



SYNOVUS[®]

G A T E W A Y

**Accelerate AR
RDC User Guide**

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1

Getting Started with Synovus Accelerate AR RDC

What is Synovus Accelerate AR RDC?

Synovus Accelerate AR RDC is a software solution that is used to remotely capture and manage deposits. It includes server components, features, and instructions for businesses who capture deposits.

- A **deposit** is a transaction involving the transfer of funds into a Synovus Business or Commercial account. Within Accelerate AR RDC, deposits are created by scanning checks and validating the deposit amount and account information for those captured items.
- An **account** is an arrangement providing for financial services between Synovus and a business or commercial client (“Merchant”). Within Accelerate AR RDC, accounts are identified by account number and the type of deposits made to the account.

Merchant users with the appropriate permissions can:

- Convert paper-based check deposits to an electronic format for immediate and secure delivery to your preconfigured accounts.
- Run reports about the deposits that have been made with Accelerate AR RDC. For example, you can run a report listing the transactions that were made on a certain date, a report showing images of deposit checks, and so on.
- Research previous deposits by defining search criteria, with the option to save searches that you use often.
- View and change your user settings, such as your email address.

Merchant users with administrative access can also add new users and configure user profiles for them, such as defining the locations and accounts the user can access.

Logging Off the System

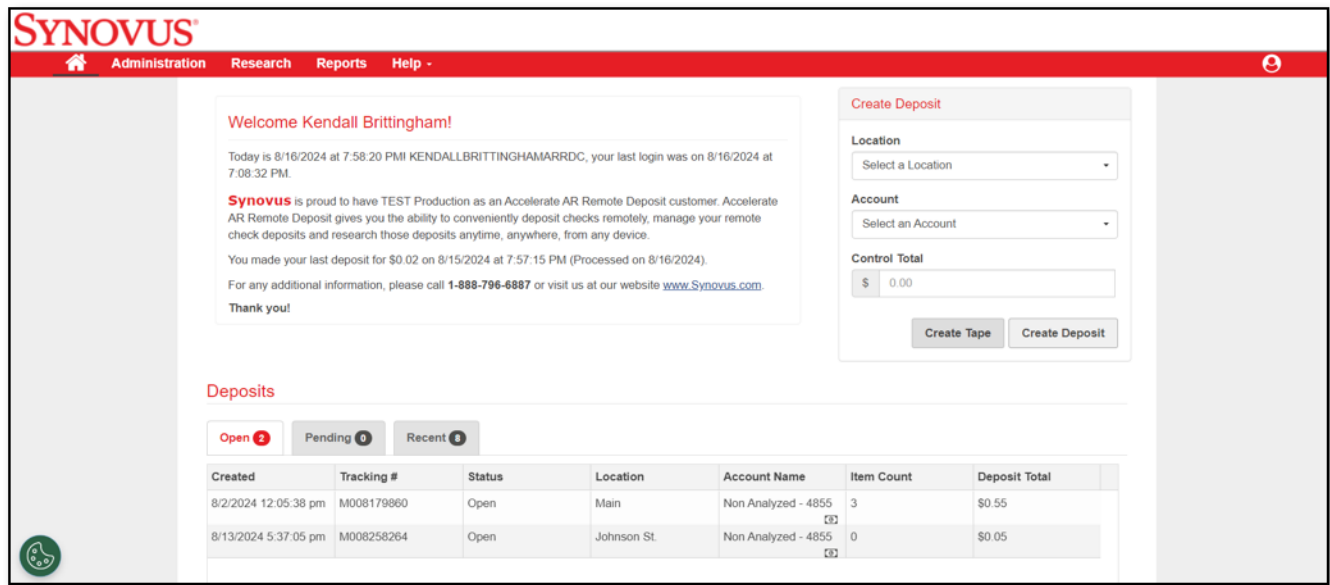
For security reasons, the system automatically logs you out if you remain idle for an extended period of time. However, if you provide input showing you are still active when prompted (such as moving your mouse on a workstation), then the system does not log you out.

You can also log out manually by selecting the user icon (👤) from the nav bar and selecting **Log Out**.



Working With the Home Page

When you first log on to Accelerate AR RDC, you are brought to the Home page. The Home page provides quick access to all the Accelerate AR RDC features and includes important information, such as the last time you logged on and the last time you made a deposit. It also includes lists of open, pending, and recent deposits.






- From the nav bar you can use the 🏠 icon to return to the Home page and the 👤 icon to access your user settings. The various menu options in the nav bar vary based on the roles that have been assigned to you.
- In the Create Deposit section you can provide values and select the **Create Deposit** button to start the deposit creation process, which opens a new page.
- From the **Open Deposits** list, you view deposits that have not yet been completed, or deposits that have been rejected and need to be corrected or removed. For sites that import ICL (Image Cashletter) files automatically, the **Status** column also indicates whether files are still importing or are ready to finish. You can also select a deposit to continue working with it, such as to capture additional items, or to finish processing an ICL deposit.

- From the **Pending Deposits** list, you view pending deposits that have not yet been approved or rejected. You can also select a deposit from the list, and select the **View Deposit** menu item to learn more about the deposit and the items included within it.
- From the **Recent Deposits** list, you can view the 20 most recently completed deposits. You can also select a deposit to view it in on the Research page.

User Interface Elements

Most of the UI (User Interface) elements used within Accelerate AR RDC should be familiar to users who have worked with other software applications. These include things like drop-down lists, buttons, checkboxes, and text fields. Accelerate AR RDC also uses the following icons to provide access to additional features:

Icon	Description
	This icon opens a menu of additional actions you can take. For example, when configuring phone numbers for your user profile, you can select this icon to show you actions you can take, like Add (to add a new number) or Remove (to remove one).
	This icon opens up a window with a list of items you can select from. For example, when administrators assign roles to users, they can select this icon to open a window that enables them to select the roles to assign.
	This icon shows hidden characters. For example, when typing the answers to your challenge questions, the system hides the characters to prevent others from seeing what you are typing. If you are in a secure location where other people cannot see your device, then you can select this icon to see the characters you enter.

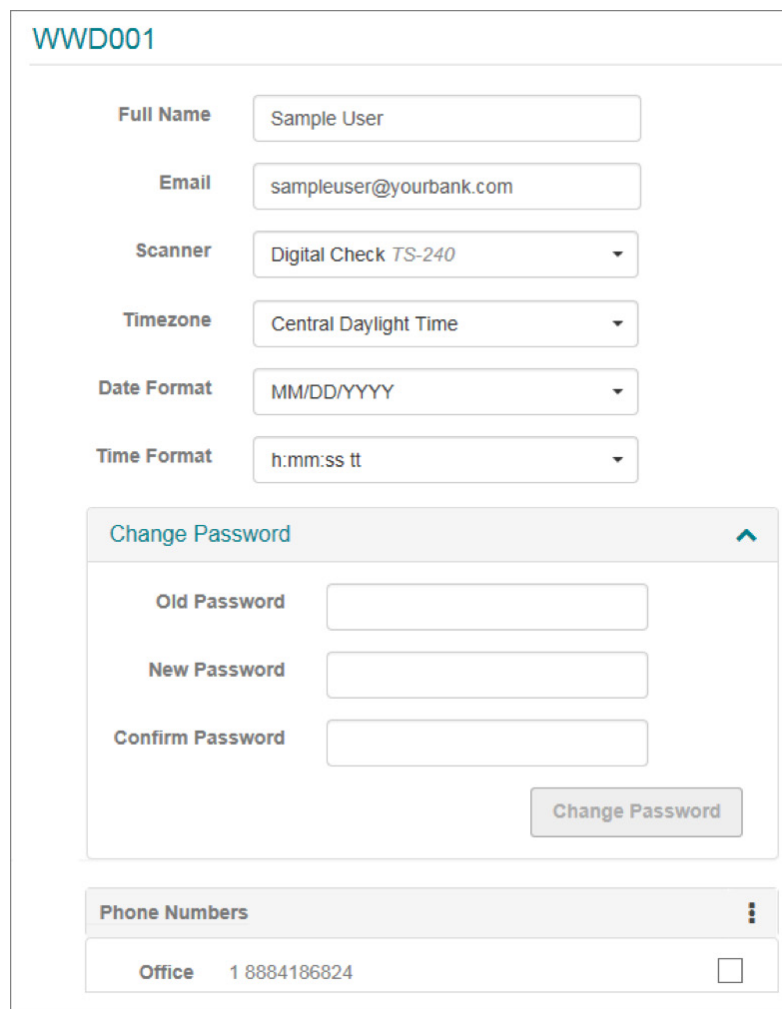
Users can also use the *tab*, *space bar*, *enter*, *pg up*, and *pg down* keys to navigate the software without using the mouse.

Note: If you are working with the **Safari** web browser and want to use the keyboard keys to navigate the software, then from the menu bar on top select **Safari > Preferences > Advanced > Press tab to highlight each item on a web page**.

Updating Your User Profile

Your User Profile settings enable you to set your display name, email address, timezone, date format, time format;

To access your user profile, select the user icon () from the nav bar and select **User Profile**.



WWD001

Full Name


Email

Scanner

Timezone

Date Format

Time Format


Change Password 

Old Password

New Password

Confirm Password

Change Password

Phone Numbers 

Office	1 8884186824	<input type="checkbox"/>
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Below the entry fields, the system lists the following sections:


- **Locations** - The location where you are accessing Accelerate AR RDC. For example, this could be Main for your main office location, North for your North Street location, and so on.
- **Accounts** - The accounts where you can deposit the checks you scan with Accelerate AR RDC. Depending on how your profile is set up, this could be a single account or multiple accounts. For security reasons, account numbers can be masked so that only the last four digits are shown.

Locations and accounts are configured by your system administrator when your profile is created. You can change the order of how the locations and accounts appear in the list, but you cannot add new ones. Consult with your administrator if you need access to a location or account that is not associated with your profile.

