Remote Deposit Capture (RDC)

Mobile + Desktop

User Guide for Business

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Verve, a Credit Union's (Verve) Remote Deposit Capture (RDC) is a service that uses DeposZip® to deposit checks through online banking, mobile or desktop application. Business members can upload a photo of a check and make a deposit without mailing checks or visiting an ATM or branch.

How it Works

<p style="text-align:center">Originator   >   RDC Operator   >   Receiving Account</p>

Originator

The Originator is the receiving business that processes check deposits. In order to originate a file, the Originator must designate at least one Administrator. Administrator(s) shall be responsible for designating users authorized to deposit check(s). The Originator is responsible for maintaining the authorization and integrity of deposits. As the initiator, the Originator is liable for the total amount processed through RDC and is regularly evaluated for credit worthiness.

RDC Operator

The RDC Operator, Verve is a central clearing facility that receives deposits from Originators and performs the settlement functions for the Originator.

Receiving Account

The Receiving Account is the selected beneficiary of the Originator's deposits. You may have more than one Receiving Account eligible for any deposits. Administrators may designate a single Receiving Account for authorized users.

Creating a Safer RDC Process

Verve offers a variety of tools to process RDC deposits safely. Within online banking, you can:

- Designate permissions by user to maintain separation of duties or employ dual control.
- Limit the amount of funds at risk by setting RDC transaction limits on users and accounts.
- Review RDC deposit easily via web browser or mobile app.

RDC Risks

Duplicate Deposits and Items

Using RDC, there is the possibility that the same check(s) could be deposited multiple times. Authorized users may transmit an image of a check to Verve and then deposit the original check at a branch or at a different financial institution. Such activity could be an honest mistake, or it could be an intentional act by the employee. The deposits could be made the same day, or the employee could hold the original check and deposit it at a later date.

Another potential risk is that an authorized user could transmit duplicate files or duplicate images of checks. While this type of activity may not go unnoticed by Verve for very long, the amount of one duplicate image or file could be substantial under the right circumstances.

Forged Endorsements

Unlike traditional forgery detection procedures used to check for endorsements on checks before deposits are made at the branch, the risk of forged endorsements from remote deposits poses unique risks. Given the potential number of images that will be scanned and transmitted, it is unlikely that Verve will be able to detect all missing or forged endorsement on the images of checks.

Alterations and Counterfeit Items

Receipt of a check image instead of the original check may increase the possibility of an altered item being processed. Alterations and counterfeit items on a black and white image are often difficult to detect on original items because of the advanced techniques used by fraudsters. A fraudster can produce a counterfeit that exactly duplicates an original check.

Originator Responsibilities

An RDC user with Verve has a contractual responsibility to follow Verve and security protocol rules. These responsibilities include:

- Obtain and maintain proper endorsements
- Comply with processing deadlines
- Safeguard documents and banking information received
- Make necessary changes as instructed from a RDC Notification
- Cease subsequent deposits when appropriate
- Restrict deposits to trained, secure individuals
- Ensure protection of the user and processing computer by following the guidelines listed in Verve's Mobile and Desktop Deposit Agreements, including protecting system credentials through Verve's RDC Terms and Conditions

Hardware + Software Required:

To use DeposZip®, the user must have the following hardware and software with the indicated specification:

Hardware

- TWAIN or RANGER Compatible Scanner

Note: The recommended check scanner is the Digital Check TellerScan 240 (model TS240-50-IJF). A current list of compatible check scanners is available upon request.

The image quality for the check must meet the standards for image quality established by the American National Standards Institute ("ANSI"), the Board of Governors of the Federal Reserve, and any other regulatory agency, clearing house, or association.

Software

An up-to-date operating system and web-browser are required. Please contact Verve for current minimum requirements.

Making a Deposit

Mobile

1. Open the Verve mobile app and select ACCOUNTS > MAKE A DEPOSIT.
2. Select the account to receive the deposit.
3. Enter the check amount.
4. Ensure your check is properly endorsed. For details, see "Endorsements" section below.
5. Snap a picture of the front and back of your endorsed check.
6. Tap SUBMIT.

Desktop

An automatic email notification will be sent detailing that the check deposit has been received. Regular holds apply, and check deposits go through a quality control verification process.

How to LOAD check images: Website

For all browser-based users, use the LOAD button to upload front and back image files.

1. Login to online banking and select ACCOUNTS > MAKE A DEPOSIT.
2. Select the account to receive the deposit > OPEN.
3. From the list of DeposZip® options, select DeposZip® website to continue.
4. Capture check images using a scanner utility tool or another predetermined method; save these images in a location to which you can browse.
5. Ensure that each check is properly endorsed. For details, see "Endorsements" section below.
6. Start a new deposit by selecting the ADD NEW DEPOSIT button.
7. Select the LOAD button.
8. Select the BROWSE button to choose front and back images captured.
9. Select the SAVE button to continue.
10. Review the deposit. If there are any items denoted with a red circle, you must correct them before proceeding.
11. Select SUBMIT when you are done.

How to SCAN checks: Desktop Deposit App

The DeposZip® desktop deposit app is available in the Microsoft App Store and is designed for high-volume deposits using high-performance scanners.

