



Remote Deposit Service Online

(Customer Administrator)

Bank of America Direct[®]

User Guide

00-35-3892NSB

Bank of America 

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Chapter 1

Introduction

Remote Deposit Service Online is a Web-based application that enables companies to make electronic deposits from their desktops using a bank approved scanner. Remote Deposit Service Online users can scan and capture images and MICR data of U.S. dollar items drawn on U.S. banks and transmit that data to Bank of America using a secure Internet connection.

Remote Deposit Service Online is available for scanning items and transmitting deposits 24 hours a day, excluding normally scheduled weekly system maintenance. By capturing and electronically submitting item images and MICR data to your account for deposit, daily runs to the banking centers are eliminated.

Advanced notice of scheduled outages are placed in the messaging area of the Welcome Screen.

The cutoff times for current day processing are noted below. The time zone and ledger cut off for your deposits are associated with the location and time zone of the user who submits the deposit to the bank. Deposits submitted after the published deadline will be processed on the next banking day.

Remote Deposit Service Online Customer Administrator User Guide

REGION	CUTOFF FOR CURRENT DAY PROCESSING
U.S. (Domestic)	9:00 p.m. PT 9:00 p.m. MT 10:00 p.m. CT 10:00 p.m. ET
Outside of the U.S. (International) The 1st four digits of a WBS account determines ET or PT: <ul style="list-style-type: none">• # 1901 Miami (ET)• # 6290 California (PT)• # 6550 New York (ET)	10:00 p.m. ET 9:00 p.m. PT

Note: Deposits submitted after the current day cut-off times or during non-banking days¹ will be processed the next banking day.

¹ Non-banking days include U.S. bank holidays and Saturday and Sunday. Bank of America observes U.S. bank holidays as set forth by the Federal Reserve Bank. To see the schedule, refer to <http://www.federalreserve.gov/aboutthefed/k8.htm>.

Overview

The purpose of this user guide is to serve as a reference for Bank of America's Remote Deposit Service Online application. The target audiences for this user guide are: **Client Administrators**.

Note: HELP is another reference source for Remote Deposit Service Online. It provides information specific to the screen the user is viewing and can be accessed by clicking the link in the upper right hand corner of the screen.

Bank of America offers remote depositing in accordance with the Check Clearing for the 21st Century Act (Check 21), which was signed into law by the Federal Reserve Board effective October 28, 2004. This law permits banks to truncate original checks, process check information electronically, and deliver substitute checks to banks that want to continue receiving paper checks. Bank of America's Remote Deposit Service Online solution is a Web-based software application that allows businesses and retailers to:

- Capture images and data from debit items (such as checks) at their business and remote locations
- Balance deposit transactions and view images online
- Transfer check images and data to the bank for deposit

Clients using Bank of America's Remote Deposit Service Online application can:

- Scan and capture images and MICR data of U.S. dollar items, drawn on U.S. domiciled accounts; these include personal, business, cashier checks, traveler's checks, and money orders. Items that are drawn on a US domiciled account and MICR encoded with a valid eight or nine-digit routing and transit number can be deposited using the service.
- Clear items as through ACH or Image clearing networks
- Configure settings based on the business' needs (for example, deposit limits, endorsements, column headings, custom fields, hot files, and dual deposit approval.
- Deposit up to 500 items in a single deposit (including a deposit ticket), with no limit on the number of deposits that can be submitted during a business day².
- Transmit images and data to the bank via a secure Internet connection.
- Prevent duplicates with electronic duplicate detection.

² The declared amount (and the total amount of the deposit) cannot exceed \$99,999,999.99.

- View the status of deposit transmission to the bank and receive confirmation that the bank has received the deposit.
- Receive credit to a bank account and allow the item to clear electronically.
- Eliminate trips to the bank and the need for the original paper to be presented.
Note: After depositing items using Remote Deposit Service Online, the deposited items must be safeguarded.
- Export information containing item data and images. This can be used in accounting processes and some accounts receivable systems.
- Modify item information and add comments before submitting deposits to the bank through 35 custom and remittance data fields.

Chapter 2

Before You Begin

Make sure you have done the following:

- Enroll in Web-based training by going to <http://training.works.com/direct/#rdsheader2>
- Review your user roles and functions
- Confirm your workstation meets the minimum application requirements
- Download and install your Bank of America Direct digital certificate
- Confirm that the Remote Deposit Service Online application has been entitled to you by confirming with your implementation specialist or by accessing the application via the Bank of America Direct Receipts page

If your role will include scanning and transmitting deposits, please see the User guide for non administrator functions.

User Roles and Functions

For the Remote Deposit Service Online application, you are assigned a user role. The application and function of each user role has been established by Bank of America.

When the user successfully logs in to Remote Deposit Service Online, the Welcome Screen displays the assigned user roles.

When the user successfully logs in to Remote Deposit Service Online, the Welcome Screen displays the assigned user roles.

It is important to understand what tasks and or functions you can perform or information you can view within Remote Deposit Service Online. Except for the Customer Administrator role, users can request a role change by contacting the company's

designated Remote Deposit Service Online Customer Administrator. Bank of America associates maintain the assignment and set up of the primary Customer Administrator.