Change Your User Profile Settings

Use this procedure to change your user profile settings. Note that certain profile elements, such as the list of scanners that you have access to, are assigned by your administrator and cannot be changed.

Procedure

1. From the nav bar, select the user icon () and then select **User Profile**.
2. If you want to change your full name, then for **Full Name**, enter a new value.
3. If you want to change your email address, then for **Email**, enter a new value.

Note that your email address is used to send emails for password resets, so it is important to verify what you entered is correct.

4. If you want to select a different default scanner for your profile, then for **Scanner**, select a value.

Note that if you have access to only one scanner, then you cannot change this value. Also note that this field only determines what scanner is used for your default scanner. If you have access to multiple scanners, then you can still select a different scanner before capturing checks.

5. If you want to change the timezone for your location and your date/time format settings, then do the following:

- a. For **Timezone**, select the appropriate timezone.

For example, if you were located on the east coast of the United States and were observing Daylight Saving Time, then you would choose **Eastern Daylight Time**.

- b. For **Date Format**, select the appropriate date format.


For example, if you select **MM/DD/YYYY** (two digit month, two digit day, four digit year), then the system would format February 1, 2022 as 02/01/2022.

- c. For **Time Format**, select the appropriate time format.

H represents hours in a 24 hour format. (For example, 5:00pm is 17). **h** represents hours in a 12 hour format and is typically paired with **tt**, (AM or PM). **mm** represents minutes.

These settings determine how dates and times are displayed in Accelerate AR RDC. For example, when you search for deposits, you can specify a **Start Date**. When you view search results, you can see the date and time when a deposit is submitted. When you log on to the system, you are shown the last date and time you logged on. These dates and times are all formatted according to these settings. Note however, that these settings do not affect virtual deposit tickets or emails sent by the system.

6. If you want to add a phone number, then do the following:

- a. In the **Phone Numbers** section, select the menu icon () and select **Add** to show the fields for adding a phone number.
- b. For **Name**, enter a description for this number.

For example, you could enter *Office* for your office phone, or *Mobile* for your cell phone.

- c. For **Country Code**, select the country for the phone number.

For example, you could select **United States**. The system uses this value to apply the correct country code when making calls for user authentication purposes.


- d. For **Phone Number**, enter the phone number with area code, omitting spaces. You can include dashes or omit them. For example:

888-418-6824

or


8884186824


- e. If your phone number has an extension, then for **Ext**, enter that value.

- f. Select the add icon () to add the number to the list.

7. If you want to remove a phone number, then do the following:

- a. Under the **Phone Numbers** section, select the phone number you want to remove.

- b. Select the menu icon () and select **Remove**.

8. If you want to change the order of the locations or accounts that have been assigned to you, then select the down arrow () to expand the appropriate section and do one of the following:

- Select the list number field for the item you want to change, and drag the item up or down in the list to change its position.

For example, if you have access to four accounts, and you want to make the last one in the list show up as the first one, then you would select the field with the number 4, hold down with your mouse, and drag the list item to the first location in the list. The system then assigns that list item a number 1, with the other accounts reordered as appropriate.

- Select the list number field for an item, and enter a new number value for that item.

For example, if you have access to three locations, and you want to make the first item in your list the last item in your list, then you would select the field for the first location and change the value from 1 to 3.

Note that you would typically reorder lists to make the account or location you use most often appear as the first value in the list. That way it's easier to select that account or location when capturing checks or running reports.

9. When finished, select **Save**.

Working With the Help Menu

The **Help** menu is used to download software and access the documentation for Accelerate AR RDC. It also provides the **About** option, which enables you to view the version of the software and the copyright statement. If an institution has enabled and licensed the feature, then the **Help** menu also provides a **Support Chat** option that enables merchant customers to establish a chat window with a support representative.

Downloading Software

The **Help** menu provides you with the ability to download the FIS WebScan client and drivers for any scanners that you have been granted access to. WebScan is a software solution that is used by web clients to interface with USB-based scanners.

To download the WebScan client, select the **Help** menu and select **Retrieve WebScan**. (Note that this is a configurable menu option, so the text at your site may differ. Consult with your system administrator for more information.) Depending on the browser you use to access Accelerate AR RDC, you may be prompted with different options for saving and running the file. Running the file installs the software on your client workstation. For more information, see the WebScan Guide.

You may also be able to download scanner drivers. To do so, select the **Help** menu, select **Download Scanner Drivers**, and then select the driver you want to download. You can select drivers that you have access to; drivers you cannot access are disabled (grayed out). Depending on the browser you use to access Accelerate AR RDC, the system may prompt you with options for opening or saving the file, or the system may automatically download the file to the default download location.

Accessing Documentation

The **Help** menu also provides access to documentation for Accelerate AR RDC. To view the Synovus Accelerate AR RDC User Guide, select the **Help** menu and select **User Guide**. (Note that the text for the menu option is configurable, so what you see at your site may differ.) Consult with your system administrator for more information. Depending on the browser you use to access the system, the document may open in a new window.

2

Working with Deposits

About Creating Deposits

Creating deposits with 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.


The screenshot shows a web form titled "Create Deposit". It contains several input fields: a "Location" dropdown menu with "Main" selected, an "Account" dropdown menu with "*****2300" selected, and a "Control Total" field with a dollar sign icon and the value "0.00". Below these fields is a link that says "Click to collapse fields" with an upward arrow icon. Further down is a red-outlined text input field labeled "Location #". At the bottom of the form are two buttons: "Create Tape" and "Create Deposit".

The deposit information includes the location where the deposit is being made from, the account the deposit is being made to, the amount of the deposit, and any **deposit custom fields**. Custom fields vary by merchant and account, and may be optional or required. Fields highlighted in red are required fields. For more information about what to provide in a custom field, contact your system administrator.

Deposits can include a single check, where the deposit amount is the amount of that one check; or deposits can include multiple checks, where the deposit amount is the total of several individual checks; or you may have to capture a valid physical deposit ticket before capturing any other check items that make up a deposit. When finished providing values, select **Create Deposit** to create the deposit.

Your site may also be configured to use the **Deposit Tape** feature, and this feature may be optional or required. This is a list of item amounts used for control total calculation and deposit verification purposes. When you create a deposit tape, you identify the values for each of the items you are about to capture; and the system calculates the total for you and populates the **Deposit Total** field with that value.

Open Deposits will remain in the Open Deposits list for 7 days before falling off the system - at which point the deposit and batch details would need to be recaptured.


You can enter a value at the bottom right corner of the Deposit Tape window and press Enter on your keyboard, or press the + key on your keyboard, or select the  icon to add it to the list of items.

Deposit Tape

Select	Index	Sequence	Amount
<input type="checkbox"/>	1		\$ 27.52
<input type="checkbox"/>	2		\$ 50.00
<input type="checkbox"/>	3		\$ 101.33


Item Count 3

Deposit Total \$178.85

\$ 

Cancel

Accept

Note: If you do not type a period and press *Enter* on your keyboard (or select the  icon), then the system assumes a two decimal place dollar amount. For example, if you type 1199 and press *Enter*, then the system lists a value of \$11.99. However, if you type 1199 and press the + key on your keyboard, then the system lists the value as \$1199.00

You can then capture the items for the deposit, ensuring that each one matches what you entered for the tape.

After one or more items are captured, the deposit goes through a correction step to address issues with the images and provide values for any check custom fields; a balance step to ensure the total dollar amount of the checks matches the deposit amount, and a review step where you confirm the deposit is ready to be processed.

If you exit any of the steps of the deposit creation workflow before completing the deposit, then the system saves the deposit in its current state. You can then pick up where you left off by accessing the deposit from the **Open Deposits** list on the Home page. Also note that correction and balance steps may be skipped depending on the deposit. For example, these items are skipped if:

- There are no issues with the checks that need to be addressed.
- There are no check custom fields that have been defined for the account.

Capturing

Capturing Items

When you capture the items that make up a deposit, you create electronic images of those paper checks. This can be done using a preconfigured scanner. The system automatically opens the Capture Items page when you create a deposit from the Home page, or when you select a deposit from the **Open Deposits** list.

- If you're using Accelerate AR RDC on a workstation with a scanner, then the Capture Items page provides you with a **Capture** button that starts the scanning process.

When you finish capturing items, you move on to the next stage of the process (which could involve correcting the images and providing values for check custom fields, making sure the deposit balances, selecting accounts for split deposit, or reviewing the deposit).

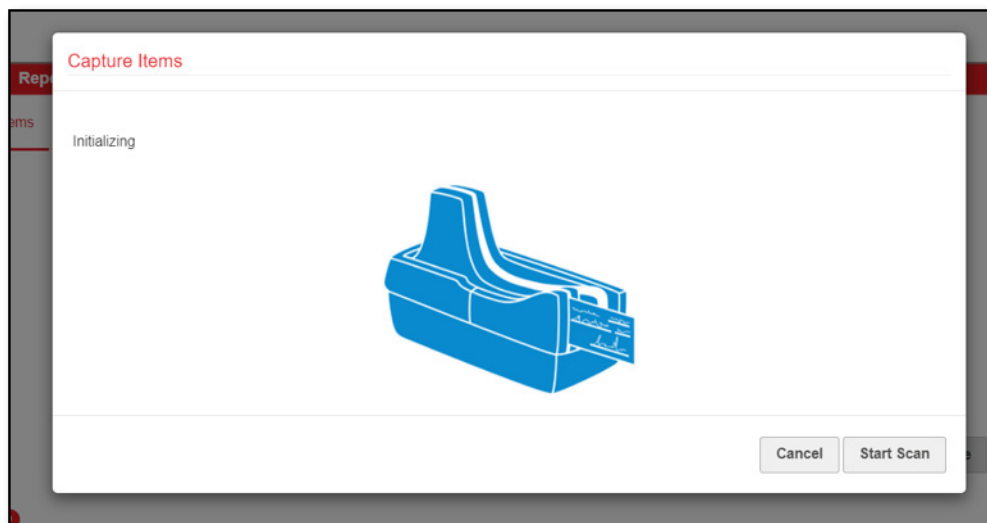
Capture Process Using a Scanner

When using Accelerate AR RDC from a workstation that is attached to a scanner, the Capture Item pages provides you with options for connecting to the scanner, and icons for working with captured items. You can select **Capture** to start capturing the checks that make up the deposit. Captured items are added to the items list.

