



PWB Remote Deposit User Guide



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Please contact us at
855.527.6738.

Hours of operation

Remote Deposit Support

855.527.6738

Monday – Friday 6:00 a.m. to 7:00 p.m. PT

How it works

PWB Remote Deposit provides the convenience of making deposits from your work location, home office, or on the go. Once the checks are scanned, an electronic image is transmitted securely to Pacific Western Bank for processing. Pacific Western Bank prints an image replacement document for each check (which becomes the legal equivalent of the original) and presents them for deposit. Deposits are posted to your account and funds may be available the next business day (please refer to our Funds Availability Policy for more detailed information). Deposits will appear in a memo-post status (also known as soft post) same-day in Online Banking reporting.

The system can detect duplicate transactions within 12 months of the original transaction being submitted.

Premium Check Processing: All clients are enabled for Premium Check Processing by default (no additional fees apply). With this service enabled, users can capture items and submit deposits, and we will manage check image corrections and complete the keying for you. You get the benefit of an efficient workflow and ensuring the correct information is captured off the check(s). Our team will perform the following on your behalf:

- Image perfection
- MICR repairs (routing number and account number)
- Correcting check amount(s)
- Balancing the deposit(s)
- Duplicate item decisioning

Please note: Deposits will appear in a Keying and Balancing status in the Pending Deposits queue when processed via this service. Email confirmations will be sent once your deposit has been processed by our team. Please allow up to two hours to receive these email notifications.

To turn off Premium Check Processing and manage image corrections yourself, please contact us at remotedeposit@pacwest.com.

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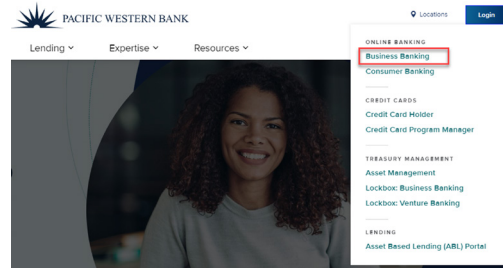
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Logging in

NOTE: The Company Admin needs to add PWB Remote Deposit to each user in Online Banking for Business so that users can access the integrated web link. The Company Admin must also set up users in PWB Remote Deposit.

1. To access PWB Remote Deposit, log in to online banking at pacwest.com. In the upper right-hand corner, click the Login button. A drop-down menu will appear. Click on Business Banking.



2. Enter your Online Banking for Business user credentials.

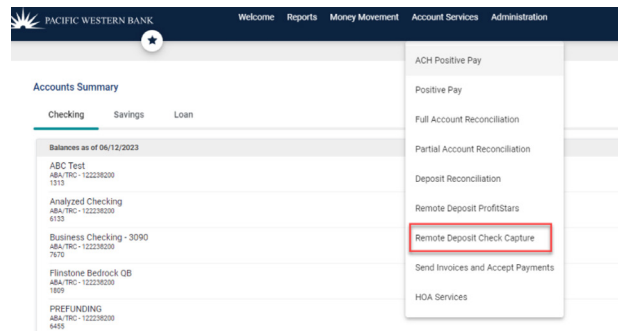
Sign in to Online Banking for Business

Company ID:

User ID:

[Continue](#)

3. Once logged in, hover over the Account Services menu drop-down and then click Remote Deposit Check Capture.



NOTE: If you do not see PWB Remote Deposit, please contact your Company Admin to gain access.

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4. You will land on the home page for PWB Remote Deposit and can begin your deposit process.

The screenshot shows the PWB Remote Deposit home page. At the top, there's a navigation bar with 'Research', 'Reports', and 'Help'. Below the navigation bar, there's a welcome message for JOHN SMITH and CHRIS HUSHKA. To the right, there's a 'Create Deposit' form with fields for 'Location' (San Diego), 'Account' (Brians TEST Account 12345), and 'Control Total' (\$ 0.10). Below the form, there's a 'Deposits' table with columns for 'Created', 'Tracking #', 'Status', 'Location', 'Account Name', 'Item Count', and 'Deposit Total'.

