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Overview

Synovus Gateway℠ 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](image)

   ![Launch Device Control - Google Chrome](image)
5. The system will prompt you to begin installing Device Control. Select **Install** to continue. This may take several minutes.

![Prompt to install Device Control](image)

6. A prompt may appear, confirming that a user with Administrator rights to the computer will proceed with the installation. Select **OK** to continue.

7. Device Control will initialize. Choose the scanner and model you wish to install for use and then click **Install**.

8. The *Add/Remove Devices* window appears. Select the scanner you wish to add, and then select **Install**.

![Add/Remove Devices](image)
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.

![Install Wizard tool](image1.png)

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](image2.png)
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**.

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.
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.

![Create New Deposit Page](image)

**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.

a. 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.

b. 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.

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.
• **Deposit Amount status of To Be Keyed** – The amount field entry will be performed automatically once the deposit is submitted for processing.

![Deposit View](image1)

• **Delete and Rescan options are available.**

![Deposit View](image2)

Delete and Rescan options in the Deposit View tab

**Alerts**

• **Invalid MICR and rescanned required indicators** – The system will have an indicator for a check with an invalid MICR or a faulty scan. Rescan the item(s) in order to submit the deposit.

![Invalid MICR](image3)

Invalid MICR indicator

![Rescan Required Indicator](image4)

Rescan Required Indicator

• To rescan an item, select **Rescan** to the right of the item that needs rescanning. A window will appear allowing you to rescan an item as needed. Place the check item in the scanner, and then select the **Rescan** option in the window (shown below). The check will run through your scanner again.
Rescan Check

Place the replacement check in the scanner and press the Rescan button.

Rescan Check window

- **Duplicate MICR** – If a particular check item has been scanned before, it will appear as a duplicate in the item list. RDC will not submit duplicate items for processing. An icon will also be presented in the Alerts column if the item has an invalid MICR, as shown below.

Duplicate MICR indicator in Item List
• 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.

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.

Deposit Status section with Complete Deposit option
Closing Deposits for Processing

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

<table>
<thead>
<tr>
<th>Open</th>
<th>Requires Rescan</th>
<th>Date Created</th>
<th>Location</th>
<th>Deposit Name</th>
<th>Custom Batch Id</th>
<th>Item Count (S/C)</th>
<th>Deposit Amount (S/C)</th>
</tr>
</thead>
<tbody>
<tr>
<td>✓</td>
<td></td>
<td>10/15/2015 11:04 PM CT</td>
<td>Cedar Ridge</td>
<td>Ebbing Test Deposit</td>
<td>Ebbing Testing (BBB)</td>
<td>42 / 9</td>
<td>$6,369.92 / $7,789.96</td>
</tr>
<tr>
<td>✓</td>
<td></td>
<td>10/20/2015 3:45:25 PM CT</td>
<td>Blossom Hill</td>
<td>154:43:986:9439</td>
<td>10/20/2015, 3:45:25 PM</td>
<td>30 / 5</td>
<td>$4,796.43 / $5,500.00</td>
</tr>
<tr>
<td>✓</td>
<td></td>
<td>11/25/2015 8:06:16 AM CT</td>
<td>AA CPP Location 1</td>
<td>08:00:36:430:7393</td>
<td>11/25/2015, 8:06:16 AM</td>
<td>18 / 1</td>
<td>$511.44 / $1,000.00</td>
</tr>
<tr>
<td>✓</td>
<td></td>
<td>12/1/2015 13:55 PM CT</td>
<td>AA CPP Location 1</td>
<td>Jennifer's New Deposit</td>
<td>uiuii</td>
<td>0 / 2</td>
<td>$0.00 / $100.55</td>
</tr>
</tbody>
</table>

   Selecting Deposit(s)

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

   Close Deposit(s) option

3. The system will ask you to confirm closing your selected deposit(s). Select Close to confirm closing the 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.
2. Under *Remote Capture Deposit Reports*, select **Deposit Results**.

![Reports page with Deposits Results option](image)

3. 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).

![Deposit Results report criteria](image)
4. Select Get Deposits. A list of batches matching the filters displays.

<table>
<thead>
<tr>
<th>Item Details</th>
<th>Deposit Details</th>
<th>Create Date</th>
<th>Location</th>
<th>Batch Type</th>
<th>Description</th>
<th>Deposit Status</th>
<th>Your Count</th>
<th>Your Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>08/27/2020 08:25:30 PM CT</td>
<td>Demo Location 123</td>
<td>Remote Deposit</td>
<td>Batch deleted by user</td>
<td>Deleted</td>
<td>3</td>
<td>$23.85</td>
</tr>
<tr>
<td></td>
<td></td>
<td>08/28/2020 03:45:42 PM CT</td>
<td>Demo Location 123</td>
<td>Remote Deposit</td>
<td>Batch deleted by user</td>
<td>Deleted</td>
<td>1</td>
<td>$4.00</td>
</tr>
<tr>
<td></td>
<td></td>
<td>08/25/2020 03:42:49 PM CT</td>
<td>Demo Location 123</td>
<td>Remote Deposit</td>
<td>Batch deleted by user</td>
<td>Deleted</td>
<td>1</td>
<td>$5.00</td>
</tr>
</tbody>
</table>

**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.

<table>
<thead>
<tr>
<th>Item Details</th>
<th>Deposit Details</th>
<th>Create Date</th>
<th>Location</th>
<th>Custom Batch Id</th>
<th>Batch Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>12/1/2015</td>
<td>Location 1</td>
<td>uiui</td>
<td>Remote Deposit</td>
<td>.New Deposit</td>
</tr>
<tr>
<td></td>
<td></td>
<td>12/21/2015</td>
<td>Avalon Campbell</td>
<td>5648542</td>
<td>Remote Deposit</td>
<td>17:49:04 12/21/2015...</td>
</tr>
</tbody>
</table>

**Item Details option**

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

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

<table>
<thead>
<tr>
<th>Batch Details</th>
<th>Report</th>
<th>Batch Status</th>
<th>Effective Date</th>
<th>Batch ID</th>
<th>Location Name</th>
<th>Description</th>
<th>Item Count</th>
<th>Debit</th>
<th>Credit</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Processed</td>
<td>04/13/2021</td>
<td>1100675989</td>
<td>90302020003</td>
<td>Deposit 0523695-78e-e4bb-91..</td>
<td>2</td>
<td></td>
<td>12.21</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Processed</td>
<td>05/25/2021</td>
<td>11379274765</td>
<td>90302020003</td>
<td>Deposit FF254c3-2a2d-4b00-81f..</td>
<td>1</td>
<td>3.30</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Processed</td>
<td>07/25/2021</td>
<td>11339249737</td>
<td>90302020003</td>
<td>Deposit 346x63b-3a2d-b264-ef..</td>
<td>2</td>
<td>220.73</td>
<td></td>
</tr>
</tbody>
</table>