The following is an example of Capture Items page before capturing items.

Selecting the **Capture** button on the Capture Items page connects to the scanner and opens a Capture Items window that enables you to view the interactions between the scanner and the software. This includes messages like the following:

- **Initializing device**
- **Device is ready to capture**
- **Scanning**
- **Capturing Item #X** (...where X represents the sequence number of one of the items in the batch of checks you are scanning. For example, if this was the second item being scanned, then the message would read, **Capturing Item #2.**)
- **Processing item X of Y** (where X represents the sequence number of one of the items in the batch of checks you are scanning, and Y represents the total number of checks that have been scanned.
- Any error messages (like **Jam** or **Double Feed**)



Various options on the Capture Items window are as follows:



- **Start Scan** - If you select **Start Scan**, then the system starts the capturing and processing of the items. If you select **Stop Scan**, then the system stops the scanning of items but finishes uploading and processing all the items which already have been captured. Select **Start Scan** to capture again.
- **Reset** - If you select **Reset**, then the system resets the device whenever any error occurs such as **Jam** or **Double Feed**.
- **Close** - If you select **Close**, then the system completes capturing and closes the window.

After the scanner captures the images, the Capture Items page is updated with those items.

The following is an example of Captured Check.

The screenshot shows the 'Capture Items' window with a tabbed interface. The 'Capture Items' tab is active, displaying a scanned check from James C. Morrison for \$80.00. The check is dated 11/04/15 and has a sequence number 8179860000010. Below the check image, there are 'Capture' and 'Next' buttons. Below the buttons, there is an 'Items' list with 2 items. The list has columns for Amount, Sequence, Routing Number, Account, Serial, and a checkbox.

Amount	Sequence	Routing Number	Account	Serial	
\$80.00	8179860000010	061100606	1234567890	001104	<input type="checkbox"/>
\$60.00	8179860000020	061100606	1234567890	001081	<input type="checkbox"/>

- You can select the  icon on the top right corner of the page to access a list of menu options that enables you to remove a deposit and all its captured items, and request for the limit override if the items or the amount of the deposit are going to exceed the specified limits.
- If your site uses the deposit tape feature, and the deposit has a deposit tape, then you can select the  icon on the top right corner of the Items list to access a menu option that enables you to view it.








The **Items** list shows all the items that have been captured so far, and is available from most of the subsequent pages for depositing items. From this list you can:

- Select the checkbox for an item and then select the appropriate menu option to remove it.
- View an item by selecting it from the list. The upper pane updates with the selected image.
- Sort the results by column. Select a column heading once to sort in ascending order (0-9, a-Z). Select a column heading again to sort in descending order (Z-a, 9-0).

You can also hold down the *Shift* key and select multiple column headers to sort the list in the order of the selected columns. For example, the system sorts by your first selected column first, then your second selected column next, and so on.

- To do so, select the first column you want to sort by; and then hold down the *Shift* key and select the next column. The system assigns a number **1** to the first column along with the sort arrow, and assigns a number **2** to the second column.
- If you hold down the *Shift* key and select a numbered column again, then it toggles between ascending and descending order for that column.
- If you release the *Shift* key and select a column, then it clears the numbered sort order.

The Capture Items page also includes icons that enable you to change the view of the check you are working with. These icons are also available when viewing images on other pages.

Icon	Description
	Toggles between the sides of an image. Most checks have two sides (the front of the check and the back of the check).
	Stretches the image to fit into the dimensions of the item viewer.
	Zooms in on the image (increasing the size to make it easier to see). If you're viewing an item on a desktop workstation with a mouse, then you may also be able to use your mouse wheel to zoom in on the image.
	Zooms out on the image (reducing the size to see more of the image at once). If you're viewing an item on a desktop workstation with a mouse, then you may also be able to use your mouse wheel to zoom out on the image.
	Rotates the image clockwise by 90 degrees (one quarter turn).
	Reverts the image to its original size and rotation.
	Opens a window that enables you to print the image. Options depend on the browser you are using and the printers that are configured for your workstation and site.

When you are finished capturing items, complete one of the following actions, as available:

- Select **Next** to move on to the next part of the process.
- Select **Submit** to complete the capture process. The deposit will be completed by a specialist and submitted back to your financial institution for approval.

Working With Open Deposits

As noted in the previous chapter, the Open tab of the Home page shows all the deposits that are currently open. This could include:

- Deposits you haven't submitted, such as those that you are still capturing items for or still correcting.

Refer to the previous sections of this chapter (Capture Process Using a Scanner. And refer to the Correcting Items, Balancing Deposits, Selecting Accounts, and Reviewing Deposits to complete the other steps in the process, so that you can submit them.

Correcting Items

The Correct Items page enables you to correct problems with physical deposit ticket, checks, or to enter values for check custom fields.

Capturing Items

Accelerate AR RDC will perform several verification and validation functions for scanned and captured images. To include:

- Detecting duplicates, and identifying errors with MICR code information.
- Recognizing amounts.
- Testing image quality, such as skew, minimum and maximum height and length, contrast, and so on.

If problems are found, then the system prompts you to resolve them. For example, you may need to provide a value for a missing check amount, or provide missing MICR information of a physical deposit ticket, resolve an issue with duplicate checks, request for limit override if the deposit is exceeding the limits and so on.

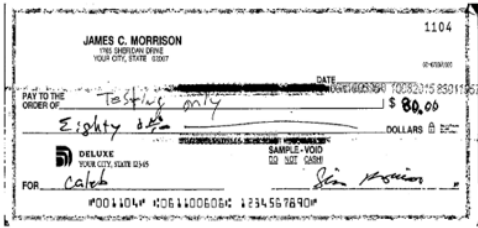
When you finish making the necessary adjustments, you can select **Accept** to move on to the Balance Deposit page. Or if you have the appropriate user roles and the system is configured to allow it, then you can select **Accept** to accept items with errors that cannot be corrected. (For example, you could accept an item flagged as a duplicate, or an item that had failed its image quality threshold.)

Example: Missing Check Amount

In this example, the dollar amount for the check was incorrect. You can resolve the issue by specifying a value in the **Amount** field that is greater than \$0.00.

Capture Items **Correct Items** Balance Deposit Review Deposit

Correcting 1 of 3



Sequence #8179860000010

Amount

\$ 0.00

The amount must be greater than \$0 and less than \$99,999,999.99.

MICR

001104 061100606 1234567890

Click to collapse fields

Customer #

Check Level 2

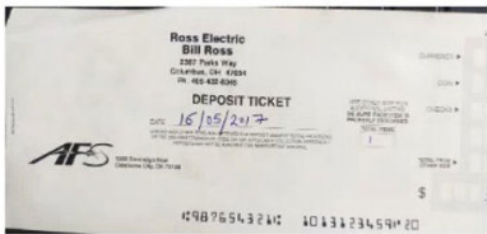
Remove **Verify MICR** Accept

Example: Missing MICR Information

In this example, the MICR information is not available for the captured physical deposit ticket. You can resolve the issue by specifying correct values for Routing Number, Account Number, and Trancode for the merchant account. Select **Verify MICR** to validate the information.

Capture Items **Correct Items** Balance Deposit Select Accounts Review Deposit

Correcting 1 of 2



Sequence #100576938000001

Amount

\$ 10.00

MICR

||

The MICR has reject characters that must be corrected before continuing.


Remove **Verify MICR** Accept

Exceptions 3

- The item has an exception(s) that cannot be corrected and must be removed.
- Account Number does not match deposit account configuration
- Routing Number does not match deposit account configuration
- Trancode does not match deposit account configuration

In any case, if the information does not match with the specified MICR information for the user account, then exceptions are displayed accordingly. Based on the privileges assigned to yourself, you must correct the items or remove the items to proceed further.

Example: Duplicate Checks

In this example, the system determined that one of the checks was already scanned and matched an existing check. When working with duplicate checks, the system provides you with an option to view the existing image. You can select the down arrow next to the Duplicate Item section and verify if the item is duplicated. In case of the duplicate item, you can resolve the error condition by removing that check from the deposit as indicated. To do so, you can either select **Remove**, if you want to remove a single item, or you can select the  icon on the top right corner of the page to access a list of menu options that enables you to remove a deposit and all its captured items.

Capture Items

Correct Items

Balance Deposit

Review Deposit

Q

Q

+

C

↺

Sequence #8179860000020

Duplicate Item

Captured 08/02/2024 Sequence #8180038000020

1081

JAMES C. MORRISON
1780 SHEPARD DRIVE
YOUR CITY, STATE, 55007

DATE
08/11/2024
08/11/2024 08:24:00
08/11/2024 08:24:00

1081

PAY TO THE ORDER OF
TEST 6

\$ 60.00

DOLLARS

DELUXE
YOUR CITY, STATE 55007

NOT NEGOTIABLE
SAMPLE-VOID
SER. 1081

FOR

Amount

\$ 60.00

MICR

1081

061100606

1234567890

Click to collapse fields

Customer #

Check Level 2

Remove

Verify MICR

Accept

Entering Values for Custom Fields

Depending on your configuration, you may be expected to enter additional data when capturing checks for an account.

- Check custom fields are associated with checks, and you provide values for the fields after capturing a check. Note that check custom fields can be configured to use Intelligent Keying, in which checks captured with a routing number and account number that has been captured before will auto-populate custom fields with the previous value entered into the field. For example, an apartment management company would typically receive payments from the same person every month, so intelligent keying can be used to pre-fill the unit number, once it has been entered the first time.

Custom fields may be optional or required and vary by account and merchant. For example, you may be required to enter the invoice number associated with a check or if you work for an apartment management company, then you may need to provide the unit number associated with a tenant payment. You access the Correct Items page by selecting the Next on the Capture Items page.

