Version 1.0

January 10, 2023

FULTON FINANCIAL CORPORATION

Contents

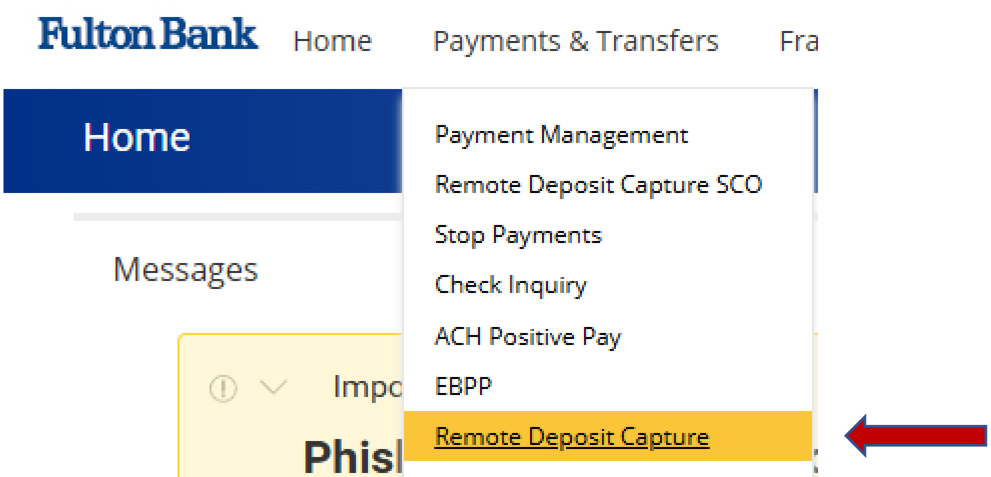
Remote Deposit Capture – Making a Deposit / Navigation

Login Instructions

Single Sign-On for Remote Deposit Service

If you have been setup to access the Remote Deposit Service through a Single Sign-On through BOSS please follow the below instructions to get to the main dashboard screen of Remote Deposit Capture to move forward:

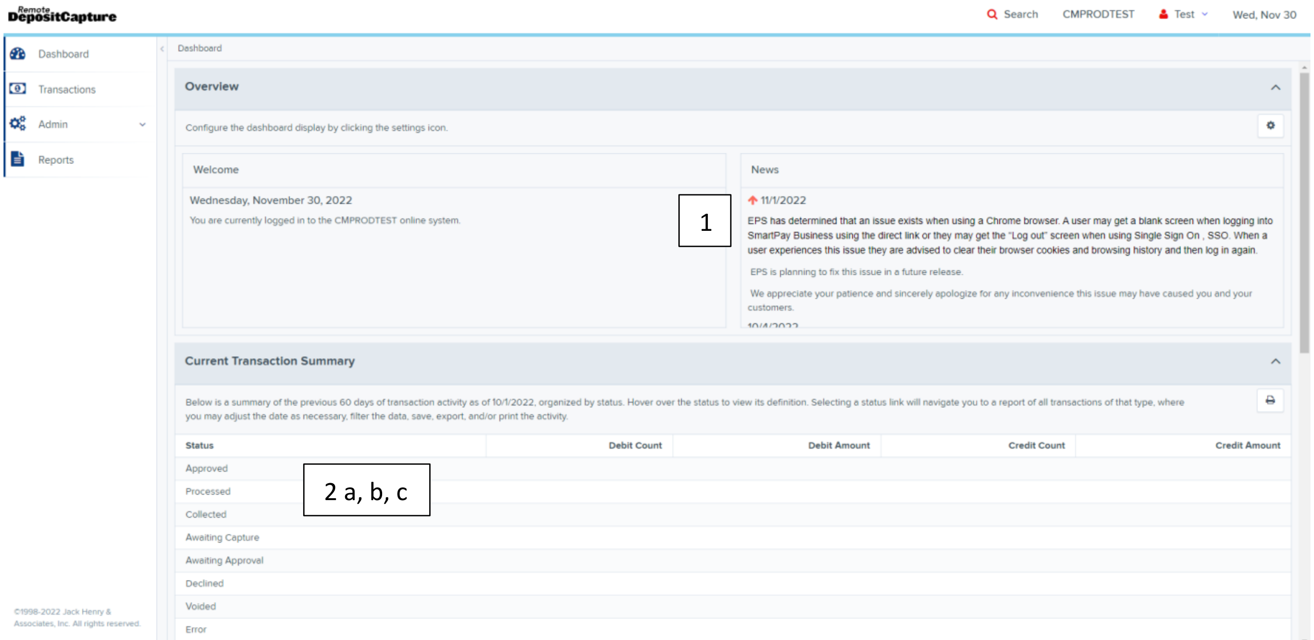
1. Log into the BOSS online banking system as normal.
2. From the main Home screen select Payments & Transfers then select Remote Deposit Capture. PLEASE NOTE: You must select Remote Deposit Capture to access the new platform. The option labeled Remote Deposit Capture SCO refers to the legacy platform and will be removed from the drop-down menu soon.



