

Corporate Capture

Deposit Processing User Guide

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1 Overview of Corporate Capture

Corporate Capture allows you to scan Canadian and US dollar deposit items from your business location using a desktop scanner and then transmit them for processing. You can view deposit items in Corporate Capture for 180 days after processing.

There are three Corporate Capture user types: Capture Users, Supervisors, and Analysts. Depending on your assigned user type(s), your tasks, experience, and responsibilities vary.

The following is a high-level overview of the deposit process:

- Capture Users verify if items are eligible for deposit and prepare them for scanning.
- Capture Users create a deposit and scan the deposit items.
- Capture Users review the deposit, correct any deposit errors, and balance the deposit.
- Capture Users “complete” the deposit. This marks the deposit as ready for review by a Supervisor, or if the Capture User is also a Supervisor, it automatically transmits the deposit for processing.
- Supervisors review and transmit the deposit (if applicable). Alternatively, if a deposit has errors, a Supervisor can disapprove the deposit for the Capture User to correct.
- The transmitted deposit is processed by your financial institution. If your financial institution supports real-time deposit processing, your account is updated when their banking host processes the deposit message. If they don't support real-time deposit processing, your account is credited when they process an end-of-day file.

Note: You must transmit Corporate Capture deposits for processing by 7:00 pm local time, or they are processed the following business day.

Supervisors and Analysts can create deposit reports and perform deposit research.

Supervisors can assign deposits to other users to complete if the individual who created the deposit isn't available. They also manage “Aged Open” deposits (deposits not transmitted within 24 hours).

Important: When moving between pages in Corporate Capture, use the application navigation not your browser navigation.

2 Accessing Corporate Capture

2.1 Accessing Corporate Capture

Access Corporate Capture via the website address provided by your financial institution.

Log in to Corporate Capture as follows:

1. Enter your username and password.

Note: You'll be prompted to enter your username before this page appears if it's your first login or if you've deleted your cookies. See Figure 2.1.

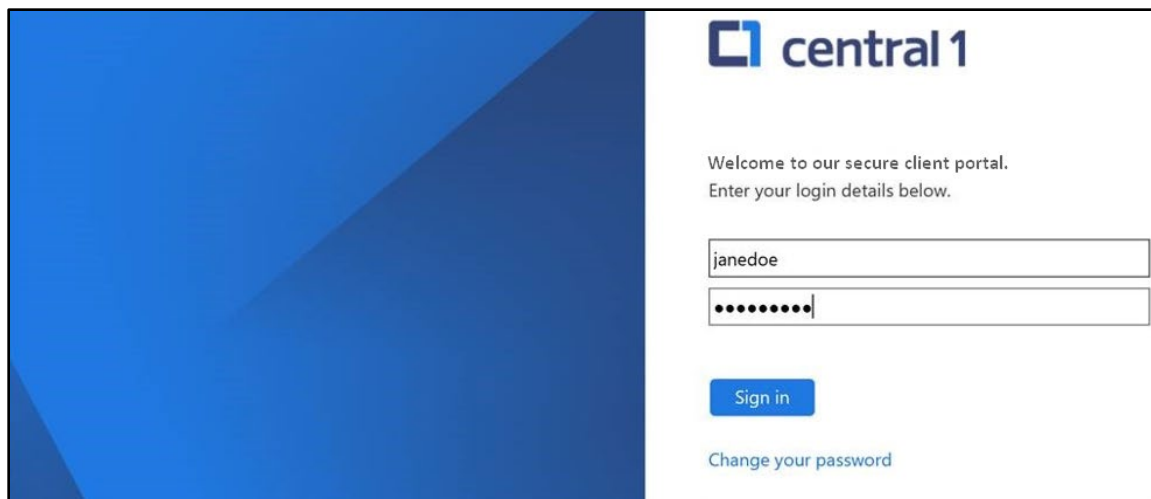


Figure 2.1: Login Page

The Corporate Capture home page displays when you've successfully logged in. See Figure 2.2.

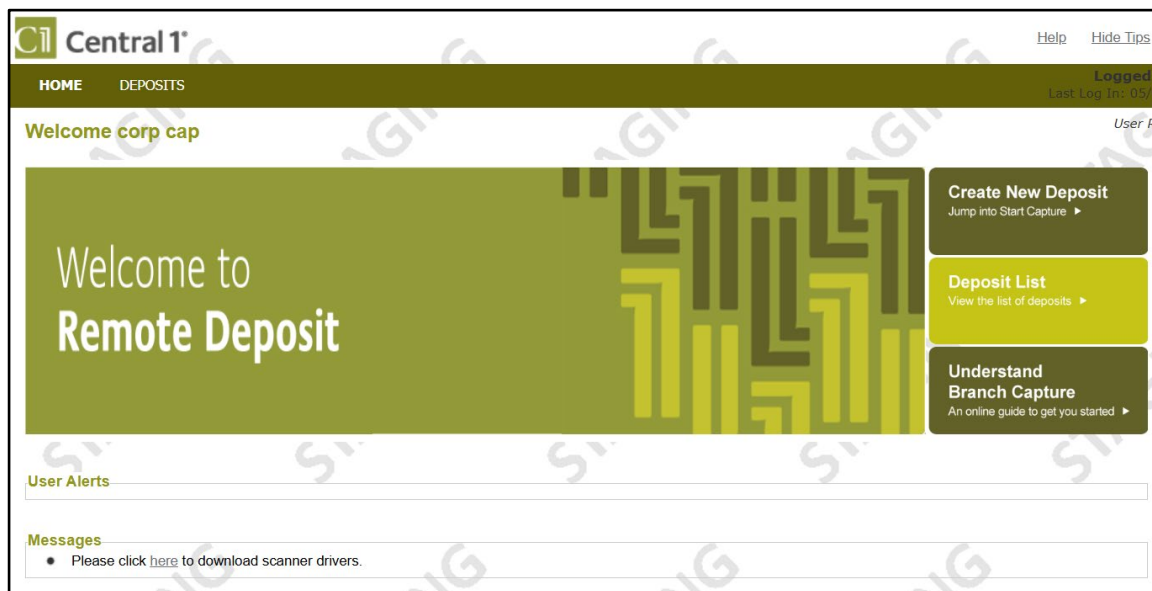


Figure 2.2: Corporate Capture Home Page

3 Installing and Updating the Scanner Driver

3.1 Installing and Updating the Scanner Driver

3.1.1 Overview of Installing and Updating the Scanner Driver

You must install a scanner driver onto a designated computer before creating your first Corporate Capture deposit.

Note: You must have local Windows Administrator rights for the computer to install or update the scanner driver.

This section includes procedures on downloading and installing the scanner driver, updating the existing driver, and how to create a test deposit to ensure the Corporate Capture application is working correctly.

We recommend initializing and testing the scanner driver connectivity after installing or updating a Corporate Capture driver. See Section 18.4, *Initializing and Testing Scanner Connectivity*, for more information.

Note: Depending on your browser settings, you may be required to manually install a browser certificate. See Section 18.11, *Installing a Browser Certificate and/or Resolving an “HTTP 12057 - SSL Revocation” Error*, for procedures.

3.1.2 Downloading and Installing or Updating the Scanner Driver

To install or update a scanner driver, you must be a Capture User with local Administrator rights to the computer. Don't connect the scanner to your computer before you download and install the scanner driver. If the scanner is connected to the computer, Windows default drivers may install, and you won't be able to scan your deposits.

Note: If you are replacing a scanner with a different model, remove the existing driver first. See Section 18.14, *Replacing a Scanner*, for procedures.

Download and install or upgrade the scanner driver as follows:

1. Log in to Corporate Capture as described in Section 2.1, *Accessing Corporate Capture*.
2. Select **Please click [here](#) to download scanner drivers** in the Messages section on the Corporate Capture home page. See Figure 3.1.

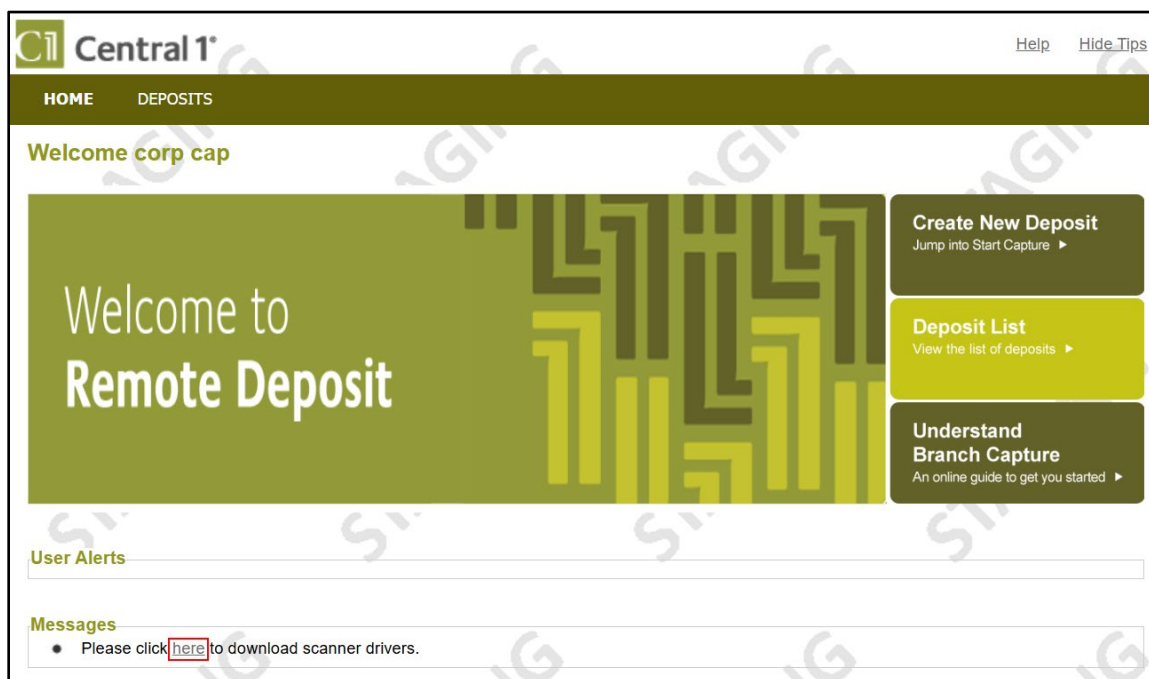


Figure 3.1: Select “Please click here to download scanner drivers”

3. Select the scanner image that most closely resembles your scanner model from the Driver Download page. See Figure 3.2. Save the installation file to the computer.

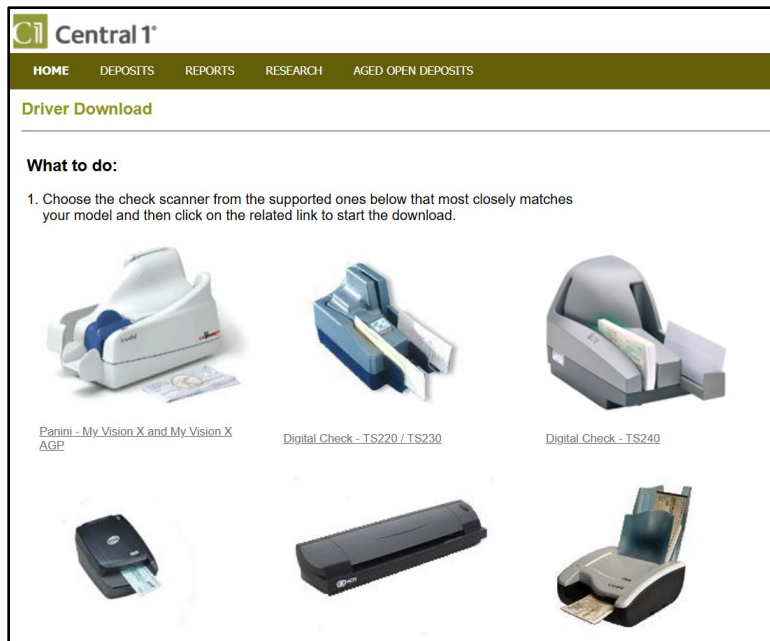


Figure 3.2: Driver Download Page

4. Right-click on the downloaded file, then select **Run as Administrator** to begin the driver installation wizard.
5. Select **Next** and follow the on-screen instructions. See Figure 3.3.

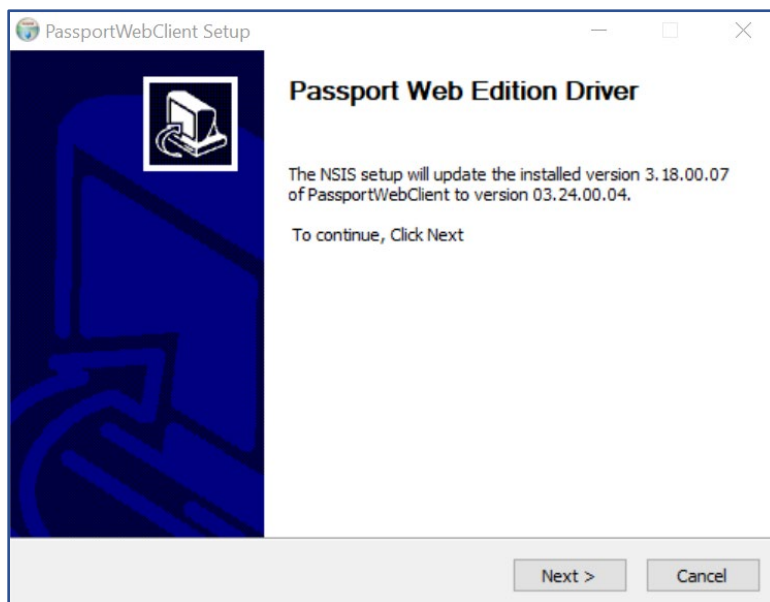


Figure 3.3: Driver Installation Wizard

6. The installation wizard installs a new driver or updates the current driver to the newer version. See Figure 3.4.

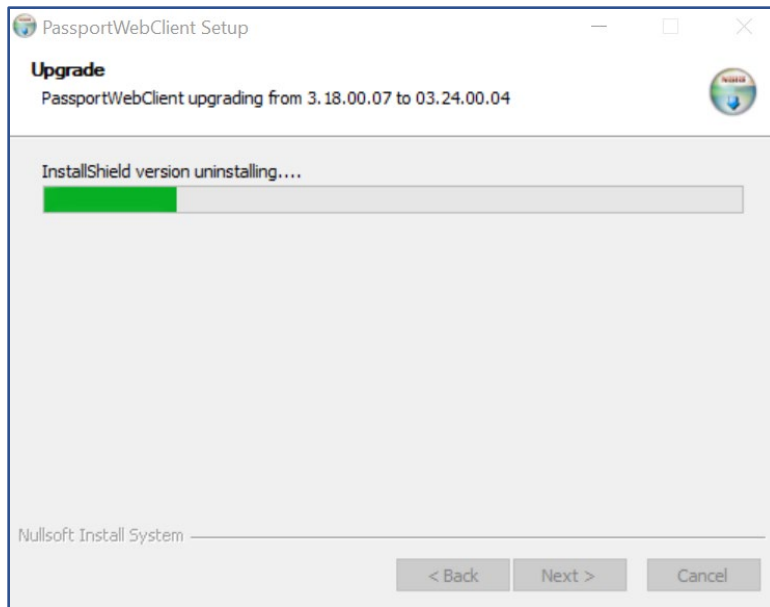


Figure 3.4: Upgrading a Scanner Driver

7. Plug in and power on your scanner when prompted, then select **OK** to confirm. See Figure 3.5.

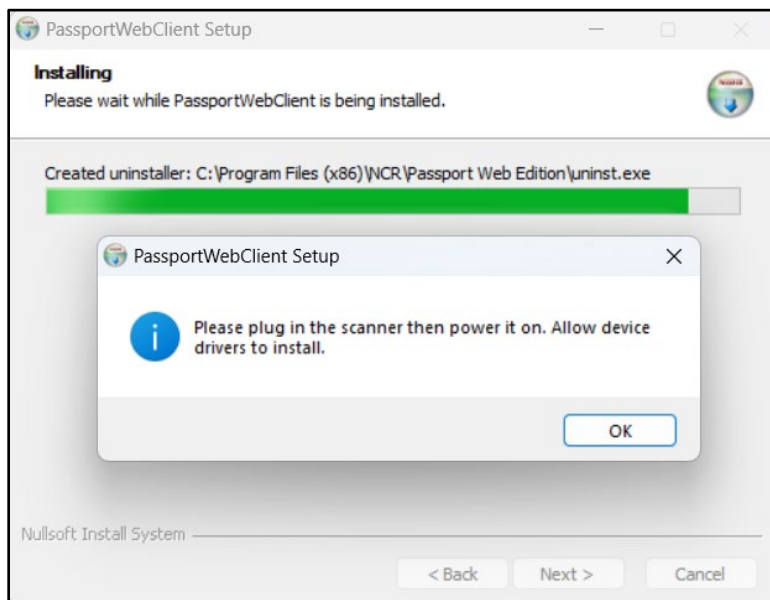


Figure 3.5: Plug in and Power on Scanner Prompt

8. Ensure that the driver installation passes the PC requirements check, then select **Next**. See Figure 3.6.

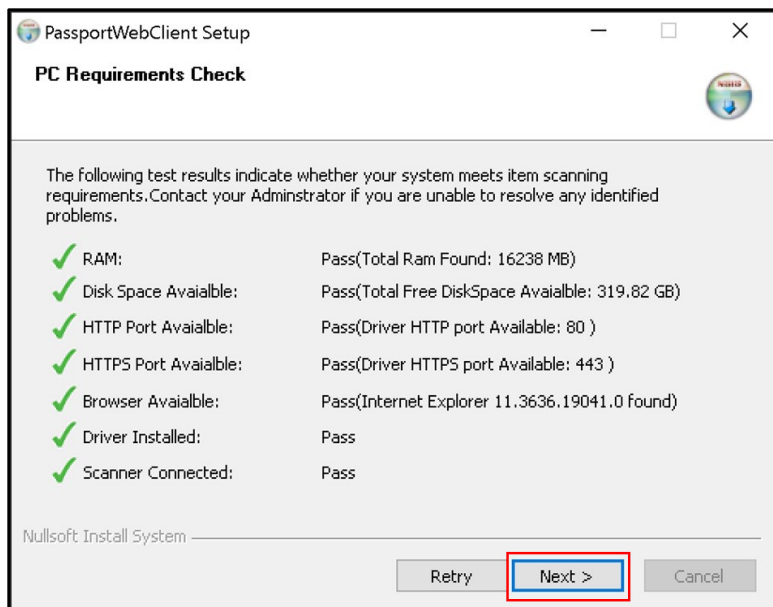


Figure 3.6: Confirm Scanner Driver Installation

9. Select **Finish** to complete the driver installation. See Figure 3.7.

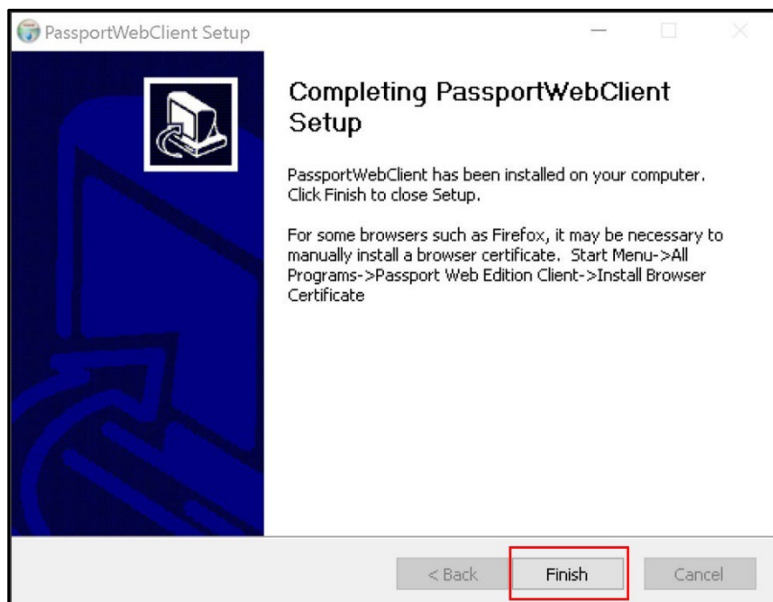


Figure 3.7: Complete Scanner Driver Setup

10. Initialize and test the scanner connectivity. See Section 18.4, Initializing and Testing Scanner Connectivity, for procedures.

3.1.3 Creating and Deleting a Test Deposit (New Driver Installation Only)

If you're installing a Corporate Capture driver for the first time, create a test deposit to ensure the computer and the Corporate Capture application are interacting properly.

Important: Don't submit a test deposit for processing, as you're accessing a production environment.

To create a test deposit:

1. Log in to Corporate Capture as described in Section 2.1, Accessing Corporate Capture.
2. Select **Create New Deposit**. See Figure 3.8.



Figure 3.8: Create New Deposit

3. Complete the New Deposit page as follows. See Figure 3.9.
 - ① Select a location from the dropdown menu. If you only have access to one location, the location will default.
 - ② Select a deposit account from the Account Number drop-down menu (you can select any account for a test deposit).
 - ③ Enter the test cheque amount in the “Declared amount” field.
 - ④ Place the test cheque in the scanner input tray.

Select **Start Capture**.

Figure 3.9: New Deposit Page

- Verify that the virtual credit item and the scanned cheque details display on the Deposit Item List page. See Figure 3.10.

Figure 3.10: Deposit Item List

- Select **Delete Deposit** on the Deposit Item List page. See Figure 3.11. Select **OK** to confirm.

Important: You must delete the test deposit because you are testing the scanner driver in the production environment.

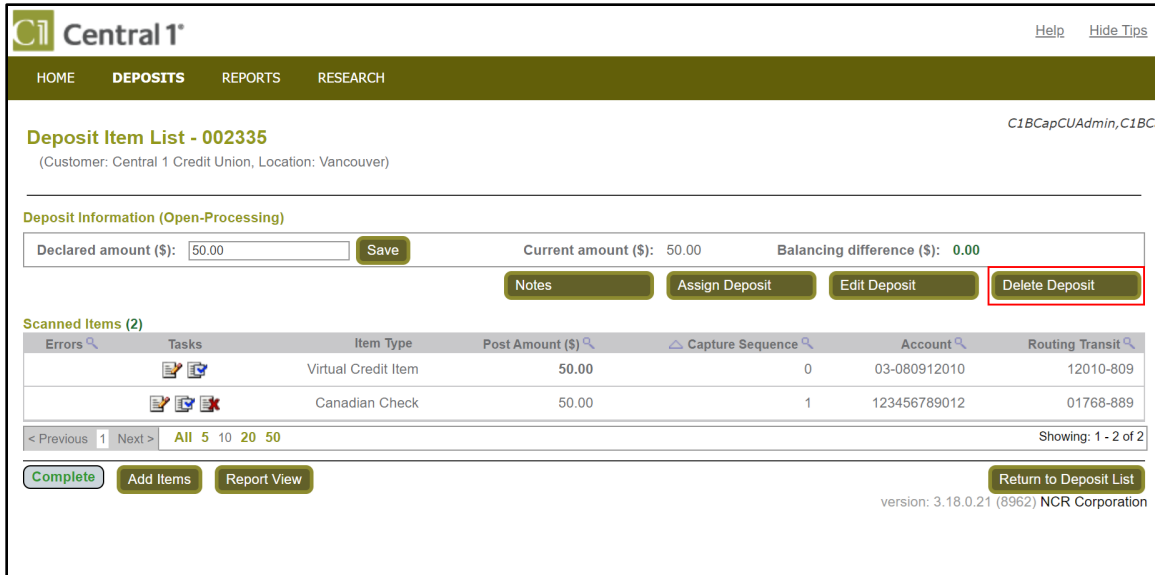


Figure 3.11: Delete Deposit

6. Close your browser to log out of Corporate Capture, or proceed with your first deposit.

4 Verifying and Preparing Deposit Items

4.1 Verifying Items are Acceptable for Deposit

To reduce the risk of deposit items being dishonoured and returned, ensure they are acceptable for deposit in Corporate Capture. Verify that items

- aren't stale-dated or post-dated, and
- contain a complete Magnetic Ink Character Recognition (MICR) line. The MICR line appears at the bottom of a cheque and includes the cheque number, transit number, and account number of the person or business the cheque is drawn on. See Figure 4.1.

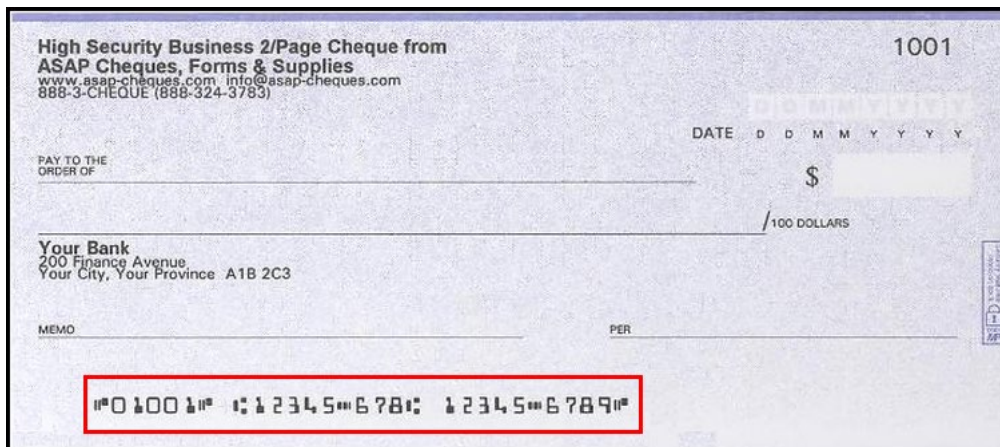


Figure 4.1: Magnetic Ink Character Recognition (MICR)

- are signed, and that any changes made to items are initialed by the individual who wrote the cheque.
- have a matching handwritten and numeric amount.
- don't exceed \$25 million.
- aren't photocopies. Photocopies aren't allowed to be deposited in Corporate Capture.
- are an acceptable item and currency type. See the following table for details. Additional information, considerations, and/or exceptions are provided where appropriate. If an item isn't acceptable for processing in Corporate Capture, contact your financial institution for more information.

Item Type and Currency	Additional Information
Canadian funds cheques, money orders, drafts, or Receiver General Warrants	<p>Must be drawn on a Canadian financial institution or eligible entity (e.g., Canada Post, Western Union). Receiver General Warrants are drawn on the Government of Canada.</p> <p>Important: Don't process Canadian funds cheques or drafts with wording like the following examples. Contact your financial institution for instructions.</p> <p>Examples:</p> <ul style="list-style-type: none"> • "Collectible through" • "Acceptable through" • "Presented for payment at" • "For acceptance by"
Canadian and US funds American Express (AMEX) Travelers Cheques only	<p>Don't process travelers cheques from any issuers other than AMEX. Contact your financial institution for instructions.</p>
US funds cheques, drafts, and money orders	<p>Must be drawn on one of the following entities:</p> <ul style="list-style-type: none"> • US financial institution • Canadian financial institution • Foreign financial institution that's domiciled in Canada <p>Important: Contact your financial institution before processing US Treasury items to verify their policy.</p> <p>Don't process US funds cheques or drafts with wording like the following examples. Contact your financial institution for instructions.</p> <p>Examples:</p> <ul style="list-style-type: none"> • "Collectible through" • "Acceptable through" • "Presented for payment at" • "For acceptance by"

4.2 Preparing Items for Deposit

Prepare items for deposit as follows:

1. Separate items by currency (i.e., Canadian or US funds). You must deposit Canadian and US funds items into the appropriate account, according to the item's currency.
2. If you're using a multi-feed scanner, group items by size and put smaller items in front of larger items. This will help prevent scanner jams.
3. Ensure items are appropriately endorsed as follows:
 - Canadian funds cheques are either endorsed by the payee or "For Deposit Only", and the Payee account number is noted on the back of the item.
 - US funds cheques are endorsed by the payee.
4. Repair torn items with clear tape if necessary. This will help prevent scanner jams. Ensure the leading and lower edges of the items are smooth. You can also use clear tape to smooth out wrinkles in an item. Wrinkled items can cause MICR line or amount misreads and result in deposit errors.
5. Ensure that you remove staples and paperclips, as they can damage your scanner and cause scanner jams.
6. If items have amounts that are unclear or written in gel ink, write "taken as \$XX.xx" on the top right corner of the item. Don't modify the amount, the date, or payee fields.
7. Prepare a tape listing of the items you are including in a deposit to determine the deposit total. List items in the order that you will scan them to assist with correcting deposit errors.
8. If you're using a multi-feed scanner, fan or jog items to remove static before scanning. If you're using a single feed scanner, allow each cheque to finish scanning before inserting the next cheque.

5 Depositing Cheques in Corporate Capture

5.1 Overview of Depositing Cheques in Corporate Capture

There are three Corporate Capture user types: Capture Users, Supervisors, and Analysts. Based on how user types are assigned, your tasks, experiences, and responsibilities vary.

If you are a Capture User who is also assigned the Supervisor user type, you are responsible for all aspects of the deposit process, including creating the deposit, correcting errors, balancing, and completing the deposit (which automatically transmits the deposit for processing).

If you are a Capture User (or a Capture User who is also assigned the Analyst user type), you are responsible for creating the deposit, correcting errors, reviewing, balancing, and completing the deposit for review. A user assigned the Supervisor user type reviews and transmits your deposit for processing, or disapproves it for further correction.

You must transmit Corporate Capture deposits for processing by 7:00 pm local time, or they are processed the following business day. Follow your financial institution's policies and procedures for processing Corporate Capture deposits.

5.2 Creating a Deposit

Before creating a Corporate Capture deposit, ensure that items are eligible and are prepared for deposit. See Chapter 4, Verifying and Preparing Deposit Items.

Note: Include a maximum of 100 cheques per deposit.

Capture Users (and/or Capture Users who are also assigned the Supervisor or Analyst user type); create a deposit as follows:

1. Log in to Corporate Capture as described in Section 2.1, Accessing Corporate Capture.

Tip: Initialize your scanner before creating a deposit. This ensures that your scanner and computer are interacting properly. The computer, USB port, or scanner can go into standby mode if unused for a while. See Section 18.4, Initializing and Testing Scanner Connectivity, for procedures.

2. Select **Create New Deposit**. See Figure 5.1.

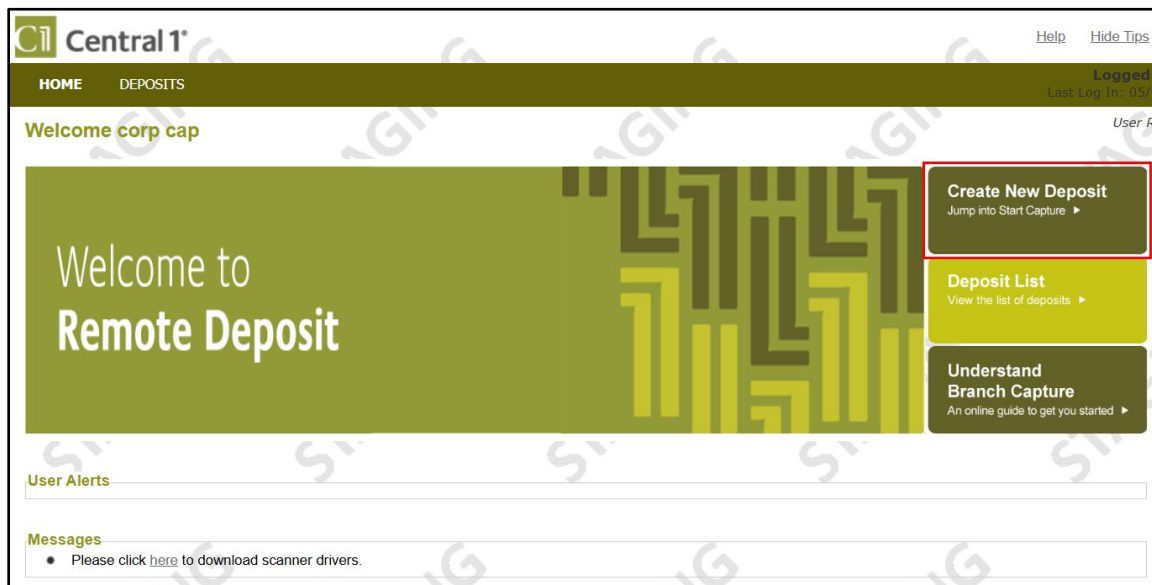


Figure 5.1: Select “Create New Deposit”

3. Complete the New Deposit page as follows. See Figure 5.2.

- ① Select your business location. If you only have access to one location, the location will default.

Note: The business location that you select is the default location for all deposit(s) that you create during the current Corporate Capture session, unless you change the location. Ensure that you’re depositing to the appropriate location. Select a new location if applicable.

- ② Select the appropriate deposit account from the Account Number drop-down menu. If more than one account was configured for your business, select the appropriate account for your deposit items. Ensure that you choose one with the correct currency for your items.

Note: Accounts display in the drop-down menu by currency and according to the priority order that your business defined during your implementation. The priority order and currency make up part of the number displayed. For example, “03-080912345-001-CAD-DB” in the

drop-down menu is the account you designated as your number one priority Canadian account, subsequent Canadian accounts would contain “002”, “003”, etc. The “CAD” or “USD” in the account number denotes the currency of the specified account.

Note: Your financial institution account numbers don’t display in the account number drop-down menu.

3 Optionally, enter information pertinent to the deposit in the Deposit Reference fields 1–3. This information displays on the virtual deposit slip and the *Corporate Capture Deposit Items Details* report. See Section 16.2, *Generating an Image Deposit Items Detail Report*, for more information on the report.

4 Enter the total of all the items in your deposit in the Declared Amount field.

4. Place the deposit item(s) in the scanner input tray, then select **Start Capture**.

Note: If you’re using a single feed scanner, allow each cheque to finish scanning before inserting the next cheque to avoid scanner jams.

The screenshot shows the 'New Deposit' form in the Central 1 system. The form is titled 'New Deposit' and includes the text '(Customer: Central 1 Credit Union)'. The form fields are as follows:

- Location:***: A dropdown menu showing 'CC12011BC Location - Central 1' with a red circle and the number '1' next to it.
- Account number:***: A dropdown menu showing '03-080912011-001 - CAD-DB' with a red circle and the number '2' next to it.
- Routing transit number:**: A text input field containing '12011-809'.
- Deposit type:***: Radio buttons for 'Simple' and 'Image', with 'Image' selected.
- Clearing channel:***: Radio buttons for 'Simple' and 'Image', with 'Image' selected.
- Deposit Reference 1:**, **Deposit Reference 2:**, and **Deposit Reference 3:**: Three empty text input fields. A red bracket groups these three fields with a red circle and the number '3' next to it.
- Declared amount (\$):***: A text input field with a red circle and the number '4' next to it.

At the bottom of the form, there are two buttons: 'Start Capture' with a red circle and the number '5' next to it, and 'Cancel'.

Figure 5.2: Complete the New Deposit Page

As items are scanned, a Deposit Item List page displays and items begin streaming into the deposit. See Figure 5.3.