Example: Check Custom Fields

In this example, check custom fields have been configured for **Customer #** and **Rent Amount**.

The screenshot shows the 'Correct Items' page in the Synovus Accelerate AR RDC interface. The page has a top navigation bar with tabs: 'Capture Items', 'Correct Items' (active), 'Balance Deposit', and 'Review Deposit'. Below the navigation bar, it says 'Correcting 1 of 2'. On the left, there is a vertical toolbar with icons for search, zoom, and other functions. The main area displays a check image from 'JAMES C. MORRISON' for \$60.00. Below the check image, the sequence number is 'Sequence #8179860000020'. A red 'Duplicate Item' warning is shown with a 'Click to view' link. On the right side, there are input fields for 'Amount' (\$60.00), 'MICR' (001081, 061100606, 1234567890), 'Customer #', and 'Rent Amount' (\$0.00). At the bottom right, there are buttons for 'Remove', 'Verify MICR', and 'Accept'.

For more information about what to provide in a custom field, contact your system administrator.


Balancing Deposits

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 \$2712.20, then the total amount of the items in the deposit must equal \$2712.20.

In most instances where the amounts are balanced you will automatically advance to the select accounts step. But for instances where corrections are necessary, the Balance Deposits page enables you to make changes.

The screenshot displays the 'Balance Deposit' interface. At the top, there are tabs: 'Capture Items', 'Correct Items', 'Balance Deposit' (active), and 'Review Deposit'. On the left, a vertical toolbar contains icons for search, zoom, refresh, and other actions. The main area shows a scanned check from James C. Morrison for \$80.00. To the right, 'Deposit Information' is displayed, including 'Debit Total' of \$140.00, 'Difference' of \$139.45, and a 'Control Total' field set to \$0.55. Below this, there are buttons for 'Capture', 'Save Changes', and 'Review'. A summary bar indicates 'All Items 2', 'Amount Edited 1', and 'CAR Warnings 0'. A table lists the items in the deposit:

Amount	Sequence	Routing	Account	Serial	
\$ 80.00	8179860000010	061100606	1234567890	001104	<input type="checkbox"/>
\$ 60.00	8179860000020	061100606	1234567890	001081	<input type="checkbox"/>

- The total number of items in the deposit are shown in the **All Items** tab (In this example, only two items make up the deposit.)
- You can edit check values in the **Amount** column for instances where the value shown does not match the amount of the check.
- You can select an item from the list and then select the  icon on the top right corner of the listed items to access a list of menu options that enables you to remove the item; edit the item (which returns you to Correct Items page), move it. You can also refresh items in the list with the menu options.
- You can adjust the total amount of the deposit in the Control Total field, or correct issues with checks to have the system automatically fix the total. Note that if the deposit has a deposit tape, then you can modify the control total only by updating the deposit tape.
- You can select Capture to return to the Capture Items page to capture more items, or select Save to save your changes, and move on to the review step. Note that the button location varies depending on the width of your browser display.

In addition to the viewer that shows you the selected check, the Balancing page includes several elements to help you correct balancing issues. This includes the Item List, the Item List tabs, and the Item List menu.

Using the Item List Tabs

The Balancing page includes the **All Items** tab (which lists all the items in the deposit), and several additional tabs that enable you to filter the list of items.

This makes it easier to identify and address certain issues.

- **Amount Edited** shows items where the amount was edited.
For example, you entered a value for an amount instead of the system extracting the value. When items are not balancing, it's an easy way to see amounts that you edited, so that you can see if you accidentally entered an incorrect value.
- **CAR Warnings** enables you to look at items where the system extracted an amount successfully, but where the item may have barely passed the threshold for character recognition, so the value extracted may not be correct.
- **Unreconciled** is used at sites that create deposit tapes for deposits, and it enables you to see mismatches between the items captured and the items listed in the deposit tape.

For example, if you captured an item that did not have a match on the deposit tape, then that item would be listed on this tab. This might happen if you entered the incorrect amount on the deposit tape, or if you captured an additional item that you weren't planning on capturing with this deposit. You can then edit the deposit tape or edit the item to correct the issue.

Using the Item List Menu Options

The Item List menu enables you to work with the items on the Balancing page to correct issues.

Menu Option	Description
Edit Item	Returns you to the Correct Items page to edit values for an item.
Remove Item	Enables you to remove an item from the list.
Deposit Tape	<p>For sites that have enabled deposit tape, and for deposits that include a deposit tape, this option enables you to view the deposit tape for this deposit.</p> <p>It also enables you to reconcile the tape items with the captured items, or edit the deposit tape as needed. For more information, see the next section. Note that if a deposit tape has been created for a deposit, then you must use the deposit tape to edit the control total.</p>

Balancing With a Deposit Tape

If you are working with a deposit that has a deposit tape associated with it, then you can select the **Deposit Tape** menu option to open the Deposit Tape window. From this window you can see the deposit tape items and the captured items that the system has matched (the sequence number is shown for the item). You can also see the unreconciled items by selecting the **Unreconciled** tab.

Deposit Tape

All 3

Unreconciled 1

Select	Index	Sequence	Amount
<input type="checkbox"/>	1	953483000010	\$ 28.34
<input type="checkbox"/>	2		\$ 5.00
<input type="checkbox"/>	3	953483000040	\$ 64.96

Item Count 3



Deposit Total \$98.30

\$ Item Amount +

Cancel

Accept

The Deposit Tape window is organized as follows:

- The **All** tab lists all the items of the deposit tape. You can select the items from the list, or you can select the  icon on the top right corner of the window to access a list of menu options that enables you to select all items, or deselect all items, or remove the selected items.
- The **Unreconciled** tab lists only those items that the system couldn't match to an item in the deposit.
- If you want to edit the amount for an item, then you can type the value in the **Amount** field. For example, you could type the correct amount value for an unreconciled transaction, so that it matches the captured item amount.
- If you need to add another deposit tape item, then you can type the amount at the bottom right corner and select the  icon to add it to the list. The system calculates the total amount of all items and populates the **Deposit Total** field with that value. When finished, select **Accept** to save your changes and close the window.

Reviewing Deposits

When you review a deposit, you look over the deposit ticket that the system creates for you, or you look over the physical deposit ticket that you have captured, provide any comments (if the deposit was previously rejected), and select **Submit** to submit the deposit.

To access the Review Deposits page, you can select **Review** from the Balance Deposits page; or if there are no issues to correct or no balancing to be done, then the system advances to the Review Deposit page when you select **Next** from the Capture Items page.

[illegible]

After you select **Submit**, the system updates the page with a message confirming the deposit, or confirming that the deposit was submitted for review successfully. The page is also updated with options that enables you to return to the Home page and to print a receipt for the deposit. If the deposit was flagged for review, then you can also print the image reports (1x3 Front Only, 1x3 Front + Back, and Front Only).

Administration
Research
Reports
Help -

Capture ItemsCorrect ItemsBalance DepositReview Deposit

The deposit was submitted successfully!

Merchant Capture Deposit Ticket

Account Number: 1019544855
Date: 08/07/2024 02:56:08 PM
Amount: \$.01

Deposit Information

Location	Main
Item Count	1
Date	8/7/2024 3:56:08 pm
Tracking Number	M008217272
Account	Non Analyzed - 4855
Control Total	\$0.01

Receipt +

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The receipt is the same Receipt Detail report that you can print from the Reports page once the deposit has been approved. Note that when using multi-account deposit, the Deposit Detail report is shown (instead of the Receipt Detail report).

1 / 1

-

+

PROPOSED DATE:

8/7/2024 3:56:16 PM

DEPOSIT STATUS:

Completed

CREATED BY:

kendallbivingsham@cdc

SUBMITTED BY:

kendallbivingsham@cdc

MERCHANT NAME:

TEST Production

LOCATION:

Main

DEPOSIT ACCOUNT:

New Analyzed - 4855

TRACKING NO.:

M008217272-5000

CAPTURE SEQUENCE

8217272000001

EXPORT SEQUENCE

1790000000000

ITEM TYPE

CREDIT

SERIAL NO.

0

ACCOUNT NO.

4855

ROUTING NO.

061100606

ITEM AMOUNT

\$ 0.01

CAPTURE SEQUENCE

8217272000010

EXPORT SEQUENCE

1790000000001

ITEM TYPE

DEBIT

SERIAL NO.

992

ACCOUNT NO.

4848

ROUTING NO.

061100606

ITEM AMOUNT

\$ 0.01

DEBIT COUNT

1

AMOUNT

\$ 0.01

Deposit Summary: M008217272

When finished, select **Close** to close the window, and return to the page with your submitted deposit.

24

3

Working with Reports

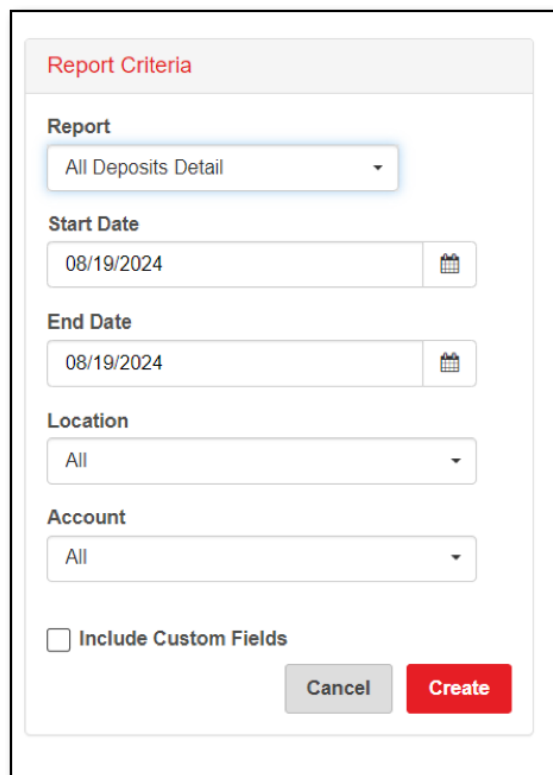
About Running Reports

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.