Creating a deposit

Quick tips before creating a deposit:

- Run a Calculation Tape for the deposit item(s) if you want to easily calculate your deposit total.
 - Sort check(s) by size to eliminate jams and piggybacks.
1. Access PWB Remote Deposit via Online Banking and then select the following fields:
 - Location – Select your scanner location (will default to primary location)
 - Account – Select your bank account number where checks should be deposited to
 - Control Total – Enter control total or use Create Tape function to calculate control total

The screenshot shows the 'Create Deposit' form. It has three main sections: 'Location' with a dropdown menu showing 'San Diego', 'Account' with a dropdown menu showing 'Brians TEST Account 12345', and 'Control Total' with a text input field showing '\$ 5.00'. At the bottom, there are two buttons: 'Create Tape' and 'Create Deposit'.

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2. Click Create Deposit.
3. When the Capture Items page appears, place checks in appropriate location for scanning in your scanner, and then click Capture.

The screenshot shows the 'Capture Items' page with a navigation bar at the top containing 'Capture Items', 'Correct Items', 'Balance Deposit', and 'Review Deposit'. On the left, there is a vertical toolbar with icons for search, zoom, refresh, and capture. The main area contains the text 'Press 'Capture' to begin capturing items.' and a 'Sequence #' label. At the bottom right, there are 'Capture' and 'Next' buttons. Below this, there is a table with the following columns: Amount, Sequence, Routing Number, Account, Serial, and a checkbox. The table is currently empty.

4. When scanner window launches, click Start Scan.

The screenshot shows the 'Capture Items' page with the 'Scanning' status. A blue 3D illustration of a check scanner is displayed in the center. At the bottom right, there are 'Cancel' and 'Stop Scan' buttons.

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5. Checks will begin capturing and the number of items will be notated within the window. Click Stop Scan once finished.



6. Check items will appear in list form and images can be viewed by clicking each individual item within list. If using Premium Processing service, MICR information and amounts will be corrected behind the scenes if misread.

Capture Items Correct Items Balance Deposit Review Deposit

Q

Q

+

C

↺

Sequence #6801283000020

Capture

Next

Items 2

| Amount | Sequence | Routing Number | Account | Serial | |
|--------|---------------|----------------|----------------------------|--------|--------------------------|
| \$1.00 | 6801283000010 | 122238200 | 203804 203804 100004 | | <input type="checkbox"/> |
| \$5.00 | 6801283000020 | 122238200 | 100004 | | <input type="checkbox"/> |

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- Click Next to proceed with any item corrections.
- On the Correct Items page, you will have a chance to decision any duplicate items. Please review the check images and compare to previously processed deposits. Click Accept if item is valid, or Remove if item is true duplicate.

Capture Items Correct Items Balance Deposit Review Deposit

Correcting 1 of 2

Q

Q

Q

C

C

Sequence #6801283000010

Amount

\$ 1.00 203804

MICR

122238200 100004

Remove Verify MICR Accept

Duplicate Item Click to collapse

Q

Q

Q

C

C

Captured 04/21/2023 Sequence #6535169000010

- Finally, on the Review Deposit page, you can review your overall deposit information including item count, location, and deposit account. Click Submit when ready to submit the deposit for approval.

Capture Items Correct Items Balance Deposit Review Deposit

Q

Q

Q

C

C

Merch 203804 ure Deposit Ticket

Account Number: 100004

Date: 06/14/2023 12:41:32 PM

Amount: \$ 6.00

4 2 2 2 3 8 2 0 0 4 1 0 0 0 0 4 5 4 9 1 0 0 0 0 0 0 0 0 0 4

Deposit Information

Location San Diego

Item Count 2

Date 06/14/2023 10:41:32 203804

Tracking Number M006801283

Account dlm rd test account 100004

Control Total \$6.00

Balance Submit

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10. Once submitted, you will see a success message and the opportunity to download receipt information into a PDF report.

The screenshot shows the 'Review Deposit' page with a success message: 'The deposit was submitted for review successfully!'. Below this is a 'Merchant Capture Deposit Ticket' and a 'Deposit Information' section.

| Merchant Capture Deposit Ticket | |
|---------------------------------|------------------------|
| Account Number: | 203804 |
| Date: | 06/14/2023 12:43:45 PM |
| Amount: | \$ 6.00 |

Below the ticket is a MICR line: `<122236200> <000000000000> <000000000000>`

| Deposit Information | |
|---------------------|----------------------------|
| Location | San Diego |
| Item Count | 2 |
| Date | 06/14/2023 10:43:45 am |
| Tracking Number | M006801283 |
| Account | dim rd test account 203804 |
| Control Total | \$6.00 |

At the bottom right, there are two buttons: a download icon and a 'Receipt' button.