This will then re-direct you to the Main Dashboard of the Remote Deposit Capture service so you can then begin making deposits.

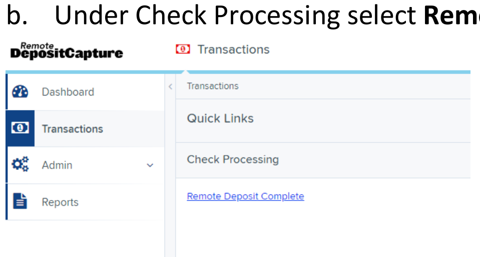
Main Dashboard Page

Section Header	Description
1. News	Contains any messages that we want customers/users to know about the system
2. Current Transaction Summary	a. Approved – Batches that are still waiting to be processed b. Processed – Batches that have been processed and have either been sent to the bank or are going to be sent to the bank for processing c. Voided – Items that have been voided from scanned batches prior to processing



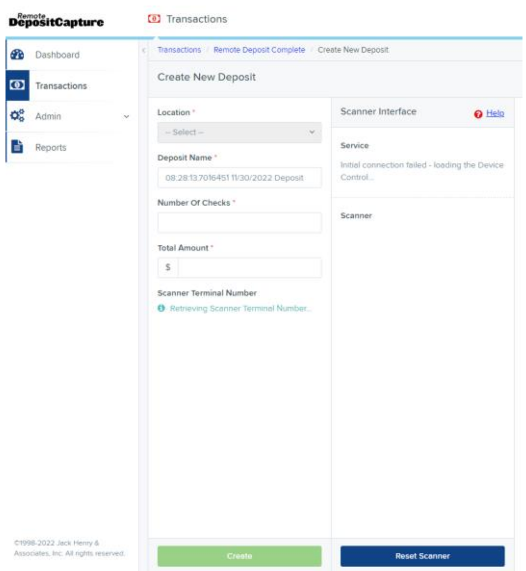
Preparing the deposit items

1. **Prepare checks for scan:**
    a. Checks should be in size order smaller personal size checks on the top and larger business size checks to the back.
    b. You can stamp the back of the checks or sign if you would like prior to making the deposit. Each check will get a virtual endorsement as well through the system once processed.
    c. All checks should be facing the same direction and should not be upside down
    d. All check skirts should be removed whether on top or bottom
    e. Please count the total number checks and add up the dollar amounts of all checks up so you can enter this information when needed during the process.
2. **Creating the deposit**
    a. From the main dashboard screen select **Transactions**
    b. Under Check Processing select **Remote Deposit Complete**



    c. From bottom of screen select **Create New Deposit**
    d. Create New Deposit enter the deposit details (Creates the equivalent of a deposit ticket)

i. **Select Location (Account)** for deposit (if you have multiple locations)
ii. **Deposit Name** – Leave as is
iii. **Number of Checks** (count up total number of checks being scanned for this batch)
iv. **Total Amount** – Add up all of the checks to come up with a control total
v. Before clicking Create please see Scanner Information section below to go through instructions on next steps. **Below are instructions on how to proceed with scanning based on the scanner you are using for this service.**



Scanner Information

	**Single Feed – Digital Express CX30** – 1) Click Create at the bottom of the screen and 2) begin feeding checks one at a time into the scanner. **Alignment:** Front of the check should be facing the outside edge of the scanner toward the side with the light and MICR line at the bottom. Each check will pull into the scanner and then push back out the front. Remove the check once it comes back out of the front, place to the side and continue scanning until all checks are done.
	**Batch Scanner – Multi Feed – Digital TellerScan TS240** –There are 2 openings on a TS240 scanner, one side has a stop on the front and should pull out to collect the checks once scanned and the other side is completely open. **Alignment:** Get checks nicely aligned (small checks on top, larger business size checks on the bottom and all aligned smoothly in a group on the left side of the check. Place the checks in the scanner on the left side opening with the front of the check facing the outside edge of the scanner and MICR line at the bottom. Gently push them in until they stop. 1) Now click Create and the checks will begin to be pulled through and collected on the other side of the scanner.