The screenshot shows a 'Report Criteria' form with the following fields and options:

- Report:** A dropdown menu with 'All Deposits Detail' selected.
- Start Date:** A text input field containing '08/19/2024' and a calendar icon.
- End Date:** A text input field containing '08/19/2024' and a calendar icon.
- Location:** A dropdown menu with 'All' selected.
- Account:** A dropdown menu with 'All' selected.
- Include Custom Fields:** An unchecked checkbox.
- Buttons:** 'Cancel' and 'Create' buttons at the bottom right.

There are options for downloading the file, printing the file, zooming in, zooming out, and moving through the pages. Depending on the browser being used to access the system, the pane is arranged differently. Note that in some browsers you use icons to move through the pages, and in other browsers you use the scroll bar.

If the report is taking too long to generate, or you selected the wrong report or the wrong date, then you can select **Cancel** to stop the report generation process.

The following is an example of **Deposit Detail Report**. You can select the icons in the header to navigate through the pages of the report, download and print the report, zoom in and out, and rotate pages.

1 / 1 | - + ↺

↓ 🖨 ⋮

CREATION DATE:

3/10/2022 7:02:46 AM

SUBMITTED DATE:

5/ 3/2022 5:57:50 AM

CREATED BY:

merch9

SUBMITTED BY:

merch9

MERCHANT NAME:

5287 The Cottage

LOCATION:

Cottage 2

DEPOSIT ACCOUNT:

Apartment Rent

TRACKING NO.:

M000575099-5001

DEPOSIT STATUS:

Posted

CAPTURE SEQUENCE	EXPORT SEQUENCE	ITEM TYPE	SERIAL NO.	ACCOUNT NO.	ROUTING NO.	ITEM AMOUNT
12340001252312	12340001254160	DEBIT	6666	10000001	987654321	\$ 69.00
575099000001	12340001254159	CREDIT	100985	8383791	29384848	\$ 69.00
Deposit Summary: M000575099						
CREDIT						1 \$ 69.00
DEBIT						1 69.00
Account Summary: Apartment Rent						
CREDIT						1 69.00
DEBIT						1 69.00
Merchant Summary: 5287 The Cottage						
CREDIT						1 69.00
DEBIT						1 69.00

Created By: scan1

Page 1 of 1

Created On: 5/25/2022 7:40:43 AM

If working with a different browser, then you may see the following view instead. You can still select the icons in the header to download and print the report; but you scroll through the pages using your scroll bar, and you zoom in and out on the report by selecting the overlay icons that appear when you hover over the report.

Deposit Detail Report

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Deposit Detail Report

The List of Reports You Can Run

You can run the following reports about the deposits made at your site using Accelerate AR RDC. Content varies by report, but all reports include the creation date and your user name for later reference. Note that report content will vary based on the roles that have been assigned to you. Results may include only the deposits you made, or results may include all the deposits made for the locations and accounts that have been assigned to you.

Also note that if the report criteria includes locations and accounts, then selecting **All** for locations and accounts only returns data for all the locations and accounts you can access (and the associated deposits you can access for those locations and accounts).

Report Name	Description
All Deposits Detail	<p>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, routing numbers, and so on. Custom Fields can also be included on this report.</p> <p>Note that this report does not include deposits for lockbox accounts.</p>
Deposit Detail	<p>Provides the details of a selected deposit, including the individual checks, item amounts, serial numbers, account numbers, routing numbers, item type (such as CREDIT, and DEBIT), and so on. 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).</p>
Deposit Summary	<p>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.</p> <p>Note that this report does not include deposits for lockbox accounts.</p>
Deposit Summary by Location	<p>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, person who scanned the deposit, person who submitted the deposits, and the counts. Custom Fields can also be included on this report.</p> <p>Note that this report does not include deposits for lockbox accounts.</p>

Report Name	Description
Image Report	<p>Provides the details and images for a selected deposit (on a selected date). The image report can be run three different ways:</p> <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. <p>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.</p> <p>These reports can include deposits in pending status.</p>
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>
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, person who captured the deposit, person who submitted the deposit, item type (such as CREDIT, and DEBIT), serial number, item number, and so on. 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> <p>Note that this report does not include deposits for lockbox accounts.</p>

Run a Report

Use this procedure to run deposit reports for Accelerate AR RDC.

Note that available search criteria vary by report.

Procedure

1. Select **Reports** to access the Reports page.

2. For **Report**, select the report you want to run.

You can also enter the report keywords to apply the contextual filter and search for reports. If you want to filter the list of available reports, then select the filter icon to view **All** reports, only **Merchant** reports, or only **Institution** reports.

The page updates with the fields for the selected report. For a detailed description of the available reports, see the The List of Reports You Can Run section.

3. 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. Available locations are determined by your site administrator.
 - **Account:** The account used for the deposit. Select an account, or select **All** to include all available accounts. Available accounts are determined by your site administrator.
 - **Tracking Number:** The tracking number provided when the deposit was submitted. Select a date first, and then you can select the tracking number.
4. Select **Include Custom Fields**, if the system should include the values selected for each Custom Field associated with each deposit/item on the report.

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**.

5. Select **Create Report**.

4

Researching Deposits

About Researching Deposits

The Research page enables you to search for previously made deposits, using search criteria you define or saved queries.

A saved query is a named set of search criteria you saved for yourself or that was saved at the merchant level so all of your merchant's users can access it.

To access the Research page, select Research from the nav bar.

Research Options

Institution Name

(800949) - Synovus/FCB

Merchant

TEST Production

Saved Queries

Select a query or enter a new name

Captured

Processed

Start Date

08/07/2024

End Date

08/19/2024

Click to expand fields

Clear

Add Field

Search

Export Options

Q

Q

Q

C

C

992

DATE 08/07/24

PAY TO THE ORDER OF Test Production

\$ 00.01

zero dollars and 1/100

DOLLARS

SYNOVUS

FOR test RDC transmission

Kendall B. Bratterham

000992 06 100606 0 9544848

Deposit M008217272 with 1 debit(s) for \$0.01 was submitted on 8/7/2024 2:56:16 pm

Items 16

Sequenc...	Account ...	Serial	Routing ...	Amount	Tracking ...	Location ...	Account ...
82172720...	4855		061100606	\$0.01	M008217...	Main	Non
82172720...	4848	000992	061100606	\$0.01	M008217...	Main	Analyzed - Non
82260580...	4848		061100606	\$0.01	M008226...	Johnson St.	Analyzed - 4848
82260580...	4855	000992	061100606	\$0.01	M008226...	Johnson St.	Analyzed - 4848
82355630...	4848		061100606	\$0.01	M008235...	Johnson St.	Analyzed -

- 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.

Search for Deposits

Use this procedure to search for deposits on the Research page. When you search for deposits, you specify values for search criteria or select a saved query. The system returns the matching results, enabling you to work with them as described in the next section.

Note that you can only limit your search results by locations and accounts you can access. Also note that you can only view results for the locations and accounts you can access.

Procedure

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. If you want to search for deposits based on when they are first captured in the system and still in processing, select **Processed**. If you want to search for deposits based on when they have been successfully processed in the system, select **Captured**.

By default, Captured is selected for you.

4. 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.

5. 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.

6. If you want to search without making changes to the query, then skip to step 11. Otherwise, continue with the steps of this procedure, replacing the existing values as appropriate.

7. 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**.

Note that searching for custom field values uses additional system resources, and may impact retrieval times. FIS recommends using this option only when necessary and deselecting the checkbox for all searches where it is not needed.

- If you want to limit your search by location, then for **Location**, select a value.
- If you want to limit your search by account, then for **Account**, select a value.

8. If you want to limit your search results by an additional field, then select **Add Field** to add a new line of search fields, and do the following:

- a. 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 (Mobile Web, Mobile App, or Desktop), then you could select **Deposit Source**.

- b. For **Operator**, select the operator you want to use for the query line.

Choices include = (equal to), < (less than), > (greater than), >= (greater than or equal to), <= (less than or equal to), and <> (not equal to). Note that certain fields, like Tracking Number and User, only support the = (equal to) operator.

- c. For **Value**, enter the value for this query line.

For example, you could configure a line to be **Tracking Number = M000000001**. Or if you selected Item Source as the field, then you could configure a line to be **Source = Scanner**, **Source=Mobile**, or **Source=Cashletter**.

- d. Repeat this step as needed until all the appropriate query lines have been added.

9. If you need to remove a query line, then select the **X** button to the right of the line.
10. If you want to configure export options, then select the down arrow to the right of the **Export Options** heading and provide the appropriate values. For more information, see the Working With Export Options section.
11. If you made a mistake and need to start over, then select **Clear** to reset the search query to the default. Otherwise, select **Search**.

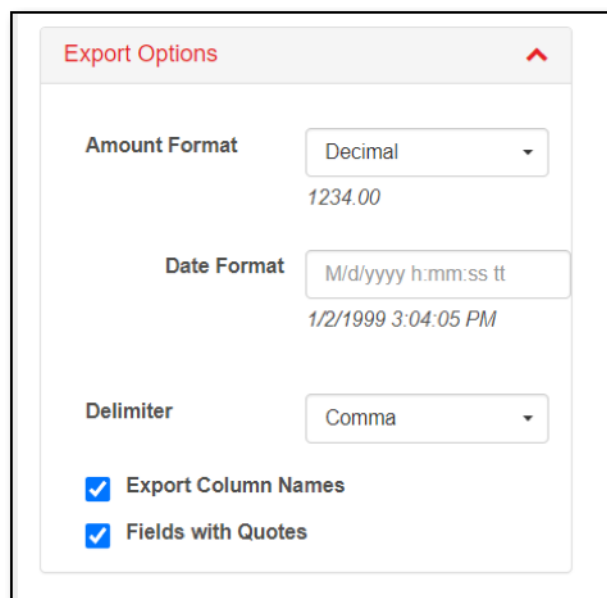
Results

The system searches for items matching your criteria and updates the list in the right pane as appropriate.