Performing a MICR repair (only applies if premium processing is turned off)

The Correct Items page enables you to correct problems with your checks, including fixing check amounts and resolving MICR line misreads. Note: If there are no issues to correct, this step will be skipped entirely.

1. After capturing the check items, you will be directed to the Correct Items page if the scanning software returns any exceptions or low confidence scores for the read check amount and/or MICR fields.

The screenshot shows the 'Correct Items' page with the title 'Correcting 1 of 2'. It features a 'Correcting' section with a 'Amount' field set to '\$ 5.00' and a 'MICR' field set to '122236200'. Below these fields are buttons for 'Remove', 'Verify MICR', and 'Accept'. At the bottom, there is a list of 'Exceptions' including 'Back Density Too Low', 'Memo Not Usable', 'Customer Endorsement Not Usable', 'Bank Endorsement Not Usable', and 'Transit Endorsement Not Usable'.

2. Enter the corrected check amount and/or MICR information in the MICR fields.

- Amount: Check Amount
- AUX On Us: Business Size Check Number. (if applicable)

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- Routing Number: Bank Routing Number, 9 digits in length
 - On Us: Account Number
3. When finished with the repair, click the Accept button to move on to the next check (if applicable).
 4. Once all repairs are finalized, you will be directed to the Balance Deposit page or Review Deposit page depending on your profile settings.

Editing a batch

1. On the home page, select a deposit from the Open Deposits grid that you would like to edit.

Deposits

| Deposits | | | | | | |
|----------------------------|------------|--------|-----------|-------------------------------|------------|---------------|
| Open 1 Pending 1 Recent 20 | | | | | | |
| Created | Tracking # | Status | Location | Account Name | Item Count | Deposit Total |
| 06/13/2023 1:04:47 ... | M006798035 | Open | San Diego | dim rd test account 203804 | 2 | \$20.00 |

2. You will be brought back to an open deposit as shown below. From here, you can remove certain check items, capture additional check items, or proceed with completing your deposit and submitting to the Bank.

Capture Items Correct Items Balance Deposit Review Deposit

Q

Q

Q

C

C

NAME: BSI W-901788

ACCOUNT NO. 1234 DATE: 5/21/23

AMOUNT: 10.00 \$ 20

Handwritten signature

100 Main St
San Diego, CA 92101

4388 2238 2004 203804

Sequence #6798035000010

Capture Next

Items 1

| Amount | Sequence | Routing Number | Account | Serial | |
|---------|---------------|----------------|---------|--------|--------------------------|
| \$20.00 | 6798035000010 | 122238200 | 100004 | | <input type="checkbox"/> |
| | | | | | <input type="checkbox"/> |

Editing a control total

1. If you need to adjust a control total while creating a new deposit or updating an open deposit, navigate to the Balance Deposit page.
2. On this page, you will see a difference amount if your captured check items are greater or less than the Control Total.

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Deposit Information

| | |
|---------------|--------------------------------------|
| Debit Total | \$9.85 |
| Difference | \$4.85 |
| Control Total | <input type="text" value="\$ 5.00"/> |

- To fix this out of balance situation, simply re-input a new Control Total that matches the debit total and click Save Changes.

Deposit Information

| | |
|---------------|--------------------------------------|
| Debit Total | \$9.85 |
| Difference | \$0.00 |
| Control Total | <input type="text" value="\$ 9.85"/> |

- Once saved, the difference should reflect as \$0.00, allowing you to proceed with submitting the deposit.

Deposit Information

✓ All changes have been saved successfully!

| | |
|---------------|--------------------------------------|
| Debit Total | \$9.85 |
| Difference | \$0.00 |
| Control Total | <input type="text" value="\$ 9.85"/> |

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Approving a deposit (if separation of duties are present)

Your company may require separation of duties for the check deposit process, meaning one user will scan the checks and a second user will approve and submit the deposit to the Bank.

1. On the home page, you can navigate to the Approvals page by clicking the link in the menu bar. Alternatively, you will see an alert notification at the top of the home page if there is a deposit pending approval. Click this to quickly navigate to the Approvals page in order to approve the deposit.