1. Login to online banking and select ACCOUNTS > MAKE A DEPOSIT.
2. Select the account to receive the deposit > OPEN.
3. From the list of DeposZip® options, select DeposZip® App to continue.
4. Ensure that each check is properly endorsed. Endorsement instructions are available below.
5. Start a new deposit by selecting ADD NEW DEPOSIT.
6. Select the SCAN button. Information on how to adjust the scanner settings for best performance is available on the help screen.
7. Choose a scanner from the dropdown list and select the SCAN button.
8. Review scanned images by using the FIRST, PREVIOUS, NEXT, or LAST buttons.

9. Correct orientation, image quality, or other errors using the ROTATE, CROP, or DELETE buttons. A list of common image quality errors and troubleshooting suggestions are available on the help screen.
10. Select the SAVE button to continue.
11. Review the deposit. If there are any items denoted with a red circle, you must correct them before proceeding.
12. Select SUBMIT when you are done.

Important Depositing Tips:

1. Store checks in a safe place for 30 days after receiving confirmation that your deposit has been accepted.
2. After the retention period and no later than 60 days, write 'Void' on each check, then destroy or file.

RDC File Limits

Information is gathered by Verve to establish processing trends, evaluate continuation of RDC services provided, and set daily and availability limits—along with adjustments of any limits—on the amounts and/or number of deposits that can be processed for your account(s).

Deposit History

1. Once logged into your account, click the 'DeposZip®' menu option.
2. Click the 'Start Check Deposit' button.
3. Click on the folder icon in the upper right corner of the screen.

4. Click on the icon to the right of the deposit to view the deposit details, check images, and download.

Note: Deposit history is maintained for member review for 18 months. For deposit history beyond 18 months, contact Verve at 800.448.9228.

Check Requirements

Type of Checks

Only scan single-party domestic checks made payable to the business. Unacceptable deposits include:

- Savings bonds
- Foreign checks
- Third party checks
- Checks written to you from another account of yours at Verve
- Items stamped with "non-negotiable"
- Incomplete checks
- Stale-dated or post-dated checks
- Any checks that contain evidence of alteration to the information

- Checks purported to be a lottery or prize winning
- Checks previously submitted for deposit
- Checks that are copied or images of a copy

Image Quality

Check images must be greater than 2.3" (460 pixels) and less than 4.5" (900 pixels) high and greater than 5.7" (1140 pixels) and less than 9.4" (1880 pixels) long. An error can also occur if the front and rear check images are different in size.

Check images must meet certain minimum quality requirements to conform to industry standards. To determine the specific error conditions that exist, click on "IQ Errors".

Common errors include the size of the image. Errors can also result from an image being too light/dark or if the image has excess spot noise (dark regions on the scanned image).
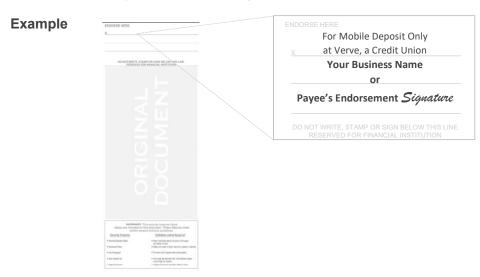
Batch Size

Up to 999 checks can be included in one deposit, and multiple deposits can be submitted if the accumulated dollar amount of the deposit(s) does not exceed the daily deposit limit.

Endorsements

All checks must identify the method of deposit. It is crucial that checks are properly endorsed to avoid being returned or deleted. Please review the approved endorsements below.

The back of each item must include the following:

1. Contain the phrase: For Mobile Deposit Only at Verve, a Credit Union
2. Business Name or Payee's Endorsement Signature

Example

Note: If the back of the check is not properly endorsed, Verve reserves the right to reject the check for deposit.

Rejected Items

It is imperative to understand how to avoid mistakes that can cause checks to be rejected. Here are some of the most common:

- Improper check endorsement
- Incorrect check details
- Imaging a copy of a check
- Check image being too light, dark, or blurry
- Duplicate check deposits

Verve will provide notification if an entry is rejected/returned.

RDC Edit + Deletion

RDC batches must be reviewed carefully before submission. If an RDC has been submitted and an error is discovered, please contact Verve at 800.448.9228. It may be possible to delete or modify the batch if it has not been processed by Verve. Files are processed several times throughout the day. Once a file has a 'Submitted' status within online banking, it may be in process or may have completed processing.

Deadlines + Cutoff Times

Checks submitted for deposit prior to 5:00 pm Central Time (CT) will be reviewed on the same business day. Deposits submitted after 5:00 pm CT will be reviewed the next business day. Business days are Monday through Friday (excluding Saturdays, Sundays, and holidays).

All deposits will be credited following Verve's standard check hold policies. Please see the hold policy as defined in the Funds Availability Disclosure.

Holiday + Weekend Processing

Some RDC transactions may only be processed on days Verve is open for business. Verve may not process RDC transactions on Saturdays, Sundays, or on any standard holiday observed by the Federal Reserve Bank. For the complete list of standard holidays, please visit federalreserve.gov.

Resources

Other resources related to the topic of this guide.

- Remote Deposit Capture (RDC) Mobile + Desktop: Frequently Asked Questions for Business

Feedback

This document will be updated from time to time as needed. Please contact Verve at businesscontactcenter@verveacu.com or 800.448.9228 with your feedback.

To ensure that feedback is adequately addressed, please include:

- Document name and version
- Section name
- Suggested feedback