The screenshot shows the 'Deposit Item List - 001487' page in the Central 1 system. The page header includes the Central 1 logo, navigation tabs (HOME, DEPOSITS, REPORTS, RESEARCH), and user information (Logged in as: C, Last Log In: 05/0, User Role(s): Capture). The main content area is titled 'Deposit Information (Open-Processing)' and shows a 'Declared amount (\$): 134.96' with a 'Save' button. Below this, there are buttons for 'Notes', 'Assign Deposit', 'Edit Deposit', and 'Delete Deposit'. The 'Scanned Items (3)' section contains a table with the following data:

Errors	Tasks	Item Type	Post Amount (\$)	Capture Sequence	Account	Routing Transit
		Virtual Credit Item	134.96	0	03-080912011-001	12011-809
		Canadian Check	100.00	1	12345-678	70573-839
		Canadian Check	34.96	2	123456789012	02410-809

At the bottom of the scanned items table, there are navigation controls: '< Previous 1 Next >' and 'All 5 10 20 50'. The page also includes buttons for 'Complete', 'Add Items', 'Report View', and 'Return to Deposit List'.

Figure 5.3: View the Deposit Item List

You must review deposits to ensure that all items are appropriate for the deposit and the deposit is error-free and balanced. See Chapter 6, Reviewing a Deposit, for procedures.

If your deposit contains errors, you must correct them before proceeding. See Chapter 7, Correcting Deposit Errors, for procedures.

6 Reviewing a Deposit

6.1 Overview of Reviewing a Deposit

It's important to carefully review deposits before completing them, and/or transmitting them for processing. Capture Users (and/or Capture Users who are also assigned the Supervisor or Analyst user type) must review deposits that they created or are assigned to before completing the deposit. Supervisors must carefully review a Capture Users' deposit and either disapprove it for correction or transmit it for processing. See Chapter 12, Disapproving a Deposit (Supervisors), and Chapter 13, Transmitting a Deposit (Supervisors), as appropriate.

All users must verify that deposit items are appropriate for the deposit account's currency, and ensure the deposit is error-free. Review a deposit as follows:

- Review the Error column for outstanding deposit errors. See Section 6.3, Reviewing the Errors Column, for more information. If there are outstanding errors, the user who created or is assigned to the deposit must correct them. See Chapter 7, Correcting Deposit Errors, for procedures.
- Review the Item Type column to ensure deposit items are appropriate for the deposit account's currency (e.g., only Canadian funds items are included in a Canadian account deposit). See Section 6.4, Reviewing the Item Type Column, for procedures.
- Optionally, Supervisors can review item history to view changes made to deposit items by Capture Users. See Section 6.5, Reviewing Item History (Supervisors), for more information.

After reviewing the deposit, proceed as follows:

Capture Users (and/or Capture Users who are also assigned the Supervisor or Analyst user type)

- If your deposit is error-free, balance then complete the deposit. See Chapter 9, Balancing a Deposit, and Chapter 10, Completing a Deposit, as appropriate.

Supervisors Reviewing a Capture User's Deposit

- If a Capture User's deposit contains errors (e.g. a US funds item is included in a Canadian account deposit), you must disapprove it for correction by a Capture User. See Chapter 12, Disapproving a Deposit (Supervisors), for procedures.
- If a Capture User's deposit is error-free, balanced, and completed by the Capture User, transmit the deposit for processing. See Chapter 13, Transmitting a Deposit (Supervisors), for procedures.

6.2 Navigating the Deposit Item List Page

The Deposit Item List page contains two sections: the Deposit Information section and the Scanned Items section. See Figure 6.1.

Deposit Information Section

The Deposit Information section displays the following deposit summary information:

- ① **Deposit State** – The deposit's current processing state. The possible options are:
 - **Open-Processing** – The initial deposit state as items are scanned in to the deposit.
 - **Open-Balanced** – Indicates the deposit is balanced, no error tasks are outstanding, and a Capture User has selected **Complete**. The deposit remains in this state until it's reviewed and transmitted by a Supervisor. This state doesn't apply to deposits created by Capture Users who are also assigned to the Supervisor user type.
 - **Open-Jammed** – An exception state indicating a scanner misfeed. See Section 18.6, Resolving Scanner Jams.
 - **Open-Incomplete** – Indicates the deposit is in progress. This state is set when a Capture User re-opens a balanced or disapproved deposit to add additional items or to correct errors. This state can also be set if a Capture User selects "Complete" on a deposit that contains errors or is out of balance. The deposit remains in this state until a user assigned the Capture User type balances the deposit, corrects errors, and selects "Complete".
 - **Open-Disapproved** – Indicates a Supervisor disapproved a Capture User's deposit. Disapproved deposits must be re-opened for further processing by the Capture User who created or is assigned to the deposit. See Chapter 12, Disapproving a Deposit (Supervisors), for more information. This state doesn't apply to deposits created by Capture Users who are also assigned the Supervisor user type.
 - **Received** – Indicates the deposit was successfully transmitted by a Supervisor and is ready for processing. See Chapter 13, Transmitting a Deposit (Supervisors), for more information.
 - **Receive Failed** – An exception state, indicating the deposit wasn't successfully transmitted for processing. Don't re-scan the items in the deposit and transmit them again. Contact your financial institution for assistance.
- ② **Declared Amount** – The deposit total entered when creating the deposit.

③ **Current Amount** – The total of items as recognised by the Corporate Capture application. As cheques scan, the application reads the item amounts and provides a total.

④ **Balancing Difference** – The difference between the current amount and the declared amount (the amount you entered when creating the deposit).

Scanned Items Section

The Scanned Items section displays the following details:

⑤ **Scanned Items** – The number of items in the deposit, including the virtual deposit slip (virtual credit item).

⑥ **Errors** – If Corporate Capture detects an error, an alert icon displays and the item is highlighted in red. The Capture User who created or is assigned to the deposit must review the item(s) and correct the error(s).

⑦ **Tasks** – The tasks the user can perform on an item. The available actions vary based on the users' assigned user type(s) and the deposit's state (e.g., if the deposit is open for editing or completed). Tasks include:

- Edit icon (pencil). Available to all users that can view or action a deposit.
- View Item History icon (blue checkmark). Available to Supervisors.
- Delete icon (red X). Available to the Capture User who created or is assigned to the deposit.

⑧ **Item Type** – The item description that the application assigns when reading the item's MICR line (e.g., Canadian Check (Canadian Cheque). The first item type in the deposit is the virtual deposit slip (virtual credit item) that Corporate Capture generates.

Note: The virtual deposit slip provides deposit details (e.g., account information, deposit date, number of items in the deposit, deposit total, and deposit reference information, if entered).

⑨ **Post Amount** – The item amount as read by the application.

⑩ **Sequence number** – The number the application assigns to individual items as they appear in the deposit.

⑪ **Account** – The account number captured from the item's MICR line.

⑫ **Routing Transit** – The transit number captured from the item's MICR line.

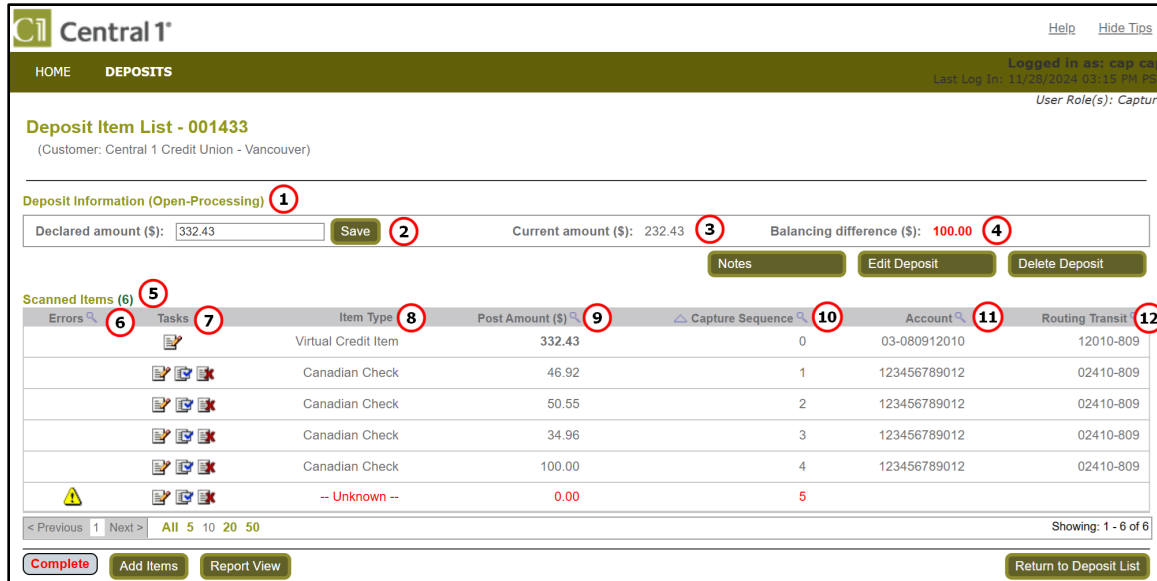


Figure 6.1: Deposit Item List

6.3 Reviewing the Errors Column

If Corporate Capture detects an error, an alert icon displays in the Error column beside the item and the item is highlighted in red. See Figure 6.2. Capture Users (and/or Capture Users who are also assigned the Supervisor or Analyst user type) must correct the error(s) before completing the deposit. See Chapter 7, Correcting Deposit Errors, for procedures.

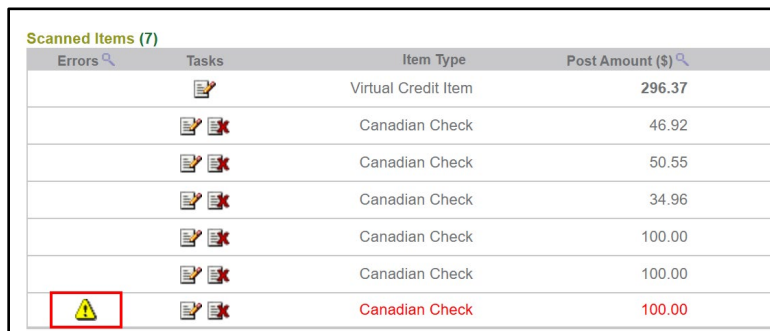


Figure 6.2: Deposit Error

6.4 Reviewing the Item Type Column

All users involved in a deposit (e.g., the user that created the deposit and/or the Supervisor reviewing the deposit) must review the Item Type column to ensure each item is appropriate for the deposit. For example, if the deposit is for a Canadian account, the item type for each item should display as “Canadian Check” (Canadian Cheque).

Review item types as follows:

1. Search for and select the appropriate deposit as described in Chapter 11, Searching for and Viewing a Deposit.

- Review the item descriptions in the Item Type column to ensure the recognized or assigned item type for each item is appropriate for the deposit. See Figure 6.3.

The four most common item types are:

- Canadian Check** (Canadian Cheque) – Canadian funds items drawn on a financial institution domiciled in Canada.
- CDN Cheque US Funds** – US funds items drawn on a financial institution domiciled in Canada with a “45” transaction code in the MICR line, identifying the item as being in US funds.
- US Personal Check** – US funds personal-sized items drawn on a US financial institution or foreign financial institution that’s domiciled in Canada.
- US Business Check** – US funds personal-sized items drawn on a US financial institution or foreign financial institution that’s domiciled in Canada.

Declared amount (\$): 146.92		Current amount (\$): 146.92	
Scanned Items (3)			
Errors	Tasks	Item Type	Post Amount (\$)
		Virtual Credit Item	146.92
		Canadian Check	100.00
		Canadian Check	46.92
< Previous 1 Next > All 5 10 20 50			
<input type="button" value="Report View"/>			

Figure 6.3: Review Item Type Column

Corporate Capture assesses an item’s MICR to assign an item type. In most cases Corporate Capture assigns the appropriate item type; however, there are two instances (not including misreads) when it assigns items deposited as US funds the “Canadian Check” item type but they should be included in a US account deposit:

- Items drawn on a Canadian account at a Canadian financial institution with “US Funds” or similar wording hand-written or printed on the cheque to designate the item as US funds.
- US funds items drawn on a Canadian financial institution but missing the transaction code “45” in the MICR line. Most US funds items drawn on a Canadian financial institution have a “45” transaction code in the MICR line identifying the item as being in US funds. If it’s missing, it may be identified as “Canadian Check” in the Item Type column. See Section 7.7, Resolving an Unknown Item Error, for sample cheques and MICR lines.

Important: Depositing items in the wrong currency will result in a deposit adjustment or the item being dishonoured if cleared.

- Proceed as follows if the deposit contains an item in the wrong currency for the deposit account (e.g., a US funds item in a Canadian account deposit):

- If you're a Supervisor reviewing a Capture User's deposit, disapprove the deposit for correction. See Chapter 12, Disapproving a Deposit (Supervisors), for procedures.
- If you're the Capture User who created or is assigned to the deposit, delete the item, adjust the declared amount, and scan the item in the appropriate deposit account. See the appropriate sections in Chapter 8, Managing a Deposit and Deposit Items, for procedures.

Important: Don't include items drawn on a US financial institution in a deposit to your Canadian account, even if "Canadian funds" has been written on the cheque. Contact your financial institution for more information.

6.5 Reviewing Item History (Supervisors)

Supervisors (or Supervisors who are also assigned the Capture User type) can view changes that a Capture User made to a deposit item as follows:

1. Search for and select the appropriate deposit as described in Chapter 11, Searching for and Viewing a Deposit.
2. Select the Item History icon (blue checkmark). See Figure 6.4.

The screenshot shows the Central 1 web interface. At the top, there is a navigation bar with 'HOME', 'DEPOSITS', 'REPORTS', 'RESEARCH', and 'AGED OPEN DEPOSITS'. Below this, the page title is 'Deposit Item List - 001487' with a subtitle '(Customer: Central 1 Credit Union, Location: CC12011BC Location)'. The 'Deposit Information (Open-Balanced)' section shows 'Declared amount (\$): 134.96', 'Current amount (\$): 134.96', and 'Balancing difference (\$): 0.00'. There are buttons for 'Notes', 'Disapprove', and 'Assign Deposit'. The 'Scanned Items (3)' section contains a table with columns: Errors, Tasks, Item Type, Post Amount (\$), Capture Sequence, Account, and Routing Transit. The table has three rows: 'Virtual Credit Item' (134.96), 'Canadian Check' (100.00), and 'Canadian Check' (34.96). The 'View Item History' icon (a blue checkmark) in the 'Tasks' column of the third row is highlighted with a red box. At the bottom, there are buttons for 'Report View', 'Transmit', and 'Return to Deposit List'.

Errors	Tasks	Item Type	Post Amount (\$)	Capture Sequence	Account	Routing Transit
		Virtual Credit Item	134.96	0	03-080912011-001	12011-809
		Canadian Check	100.00	1	12345-678	70573-839
		Canadian Check	34.96	2	123456789012	02410-809

Figure 6.4: Select "View Item History Icon"

3. Review the changes that display in the "User actions" field (e.g., overriding an image quality error). Recognition/Image Quality results and an item image also display. See Figure 6.5. If you discover the Capture User made an error, you can disapprove the deposit for correction. See Chapter 12, Disapproving a Deposit (Supervisors), for procedures.

Print
Close

Item 2 History Information

Recognition and Image Quality Results

Item classification: Canadian Check

IQA amount:	34.96	Field1:	34.96
CAR / LAR error:	false	Field2:	
IQA error:	false	Field3:	123456789012
MICR error:	false	Field4:	
Fuzzy match:	false	Field5:	02410-809
Reject hotlist:	false	Field6:	
ACH opt-out:	false	Field7:	171
Duplicate error:	false	Field8:	
Wrong pocket error:	false	Field9:	
Custom field error:	false	Field10:	
Currency: CAD			

User actions

Event Time	User Id	Event	Old Value	New Value
05/08/2025 03:52:38 PM PDT	corp capsup	Update-Duplicate Override		
05/08/2025 03:52:38 PM PDT	corp capsup	Update-Confirm Amount		
05/08/2025 03:52:38 PM PDT	corp capsup	Update-Recognition Override		
06/17/2025 12:15:45 PM PDT	corp cap	Update-Field1	38.96	34.96
06/17/2025 11:14:50 AM PDT	corp cap	Update-Field1	34.96	38.96
06/17/2025 11:14:49 AM PDT	corp cap	Update-Field1	34.96	38.96

Figure 6.5: View Item History Information

7 Correcting Deposit Errors

7.1 Overview of Correcting Deposit Errors

Corporate Capture assesses the MICR, amount and image quality of each deposit item, and compares them against others in the Corporate Capture database to detect potential duplicates. When Corporate Capture detects an error, an alert icon displays in the Errors column beside the item and it's highlighted in red. See Figure 7.1.

The procedures in this chapter apply to Capture Users (and/or Capture Users who are also assigned the Supervisor or Analyst user type). These users are responsible for correcting deposit errors (if applicable) for deposits that they created or are assigned.

Note: If the deposit is error-free and you've reviewed the deposit (see Chapter 6, Reviewing a Deposit), proceed to Chapter 9, Balancing a Deposit.

Deposit items can have the following error types:

- **Potential duplicate** – The item's attributes match an item in the Corporate Capture database that was previously scanned, by you or someone else.
- **Failed image quality** – The item's image was assessed as poor based on quality tests.
- **Piggyback items** – More than one item was scanned into the same image.
- **Amount errors or misreads** – The amount is missing, needs validating, or is incorrectly assigned.
- **Unknown item** – An item's type wasn't recognized.

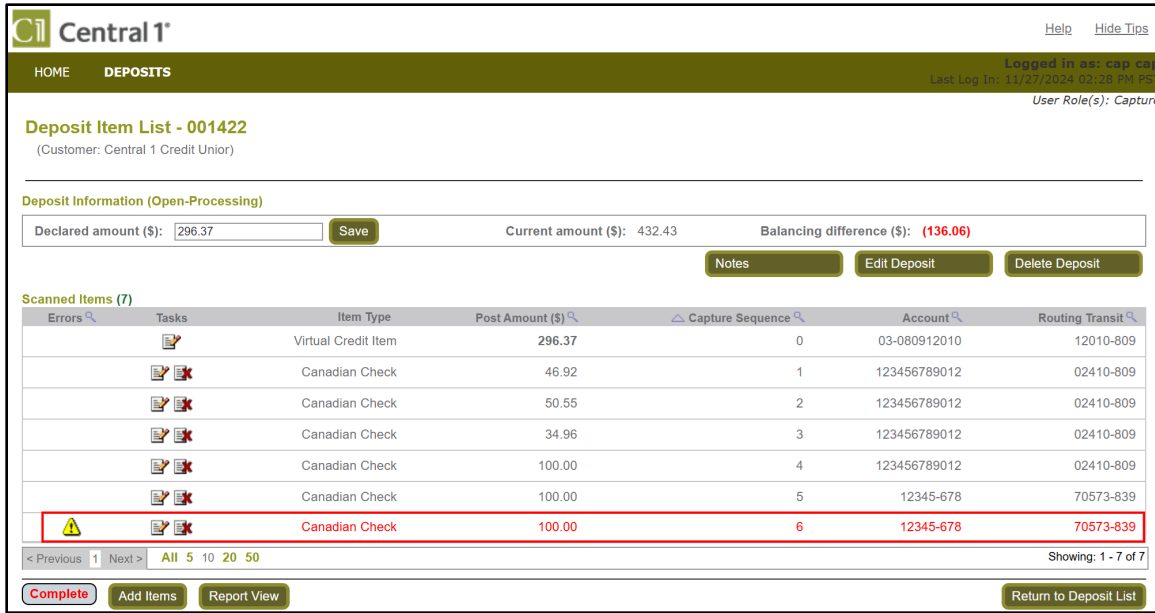


Figure 7.1: Deposit Item Error

7.2 Viewing and Navigating Deposit Errors

This section includes general procedures for viewing and navigating deposit errors. See the related sections in this chapter for procedures on correcting specific error types.

View a deposit error as follows:

1. Search for and select the appropriate deposit as described in Chapter 11, Searching for and Viewing a Deposit.
2. Select the alert icon in the Errors column. See Figure 7.2.

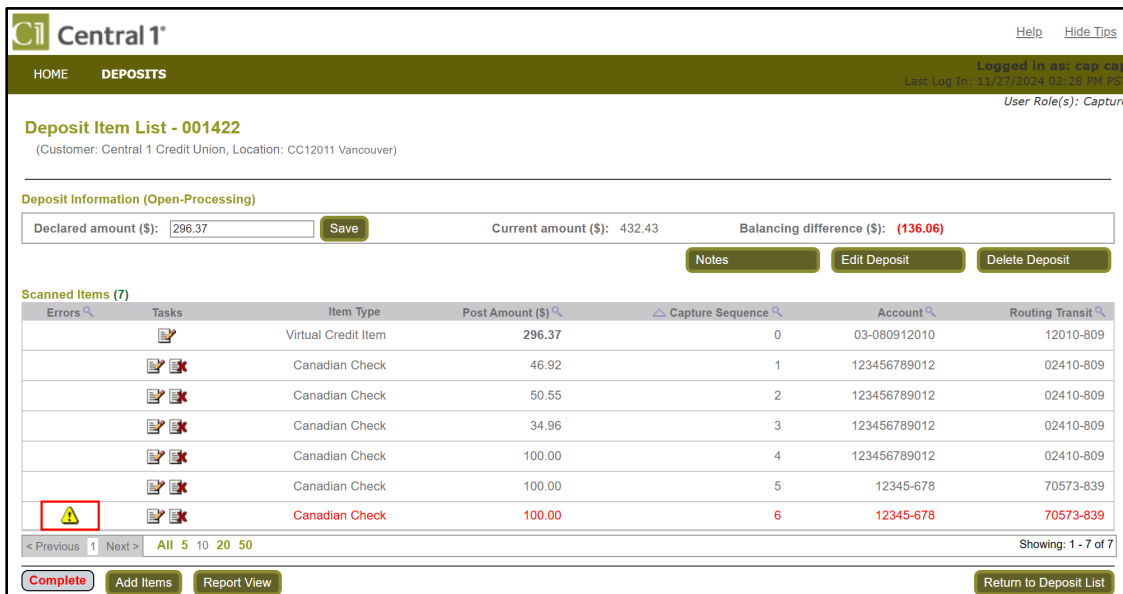


Figure 7.2: Select “Alert Icon”

3. View the error message. See Figure 7.3.

Note: Deposit items can have more than one error type (e.g., an amount error and an unknown item error). If so, the additional error type(s) will display after you resolve the current error.

Edit Item - Capture Sequence 6

Duplicate Override Duplicate

Canadian Check

VOID SAMPLE
D.H. DAVHENDER
123 MAIN STREET
CITY, PROVINCE A2B 3C4

DATE 2015-06-01
Y Y Y Y M M D D

PAY TO THE ORDER OF TEST \$ 100.00

ONE HUNDRED 100 DOLLARS

EAST COAST CREDIT UNION LTD.
MARGAREE BRANCH
1168 EAST MARGAREE RD.
MARGAREE, N.S. B0E 1Y0

MEMO

029 70573-839 12345-678 100.00

Serial Routing Transit Account Amount (\$) T/C

Depositor PAN/Account Number *****0

Item Reference

< 7 of 7 >

Delete Next Error

Figure 7.3: Edit Item Page

4. Select **Next Error** or use the arrows to navigate to the next item. See Figure 7.3. Navigating to the next item automatically saves changes made to the current item. You can't navigate to the next item without correcting all outstanding item errors.

7.3 Resolving a Potential Duplicate Error

Potential duplicate errors occur when Corporate Capture detects a match to another item in the Corporate Capture database. It can be matched to an item in the current deposit (e.g., you scanned it twice in error), or to an item in a previously processed deposit.

Resolve a potential duplicate error as follows:

1. Select the item with an error as described in Section 7.2, Viewing and Navigating Deposit Errors.
2. Select **Duplicate** on the Edit Item page. See Figure 7.4.

Edit Item - Capture Sequence 6

Duplicate Override Duplicate

Canadian Check

VOID SAMPLE
D. H. DAVHENDER
123 MAIN STREET
CITY, PROVINCE A2B 3C4

DATE 2015-06-01
Y Y Y Y M M D D

PAY TO THE ORDER OF TEST \$ 100.00
ONE HUNDRED 100 DOLLARS

EAST COAST CREDIT UNION LTD.
MARGAREE BRANCH
1168 EAST MARGAREE RD.
MARGAREE, N.S. B0E 1Y0

MEMO

029 70573-839 12345-678 100.00
Serial Routing Transit Account Amount (\$) T/C

Depositor PAN/Account Number Item Reference
#####0

< 7 of 7 > Delete Next Error

Figure 7.4: Select “Duplicate”

- Compare the items in the Duplicate Item Details section (if both are available).
 - If the images and deposit details for both items display (see Figure 7.5 for an example), Corporate Capture detected a match to an item that was previously scanned at your assigned business location(s). The matching item can be in your current deposit (hint: the deposit number in both the “Current deposit details” section and “Duplicate deposit details” section will be identical in this event), or in a deposit that was previously processed by you or someone else at your assigned business location(s).
 - If the image and deposit details for only one item are visible (see Figure 7.6 for an example), the matching item was previously processed at a location that you don’t have access to (e.g., by mobile deposit, another business location, or at a financial institution). Contact your financial institution for instructions on how to proceed.

Important: Don’t override potential duplicate errors without permission from your financial institution. Follow your financial institution’s policies and procedures for managing potential duplicate items. Duplicate items will be dishonoured by the drawee financial institution and returned.



Figure 7.5: Item Matching Another Item in Current or Previous Deposit at your Business Location(s)

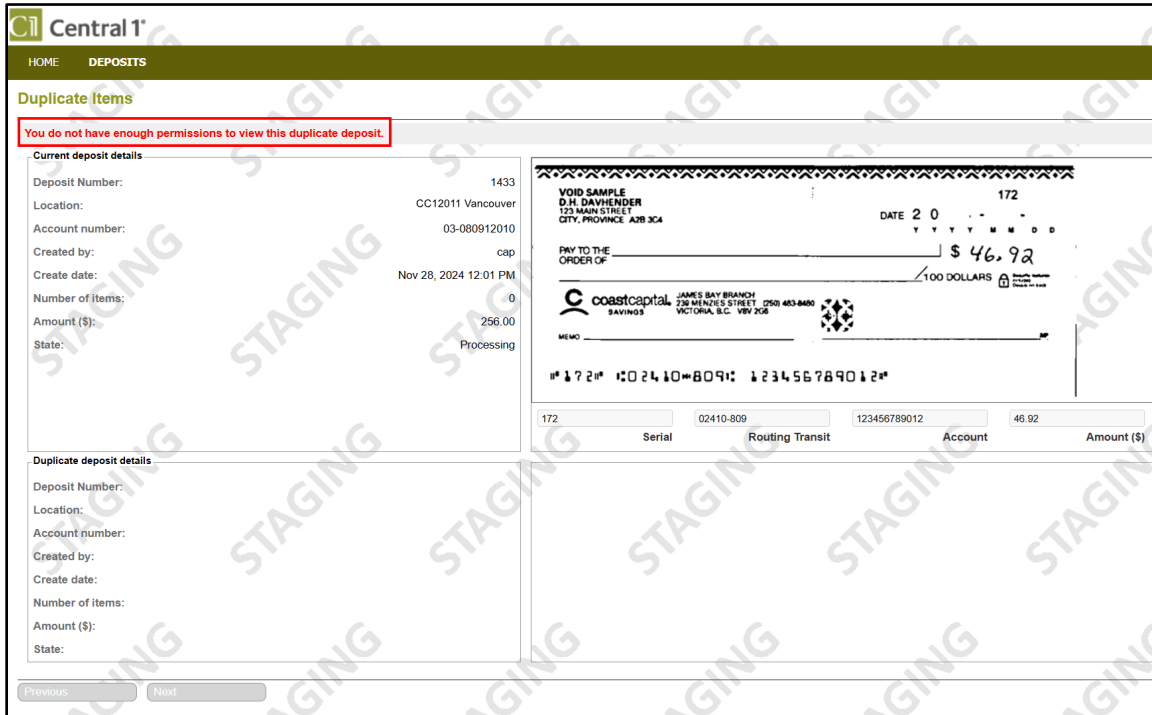


Figure 7.6: Item Matching Another Item Processed at Another Location

4. Select **Return to Edit Item** to go back to the Edit Item page. See Figure 7.7.

Serial	Routing Transit	Account	Amount (\$)	T/C
172	02410-809	123456789012	46.92	

Figure 7.7: Select “Return to Edit Item”

- Determine if you should delete the potential duplicate item(s) from the deposit or contact your financial institution for further instructions.

Important: If all items in the deposit have duplicate errors, delete the deposit. See Section 8.8, Deleting a Deposit, for procedures. Ensure that you follow best practices for storing deposit items to avoid rescanning previously scanned deposits in error. See Chapter 17, Deposit Item Storage Best Practices, for more information.

Delete a potential duplicate item from the deposit as follows:

- Select **Delete** on the Edit Item page. See Figure 7.8. Select **OK** to confirm.

Note: You must update the deposit’s Declared Amount field if you permanently remove items from a deposit. See Chapter 9, Balancing a Deposit, for procedures.

Edit Item - Capture Sequence 9

Duplicate Override Duplicate

Canadian Check

VOID SAMPLE
D. H. DAVHENDER
123 MAIN STREET
CITY, PROVINCE A2B 3C4

DATE 20 - -
Y Y Y Y M M D D

PAY TO THE ORDER OF \$ 34.96
100 DOLLARS

coastcapital SAVINGS
JAMES BAY BRANCH
230 MENZIES STREET (250) 483-8400
VICTORIA, B.C. V8V 2G8

MEMO

Serial Routing Transit Account Amount (\$) T/C

0.00

Depositor PAN/Account Number Item Reference
#####

9 of 9 Delete Next Error Save Cancel

Figure 7.8: Delete Duplicate Item

If your financial institution instructs you to override the potential duplicate error and accept the item for processing, proceed as follows:

Important: Don't override potential duplicate errors without permission from your financial institution. Duplicate items will be dishonoured by the drawee financial institution and returned.

7. Select the "Override Duplicates" check box on the Edit Item page, then select **Save**, or select **Next Error** to navigate to the next item. See Figure 7.9.

Edit Item - Capture Sequence 9

⚠ Duplicate Override Duplicate

Canadian Check

VOID SAMPLE
D.H. DAVHENDER
123 MAIN STREET
CITY, PROVINCE A2B 3C4

DATE 2 0 - 171
Y Y Y Y M M D D

PAY TO THE ORDER OF _____ \$ 34.96
/ 100 DOLLARS

coastcapital SAVINGS JAMES BAY BRANCH
230 MENZIES STREET (250) 483-8400
VICTORIA, B.C. V8V 2G8

MEMO _____

⑆ 1 7 1 ⑆ ⑆ 0 2 4 1 0 ⑆ ⑆ 8 0 9 ⑆ ⑆ 1 2 3 4 5 6 7 8 9 0 1 2 ⑆

171	02410-809	123456789012	34.96	
Serial	Routing Transit	Account	Amount (\$)	T/C

Depositor PAN/Account Number
#####

Item Reference
#####

< 6 of 8 > Delete **Next Error** **Save** Cancel

Figure 7.9: Override a Duplicate Error

7.4 Resolving a Failed Image Quality Error

You must capture and transmit good quality images for processing. Financial institutions can dishonour items with poor image quality up to 90 days after the item is processed. If an image is reversed, upside down, bent, folded, “piggyback”, askew, or an otherwise poor image, you must delete the item from the deposit and re-scan it. Items that fail Corporate Capture image quality tests display a “Failed Image Quality” error.

Resolve a failed image quality error as follows:

1. Select the item with an error as described in Section 7.2, Viewing and Navigating Deposit Errors.
2. Review the item. If it appears acceptable, select **Failed Image Quality** to help determine why the item failed image quality tests. See Figure 7.10.

Edit Item - Capture Sequence 5 Cl

Failed Image Quality Override Image Quality
Correct Amount

Canadian Check

VOID SAMPLE
D.H. DAVENPORT
123 MAIN STREET
CITY, PROVINCE A2B 3C4

DATE 2-014-11-01
Y Y Y Y M M D D

PAY TO THE ORDER OF TEST \$ 10.00
TEN 100 DOLLARS

conexus CHICKENVILLE BRANCH
P.O. BOX 519 TEL: 1-800-467-7477
CHICKENVILLE, SA S6A 3J2

MEMO

⑆006⑆ ⑆01768⑉889⑆ ⑆23456789012⑆

Serial	Routing Transit	Account	0.00
			Amount (\$) T/C
Depositor PAN/Account Number		Item Reference	
#####0			

< 6 of 7 > Delete Next Error

Figure 7.10: Select “Failed Image Quality”

3. Select **All** to view the results for all image quality tests. Use the Back/Front option to toggle between the back and front of the image. See Figure 7.11. Select **Return to Edit Item** to resolve the error.

Image Quality - 44172721
(Deposit: 001433 Item: 5)

Binary Front

Back/Front Return to Edit Item

Test	Result	Type	Value
Below Minimum Height	Passed	IQA	69 mm
Below Minimum Length	Passed	IQA	157 mm
Bent Corner	Passed	IQA	0 mm
Binary Too Dark	Passed	IQA	1 %
Binary Too Light	Failed	IQA	1 %
CAR/LAR Confidence	Failed	IQA	0 %
Courtesy Amount	Passed	IUA	1 %
Date	Passed	IUA	100 %
Exceeds Maximum Height	Passed	IQA	69 mm
Exceeds Maximum Length	Passed	IQA	157 mm
Excess Skew	Passed	IQA	0 tenths of degrees
Height Mismatch	Passed	IQA	0 mm
Image Too Large	Passed	IQA	912 bytes
Image Too Small	Passed	IQA	912 bytes
Legal Amount	Passed	IUA	100 %
Length Mismatch	Passed	IQA	0 mm
NCR Global Usable	Failed	IUA	53 %
Partial Image	Passed	IQA	0 %
Piggy Back	Passed	IQA	0
Signature	Passed	IUA	9 %
Streaks	Passed	IQA	0 mm
Too Light or Dark	Failed	IQA	1
Torn Corner	Passed	IQA	0 mm

< Previous 1 Next > All 5 10 20 50 Showing: 1 - 23 of 23

Figure 7.11: View the Image Quality Test Results

- Determine if you should delete and rescan the item or if you should override the failed image quality error and submit the item for processing.

Note: If the failed image quality error is the result of a “piggyback” item (more than one item imaged together), follow the procedures in Section 7.5, Resolving Piggyback Items. Piggyback deposits will also be out of balance.

Delete and rescan a failed image quality item as follows:

- Select **Delete** on the Edit Item page. See Figure 7.12. Select **OK** to confirm.

Edit Item - Capture Sequence 5

Failed Image Quality Override Image Quality
Correct Amount

Canadian Check

VOID SAMPLE
D.H. DAVENPORT
123 MAIN STREET
CITY, PROVINCE A2B 3C4

DATE 2014-11-01
006
Y Y Y Y M M D D

PAY TO THE ORDER OF TEST
TEN \$ 10.00
100 DOLLARS

conexus
ROCKAVILLE BRANCH
P.O. BOX 519 TEL: 1-800-467-7477
ROCKAVILLE, SA S6A 3J2

MEMO

#006# ⑆01768⑉889⑆ 123456789012⑆

Serial Routing Transit Account Amount (\$) T/C

0.00

Depositor PAN/Account Number Item Reference
#####0

< 6 of 7 > Delete Next Error

Figure 7.12: Delete a Failed Image Quality Item

- Obtain the original item from the scanner output tray, then rescan the item. See Chapter 8, Managing a Deposit and Deposit Items, for procedures.

If you determine the item is acceptable, override the image quality error and accept the item for processing as follows:

Important: Follow your financial institution’s policy for overriding failed image quality item errors.