The screenshot displays the Pacific Western Bank Remote Deposit interface. At the top, the Pacific Western Bank logo is visible. Below the logo is a navigation bar with the following links: Home, Approvals (highlighted with a red box), Administration, Research, Reports, and Help. The main content area is divided into two sections. The left section, titled 'Alerts', contains a red-bordered box with a red exclamation mark icon and the text: 'There are pending merchant deposits to review totaling \$1.00.' Below this, a welcome message for CHRIS HUSHKA is displayed, followed by a login timestamp and a brief overview of the Remote Deposit service. The right section, titled 'Create Deposit', contains a form with the following fields: Location (San Diego), Account (Select an Account), and Control Total (\$ 0.00). Below the form are two buttons: 'Create Tape' and 'Create Deposit'. Below the Alerts section, the 'Deposits' section is visible, showing a table of pending deposits. The table has columns for Submitted, Tracking #, Status, Location, Account Name, Item Count, and Deposit Total. There are three rows of data, all with a status of 'Pending Merchant A...' and a location of 'San Diego'.

| Submitted | Tracking # | Status | Location | Account Name | Item Count | Deposit Total |
|-----------------------|------------|-----------------------|-----------|---------------------------------|------------|---------------|
| 06/14/2023 11:08:0... | M006801638 | Pending Merchant A... | San Diego | DLM Test 2038043613 | 2 | \$1.00 |
| 06/14/2023 11:02:3... | M006801565 | Pending FI Approval | San Diego | DLM Test 2038043613 | 2 | \$1.00 |
| 06/14/2023 10:44:1... | M006801283 | Pending FI Approval | San Diego | dlim rd test account 2038043613 | 3 | \$6.00 |

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2. Once on the Approvals page, you can click a checkbox next to the deposit and click Approve to quickly approve the deposit. Alternatively, you can click the deposit within the grid to launch the deposit and view images and information.

Deposits 1

| <input type="checkbox"/> | Submit Date | Merchant | Location | Account Name... | Amount | Tracking N... | Risk |
|-------------------------------------|-------------------|-------------|-----------|------------------------|--------|---------------|-------|
| <input checked="" type="checkbox"/> | 06/14/2023 1:0... | Brians TEST | San Diego | DLM Test 1000396133 | \$1.00 | M006801638 | Custo |

Approve

3. After reviewing deposit and any noted review reasons, you can approve the deposit by clicking Approve, or reject the deposit by clicking Reject.

Deposit Details (Brians TEST | M006801638)

Review Reasons

Amount Limit - Item Amount Exceeded
Duplicate Item

Show All

Deposit Information

Institution (800734) - Pacific Western Bank

Merchant Brians TEST

Location San Diego

Account Name DLM Test 1000396133

Tracking No M006801638

Depositor BDINGESADMIN

Show More

Comments

Merchant Capture Deposit Ticket

Account Number: 1000396133
Date: 06/14/2023 01:07:58 PM
Amount: \$ 1.00

Sequence #6801638000001

Items 2

| Status | Record ... | Source ... | Amount... | Sequenc... | Routing... | Tran Co... | Accoun... | Serial |
|--------|------------|------------|-----------|-------------|------------|------------|------------|--------|
| | Credit | Desktop | \$1.00 | 68016380... | 1222382... | 619 | 1000396... | |
| | Debit | Desktop | \$1.00 | 68016380... | 1222382... | | 1000396... | |

Back

Reject Approve

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4. The deposit will appear in the Recent Deposits grid on the home page or can reviewed by utilizing the Research and Reports functions (see steps later in this guide).

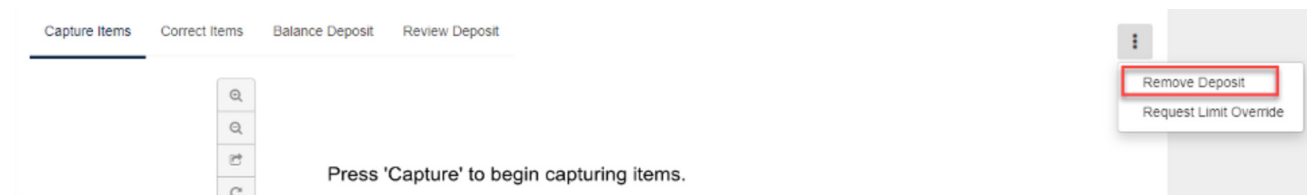
Deleting an unsubmitted deposit

1. Select Open Deposits on the homepage.
2. Click the deposit in the grid that you would like to delete.

Deposits

| Deposits | | | | | | |
|---------------------------|------------|--------|-----------|------------------------------|------------|---------------|
| Open 1 Pending 0 Recent 2 | | | | | | |
| Created | Tracking # | Status | Location | Account Name | Item Count | Deposit Total |
| 06/12/2023 2:48:21 ... | M006793552 | Open | San Diego | Brians TEST Account 12345 | 0 | \$5.00 |