The tabs within the Remote Deposit Service Online application represent functions granted to certain user roles.

The tabs within the Remote Deposit Service Online application represent functions granted to certain user roles. Users will see all or some of the following tabs based on their entitlements:

- **Home:** Make deposits, run reports, view the deposit list screen, view important and informative messages from the bank
- **Deposits:** View deposit lists
- **Reports:** Run, download, print and save reports in PDF, RTF, CSV and XLS formats
- **Research:** Search for checks, download images
- **Administration:** Will vary based on Role, Customer Administrators will see all options, other roles may just the rules tab

Remote Deposit Service Online Customer Administrator User Guide

Tabs- not all tabs will be available to all users. All screen shots are for illustration purposes only

The screenshot displays the Bank of America Remote Deposit Service Online Customer Administrator User Guide interface. At the top left is the Bank of America logo. A navigation bar contains tabs for Home (highlighted), Deposits, Reports, Research, and Administration. In the top right corner, there are links for Help, Hide Tips, and Logoff, along with a user profile section labeled 'Welcome User A'. The main content area features a 'Welcome' heading, a red horizontal line, and the text 'Welcome to Bank of America Remote Deposit Service Online'. Below this is a large graphic of a stylized 'B' logo. To the right of the graphic, there is a prompt: 'Please select an activity to begin using Remote Deposit Service Online'. Three action buttons are listed on the right side: 'Create New Deposit' (with subtext 'jump into start capture'), 'Generate Reports' (with subtext 'create a report'), and 'Deposit List' (with subtext 'view the list of deposits'). Each button has a right-pointing arrow. Below the main content area are two sections: 'User Alerts' and 'Messages', each with a horizontal line. At the bottom right, the footer text reads: 'version: 2.1.1-3 (1030) © 2009 Bank of America Corporation. All rights reserved.'

Customer User Roles and Functions

ROLE	FUNCTION	THE WELCOME PAGE FOR THIS ROLE DISPLAYS THE:
Operator	Assign Deposit to Another User	Home, Deposits, Reports, Research and Administration
	Balance Deposits	
	Create/Read/Update/Delete ACH Opt Out Rules	
	Create/Read/Update/Delete Deposits	
	Create/Read/Update/Delete Hotlist Rules	
	Opt Item Out Of ACH	
	Override ACH Opt Out for Item	
	Override Hot List Reject for Item	
	Report On Client's Users	
	Requests Item Research	
	Requests Reports	
	Transmit Deposits To Bank, including approve deposit	
	View Deposits	
Limited Operator	Balance Deposits	Home, Deposits, Reports, Research and Administration
	Create/Read/Update/Delete ACH Opt Out Rules	
	Create/Read/Update/Delete Deposits	
	Create/Read/Update/Delete Hotlist Rules	
Customer Service Representative	Opt Item Out Of ACH	Home, Deposits, Reports, Research and Administration
	Override ACH Opt Out for Item	
	Override Hot List Reject for Item	
	Requests Item Research	
	Requests Reports	
	View Deposits	
	Read account data	
	Read user data	

Remote Deposit Service Online Customer Administrator User Guide

	Requests Item Research	
	View Account Groups	
	View Customer Details, including account data	
	View Deposits	
Financial Officer	Assign Account to account group	Home, Deposits, Reports, Research and Administration
	Create/Read/Update/Delete Account Groups	
	Read account data	
	Request Reports	
	Requests Item Research	
	Transmit Deposits To Bank, including approve deposit	
	View Account Groups	
	View Customer Details, including account data	
	View Deposits	
Report Viewer	Read user data	Home, Reports, Research and Administration
	Report On Client's Users	
	Requests Item Research	
	Requests Reports	

Confirm Workstation Requirements

Hardware Requirements

Note: Remote Deposit Service Online does not support MAC computers or computers that run on a server environment.

HARDWARE REQUIREMENT	DESCRIPTION
Processor: (min/recommended)	<p>Windows XP : Pentium 512MHz/Pentium 1 GHz; Windows Vista: Pentium 800MHz/Pentium 1GHz</p> <p>Note:</p> <ul style="list-style-type: none"> ▪ If the minimum requirement is for a 1GHz processor, on a dual-processor system the requirement is for each dual processor to be 1GHz. ▪ Not all the operating systems that are certified for a client workstation will support dual core processors. Typically, the "Home" editions are single processor only.
Memory : (min/recommended)	<p>Windows XP : 256MB RAM/512MB RAM Windows Vista: 512MB RAM/1GB RAM</p>
Hard Drive	1GByte free space on hard drive is required for installation and operation
Display	Adapter and monitor capable of 1024 x 768 display with at least 256 colors
Network	<p>Ethernet 10Mbit connectivity to LAN, preferably with adapter teaming to enable failure protection.</p> <p>Local port 80 will need to be open to allow communication with the scanner. This port is normally open, unless you are running a web server on the same device.</p>
Internet Connectivity	<p>Internet connectivity with TCP/IP enabled</p> <p>Broadband connectivity capable of at least 512Kbit upload speed is strongly recommended.</p>
Peripherals	<ul style="list-style-type: none"> • Standard 101-keyboard • 2-button mouse

