ACCELERATE AR RDC SELF UPGRADE PROCEDURES

Overview

We are pleased to share that your Remote Deposit Capture (RDC) service is being enhanced with the introduction of Synovus Accelerate AR^{TM} RDC. As the latest addition to our comprehensive integrated receivables suite, Accelerate AR RDC will provide a number of benefits for your organization, including an intuitive user experience, extended deposit cutoff time for same-day credit, and consolidated pricing. This upgrade is part of our commitment to provide your business with enhanced solutions and ensure your receivables management experience is efficient and user-friendly.

Throughout this document you will find the steps to self-serve your upgrade experience. If at any time you find yourself needing migration assistance, feel free to reach out to our migration support specialists by email at TechnicalSupport@RDC.synovus.com or by phone at (855) 203-5868. We look forward to introducing you to Accelerate AR RDC.

Prerequisites

➢ **Verify administrative permissions.** You, or your company's representative(s) must have administrative permissions on your computer to install/update software. Please verify your administrative permissions and ensure your passwords are current.
➢ **Download desired historical reports.** Download and save any historical reports from your remote deposit capture application that you wish to retain.
➢ **Synovus Gateway user access will be required.** Accelerate AR RDC will have convenient single-sign on access to Accelerate AR RDC through the Synovus Gateway^{SM} digital banking portal. You can find additional details to help set up your Gateway user profile required for access if you are not already accessing your remote deposit service using the Gateway portal via our Accelerate AR RDC Gateway User Administration Guide.

Associated Documents and References

➢ Accelerate AR RDC Gateway User Administration Guide
➢ Accelerate AR RDC User Guide
➢ Accelerate AR RDC Self Upgrade Instructional Video: RED & CCX
➢ Accelerate AR RDC Self Upgrade Instructional Video: Gateway Remote Deposit aka RDComplete
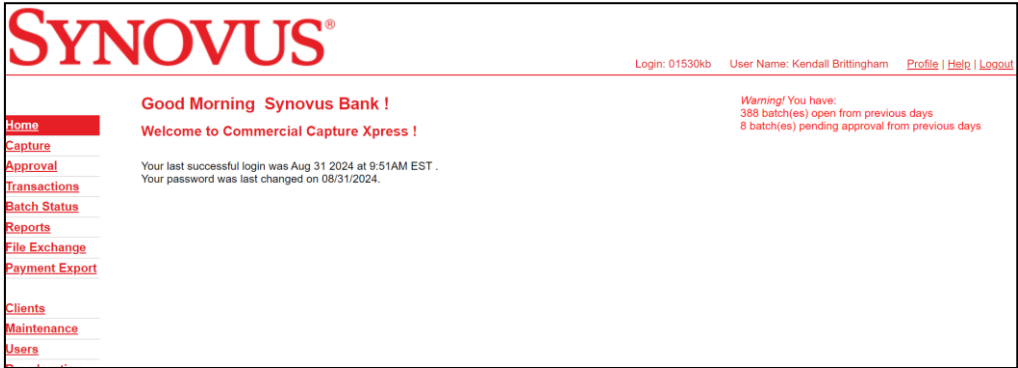
Terms and Definitions

➢ RDC – Remote Deposit Capture
➢ Accelerate AR Remote Deposit Capture (RDC) – Upgraded Synovus Remote Deposit Capture solution
➢ Gateway – Synovus commercial banking platform
➢ WebScan – a software solution that interfaces with USB-based scanners to facilitate the Remote Deposit Capture process.
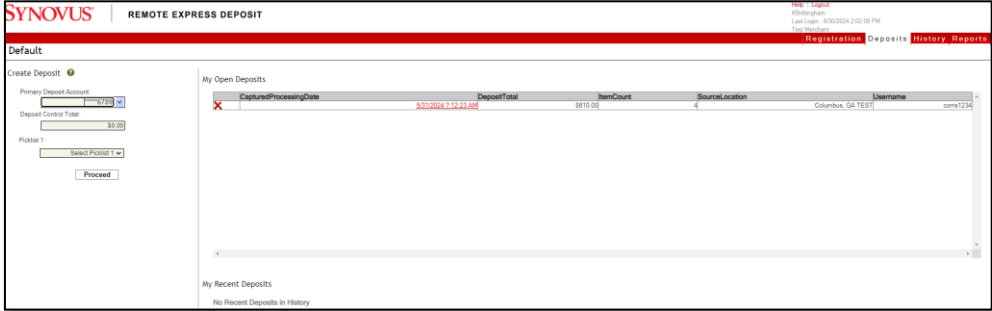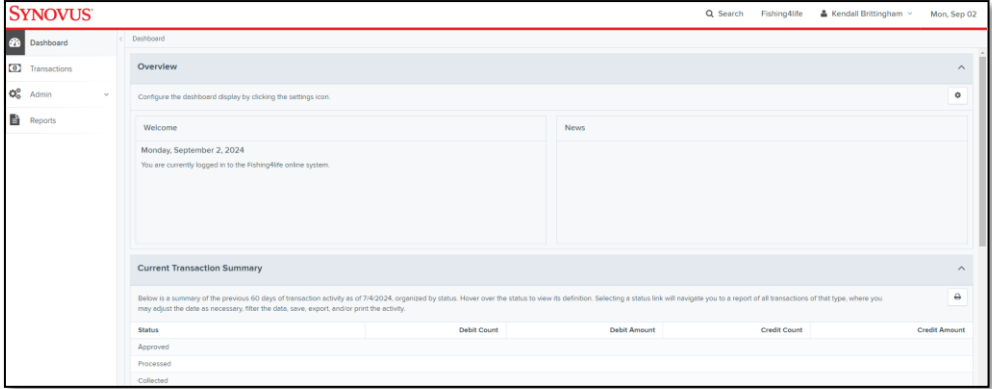
Table of Contents	
Topic	**Links**
Determine Your Service	➢ Determine your current remote deposit service
Commercial Capture Xpress (CCX) & Remote Express Deposit (RED) Self-Upgrade Procedures	➢ Locating and Uninstalling WebScan ➢ Installing Updated WebScan ➢ Set Scanner Type on Profile
Gateway Remote Deposit Capture aka RDComplete Self-Upgrade Procedures	➢ Locating and Uninstalling EPS Device Control ➢ Locating and Uninstalling Scanner Drivers ➢ Installing WebScan ➢ Installing Scanner Drivers ➢ Set Scanner Type on Profile
Using Accelerate AR RDC	➢ Accessing Accelerate AR RDC ➢ Capturing a Deposit ➢ Working with Research & Reports ➢ Administration

