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# \*We Recommend using Google Chrome to complete Remote Deposits within Ascend\*

# Important Times and Dates about Remote Deposits

- Remote Deposits will not show in account until after nightly processing
- Remote Deposit Capture Cut-off is 4:00pmCST
  - 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.
  - o Non- Processing Days- 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 Day: 2nd Monday in October
    - Veterans' Day: November 11
    - Thanksgiving Day: 4th Thursday in November
    - Christmas Day: December 25

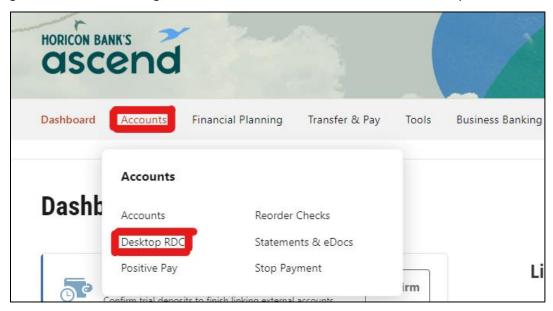
# Steps to Complete a Remote Deposit

This Section will give you step by step instructions on how to complete your remote deposit within Horicon Bank's Remote Deposit Capture Site.

## Horicon Banks Ascend Online Banking

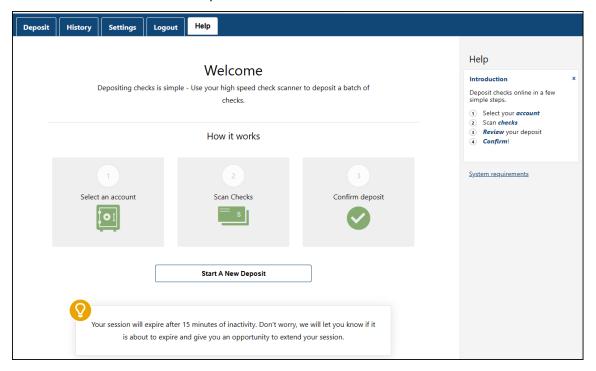
The Remote Deposit Capture site is located inside of our Ascend Online Banking. <a href="https://www.horiconbank.com/">https://www.horiconbank.com/</a>

Once signed in to online banking, hover over the Accounts menu and select Desktop RDC.



# Welcome Page

The RDC site should open in a new browser tab. The intro page appears each time you login. This page provides a brief overview and some tips.

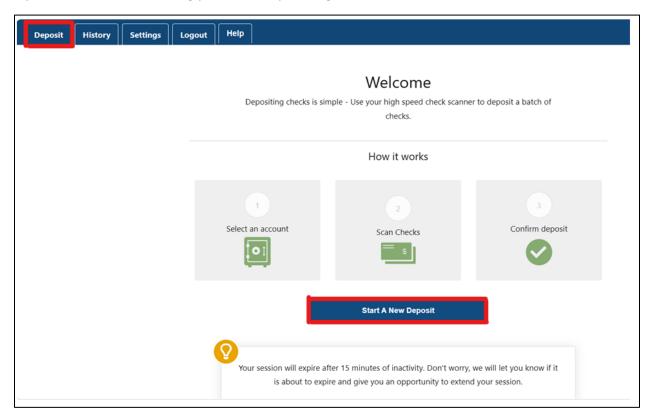


Note: If the page doesn't open it may be blocked by pop-up blocker and can be adjusted by allowing the pop-up in the search bar of the internet browser.



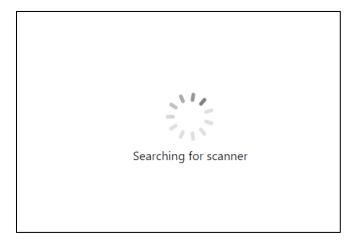
# Creating a New Remote Deposit

To begin scanning, click on the Start a New Deposit button on Welcome Page or the Deposit tab at the top left task bar. This will bring you to the Deposit Page.