Software Requirements

SOFTWARE REQUIREMENTS	DESCRIPTION
Operating System	<ul style="list-style-type: none"> • Microsoft Windows XP (any edition) • Microsoft Windows Vista (any 32-bit edition)
Browser	Microsoft Internet Explorer version 6.0 or 7.0, as supported by the operating system
Scanner/Printer Connectivity	<ul style="list-style-type: none"> ▪ 1 x USB port - Minimum requirement is USB 1.1, but USB 2.0 is recommended. A USB port is a mandatory requirement for scanner operation. ▪ If Remote Deposit Software based users have scanning capabilities and want to scan in both the Web-based and software-based environments, they must use separate PCs. ▪ A USB port is a mandatory requirement for scanner operation ▪ Port 80 must be open
Scanners Sold for Use with Remote Deposit Service Online	<p>The following scanners are offered for purchase, rent, or lease by Bank of America and are supported in the Remote Deposit Service Online product.</p> <ul style="list-style-type: none"> ▪ Digital Check TS230-65, TS4120 - Scanners run on both the Vista and XP operating systems. <p>The following scanner is offered for purchase for use with Remote Deposit Service Online.</p> <ul style="list-style-type: none"> ▪ Digital CheXpress CX30- Runs on both Vista and XP operating systems.
Additional Scanners Supported by Remote Deposit Service Online	<p>The following scanners are not currently offered for purchase, rent, or lease by Bank of America, but are supported for use with the Remote Deposit Service Online application:</p> <ul style="list-style-type: none"> ▪ Digital Check TS215, TS220, TS220E – Scanners run on both the Vista and XP operating systems. ▪ Panini MyVision X30/60/90, MyVision XAGP 30/60/90 - Scanners run on XP operating system only. <ul style="list-style-type: none"> • Panini scanners must be purchased with printing capability. If your model does not support printing, a firmware upgrade will be required.

Download and Install Digital Certificates (for Bank of America Direct)

Before accessing Remote Deposit Service Online, each user must install a digital certificate for Bank of America Direct® and verify that the bank approved scanner components function properly.

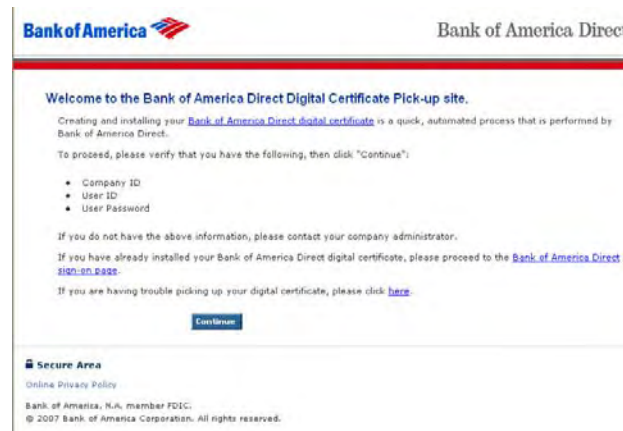
1. Login to Bank of America Direct by typing:

<https://direct.bankofamerica.com>

If you do not have your digital certificate installed, you will be redirected to the Bank of America Direct Digital Certificate Pick-up site where you can download the digital certificate.

2. From the Bank of America Direct Digital Certificate Pick-up site, click Continue.
3. Go to the section which applies to you (Existing or New) and follow the instructions on the screen. .

Note: For more information on logging into Bank of America Direct, go to <http://training.works.com/direct/> and select *Accessing Bank of America Direct Quick Start Guide*.



4. Click Continue.
5. Go to the section which applies to you (Existing or New) and follow the instructions on the screen.

Login to Bank of America Direct

After installing a digital certificate, the user will be able to login to Bank of America Direct. When users login for the first time, they are prompted to change their password, answer security questions, and accept the privacy policy.

For more information on logging into Bank of America Direct, go to <http://training.works.com/direct/>, and select *Accessing BA Direct Quick Start Guide*.

Login to Remote Deposit Service Online

To login to Remote Deposit Service Online:

1. Login to Bank of America Direct by typing:
<https://direct.bankofamerica.com>

Bank of America Direct

Bank of America

To sign on to Bank of America Direct, type in your Company ID, User ID and Password. Then click "Enter" to continue.

Company ID:

User ID:

Password:

Enter

Forgot your password?

Access to Bank of America Direct is provided to authorized Bank of America clients only. Unauthorized access is prohibited.

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2. Enter the following information:
 - Bank of America Company ID
 - Bank of America Direct User ID
 - Bank of America Direct Password

Note: Contact the Bank of America Direct Technical Care Center (TCC) with Bank of America Direct login questions: Clients based in the US: 888.589.3473, International Clients: 1.704.387.3020.