Determine Your Service	
Below you will find a view of the different interfaces Synovus currently supports. Validate your current service to determine which procedures to follow for your upgrade to Accelerate AR RDC.	
System	**Identifier**
Commercial Capture Xpress (CCX)	Your interface would look like the below image: If **CCX** is your current RDC solution, please follow the procedures for **Commercial Capture Xpress (CCX) & Remote Express Deposit (RED) Self-Upgrade Procedures**. or watch our Accelerate AR RDC Self Upgrade Instructional Video: RED & CCX.
Remote Express Deposit (RED)	RED is currently accessed via Single Sign On through our commercial platform Gateway from within the **Services** drop down and **Remote Express Deposit.** Your interface would look like the below image:

If **RED** is your current RDC solution, please follow the procedures for **Commercial Capture Xpress (CCX) & Remote Express Deposit (RED) Self-Upgrade Procedures**. or watch our Accelerate AR RDC Self Upgrade Instructional Video: RED & CCX.

Gateway Remote Deposit aka RDComplete	Gateway Remote Deposit aka RDComplete is accessed via Single Sign On through our commercial platform Gateway by selecting the **Deposits** option. Your interface would look like the below image: If **Gateway Remote Deposit** is your current RDC solution, please follow the procedures for Gateway Remote Deposit Capture Self Upgrade Procedures. or watch our Accelerate AR RDC Self Upgrade Instructional Video: Gateway Remote Deposit aka RDComplete.

Back to Top

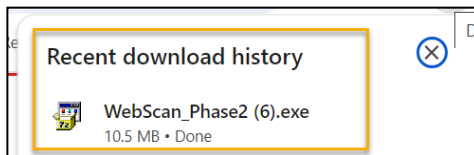| Commercial Capture Xpress (CCX) & Remote Express Deposit (RED) Self-Upgrade Procedures	
Below you will find steps involved to upgrade your CCX or RED service to **Accelerate AR RDC**. *Note: Upgrading your existing service **DOES NOT** require you to uninstall your existing scanner drivers. Administrative permissions may be required on your pc to perform these functions.*	
Task	Actions
Locating & Uninstalling WebScan	Your current remote deposit solution uses a different version of WebScan and will require an uninstallation and reinstallation of our updated version. ***Note: WebScan is not required with Panini network scanners or MACs.***

1. Login to your commercial banking platform Gateway.
2. Under **Services** select **Accelerate AR RDC.**
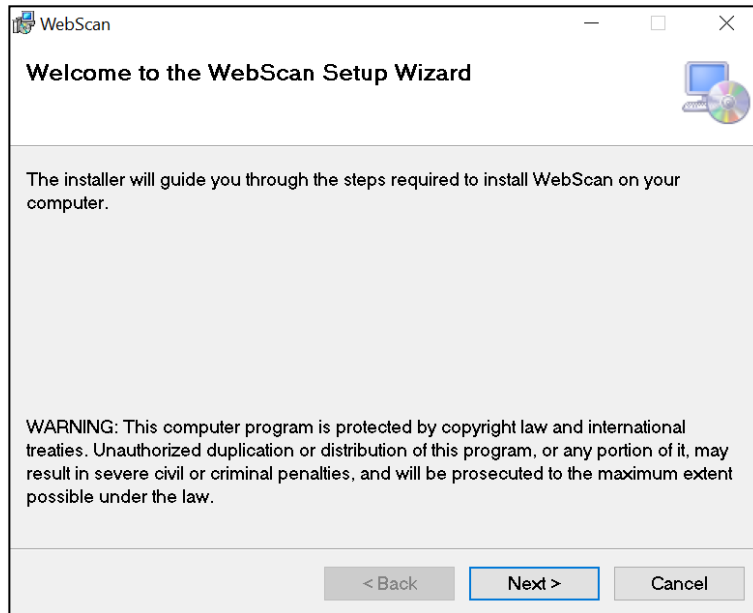

3. Once logged into Accelerate AR RDC we will select the **Help** menu and **Download WebScan.**
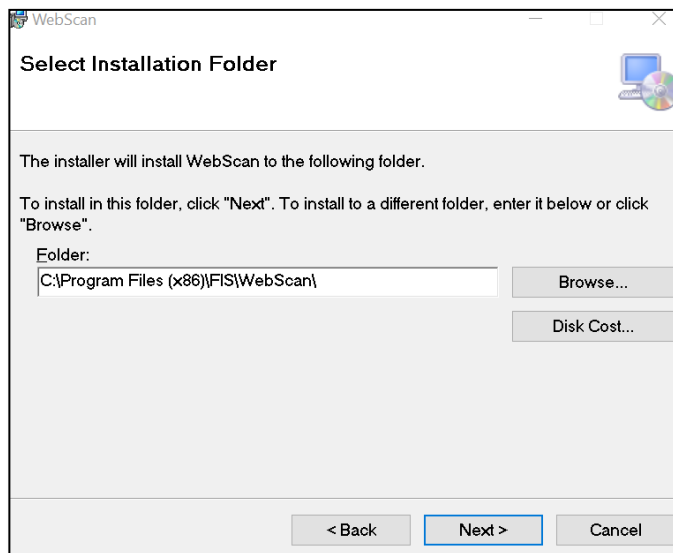