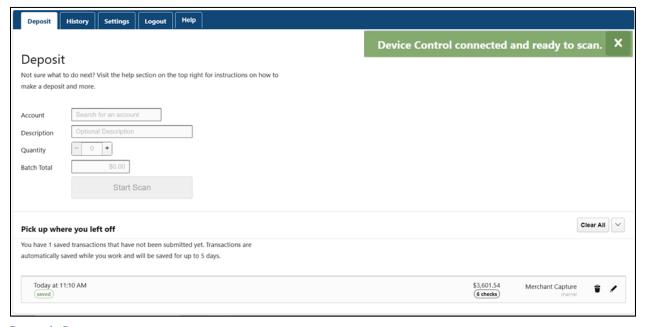


Note: Make sure that your scanner is plugged in and ready before, otherwise you will get an error message.

A message "searching for scanner" will appear until the scanner is found.



Once the scanner is found the Deposit Page will appear.



#### Deposit Page

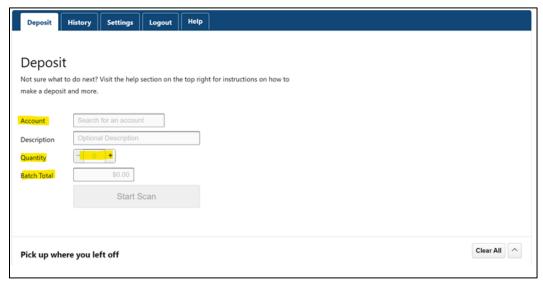
Fill in the information for your remote deposit and be sure that the scanner is on and that the check(s) are loaded and ready **BEFORE** you click the Start Scan button.

- Account\*: Choose the Account the remote deposit should go into
- Description: Is optional, whatever is entered here will appear in transaction history and reports
- Quantity\*: Number of checks in the Deposit
- Batch Total\*: Total of all checks in the Deposit

#### \*- Denotes Required Field

Note: The Scan Button will turn blue when all required fields are filled in.

The Quantity and Batch Total Fields can be adjusted after all checks have been scanned if necassary.

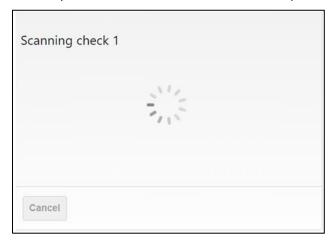


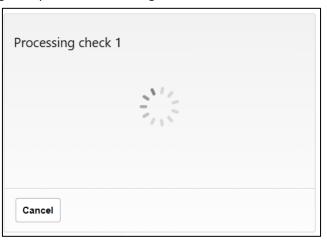
Note: The "Pick up where you left off" section at the bottom shows any deposits that were left incomplete or saved for later. Please be sure to review these and act.

This guide will go over how to defer a deposit starting on page 11

#### Scanning Checks

Once you have selected Start Scan on the Deposit Page the process of scanning checks will occur.





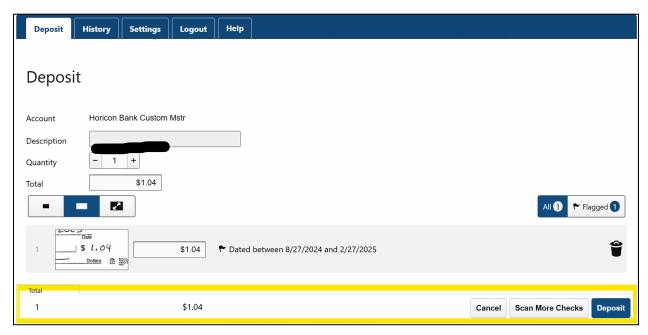
Once the checks have scanned and are done processing the Deposit Page will pop up showing you the checks that have been scanned and any adjustments that need to be made to the dollar amounts of checks can be completed here.

Note: If the scanning process interrupts at any point, you may click the "scan more checks" button at the bottom of the Deposit Page to continue the scanning process of the remaining checks.



#### Submitting your Remote Deposit

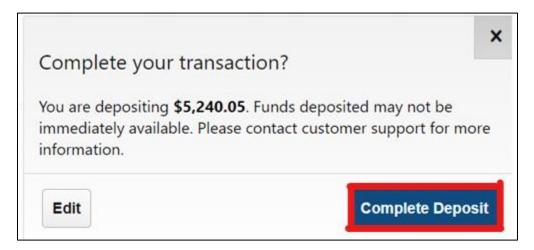
Once you have adjusted the dollar amounts of the checks scanned if needed you will want to verify that the Quantity and Batch Total matches on the bottom of the Deposit Page. The checks scanned and batch total will be balancing based of the quantity and batch total entered when starting the remote deposit.