- Select the “Override Image Quality” check box on the Edit Item page, then select **Save**, or select **Next Error** to navigate to the next item . See Figure 7.13.

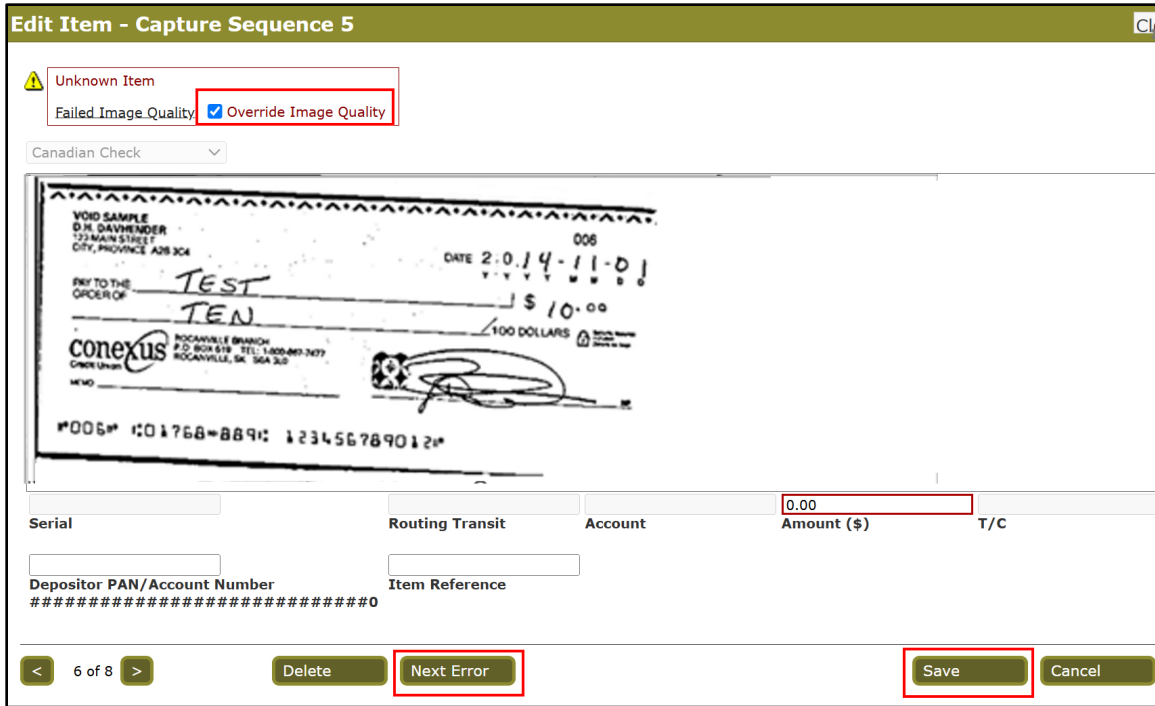


Figure 7.13: Override an Image Quality Error

7.5 Resolving Piggyback Items

If two or more items are imaged together through the scanner, it's called a "piggyback". See Figure 7.14 for an example. Piggyback images combine the front image of one item with either the front or the back of another item behind it. Depending on how closely aligned items are when imaged, piggybacks may be obvious or subtle. When reviewing images, scrutinize them to ensure that there is only one item captured per image. While the Corporate Capture application attempts to detect piggybacks, they may not display a Failed Image Quality or Unknown Items error.

Note: When there's a piggyback in a deposit, the deposit is always out of balance because the amounts on both items aren't read during scanning.

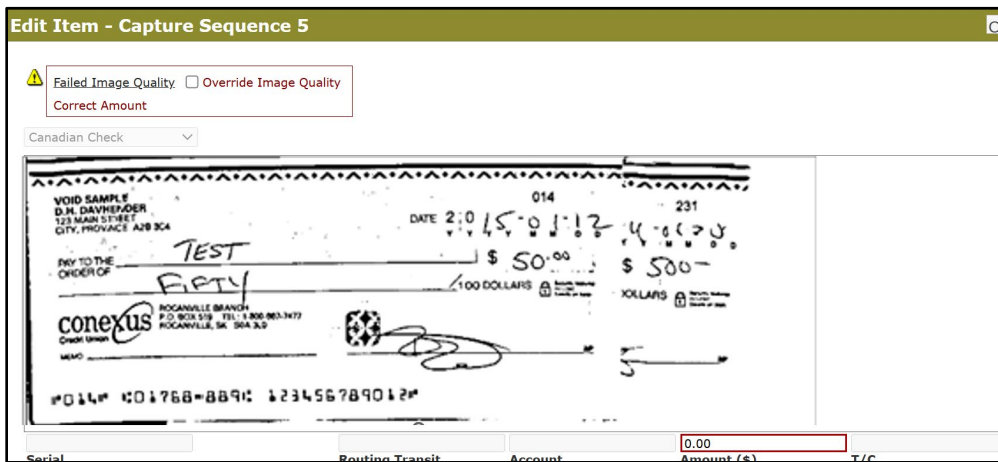


Figure 7.14: Example Piggyback Item

Important: Piggybacks aren't eligible for clearing. Don't include them in a deposit. You must capture the front and back of each item in a deposit clearly.

Resolve piggyback items as follows:

1. Review the images in the deposit to identify the piggyback. See Section 7.2, Viewing and Navigating Deposit Errors, for procedures on viewing deposit items.
2. Locate the physical items included in the piggyback in your scanner output tray.
3. Delete the piggyback item from the deposit and re-scan all items included in the piggyback. See Chapter 8, Managing a Deposit and Deposit Items, for procedures.

Important: Don't just rescan the item(s) behind the front item in a piggyback image, you must ensure that you capture the front and back of each item in your deposit.

7.6 Resolving Amount Errors or Amount Misreads

Corporate Capture uses handwriting recognition to determine an item's amount. If the handwriting is difficult for the application to read, amount errors or misread amounts occur. This section describes how to correct amount errors and amount misreads.

Amount Errors

If an item has an amount error, the Amount field is highlighted in red, and you must enter the missing amount or confirm that the amount read by the application is correct. See Figure 7.15 for an example of a missing amount error.

The screenshot shows a software interface for editing a deposit item. At the top, it says "Edit Item - Capture Sequence 10". Below this is a warning icon and the text "Correct Amount". A dropdown menu shows "Canadian Check". The main area displays a scan of a check from "coastcapital SAVINGS" for \$500. Below the check image is a table with the following data:

170	02410-809	123456789012	0.00	
Serial	Routing Transit	Account	Amount (\$)	T/C

Below the table are fields for "Depositor PAN/Account Number" and "Item Reference". At the bottom, there are navigation buttons: "< 10 of 10 >", "Delete", and "Next Error".

Figure 7.15: Amount Error

Resolve an amount error as follows:

1. Select the item with an error as described in Section 7.2, Viewing and Navigating Deposit Errors.
2. Review the item image to ensure the amount error wasn't due to a poor-quality image. If the error was due to a poor-quality image, delete the item from the deposit and rescan it. See Chapter 8, Managing a Deposit and Deposit Items, for procedures.
3. If the image is acceptable, enter or confirm the value in the Amount field on the Edit Item page, then select **Save**, or **Next Error** to navigate to the next item. See Figure 7.16. Use the item image or the original item to obtain the correct amount.

Figure 7.16: Update or Confirm Item Amount

Amount Misreads

Amount misreads occur when the application reads an amount incorrectly. The item doesn't display an item error; however, the deposit is out of balance.

Resolve an amount misread as follows:

1. Locate the misread item by comparing the physical items to the amounts listed on the Deposit Item List page. Alternatively, compare the captured images to the amounts by scrolling through items on the Edit Item page. See Section 7.2, Viewing and Navigating Deposit Errors, for procedures.
2. Review the misread item's image to ensure the error wasn't due to a poor-quality image. If the error was due to a poor-quality image delete the item from the deposit and rescan it. See Chapter 8, Managing a Deposit and Deposit Items, for procedures. If the image is acceptable, update the item's amount as previously described.

Important: You must correct amount misreads to balance the deposit. Don't update the declared amount to force balance a deposit.

7.7 Resolving an Unknown Item Error

As items scan, the Corporate Capture application reads the MICR line and assigns an item type to each deposit item. If the application can't determine the item type due to a poor MICR read, failed image quality, or a non-standard MICR format (e.g., AMEX travelers cheques), the item displays an "Unknown Item" error. See Figure 7.17.

Resolve an Unknown Item error as follows:

1. Select the item with an error as described in Section 7.2, Viewing and Navigating Deposit Errors.
2. Review the item carefully to determine why the application couldn't assign an item type. Assess the image quality to ensure the error wasn't due to a poor-quality image (e.g., the item is skewed so the full MICR wasn't captured). If the error was due to a poor-quality image, delete the item from the deposit and rescan it. See Chapter 8, Managing a Deposit and Deposit Items, for procedures.



Figure 7.17: Unknown Item

If the image quality is good, assign an item type and submit the item for processing as follows:

3. Select the drop-down menu on the Edit Item page, then select the appropriate item type. See Figure 7.18. Select **Save** or select **Next Error** to navigate to the next item. Use the descriptions and item type examples in Subsection 7.7.1, Sample Canadian and US Funds Items, to determine the correct item type to select. The most common item types are "Canadian Check" (Canadian Cheque), "Canadian Cheque US funds" (US funds item drawn on a Canadian financial institution), "US Personal Check", and "US Business Check".

Important: If you select the incorrect item type, don't save the change to the item. Select **Cancel**, then select the applicable item type. You can't edit the item type once you've saved it. If that occurs, delete and rescan the item. See Chapter 8, Managing a Deposit and Deposit Items, for procedures.

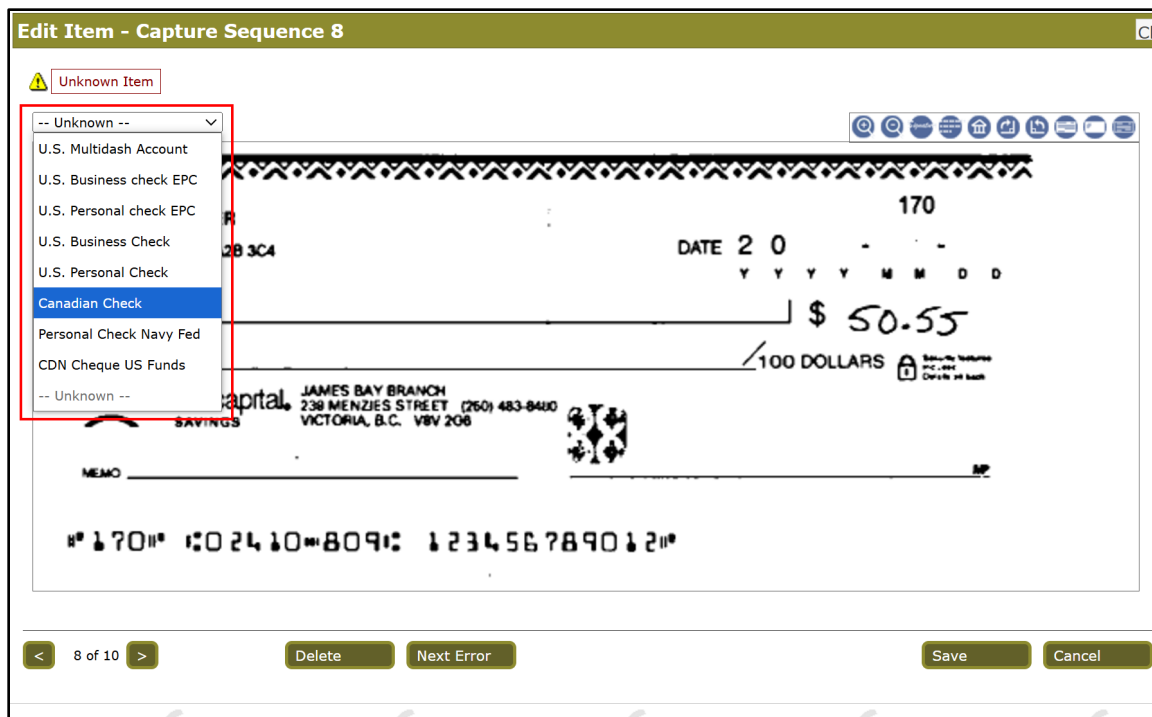


Figure 7.18: Select “Item Type Classification”

7.7.1 Sample Canadian and US Funds Items

The following are samples of common Canadian and US funds items and their MICR lines. Use this information to determine the correct item type to assign to an unknown item.

Canadian Funds Items

Canadian Check – Personal size (small) or business size (large) Canadian funds item drawn on a financial institution or entity domiciled in Canada. Includes Canadian Government Warrants, and Canadian funds AMEX Travelers Cheques. The typical MICR format is as follows: serial number, transit number, account number. See Figure 7.19 and Figure 7.20 for samples.

Note: Some Canadian funds items (including AMEX Travellers Cheques) may not contain a serial number.

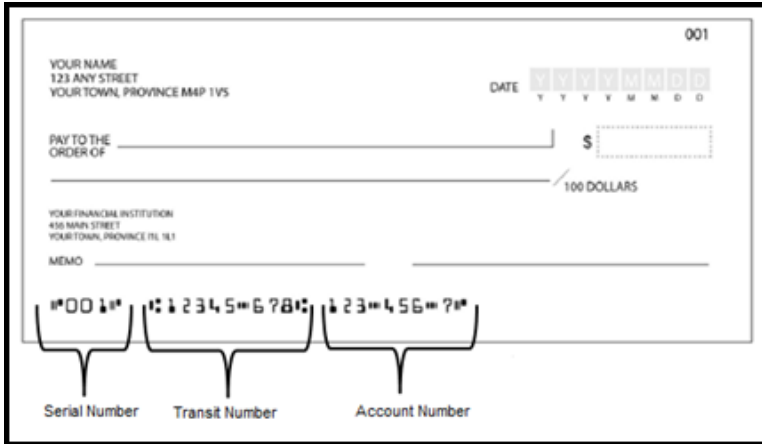


Figure 7.19: Canadian Funds Personal Item Drawn on a Financial Institution Domiciled in Canada

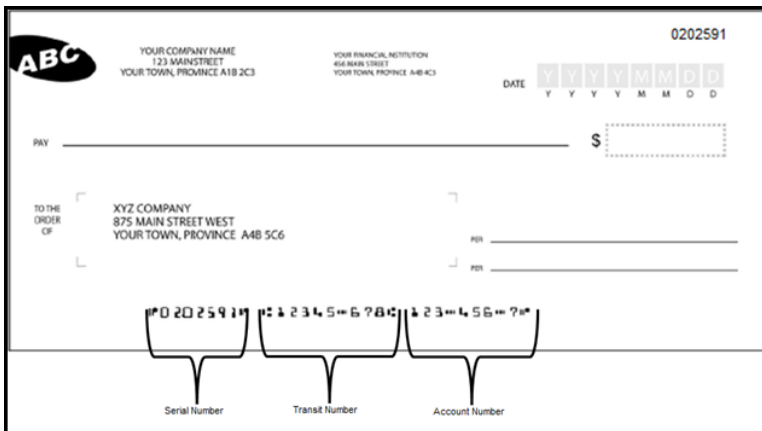


Figure 7.20: Canadian Funds Business Item Drawn on a Financial Institution Domiciled in Canada

US Funds Items

The following examples are the three most common US funds item types.

Note: US item types are differentiated by MICR variables and format.

CDN Cheque US Funds – Personal size (small) or business size (large) US funds items drawn on a financial institution domiciled in Canada. The typical MICR format is as follows: serial number, transit number, account number, transaction code (usually 45). See Figure 7.21 and Figure 7.22 for samples.

Important: Most US funds items drawn on a Canadian financial institution have a transaction code (TC) of 45 in the MICR line; however, if it’s missing, the item will be identified as a “Canadian Check” (Canadian Cheque) in Corporate Capture. Examples are:

- A Canadian funds item drawn on a Canadian financial institution that has “US Funds” or similar wording hand-written on the cheque to designate the item as US funds.
- A US funds item drawn on a Canadian financial institution that doesn’t include the TC of 45 in the MICR line.

Review the image, ensure that the item is in US funds, and include it in a US account deposit. You aren’t required to reclassify the item. The item will process in US funds.

001

YOUR NAME
123 ANY STREET
YOUR TOWN, PROVINCE M4P 1V5

DATE

PAY TO THE ORDER OF _____ \$

YOUR FINANCIAL INSTITUTION
456 MAIN STREET
YOUR TOWN, PROVINCE R1L 1E1

MEMO _____

100 DOLLARS
U.S. Funds

#001# 12345678# 12345678# 5

Serial Number Transit Number Account Number US Funds TC

Figure 7.21: US Funds Personal Item Drawn on a Financial Institution Domiciled in Canada

0202591

ABC YOUR COMPANY NAME
123 MAIN STREET
YOUR TOWN, PROVINCE A1B 2C3

YOUR FINANCIAL INSTITUTION
456 MAIN STREET
YOUR TOWN, PROVINCE A4B 4C3

DATE

PAY _____ \$

TO THE ORDER OF
XYZ COMPANY
875 MAIN STREET WEST
YOUR TOWN, PROVINCE A4B 5C6

MEMO _____

#0202591# 12345678# 12345678# 5

Serial Number Transit Number Account Number U.S. Funds TC

Figure 7.22: US Funds Business Item Drawn on a Financial Institution Domiciled in Canada

Personal Check – Personal size (small) US funds item drawn on a US financial institution, including US funds AMEX Travelers Checks. The two typical MICR formats as are follows: transit number, serial number, account number or transit number, account number, serial number. See Figure 7.23 and Figure 7.24.

Note: US funds AMEX Travelers checks don't contain a serial number and don't follow the typical US Personal cheque MICR format.

101

JOHN DEPOSITOR
1430 ANY STREET
ANYTOWN, CA 90000

DATE _____

PAY TO THE ORDER OF: _____ \$

ANYTOWN BANK
1000 BANKING WAY
ANYTOWN, CA 90000

MEMO _____

100 DOLLARS

#000024578# 12457802# 101

Transit Number Account Number Serial Number

Figure 7.23: US Funds Personal Cheque Drawn on a US Financial Institution (Format 1)

Figure 7.24: US Funds Personal Cheque Drawn on a US Financial Institution (Format 2)

Business Check – Business size (large) US funds item drawn on a US financial institution. Typical MICR format is as follows: serial number, transit number, account number. See Figure 7.25.

Figure 7.25: US Funds Business Cheque Drawn on a US Financial Institution

There are four other item types in the drop-down menu (US Personal Check EPC, US Business Check EPC, US Multi-dash Account, and US Personal Check Navy Fed). These items aren't common, and there are no item samples.

US Personal Check EPC – Personal size (small) US funds item drawn on a US financial institution and contain a single digit EPC to the left of the transit number. The two typical MICR formats as are follows: EPC, transit number, serial number, account number or EPC, transit number, account number, serial number.

US Business Check EPC – Business size (large) US funds items drawn on a US financial institution and contains a single digit EPC to the left of the transit number an EPC (External Processing Code) in the MICR line. The typical MICR format is as follows: Serial Number, EPC, Transit Number, Account Number.

US Multi-dash Account – US funds items drawn on a US financial institution with multiple dashes in the account number field.

US Personal Check Navy Fed – US funds items drawn on a US financial institution and issued by the Navy Fed. The typical MICR format is as follows: 256074974, serial number, account number or 256074974, account number, serial number.

8 Managing a Deposit and Deposit Items

8.1 Overview of Managing a Deposit and Deposit Items

The procedures in this chapter primarily apply to Capture Users (and/or Capture Users who are also assigned the Supervisor or Analyst user type).

Capture Users can edit deposit information, delete deposits and view, add, edit, or delete items for deposits that they created or are assigned. Supervisors and Analysts can view deposits and deposit items for deposits created by all users at assigned business locations.

Important: You can't edit or recall a transmitted deposit (a deposit in the Received state).

8.2 Editing Deposit Information

Capture Users (and/or Capture Users who are also assigned the Supervisor or Analyst user type) can edit the location, account, reference information, or the declared amount for deposits that they created or are assigned. You can't edit a transmitted deposit (a deposit in the Received state).

Edit deposit information as follows:

1. Search for and select the appropriate deposit as described in Chapter 11, Searching for and Viewing a Deposit.
2. Select **Edit Deposit**. See Figure 8.1.

The screenshot shows the 'Central 1' web application interface. At the top, there is a navigation bar with 'HOME' and 'DEPOSITS'. Below this, the page title is 'Deposit Item List - 001487' with a subtitle '(Customer: Central 1 Credit Union, Location: CC12011BC Location)'. The main section is titled 'Deposit Information (Open-Processing)'. It contains a form with 'Declared amount (\$): 134.96', a 'Save' button, 'Current amount (\$): 134.96', and 'Balancing difference (\$): 0.00'. Below the form are three buttons: 'Notes', 'Edit Deposit' (highlighted with a red box), and 'Delete Deposit'. Underneath is a table of 'Scanned Items (3)'. The table has columns for 'Errors', 'Tasks', 'Item Type', 'Post Amount (\$)', 'Capture Sequence', 'Account', and 'Routing Transit'. The table contains three rows of data. At the bottom of the page, there are buttons for 'Complete', 'Add Items', 'Report View', and 'Return to Deposit List'. The footer text reads 'version: 3.18.0.6 (8962) NCR Corporation'.

Errors	Tasks	Item Type	Post Amount (\$)	Capture Sequence	Account	Routing Transit
		Virtual Credit Item	134.96	0	03-080912011-001	12011-809
		Canadian Check	100.00	1	12345-678	70573-839
		Canadian Check	34.96	2	123456789012	02410-809

Figure 8.1: Select “Edit Deposit”

3. Make the required change, then select **Save Changes**. See Figure 8.2. You can edit the following deposit information:

① **Location** – The business location (if you have access to more than one location).

- ② **Account** – The deposit account. See Section 5.2, Creating a Deposit, for a description of Corporate Capture Accounts.
- ③ **Deposit Reference 1–3** – Optionally. Enter information pertinent to the deposit in the Deposit Reference fields 1–3. Information that you enter displays on the virtual deposit slip and the *Corporate Capture Deposit Items Details* report. See Section 16.2, Generating a Deposit Items Detail Report, for more information on the report.
- ④ **Declared Amount** – The deposit total.

The screenshot shows the 'Edit Deposit - 001487' form in the Central 1 system. The form is titled 'Edit Deposit - 001487' and includes the subtext '(Customer: Central 1 Credit Union)'. The form fields are as follows:

- Location:** A dropdown menu showing 'CC12011BC Location' with a red circle '1' next to it.
- Account number:** A dropdown menu showing '03-080912011-001 - CAD-DB' with a red circle '2' next to it.
- Routing transit number:** A text input field containing '12011-809'.
- Clearing channel:** A radio button labeled 'Image' is selected.
- Company name:** A dropdown menu with a downward arrow.
- Deposit Reference 1:** A text input field with a red circle '3' next to it.
- Deposit Reference 2:** A text input field.
- Deposit Reference 3:** A text input field.
- Declared amount (\$):** A text input field containing '134.96' with a red circle '4' next to it.

At the bottom of the form, there are two buttons: 'Save Changes' (highlighted with a red box) and 'Cancel'.

Figure 8.2: Edit Deposit Information

8.3 Viewing Deposit Item Details

All Corporate Capture Users can view deposit item details on the Deposit Item List page.

View deposit items as follows:

1. Search for and select the appropriate deposit as described in Chapter 11, Searching for and Viewing a Deposit.
2. Select the **Edit** icon (pencil) to view a deposit item's details. See Figure 8.3.

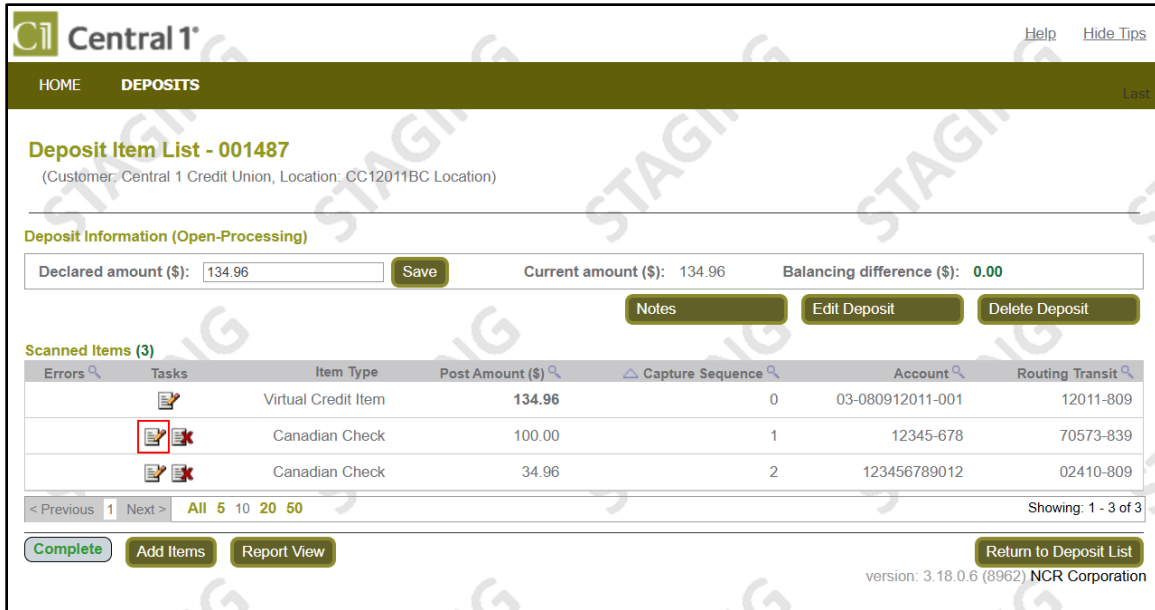


Figure 8.3: Select Edit Icon

3. View the item image and details. See Figure 8.4.

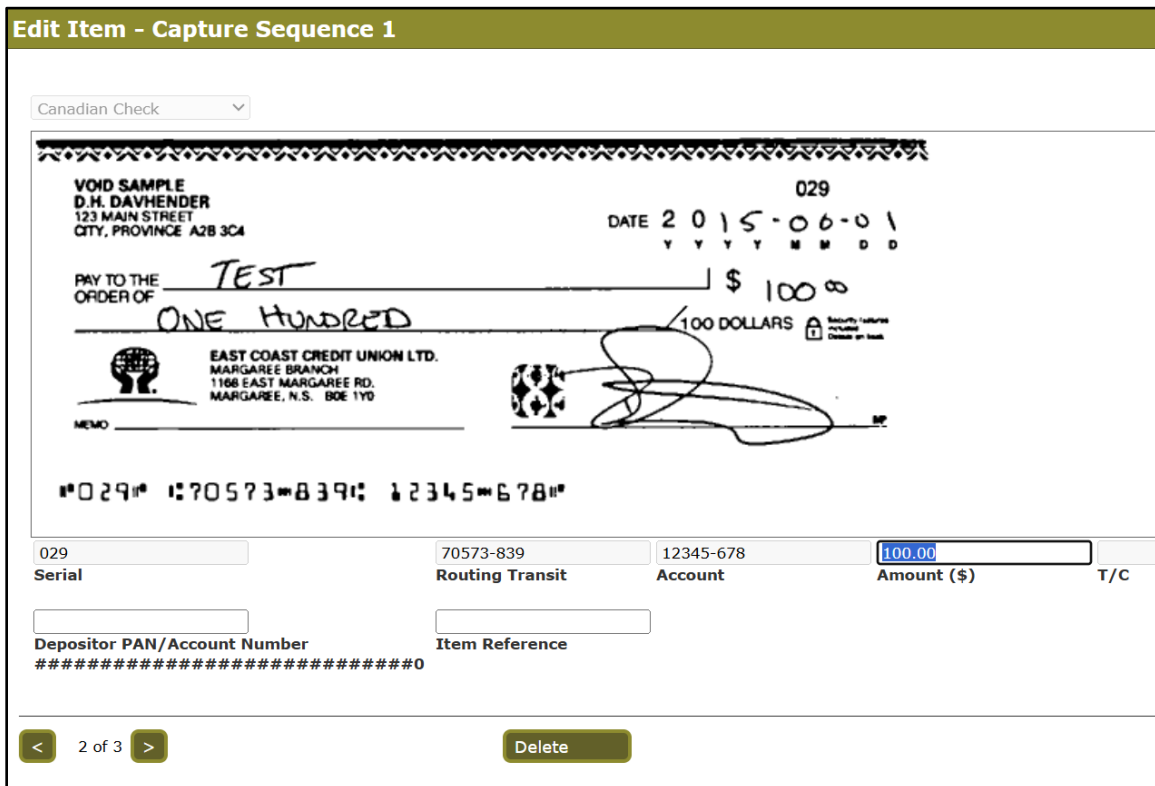


Figure 8.4: View Item Image and Details

4. Use the following image toolbar options to better view the image. See Figure 8.5.

- ① Zoom in
- ② Zoom out
- ③ Zoom to signature
- ④ Zoom to endorsement
- ⑤ Zoom to bank of first deposit
- ⑥ Rotate the image right
- ⑦ Rotate the image left
- ⑧ View front
- ⑨ View back
- ⑩ Reverse view to toggle between the regular and negative image view.

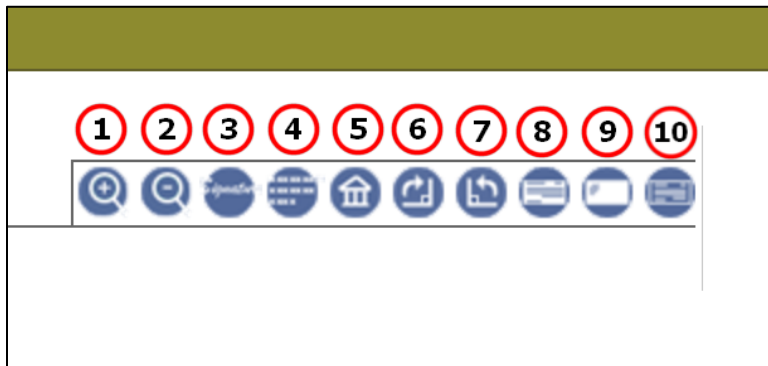


Figure 8.5: Image Toolbar

8.4 Adding Items to a Deposit

Capture Users (and/or Capture Users who are also assigned the Supervisor or Analyst user type) can add items to a current deposit. Alternatively, they can reopen and add items to a deposit they created or are assigned. You can't edit a transmitted deposit (a deposit in the Received state).

Note: Adjust the declared amount when adding (or removing) items from a deposit as appropriate. See Chapter 9, Balancing a Deposit, for procedures.

Add items to a deposit as follows:

1. Search for and select the appropriate deposit as described in Chapter 11, Searching for and Viewing a Deposit.
2. Select **Re-open Deposit** (if applicable). See Figure 8.6.

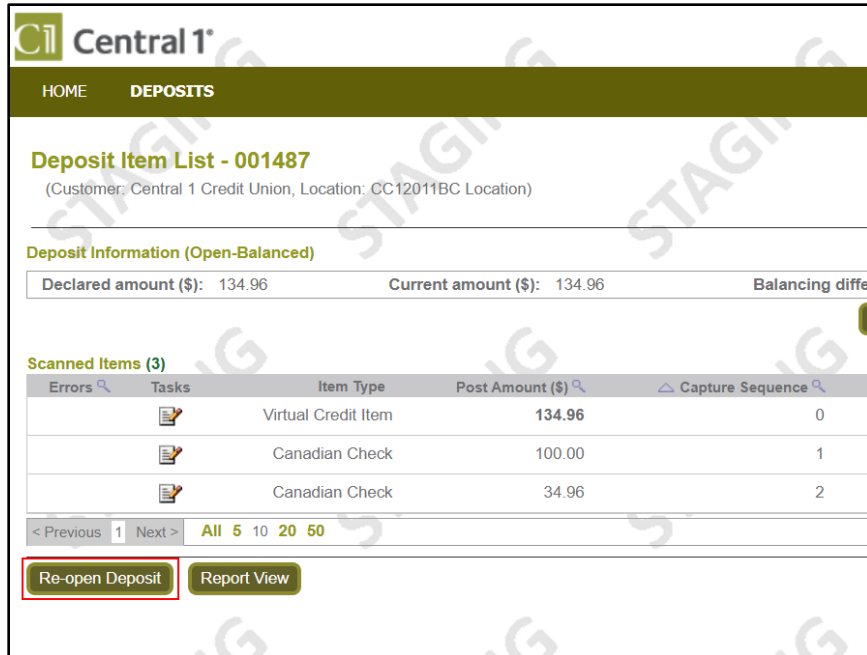


Figure 8.6: Re-open Deposit

- Place the additional item(s) in the scanner input tray, then select **Add Items**. See Figure 8.7. The additional items display on the Deposit Item List page.

Note: If you're using a single cheque scanner, allow each cheque to finish scanning before inserting the next cheque.

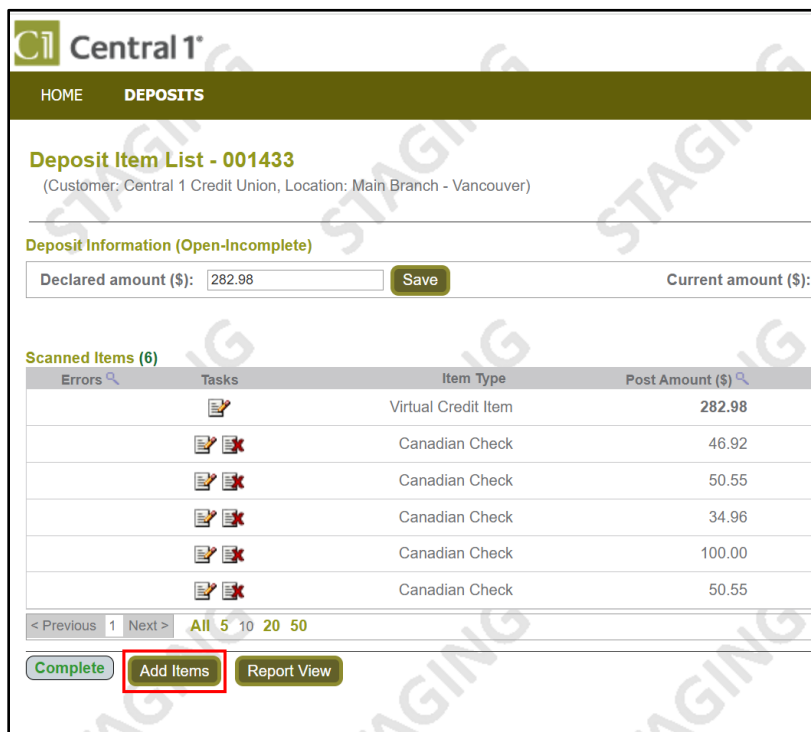


Figure 8.7: Select "Add Items"

8.5 Editing Deposit Items – Adding Item Reference Information (Optional)

Capture Users (and/or Capture Users who are also assigned the Supervisor or Analyst user type) can enter item reference information (e.g., an invoice number) for deposits that they created or are assigned. This information isn't transmitted with the deposit, but it appears on the Image Deposit Items Detail Report. See Section 16.2, Generating an Image Deposit Items Detail Report, for more information. You can't edit a transmitted deposit (a deposit in a Received state).

Note: For procedures on updating an item amount or correct deposit item errors, see Chapter 7, Correcting Deposit Errors.