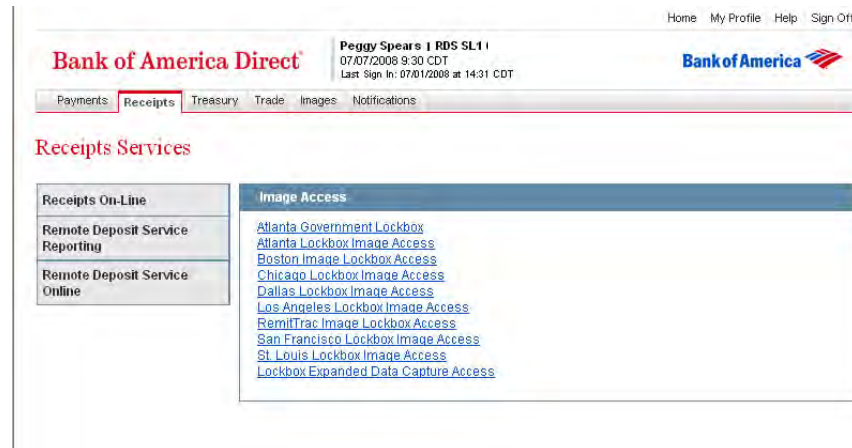
Result: Authentication of user name and password through Bank of

America Direct. After authentication is complete, the Bank of America Direct home page displays.



3. On the Bank of America Direct home page, click **Services** under the Receipts heading of the Bank of America Direct home page, or click **Receipts** tab in the header.

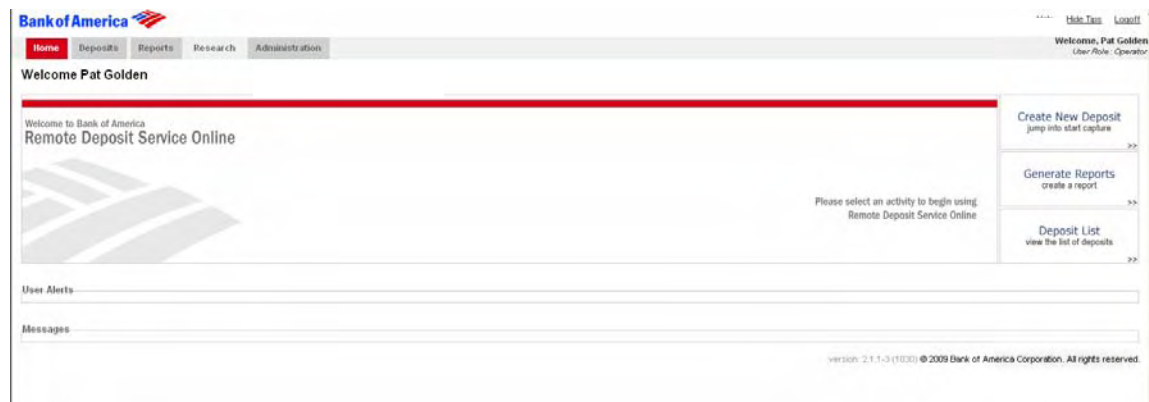
Result: The Receipts Services page displays.



4. Click **Remote Deposit Service Online**.

Result: The Remote Deposit Service Online Welcome screen displays in a separate window.

Remote Deposit Service Online Customer Administrator User Guide



Note: If the Remote Deposit Service Online Welcome page does not display, the user has not been properly entitled to the application. Contact your Bank Administrator for Remote Deposit Service Online privileges.

Chapter 3

Getting Started

This chapter describes how to login to the Remote Deposit Service Online application, and provides an introduction to some basic navigation tasks that you will find useful when working with Remote Deposit Service Online. Remote Deposit Service Online is a service that is accessed from within Bank of America Direct. You must always first log into Bank of America Direct in order to access Remote Deposit Service Online.

Login to Bank of America Direct

After installing a digital certificate, the user will be able to login to Bank of America Direct. When users login for the first time, they are prompted to change their password, answer security questions, and accept the privacy policy.

For more information on logging into Bank of America Direct, go to <http://training.works.com/direct/>, and select *Accessing BA Direct Quick Start Guide*.

1. Login to Bank of America Direct by typing:
<https://direct.bankofamerica.com>

Remote Deposit Service Online Customer Administrator User Guide



Bank of America Direct

Bank of America

To sign on to Bank of America Direct, type in your Company ID, User ID and Password. Then click "Enter" to continue.

Company ID:

User ID:

Password:

[Forgot your password?](#)

Access to Bank of America Direct is provided to authorized Bank of America clients only. Unauthorized access is prohibited.

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2. Enter the following information:

- Bank of America Company ID
- Bank of America Direct User ID
- Bank of America Direct Password

Note: Contact the Bank of America Direct Technical Care Center (TCC) with Bank of America Direct login questions: Clients based in the US: 888.589.3473, International Clients: 1.704.387.3020.

Result: Authentication of user name and password through Bank of America Direct. After authentication is complete, the Bank of America Direct home page displays.



Bank of America Direct

Peggy Spears | RDS 611 01
07/14/2008 12:11 CDT
Last Sign In: 07/14/2008 at 11:46 CDT

Payments | Receipts | Treasury | Trade | Images | Notifications

Bank of America Direct
Welcome Peggy Spears
[RDS URL](#) [More Information](#)

Payments
[Services](#) | [Notifications](#)
Payments is your source for payments information and transaction initiation. Services currently available are Positive Pay, Reconciliation, Stop Pay, ACH Initiation, Payments Initiation, Reverse Positive Pay, Paid Item Inquiry, FX Wires and Drafts, ACH Positive Pay and International Payment Services.