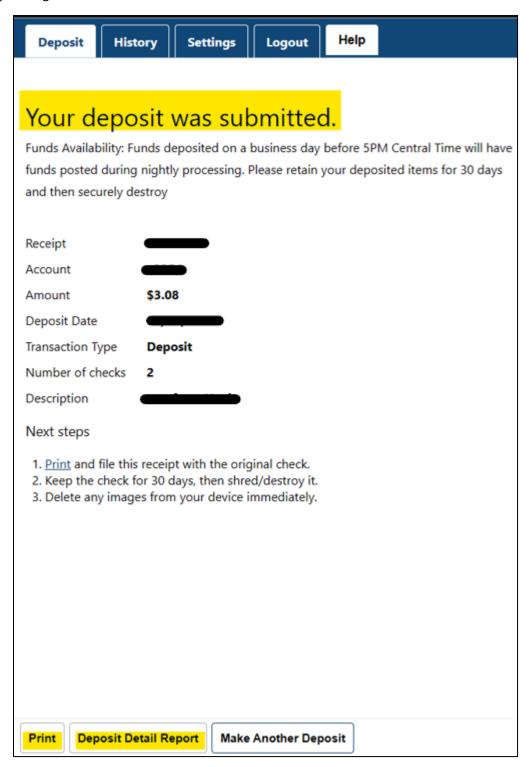
When all items are balanced and corrected, click on the blue Deposit button on the bottom right of the screen.



After you click submit a verification box will appear allowing you to confirm the dollar amount and complete the deposit.



Once your deposit has been successfully submitted the receipt reference will pop up this may take a little bit for this page to appear. The deposit is processing during this time. If there is an error, please contact Treasury Management.



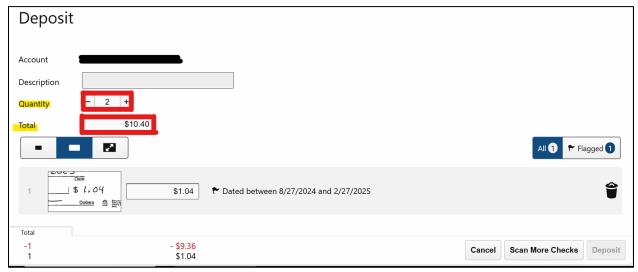
Note: You can print the receipt reference, or you can download a PDF of the Deposit Detail Report that will show the details of the deposit along with check images.

#### **Unbalanced Remote Deposit**

The Batch Total section at the bottom of the deposit will inform you whether you are unbalanced. If you see the submit button is gray and red above either the total or quantity of items or both your deposit is unbalanced.



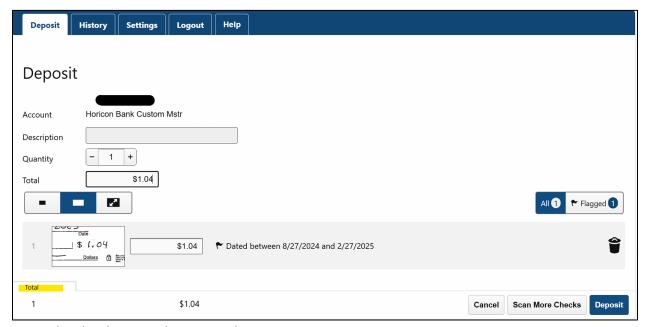
You can either correct the Batch Total or the Quantity of checks amounts by scrolling up to the top of your deposit page and adjusting whichever item(s) are unbalanced.



Once the quantity and batch total balance you can proceed with submitting the remote deposit.

#### Balanced Remote Deposit

When the deposit is balanced, the deposit button will turn blue. See example below of a balanced deposit.



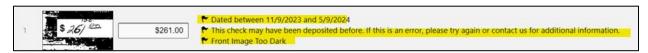
Proceed with submitting the remote deposit.

## Issues with Scanned Checks

This section will go over common issues with scanned checks on the Deposit Page.

# Flagged Checks

If a check was flagged it will appear next to the dollar amount and check image on the Deposit Page.



The flags are letting you know that there may be an issue with the check and the check image should be reviewed.