3. Click the vertical ellipsis in the top-right corner of the window and select Remove Deposit.



4. Click OK when the window appears to confirm deletion of the deposit, or Cancel to exit.

dlmlr5.fisglobal.com says

Are you sure you wish to delete the deposit?

OK

Cancel

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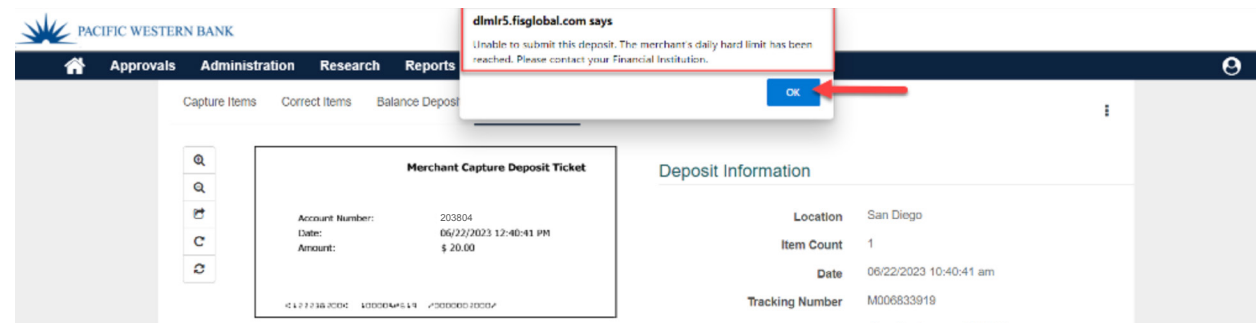
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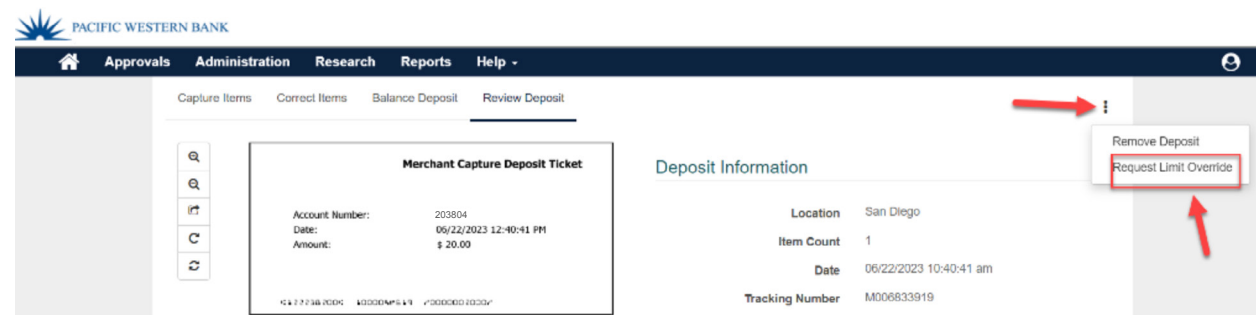
Requesting one-time limit override

You can follow these steps to request a one-time override of your limit in the event that a deposit exceeds your daily deposit limit. Please contact your relationship manager or Treasury Management Banker for any questions.