Receipts
[Services](#)
Receipts is your source to access all transactions and information related to your incoming receipts. The services currently available are Receipts On-Line, Remote Deposit Service On-Line and Lockbox Image Access.

Treasury
[Services](#) | [Notifications](#)
Treasury is your source for summary and detail information regarding your US and International accounts at Bank of America as well as other U.S. financial institutions. Services currently available to assist you in cash position management are Treasury and Current Day Information Reporting, Online Statements and Reports, Transactions Search, Account Transfers, Transaction Investigations, Intelligent Cash Manager Reporting and Continuous Linked Settlement (CLS™).

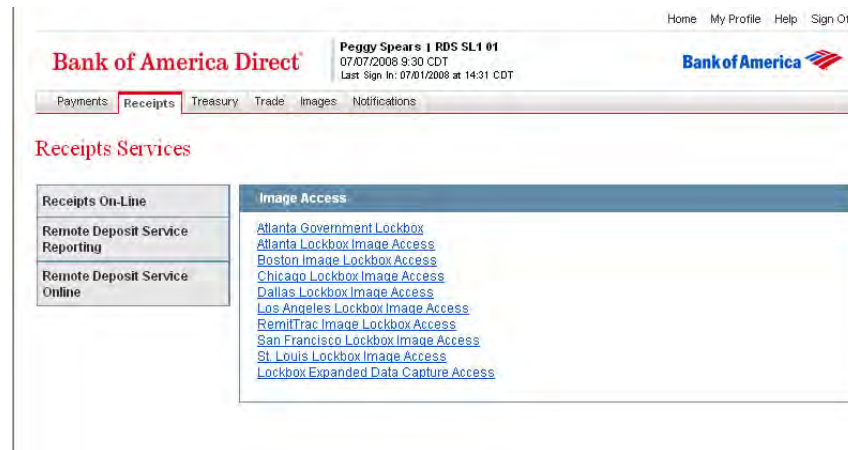
Trade
[Services](#)
Trade is your source for the initiation and information reporting associated with commercial and standby letters of credit, export letter of credit advising, examination, and transfers, as well as documentary collections. Services also include trade payments and transaction tracking.

Images
[Services](#) | [Notifications](#)
Images is your source to access images of all paper debits, credits, deposited items and returned items. The service currently available is Image Access Inquiry.

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3. On the Bank of America Direct home page, click **Services** under the Receipts heading of the Bank of America Direct home page, or click **Receipts** tab in the header.

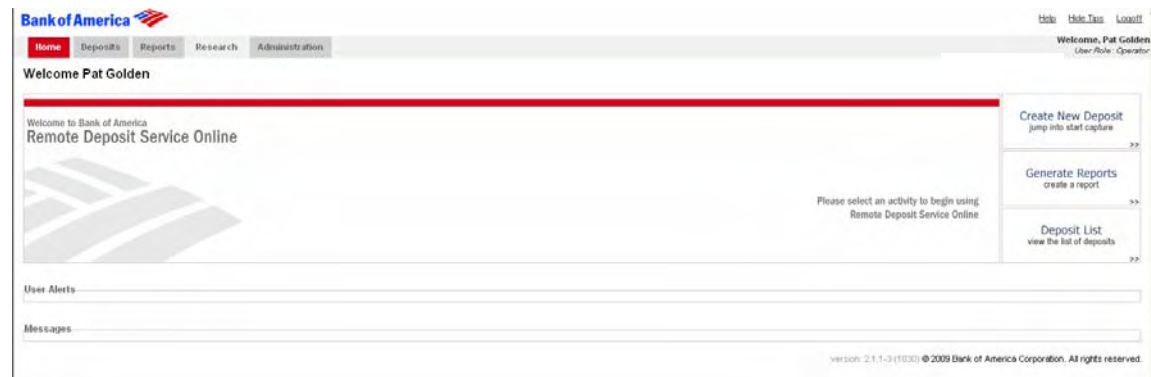
Result: The Receipts Services page displays.



Login to Remote Deposit Service Online

4. Click **Remote Deposit Service Online**.

Result: The Remote Deposit Service Online Welcome screen displays in a separate window.



Note: If the Remote Deposit Service Online Welcome page does not display, the user has not been properly entitled to the application. Contact your Bank Administrator for Remote Deposit Service Online privileges

The Welcome Page provides a landing point for Remote Deposit Service Online and also acts as a home page after authentication. From the Welcome Page, users can create deposits, manage information within the application, view messages, and perform a variety of other tasks.