Enter item reference information as follows:

1. Select the appropriate item(s) as described in Section 8.3, Viewing Deposit Item Details.
2. Enter optional information about the deposit item (maximum 30 characters). See Figure 8.8.

The screenshot shows the 'Edit Item - Capture Sequence 3' interface. At the top, there is a dropdown menu set to 'Canadian Check'. Below this is a scanned image of a check from 'VOID SAMPLE D.H. DAVHENDER' for \$34.96, dated 20-00-171. The check is from 'coastcapital SAVINGS' and payable to '100 DOLLARS'. Below the check image is a data entry form with the following fields:

171	02410-809	123456789012	34.96	
Serial	Routing Transit	Account	Amount (\$)	T/C
Depositor PAN/Account Number		Item Reference		
#####		#####		

At the bottom of the form, there are navigation buttons: '< 3 of 5 >' and 'Delete'.

Figure 8.8: Enter Item Reference Information

8.6 Deleting Items From a Deposit

You must delete items that aren't eligible for clearing in Corporate Capture (e.g., poor image quality, duplicate image, incorrect currency). Capture Users (and/or Capture Users who are also assigned the Supervisor or Analyst user type) can delete items from a current deposit or reopen and delete items from a deposit they created or are assigned. You can delete items from the Edit Item page or the Deposit Item List page. You can't edit a transmitted deposit (a deposit in the Received state).

Note: If you need to delete the entire deposit, see Section 8.8, Deleting a Deposit, for procedures.

Deleting an item from the Edit Item Page

Delete an item from the Edit Item page as follows:

1. Select the appropriate item(s) as described in Section 8.3, Viewing Deposit Item Details.
2. Select **Delete** on the Edit Item page. See Figure 8.9. Select **OK** to confirm.

The screenshot displays the 'Edit Item - Capture Sequence 1' interface. At the top, there is a green header bar with the title. Below it, a warning icon and the text 'Correct Amount' are visible. A dropdown menu shows 'Canadian Check'. The main area contains a scanned image of a check from 'VOID SAMPLE D.H. DAVHENDER' for \$46.92, dated 20-00-00. Below the check image, there are input fields for 'Serial' (172), 'Routing Transit' (02410-809), 'Account' (123456789012), and 'Amount (\$)' (0.00). There are also fields for 'Depositor PAN/Account Number' and 'Item Reference'. At the bottom, there are navigation buttons: '< 2 of 3 >', 'Delete' (highlighted with a red box), and 'Next Error'.

Figure 8.9: Delete a Deposit Item from the Edit Item Page

Delete an item from the Deposit Item List Page

To delete an item from the Deposit Item List page:

1. Search for and select the appropriate deposit as described in Chapter 11, Searching for and Viewing a Deposit.
2. Select the Delete icon beside the appropriate item on the Deposit Item List page. See Figure 8.10. Select **OK** to confirm.

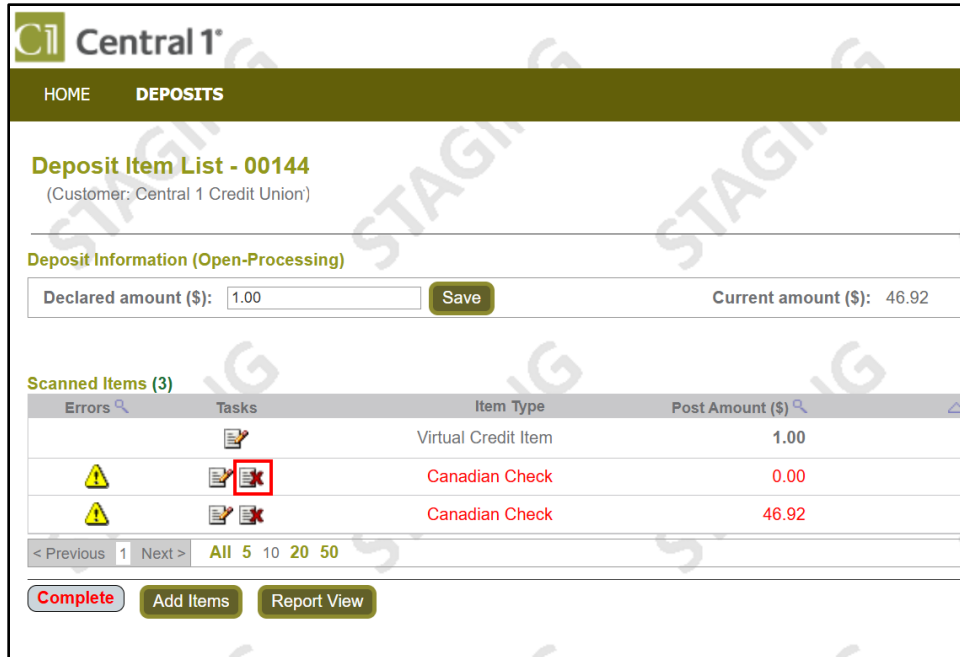


Figure 8.10: Delete a Deposit item from the Deposit Item List Page

Note: You must update the deposit’s “Declared amount” field if you permanently remove items from a deposit (i.e., you don’t rescan the item into the deposit). See Chapter 9, Balancing a Deposit, for procedures.

3. Select **Return to Deposit List** to return to your list of items. See Figure 8.11.

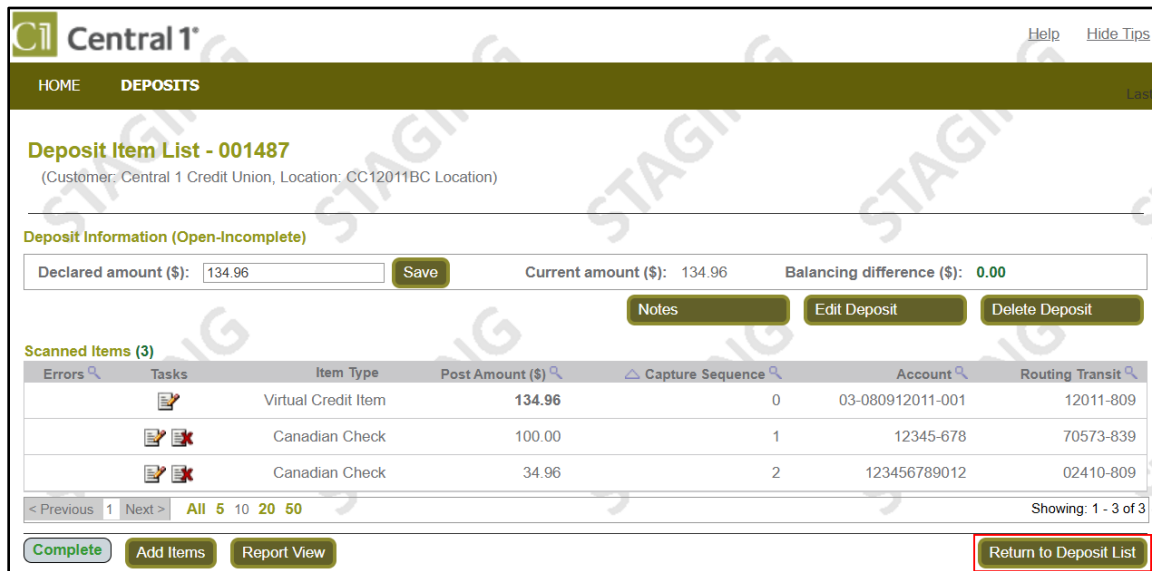


Figure 8.11: Select “Return to Deposit List”

8.7 Adding and Viewing Deposit Notes (Optional)

Users assigned the Capture User and/or Supervisor user type can use deposit notes to record additional information about a deposit. For example, Supervisors can use deposit notes to instruct a Capture User on how to

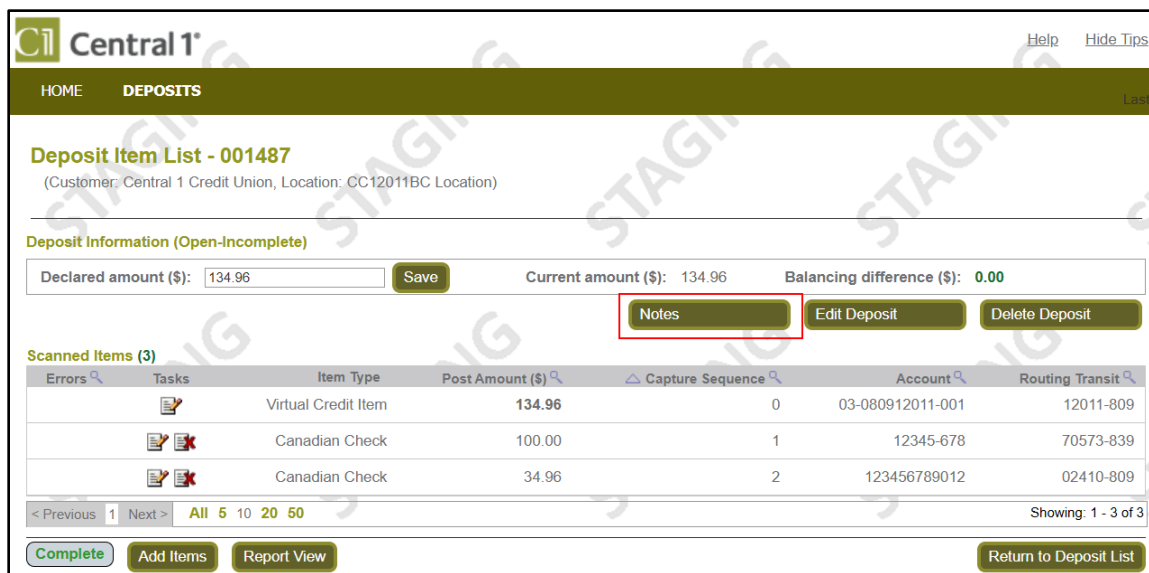
correct a disapproved deposit. You can't add deposit notes to a transmitted deposit (a deposits in the Received state). You can't edit deposit notes after they're added.

Note: You can view deposit notes on a transmitted deposit.

8.7.1 Adding a Deposit Note

Add a deposit note as follows:

1. Search for and select the appropriate deposit as described in Chapter 11, Searching for and Viewing a Deposit.
2. Select **Notes** on the Deposit Item List page. See Figure 8.12.



The screenshot shows the Central 1 Deposits interface. At the top, there is a navigation bar with 'HOME' and 'DEPOSITS' tabs. Below this, the page title is 'Deposit Item List - 001487' with a subtitle '(Customer: Central 1 Credit Union, Location: CC12011BC Location)'. The 'Deposit Information (Open-Incomplete)' section displays 'Declared amount (\$): 134.96', 'Current amount (\$): 134.96', and 'Balancing difference (\$): 0.00'. Below this information are three buttons: 'Notes' (highlighted with a red box), 'Edit Deposit', and 'Delete Deposit'. The 'Scanned Items (3)' section contains a table with columns: Errors, Tasks, Item Type, Post Amount (\$), Capture Sequence, Account, and Routing Transit. The table lists three items: a Virtual Credit Item for 134.96, and two Canadian Checks for 100.00 and 34.96. At the bottom, there are buttons for 'Complete', 'Add Items', 'Report View', and 'Return to Deposit List'.

Errors	Tasks	Item Type	Post Amount (\$)	Capture Sequence	Account	Routing Transit
		Virtual Credit Item	134.96	0	03-080912011-001	12011-809
		Canadian Check	100.00	1	12345-678	70573-839
		Canadian Check	34.96	2	123456789012	02410-809

Figure 8.12: Select “Notes”

3. Enter the deposit note text, then select **Add Note**. See Figure 8.13. An information symbol displays to indicate the deposit contains notes. See Figure 8.14.

Figure 8.13: Add a Deposit Note

Central 1

HOME DEPOSITS

Deposit Item List - 001487
(Customer: Central 1 Credit Union, Location: CC12011BC Location)

Deposit Information (Open-Incomplete)

Declared amount (\$): Save Current amount (\$): 134.96

Notes

Scanned Items (3)

Errors	Tasks	Item Type	Post Amount (\$)	Capture Sequence
		Virtual Credit Item	134.96	0
		Canadian Check	100.00	1
		Canadian Check	34.96	2

Figure 8.14: Example Deposit with Notes

8.7.2 Viewing a Deposit Note

View a deposit note as follows:

1. Search for and select the appropriate deposit as described in Chapter 11, Searching for and Viewing a Deposit.
2. Select **Notes** on the Deposit Item List page. See Figure 8.15.

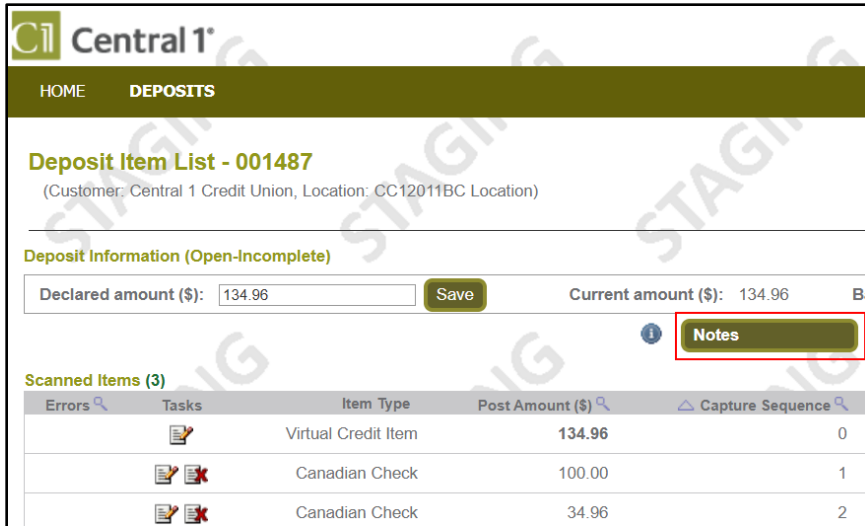


Figure 8.15: Select “Notes”

3. View the note text. See Figure 8.16. You can respond by adding a new note as described in Section 8.7.1, Adding a Deposit Note.

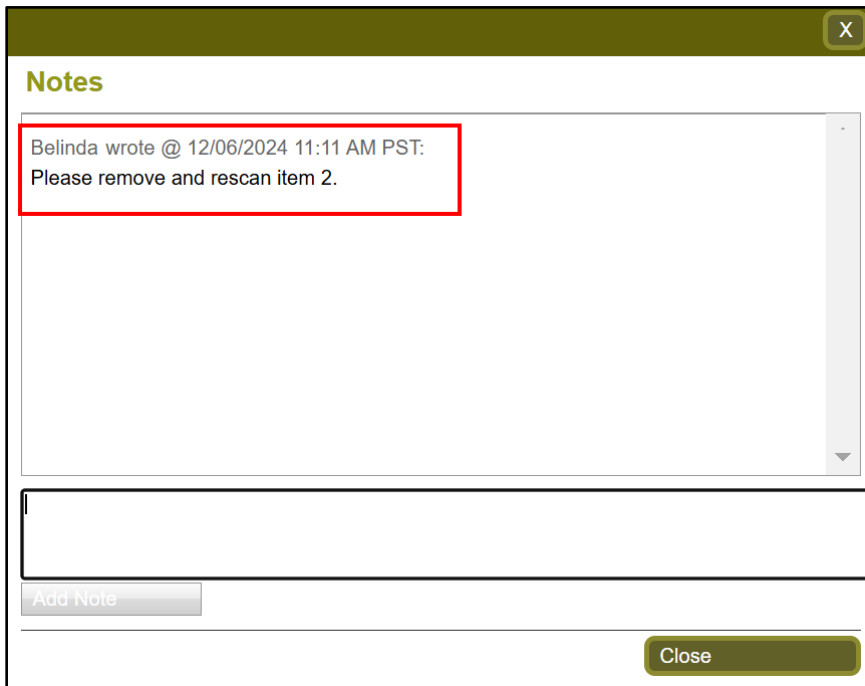


Figure 8.16: View a Deposit Note

8.8 Deleting a Deposit

Capture Users (and/or Capture Users who are also assigned the Supervisor or Analyst user type) can delete a deposit that they created or are assigned via the Deposit Item List page or the Deposit List page. You can't delete a transmitted deposit (a deposit in the Received state).

Delete a deposit from the Deposit Item List page as follows:

1. Search for and select the appropriate deposit as described in Chapter 11, Searching for and Viewing a Deposit.
2. Select **Delete Deposit** on the Deposit Item List page. See Figure 8.17. Select **OK** to confirm the deletion when prompted.

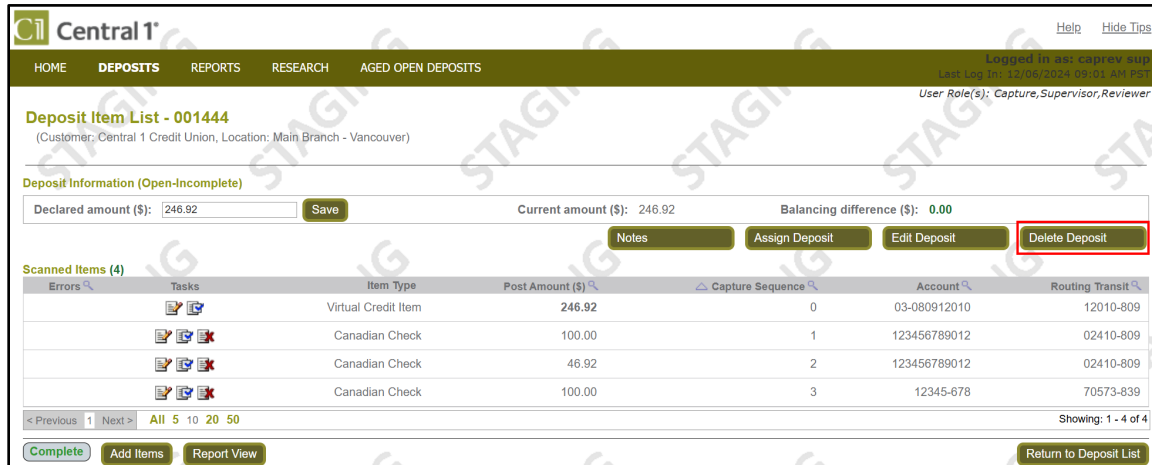


Figure 8.17: Select “Delete Deposit”

Delete a deposit from the Deposit List page as follows:

1. Go to the Deposit List page as described in Chapter 11, Searching for and Viewing a Deposit.
2. Select the **Delete** icon (red X). See Figure 8.18. Select **OK** to confirm the deletion when prompted.

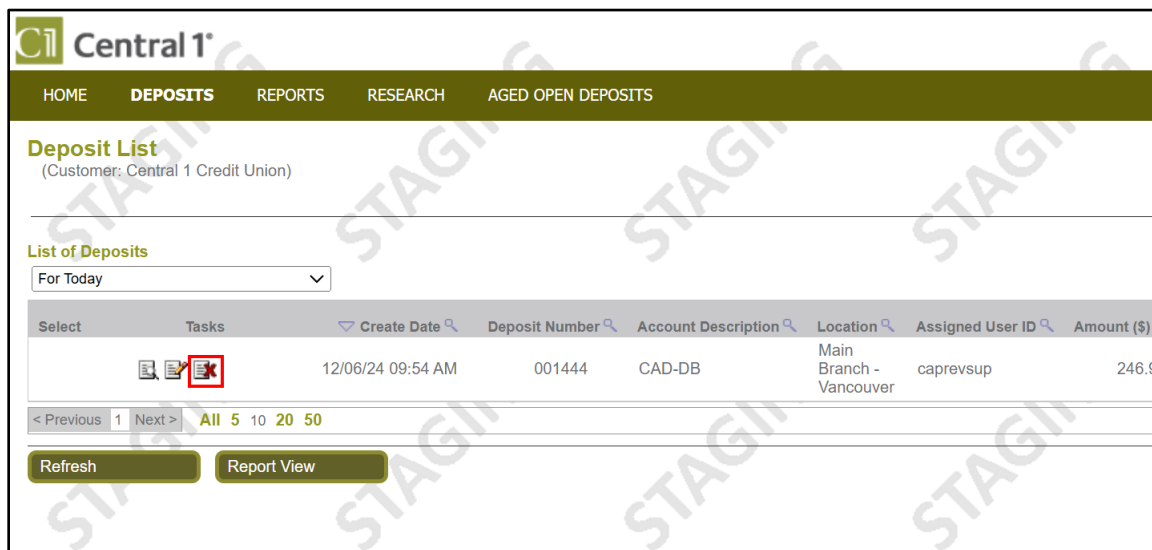


Figure 8.18: Select the Delete Icon

A message displays on the Deposit List page confirming the deposit was deleted. See Figure 8.19.

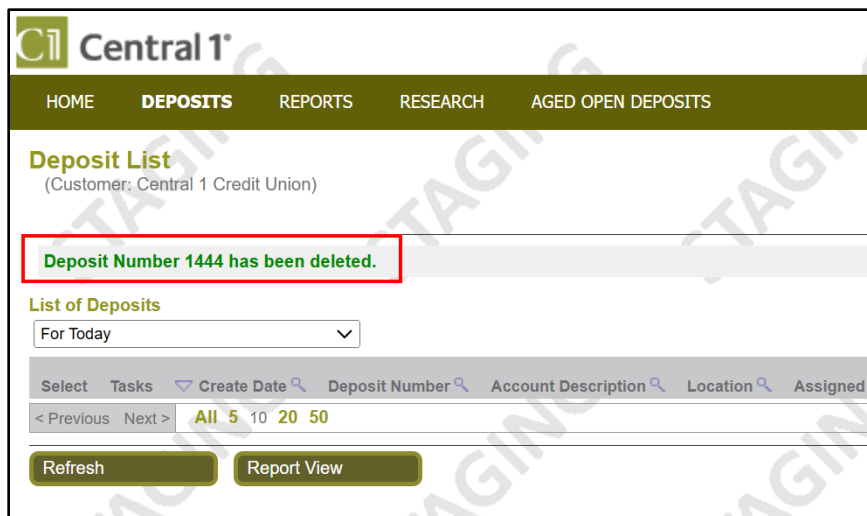


Figure 8.19: Deposit Deletion Confirmation Message

9 Balancing a Deposit

Capture Users (and/or Capture Users who are also assigned the Supervisor or Analyst user type) must ensure a deposit is balanced and error-free before completing it. Determine if the deposit is balanced as follows:

1. Search for and select the appropriate deposit as described in Chapter 11, Searching for and Viewing a Deposit.
2. Review the balancing difference field and colour of the "Complete" button.

A Balanced Deposit

A balanced deposit displays a value of "0.00" in green text in the "Balancing difference" field and the "Complete" button is green. See Figure 9.1.

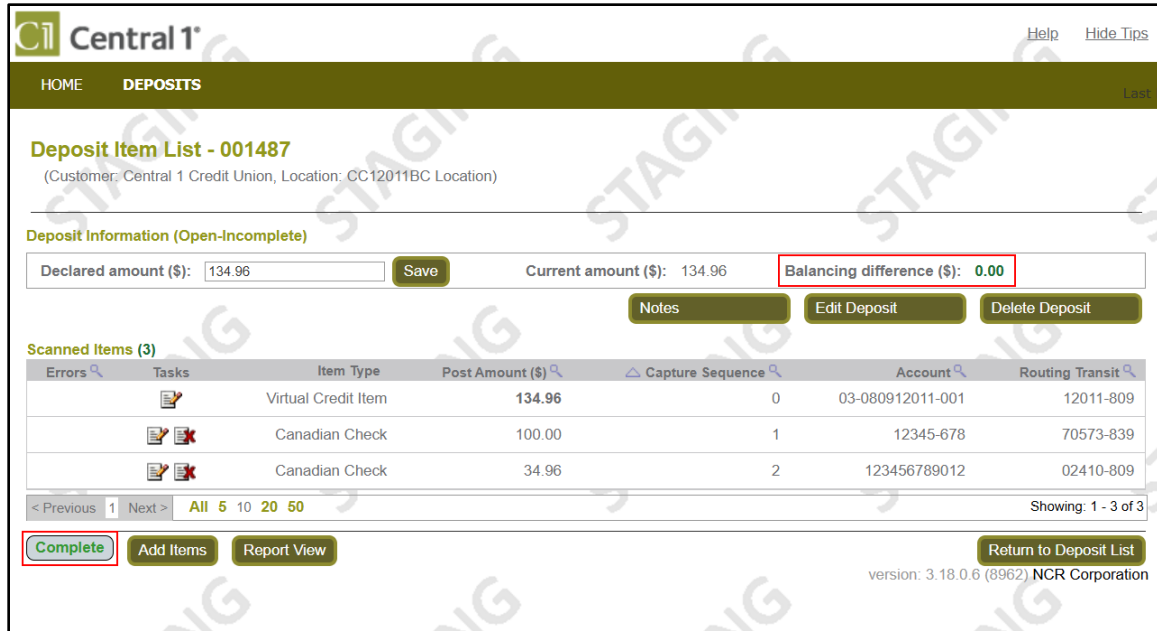


Figure 9.1: Balanced Deposit

An Out-of-Balance Deposit

An out-of-balance deposit displays an out-of-balance value in red text in the “Balancing difference” field and the “Complete” button is red. See Figure 9.2.

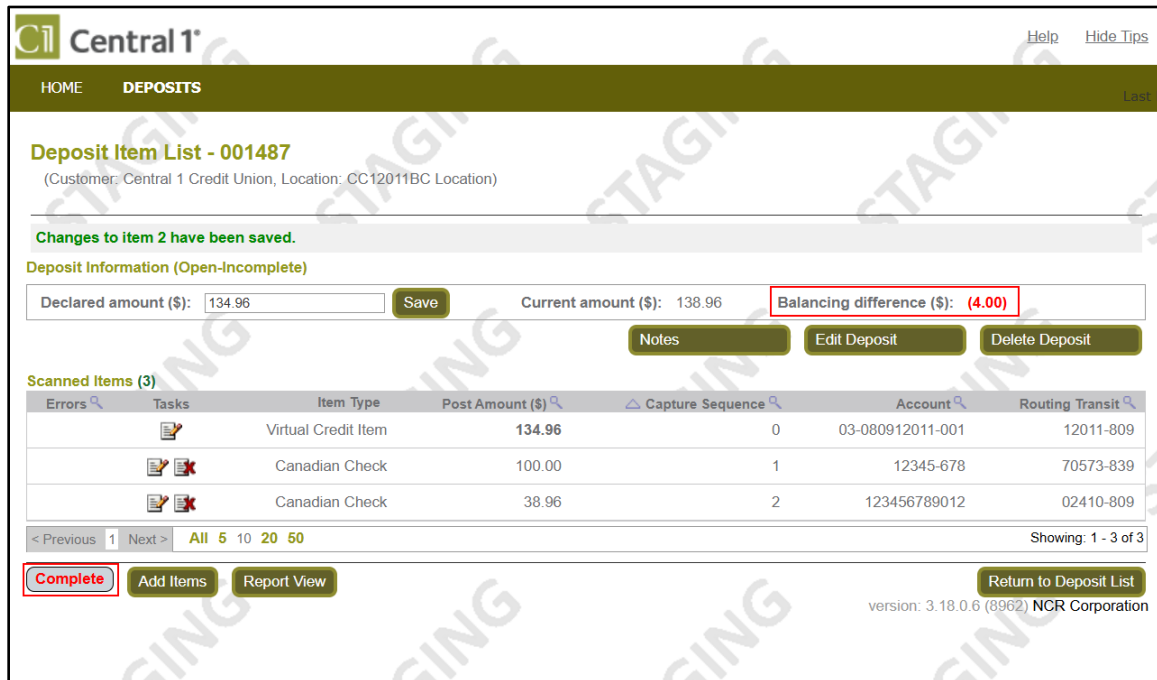


Figure 9.2: Out-of-Balance Deposit

Deposits can be out of balance due to errors in your tape-listing, an incorrect declared amount, deposit item errors (e.g., an item amount that's misread), a piggyback item, or an incorrect item amount. You can't complete an out-of-balance deposit. You must determine why a deposit is out of balance and correct the error(s).

Balancing an Out-of-Balance Deposit

Balance an out-of-balance deposit as follows:

1. Ensure that you've resolved all deposit errors. See Chapter 7, Correcting Deposit Errors, for procedures.
2. Compare the items in the Scanned Item section to your tape-listing or to the physical items, or scroll through the item images via the Edit Item List page (as described in Section 8.3, Viewing Deposit Item Details). Compare the image amount to the value in the Amount field. If an item amount was misread or entered incorrectly, delete the item then rescan it or modify the item amount as appropriate. See Section 7.6, Resolving Amount Errors or Amount Misreads, for procedures.
3. Review the scanned images to determine if there's a piggyback item. See Section 7.5, Resolving Piggyback Items, for procedures.
4. Verify the declared amount. If you entered the total value of deposit items incorrectly when you created the deposit, or made an error when listing the items, modify the value in the "Declared amount" field on the Deposit Item List page. See Figure 9.3. Alternatively, you can also update the declared amount via the Edit Deposit page. See Section 8.2, Editing Deposit Information, for procedures.

Central 1

HOME DEPOSITS

Deposit Item List - 001487
(Customer: Central 1 Credit Union, Location: CC12011BC Location)

Changes to item 2 have been saved.

Deposit Information (Open-Incomplete)

Declared amount (\$): Save Current amount (\$): 138.96

Notes Edit Deposit Delete Deposit

Scanned Items (3)

Errors	Tasks	Item Type	Post Amount (\$)	Capture Sequence	Account	Routing Transit
		Virtual Credit Item	134.96	0	03-080912011-001	12011-809
		Canadian Check	100.00	1	12345-678	70573-839
		Canadian Check	38.96	2	123456789012	02410-809

< Previous 1 Next > All 5 10 20 50 Showing: 1 - 3 of 3

Complete Add Items Report View Return to Deposit List

Figure 9.3: Modify the Declared Amount Field

Important: Don't modify the value in the "Declared amount" field to match the value in the "Current amount" field without locating the error causing the deposit to be out of balance. Force-balancing a deposit isn't permitted.

Note: When your deposit is error-free and balanced, proceed to Chapter 10, Completing a Deposit.

10 Completing a Deposit

Completing a deposit declares that the deposit is balanced, error-free, and ready for the next step. Corporate Capture allows user types and their associated tasks to be segregated or combined. Segregating or combining user types changes the workflow and the user's experience when completing a deposit.

If you are a Capture User (or a Capture User who is also assigned the Analyst user type)

Selecting "Complete" on an error-free and balanced deposit updates the deposit's state to Open-Balanced. Open-Balanced deposits have not yet been transmitted and can be modified or deleted if necessary.

Important: A Supervisor must review the deposit and either transmit it for processing or disapprove it for correction if required. See the appropriate chapter for procedures.

If you are a Capture User who is also assigned the Supervisor user type

Selecting "Complete" automatically transmits the deposit for processing.

Caution: You can't edit, delete, or recall a transmitted deposit (a deposit in the Received state).

Complete a Corporate Capture deposit as follows:

1. Search for and select the appropriate deposit as described in Chapter 11, Searching for and Viewing a Deposit.
2. Review the deposit. Confirm that it's balanced, contains the correct item types, and that you've corrected any errors. See Chapter 6, Reviewing a Deposit.
3. Select **Complete** on the Deposit Item List page. See Figure 10.1. Select **OK** to confirm when prompted.

The screenshot shows the 'Deposit Item List - 001487' page in the Central 1 system. The page includes a header with 'HOME DEPOSITS' and 'Last' on the right. Below the header, the deposit title 'Deposit Item List - 001487' is displayed, along with customer and location information. The 'Deposit Information (Open-Incomplete)' section shows a 'Declared amount (\$): 134.96' with a 'Save' button, and 'Current amount (\$): 134.96' and 'Balancing difference (\$): 0.00'. There are buttons for 'Notes', 'Edit Deposit', and 'Delete Deposit'. The 'Scanned Items (3)' section contains a table with columns for Errors, Tasks, Item Type, Post Amount (\$), Capture Sequence, Account, and Routing Transit. The table lists three items: a Virtual Credit Item for 134.96, and two Canadian Checks for 100.00 and 34.96. At the bottom, there are navigation buttons: '< Previous 1 Next >', 'All 5 10 20 50', and 'Showing: 1 - 3 of 3'. A 'Complete' button is highlighted with a red box, along with 'Add Items', 'Report View', and 'Return to Deposit List' buttons.

Errors	Tasks	Item Type	Post Amount (\$)	Capture Sequence	Account	Routing Transit
		Virtual Credit Item	134.96	0	03-080912011-001	12011-809
		Canadian Check	100.00	1	12345-678	70573-839
		Canadian Check	34.96	2	123456789012	02410-809

Figure 10.1: Complete Deposit

Important: Capture Users and Capture Users assigned the Analyst user type, have a Supervisor review and transmit your deposit for processing.

Tip: Consider printing an Image Deposit Items Detail Report to bundle the original deposit items for storage. Wrap the bundle with the date displaying on top. This will help you identify a deposit and retrieve original items for rescanning (if needed). See Section 16.2, Generating an Image Deposit Items Detail Report, for procedures. Follow your financial institutions storage and destruction policies.

11 Searching for and Viewing a Deposit

Capture Users can search for and view deposits that they created or are assigned. Users assigned the Supervisor or Analysts user type (with or without the Capture User type), can search for and view deposits created by all users at their assigned business location(s).

Search for a deposit as follows:

1. Log in to Corporate Capture as described in Section 2.1, Accessing Corporate Capture.
2. Select **Deposits** or **Deposit List**. See Figure 11.1.



Figure 11.1: Select “Deposits or Deposit List”

Note: If you’re assigned the Supervisor or Analyst user type (with or without the Capture User type), select a business Location ID to access a specific business location’s Deposit List page. Alternatively, select **All Deposits** to access deposits at all assigned business locations. See Figure 11.2.

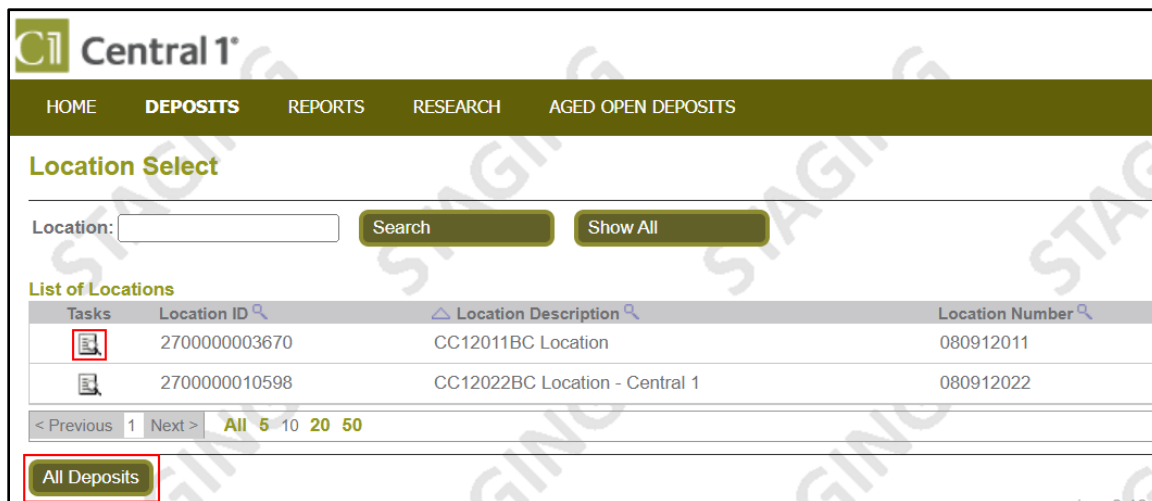


Figure 11.2: Select Location ID (If applicable)

3. The Deposit List page view defaults to the current day’s deposits. To view deposits from a previous period, select the “List of Deposits” drop-down menu, then select the appropriate deposit timeframe or deposit state. See Figure 11.3.