4. WebScan will begin to download. Locate within download folder or from within browser. Select to **Run As Administrator.**
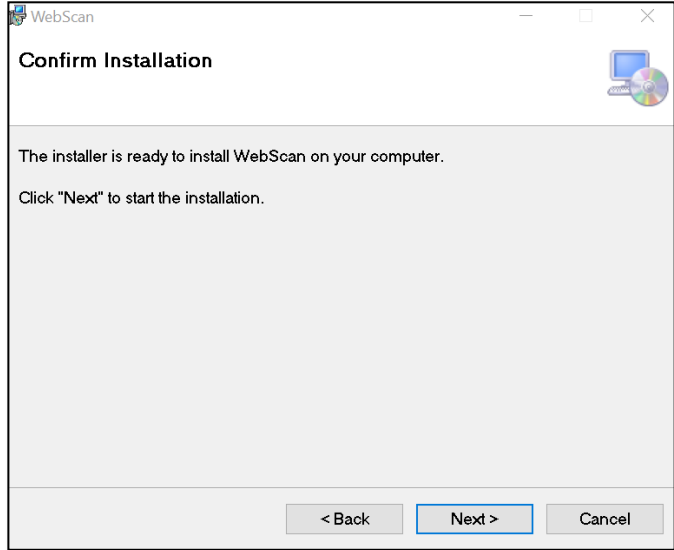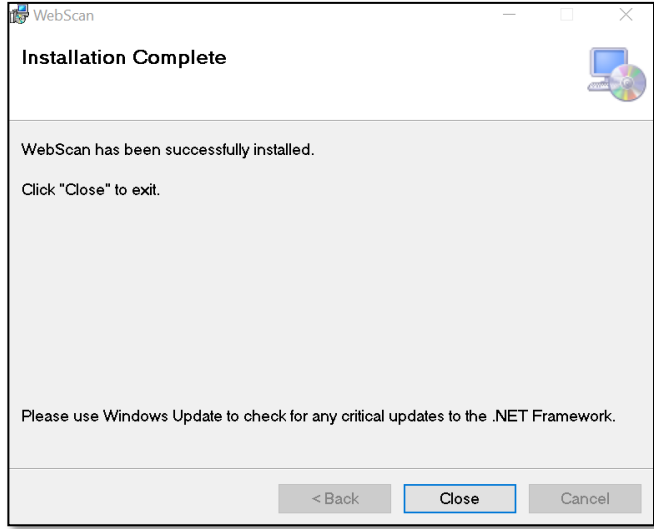

5. WebScan Setup Wizard will display and take you through the steps for Installation. Select **Next** to continue through installation.
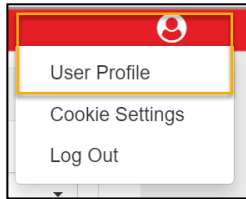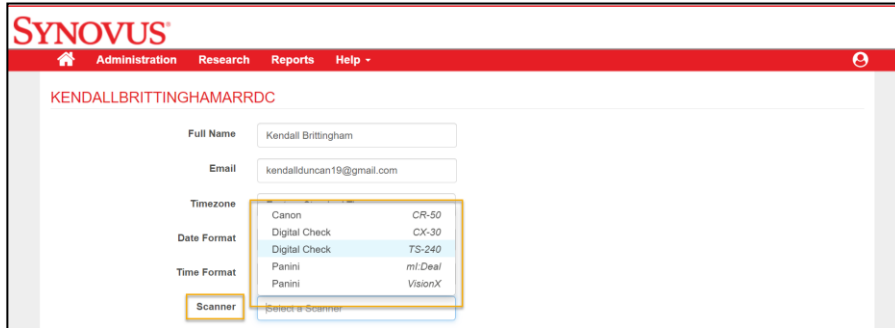
6. Select an Installation folder and **Next.**

7. The installer is now ready to install Webscan. Click **Next.**

8. WebScan has been successfully installed. Click **Close.**

9. After a successful installation you should see the WebScan icon within your system tray and on your desktop. It will be blue in an idle status and green when initialized.

Note: WebScan only has to be installed once per PC regardless of how many users are utilizing that device.

For additional support please see this video for <u>**Locating and Installing WebScan**</u>.

Set Scanner Type on Profile	To establish connectivity between WebScan and your Scanner Drivers we must ensure your appropriate scanner type is assigned to your profile. 1. While logged into Accelerate AR RDC select your Profile Icon in the top right corner and select **User Profile.**

2. Within your user profile select the drop-down menu for **Scanner** and select your associated scanner type and select **Save.**

Note: If you do not see your associated scanner type in the listing contact our migration support specialists at (855) 203-5868 to add your scanner type to your profile.

For additional support please see this video for **Assigning Scanner to User Profile.**

This concludes the technical components of updating your remote deposit services to Accelerate AR RDC. For more information on using the Accelerate AR RDC interface please see the Using Accelerate AR RDC section of these procedures.

Back to Top

| Gateway Remote Deposit Capture aka RDComplete Self-Upgrade Procedures	
Below you will find steps involved to upgrade your Gateway Remote Deposit aka RDComplete service to **Accelerate AR RDC**. For an end-to-end demonstration of this process see our Gateway Remote Deposit Self-Upgrade Video.	
Task	**Actions**
Locating and Uninstalling EPS Device Control	Your current remote deposit solution uses a different web software called **EPS Device Control** and will require an uninstallation. There are several options for uninstalling software from your device. See table below for options: **Windows** **From the Start Menu** 4. Click the **Start** button. 5. Locate **EPS Device Control** in the list.