Examples of some flags can be this:

- Dated between x and x: This may reflect a stale dated item, please verify the check date.
- This check may have been deposited before,..: This may reflect a duplicate item- review that the item hasn't been previously deposited.
- Front Image Too Dark: The image may be too dark to read- scan item again
- Front Image Too Light: The image may be too light to read- scan item again
  - ₱ Dated between 11/9/2023 and 5/9/2024
  - This check may have been deposited before. If this is an error, please try again or contact us for additional information.
  - Front Image Too Dark

Note: A check that is flagged may be rejected once the item is reviewed by the bank. You will be notified that an item has been rejected and removed.

If you want to rescan a flagged check so the check image is clearer, you will need to remove the original scan otherwise the newly scanned check will be in the deposit twice causing a duplicate.

To delete the original scan of the check, click the trash can on the right side of the deposit page.



After the item has been removed it will show that the check has been removed.



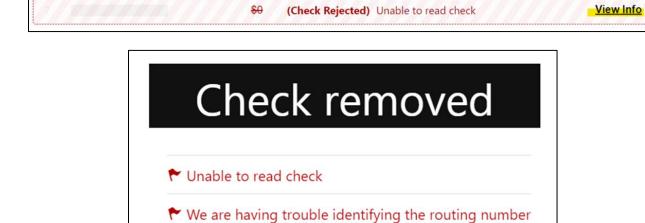
Note: If you accidentally remove a check that wasn't supposed to be removed it can be undone by hitting the plus sign on the right side of the removed check.

Once the item has been removed proceed with scanning the check again by inserting the check into the scanner and selecting scan more checks on the bottom right of the deposit page.



# Rejected Checks

If check is rejected, it will give you a red flag and reason however you will not be able to see the check image but can get more details by selecting View Info.



You can try scanning the check again but if the check is continuing to reject, please contact treasury management.

on this check. Please try again or contact us for further

Note: If the check is rejected, it will not be counted in the quantity of items and the check can be rescanned without having to delete or adjust the original check.

If the rejected check is continually rejected, and rescanning does not resolve the issue you will have to adjust the Quantity and Batch Total to balance the remote deposit and submit.

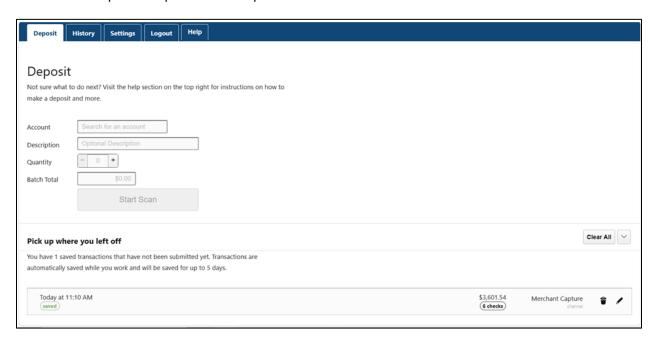
# Tabs Within Remote Deposit Capture Site

assistance.

This section will give you a brief rundown of the what's and where's of items available within Horicon Banks Remote Deposit Capture Site.

## Deposit Page

This page will only appear if the scanner is connected and ready to use. This is where you will create your new remote deposit or open a saved deposit.



#### Deferring a Remote Deposit

This section will go over how to save your deposit for later or up to 5 days.

After you have scanned the checks, you have but you aren't ready to submit the remote deposit you have two options to defer your deposit for later. Opening a new tab within the Remote Deposit Site or exiting out of the remote deposit site via a time out due to inactivity or completely exiting out.

Note: Remote Deposits that are created are automatically saved while you are working on them.

Any changes made to the dollar amounts of the check images, batch total or quantity will be saved in the process of deferring the deposit.

#### Saving or Deferring a Remote Deposit by going to a new tab

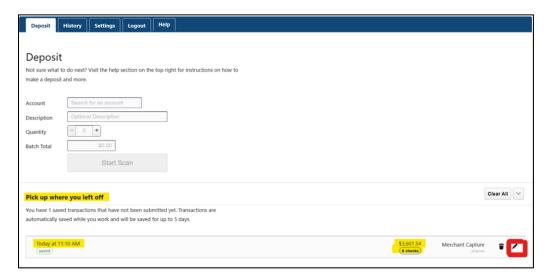
You can defer your remote deposit without exiting the Remote Deposit Site by leaving the site open. The Remote Deposit Site will time out after 15-minutes of inactivity, but your progress will be saved.