Note: See Chapter 6, Reviewing a Deposit, for applicable deposit state descriptions.

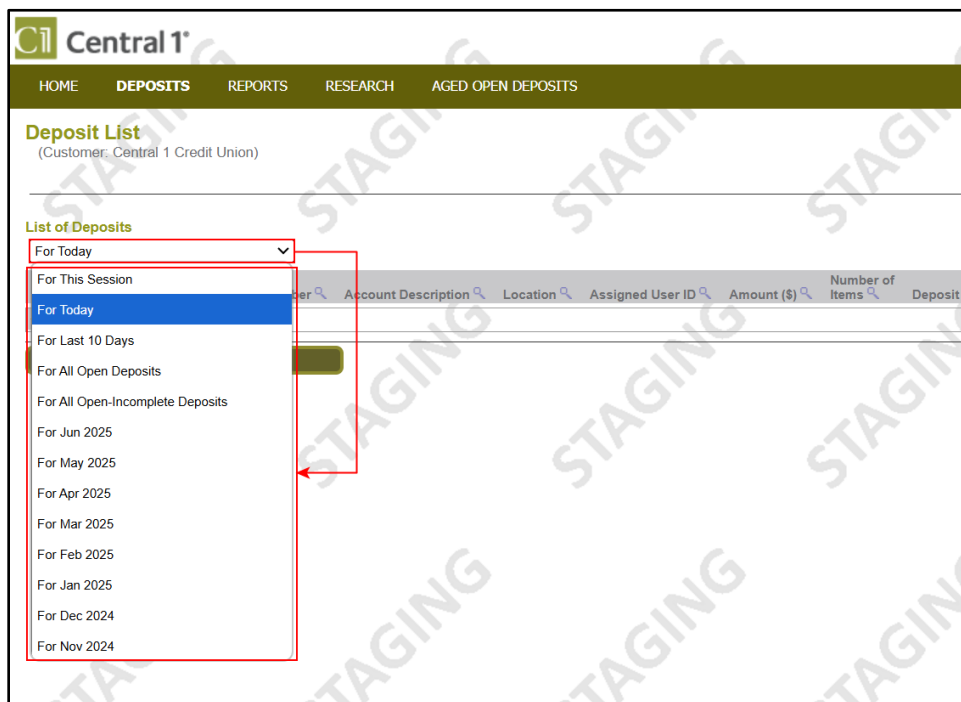


Figure 11.3: Select Deposit Timeframe or Deposit State

4. View the Deposit List page. Depending on the user type(s) that you’re assigned, the deposit ownership, and the deposit state, the options available in the Tasks column will vary. See Figure 11.4. The following Deposit List page tasks are available:

- ① **View Deposit Summary** – View summary information for the deposit.
- ② **View/Edit Deposit Details** – If you're a Capture User (with or without another user type), you can view and edit a deposit that you've created or were assigned. You can't edit a transmitted deposit (a deposit in the Received state). If you're assigned the Supervisor user type, you can view deposits created by all users at your assigned business location(s) review and transmit Open-Balanced deposits for processing, or disapprove them for correction if required. If you're assigned the Analyst user type, you can view deposits at your assigned business location(s). See the related chapters for more information.
- ③ **Delete Deposit** – If you're a Capture User (with or without another user type), you can delete a deposit that you've created or were assigned. See Section 8.8, Deleting a Deposit, for more information. You can't delete a transmitted deposit (a deposit in the Received state).

Central 1

HOME DEPOSITS REPORTS RESEARCH AGED OPEN DEPOSITS

Deposit List
(Customer: Central 1 Credit Union)

List of Deposits
For May 2025

① ② ③	Create Date	Deposit Number	Account Description	Location	Assi
	05/08/25 03:49 PM	001487	CAD-DB	CC12011BC Location	corp
	05/08/25 02:44 PM	001486	CAD-DB	CC12011BC Location	corp
	05/08/25 02:40 PM	001485	CAD-DB	CC12011BC Location	corp
	05/08/25 02:33 PM	001484	CAD-DB	CC12022BC Location - Central 1	corp

< Previous 1 Next > All 5 10 20 50

Refresh Report View

Figure 11.4: Deposit List Page Tasks

5. Select the **Edit** icon (pencil) on the appropriate deposit to view the deposit details. See Figure 11.5.

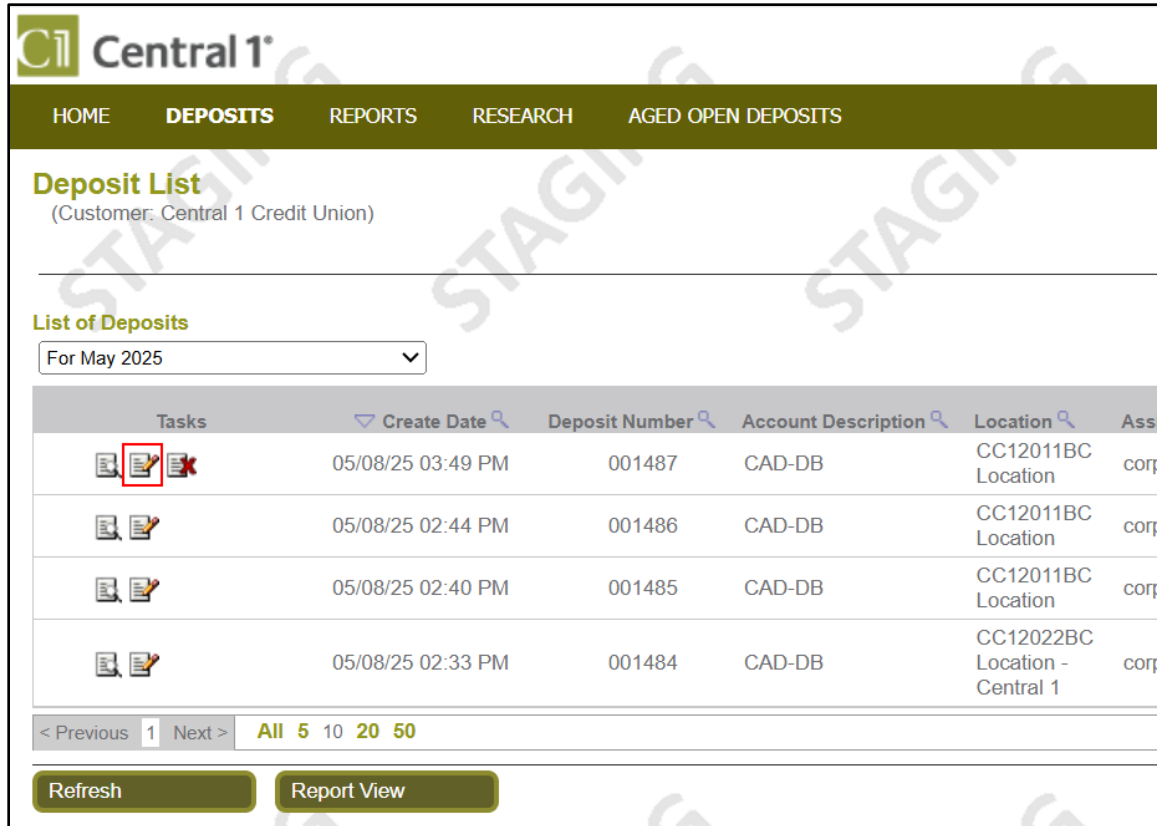


Figure 11.5: Select the Edit Icon

6. View the deposit details on the Deposit Item List page. See Figure 11.6.

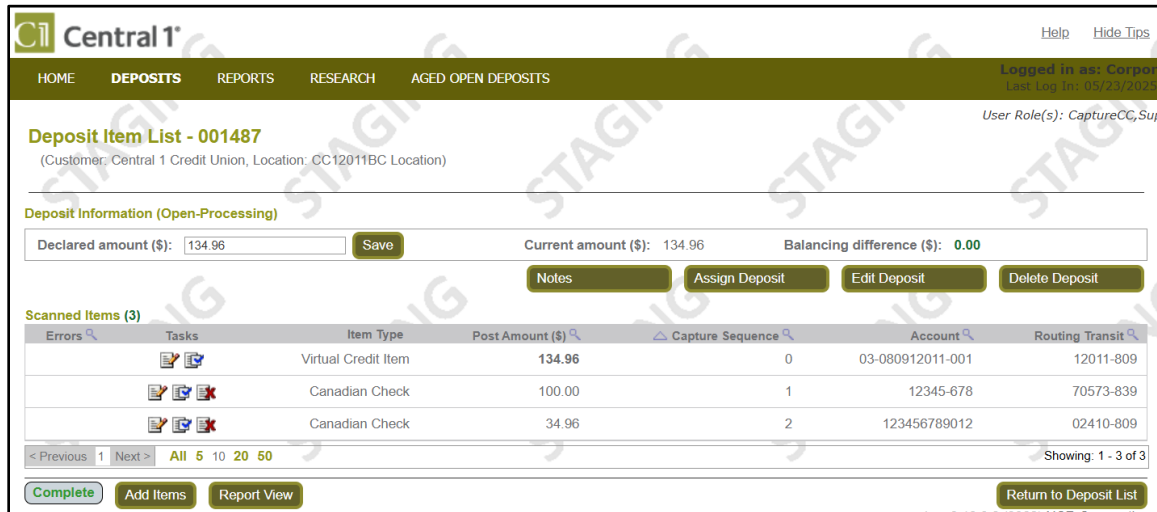


Figure 11.6: View Deposit Item List Page

12 Disapproving a Deposit (Supervisors)

12.1 Overview of Disapproving a Deposit

The procedures in this chapter apply to Supervisors, (or Supervisors who are also assigned the Capture User type). Supervisors are responsible for reviewing deposits created by Capture Users (users only assigned the Capture User type) deposits. If an error is found (e.g., a US funds cheque is in a Canadian account deposit), the Supervisor must disapprove the deposit and have the Capture User correct the error(s) and “Complete” the deposit again for additional review. If the user who created the deposit isn’t available (e.g., they’ve left for the day), a Supervisor can assign the deposit to another Capture User for correction. See Section 15.2, Assigning a Deposit, for more information.

Note: Disapproving deposits doesn’t apply to deposits created by Capture Users who are also assigned the Supervisor user type. For those users, deposits transmit automatically for processing when the user selects “Complete”. See Chapter 10, Completing a Deposit, for more information.

Supervisors can only disapprove deposits in an Open-Balanced state. See Chapter 6, Reviewing a Deposit, for deposit state descriptions.

12.2 Disapproving a Deposit

Supervisors (or Supervisors who are also assigned the Capture User type) disapprove a Capture User’s deposit as follows:

1. Search for and select the appropriate deposit as described in Chapter 11, Searching for and Viewing a Deposit.

Note: Select the “List of Deposits” drop-down menu to choose the appropriate date range (if required). The default is “For Today”. See Figure 12.1.

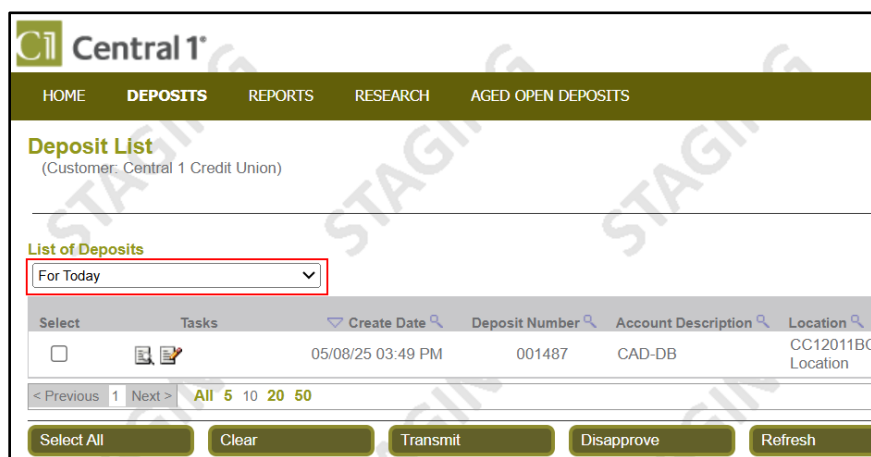


Figure 12.1: Select a Deposit Timeframe

Tip: If you have a large number of deposits, use the State column filter to display only Open-Balanced deposits. Select the Filter icon (magnifying glass), enter “Balanced” in the State Contains field, then select Apply. See Figure 12.2 and Figure 12.3. Select the “X” on the State column to clear the filter. Alternatively, Select the State column header to sort deposits by state.

Last Log In: 12/05/2024 04:46 PM PST
User Role(s): Capture, Supervisor,

Amount (\$)	Number of Items	Deposit Reference 1	Deposit Reference 2	Deposit Reference 3	State
236.06	5			1	Open-Balanced
10.00	2				Open-Balanced

Showing: 1 - 2 of 2 (2 total)

[Create New Deposit](#)

Figure 12.2: Select the State Column Filter

State Contains

Deposit Reference 2	Deposit Reference 3	State
Showing: 0 of 0		

[Create New Deposit](#)

Figure 12.3: Filter the Deposit List Page to Display Balanced Deposits

2. Select the **Edit** icon (pencil) on the appropriate deposit. See Figure 12.4.

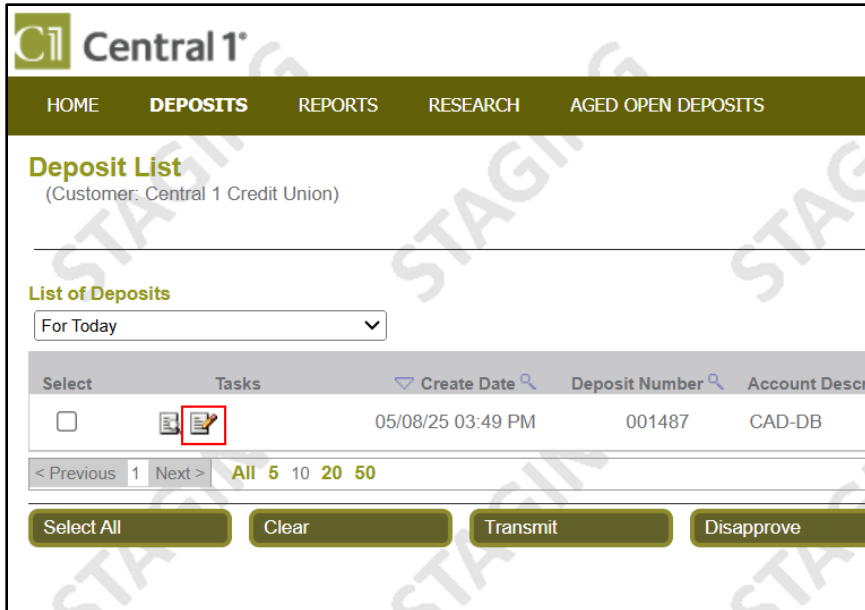


Figure 12.4: Select the Appropriate Deposit

3. Consider adding a note to the deposit (optional, but recommended). You can use notes to describe errors and/or provide correction instructions or feedback on a deposit. See Section 8.7, Adding and Viewing Deposit Notes (Optional), for more information.

Note: If there are notes from the user who created the deposit, a symbol displays. Review the note as described in Section 8.7, Adding and Viewing Deposit Notes (Optional).

4. Select **Disapprove**, then **OK**. See Figure 12.5. The deposit state updates to Open-Disapproved.

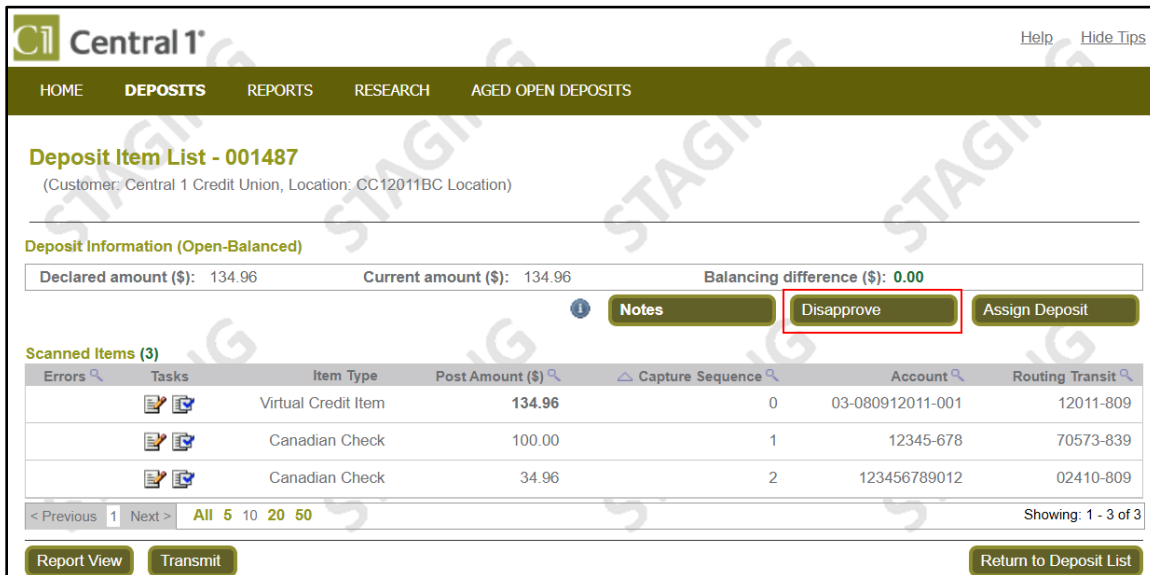


Figure 12.5: Disapprove a Deposit

5. Advise the user who created the deposit that you've disapproved it. If you've added notes, the Capture User can refer to them to correct the deposit. If you don't add notes, instruct the Capture User on how to correct the deposit. Once the Capture User corrects the deposit, they must complete it again for additional review.

Note: If the user who created the deposit isn't available, assign the deposit to another Capture User to correct the deposit. See Section 15.2, Assigning a Deposit, for procedures.

Note: Supervisors must transmit balanced and error-free deposits for processing. See Chapter 13, Transmitting a Deposit (Supervisors), for procedures.

13 Transmitting a Deposit (Supervisors)

13.1 Overview of Transmitting a Capture User's Deposit

The procedures in this chapter apply to Supervisors (and/or Supervisors who are also assigned the Capture User type). Supervisor Users are responsible for transmitting deposits created by Capture Users for processing. Supervisors must carefully review deposits to ensure they are error-free. You can only transmit Capture User's deposits that are in an Open-Balanced state. See Chapter 6, Reviewing a Deposit, for procedures and deposit state descriptions. If the Supervisor identifies an error in a Capture User's deposit, it must be disapproved for correction. See Chapter 12, Disapproving a Deposit (Supervisors), for procedures.

Note: Transmitting deposits doesn't apply to deposits created by Capture Users who are also assigned the Supervisor user type. For those users, deposits transmit automatically when the user selects "Complete". See Chapter 10, Completing a Deposit, for more information.

13.2 Transmitting a Capture User's Deposit

Transmit a Capture User's deposit as follows:

1. Search for and select the appropriate deposit as described in Chapter 11, Searching for and Viewing a Deposit. Ensure that you've reviewed the deposit carefully. See Chapter 6, Reviewing a Deposit, for procedures.

Important: A transmitted deposit can't be edited or recalled.

Note: Select the "List of Deposits" drop-down menu to choose the appropriate date range (if required). The default is "For Today". See Figure 13.1.



Figure 13.1: Select a Deposit Timeframe

Tip: If you have a large number of deposits, use the State column filter to only display Open-Balanced deposits. Select the Filter icon (magnifying glass), enter “Balanced” in the State Contains field, then select Apply. See Figure 13.2 and Figure 13.3. Select the “X” on the State column to clear the filter. Alternatively, select the State column header to sort deposits by state.



Figure 13.2: Select the State Column Filter

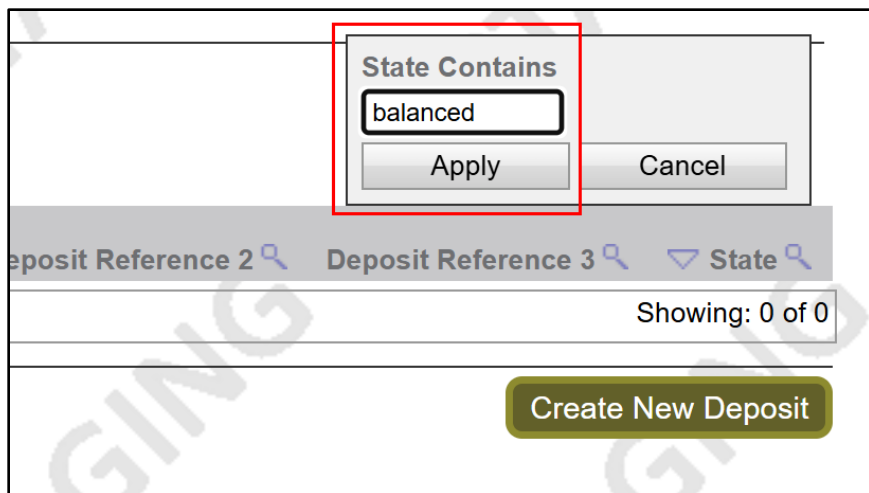


Figure 13.3: Filter the Deposit List Page to Display “Balanced” Deposits

2. Select **Transmit** on the Deposit Item List page. See Figure 13.4. Select **OK** to confirm.

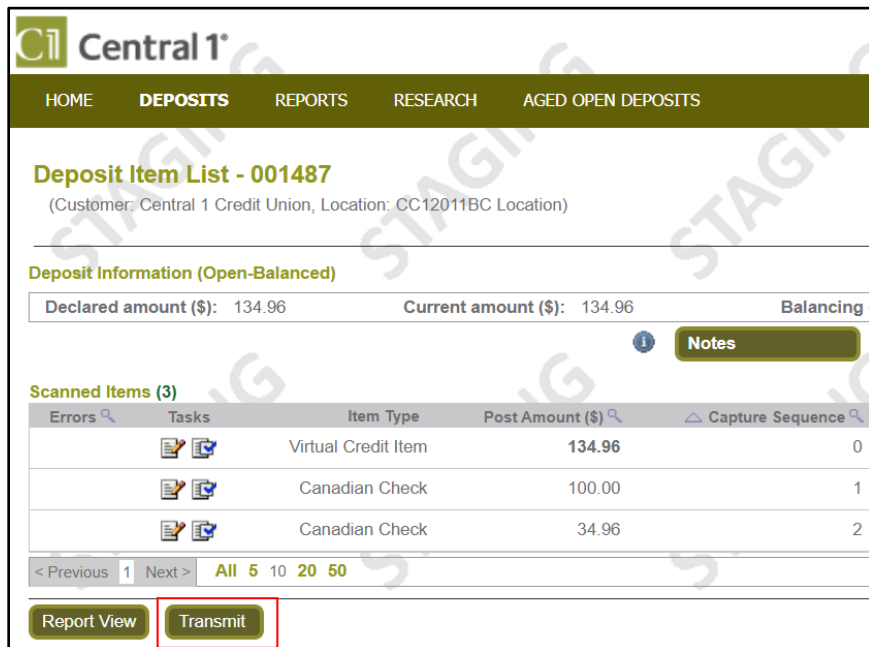


Figure 13.4: Select “Transmit”

A message displays when the deposit is successfully transmitted for processing. See Figure 13.5. The deposit state updates to “Received”.

Note: If your financial institution supports real-time deposit processing and you see the following message: “Call to deposit notification service failed, your deposit [number] cannot be completed”, the deposit wasn’t successfully transmitted. See Section 14.2, Corporate Capture Deposit Account Processing – Your Financial Institution Supports Real-Time Deposits, for more information.

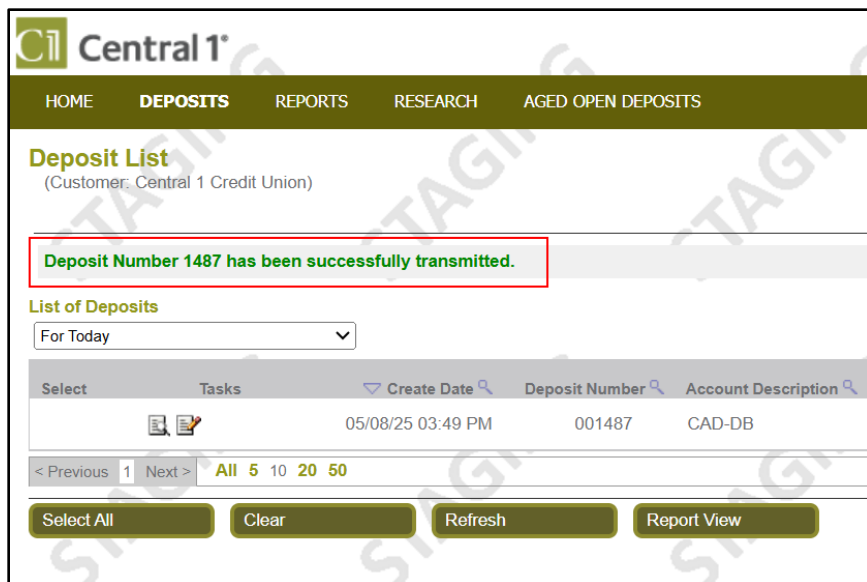


Figure 13.5: Deposit Transmission Confirmation

Ensure that you store deposit items in a secure location until they're destroyed. Follow your financial institution's storage and destruction policy. Contact your financial institution for more information.

Tip: Consider printing a Deposit Summary Report to bundle deposits for storage. Wrap the bundle with the date displayed on top. This will help you identify a specific business day's deposit to retrieve original items for rescanning if required (e.g., an item is dishonoured for poor image quality) or for destruction. See Section 16.3, Generating a Deposit Summary Report, for procedures.

14 Corporate Capture Deposit Account Processing

14.1 Overview of Corporate Capture Deposit Account Processing

When you transmit a Corporate Capture deposit, your financial institution processes the deposit and credits the deposit total to the account you selected. Your financial institution may process Corporate Capture deposits in real time or via an end-of-day deposit file. Contact your financial institution for information on how they process Corporate Capture deposits.

14.2 Corporate Capture Deposit Account Processing – Your Financial Institution Supports Real-Time Deposits

If your financial institution supports real-time deposits, a message is sent to the banking system when you transmit a deposit.

If your financial institution's banking system successfully processes the message

- A confirmation displays that the deposit was successfully transmitted.
- The deposit state changes to "Received". See Figure 13.5 in Section 13.2, Transmitting a Capture User's Deposit, for an example.
- Your account balance updates when your financial institution's banking host processes the message.

If your financial institution's banking system doesn't respond to the real-time message (e.g., the banking host is down)

- The following message displays in red text: "Call to deposit notification service failed. Your deposit [number] cannot be completed". See Figure 14.1.
- The deposit state reverts to Open-Balanced.

Contact your financial institution for instructions on how to proceed.

Central 1

HOME DEPOSITS REPORTS RESEARCH AGED OPEN DEPOSITS

Deposit Item List - 001487
(Customer: Central 1 Credit Union, Location: CC12011BC Location)

Call to deposit notification service failed. Your deposit 1487 cannot be completed.

Deposit Information (Open-Balanced)

Declared amount (\$): 134.96 Current amount (\$): 134.96 Balancing c

Notes

Scanned Items (3)

Errors	Tasks	Item Type	Post Amount (\$)	Capture Sequence
		Virtual Credit Item	134.96	0
		Canadian Check	100.00	1
		Canadian Check	34.96	2

< Previous 1 Next > All 5 10 20 50

Figure 14.1: "Call to deposit notification service failed" Message

If your financial institution's banking system responds to the real-time message, but the deposit to your account fails

- A confirmation displays, indicating that the deposit was successfully transmitted.
- The deposit state changes to "Received". See Figure 13.5 in Section 13.2, Transmitting a Capture User's Deposit, for an example.
- Your account balance updates when your financial institution processes an end-of-day deposit file. Contact your financial institution for more information on file processing times.

14.3 Corporate Capture Deposit Account Processing – Your Financial Institution Doesn't Support Real-Time Messaging

If your financial Institution doesn't support real-time messaging:

- A confirmation displays indicating that the deposit was successfully transmitted.

- The deposit state changes to “Received”. See Figure 13.5 in Section 13.2, Transmitting a Capture User’s Deposit, for an example.
- Your account balance updates when your financial institution processes an end-of-day deposit file. Contact your financial institution for more information on file processing times.

15 Assigning a Deposit and Managing Aged Open Deposits

15.1 Overview of Assigning a Deposit and Managing Aged Open Deposits

The procedures in this chapter apply to Supervisors (and/or Supervisors who are also assigned the Capture User type). Supervisors manage the following tasks for deposits that aren’t completed in a timely manner:

- Assign deposits to another user with the Capture User type to correct, balance, and/or complete the deposit if the user that created the deposit isn’t available (e.g., they left for the day). Supervisors that are also assigned the Capture User type can assign deposits to themselves to finish outstanding tasks and complete the deposit. Depending on the deposit’s state, the tasks will vary.
- Manage Aged Open deposits. Aged Open deposits occur when a deposit isn’t transmitted for processing within 24 hours. Aged Open deposits should be a rare occurrence, as deposits should be completed and transmitted the same day they’re created.

Important: Supervisors must monitor for the presence of an Aged Open Deposits tab daily. Review and process Aged Open deposits appropriately.

15.2 Assigning a Deposit

Assign a deposit to another user assigned the Capture User type (with or without another user type) as follows:

1. Search for and select the appropriate deposit as described in Chapter 11, Searching for and Viewing a Deposit.
2. Select the **Edit** icon (pencil) on the appropriate deposit. See Figure 15.1.

The screenshot shows the Central 1* Deposits interface. At the top, there is a navigation bar with 'HOME', 'DEPOSITS', 'REPORTS', and 'RESEARCH'. Below this is a 'Deposit List' section for 'Central 1 Credit Union'. A dropdown menu is set to 'For Today'. A table lists deposits with columns: Tasks, Create Date, Deposit Number, Account Description, Location, Assigned User ID, and Amount (\$). The first row shows a deposit created on 11/26/24 at 09:53 AM, with deposit number 001422, account description CAD-DB, location Main Branch - Vancouver, assigned user ID cap, and amount 296.37. A red box highlights the 'Edit' icon (pencil) in the 'Tasks' column. Below the table are pagination controls and 'Refresh' and 'Report View' buttons.


Tasks	Create Date	Deposit Number	Account Description	Location	Assigned User ID	Amount (\$)
	11/26/24 09:53 AM	001422	CAD-DB	Main Branch - Vancouver	cap	296.37

Figure 15.1: Select the Edit Option

3. Select **Assign Deposit**. See Figure 15.2.

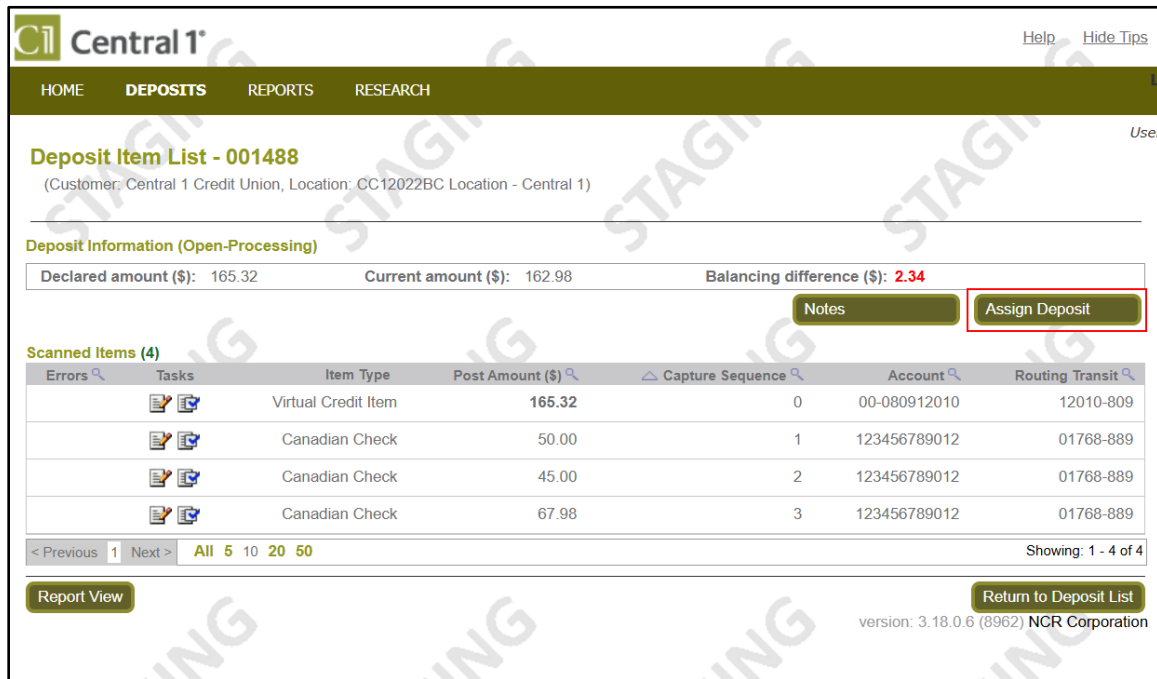


Figure 15.2: Select “Assign Deposit”

4. Select the appropriate user from the Assign New User drop-down menu. See Figure 15.3.

Note: If you are also assigned the Capture User type, you can transfer the deposit to yourself to finish the outstanding tasks and complete the deposit. See the relevant section according to the tasks required.

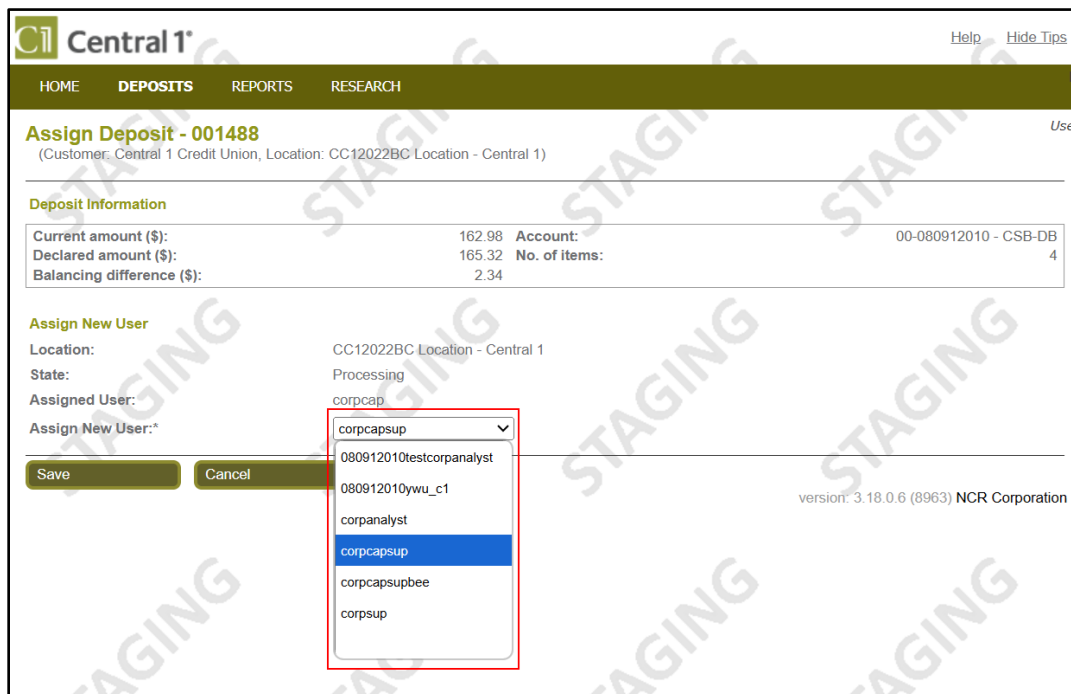


Figure 15.3: Select a User

Note: Depending on the number of users at your business location, you may not see a drop-down menu. Select **Find User**, then search for the appropriate user. See Figure 15.4.

