



Horicon Bank's Remote Deposit Capture Scanner Frequently Asked Questions

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Frequently Asked Questions

What is the Cut-off Time for Remote Deposits?

- Remote Deposit Capture Cut-off is **4:00pmCST**

When Will the Remote Deposit Show in Account?

- Remote Deposits will not show in account until after nightly processing
 - Deposits made after 4pmCST or made on a non-processing day the remote deposit will post on the next business day. Ex: Remote Deposit made on Friday at 4:30pmCST will be posted into the account in nightly processing on Monday.

Which Days are Non-Processing Days?

- Non- Processing Days are Saturdays and Sundays and these specified Holidays below:
 - **New Year's Day:** January 1
 - **Martin Luther King's Day:** 3rd Monday in January
 - **President's Day:** 3rd Monday in February
 - **Memorial Day:** last Monday in May
 - **Juneteenth National Independence Day:** June 19
 - **Independence Day:** July 4
 - **Labor Day:** 1st Monday in September
 - **Indigenous People's (Columbus) Day:** 2nd Monday in October
 - **Veterans' Day:** November 11
 - **Thanksgiving Day:** 4th Thursday in November
 - **Christmas Day:** December 25

I Remote Deposited a Check(s) into the Wrong Account. What Should I Do?

1. Make note of how many items are in the remote deposit
 - Number of Checks in remote deposit
 - Dollar Amount of Remote Deposit
 - If possible, the Receipt Reference Number is located on the Deposit Details after Submission
2. Call the Treasury & Commercial Payment Solutions Support Team to provide the information above to get item(s) removed. We will work on getting these items removed.
3. Make the remote deposit into the correct account
 - **The items will be flagged as duplicate items since they were previously deposited.** It is okay to proceed with submitting the remote deposit.

How do I know my Remote Deposit Limits?

- Contact Treasury & Commercial Payment Solutions Support Team we would be more than happy to tell you what your limits are set to and help you to adjust them if needed.

What Should I do if I want to Remote Deposit a Check that is Above my Limits?

- Deposit the check in remote deposit as you would normally. We will review the check at the bank and if there are any questions about the large check, we will reach out to you

I have an International Check that keeps Getting Rejected out of Remote Deposit. What Should I do?

- Unfortunately international checks can not be deposited via Remote Deposit Capture, they will either need to be brought to the branch or mailed to a branch for deposit.

Where can I get Cleaning Supplies for my Scanner

- This is dependent on the type of scanner you have, please find specific details for your scanner in the Remote Deposit Scanner Cleaning Guide available here:
<https://www.horiconbank.com/tm.html>

How often Should I be Cleaning my Remote Deposit Scanner?

- **Scanner cleaning should occur regularly to maintain the Remote Deposit Scanner.** We recommend cleaning the remote deposit scanner **monthly if not more often with a can of air** and **at minimum quarterly with a cleaning card**.
 - If you are scanning a significant number of checks or notice black lines on the checks or check images it is time to clean the scanner with a cleaning card

My Remote Deposit Scanning Takes a Long Time to Make Remote Deposit Batch?

1. Try using Google Chrome- this browser tends to work best with remote deposit scanner service
2. Restart computer
3. If the issue persists, Contact Treasury & Commercial Payment Solutions Support Team

Certain Checks are Jamming when Making a Remote Deposit, but Other Checks go through?

1. Clean the remote deposit scanner with can of air and/ or cleaning card.
2. If you need help with this, please refer to the cleaning guide or contact Treasury & Commercial Payment Solutions Support Team
3. Contact the Treasury & Commercial Payment Solutions Support Team and we will work to adjust the double feed setting on the scanner.
 - **We just ask that you keep the check that is jamming to make the adjustment**

Receiving a Communication Error Message with Remote Deposit Scanner?