Remote Deposit Service Online Customer Administrator User Guide

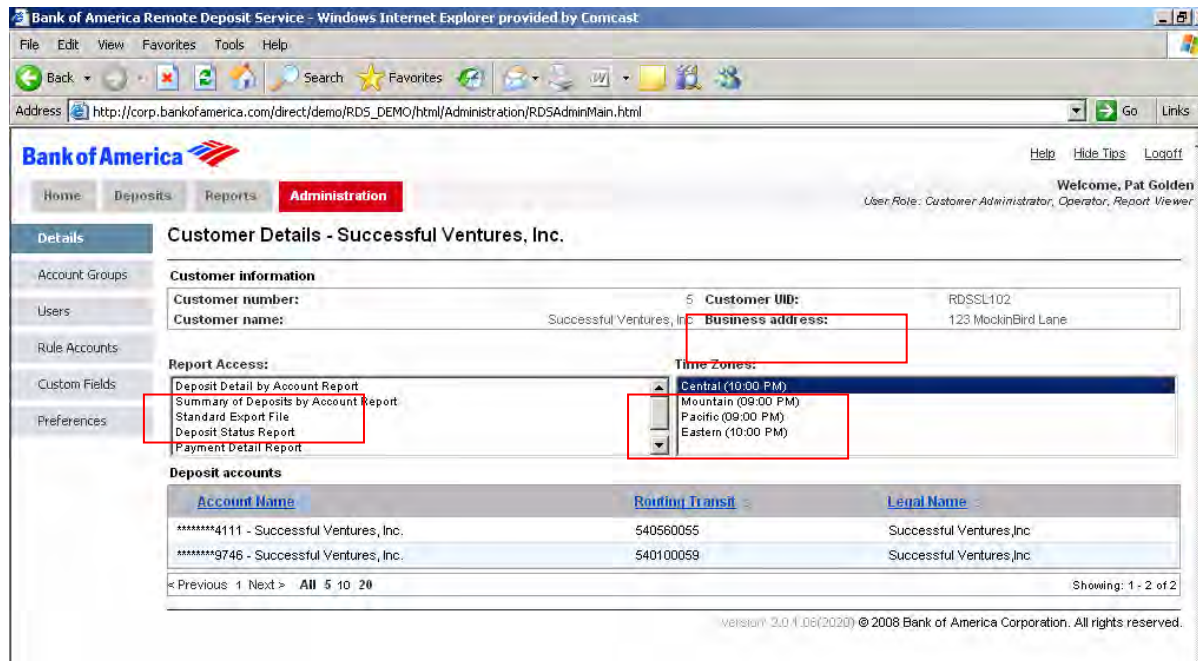


1. **Quick Links** are displayed on the right side of the Welcome Page. These links will vary based on the individual's user role.
2. **Tabs** are located on the top left side of the application and allow the user to perform functions within the application. These will vary based on the individual's user role.
3. **User Alerts** are messages specific to a single user and appear at the bottom portion of the Welcome Page. These are set up by Bank of America. For example, the bank may notify the users of a specific company about account activity
4. **Messages** are delivered to all Remote Deposit Service Online user roles and are updated in real time. If a user is logged in while a new message has been created, the user will see the message once they have returned to the Welcome Page. These messages may alert users of a scheduled system outage or notify users that new functionality is available.

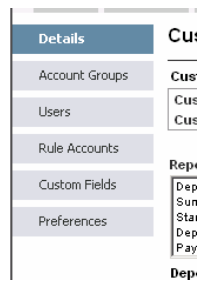
Chapter 4

Performing Administrative Functions

When clicking on the Administrator Tab, the page defaults to the details page. This page displays the details of your service set up including; your company user id, time zones and report options.



The Customer Administrator can perform additional functions by clicking on the tabs on the left hand side of the screen.



1. Account Groups: Add, delete and modify account groups
2. Users: Add, delete and modify users
3. Rule Accounts: Add delete and modify rules and associated accounts
4. Custom Fields: Add delete and modify custom fields
5. Preferences: Format lists for viewing information on screen, Set optional fields, Format reports for viewing, saving and exporting, Set up payment coupons if using remittances, Create and Edit Virtual endorsements

Chapter 5

Account Groups

Remote Deposit Service Online allows users the flexibility to designate deposits by Account groups. The account groups are defined by the company and are created by the Customer Administrator or Financial Officer. Account groups are used to organize accounts or can be used to represent locations. For example, an account group can be defined for each location or a group of locations by region. One or multiple accounts can be assigned to an account group.

- The company's DDA account numbers are assigned to Account groups
- There can be multiple account numbers assigned an Account group
- Multiple Accounting groups can have the same DDA account numbers
- Each DDA account number must be assigned to an Account group in order to make deposits

Creating new account groups

1. Login to Remote Deposit Service Online.
2. Click the **Administration** tab.

Remote Deposit Service Online Customer Administrator User Guide

Bank of America Help Hide Tips Logoff

Welcome, Pat Golden
User Role: Customer Administrator, Operator, Report Viewer

Home Deposits Reports **Administration**

Customer Details - Successful Ventures, Inc.

Account Groups **Customer information**

Customer number: 5 Customer UID: RDSSL102
 Customer name: Successful Ventures, Inc Business address: 123 MockinBird Lane

Report Access: Time Zones:

Deposit Detail by Account Report Central (10:00 PM)
 Summary of Deposits by Account Report Mountain (09:00 PM)
 Standard Export File Pacific (09:00 PM)
 Deposit Status Report Eastern (10:00 PM)
 Payment Detail Report

Deposit accounts

Account Name	Routing Transit	Legal Name
*****4111 - Successful Ventures, Inc.	540560055	Successful Ventures, Inc
*****9746 - Successful Ventures, Inc.	540100059	Successful Ventures, Inc

< Previous 1 Next > All 5 10 20 Showing: 1 - 2 of 2

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3. Click the **Account Groups** link.