Central 1

HOME DEPOSITS REPORTS RESEARCH

Assign Deposit - 001422
(Customer: Central 1 Credit Union, Location: Main Branch - Vancouver)

Deposit Information

Current amount (\$):	332.43	Account:
Declared amount (\$):	296.37	No. of items:
Balancing difference (\$):	(36.06)	

Assign New User

Location: Main Branch - Vancouver
 State: Jammed
 Assigned User: cap
 Assign New User:* **Find User**

Save Cancel

Figure 15.4: Search for a User

5. Select **Save** to complete the assignment. See Figure 15.5. A confirmation message displays when the deposit is successfully assigned to the new user. See Figure 15.6. The assigned user must perform all outstanding tasks and “Complete” the deposit for review and/or transmission. Consider adding a deposit note to advise the user of the outstanding tasks. See Section 8.7, Adding and Viewing Deposit Notes (Optional).

Central 1

HOME DEPOSITS REPORTS RESEARCH

Assign Deposit - 001488
(Customer: Central 1 Credit Union, Location: CC12022BC Location - Central 1)

Deposit Information

Current amount (\$):	162.98	Account:
Declared amount (\$):	165.32	No. of items:
Balancing difference (\$):	2.34	

Assign New User

Location: CC12022BC Location - Central 1
 State: Processing
 Assigned User: corpcap
 Assign New User:*

Save Cancel

version

Figure 15.5: Select “Save” to Complete the Assignment

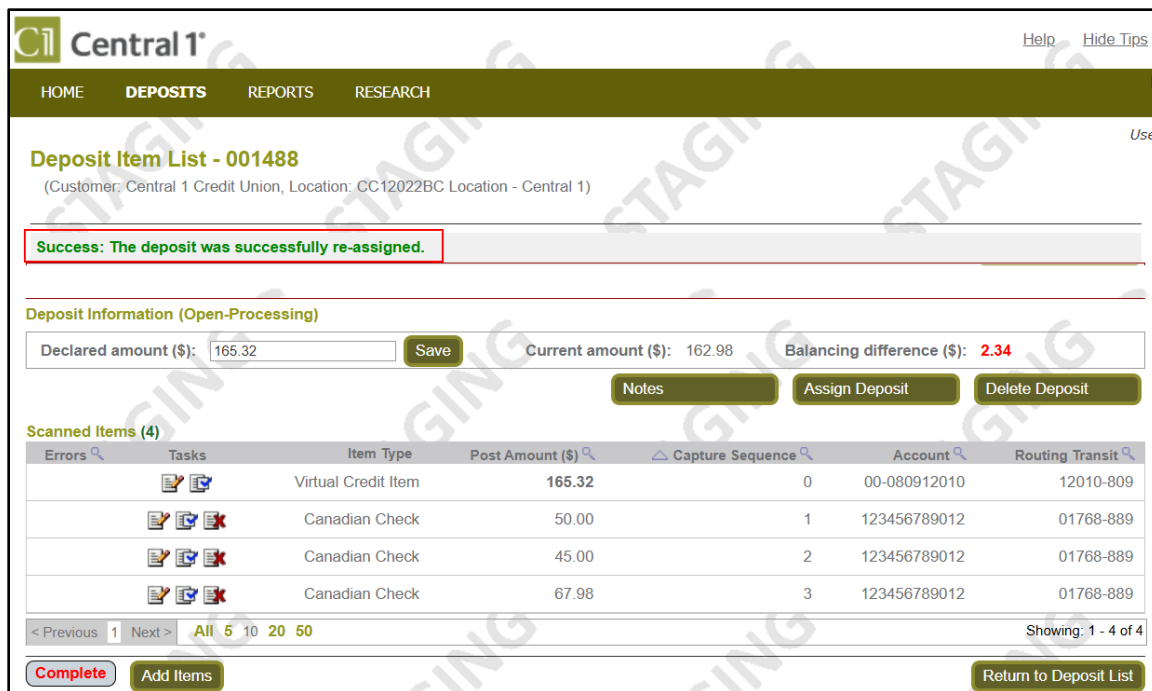


Figure 15.6: Successfully Assigned Deposit

15.3 Managing Aged Open Deposits

Aged Open deposits are deposits that weren't transmitted for processing within 24 hours of their creation and are in an open state. See Chapter 6, Reviewing a Deposit, for a description of deposit states. The Aged Open Deposits tab displays on the top navigation menu when an Aged Open deposit is detected. Only Supervisors (or Supervisors also assigned the Capture User type) can see the Aged Open tab. The tab doesn't display if there are no Aged Open deposits.

Manage Aged Open Deposits as follows:

1. Log into Corporate Capture as described in Section 2.1, Accessing Corporate Capture.
2. Select **Aged Open Deposits**. See Figure 15.7.

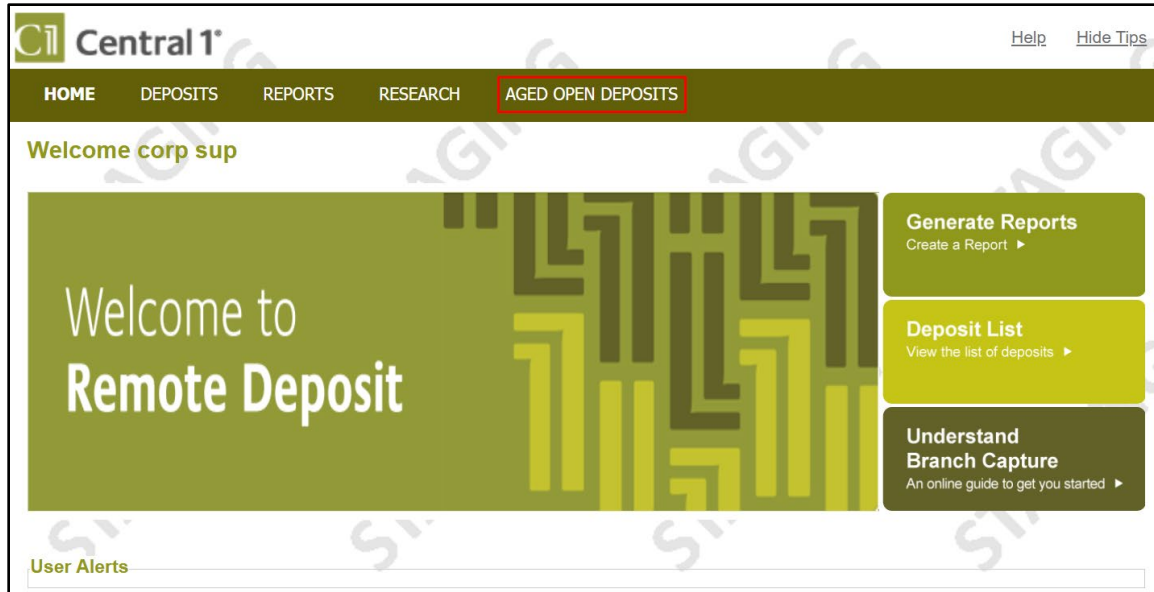


Figure 15.7: Select “Aged Open Deposits”

3. Select the **Edit** icon (pencil) on the appropriate deposit. See Figure 15.8.

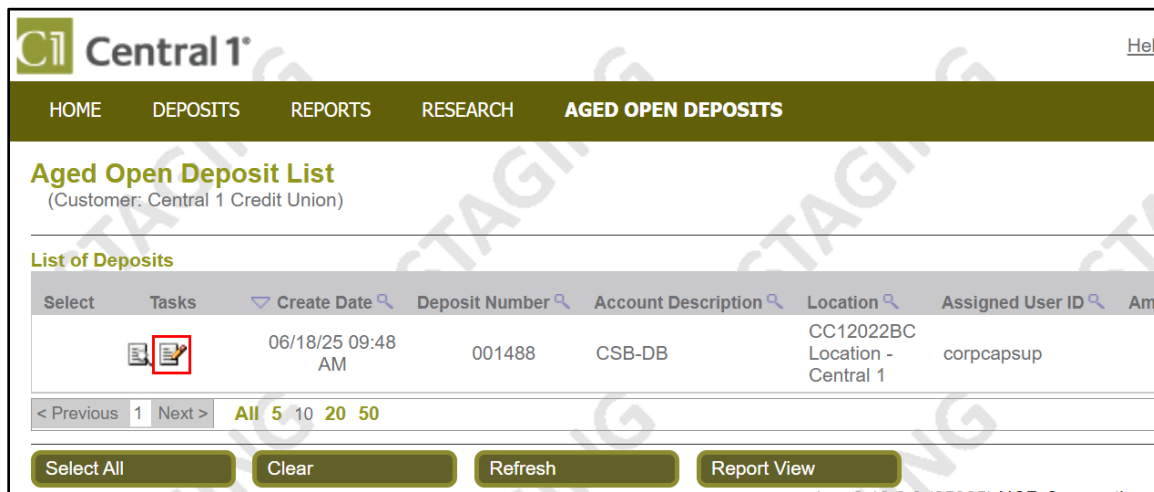


Figure 15.8: Select the Edit Icon

4. Assess the deposit's state to determine the appropriate action. See the following table for guidance.

Important: Verify that items in the Aged Open deposit weren't included in another deposit before proceeding (i.e., the deposit contains suspected duplicate item errors). If so, instruct the user that created the deposit to delete the duplicate items and balance the deposit or delete the deposit, as appropriate. If the user that created the deposit isn't available, assign it to another user to manage. See Section 15.2, Assigning a Deposit, for procedures.

State(s)	Action Required
Open-Processing, Open-Incomplete, or Open-Jammed.	<p>If the deposit should be processed:</p> <ul style="list-style-type: none"> • Have the user who created or is assigned to the deposit resolve outstanding errors and complete the deposit. • Have the appropriate user review and transmit the deposit for processing. <p>If the deposit shouldn't be processed, have the Capture User delete the deposit.</p>
Open-Disapproved	<p>If the deposit should be processed:</p> <ul style="list-style-type: none"> • Have the user who created or is assigned to the deposit re-open the deposit, resolve outstanding errors, and complete the deposit. • Have the appropriate user review and transmit the deposit for processing. <p>If the deposit shouldn't be processed, have the Capture User delete the deposit.</p>
Open-Balanced	<p>If the deposit should be processed:</p> <ul style="list-style-type: none"> • Have the appropriate user review the deposit. If they disapprove it, have the user who created or is assigned to the deposit re-open the deposit, resolve outstanding errors, and complete the deposit. • Have the appropriate user review and transmit the deposit for processing. <p>If the deposit shouldn't be processed, have the Capture User delete the deposit.</p>

16 Reports and Research

16.1 Overview of Reports and Research

This chapter provides procedures for generating deposit reports and using the deposit research function. The available reports are based on your assigned user type(s) as follows:

Note: Deposit information is available in Corporate Capture up to 180 days after processing.

- Capture Users, Analysts, and Supervisors can generate deposit detail reports from the Deposit Item List page or deposit summary reports from the Deposit List page. See Section 16.2, Generating an Image Deposit Items Detail Report, and Section 16.3, Generating a Deposit Summary Report, for more information.
- Supervisors and Analysts (and/or Supervisors and Analysts who are also assigned the Capture User type) can generate custom deposit reports and use the deposit research function. See the related sections in this chapter for procedures.

16.2 Generating an Image Deposit Items Detail Report

An Image Deposit Items Detail report contains an individual deposit's details and reflects the deposit's state at the time the report is generated. For example, if you generate a report before a deposit is transmitted, the report won't include the transmitted date/time.

Capture Users can generate a report for deposits that they create or are assigned. Supervisors or Analysts (and/or Supervisors and Analysts who are also assigned the Capture User type) can generate a report for all deposits at assigned business locations.

Generate an Image Deposit Items Detail Report as follows:

1. Search for and select the appropriate deposit as described in Chapter 11, Searching for and Viewing a Deposit.
2. Select **Report View**. See Figure 16.1.

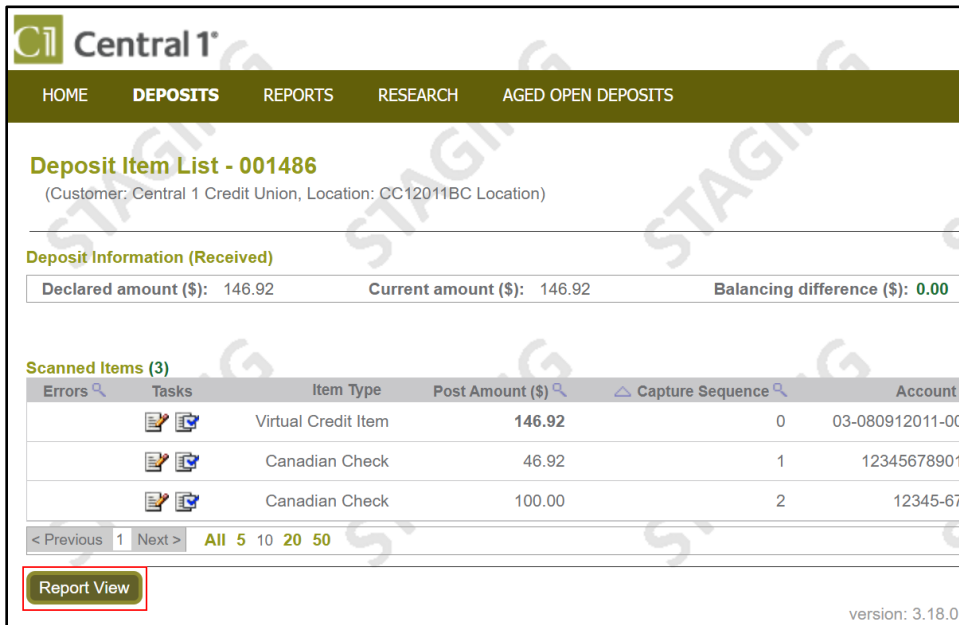


Figure 16.1: Select “Report View”

3. View the report. Select **Print Report** to print it. See Figure 16.2.

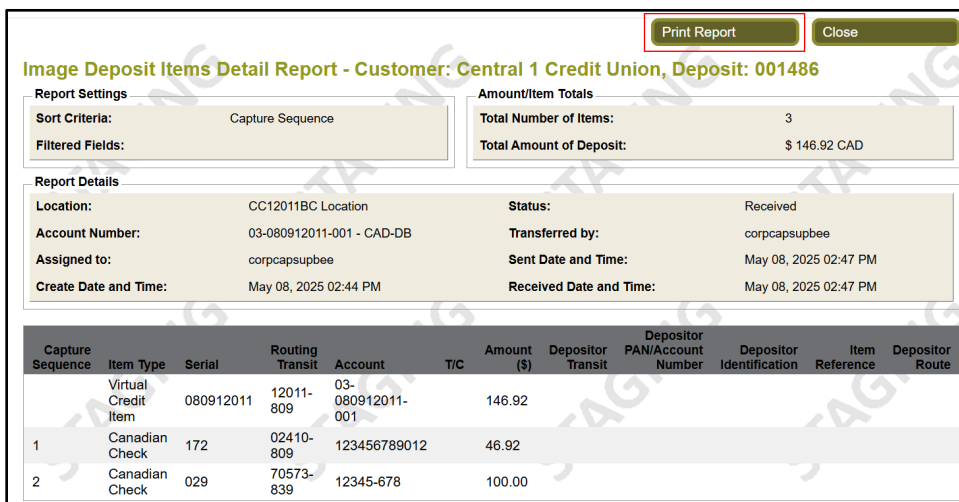


Figure 16.2: View and Print Report

16.3 Generating a Deposit Summary Report

A Deposit Summary report provides a summary list of individual deposits from the Deposit List page.

Capture Users can generate a Deposit Summary Report for all the deposits that they create or are assigned. Supervisors or Analysts (and/or Supervisors and Analysts who are also assigned the Capture User type) can generate a report for all deposits at assigned business locations.

Generate a Deposit Summary Report as follows:

1. Go to the Deposit List page as described in Chapter 11, Searching for and Viewing a Deposit.

Note: Update the “List of Deposits” filter if required. The default is the current date.

2. Select **Report View**. See Figure 16.3.

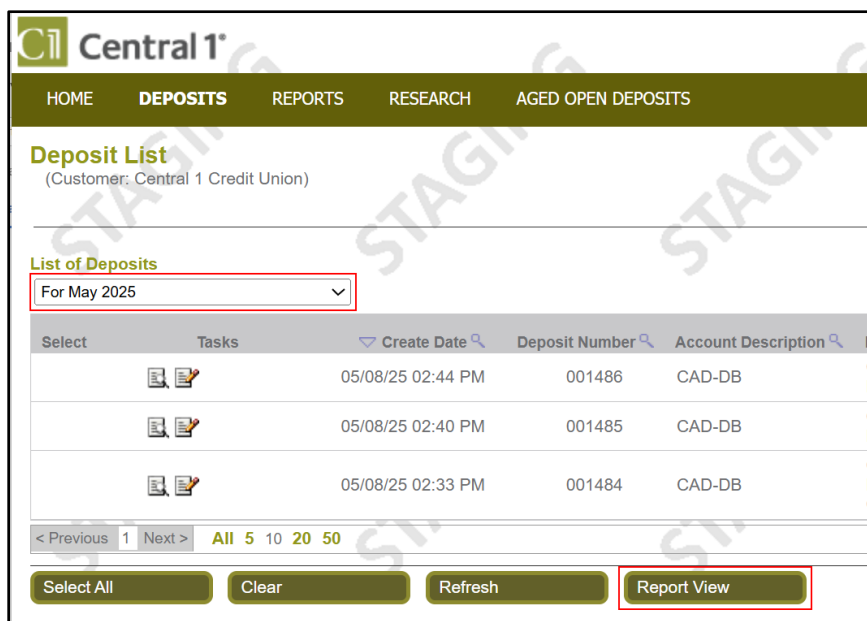


Figure 16.3: Select Report View

3. View the report. Select **Print** to print it. See Figure 16.4.

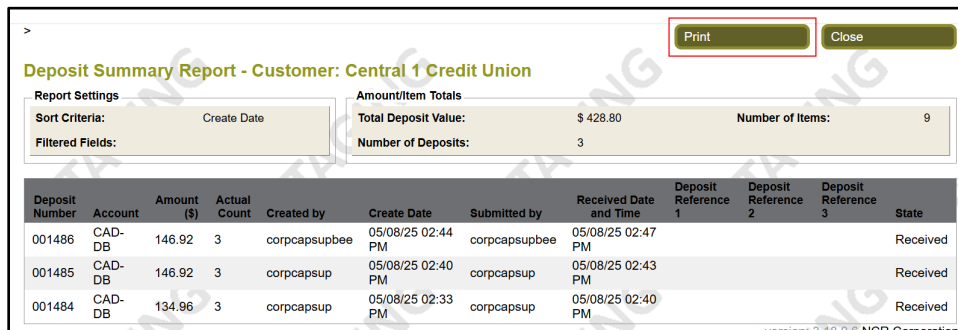


Figure 16.4: Print Report

16.4 Generating a Custom Deposit Details Report

Supervisors and Analysts (and/or Supervisors and Analysts who are also assigned the Capture User type) can generate a custom Deposit Details Report for specific timeframes, locations, and/or deposit states.

Generate a custom Deposit Details report as follows:

1. Log in to Corporate Capture as described in Section 2.1, Accessing Corporate Capture.
2. Select **Reports**. See Figure 16.5.

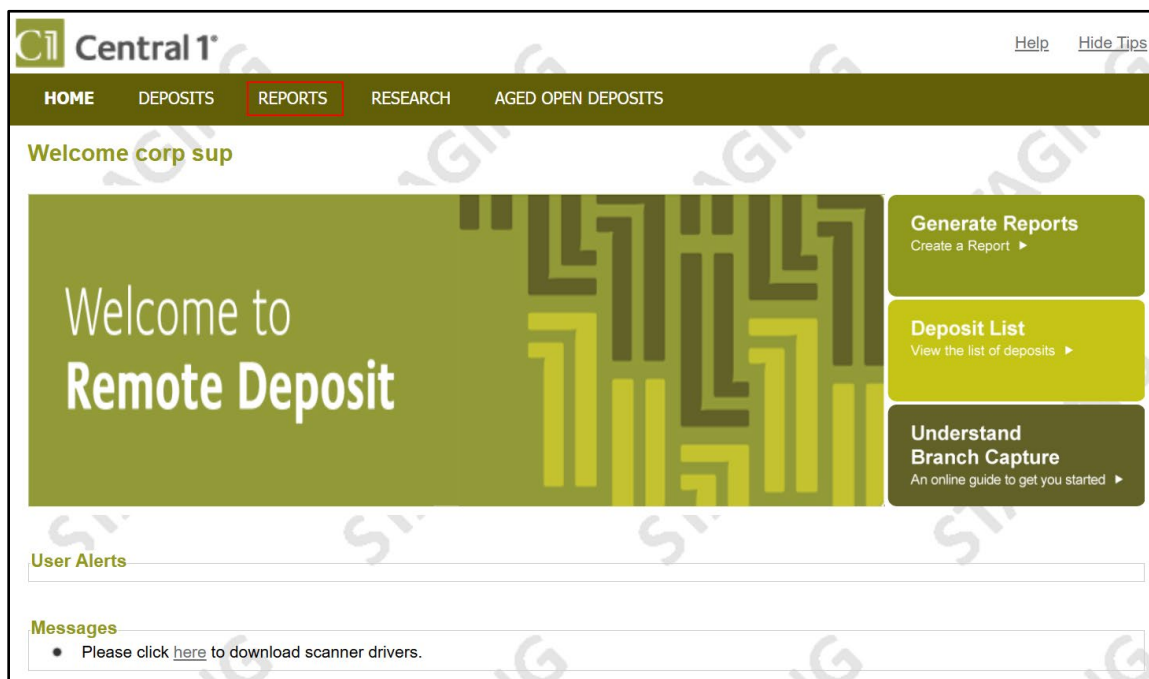


Figure 16.5: Select “Reports”

3. Complete the report options as follows. See Figure 16.6.
 - ① Select **Deposit Details** from the Report drop-down menu.
 - ② Select the appropriate report output type (**DOCX**, **PDF**, or **RTF**).
 - ③ Select the appropriate Date Range Type:
 - **Create Date** – Use if the report must contain deposits in an Open state. See Chapter 6, Reviewing a Deposit, for deposit state descriptions.
 - **Deposit Receipt Date** – Use if the report must contain only transmitted deposits.

Note: The Posting Date filter isn’t applicable and is considered the same as the Receipt Date.
 - ④ Select a valid date range from the “Start date” and “End date” menus.
 - ⑤ Select a location from the Location drop-down menu. If you select **All**, the report includes all business locations and all associated accounts in the same report. The report is sorted by location.

Note: If you select a specific business location, a Bank Account drop-down menu displays. You can select a specific account (e.g., 03-080912345-001 – CAD-DB), or you can select All to include all accounts in the report. Leave the User ID field as “All”.

⑥ Select one of the following states from the Deposit Status drop-down menu:

- Select **All** to include all deposit states.
- Select **Open** to include deposits that haven’t been transmitted.

Note: To include Open deposits, set the Date Range Type option to “Create Date” or you will get an empty report.

- Select **Received** for deposits that are transmitted.

Note: “Transmitting”, “Received Failed”, “Perfected”, or “Perfected Adjusted” are transitory states and don’t apply.

⑦ Ensure that you select **No Images** in the Image drop-down menu. Don’t include item images in reports.

⑧ Leave Capture Source as “All Sources”.

Note: “Mobile” displays in the drop-down menu; however mobile deposit information isn’t available in Corporate Capture.

4. Select **Create Report**.

The screenshot shows the 'Reporting' section of the Central 1 interface. The 'Report Details' form is populated with the following values:

- Report*: Deposit Details (1)
- Report Type*: DOCX (2)
- Date range type*: Create Date (3)
- Start date*: 09 December 2024 12:00 AM (4)
- End date*: 09 December 2024 11:59 PM (4)
- Location: <All> (5)
- Deposit status: Open (6)
- Images: No Images (7)
- Capture source: All Sources (8)

At the bottom of the form, there are 'Create Report' and 'Clear' buttons. Below the form is a 'Report Instances' section.

Figure 16.6: Complete the Deposit Details Report Options

The report request displays in the Report Instances section. If a report successfully generates, the State column for the report request displays as “Completed”. See Figure 16.7. Choose from the following tasks:

① Select the **View** icon (document) to download the report.

- ② Select the **Item History** icon (question mark) to view the report parameters.
- ③ Select the **Delete** icon (red X) to delete the report.

Tasks	Description	Execution Date
	Deposit Details	12/06/24 03:56 PM
	Item Export File	03/31/20 03:18 PM

Figure 16.7: Report Tasks

Note: If there's no data matching the search parameters, the State column for the report request displays as "Empty" and the "View" and "Delete" tasks don't display.

16.5 Generating a Custom Deposit Details by Deposit Number Report

Supervisors and Analysts (and/or Supervisors and Analysts who are also assigned the Capture User type) can generate a custom Deposit Details by Deposit Number report for a specific range of deposit numbers.

Generate a custom Deposit Details by Deposit Number report as follows:

1. Log in to Corporate Capture as described in Section 2.1, Accessing Corporate Capture.
2. Select **Reports**. See Figure 16.8.

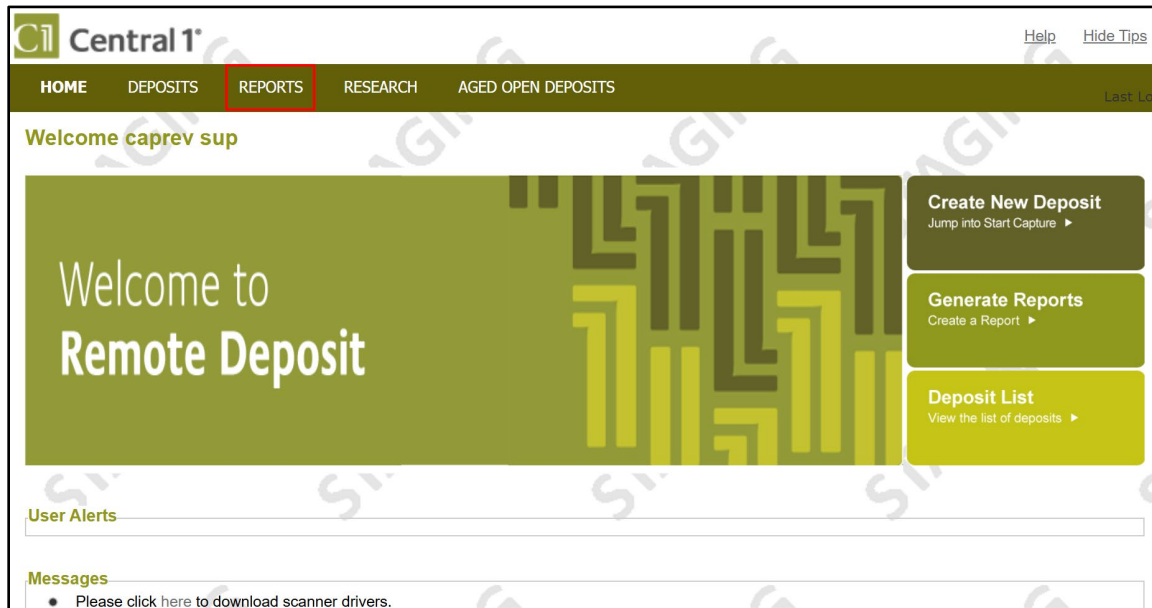


Figure 16.8: Select "Reports"

3. Complete the report options as follows. See Figure 16.9.
 - ① Select **Deposit Details by Deposit Number** from the Report drop-down menu.

- ② Select the appropriate report type (**DOCX**, **PDF**, or **RTF**).
- ③ Enter a range of deposit numbers in the Deposit Number fields.
- ④ Ensure that you select **No Images** in the Image drop-down menu. Don't include images in reports.
- ⑤ Leave Capture Source as "All Sources".

Note: "Mobile" displays in the drop-down menu; however, mobile deposit information isn't available in Corporate Capture.

4. Select **Create Report**.

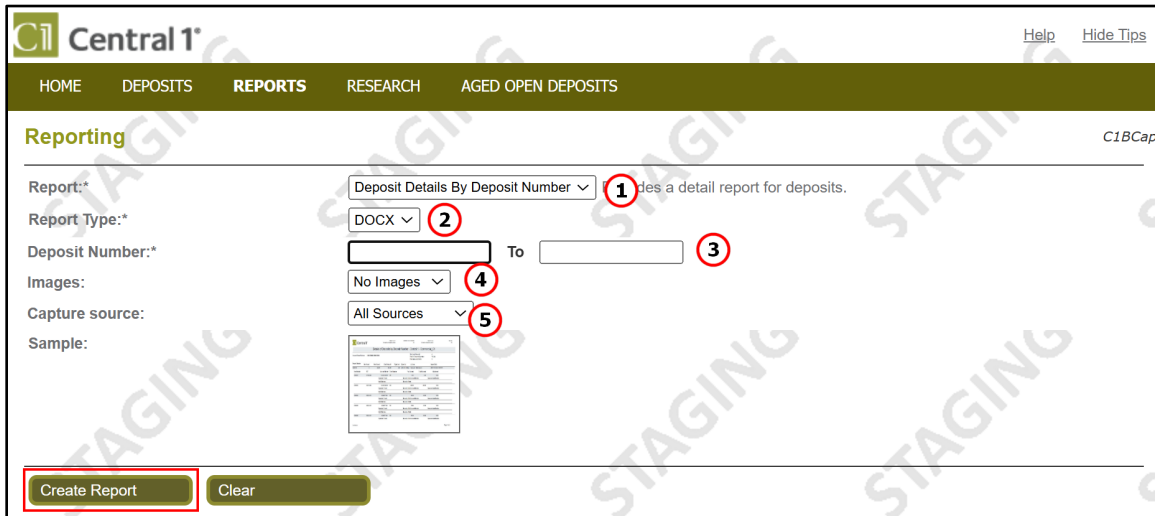


Figure 16.9: Complete the Deposit Details by Deposit Number Report Options

The report request displays in the Report Instances section. If a report successfully generates, the State column for the report request displays as "Completed". See Figure 16.10. Choose from the following tasks:

- ① Select the **View** icon (document) to download the report.
- ② Select the **Item History** icon (question mark) to view the report parameters.
- ③ Select the **Delete** icon (red X) to delete the report.

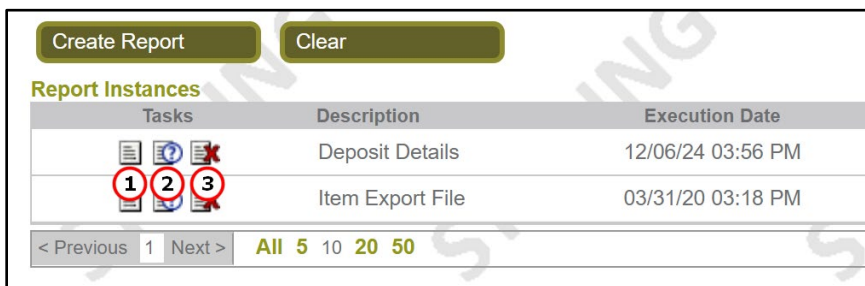


Figure 16.10: Report Tasks

Note: If there's no data matching the search parameters, the State column for the report request displays as "Empty" and the "View" and "Delete" tasks don't display.

16.6 Generating a Custom Deposit Summary Report

Supervisors and Analysts (and/or Supervisors and Analysts who are also assigned the Capture User type) can generate a Deposit Summary report for specific timeframes, locations, and/or deposit states.

Generate a custom Deposit Summary report as follows:

1. Log in to Corporate Capture as described in Section 2.1, Accessing Corporate Capture.
2. Select **Reports**. See Figure 16.11.

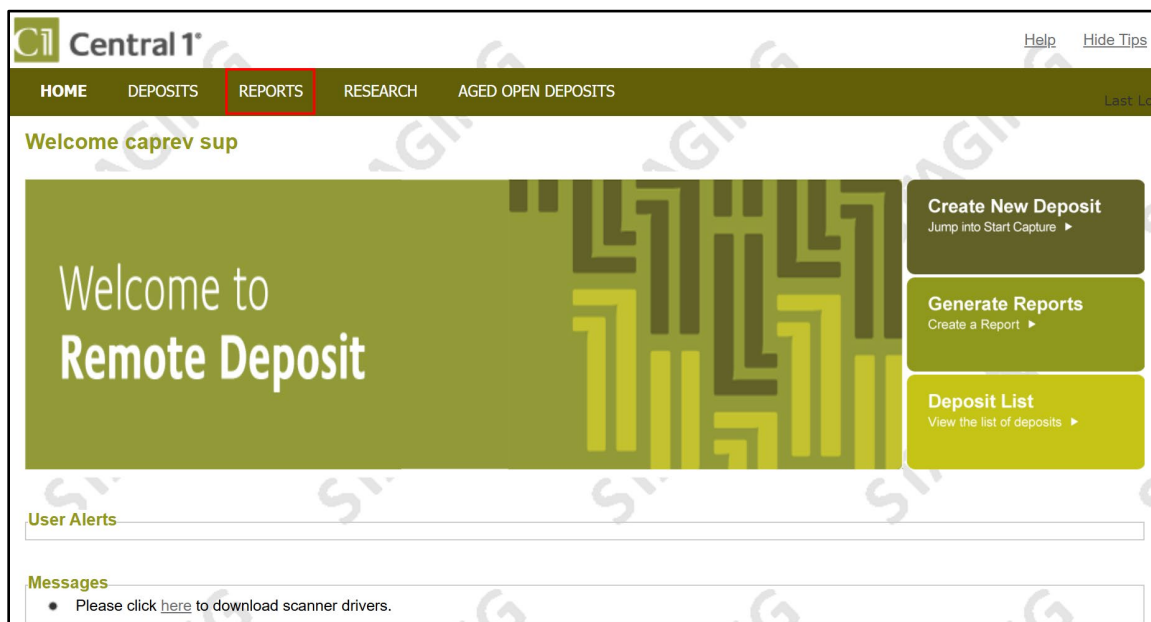


Figure 16.11: Select "Reports"

3. Complete the report options as follows. See Figure 16.12.
 - ① Select **Deposit Summary** from the Report drop-down menu.
 - ② Select the appropriate report output type (**DOCX**, **PDF**, or **RTF**).
 - ③ Select the date range type:
 - **Create Date** – Use if the report must contain deposits in an Open state.
 - **Deposit Receipt Date** – Use if the report must contain only transmitted deposits.