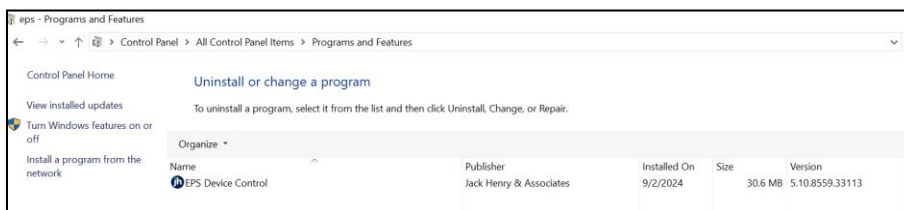6. Right-click on the app and select **Uninstall**.
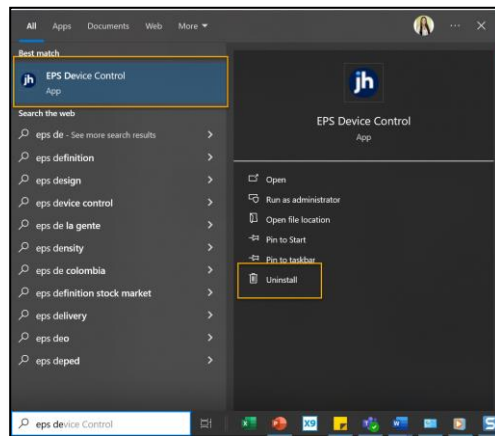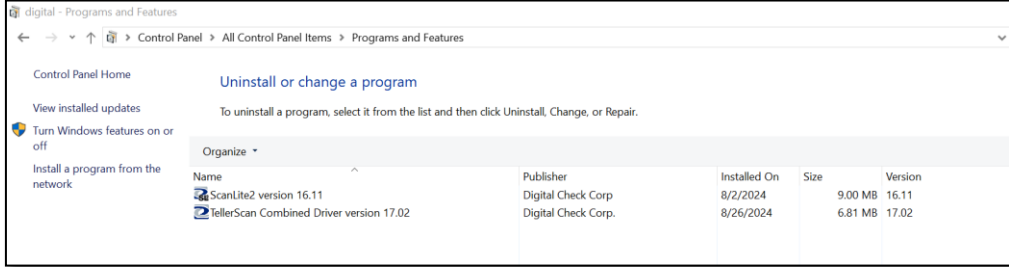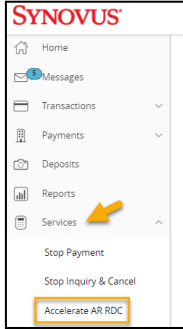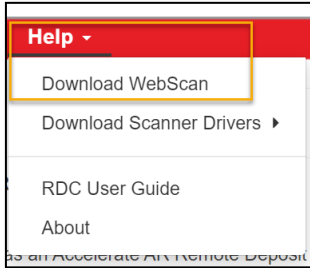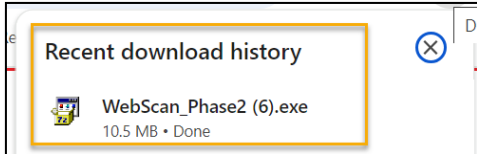

From Settings
4. Click the **Start** button and select **Settings**.
5. Go to **Apps** > **Apps & features**.
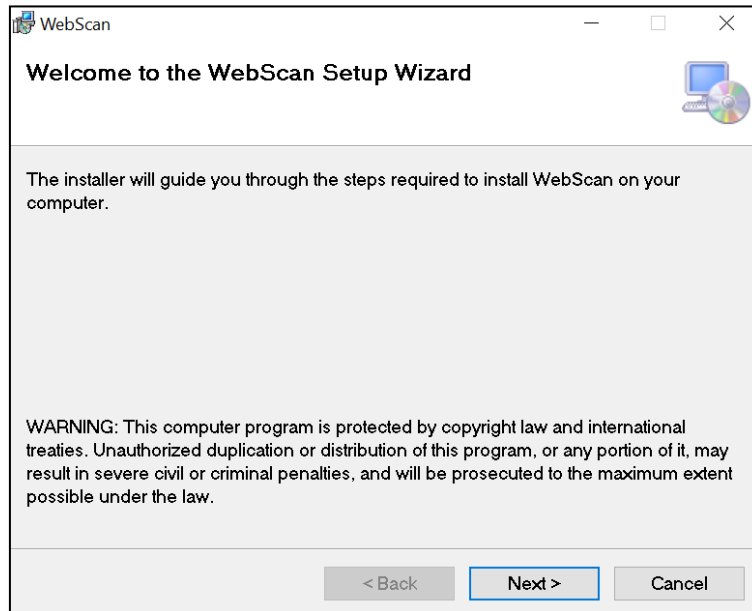6. Locate **EPS Device Control**, click on it, and select **Uninstall**.
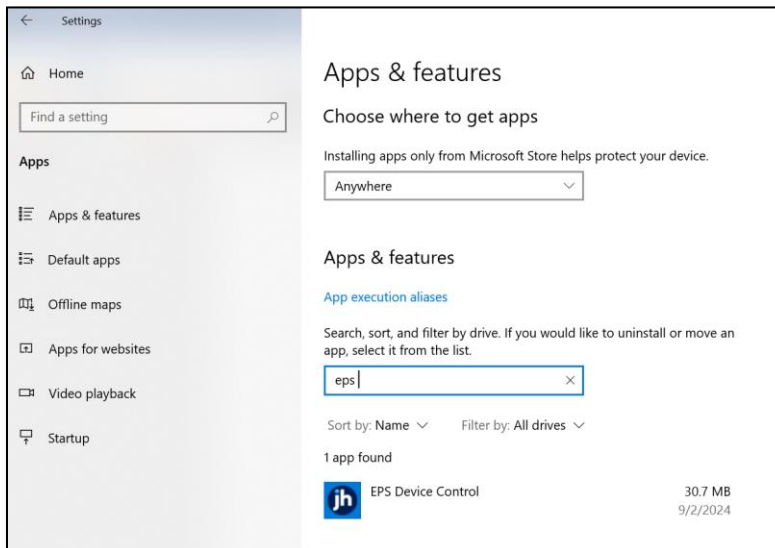
From Control Panel
4. Type **Control Panel** in the search box on the taskbar and select it.
5. Go to **Programs** > **Programs and Features**.
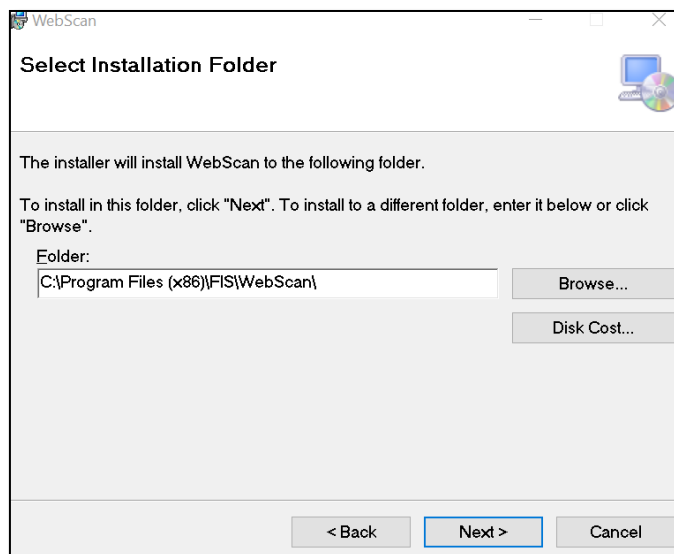6. Locate **EPS Device Control**, right-click on it, and select **Uninstall**.