Start your deposit by following the instructions outlined in "Steps to Complete a Remote Deposit" scanning the checks you have.

Once you have completed scanning and updating the dollar amounts of the check images, batch total and/ or quantity of the checks scanned you can now select any other tab on the Remote Deposit Site (History or Settings). Doing this will save the remote deposit and any changes made to it before selecting the new tab.



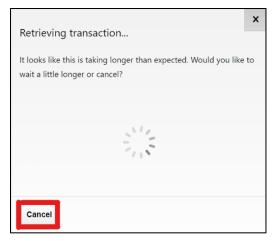
After selecting a different tab to save the deposit, open the Deposit Page this will then show the deferred remote deposit on the bottom of the Deposit Page. The remote deposit can be continued by selecting the pencil on the right side of the saved remote deposit.



After clicking the pencil, a screen will pop up saying "Retrieving Transaction..." This may take a little bit to open depending on how many checks were previously scanned.

Note: If it is taking a long time a message will appear on the retrieving transaction screen you can wait a little longer but if the remote deposit still is not opening try hitting cancel this will usually open the saved remote deposit page.





Once the remote deposit is opened you will be able to continue scanning additional checks by selecting scan more checks on the bottom right of the Deposit Page of the remote deposit.



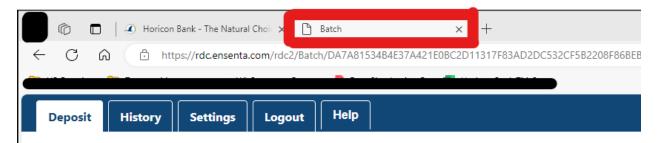
Once you have finished scanning the additional checks you can proceed with the process of balancing the remote deposit and submitting the remote deposit outlined in "Submitting your Remote Deposit."

#### Saving or Deferring a Remote Deposit by exiting Remote Deposit Page

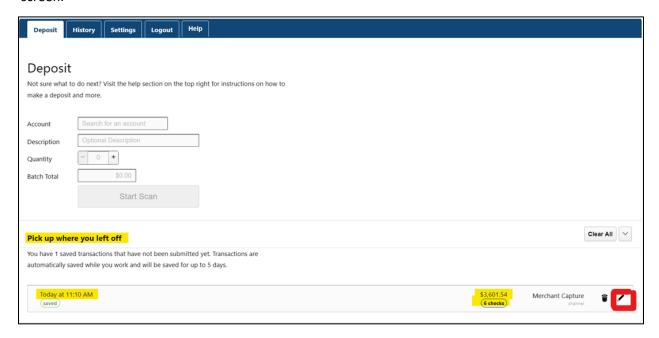
You can defer your remote deposit by exiting the Remote Deposit Site. This will also be the same if your remote deposit site times out due to inactivity.

Start your deposit by following the instructions outlined in "Steps to Complete a Remote Deposit" scanning the checks you have.

Once you have completed scanning and updating the dollar amounts of the check images, batch total and/ or quantity the checks you now, you will have to exit out of the Remote Deposit Site Tab on the top of your browser. This will save your remote deposit and allow to come back to it later or up to 5 days.



Once you are ready to go back to your deposit you can login to Horicon Bank's Ascend and go to the Remote Deposit Site's Deposit Page this will then show the deferred deposit on the bottom of the screen.

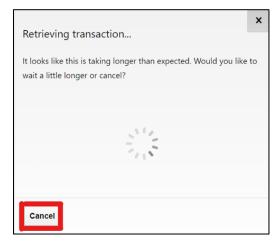


Where you can continue the remote deposit by selecting the pencil on the right side of the saved remote deposit.

After clicking the pencil, a screen will pop up saying "Retrieving Transaction..." This may take a little bit to open depending on how many checks were previously scanned.

Note: If it is taking a long time a message will appear on the retrieving transaction screen you can wait a little longer but if the remote deposit still is not opening try hitting cancel this will usually open the saved remote deposit page.





Once the remote deposit is opened you will be able to continue scanning additional checks by selecting scan more items on the bottom right of the Deposit Page of the remote deposit.



Once you have finished scanning the additional checks you can proceed with the process of balancing the remote deposit and submitting the remote deposit outlined in "Submitting your Remote Deposit."

#### Deleting a Saved or Deferred Remote Deposit

Saved remote deposits are available for up to 5 days if nothing is done with these remote deposits after 5 days they will be removed.