Note: The Posting Date filter isn't applicable and is considered the same as the Receipt Date.
 - ④ Select a valid date range from the "Start date" and "End date" menus.
 - ⑤ Select a location from the Location drop-down menu. If you select **All**, the report includes all business locations and all associated accounts in the same report. The report is sorted by location.

Note: If you select a specific location, a Bank Account drop-down menu displays. You can select a specific account (e.g., 03-080912345-001 – CAD-DB), or you can select **All** to include all accounts in the report. Leave the User ID field at “All”.

⑥ Select one of the following states from the “Deposit status” drop-down menu:

- Select **All** to include all deposit states.
- Select **Open** to include deposits that have not been transmitted.

Note: To include Open deposits, set the “Date range type” option to “Create Date” or you will get an empty report.

- Select **Received** for deposits that are transmitted.

Note: “Transmitting”, “Received Failed”, “Perfected”, or “Perfected Adjusted” don’t apply.

⑦ Ensure that you select **No Images** in the Image drop-down menu. Don’t include images in reports.

4. Select **Create Report**.

The screenshot shows the 'Reporting' section of the Central 1 interface. The form includes the following fields and options:

- Report:** Deposit Summary (1)
- Report Type:** DOCX (2)
- Date range type:** Create Date (3)
- Start date:** 09 December 2024 12:00 AM (4)
- End date:** 09 December 2024 11:59 PM (4)
- Location:** <All> (5)
- Deposit status:** <All> (6)
- Capture source:** All Sources (7)
- Sample:** [Thumbnail image]

At the bottom of the form, there are two buttons: **Create Report** (highlighted with a red box) and **Clear**.

Figure 16.12: Complete the Deposit Summary Report Options

The report request displays in the Report Instances section. If a report successfully generates, the State column for the report request displays as “Completed”. See Figure 16.13. Choose from the following tasks:

- ① Select the **View** icon (document) to download the report.
- ② Select the **Item History** icon (question mark) to view the report parameters.
- ③ Select the **Delete** icon (red X) to delete the report.

Tasks	Description	Execution Date
	Deposit Details	12/06/24 03:56 PM
	Item Export File	03/31/20 03:18 PM

Figure 16.13: Report Tasks

Note: If there’s no data matching the search parameters, the State column for the report request displays as “Empty” and the View and Delete tasks don’t display.

16.7 Using the Research Function

The research function allows Supervisors and Analysts (and/or Supervisors and Analysts who are also assigned the Capture User type) to search for Corporate Capture deposit items and generate customized item research reports. Search results that users generate using the Corporate Capture research function are only available during the current session. Once you log out of Corporate Capture, the search results are deleted.

You can download or print a report of the research results from either the Item Research – Query page or from the Item Research – Stored Results page. See the related subsection(s) in this section.

16.7.1 Researching Corporate Capture Items

Research Corporate Capture Items as follows:

1. Log in to Corporate Capture as described in Section 2.1, Accessing Corporate Capture.
2. Select **Research**. See Figure 16.14.

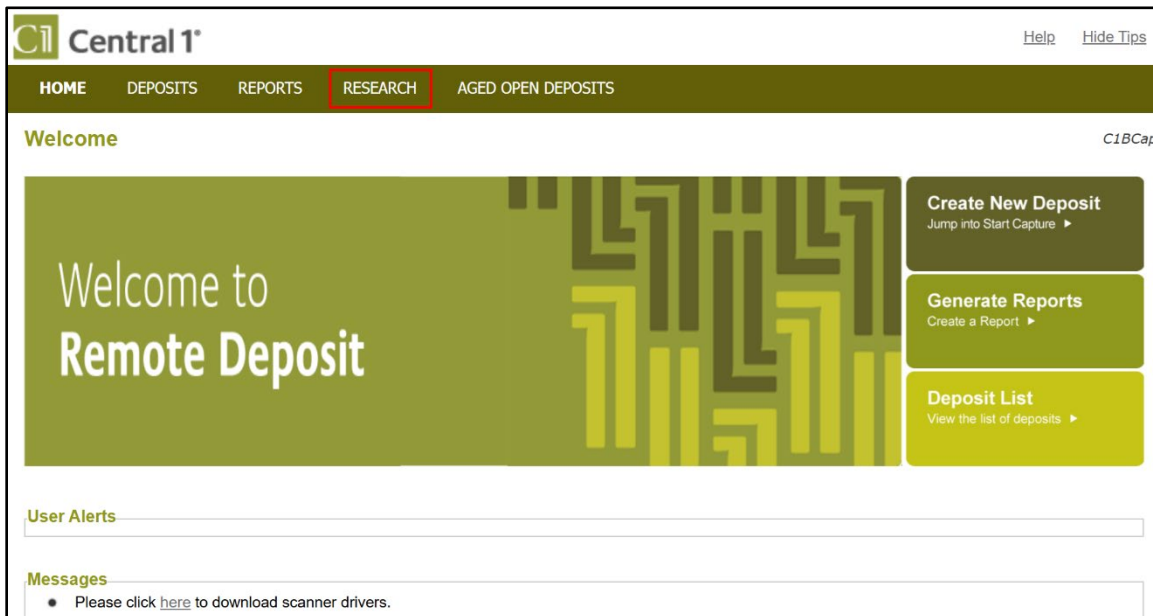


Figure 16.14: Select “Research”

- Enter search criteria, then select **Search**. See Figure 16.15. You can select up to five different search elements. Depending on the criteria that you select, you may need to complete additional fields in the Values column (e.g., if you select “Deposit Date”, you must enter a date range).

Note: Select **Clear** to remove the selected search criteria and start over.

The screenshot shows the 'Item Research - (Query)' page in the Central 1 system. The navigation bar includes HOME, DEPOSITS, REPORTS, RESEARCH, and AGED OPEN DEPOSITS. The main heading is 'Item Research - (Query)'. Below this, there is a search form with two columns: 'Search Criteria:' and 'Values:'. The 'Search Criteria:' column has four dropdown menus, with the first one set to 'Deposit Date'. The 'Values:' column contains a date range: '09 December 2024 12:00 AM to 09 December 2024 11:59 PM'. Below the date range is a 'Deposit Status' dropdown set to 'Open'. There are three more 'Select Criteria...' dropdowns. At the bottom of the form are 'Search' and 'Clear' buttons.

Figure 16.15: Enter Search Criteria

- View the search results. A maximum of 1000 deposit items display. Use the page navigation to view additional results. See Figure 16.16.

Note: Modify the search criteria to reduce the number of results, if necessary. Select **Clear List** to remove the search results.

The screenshot shows the search results table. The search criteria are the same as in Figure 16.15, but the date range is now '09 January 2024 12:00 AM to 09 December 2024 11:59 PM'. The table has columns for 'Select', 'Stored', 'Tasks', 'State', 'Item Type', 'Difference', and 'Amount'. There are six rows of results. The first row is a 'Virtual Credit Item' with a difference of 0.00. The following five rows are 'Canadian Check' items, each with a 'Recognition Complete' task and a difference of 0.00. Below the table is a pagination control showing '< Previous 1 Next >' and 'All 5 10 20 50'. At the bottom, there are buttons for 'Select All', 'Clear List', 'Create Report', 'Add to Stored Results', and a link for 'Go to Stored Results'.

Select	Stored	Tasks	State	Item Type	Difference	Amount
<input type="checkbox"/>				Virtual Credit Item	0.00	
<input type="checkbox"/>			Recognition Complete	Canadian Check	0.00	
<input type="checkbox"/>				Virtual Credit Item	0.00	
<input type="checkbox"/>			Recognition Complete	Canadian Check	0.00	
<input type="checkbox"/>			Recognition Complete	Canadian Check	0.00	
<input type="checkbox"/>			Recognition Complete	Canadian Check	0.00	

Figure 16.16: Research Results

Preview an item from your research results as follows:

- Select the Preview icon. The front image of the item displays on the query results page. See Figure 16.17.

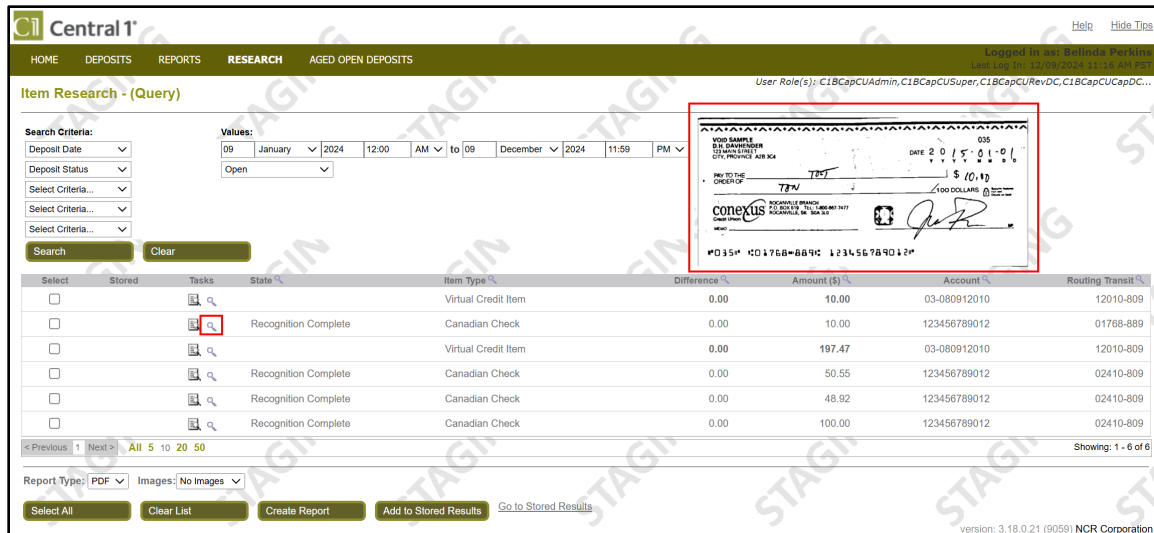


Figure 16.17: Select the Preview Icon

View the item and the related deposit as follows:

- Select the **View** icon (magnifying glass) on the appropriate item. See Figure 16.18.

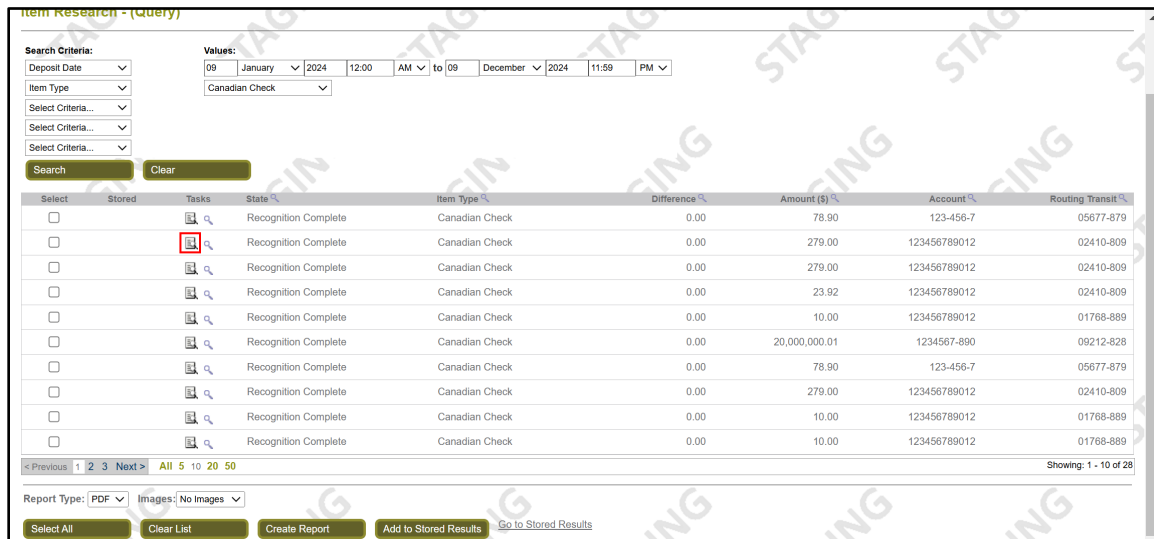


Figure 16.18: Select the View Icon

5. View the item and related deposit. Select **Return to Research** to go back to the query page. See Figure 16.19.

Central
Edit Item - Capture Sequence 1

Canadian Check

VOID SAMPLE
D.H. DAVHENDER
123 MAIN STREET
CITY, PROVINCE A2B 3C4

DATE 2017 01 23
Y Y Y Y M M D D

0186

PAY to the order of TWO HUNDRED SEVENTY NINE \$ 279.00

100 DOLLARS

coastcapital SAVINGS
JAMES BAY BRANCH
220 MAIN ST STREET (250) 483-8480
VICTORIA, B.C. V8V 2G6

VOID SAMPLE
D.H. DAVHENDER

RE

⑆000186⑆ ⑆02410⑉809⑆ ⑆123456789012⑆ 279.00

Serial	Routing Transit	Account	Amount (\$)	T/C
000186	02410-809	123456789012	279.00	

Depositor PAN/Account Number
#####

Item Reference
#####

2 of 2 View History

Return to Item Research

Figure 16.19: View the Deposit Item and Deposit

16.7.2 Generating Research Reports

You can create a report from search results or add multiple queries together to create a report using the Stored Results option.

Generating a Research Report from Search Results

Create a report from search results as follows. See Figure 16.20.

- ① Select the check box next to each item you want to include in the report. Alternatively, choose **Select All**.
- ② Select the appropriate report output type (**CSV**, **PDF**, **RTF**, or **XLS**).
- ③ Ensure that you select **No Images** in the Images drop-down menu. Don't include images in reports.
- ④ Select **Create Report**. Depending on your browser type, you may need to save the report, or it may download automatically. See Figure 16.21 for a sample PDF report.

Select	Stored	Tasks	State	Item Type	Difference
<input type="checkbox"/>				Virtual Credit Item	0.00
<input checked="" type="checkbox"/>			Recognition Complete	U.S. Business Check	0.00
<input checked="" type="checkbox"/>				Virtual Credit Item	0.00
<input checked="" type="checkbox"/>			Recognition Complete	Canadian Check	0.00
<input checked="" type="checkbox"/>				Virtual Credit Item	0.00
<input type="checkbox"/>			Recognition Complete	Canadian Check	0.00
<input type="checkbox"/>				Virtual Credit Item	0.00
<input type="checkbox"/>			Recognition Complete	Canadian Check	0.00
<input type="checkbox"/>				Virtual Credit Item	0.00
<input type="checkbox"/>			Recognition Complete	Canadian Check	0.00

< Previous 1 2 3 4 5 6 Next > All 5 10 20 50

Report Type: PDF pages: No Images

Select All Clear List Create Report Add to Stored Results Go to Stored Results

Figure 16.20: Create a Report from Search Results

Report run on: 12/09/2024 03:48 PM PST
 Deposit Date: 10/09/2024 12:00 AM PDT to 12/09/2024 11:59 PM PST

Report run by: caprev sup

Item Research - Central 1 Credit Union

Account Name/Number: CSB-DB/00-080912010

Account Currency: CAD

Deposit Number	Location	Item Number	R/T	Account Number	Check Number	Post Amount
0001415	Vancouver	0000000	12010-809	00-080912010		279.00
0001415	Vancouver	0000001	02410-809	123456789012	000186	279.00
Depositor Transit		Depositor PAN/Account Number	Depositor Identification	Item Reference		
Depositor Route						

Account Name/Number: CAD-DB/03-080912010

Account Currency: CAD

Deposit Number	Location	Item Number	R/T	Account Number	Check Number	Post Amount
0001412	Vancouver	0000000	12010-809	03-080912010		78.90
0001412	Vancouver	0000001	05677-879	123-456-7	076	78.90
Depositor Transit		Depositor PAN/Account Number	Depositor Identification	Item Reference		
Depositor Route						

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Figure 16.21: Sample PDF Report

Generating a Research Report from Stored Results

Use Stored Results to add multiple queries together to create a report as follows:

1. Enter search criteria as previously described.
2. Select the check box next to each item that you want to include in the report, then select **Add to Stored Results**. See Figure 16.22.

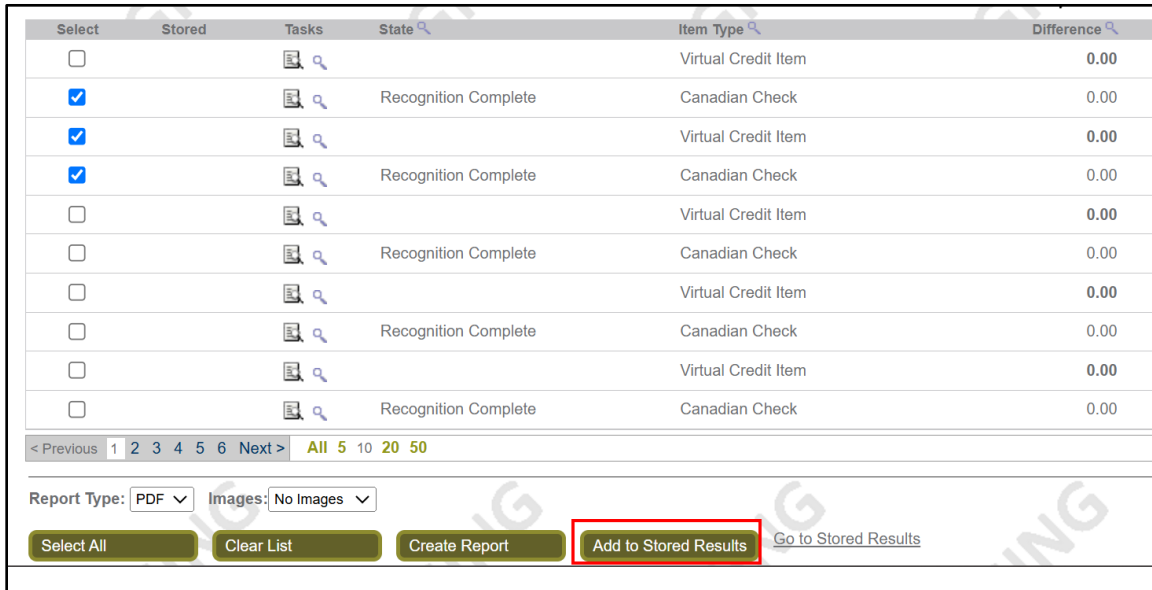


Figure 16.22: Select “Add to Stored Results”

3. Repeat the previous steps until you’ve selected all items to include in the report, then select **Go to Stored Results**. See Figure 16.23.

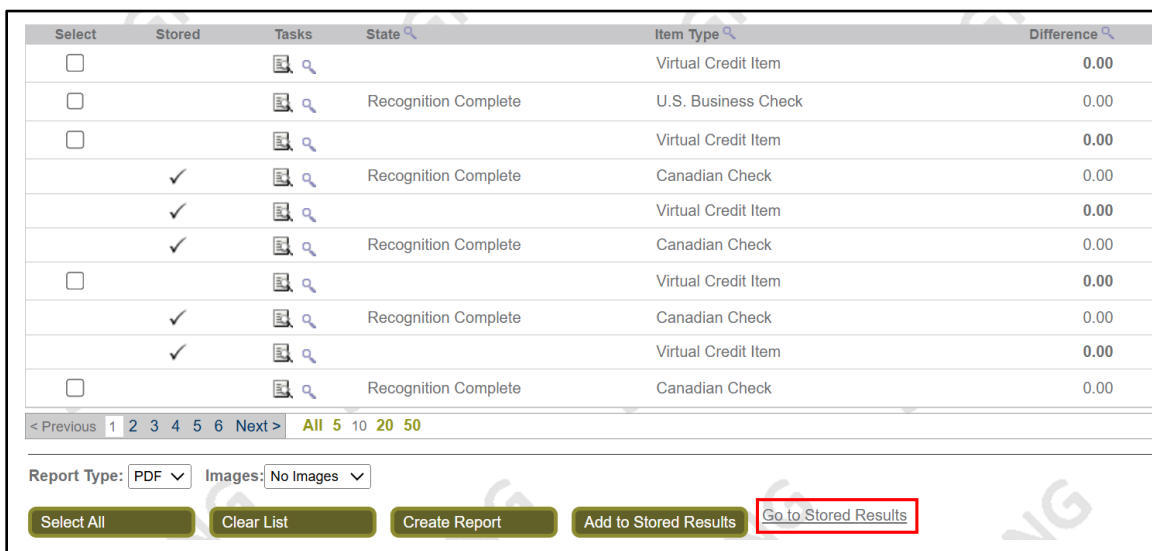


Figure 16.23: Select “Go to Stored Results”

Generate the report from stored results as follows. See Figure 16.24.

- 1 Select the check box next to each item that you want to include in the report. Alternatively, choose **Select All**.

Note: To remove an item from stored results, select the check box next to the appropriate item, then select **Remove from Results**.

- 2 Select the appropriate report output type (**CSV, PDF, RTF, or XLS**).
- 3 Ensure you select **No Images** in the Images drop-down menu. Don't include images in reports.
- 4 Select **Create Report**. Depending on your browser, you may need to save the report, or it may download automatically. See Figure 16.25 for a sample PDF report.

Note: Select **Return to Query** to go back to your search.

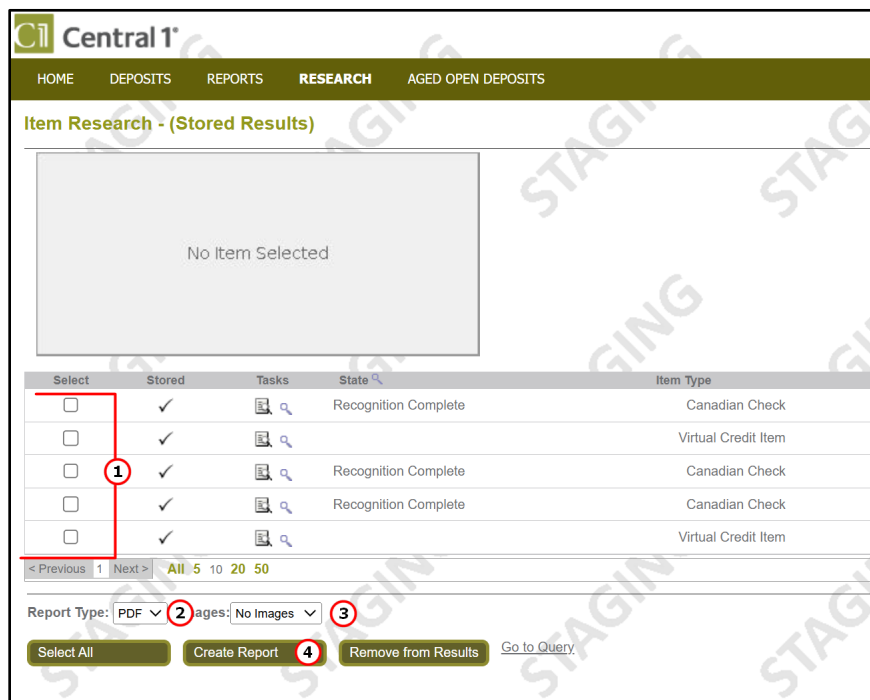


Figure 16.24: Generate a Report from Stored Results

Report run on: 12/09/2024 03:48 PM PST
 Deposit Date: 10/09/2024 12:00 AM PDT to 12/09/2024 11:59 PM PST
 Report run by: caprev sup

Central 1*

Item Research - Central 1 Credit Union

Account Name/Number: CSB-DB/00-080912010
 Account Currency: CAD

Deposit Number	Location	Item Number	R/T	Account Number	Check Number	Post Amount
0001415	Vancouver	0000000	12010-809	00-080912010		279.00
0001415	Vancouver	0000001	02410-809	123456789012	000186	279.00
Depositor Transit		Depositor PAN/Account Number	Depositor Identification	Item Reference		
Depositor Route						

Account Name/Number: CAD-DB/03-080912010
 Account Currency: CAD

Deposit Number	Location	Item Number	R/T	Account Number	Check Number	Post Amount
0001412	Vancouver	0000000	12010-809	03-080912010		78.90
0001412	Vancouver	0000001	05677-879	123-456-7	076	78.90
Depositor Transit		Depositor PAN/Account Number	Depositor Identification	Item Reference		
Depositor Route						

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Figure 16.25: Sample PDF Report

17 Deposit Item Storage Best Practices

To prevent scanning items twice in error, scanned cheques must be clearly marked and kept separate from cheques that haven't been scanned. You must also ensure that items processed in Corporate Capture are stored and destroyed securely.

Important: Follow your financial institution's storage and destruction policies and procedures.

Some best practices include, but aren't limited to, the following:

- Bundle scanned cheques and record the following on the tape listing:
 - “scanned”
 - the Corporate Capture deposit number
 - the deposit date on the deposit's tape listing
- Consider printing an Image Deposit Items Details Report to bundle the original deposit items for storage. Wrap the bundle with the date displayed on top to help identify a deposit and retrieve original items for rescanning (if needed). See Section 16.2, Generating an Image Deposit Item Detail Report, for procedures.

Note: To include information pertaining to the deposit date, time, and received status on the report, the report must be printed by the Capture User after the deposit has been transmitted.

- Consolidate all scanned deposits at the end of each business day and store them securely in date order. Sorting deposits by date assists in retrieving and/or destroying items by the required date.
- Consider printing a Deposit Summary Report to bundle deposits for storage if you have more than one per day. Wrap the bundle with the date displaying on top to help identify a business day's deposits and retrieve original items for destruction (or rescanning if applicable). See Section 16.3, Generating a Deposit Summary Report, for procedures.
- Store deposit items in a secure location and restrict who has access to them. Follow your financial institution's storage and destruction policies and procedures.
- As per Payments Canada CPA Rule A10, Image Rule, cheques cleared by image must be destroyed within 120 calendar days after they are negotiated. When the items are destroyed, ensure that they are destroyed securely (e.g., using a cross-cut paper shredder or a third party service provider). Follow your financial institution's storage and destruction policies and procedures.

18 Scanner Maintenance and Troubleshooting

18.1 Accessing the Scanner Diagnostic Tool

The scanner diagnostic tool allows you to initialize and test scanner connectivity, clean the scanner, and troubleshoot scanner issues. You can also generate scanner driver logs when requested by your financial institution, if you require support. See the related sections in the chapter for specific procedures.

Tip: Initialize your scanner after installing or updating your scanner driver and before creating a deposit. This ensures that your scanner and computer are interacting properly. The computer, USB port, or scanner can go into standby mode if unused for a while. See Section 18.4, Initializing and Testing Scanner Connectivity, for procedures.

Access the scanner diagnostic tool as follows:

1. Go to <http://localhost/pptcdrvrdiag>.
2. Alternatively, go to the computer's start menu, then select **All > Passport Web Edition Client > WebClient Diagnostics**.

18.2 Scanner Cleaning and Maintenance

Dirt, ink, and dust in the scanner track and rollers affect image quality, scanner performance, and reliability. Regular scanner cleaning and maintenance is critical to capture clear and legible images. Failure to do so may result in scanner jams, deposit errors, and/or illegible images that can be dishonoured by a financial institution.

We recommend cleaning your scanner weekly. Only use authorized cleaning supplies. Using unauthorized cleaning supplies may result in scanner damage, document damage, repair fees from your scanner service provider, and may void your scanner's warranty. Refer to your scanner's user manual for maintenance instructions.

Use the Passport Web Edition Client cleaning cycle with an authorized scanner cleaning card as follows:

1. Open the scanner diagnostic tool as described in Section 18.1, Accessing the Scanner Diagnostic Tool.

- Put the cleaning card in the scanner input tray, then select **Clean Scanner**. See Figure 18.1. Follow your scanner's cleaning instructions.

NCR Passport Web Edition Client Diagnostic

Summary Info:

Driver Version:	03.24.00.04
Transport ID:	2850
Receipt Printer Port:	Not Found
Receipt Printer Model:	Unknown
Log File Name:	[None]
Driver Http Svr:	Port 80 functioning
Driver Https Svr:	Port 443 functioning
Driver Process ID:	9452

[\[Initialize Scanner\]](#)
[\[Print Test Receipt\]](#)
[\[Stop Debug Monitor\]](#)
[\[Save Logs\]](#)
[\[End Deposit Client side for Diagnostics - Log off application first.\]](#)
[\[Shutdown Scanner - Log off application first \(Takes 30 seconds\).\]](#)
[\[MicrFont : E13B \(Toggle Font\).\]](#)
[\[Clean Scanner\]](#)

**Firefox needs a manual certificate install to work with Web Client Driver for each user.
Can be used for IE and Chrome if automatic install failed**
[\[Install Driver HTTPS Certificate\]](#)

Figure 18.1: Passport Web Edition Client Cleaning Cycle

18.3 Locating Your Scanner Driver Version Number

You may be asked by your financial institution's support personnel to provide your current scanner driver version number if you require support.

Locate your current scanner driver version number as follows:

- Open the scanner diagnostic tool as described in Section 18.1, Accessing the Scanner Diagnostic Tool.
- View the scanner driver version number on the NCR Passport Web Edition Client Diagnostic page. See Figure 18.2.

← → ↻ 🏠 127.0.0.1/pptcdrvrdiag

NCR Passport Web Edition Client Diagnostic

Summary Info:

Driver Version:	03.24.00.04
Transport ID:	2850
Receipt Printer Port:	Not Found
Receipt Printer Model:	Unknown
Log File Name:	[None]
Driver Http Svr:	Port 80 functioning
Driver Https Svr:	Port 443 functioning
Driver Process ID:	20240

[\[Initialize Scanner\]](#)
[\[Print Test Receipt\]](#)
[\[Stop Debug Monitor\]](#)
[\[Save Logs\]](#)
[\[End Deposit Client side for Diagnostics - Log off application first \]](#)
[\[Shutdown Scanner - Log off application first \(Takes 30 seconds\).\]](#)
[\[MicrFont : E13B \(Toggle Font\).\]](#)
[\[Clean Scanner\]](#)

Firefox needs a manual certificate install to work with Web Client Driver for each user.
Can be used for IE and Chrome if automatic install failed
[\[Install Driver HTTPS Certificate\]](#)

Figure 18.2: Locate the Driver Version Number

18.4 Initializing and Testing Scanner Connectivity

Initialize your scanner and test your scanner's connectivity as follows:

1. Open the scanner diagnostic tool as described in Section 18.1, Accessing the Scanner Diagnostic Tool.
2. Select **Initialize Scanner**. See Figure 18.3.

NCR Passport Web Edition Client Diagnostic

Summary Info:

Driver Version: 03.24.00.04
Transport ID: 2850
Receipt Printer Port: Not Found
Receipt Printer Model: Unknown
Log File Name: [\[None\]](#)
Driver Http Svr: Port 80 functioning
Driver Https Svr: Port 443 functioning
Driver Process ID: 9452

[\[Initialize Scanner\]](#)

[\[Print Test Receipt\]](#)

[\[Stop Debug Monitor\]](#)

[\[Save Logs\]](#)

[\[End Deposit Client side for Diagnostics - Log off application first.\]](#)

[\[Shutdown Scanner - Log off application first \(Takes 30 seconds\).\]](#)

[\[MicrFont : E13B.\(Toggle Font\).\]](#)

[\[Clean Scanner\]](#)

Firefox needs a manual certificate install to work with Web Client Driver for each user.
Can be used for IE and Chrome if automatic install failed

[\[Install Driver HTTPS Certificate\]](#)

Figure 18.3: Initialize Scanner

3. Verify that the **Scanner Initialization STATUS_SUCCESS** message displays. If not, see Section 18.5, Resolving Scanner Initialization Error Messages, for procedures.
4. Put a cheque in the scanner input tray.
5. Select **Get Next Cheque**. See Figure 18.4.

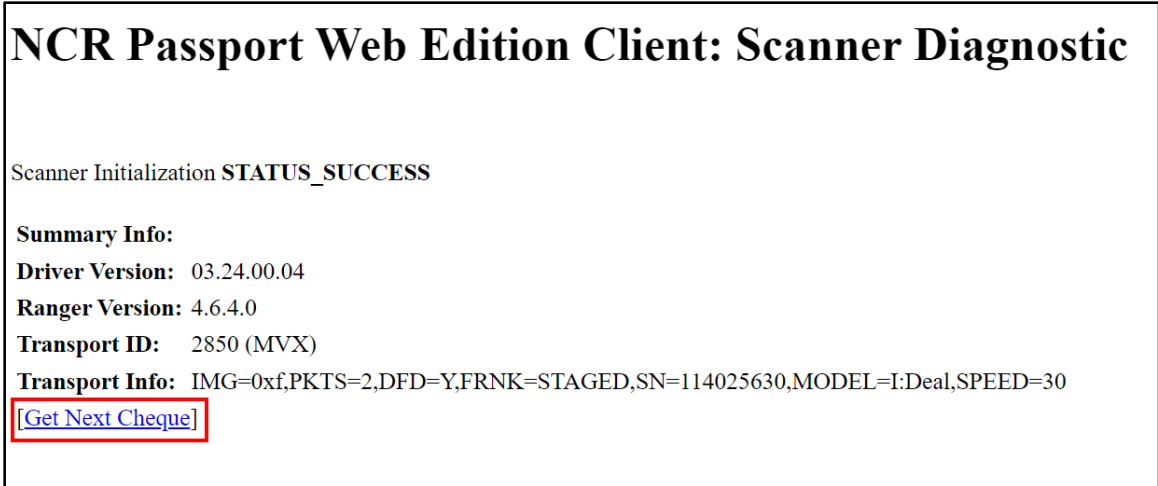


Figure 18.4: Status Success

6. Verify that the Code Line MICR information read by the system matches the cheque's MICR. See Figure 18.5.

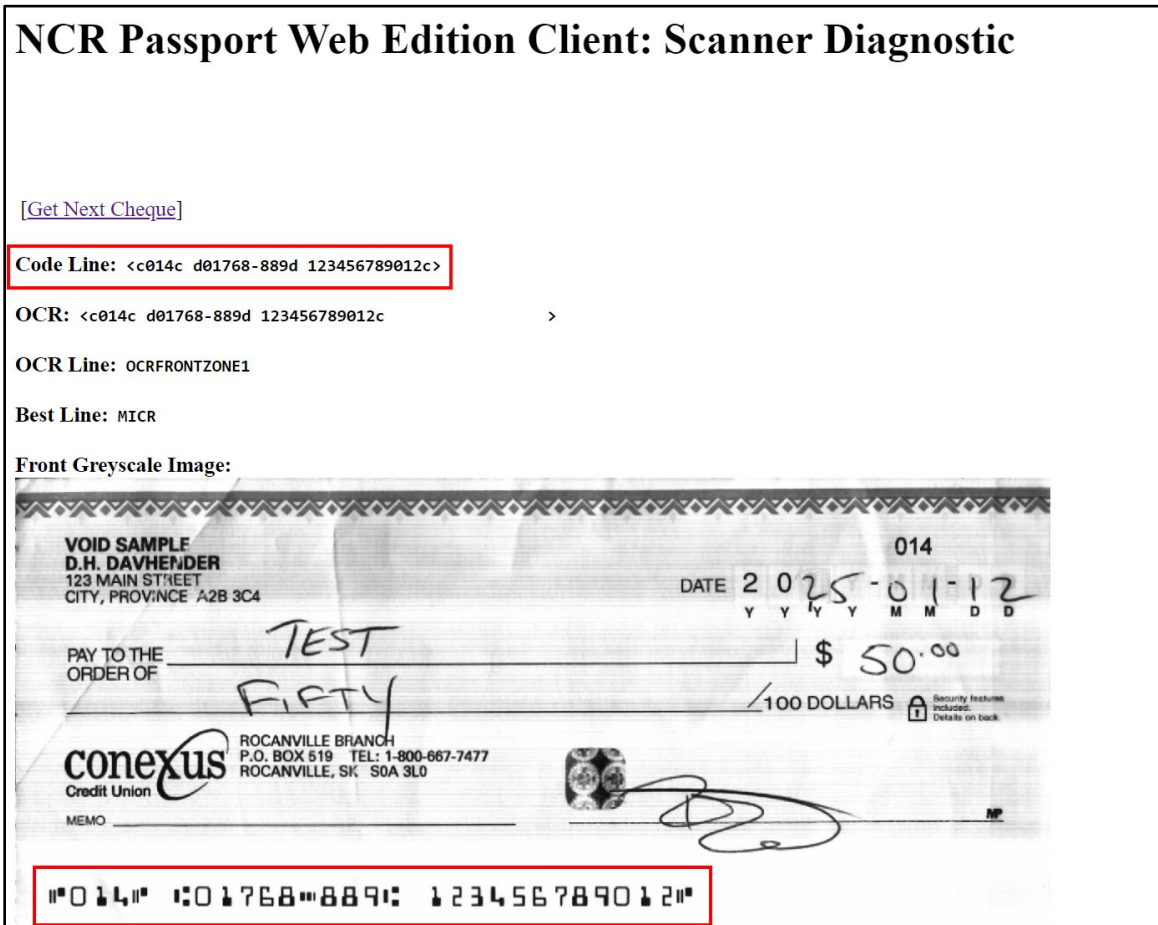


Figure 18.5: Captured MICR

18.5 Resolving Scanner Initialization Error Messages

This section provides information and procedures to resolve specific scanner initialization error messages when testing your scanner connectivity.