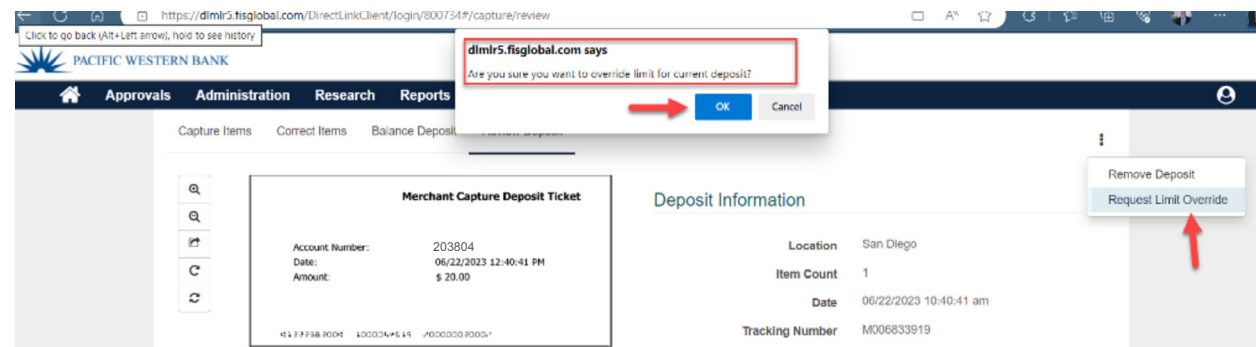
1. If presented with the below hard limit error message when submitting a deposit, click Ok.



2. Click the vertical ellipsis in the top-right of the page and select Request Limit Override.



3. When asked to confirm the override limit request, click Ok.



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4. You will see the following message in yellow text if the override request was successfully submitted to the bank: "Limit override requested, please contact your financial institution for approval."

The screenshot shows the Pacific Western Bank Remote Deposit interface. At the top, there is a navigation bar with links: Home, Approvals, Administration, Research, Reports, and Help. Below this, there is a sub-navigation bar with links: Capture Items, Correct Items, Balance Deposit, and Review Deposit. The main content area is divided into two sections. On the left, there is a 'Merchant Capture Deposit Ticket' section with the following information: Account Number: 100004, Date: 06/22/2023 12:40:41 PM, and Amount: \$ 20.00. On the right, there is a 'Deposit Information' section with the following information: Location: San Diego, Item Count: 1, Date: 06/22/2023 10:40:41 am, and Tracking Number: M006833919. A yellow message box is displayed at the top of the main content area, stating: "Limit override requested, please contact your financial institution for approval."

5. The deposit will remain in an open status while the bank reviews the override request. Once approved, the following message will appear in green text while viewing the deposit: "The limit override has been approved, please submit your deposit."

The screenshot shows the Pacific Western Bank Remote Deposit interface. At the top, there is a navigation bar with links: Home, Administration, Deposits, Reports, and Help. Below this, there is a sub-navigation bar with links: Capture Items, Correct Items, Balance Deposit, and Review Deposit. The main content area is divided into two sections. On the left, there is a 'Merchant Capture Deposit Ticket' section with the following information: NAME: PEST, ACCOUNT NO.: PEST, DATE: 5/21/23, PAY TO THE ORDER OF: PEST, and AMOUNT: \$ 20.00. On the right, there is a 'Deposit Information' section with the following information: Debit Total: \$20.00, Difference: \$0.00, and Control Total: \$ 20.00. A green message box is displayed at the top of the main content area, stating: "The limit override has been approved, please submit your deposit." A red arrow points to the message box. Below the message box, there is a table with the following information: Amount: \$ 20.00, Sequence: 6833919000010, Routing: 122238200, Account: 203804, and Serial: .

6. You can now submit your deposit as normal and proceed with any other actions in PWB Remote Deposit.

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Email notifications

Email notifications are available if the user's email address is set up within their user profile by their company administrator. See below for examples of notifications.

Deposit Confirmation

From: notifications@pacwest.com <notifications@pacwest.com>
Sent: Tuesday, June 20, 2023 9:57 AM
To: Test Email
Subject: [EXTERNAL] Brians TEST Deposit Approved for \$1.08 on 6/20/2023



Merchant Name: Brians TEST

We have received your deposit submitted at 6/15/2023 5:47 PM (PST). This email is confirmation that the deposit below was received. Please contact us immediately if there are errors in this information.

Account: *****2345
Account Description: Brians TEST Account 12345
Amount: \$1.08
2 item(s) (including the virtual deposit ticket)

If your deposit is received after 6:00 PM (PST), it may be processed on the next business day.

This message was generated automatically. Please do not reply to this message.

Rejected Deposit

From: notifications@pacwest.com <notifications@pacwest.com>
Sent: Tuesday, June 20, 2023 9:50 AM
To: Test Email
Subject: [EXTERNAL] Brians TEST Deposit Rejected for \$1.00 on 6/20/2023



Merchant Name: Brians TEST

We have received your deposit at 6/20/2023 11:34 AM (PST); is rejected by FI. Please contact us immediately if there are errors in this information.