Bank of America Help Hide Tips Logoff

Welcome, Pat Golden
User Role: Customer Administrator, Operator, Report Viewer

Home Deposits Reports **Administration**

Customer Details - Successful Ventures, Inc.

Account Groups **Customer information**

Customer number: 5 Customer UID: RDSSL102
 Customer name: Successful Ventures, Inc Business address: 123 MockinBird Lane

Report Access: Time Zones:

Deposit Detail by Account Report Central (10:00 PM)
 Summary of Deposits by Account Report Mountain (09:00 PM)
 Standard Export File Pacific (09:00 PM)
 Deposit Status Report Eastern (10:00 PM)
 Payment Detail Report

Deposit accounts

Account Name	Routing Transit	Legal Name
*****4111 - Successful Ventures, Inc.	540560055	Successful Ventures, Inc
*****9746 - Successful Ventures, Inc.	540100059	Successful Ventures, Inc

< Previous 1 Next > All 5 10 20 Showing: 1 - 2 of 2

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Bank of America Help Hide Tips Logoff

Welcome, Pat Golden
User Role: Customer Administrator

Home Deposits Reports **Administration**

Account Group Search
(Customer: Successful Ventures, Inc.)

Account Group: Search Show All

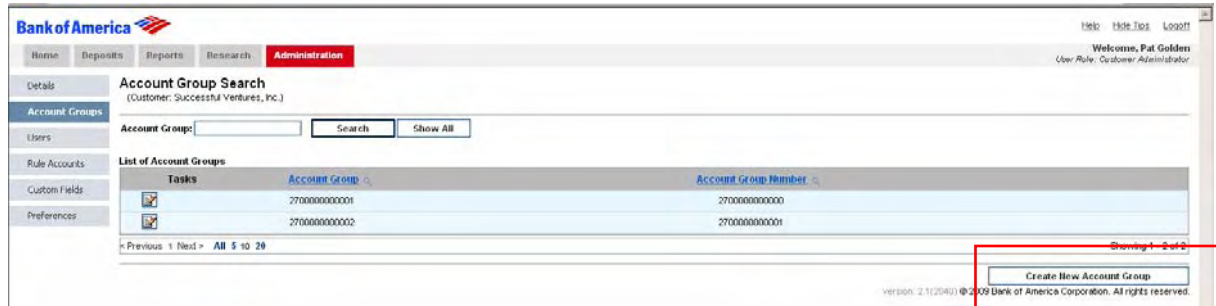
List of Account Groups

Tasks	Account Groups	Account Group Number
	2700000000001	2700000000000
	2700000000002	2700000000001

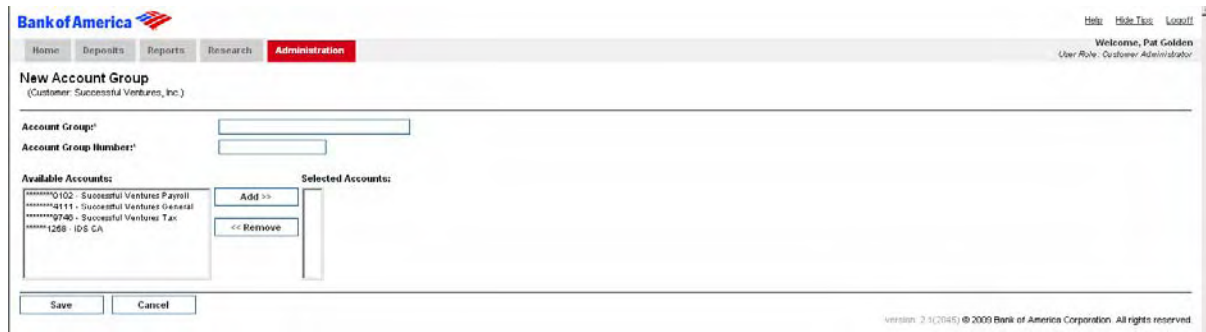
< Previous 1 Next > All 5 10 20 Showing 1 - 2 of 2

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4. Click Create New Account group.



Result: The New Account Group page displays.



5. Enter a new Account Group name.

The Account Group Name is required and has a limit of 250 characters. Choose a meaningful account group name, for example a region or a store number



6. Choose an account group number. The account group number is an optional field and is limited to 10 numeric characters. The account group

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number is passed downstream to other applications like Bank of America Direct. This field is static and replaces the need for a location number on a deposit ticket. It does NOT support serialized deposits currently (a number in the serial field that is not static or contains a sequential number; example Location + sequential number. 1001, 1002, 1003 etc).

Bank of America

Home Deposits Reports Research Administration

Welcome, Pat Golden
User Role: Customer Administrator

New Account Group

(Customer: Successful Ventures, Inc.)

Account Group: Store 5

Account Group Number: \$

Available Accounts:

- *****0102 - Successful Ventures Payroll
- *****4111 - Successful Ventures General
- *****9740 - Successful Ventures Tax
- *****1268 - IDS CA

Selected Accounts:

Buttons: Add >>, << Remove

Buttons: Save, Cancel

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- From the available accounts list, highlight the accounts that you want to map to the new account group. To select more than one account, click on the account and hold the shift key and press the down/up arrow. Accounts can be assigned to multiple account groups.