- **Status Ranger Timeout** – Indicates a cheque wasn't loaded in the scanner input tray prior to selecting **Get Next Cheque**.
 - Place a cheque in the scanner input tray, then select **Get Next Cheque**.
- **Deposit in Progress** – Indicates an active deposit session is open.
 - Delete the current deposit and initialize the scanner again.
- **Scanner_Transport Off** – Indicates the computer and the scanner aren't communicating.
 - Verify the scanner power source is plugged in and the scanner is on.
 - Verify the USB cable is plugged in to the scanner and an available (2.0) USB (or greater) port on the computer.
 - Verify that you installed the Corporate Capture driver before plugging the scanner in to the computer. If you plug the scanner in to the computer before installing the Corporate Capture driver, Windows default drivers will install, and you won't be able to scan your deposits.
 - If the scanner can't be initialized, restart the computer.

See Section 18.7, Resolving a Scanner Transport Off Error, for more information.

18.6 Resolving Scanner Jams

Scanner jams occur when items get caught in the scanner's track or the scanner detects a double feed. If the scanner detects a jam or double feed, the following error message displays on the Deposit Item List page: "Transport Problem: The hopper is jammed".

Resolve a scanner jam as follows:

1. Search for and select the appropriate deposit as described in Chapter 11, Searching for and Viewing a Deposit.
2. Select **Recover** on the Deposit Item List page. See Figure 18.6.

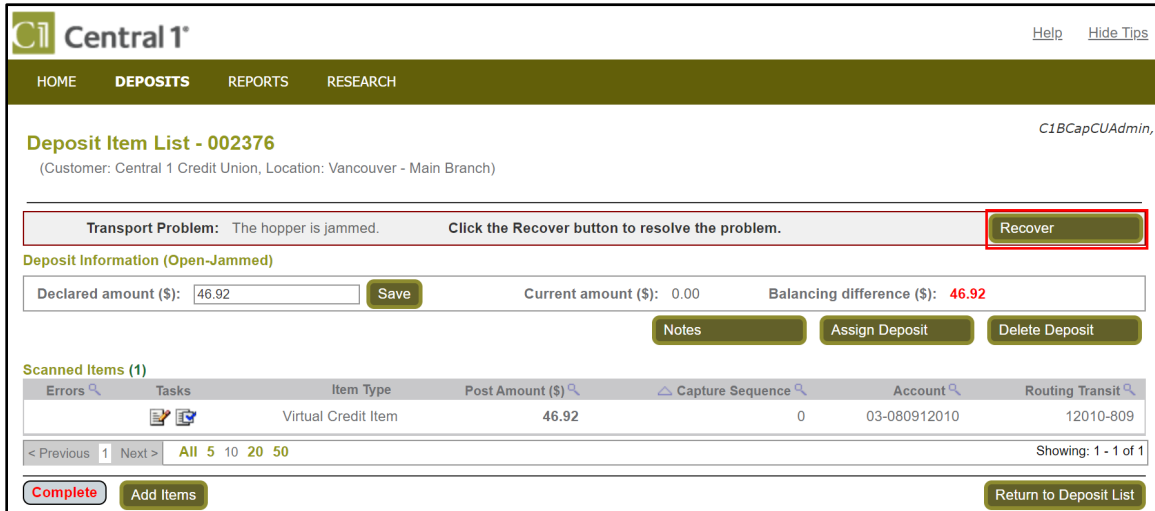


Figure 18.6: Recovering a Jammed Deposit

3. Review the error message, then recover the deposit as follows. See Figure 18.7.
 - Remove all items from the scanner’s track and the input tray. If an item is stuck in the scanner, follow your scanner model’s instructions to access the document track.
 - Inspect the items for damage. Smooth out wrinkled items and repair with clear tape if necessary.
 - Organize the items and start the bundle with the item after the last successfully captured item that was displayed on screen. Put the item(s) in the scanner input tray.
4. Select **Restart Scanner** to scan the remaining items.

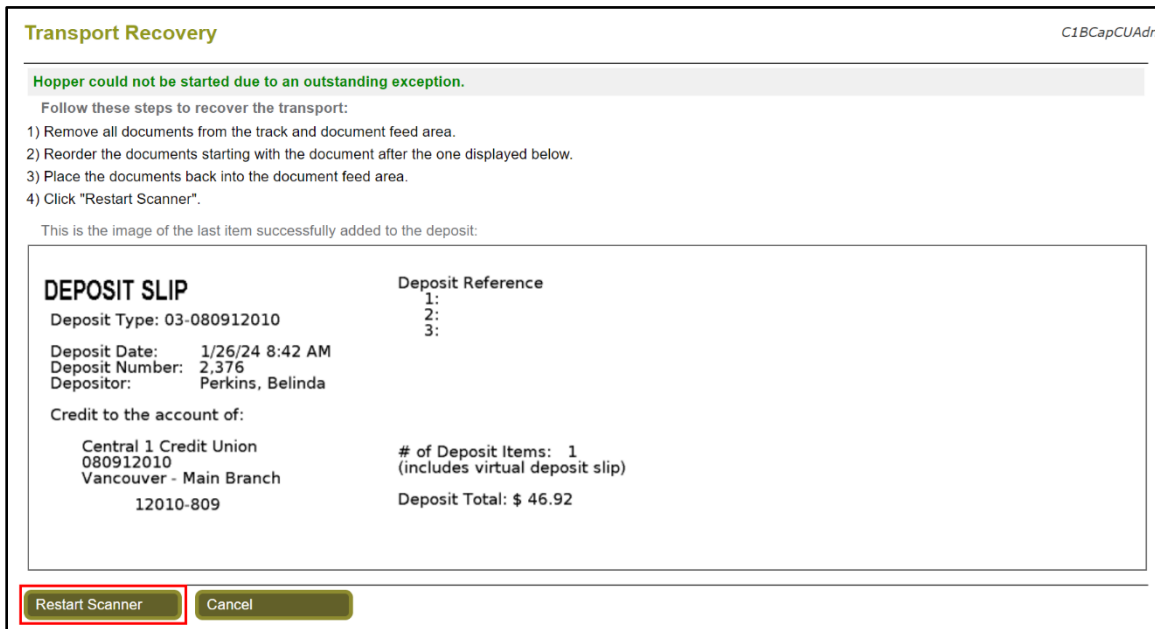


Figure 18.7: Restart a Jammed Deposit

If the scanner jams every time that you process a deposit:

5. Clean the scanner. See Section 18.2, Scanner Cleaning and Maintenance.

Note: Clean scanners on a regular basis to prevent poor quality images, scanner jams, and piggybacks. We recommend cleaning your scanner weekly. Follow the scanner manufacturer's cleaning and maintenance procedures.

6. Log out of Corporate Capture.
7. Unplug the scanner's power supply and USB cable from the computer.
8. Restart the computer.
9. Plug in the scanner's power supply.
10. Plug the scanner's USB cable in to the computer.
11. Initialize the scanner as described in Section 18.4, Initializing and Testing Scanner Connectivity.
12. Locate the appropriate deposit as described in Chapter 11, Searching for and Viewing a Deposit.
13. Add the remaining items to the deposit or delete the deposit and re-scan the items in a new deposit, as appropriate. See the appropriate section in Chapter 8, Managing a Deposit and Deposit Items, and Section 5.2, Creating a Deposit, for procedures.

Note: If the scanner continues to jam, it may be due to a hardware issue. Review your scanner manual or contact the scanner manufacturer, your financial institution, or your scanner supplier for further instructions, as appropriate.

18.7 Resolving a Scanner Transport Off Error

A Transport Off error indicates that the computer and scanner aren't communicating. Verify that your scanner is on and connected to the computer's USB port.

If, after checking the connections, your scanner continues to display the error, have your local administrator uninstall the scanner driver as described in Section 18.14, Replacing a Scanner, and reinstall the driver as described in Subsection 3.1.2, Downloading and Installing or Updating the Scanner Driver.

If the uninstall and reinstall of the driver are unsuccessful:

1. Go to Device Manager in System Properties.
2. Update the driver path to "**C:\Program Files (x86)\NCR\Passport Web Edition**".
3. Open the scanner diagnostics tool as described in Section 18.1, Accessing the Scanner Diagnostic Tool.
4. Ensure that Port 80 is available for the scanner driver to use.
5. Plug the scanner in to a different USB port on the computer.
6. Initialize the scanner as described in Section 18.4, Initializing and Testing Scanner Connectivity. If you can't initialize the scanner, restart the computer.

18.8 Restarting the Scanner Driver

If the scanner driver isn't responding, restart it as follows:

1. Go to the computer's Start menu, then select **All Programs**, **Passport Web Edition Client**, then **Restart WebClient Driver**. See Figure 18.8.

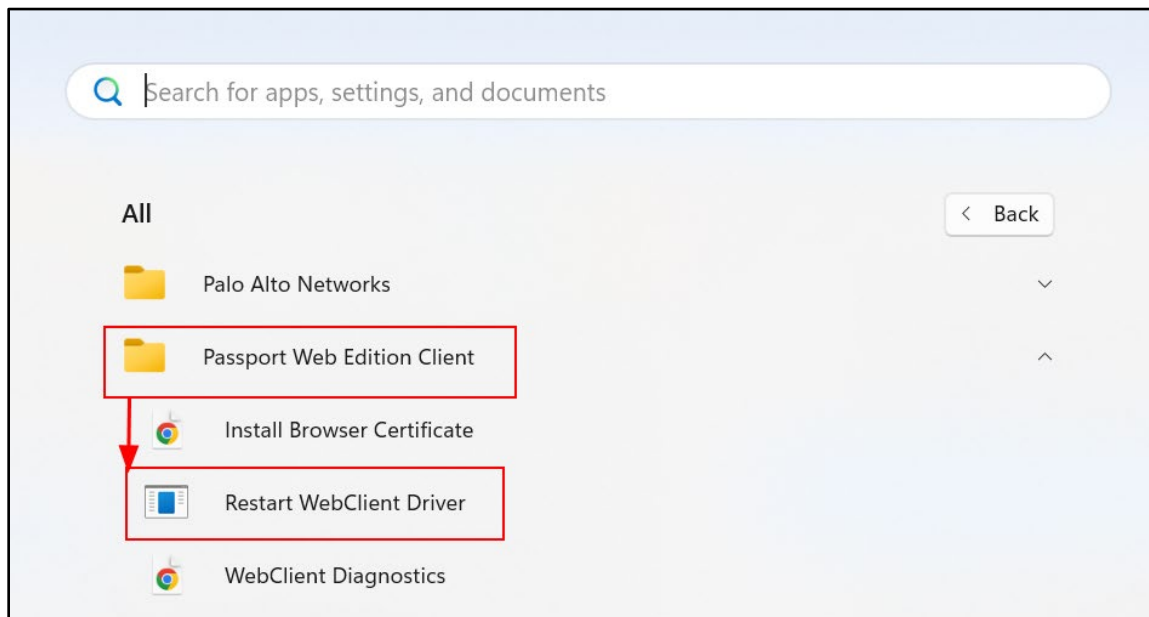


Figure 18.8: Restart WebClient Driver

2. Use the scanner diagnostic tool to initialize the scanner. See Section 18.4, Initializing and Testing Scanner Connectivity.

Note: If the driver doesn't restart or the scanner continues to jam or feed cheques slowly, restart the computer.

18.9 Ending Deposits and Shutting Down Scanners for Third-Party Scanner Diagnostics

If you want to use a third-party scanner diagnostic tool and you are unable to end a deposit normally in Corporate Capture, you can end a deposit session and clear the driver processing state as follows:

1. Close your browser to log out of Corporate Capture.
2. Open the scanner diagnostic tool as described in Section 18.1, Accessing the Scanner Diagnostic Tool.
3. End the deposit and shut down the scanner as follows. See Figure 18.9.
 - ① Select **End Deposit Client Side for Diagnostics**.
 - ② Select **Shutdown Scanner**.

NCR Passport Web Edition Client Diagnostic

Summary Info:

Driver Version:	03.24.00.04
Transport ID:	2850
Receipt Printer Port:	Not Found
Receipt Printer Model:	Unknown
Log File Name:	[None]
Driver Http Svr:	Port 80 functioning
Driver Https Svr:	Port 443 functioning
Driver Process ID:	11312

[\[Initialize Scanner\]](#)
[\[Print Test Receipt\]](#)
[\[Stop Debug Monitor\]](#)
[\[Save Logs\]](#)
[\[End Deposit Client side for Diagnostics - Log off application first\]](#) **1**
[\[Shutdown Scanner - Log off application first \(Takes 30 seconds\)\]](#) **2**
[\[MicrFont : E13B \(Toggle Font\)\]](#)
[\[Clean Scanner\]](#)

**Firefox needs a manual certificate install to work with Web Client Driver for each user.
 Can be used for IE and Chrome if automatic install failed**
[\[Install Driver HTTPS Certificate\]](#)

Figure 18.9: End The Deposit And Shut Down The Scanner

- Use your third-party scanner utility or other diagnostic application as required.

18.10 Resolving Login Issues for Shared Computers

Saved browser settings (e.g., cookies and/or temporary internet files) may prevent another user from accessing Corporate Capture on a shared computer.

Clear the cookies and/or temporary internet files and close the browser after completing deposits. Refer to your browser provider for instructions.

18.11 Installing a Browser Certificate and/or Resolving an “HTTP 12057 – SSL Revocation” Error

You may be prompted to install a browser certificate if your browser doesn’t have permission to install one automatically. Installing a browser certificate will also resolve an “HTTP 12057 – SSL Revocation” error if one occurs. The following instructions apply to computers with a Windows 11 operating system. The procedures may differ if using a different operating system.

Have your local administrator install a browser certificate as follows:

- Go to the computer’s start menu and select **All Programs, Passport Web Edition Client**, then **Install Browser Certificate**. See Figure 18.10.

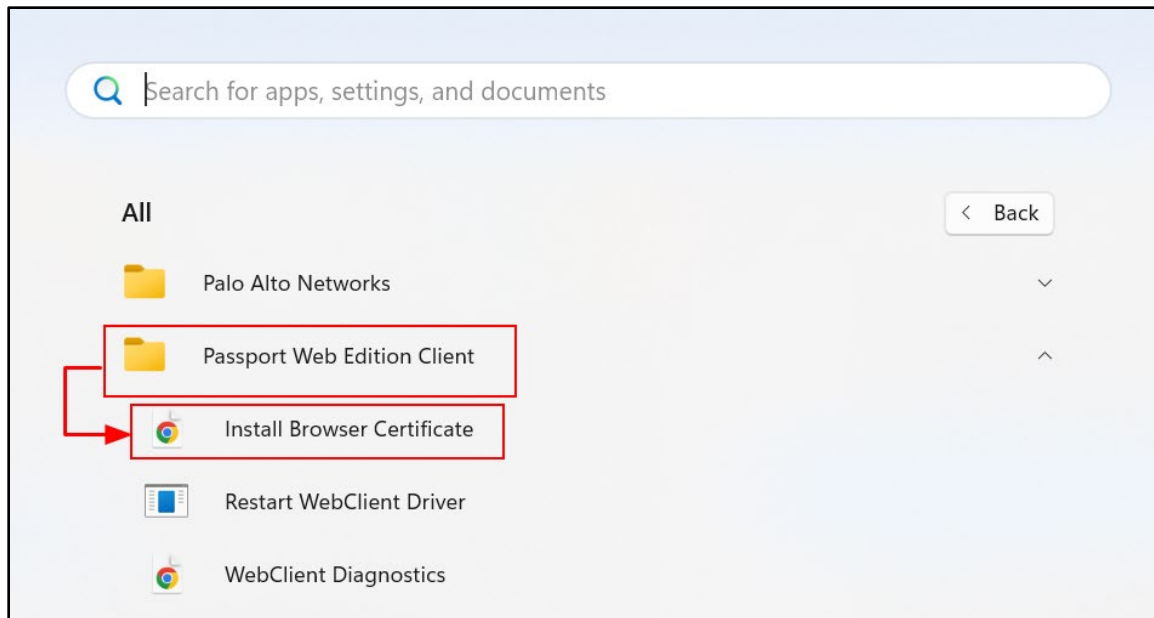


Figure 18.10: Install Browser Certificate

2. Follow the on-screen instructions to install the browser certificate.

If you continue to get the error, update the browser certificate settings as follows:

3. Open the Control Panel, select **Network and Internet**, then select **Internet Options** (or enter “Internet Options” in the Windows search bar).
4. Select **Advanced**, then deselect the following options under security settings. See Figure 18.11.
 - Check for publisher’s certificate revocation
 - Check for server certificate revocation

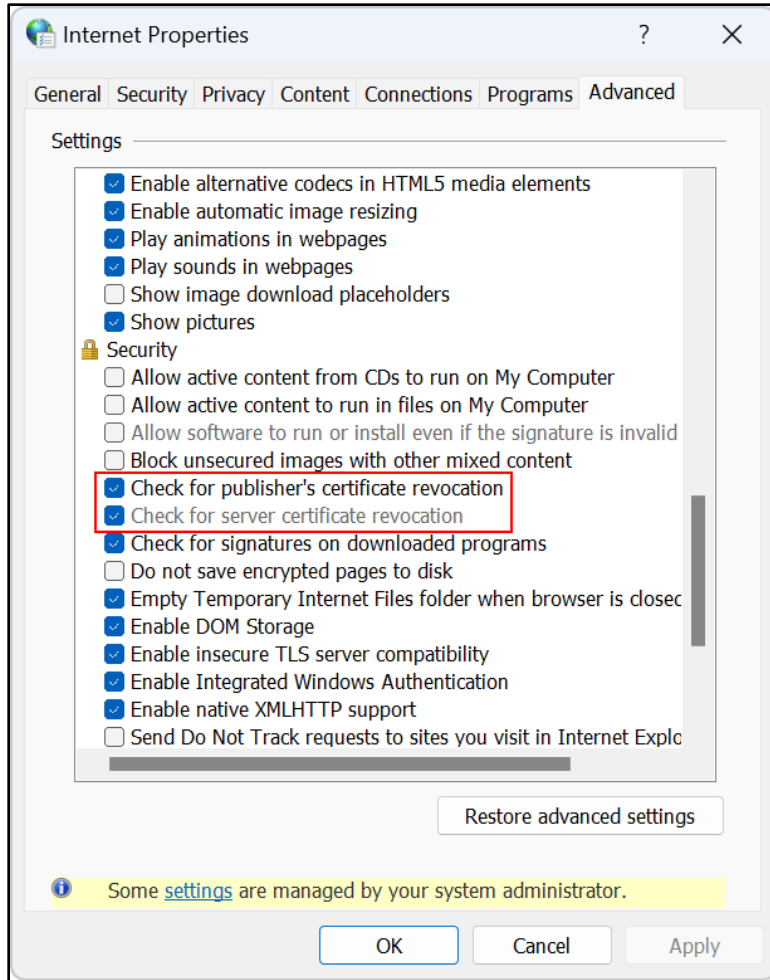


Figure 18.11: Advanced Internet Options

5. Restart the browser.

18.12 Resolving Black Lines on Scanned Images

You must submit good quality cheque images for processing. Financial institutions can dishonour an item with poor image quality for up to 90 days after it clears. If single or multiple horizontal lines appear on images, refer to the following table to determine why this may be occurring and how to resolve the issue.

Reason	Solution
There may be electrical interference from an appliance such as an oscillating fan, a space heater, an old-style CRT monitor, etc.	Ensure that any appliances are at least 18 inches away from the scanner.
The scanner may be plugged in to a poor-quality electrical circuit.	Relocate the scanner's power source to another electrical outlet.
The USB controller or USB cable is degraded.	Replace the USB cable or use a powered USB hub for your scanner's USB connection to the computer.

Reason	Solution
Other USB devices are connected to the computer (e.g., a printer). These types of devices can sometimes cause interference with other USB devices attached to the computer.	Turn off the power to these devices to eliminate interference.

18.13 Resolving Canon Scanner Driver Issues after a Windows Operating System Upgrade

If the computer can't detect that your Canon scanner driver is connected after a Windows upgrade, have your local administrator replace the "usbscan.sys" file as follows:

1. Go to a working computer with a Windows 10 operating system and copy the usbscan.sys file from the following location: *\windows\system\drivers*.
2. Replace the usbscan.sys file on the computer that's not detecting the scanner driver.
3. Install the driver on Device Manager. Search for the driver under *C:\Program Files (x86)\NCR\Passport Web Edition\Ranger\RangerCore\Scanner Plug-ins\Scanner_Brand\Driver*
4. Reboot the computer and initialize the scanner.

18.14 Replacing a Scanner

If a scanner becomes inoperable and you must temporarily or permanently replace it, you can use the same scanner driver as long as the replacement scanner is the same scanner model. If the replacement scanner is a different scanner model, you must uninstall the current driver, then download and install the appropriate driver. The following procedures apply to computers on a Windows 11 operating system. The procedures may differ if using a different operating system.

Uninstall the current scanner driver as follows:

1. Enter "add or remove programs" in your Windows Search Bar, then select **Control Panel**. See Figure 18.12.

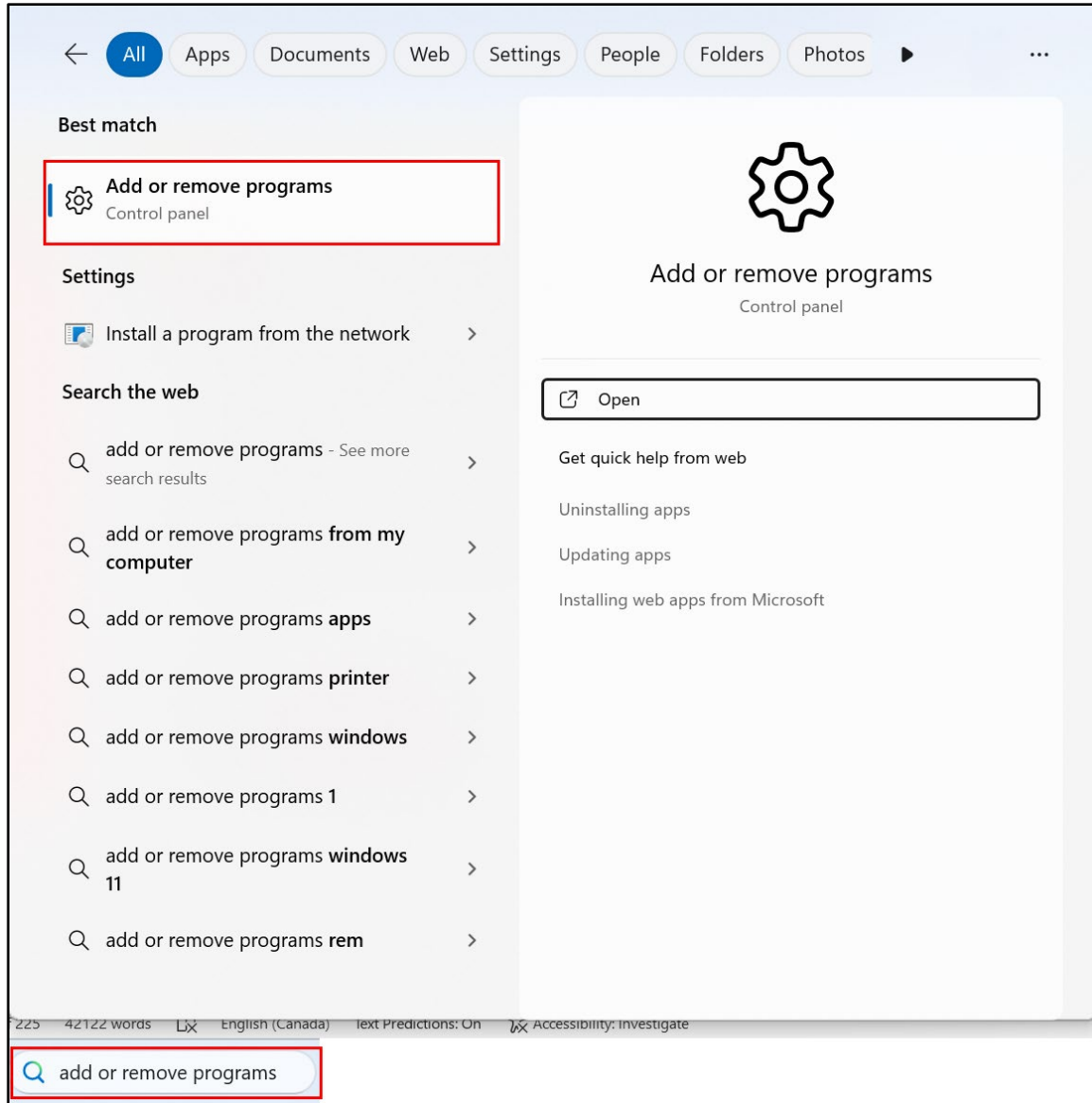


Figure 18.12: Locate the Scanner Driver

2. Locate “PassportWebClient” in the list of installed apps, select the **More options** icon (three dots), then select **Uninstall**. See Figure 18.13.

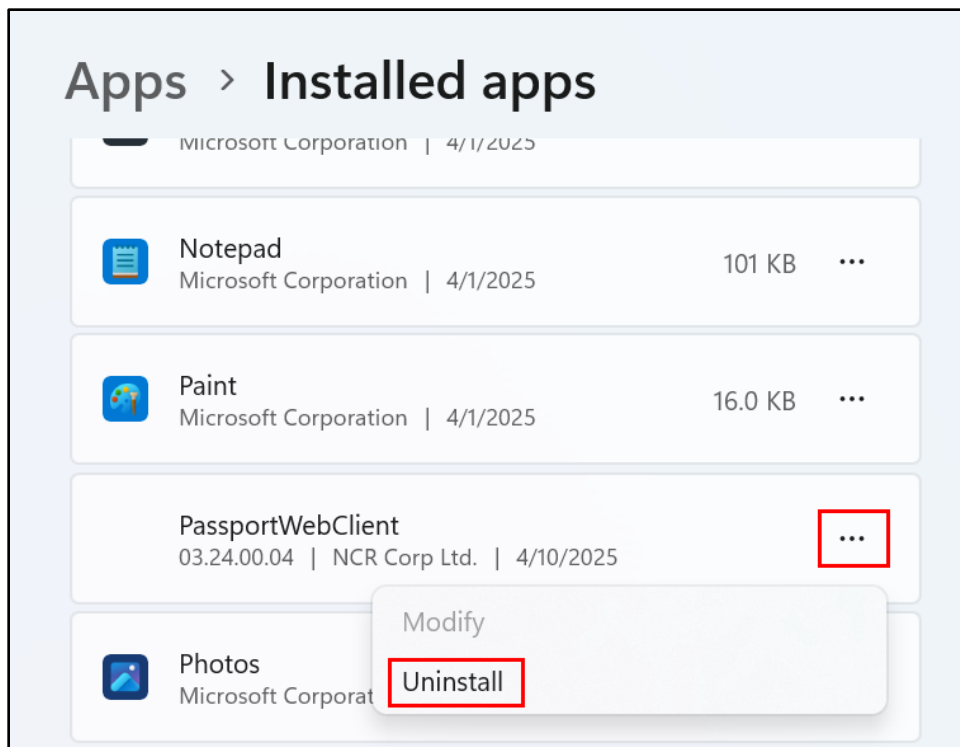


Figure 18.13: Uninstall the Scanner Driver

3. Select **Uninstall** to remove the scanner driver.
4. Ensure that the scanner is disconnected from the computer, then select **OK** to proceed with the uninstall wizard. See Figure 18.14.

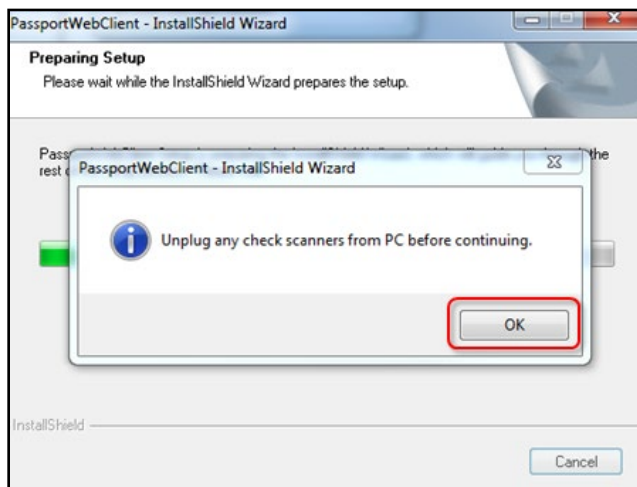


Figure 18.14: Disconnect the Scanner

5. Select **Yes** to proceed with uninstalling the driver. See Figure 18.15.

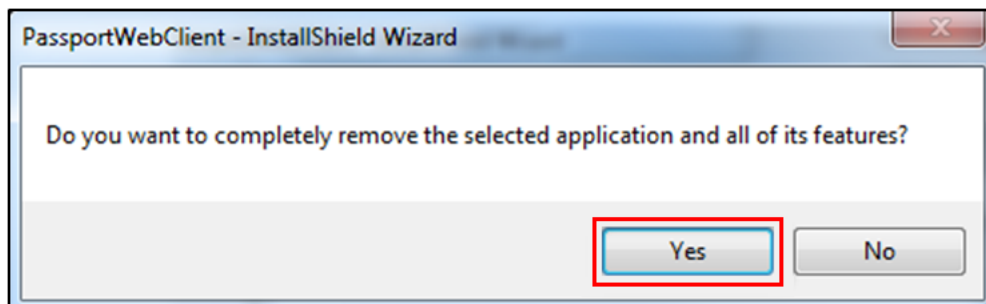


Figure 18.15: Confirm Scanner USB is disconnected

6. Select **Finish** to complete the uninstall. See Figure 18.16.

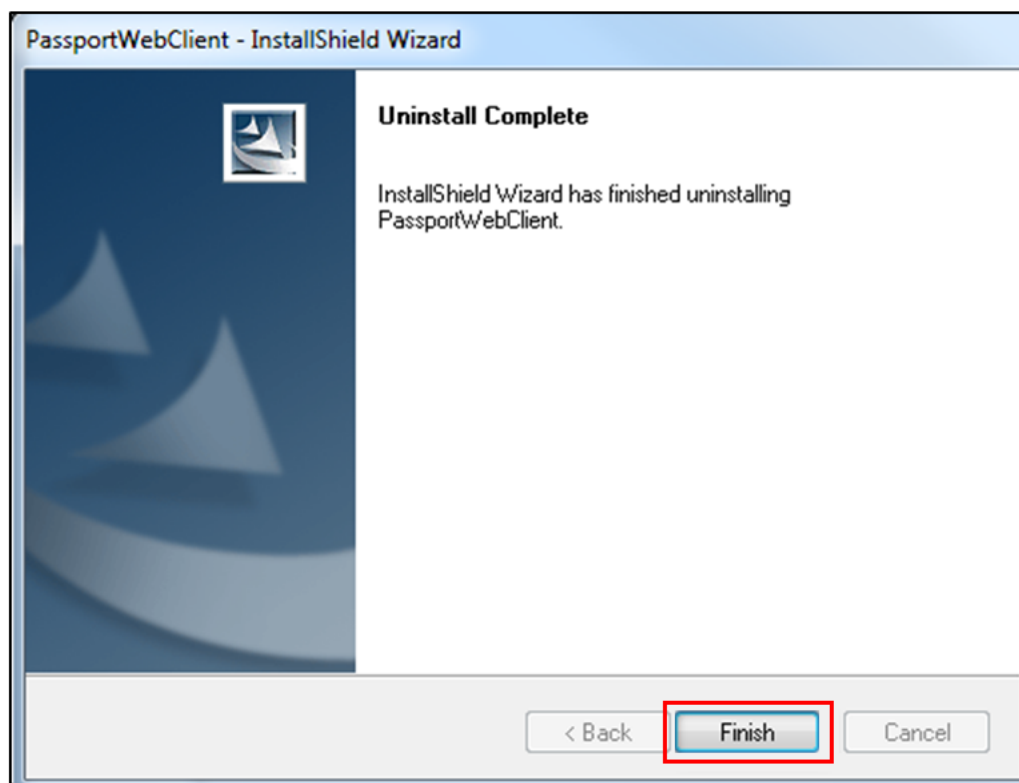


Figure 18.16: Confirm the Driver is Uninstalled

7. Download and install the replacement scanner driver as described in Subsection 3.1.2, Downloading and Installing or Updating the Scanner Driver.

18.15 Exporting Scanner Logs

Scanner logs can assist your financial institution to troubleshoot scanner issues if you're unable to resolve them yourself. If you're directed by your financial institution's support personnel to export the scanner driver logs, proceed as follows:

1. Open the scanner diagnostic tool as described in Section 18.1, Accessing the Scanner Diagnostic Tool.
2. Select **Save Logs**. See Figure 18.17.

NCR Passport Web Edition Client Diagnostic

Summary Info:

Driver Version: 03.24.00.04
Transport ID: 2850
Receipt Printer Port: Not Found
Receipt Printer Model: Unknown
Log File Name: [\[None\]](#)
Driver Http Svr: Port 80 functioning
Driver Https Svr: Port 443 functioning
Driver Process ID: 9452

[\[Initialize Scanner\]](#)

[\[Print Test Receipt\]](#)

[\[Stop Debug Monitor\]](#)

[\[Save Logs\]](#)

[\[End Deposit Client side for Diagnostics - Log off application first.\]](#)

[\[Shutdown Scanner - Log off application first \(Takes 30 seconds\).\]](#)

[\[MicrFont : E13B.\(Toggle Font\).\]](#)

[\[Clean Scanner\]](#)

**Firefox needs a manual certificate install to work with Web Client Driver for each user.
Can be used for IE and Chrome if automatic install failed**

[\[Install Driver HTTPS Certificate\]](#)

Figure 18.17: Save Logs

3. Save the scanner log ZIP file to your computer.
4. Follow the instructions from support personnel on where to send the file for analysis.

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