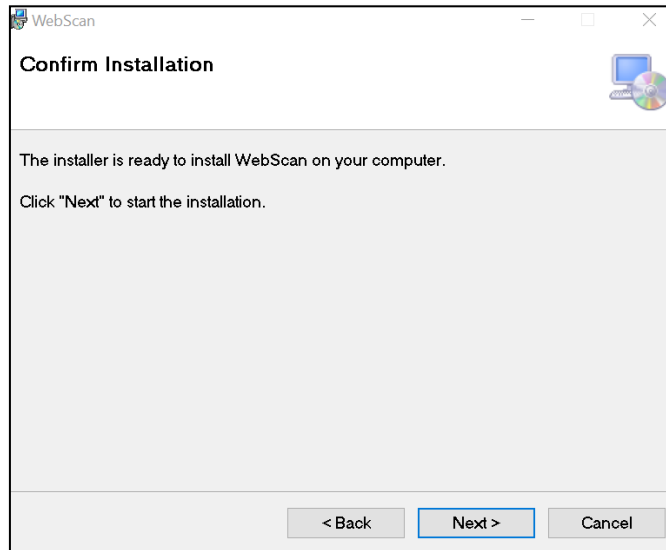|	
	For additional support please see this video for **Locating and Uninstalling EPS Device Control**.
Locating and Uninstalling Scanner Drivers	To uninstall our scanner drivers, we will follow the same procedures listed above for uninstalling software and instead of searching for EPS Device Control we will search for **Digital Check** or **Driver** and locate and uninstall your associated scanner drivers. Example TellerScan Combined Drivers below. For additional support please see this video for **Locating and Uninstalling Scanner Drivers**.
Installing WebScan	Now that we've uninstalled the legacy software, we will need to install WebScan to support Accelerate AR RDC. 1. Login to your commercial banking platform Gateway. 2. Under **Services** select **Accelerate AR RDC.** 3. Once logged into Accelerate AR RDC we will select the **Help** menu and **Download WebScan.** 4. WebScan will begin to download. Locate within download folder or from within browser. Select to **Run As Administrator.**

5. WebScan Setup Wizard will display and take you through the steps for Installation. Select **Next** to continue through installation.
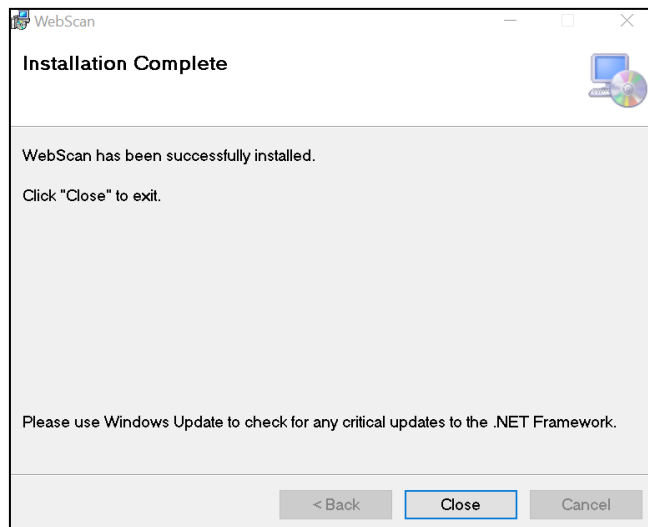
6. Select an Installation folder and **Next.**

7. The installer is now ready to install Webscan. Click **Next.**

8. WebScan has been successfully installed. Click **Close.**

9. After a successful installation you should see the WebScan icon within your system tray and on your desktop. It will be blue in an idle status and green when initialized.

Note: WebScan only has to be installed once per PC regardless of how many users are utilizing that device.