# Pick up where you left off

You have 1 saved transactions that have not been submitted yet. Transactions are automatically saved while you work and will be saved for up to 5 days.

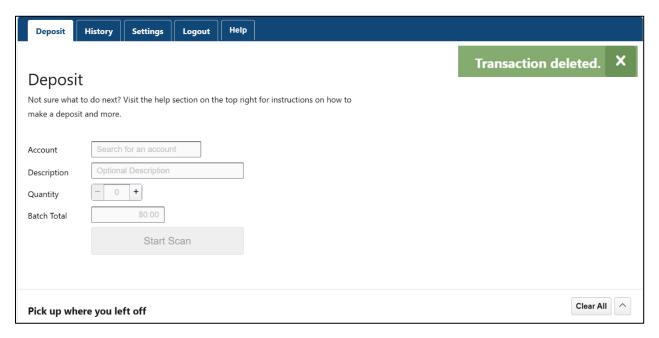
If the saved remote deposit is a duplicate of a previous remote deposit or you would like to remove it before the 5 days for any reason this can be completed by selecting the trash can on the right side of the saved deposit.



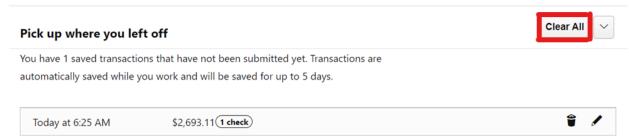
This will prompt a pop-up confirmation that you would like to delete this remote deposit. If you in fact do select confirm.



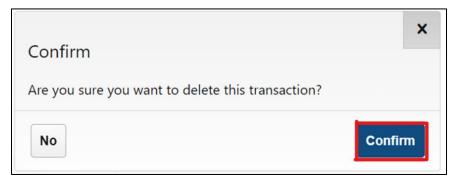
Once the deposit is deleted on the top left of the deposit page you will see a green bar that says, "Transaction Deleted."



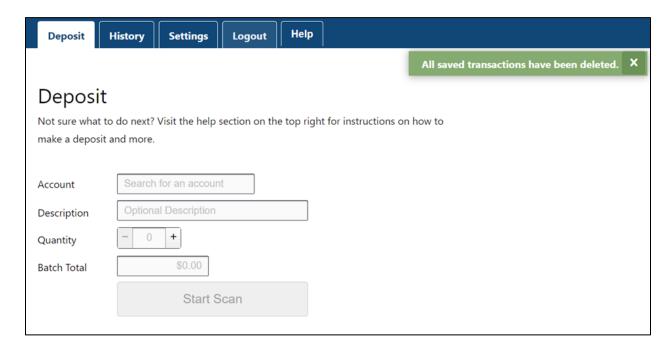
If you have multiple remote deposits under *Pick Up Where You Left Off* and would like to delete them all this can be done by selecting *Clear All* on the top right of the deferred deposit area on the deposit page.



This will prompt a pop-up confirmation that you would like to delete this remote deposit. If you in fact do select confirm.



Once the deposit is deleted on the top left of the deposit page you will see a green bar that says, "All Saved Transactions have been Deleted."



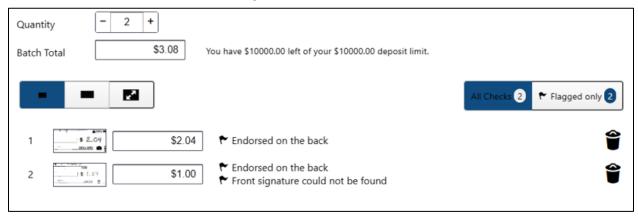
# Viewing Check Images in Remote Deposit

There are 3 different views you can view checks that have been scanned in the remote deposit batch. The default option is view 2.



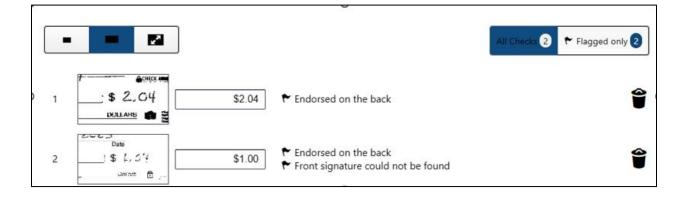
View 1

This is the smallest view of the check image



View 2

This view is the default view of check images on the deposit page



# View 3

This view will expand the check image and allow you to see the front and back image of the check.