Working With Export Options

When you work with search results, you have the option of exporting search results. The left pane of the Research page provides you with Export Options that are used to format exported results. You can

configure how amounts and dates are formatted, which delimiter is used to separate columns, whether to include column names, and whether to wrap field values with quotes.



The screenshot shows a dialog box titled "Export Options" with a red up arrow icon in the top right corner. Inside the dialog, there are three main sections:

- Amount Format:** A dropdown menu set to "Decimal" with a sample value "1234.00" displayed below it.
- Date Format:** A text input field containing "M/d/yyyy h:mm:ss tt" with a sample value "1/2/1999 3:04:05 PM" displayed below it.
- Delimiter:** A dropdown menu set to "Comma" with a small downward arrow icon.

At the bottom of the dialog, there are two checked checkboxes:

- ☒ Export Column Names
- ☒ Fields with Quotes

This table provides more information about the options you can set. Note that these options do not apply to how data is formatted in the grid; they apply only to how exported data is formatted. Also note that if you configure these options and save your query, then these choices are saved as part of that query.

Field	Description
Amount Format	Specifies the format for exported amounts. Options include: 10 digit (0000123400), Comma (1234,00), Decimal (1234.00), Dollar (\$1,234.00), Numeric (1,234.00) and Whole number (123400). An example of how the text would be formatted based on your input is shown below the fields.
Date Format	<p>Specifies the format for exported dates. Enter how you want to format the date using standard date and time format strings. For example, you could enter:</p> <p><i>M/d/yyyy hh:mm:ss tt</i></p> <p>... where <i>M</i> = month, <i>d</i> = day, <i>yyyy</i> = year, <i>hh</i> = hour (12 hour notation), <i>mm</i> = minutes, <i>ss</i> = seconds, and <i>tt</i> = AM or PM.</p> <p>You can also use common dividers between the variables. For example, the slash (/) is often used between date components, and the colon (:) is often used between time components.</p> <p>Accelerate AR RDC supports all standard date format strings, not just what is listed above. For example, for day, you could use:</p> <ul style="list-style-type: none"> • <i>d</i>, the day without a leading zero, such as 9. • <i>dd</i>, the day with the leading zero, such as 09. • <i>ddd</i>, the abbreviated name of the day of the week, such as Mon. • <i>dddd</i>, the full name of the day of the week, such as Monday. <p>Or you could use <i>HH</i> for the hour using a 24 hour clock; <i>MMMM</i> for the full name of the month; and so on.</p> <p>An example of how the date would be formatted based on your input is shown below the fields.</p>
Delimiter	The delimiter character to use between the exported values. You can select one of the common delimiters, such as Comma (,), SemiColon (;), Tab , or Space . Or you can select Custom and enter a value in the provided field, such as a pipe character ().
Export Column Names	Whether you want the first line of the exported file to include the column headers, such as Sequence , Account Number , Serial , and so on. <ul style="list-style-type: none"> • When selected, you can include the column names. • When deselected, you can exclude the column names.

Field	Description
Fields with Quotes	<p>Whether to enclose the values of fields in quotes. This must be used for instances where field values may contain the character used as a delimiter. For example, if you have amounts formatted as Comma and you choose Comma as the delimiter.</p> <ul style="list-style-type: none"> When selected, it encloses the values in quotes. "123456789","001234567890","","98765432","3000,00" When deselected, it omits quotes. (Only used if there's no chance of delimiter characters being present in the field values.) 123456789 001234567890 98765432 3000,00

Working With Search Results

When you complete a search, the system provides you with a list of results that match the search. For example, if you search for all deposits made on a particular day, then the system returns a list of the deposits matching that date.

Items 16

Sequenc...	Account ...	Serial	Routing ...	Amount	Tracking ...	Location ...	Account ...
82172720...	.4855		061100606	\$0.01	M008217...	Main	Non
82172720...	.4848	000992	061100606	\$0.01	M008217...	Main	Analyzed -
82260580...	.4848		061100606	\$0.01	M008226...	Johnson St.	Analyzed -
82260580...	.4855	000992	061100606	\$0.01	M008226...	Johnson St.	Analyzed - 4848
82355630...	.4848		061100606	\$0.01	M008235...	Johnson St.	Analyzed - 4848
82355630...	.4855	000992	061100606	\$0.01	M008235...	Johnson St.	Analyzed - 4848

Credits 8 \$0.11 **Debits** 8 \$0.11

From this list, you can:

- View an item by selecting it. The upper pane updates with the selected image.
- Sort the results by column. Select a column heading once to sort in ascending order (0-9, a-Z). Select a column heading again to sort in descending order (Z-a, 9-0).

You can also hold down the *Shift* key and select multiple column headers to sort the list in the order of the selected columns. For example, the system sorts by your first selected column first, then your second selected column next, and so on.

- To do so, select the first column you want to sort by; and then hold down the *Shift* key and select the next column. The system assigns the number **1** to the first column along with the sort arrow, the number **2** to the second column, and so on.

- If you hold down the *Shift* key and select a numbered column again, then it toggles between ascending and descending order for that column.
- If you release the *Shift* key and select a column, then it clears the numbered sort order.

Note: When queries are saved, the row and column order are also saved as part of the query. Therefore when you run a saved query, the system updates the row and column order to match what was configured when the query was saved.

- Reorder columns by selecting a column heading and dragging it left or right.

You can also select the menu icon () to access additional features. This includes:

- **Select Columns** - Select this option to open a window that enables you to select the columns you want to include in the display. This includes the standard fields, like **Account Number** and **Amount**, as well as any deposit custom fields or check custom fields that have been configured for your site. When finished, you can select **Done** to return to the list of items.

Note: There are limitations to the numbers of columns you can select to display on the search results grid. If the system does not allow you to include the number of columns you have selected, then deselect few and try with less numbers of columns.

- **Export Results** - Select this option to export the results as a CSV (Comma Separated Values) file.
 - Note that results are exported as shown in the items list. So if you've reordered columns, selected only a subset of columns, and sorted by a column, then the exported results will be formatted with those selections.
 - Also note that the field data for the results is formatted based on how you've configured your **Export Options**, as described in Working With Export Options section.

When saved, exported results are typically stored in your browser's default download location with the name of the saved query (if using one), or **Data Export.csv**. However, depending on your browser, you may be able to choose the location to save the files by selecting the drop-down list to the right of the **Save** button and selecting **Save As**.

- **Print Selected Item** - Select an item from the list and select this option to print the Item Detail report for the item.
- **Print Deposit** - Select an item from the list and select this option to print the Deposit Detail report for the selected deposit.
- **Print Deposit and Images** - Select an item from the list and select this option to print the Deposit Image report (1x3 Front Only) for that item.
- **Deposit Tape** - Select an item from the list and select this option to view the deposit tape for that item's deposit. Note that this option is available only if a deposit tape has been created for the deposit.
- **View Deposit** - Select this option to view the list of items that make up the selected item's deposit. When finished, if you want to return to the list of items, you can select **Back to Items**.

Managing Saved Queries

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 site.

You can also use the search criteria defined in existing queries to create new ones. Note that saved queries do not include values for the date range fields. New values for date fields must be provided when searches are run.

Save a New Query

Use this procedure to save a new query on the Research page.

Procedure

1. Select **Research** to access the Research page.
2. For **Saved Queries**, select a value to update the page with that query's search criteria.
3. For **Saved Queries**, enter the name for the new saved query.
4. Provide search criteria, as described in Search for Deposits; and configure export options, as described in Working With Export Options.
5. Select the **Research Options** menu icon (), and select one of the following:
 - **Save**, to save the query for yourself. The query will appear as a saved query for you, but will not be available for other users.
 - **Save to Merchant**, to save the query for your site. All users who can access the Research page will be able to work with the query.

Results


The system displays a message that the query was saved successfully.

Modify an Existing Query

Use this procedure to modify an existing query on the Research page.

Procedure

1. Select **Research** to access the Research page.
2. For **Saved Queries**, select a value to update the page with that query's search criteria.
3. Update the search criteria and export options as appropriate, using Search for Deposits and Working With Export Options as a guideline.

4. Select the **Research Options** menu icon (), and do one of the following:

- If this was a user query, then select **Save**.
- If this was a merchant level query for your site, then select **Save to Merchant**.

Note that you cannot change the query type when making updates. If you want to save an existing query as a new query type, then you must change the query name as described in the previous procedure.

5. When prompted to confirm, select **OK**.


Results

The system displays a message that the query was saved successfully.

Remove a Query

Use this procedure to remove a query on the Research page.

Procedure

1. Select **Research** to access the Research page.
2. For **Saved Queries**, select the query you want to remove.
3. Select the **Research Options** menu icon (), and select the appropriate option:
 - **Remove**, if you want to remove a query that was only accessible to you.
 - **Remove from Merchant**, if you want to remove a query that was created for your site.

Note that the remove options available to you depend on the type of query you are trying to remove.

4. When prompted to confirm, select **OK**.

Results

The system displays a message that the query was successfully removed.

5

User Administration

About User Administration

Note: All Accelerate AR RDC users must have access to the Synovus Gateway digital banking portal for single sign-on access. Please see the Comprehensive Synovus Gateway User Guide for additional information supporting user set up.

The Accelerate AR RDC 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.

World Wide Distributors Inc

Search User or Full Name

▼

+

U0000001

Sample User

U0000002

Sample Usertwo

U0000003

Sample Userthree

U0000004

Sample Userfour

U0000007

Sample Userseven

U0000009

Sample Usernine

User

Full Name

Email

Timezone

Select a Timezone

Date Format

M/D/YYYY

Time Format

h:mm:ss tt

Scanner

Select a Scanner

Phone Numbers

Roles

▼

Locations

▼

Accounts

▼

On this page:

- 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.