For additional support please see this video for **Locating and Installing WebScan**.

| Installing Scanner Drivers	Now that we've installed WebScan we will install our associated Scanner Drivers. 1. Ensure your scanner is unplugged at this time. 2. While still logged into Accelerate AR RDC select the **Help** menu and **Download Scanner Drivers.** 3. Select your associated scanner to begin the download process.
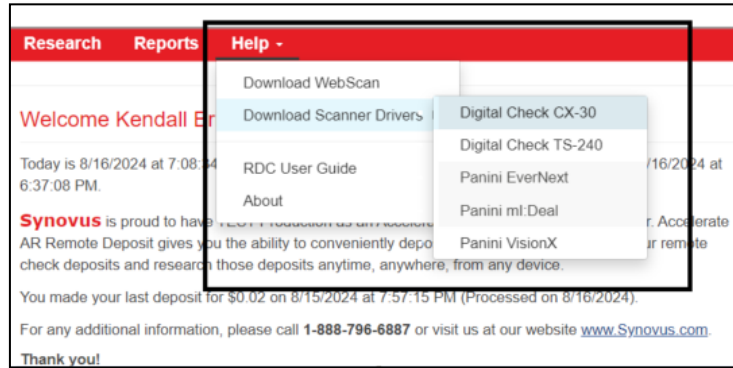
Note: If you do not see your associated scanner drivers, please contact our migration support specialists for assistance at *(855) 203-5868.*

4. For this example, Digital Check Drivers will begin to download. Locate within download folder or from within browser. Select to **Run As Administrator.**
5. The Setup wizard will initialize, select **Next** to continue through installation.
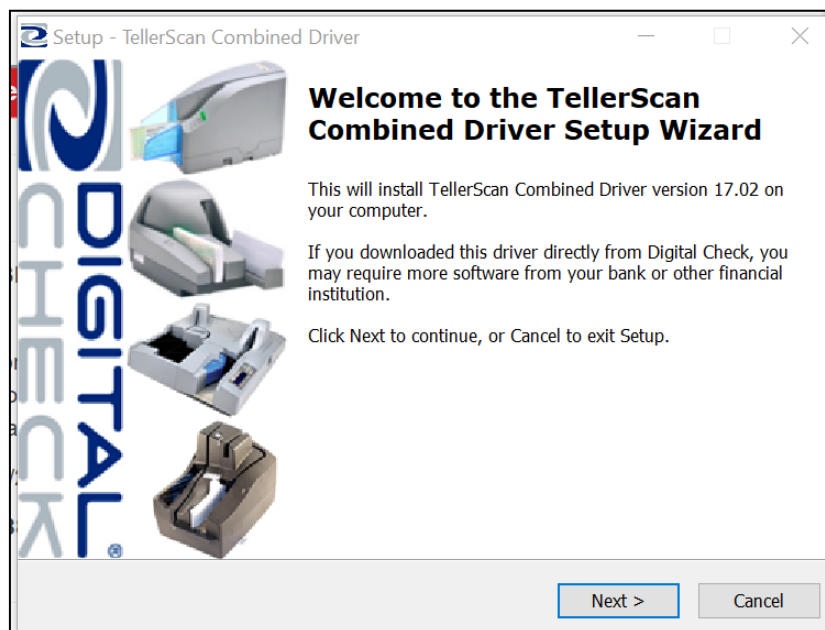
6. Setup is now ready to begin. Select **Install** to continue with installation.
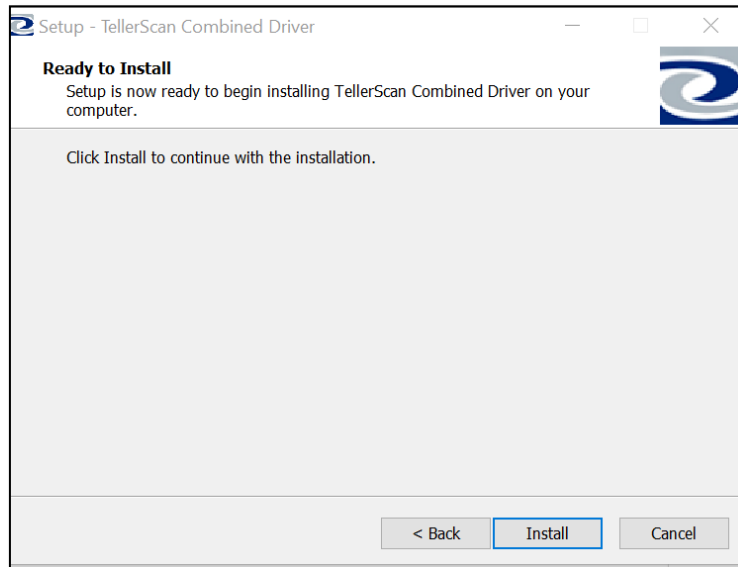
7. Setup has finished installing. Click **Finish** to exit Setup.
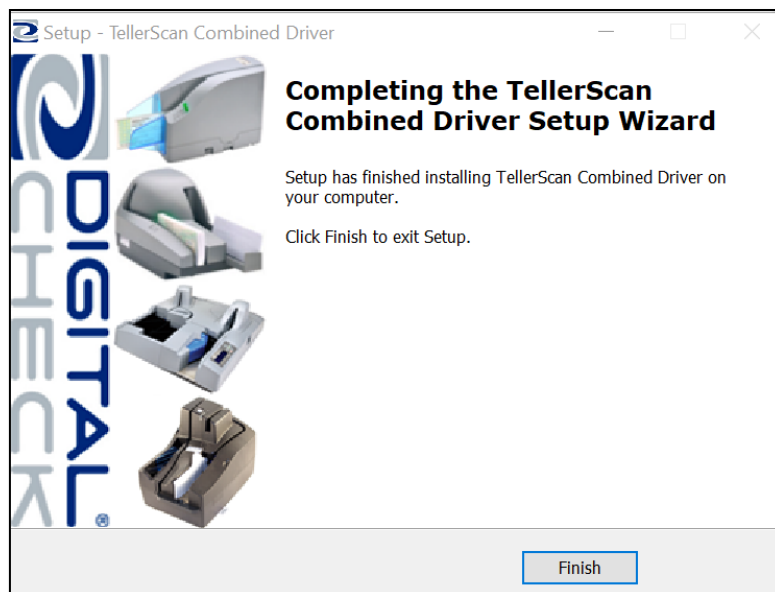
8. At this time you can plug in your Scanner.

Note: At times this process may require a re-start for your PC to recognize your scanner after driver installation.