#### History Page

This tab will show you All Transactions and various Reports associated with your remote deposits.

#### All Transactions

This will show you the history of the remote deposits made over the last 6 months.



- Date: This shows the date the deposit was made
- Receipt: Is the reference number given to all checks within the singular remote deposit. Each remote deposit will have a unique receipt reference number.
- **Description:** This will show anything entered in the details portion of the deposit page.
- Amount: This shows the total amount of that will be deposited into the account.
  - Note: If an item was rejected the amount will show the corrected deposit amount
- Status: Will show one of for options letting you know where in the process your Remote Deposit

Submitted

o Submitted: This will be the status after the remote deposit has been submitted and sent to Horicon Bank to review.

Approved

 Approved: This will be the status after the remote deposit has been reviewed by Horicon Bank.



Split: This will be the status if a singular item has been rejected by Horicon Bank for one reason. You will be notified that an item has been rejected by our Deposit Operations Department.

Rejected

- Rejected: The whole deposit has been rejected by Horicon Bank for some reason. You will be notified that an item has been rejected by our Deposit Operations Department.
- Quantity: This shows the number of items within the deposit.
  - Note: This number will not be updated if an item is rejected by Horicon Bank after the remote deposit has been submitted.

Report: This will download the Deposit Detail Report with check images for the remote deposit selected

in a PDF.

# **Deposit Detail Report**

Account Holder:

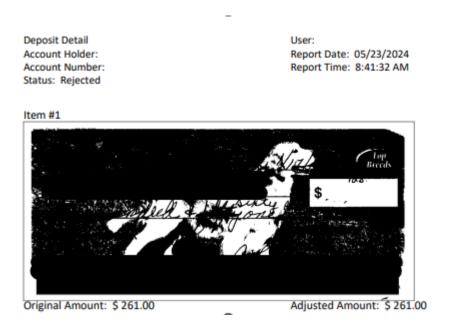
Account Number: Report Date: 5/23/2024 Status: Rejected Report Time: 8:41:32 AM

Description: test dog check Checks in Deposit: 1

Total Original Amount: \$ 261.00 Total Adjusted Amount: \$ 0.00

Receipt Number:

Date	Item #	Check#	Original Amount	Adjusted Amount	Status
2/1/2024	1		\$261.00	\$261.00	Rejected

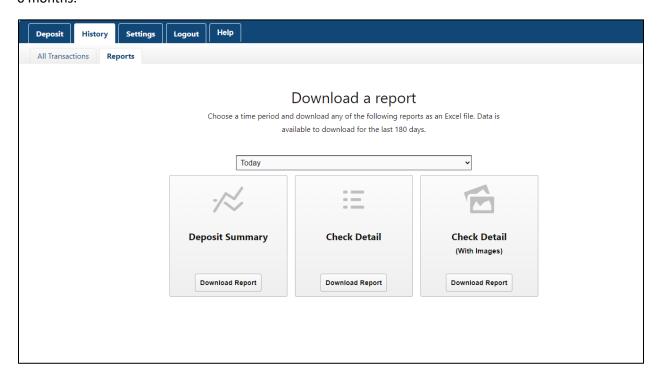


• **Greater Than (>):** This will drop down all the check details within the deposit and will allow you to see the check images by selecting the Search icon on the right

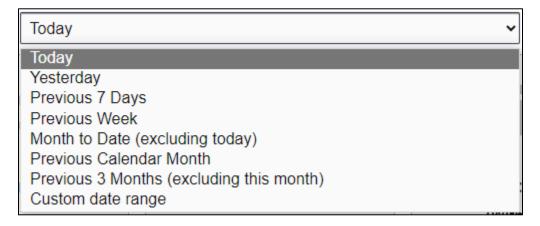


#### Reports

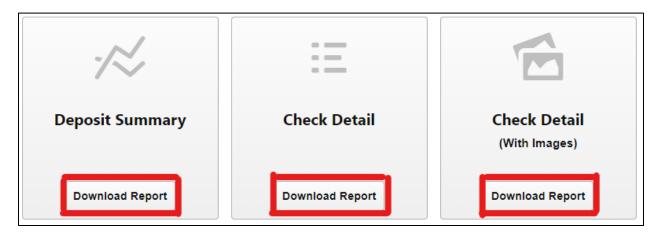
This will allow you to download several different options for reports for your remote deposits for the las 6 months.