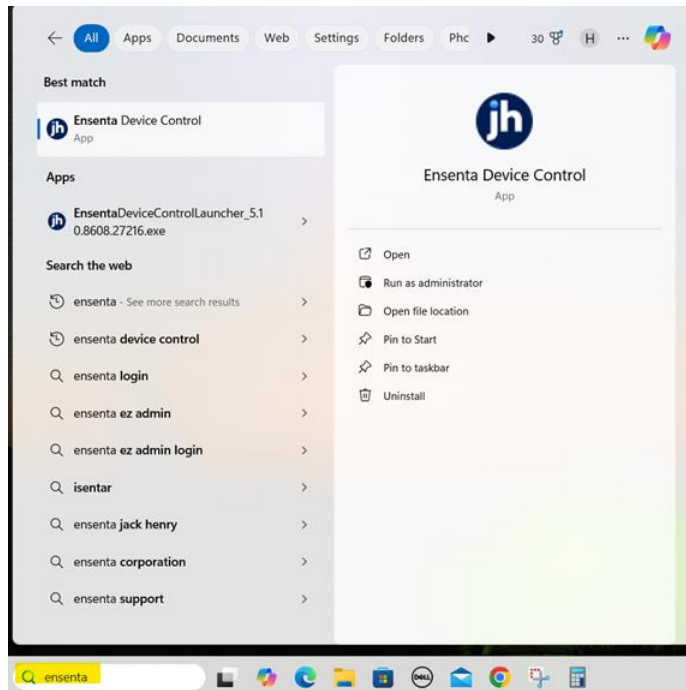
1. Restart computer
2. Try unplugging and re-plugging in the remote deposit scanner
3. Try a different browser
4. Try a new USB or power cord
5. If the issue persists, Contact Treasury & Commercial Payment Solutions Support Team



Having to Install Device Control Every Time Making a Remote Deposit?

This happens when the Remote Deposit Scanner Device Control is not open, which sometimes happens when there is an update on the computer.

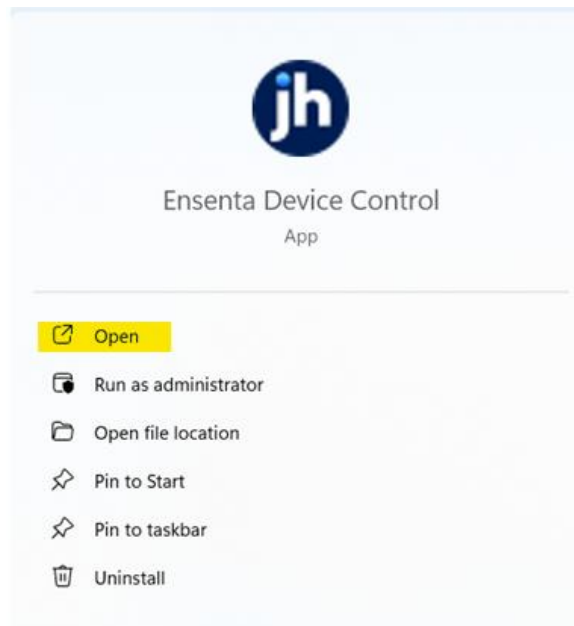
1. On your task bar search for **Ensenta Device Control**



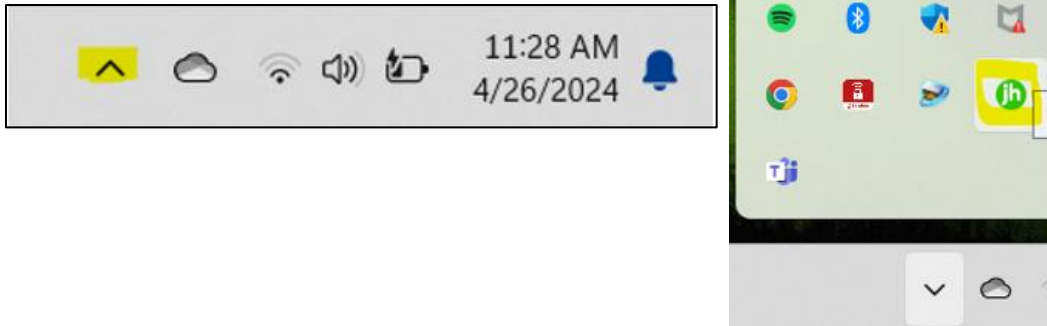
2. Select Ensenta Device Control to Open Ensenta Device Control



It will look like nothing is happening but as long as you select *Open* the device control will open.