Account: *****0004
Account Description: dlm rd test account 203804
Amount: \$1.00
2 item(s) (including the virtual deposit ticket)
Rejected Reason: Incorrect MICR edit
Rejected DateTime: 6/20/2023 11:49 AM (PST)

This message was generated automatically. Please do not reply to this message.

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Running reports

The Reports page provides you with the ability to run reports about the deposits made through PWB Remote Deposit. Below is a list of available reports:

| Report name | Description |
|-----------------------------|--|
| All Deposits Detail | Provides a list of all the deposits made during the specified range, for the specified locations and accounts. Includes the individual checks, item amounts, serial numbers, account numbers, and routing numbers. Custom Fields can also be included on this report. |
| Deposit Detail | Provides the details of a selected deposit, including the individual checks, item amounts, serial numbers, account numbers, and routing numbers. Custom Fields can also be included on this report. Note that items rejected during a deposit review have an item type of DEBIT (REJECT). |
| Deposit Summary | Provides a summary of the deposits made during the specified range, for the specified locations and accounts. Includes the date of the deposit, deposit tracking number, location, deposit status, primary account, and the counts. Custom Fields can also be included on this report. |
| Deposit Summary by Location | Provides a summary of the deposits made during the specified range for a single account or all accounts, grouped by location. Includes the date of the deposit, deposit tracking number, deposit status, user who scanned the deposit, user who submitted the deposits, and the counts. Custom Fields can also be included on this report. |
| Image Report | Provides the details and images for a selected deposit (on a selected date). The image report can be run three different ways: <ul style="list-style-type: none">• 1x3 Front Only provides the images for the deposit ticket and only the front images of the checks that make up the deposit at a larger size, where each image is centered in a single column on the page. Custom Fields can be included on this report.• Front + Back provides the front and back images of checks that make up the deposit, side by side in two columns on the page.• Front Only provides only the front images the checks that make up the deposit, side by side in two columns on the page. All three variations of the Image Report also include the date the deposit was submitted, the account, the status, the location, and the deposit total. These reports can include deposits in pending status. |

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855.527.6738.

| Report name | Description |
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| Location Summary | <p>Provides a detailed summary of all deposits and debits made during the specified range, for the specified locations and accounts, grouped and summarized by location. Includes the location name, deposit counts, debit counts, and deposit totals.</p> <p>Note that this report does not include deposits for lockbox accounts.</p> |
| Pending and Rejected Deposits Summary | <p>Provides a detailed summary of all the deposits in a pending state, and all the deposits in a rejected state, grouped by and summarized by location. Includes the tracking number, received time, depositor, total debits, and total deposits. The rejected deposits also include any review comments.</p> |
| Receipt Detail | <p>Provides detailed information about a specific deposit made on a specific date. Includes the date, deposit status, location, account number, tracking number, user who captured the deposit, use who submitted the deposit, serial number, and item number. Custom Fields can also be included on this report.</p> <p>Note that items rejected during a deposit review have an item type of DEBIT(REJECT). Also note that this is the same report that is available on the Deposit Completed page.</p> <p>This report can include deposits in pending status.</p> |
| User Summary | <p>Provides summary information about deposits made by users during a specified time frame, for the specified locations and accounts, grouped and summarized by user.</p> <p>Includes deposit counts, debit counts, and deposit totals by user.</p> |

1. To access the Reports page, click Reports from the navigation bar.
2. Select the report you want to run, and then provide values for the report search criteria as appropriate for that report:
 - Start Date: The starting date for the range of dates you want to search; or a single search date. You can enter a date manually in MM/DD/YYYY format or pick the date from a calendar. By default, the current date is filled in for you.
 - End Date: The ending date for the range of dates you want to search. You can enter a date manually in MM/DD/YYYY format or pick the date from a calendar. By default, the current date is filled in for you.
 - Location: The location used for the deposit. Select a location, or select All to include all available locations.
 - Account: The account used for the deposit. Select an account, or select All to include all available accounts.

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- Tracking Number: The tracking number provided when the deposit was submitted. Select a date first, and then you can select the tracking number.
3. Select Include Custom Fields, if the report should include the values selected for each Custom Field associated with each deposit on the report.

