the deposit.

Deposits matching your search criteria Displaying Page 1 of 1 Records 1 - 2 of 2 Records Per Page 10

Item Details	Deposit Details	Create Date	Location	Custom Batch Id	Batch Type	Description
		12/1/2015	Location 1	uiui	Remote Deposit	.New Deposit
		12/21/2015	Avalon Campbell	5646542	Remote Deposit	17:49:04.1335657 12/21/2015 ...

Item Details option

2. The *Items in deposit* will appear. To view batch details, select the icon under *the Item Details* column.

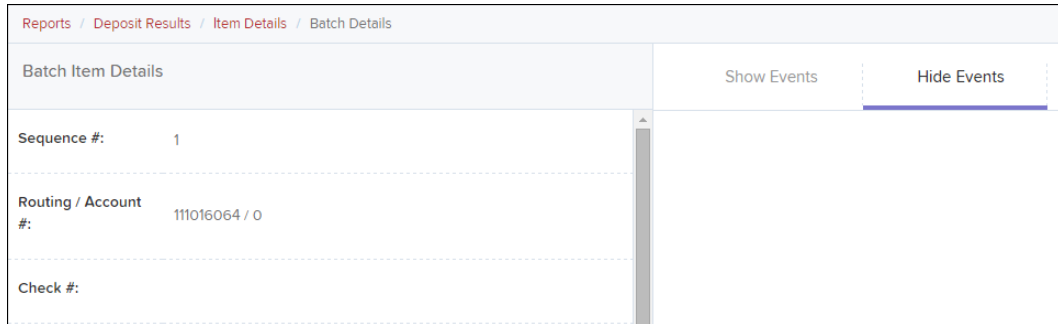
Reports / Deposit Results / Item Details

Items in deposit J New Deposit Displaying Page 1 of 1 Records 1 - 1 of 1

Item Details	Check Image	Sequence #	Item Date	Status	Customer Name	Routing / Account #	Check #	Amount	Deposit As
		1	12/1/2015	Rejected		111016064 / 0		\$85.24	/ NONE

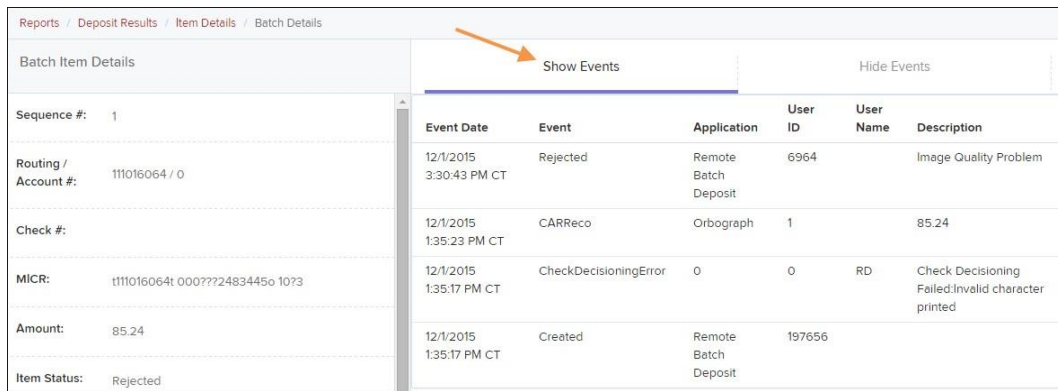
View option for an item in deposit

The *Batch Item Details* page appears.



Batch Item Details page

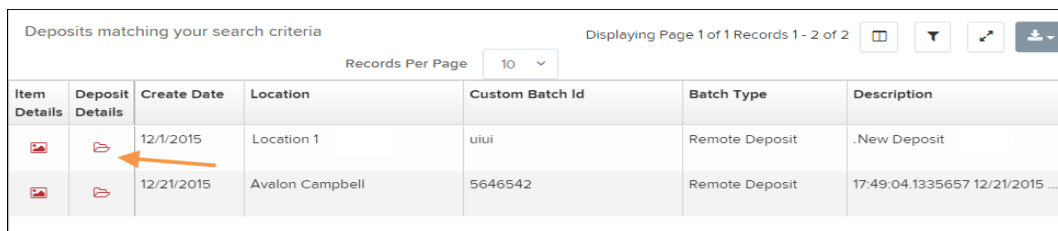
3. Select **Show Events** at the top of the page to display a record of events for this item.



Event history for a batch item

Viewing Deposit Details

From the *Deposit Results* page, select the folder icon under the *Deposit Details* column to see processing details about the deposit. The details will display.



Deposit Details icon

Reports / Deposit Results / Deposit Details

Events for deposit Jennie's New Deposit « < > » Displaying Page 1 of 1 Records 1 - 1 of 1

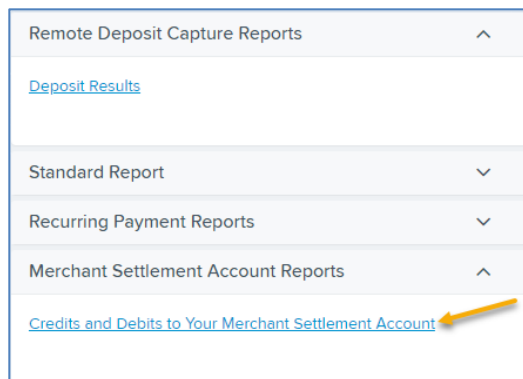
Event Occurred	Event	User Name	Description
12/1/2015 1:35 PM CT	Opened	Jennie	

Deposit Details

Merchant Settlement Account Reports

The report *Credits and Debits to Your Merchant Settlement Account* allows the user to download the Debits and Credits PDF report with check images for a batch. After closing the deposit for processing, the availability of this report could take up to 24 hours.

1. Select **Reports** from the left main menu.
2. Under *Merchant Settlement Account Reports*, select **Credits and Debits to Your Merchant Settlement Account**



3. **Deposit Results Search** – Enter a specified **Start Date** and **End Date** (image below).

Merchant Settlement Account Reports Search ⓘ

This page allows you to run merchant settlement account reports.

Location

Quick Pick

Start Date

Start Time

End Date

End Time

4. Select **PDF** icon to download report.

Batches matching search criteria: Page 1 of 1
Records 1 - 3 of 3 25 Per Page [Grid] [Filter] [Refresh] [Print] [Download]

Batch Details	Report	Batch Status	Effective Date	Batch ID	Location Name	Description	Item Count	Debit	Credit
		Processed	04/13/2021	11018679894	9030202003	Deposit a5234eb9-478e-4f88-91...	2		\$10.21
		Processed	05/25/2021	11379747465	9030202003	Deposit f2f425c3-0a4d-48c0-851...	1		\$3.30
		Processed	07/26/2021	11936249797	9030202003	Deposit 1b4bf6b9-3a20-4b3e-aff...	2		\$220.73



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