For additional support please see this video for **Locating and Installing Scanner Drivers**.
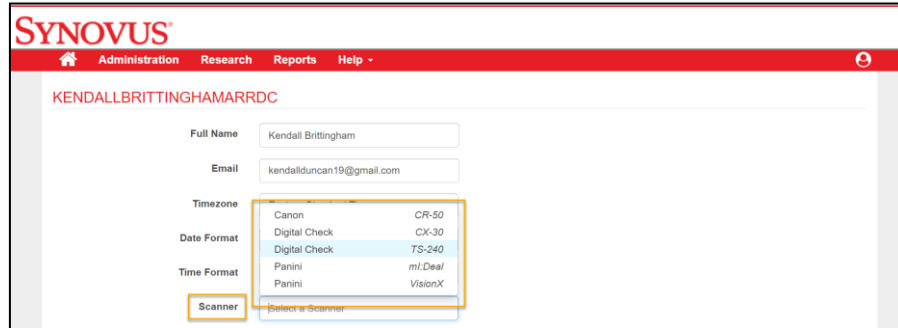
Set Scanner Type On Profile	To establish connectivity between WebScan and your Scanner Drivers we must ensure your appropriate scanner type is assigned to your profile. 1. While logged into Accelerate AR RDC select your Profile Icon in the top right corner and select **User Profile.**

2. Within your user profile select the drop-down menu for **Scanner** and select your associated scanner type and select **Save.**

Note: If you do not see your associated scanner type in the listing contact our migration support specialists at (855) 203-5868 to add your scanner type to your profile.

For additional support please see this video for Assigning Scanner to User Profile.

This concludes the technical components of updating your remote deposit services to Accelerate AR RDC. For more information on using the Accelerate AR RDC interface please see the Using Accelerate AR RDC section of these procedures.

Back to Top

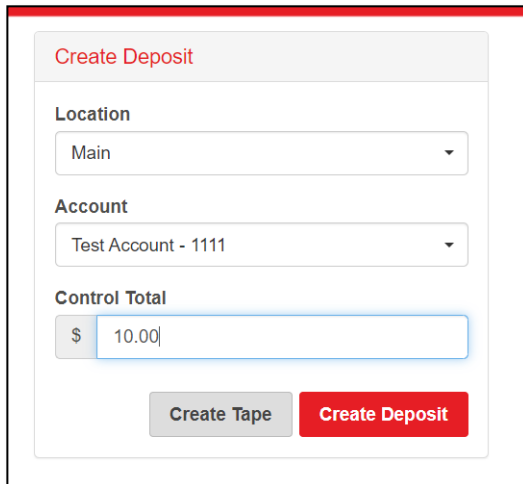| Using Accelerate AR RDC	
Below you will find an overview of the new Accelerate AR RDC solution.	
Link to Accelerate AR RDC solution overview demo.	
Steps	Actions
Accessing Accelerate AR RDC	Accelerate AR RDC is accessed via Single Sign on through our commercial banking platform: Gateway. 1. Login to your commercial banking platform Gateway. 2. Under **Services** select **Accelerate AR RDC.**
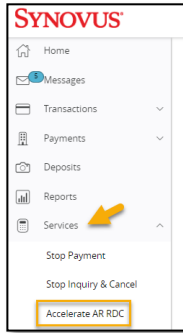
3. Once you've selected **Accelerate AR RDC** you will land on the home page for Accelerate AR RDC as seen below.
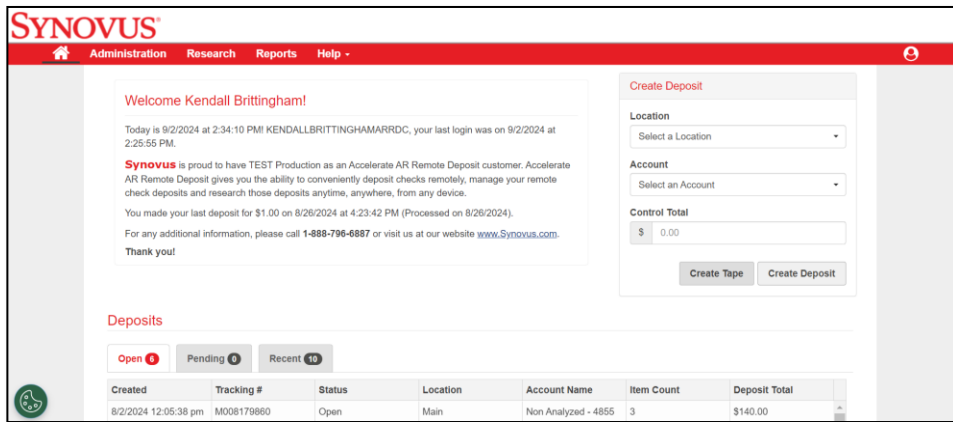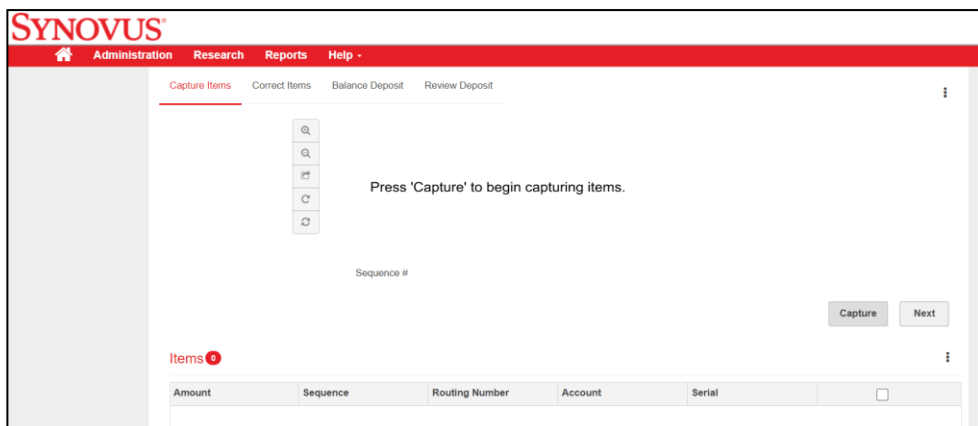