If you add a new user, the fields become editable. If you select an existing user to work with, then the fields are updated with the values for that user.

User profiles include the email address used for sending password reset emails and 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. In addition, the user profile must include at least one phone number, which used for advanced MFA (Multi-Factor Authentication).

User Roles

Roles are defined by your system administrator and may vary. The following is an example of the Select Roles window, with common roles that might be defined based on job function. Consult with your system administrator for more information.

Select Roles

<input type="checkbox"/>	Administrator	<i>Merchant Administrator - can process deposits, perform research, and run reports. Can also manage users.</i>
<input type="checkbox"/>	Operator	<i>Merchant Operator - can process deposits, perform research, and run reports. Cannot manage users.</i>

Cancel Done

Add a New User

Use this procedure to add a new user on the User Administration page.

If you have the appropriate user rights, then you can add new users to the system by selecting the add icon (+) in the left pane.

You provide values for the user name, full name, and email address. You also add one or more phone numbers, assign a default scanner, and assign one or more roles, locations, and accounts.

Note that you can only assign the locations and accounts that have been assigned to you.

Procedure

1. Select **Administration** to access the User Administration page.
2. In the left pane, select the add icon (+) to update the right pane with the options for adding a new user.
3. For **User**, enter the logon ID for the user.

This is what the user will use in combination with a password to log on to the system.

4. For **Full Name**, enter the full name for the user.
5. For **Email**, enter the email address for the user.

This email address is used for password resets and other system emails, so it is important to verify what you entered is correct.

6. Configure the timezone and date/time format settings for the user:

- a. For **Timezone**, select the appropriate timezone for the User location.

For example, if you were located on the east coast of the United States and were observing Daylight Saving Time, then you would choose **Eastern Daylight Time**.

- b. For **Date Format**, select the appropriate date format.

For example, if you select **MM/DD/YYYY** (two digit month, two digit day, four digit year), then the system would format February 1, 2022 as 02/01/2022.

- c. For **Time Format**, select the appropriate time format.


H represents hours in a 24 hour format. (For example, 5:00pm is 17). **h** represents hours in a 12 hour format and is typically paired with **tt**, (AM or PM). **mm** represents minutes.

These settings determine how dates and times are displayed in Accelerate AR RDC. For example, when users search for deposits, they can specify a Start Date. When users view search results, they can see the date and time when a deposit is submitted. When users log on to the system, they are shown the last date and time they logged on. These dates and times are all formatted according to these settings. Note however that these settings do not affect virtual deposit tickets or emails sent by the system. Also note that users can change these settings in their user profile as necessary.

7. For **Scanner**, select a default scanner for the user.

If you select a network scanner, such as **ml:Deal**, then the system updates the page with the **Scanner Host** field. You must also provide an IP address or hostname value for the network scanner in this field.

8. If you want to add a phone number, then do the following:

- a. In the **Phone Numbers** section, select the menu icon () and select **Add** to show the fields for adding a phone number.

- b. For **Name**, enter a description for this number.

For example, you could enter *Office* for the User office phone, or *Mobile* for the User cell phone.

- c. For **Country Code**, select the country for the phone number.

For example, you could select **United States**. The system uses this value to apply the correct country code when making calls for user authentication purposes.


- d. For **Phone Number**, enter the phone number with area code, omitting spaces. You can include dashes or omit them. For example:

888-418-6824

or


8884186824


- e. If the phone number has an extension, then for **Ext**, enter that value.

- f. Select the add icon () to add the number to the list.

The phone number is required.


9. Assign the roles to the user profile:

- a. Select the more icon () for the **Roles** section to open the **Select Roles** window.
- b. Select the roles you want to assign to the user.

You can also select the menu icon () and then select **Select All** to assign all the roles.

- c. Select **Done** to save your selections and close the window.


10. Add the locations to the user profile:

- a. Select the more icon () for the **Locations** section to open the **Select Locations** window.
- b. Select the locations you want to assign to the user.

You can also select the menu icon () and then select **Select All** to assign all the locations.

- c. Select **Done** to save your selections and close the window.

11. Add the accounts to the user profile:

- a. Select the more icon () for the **Accounts** section to open the **Select Accounts** window.
- b. Select the accounts you want to assign to the user.

You can also select the menu icon () and then select **Select All** to assign all the accounts.

- c. Select **Done** to save your selections and close the window.

12. If you want to change the order of the locations or accounts, then do one of the following:

- Select the list number field for the item you want to change, and drag the item up or down in the list to change its position.

For example, if you have assigned four accounts, and you want to make the last one in the list show up as the first one, then you would select the field with the number **4**, hold down with your mouse, and drag the list item to the first position in the list. The system then assigns that list item a number **1**, with the other accounts reordered as appropriate.

- Select the list number field for an item, and enter a new number value for that item.

For example, if you have assigned access to three locations, and you want to make the first item in your list the last item in your list, then you would select the field for the first position and change the value from **1** to **3**.

Note however, that users can manage the order of locations and accounts for themselves when working with their user profiles, so this step is optional.

13. When finished, select **Save**.

Working With Existing Users

Once users have been added to the system, you can work with them in the following ways:

- You can edit user profiles to update user information, or assign different roles, locations, or accounts.

Note that you cannot change the user name for a profile once that profile has been saved. If you need to change a user name, then you must delete the existing profile and create a new one with the new name.

- You can disable users, or make disabled or locked users active again.
- You can reset user passwords, for instances where users have forgotten their password.

When you reset a User password, the system sends an email notification with a link to the self-service password reset page. This notification is sent to the email address in that User profile.

- You can reset user security questions, for instances where users have forgotten the answers to their security questions and can no longer log on to the system.

When you reset a User security questions, the system sends an email to the email address in that User profile.

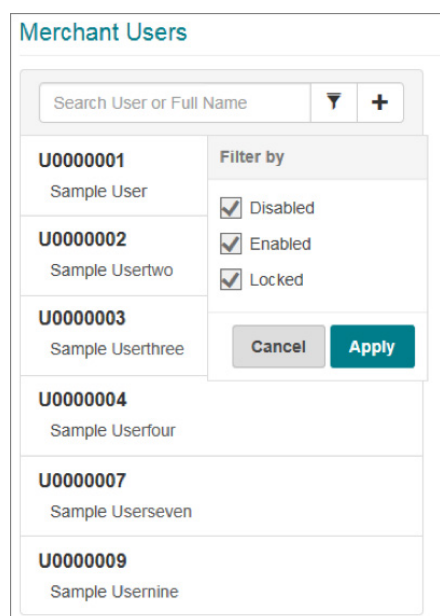
- You can remove users.

Note that the features you can access depend on the roles that have been assigned to you. You may only be able to add and remove users, or to disable users, reset users, and reset their passwords and security questions.

Selecting Users to Work With

By default, when you access the Administration page, the system lists all the users for your merchant.

You can use the search field and filter icon to more easily find a specific user.



The screenshot shows the 'Merchant Users' interface. At the top, there is a search bar labeled 'Search User or Full Name' with a filter icon and a plus sign. Below the search bar is a list of users, each with a unique ID and a sample name. To the right of the list is a 'Filter by' panel with three checkboxes: 'Disabled', 'Enabled', and 'Locked'. At the bottom of the filter panel are 'Cancel' and 'Apply' buttons.

User ID	User Name
U0000001	Sample User
U0000002	Sample Usertwo
U0000003	Sample Userthree
U0000004	Sample Userfour
U0000007	Sample Userseven
U0000009	Sample Usernine

Enter the user name or the full name into the search field to limit the list to items containing that string of characters. As soon as you start entering a value, the list updates based on what you entered.

Select the filter icon to open a window that enables you to show disabled users, enabled users, and locked users. Administrators often use these options to quickly locate disabled or locked users, so that they can reset them.

Edit a User

Use this procedure to edit a user on the User Administration page.

Procedure

1. Select **Administration** to access the User Administration page.

2. From the list of users, select the user you want to work with.

You can use the search field or filter button to find a specific user, as described in the previous section.

3. If you want to change User full name, then for **Full Name**, enter a new value.

4. If you want to change the User email address, then for **Email**, enter a new value.

Note that the email address is used to send emails for password resets, so it is important to verify what you entered is correct.

5. If you want to change the timezone and date/time format settings for the user, then do the following:

a. For **Timezone**, select the appropriate timezone for the User location.

For example, if you were located on the east coast of the United States and were observing Daylight Saving Time, then you would choose **Eastern Daylight Time**.

b. For **Date Format**, select the appropriate date format.

For example, if you select **MM/DD/YYYY** (two digit month, two digit day, four digit year), then the system would format February 1, 2022 as 02/01/2022.

c. For **Time Format**, select the appropriate time format.


H represents hours in a 24 hour format. (For example, 5:00pm is 17). **h** represents hours in a 12 hour format and is typically paired with **tt**, (AM or PM). **mm** represents minutes.

These settings determine how dates and times are displayed in Accelerate AR RDC. For example, when users search for deposits, they can specify a **Start Date**. When users view search results, they can see the date and time when a deposit is submitted. When users log on to the system, they are shown the last date and time they logged on. These dates and times are all formatted according to these settings. Note however that these settings do not affect virtual deposit tickets or emails sent by the system. Also note that users can change these settings in their user profile as necessary.

6. If you want to change the default scanner assigned to the user, then for **Scanner**, select a new value.

If you select a network scanner, such as **ml:Deal**, the system updates the page with the **Scanner Host** field, then you must also provide an IP address or hostname value for the network scanner in this field.

7. If you want to add a phone number, then do the following:

- a. In the **Phone Numbers** section, select the menu icon () and select **Add** to show the fields for adding a phone number.

- b. For **Name**, enter a description for this number.

For example, you could enter *Office* for the User office phone, or *Mobile* for the User cell phone.

- c. For **Country Code**, select the country for the phone number.

For example, you could select **United States**. The system uses this value to apply the correct country code when making calls for user authentication purposes.