Instructions once done with scanning: Do's and Don'ts of the service

Things you DO with this service:

Checks need to be kept for at least 3 months in a secure locked location since these are live checks. Once this time is expired you should be shred properly and destroy the checks.

1) Deposits can be made until 8pm ET each business day for next day deposit. Any checks deposited after this time or processed on a weekend or holiday will be processed the first business day that follows.
2) Only US checks can be deposited through the service.
3) Checks that are returned due to NSF situations – You will receive the appropriate notification from the bank and will need to bring the check image that was included with the notification to a branch for deposit a second time. These items **cannot** be deposited again through Remote Deposit Capture as they will be flagged as a duplicate item.
4) User making deposit will get an email notification to the email associated with the user for the following:
   a. **Successful Deposit** – Sent to Transaction Processing – No further action needed
   b. **Deposit rejected** – Entire batch was rejected. User should log back into the system to review and determine why the entire batch was rejected.
   c. **Rejected Items in Batch** – Certain item(s) within the batch were rejected. User should log back into the system to review and determine item(s) that were rejected and next steps if needed.
   d. **Needs Rescan** – Item(s) within the batch need to be rescanned. You can view the items to determine which need to be rescanned and then rescan the item and replace the image.
   e. **Processed with Adjustment** – Entered totals do not match the scanned amounts and deposit has been adjusted accordingly. User should log back into the system to determine what item(s) were adjusted and next steps if needed.
   f. **Duplicate Items in Batch** – there are duplicate checks within the batch and the system will not allow them to go through twice.

Things you DON'T do with this service:

1) No Canadian checks even if in USD because they are still considered to be International Checks. If deposited these items will reject.

Setting up Users – RDC Admin only function

As the admin for the Remote Deposit Capture Service, you have the authority to add, delete and edit user(s) permissions. Please follow the how-to instructions below:

Function	Instructions
Add User	Once logged into Remote Deposit Capture using your normal login process either via SSO or through the URL do the following: 1. Select Admin from the left menu 2. Then select Users (All existing users will be shown) 3. All the way on the right side click on the Add User button 4. Then select Business User to then begin building the user 5. Under Add User Settings enter the following: a. Full Name (First & Last only)

	b. Username (normally first initial last name - Example: jsmith) c. User Location – leave blank d. CashMgmt ID – This is for Single Sign On setups only and should be the same USERID setup in BOSS for this user. If not, please enter the Username created above. e. Email Address – enter user email address used for deposit confirmation emails f. Auto Disable / Dual Auth Amount / Dual Auth Status – Do not change at all 6. Privileges for this User – Select Customer Services and Reports 7. Click Add on the bottom right corner of the screen to proceed with deposit permissions 8. Expand Roles within the Customer Services Privileges and select – Credits & Debits PDF Report, Accounting, RDC Admin (allows user to open and close deposits not really admin functions), RDC User 9. Roles within the Reports Privilege – Nothing changes 10. Expand Locations for this User – Select the specific location(s) (accounts) that you would like the user to have access to deposit 11. **Copy the Temp Password and provide user with their User ID and temp password** 11. Click UPDATE to save the profile
Delete User	Once logged into Remote Deposit Capture do the following: 1. Select Admin from the left menu 2. Then select Users (All existing users will be shown) 3. To the Left of the username click on the Pencil icon to Edit the profile 4. Once in the User profile at the bottom right corner click Delete to completely delete the user profile from your service.
Edit User	Once logged into Remote Deposit Capture do the following: 1. Select Admin from the left menu 2. Then select Users (All existing users will be shown) 3. To the Left of the username click on the Pencil icon to Edit the profile 4. You can edit Username, Email Address, Roles within the Customer Services Privilege and Locations from this screen. 5. Once edits are completed click on Update on the bottom right corner of the screen to save.

Once the users are setup the Admin will need to provide the following information to the user for them to follow the login instructions above:

- User Name assigned by Admin
- Temporary Password assigned by system
- Company (Same as used by Admin for Login) (Case Sensitive)

Support Needed:

Any questions or assistance needed with the Remote Deposit Service or scanner please contact our Cash Management Customer Support group at **866-943-8739 option 4** or email **CASupportFFC@fultonbank.com**

Version Control

Date Updated	**Document Version**	**Author Name**	**Change Description**
01/20/2023	Initial Document Version 1.0	Ginger Frola	Initial document