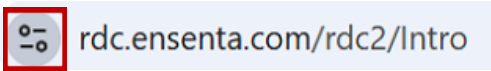


3. To confirm device control opened click the ^ icon near the time and date on the task bar. We are looking for the JH icon in a circle (usually blue or green)



4. Open Desktop RDC page from online banking and proceed making remote deposit
5. If the issue persists, Contact Treasury & Commercial Payment Solutions Support Team.

I am being prompted to update Device Control everytime I try and complete a deposit but nothing happens. What do I do?

1. **Launch Remote Deposit Capture Site**
2. **Locate View Site Information-** To the left of the URL look for the Icon below and select to open window

3. **Enable Local Network Access-** The Local Network Access needs to be updated and can be done by sliding the bar to the right of "Local Network Access"
4. **Refresh Remote Deposit Site-** This should fix the problem and bring up the deposit page to remote deposit.

What do I do if my computer was Replaced, and my Remote Deposit Scanner Does not Work Anymore?

- The Remote Deposit Scanner programs will need to be reinstalled on the new computer for the remote deposit scanner to work.
 - If you would like to complete the installation yourself, it can be completed using the installation guide found here:
<https://www.horiconbank.com/tm.html>
 - If you need assistance completing the installation process, contact the Treasury & Commercial Payment Solutions Support Team and we will assist you with the installation or schedule a time to complete the installation.

What do I do if I need to have the Remote Deposit Scanner installed on a Different computer?

- The Remote Deposit Scanner programs will need to be reinstalled on the new computer for the remote deposit scanner to work.
 - If you would like to complete the installation yourself, it can be completed using the installation guide found here:
<https://www.horiconbank.com/tm.html>
 - If you need assistance completing the installation process, contact the Treasury & Commercial Payment Solutions Support Team and we will assist you with the installation or schedule a time to complete the installation.

I got a new Microsoft Profile, and Every time I go to Remote Deposit an update is required. What do I do?

- Contact Treasury & Commercial Payment Solutions Support Team and we will work with our Remote Deposit Vendor to assist with the issue. We will complete a conference call and they will remote into your computer to help troubleshoot the issue.

I got a New Remote Deposit Scanner. What Should I do?

Is the Make of the Remote Deposit Scanner the Same as you Previously Had?

- **If yes**, nothing needs to be done, the new remote deposit scanner can be plugged into the wall and computer, and you should be able to make your remote deposits as normal
 - If you still have issues, contact the Treasury & Commercial Payment Solutions Support Team
- **If no**, Remote Deposit Capture Device Control and Scanner Driver will need to be uninstalled, and the correct scanner driver installed.
 - **Programs to Uninstall:**
 - *Jack Henry Ensenta Device Control*
 - **One of these three programs which depends on the make of Remote Deposit Scanner:**
 - Digital Check Remote Deposit Scanner: *Teller Scan Combined Driver*
 - Panini Remote Deposit scanner: *Panini Universal Installer*
 - Digital Check Smartsource Remote Deposit Scanner
 - **IF you need help with uninstalling these, contact the Treasury & Commercial Payment Solutions Support Team**
 - If you would like to complete the installation yourself, it can be completed using the installation guide found here:
<https://www.horiconbank.com/tm.html>
 - If you need assistance completing the installation process, contact the Treasury & Commercial Payment Solutions Support Team and we will assist you with the installation or schedule a time to complete the installation.

Contact Treasury & Commercial Payment Solutions Support

If you have any questions or concerns, please contact the Treasury & Commercial Payment Solutions Support Team at:

920-643-7670 or Treasury@HoriconBank.com.