Select the date or range you would like your report(s) to look at, by using the drop down menu and selecting which option you would like.



After selecting the date or date range you will select which report you would like to download.

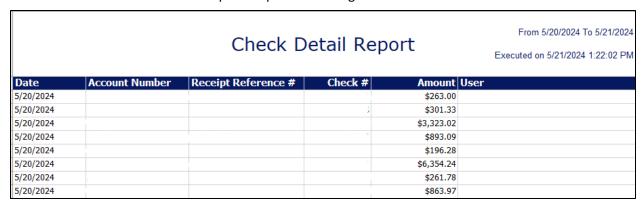


All these reports are downloaded as an excel document.

- **Deposit Summary:** This report lists all transactions during the specified date or date range with:
  - o Date
  - Account Number
  - Receipt Reference #
  - o # of Checks
  - Amount
  - Status
  - o Description

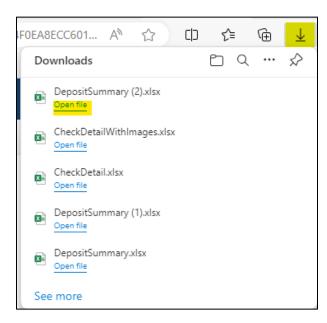
	Deposit Summary Report					
Date	Account Number	Receipt Reference #	# Checks	Amount User	Status	Description
05/20/2024			12	\$16,072.97	Approved	
5/20/2024 Total			12	\$16,072.97		
05/21/2024			4	\$5,883.86	Approved	
5/21/2024 Total			4	\$5,883.86		
Grand Total			16	\$21,956.83		

- **Check Detail:** This report lists all the details for each check within the remote deposit for the specified date or date range.
  - o Date
  - o Account Number
  - o Receipt Reference #
  - o Check Number
  - Amount



- Check Detail (With Images): This report lists all the details for each check along with a check image within the remote deposit for the specified date or date range.
  - o Date
  - Account Number
  - o Receipt Reference #
  - o Check Number
  - o Amount
  - o Front Image
  - o Back Image

The reports will download in the upper right corner of the internet browser next to the search bar, denoted by the down arrow.

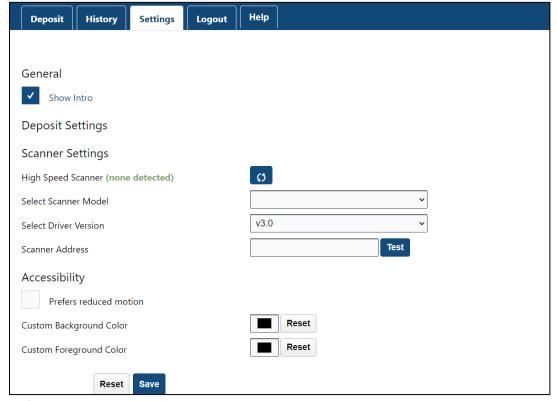


Once the report has been downloaded for the specified date or date range the box will have a check mark in it like this:



# Settings Page

The settings page allows you to make some adjustments to your overall view of the Remote Deposit Site.



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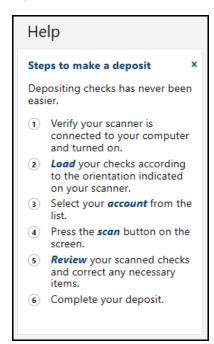
#### Logout

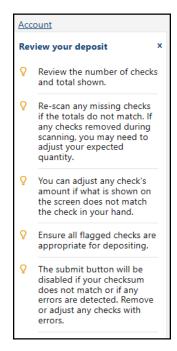
This tab will log you out of the Remote Deposit Capture Page. Depending on how long you have been in the Remote Deposit Capture Site you may also be timed out of Horicon Bank's Ascend.



#### Help

The help section contains helpful instructions on the scanning and depositing process. The information available on the Help tab changes depending on which page you are on or where you are in the process of the deposit.





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To exit out of the Help section you must select the Help Tab on the top left the screen.



# Contact Treasury Management Support

If you have any questions or concerns, please contact the Treasury Management Support team at 920-643-7670 or <a href="mailto:Treasury@HoriconBank.com">Treasury@HoriconBank.com</a>.