- d. For **Phone Number**, enter the phone number with area code, omitting spaces. You can include dashes or omit them. For example:

888-418-6824

or

8884186824


- e. If the phone number has an extension, then for **Ext**, enter that value.

- f. Select the add icon () to add the number to the list.

The phone number is required.

8. If you want to remove a phone number, then do the following:


- a. Under the **Phone Numbers** section, select the phone number you want to remove.

- b. Select the menu icon () and select **Remove**.

9. If you want to change the roles that are assigned to the user, then do the following:

- a. Select the more icon () for the **Roles** section to open the **Select Roles** window.

- b. Select or unselect the roles you want to assign to the user.


You can also select the menu icon () and then select **Select All** all the roles or select **Unselect All** to unselect all of them.

- c. Select **Done** to save your selections and close the window.

10. If you want to change the locations that are assigned to the user, then do the following:

- a. Select the more icon () for the **Locations** section to open the **Select Locations** window.

- b. Select or unselect the locations you want to assign to the user.


You can also select the menu icon () and then select **Select All** all the locations or select **Unselect All** to unselect all of them.

- c. Select **Done** to save your selections and close the window.

11. If you want to change the accounts that are assigned to the user, then do the following:

- a. Select the more icon () for the **Accounts** section to open the **Select Accounts** window.

- b. Select or unselect the accounts you want to assign to the user.

You can also select the menu icon () and then select **Select All** all the accounts or select **Unselect All** to unselect all of them.

- c. Select **Done** to save your selections and close the window.

12. If you want to change the order of the locations or accounts, then do one of the following:

- Select the list number field for the item you want to change, and drag the item up or down in the list to change its position.

For example, if you have assigned four accounts, and you want to make the last one in the list show up as the first one, then you would select the field with the number **4**, hold down with your mouse, and drag the list item to the first position in the list. The system then assigns that list item a number **1**, with the other accounts reordered as appropriate.

- Select in the list number field for an item, and enter a new number value for that item.

For example, if you have assigned access to three locations, and you want to make the first item in your list the last item in your list, then you would select the field for the first position and change the value from **1** to **3**.

Note, however, that users can manage the order of locations and accounts for themselves when working with their user profiles, so this step may not be necessary.

13. When finished making updates, select **Save**.

Disable a User

Use this procedure to disable a user on the User Administration page.

Procedure

1. Select **Administration** to access the User Administration page.
2. From the list of users, select the user you want to work with.

You can use the search field or filter button to find a specific user, as described on [Selecting Users to Work With](#) section.

3. Select the menu icon () for the user profile, and select **Disable User**.


Results

The system displays a message that the User status was changed successfully, and the icon to the right of the user name changes to reflect the disabled status.

Make a Disabled or Locked User Active Again

Use this procedure to make a disabled or locked user active again on the User Administration page.

Procedure

1. Select **Administration** to access the User Administration page.
2. From the list of users, select the user you want to work with.
You can use the search field or filter button to find a specific user, as described on [Selecting Users to Work With](#) section.
3. Select the menu icon () for the user profile, and do one of the following:
 - If the user was disabled, then select **Enable User**.
 - If the user was locked, then select **Unlock User**.


Results

The system displays a message that the User status was changed successfully, and the icon to the right of the user name changes to reflect the active status.

Delete a User

Use this procedure to delete a user on the User Administration page.

Procedure

1. Select **Administration** to access the User Administration page.
2. From the list of users, select the user you want to work with.
You can use the search field or filter button to find a specific user, as described on [Selecting Users to Work With](#) section.
3. Select the menu icon () for the user profile, and select **Delete User**.
4. When prompted to confirm, select **OK**.

A

Requirements

Supported Operating Systems

- Android™ 10 or newer
- Apple® iOS 15.3 or newer
- Apple macOS® 10.15 Catalina or newer
- Microsoft® Windows® 8.1
- Microsoft® Windows® 10
- Microsoft® Windows® 11

Supported Browsers

- Google Chrome™
- Microsoft Edge
- Mozilla Firefox
- Apple Safari® (except on Windows)

B

Additional Resources

Technical Support

This topic lists the point of contact to have technical support. To obtain support, contact Synovus Customer Care at 888-SYNOVUS (796-6887).

Compliance Information

This topic briefs about the compliance standards that Accelerate AR RDC adheres to.

Accelerate AR RDC is compliant with Web Content Accessibility Guidelines (WCAG) 2.1. These Guidelines provide a single shared standard for web content accessibility for people with disabilities. Web “content” generally refers to the information in a web page or web application, including natural information such as text, images, and sounds and code or markup that defines structure, presentation, etc.

Glossary

Account

An arrangement providing for financial services between a financial institution and a merchant. Accounts are identified by a unique account number and the types of deposits made to the account.

Account Number

Number used to represent a unique account at a financial institution.

Check

A dated, signed, and written (or printed) instrument containing an unconditional order that directs a financial institution to pay a specified sum of money to a payee. The money is drawn from an account managed by that institution, such as with a customer's checking account; and the signer is the account holder, or another authorized agent for the account, such as a cosigner or an individual with power of attorney.

Check Custom Field

Custom field that is associated with a check, and that merchant users provide values for after capturing a check. See also Custom Field and Deposit Custom Field.

Custom Field

Data entry field that is defined for a merchant based on their business needs. For example, merchants who primarily deposit payments associated with invoices, may need fields for invoice number, invoice amount, and payment date. Custom fields are associated with merchant accounts, and merchant users provide values for custom fields while creating deposits, and capturing checks. See also Check Custom Field and Deposit Custom Field.

Deposit

A transaction involving the transfer of funds into an account managed by a financial institution. Within Accelerate AR RDC, deposits are created by scanning checks and validating the deposit amount and account information for those captured items.

Deposit Custom Field

Custom field that is associated with a deposit, and that merchant users provide values for as part of creating a deposit. See also Custom Field and Check Custom Field.

Deposit Reports

Reports about the deposits made with Accelerate AR RDC that can be run by merchant users with the appropriate user roles. This includes summary reports of deposits, locations, and users; image reports; receipt details; and so on.

Deposit Tape

A list of the item amounts that make up a deposit, manually entered by a merchant user when creating the deposit. A deposit tape is used to calculate the control total for the deposit, to verify that a deposit won't exceed any limitations before items are captured for the deposit, and to verify that each of the listed items is captured and the total balance of the captured items matches the total balance of the deposit tape. Depending on how a site is configured, the deposit tape feature may be optional, required, or unavailable.

Duplicate Detection

Feature that identifies when a scanned or captured item already exists in the system. Institutions can enable duplicate detection when setting up their merchants, so that users can identify and correct issues during the deposit review process. Institutions can also prevent merchants from storing items that have been identified as duplicates.

Institution

The financial institution that provides access to Accelerate AR RDC to their merchant customers, for the purpose of remotely capturing checks and making deposits to the accounts held at the institution by those merchants.

Intelligent Keying

A feature that associates values entered for a check custom field with a routing number and account number pairing, so that those values are automatically populated the next time a user captures a check from that pairing. For example, if intelligent keying is enabled for a Unit Number custom field used by an apartment management company, the first time a user captures a payment for Unit 201 and enters the value, the system associates 201 with the routing number and account number from the check. The next time the user captures a check with that routing number and account number pairing, the system automatically populates the custom field with the value 201, so the user doesn't need to enter it again.

Location

Method for classifying the business locations where merchants use Accelerate AR RDC to remotely scan deposits into their accounts at a financial institution. For example, if a merchant has several storefronts, each of those storefronts could be a separate location. Locations are assigned on a user-by-user basis, so that users can only capture deposits for the locations that they have been assigned.

Login Announcement

A message that is displayed to all users associated with an institution on the Sign In page and can be formatted by type, start date, end date, and HTML5-compatible content.

Merchant

The customer of a financial institution that is using Accelerate AR RDC to remotely scan deposits into one or more accounts they hold at that financial institution.

Merchant Dashboard Announcement

A message that is displayed to only merchant users on their Home page after logging on and can be formatted by type, start date, end date, and HTML5-compatible content.

Merchant Deposit

A type of deposit that is typically made by a commercial customer, which is posted by the institution in a merchant grouping.

MICR Code

(Magnetic Ink Character Recognition) Code. A character-recognition technology primarily used by the financial services industry to manage the processing and clearing of checks and other documents. Located at the bottom of checks and other vouchers, the MICR line contains information about the document, such as its type, routing number, account number, check number, and so on.

Open Deposit

A deposit that was created on the Accelerate AR RDC Home Page, but has not yet been successfully submitted. This is typically due to not all of the items being captured yet, or because of errors that need to be resolved. Open deposits are listed in the Open list on the Home page, so that merchant users can easily find them and complete them.

Pending Deposit

Deposit that meets the review criteria established for a merchant and thus must be reviewed and approved to be processed. This could be a merchant level review or an institution level review. Users with the appropriate permissions can work with pending deposits on the Approvals page.

Remittance

A sum of money sent by a consumer, typically by mail, as payment for goods or services. For example, a customer may mail a check to a utility company as payment for a monthly bill. Accelerate AR RDC enables merchant users to capture the checks associated with a remittance payment and associate them with the proper lockbox account. Additional remittance processing is done by other software, such as ImageCentre or a third-party solution.

Routing Number

A nine digit code that identifies the financial institution on which a payment, such as a negotiable instrument (check, promissory note, and so on), or electronic transfer is drawn.

Saved Query

A named set of search criteria that is used on the Accelerate AR RDC Research Page to search for previously made deposits. Saved queries can include those users save for themselves (and thus only those users can access), or those saved at the merchant level, so that all of the merchant's users can access them.

Skew

The rotation of a scanned or captured image such that horizontal lines are not horizontal and vertical lines are not vertical. When images have excessive skew, character recognition may not process correctly, and portions of the image may be cropped.

Tracking Number

System defined number that is assigned to a deposit and that identifies the deposit for future retrieval. All the items that make up a deposit are assigned the same tracking number.