Note: This option is only available for the All Deposit Detail, Deposit Detail, Deposit Summary, Deposit Summary by Location, Image Report (1x3 Front Only), and Receipt Detail Reports.

4. Select Create Report.

Report Criteria

Report
All Deposits Detail

Start Date
05/30/2023

End Date
06/12/2023

Location
San Diego

Account
All

☐ Include Custom Fields

Cancel Create

Researching deposits

The Research page enables you to search for previously-submitted deposits, using search criteria you define or saved queries you create. A saved query is a named set of search criteria you saved for yourself or that was saved at the company level so all of your users can access it.

1. Select Research to access the Research page.
2. If you want to search using a previously saved query, then for Saved Queries, select the query.
3. For Start Date, enter the start of the date range you want to search, or select the calendar icon to open a window that enables you to pick a date from the calendar. By default, the current date is filled in for you.
4. For End Date, enter the end of the date range you want to search, or select the calendar icon to open a window that enables you to pick a date from the calendar. By default, the current date is filled in for you.

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5. If you want to search without making changes to the query, then skip to step 8. Otherwise, continue with replacing the existing values as appropriate.
6. If you want to limit your search further, then select the down arrow to show additional search fields.
 - If you want to include custom fields in your search results, then select Include Custom Fields.
 - If you want to limit your search by location, then select a Location from the drop-down.
 - If you want to limit your search by an account, then select an Account from the drop-down. Otherwise select All.
 - If you want to further enhance your search results, select Add Field to add a new line of search fields, and do the following:
 - For the drop-down list, select the field you want to limit the list by. For example, if you wanted to limit the list by the source of the deposit (scanner, mobile, or cash letter), then you could select Source.
 - For User Name, select the user you want to use for the query line.
 - For Amount, enter the value for this query line and select the rule type. Choices include = (equal to), < (less than), > (greater than), >= (greater than or equal to), <= (less than or equal to), and <> (not equal to).
 - Repeat this step as needed until all the appropriate query lines have been added. If you need to remove a query line, then select the X button to the right of each line.
7. If you want to configure export options, select the down arrow to the right of the Export Options and provide the appropriate values.
8. If you made a mistake and need to start over, then select Clear to reset the search query to the default. Otherwise, select Search. The portal searches for items matching your criteria and updates the list in the right pane as appropriate.

The screenshot shows the 'Research Options' form. It includes dropdown menus for 'Institution Name' (set to '(800734) - Pacific Western Bank'), 'Merchant' (set to 'Brians TEST'), and 'Saved Queries' (set to 'Select a query or enter a new name'). There are date pickers for 'Start Date' and 'End Date', both set to '06/12/2023'. A 'Click to collapse fields' link is visible. Below, the 'Include Custom Fields' checkbox is checked. Under the heading 'Improve performance by excluding custom fields', there are dropdowns for 'Location' (set to 'San Diego') and 'Account' (set to 'All'). At the bottom, there is a section for 'Amount' with a dropdown, a comparison operator dropdown (set to '<'), a 'Value' input field, and a delete 'X' button.

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Saving a research query

If you have been assigned the appropriate user roles, then you can manage saved queries. This includes:

- Adding, updating, and removing queries for yourself.
- Adding, updating, and removing queries for your company.

You can also use the search criteria defined in existing queries to create new ones.

1. Select Research to access the Research page.
2. In the Saved Queries field, enter the name for the new saved query.
3. Provide search criteria, as described in the Researching Deposits section and configure export options.
4. Click the ellipsis in the top-right corner of the search pane, near the Research Options title, and select one of the following options:
 - Save - to save the query for yourself. The query will appear as a saved query for you, but will not be available to other users.
 - Save to Merchant - to save the query for your company. All users who access the Research page will be able to use this query for research.

The screenshot shows the 'Research Options' form. At the top right, there is a search icon and a three-dot menu icon. The menu is open, showing four options: 'Save', 'Remove', 'Save to Merchant', and 'Remove from Merchant'. The form fields include:

- Institution Name:** (800734) - Pacific Western Bank
- Merchant:** Brians TEST
- Saved Queries:** Select a query or enter a new name (dropdown menu)
- Start Date:** 06/12/2023 (calendar icon)
- End Date:** 06/12/2023 (calendar icon)

At the bottom right, there is an 'Items' label with a count of 0.