Capturing a Deposit	Creating deposits within Accelerate AR RDC is a multi-step process that involves providing the deposit information on the Home page, and capturing the images that make up that deposit. See additional steps and details below. 1. We will initiate a deposit from the Home page within the Create Deposit section where we will enter a few pieces of information: • **Location** – select location from drop down menu or search by location name • **Account** – select desired deposit account from drop down menu or search by acct name or number • **Control total** – expected amount of batch total (can be edited later if needed) • **Create Tape** – optional tool used to total amounts of checks within the deposit
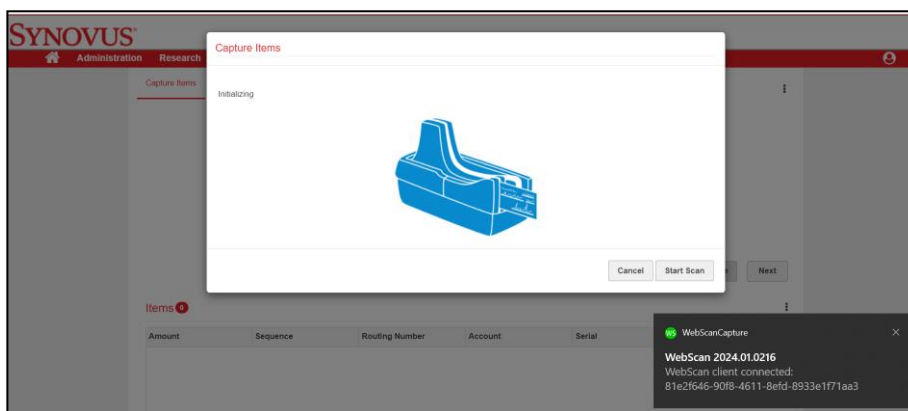
2. Select **Create Deposit** to move forward.
3. Once you've selected **Create Deposit,** we will move into the **Capture Items** phase of the process.

4. Select **Capture** and your scanner will begin to initiatilize. Select **Start Scan** to begin capturing items.

5. Select **Stop Scan** once all items have been captured.
6. Your captured items will display. Select **Next** to move forward.

7. If there are any items that need correcting such as amount misreads, duplicate reviews, or keying check custom fields you will move to **Correct Items** if no corrections are required you will move right into **Balance Deposit**. Process any corrections within correct items and select **Accept** to move forward.

8. When you balance deposits, you ensure the total amount of the checks you scanned matches the total amount you entered for the deposits. For example, if the total amount of the deposit is $140.00, then the total amount of the items in the deposit must equal $140.00. Make necessary adjustments to balance deposit (if necessary) and select **Save Changes** and then **Review.**

9. At this stage we will move into **Review Deposit** to review the deposit details and **Submit**.

10. After you select **Submit**, the system updates the page with a message confirming the deposit. A Deposit confirmation email will also be sent from Confirms@acceleraterdc.synovus.com to the email addresses on file.

Working With Research & Reports	The **Research** page enables you to search for previously made deposits, using search criteria you define or saved queries. • The left pane provides you with fields for searching, options for configuring how content is exported, and the menu options for managing saved queries.

- The lower right pane provides a list of items that match your search criteria and options for working with those results.
- The upper right pane shows you the image for items you select from the list.
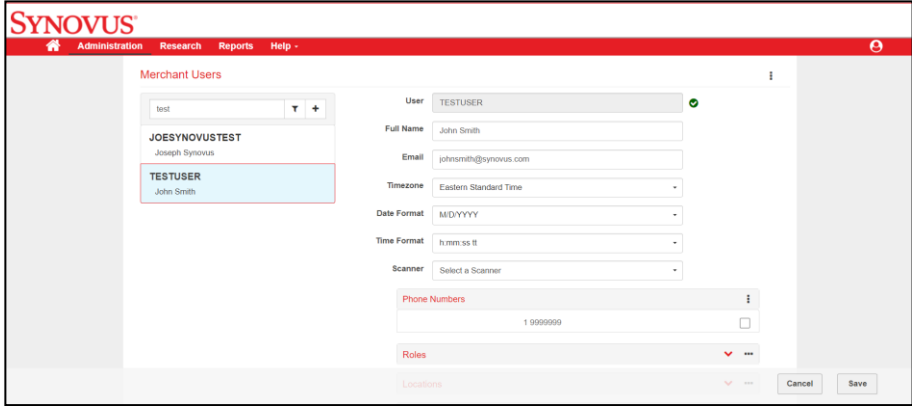
To access the Research page, select **Research** from the nav bar.

.

The **Reports** page provides you with the ability to run reports about the deposits made through Accelerate AR RDC.

To access the Reports page, select **Reports** from the nav bar.

- The left side of the page provides you with the fields for generating a report. You select the type of report you want with the report filter icon (such as **All**, or **Institution**, or **Merchant**), pick the report you want to generate, provide the search criteria, and select **Create**.
- The system generates the report as a PDF file and displays it in the right pane.

	Note: Both Reports and Research allow for search/inclusion of account, location, and custom field level details/reporting.
Administration	The User Administration page enables you to add new users, edit existing users, or remove users. To access the page, select **Administration** from the nav bar. • The left pane shows the list of users and provides options for filtering the list. • The right pane shows the user profile fields. When you open the page, the fields are blank and unavailable. User profiles include the email address used for sending deposit notifications; the roles that grant access to Accelerate AR RDC features; and the locations and accounts the user can access for making deposits, running reports, and doing research.

Version History

Date of Revision	Page(s) Revised	Revision Comments
09/02/24		Initial Publication