Bank of America

Home Deposits Reports Research Administration

Welcome, Pat Golden
User Role: Customer Administrator

New Account Group

(Customer: Successful Ventures, Inc.)

Account Group: Store 5

Account Group Number: \$

Available Accounts:

- *****0102 - Successful Ventures Payroll
- *****4111 - Successful Ventures General
- *****9740 - Successful Ventures Tax
- *****1268 - IDS CA

Selected Accounts:

Buttons: Add >>, << Remove

Buttons: Save, Cancel

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- Click **Add >>** to add the accounts to the Account group.

Bank of America

Home Deposits Reports Research Administration

Welcome, Pat Golden
User Role: Customer Administrator

New Account Group

(Customer: Successful Ventures, Inc.)

Account Group: Store 5

Account Group Number: \$

Available Accounts:

- *****4111 - Successful Ventures General
- *****9740 - Successful Ventures Tax
- *****1268 - IDS CA

Selected Accounts:

- *****0102 - Successful Ventures Payroll

Buttons: Add >>, << Remove

Buttons: Save, Cancel

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- Click **Save** to complete the new Account group creation process or click **Cancel**.

Remote Deposit Service Online Customer Administrator User Guide

The screenshot shows the 'New Account Group' form in the Bank of America Customer Administrator interface. The form is for a customer named 'Successful Ventures, Inc.'. It includes fields for 'Account Group' (set to 'Store 5') and 'Account Group Number' (set to '5'). Below these are two columns: 'Available Accounts' and 'Selected Accounts'. The 'Available Accounts' column lists three accounts: '*****111 - Successful Ventures General', '*****740 - Successful Ventures Tax', and '*****128 - IRS CA'. The 'Selected Accounts' column is currently empty. There are 'Add >>' and '<< Remove' buttons between the columns. At the bottom of the form are 'Save' and 'Cancel' buttons. The top navigation bar includes 'Home', 'Deposits', 'Reports', 'Research', and 'Administration' (which is highlighted). The user is identified as 'Welcome, Pat Golden' with the role 'User Role: Customer Administrator'. A footer note reads 'version: 2.1(2045) © 2009 Bank of America Corporation. All rights reserved.'

Note: New accounts can only be added by Bank of America.

Result: A message displays to confirm that the new Account group has been created.

The screenshot shows the 'Account Group Search' page in the Bank of America Customer Administrator interface. The page title is 'Account Group Search' for customer 'Successful Ventures, Inc.'. A red box highlights a green message: 'The new account group has been successfully completed.' Below the message is a search form with an 'Account Group' input field, 'Search', and 'Show All' buttons. A table titled 'List of Account Groups' is displayed below. The table has columns for 'Tasks', 'Account Group', and 'Account Group Number'. It lists two entries:

Tasks	Account Group	Account Group Number
	27000000000001	27000000000000
	27000000000002	27000000000001

At the bottom of the table, it says 'Previous 1 Next > All 5 of 20'.

Modifying an account group

1. Login to Remote Deposit Service Online.
2. Click the **Administration** tab.

Remote Deposit Service Online Customer Administrator User Guide

The screenshot shows the Bank of America Customer Details page for Successful Ventures, Inc. The navigation menu includes Home, Deposits, Reports, and Administration. The page displays customer information, report access, time zones, and a table of deposit accounts.

Customer information

Customer number:	5	Customer UID:	RDSSL102
Customer name:	Successful Ventures, Inc.	Business address:	123 MockinBird Lane

Report Access:

Deposit Detail by Account Report	Central (10:00 PM)
Summary of Deposits by Account Report	Mountain (09:00 PM)
Standard Export File	Pacific (09:00 PM)
Deposit Status Report	Eastern (10:00 PM)
Payment Detail Report	

Deposit accounts

Account Name	Routing Transit	Legal Name
*****4111 - Successful Ventures, Inc.	540560055	Successful Ventures, Inc.
*****9746 - Successful Ventures, Inc.	540100059	Successful Ventures, Inc.

Showing: 1 - 2 of 2

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3. Click the **Account Groups** link.

The screenshot shows the same Bank of America Customer Details page for Successful Ventures, Inc. The navigation menu includes Home, Deposits, Reports, and Administration. The page displays customer information, report access, time zones, and a table of deposit accounts. The **Account Groups** link in the left sidebar is highlighted with a red box.

Account Groups

Customer information

Customer number:	5	Customer UID:	RDSSL102
Customer name:	Successful Ventures, Inc.	Business address:	123 MockinBird Lane

Report Access:

Deposit Detail by Account Report	Central (10:00 PM)
Summary of Deposits by Account Report	Mountain (09:00 PM)
Standard Export File	Pacific (09:00 PM)
Deposit Status Report	Eastern (10:00 PM)
Payment Detail Report	

Deposit accounts

Account Name	Routing Transit	Legal Name
*****4111 - Successful Ventures, Inc.	540560055	Successful Ventures, Inc.
*****9746 - Successful Ventures, Inc.	540100059	Successful Ventures, Inc.

Showing: 1 - 2 of 2

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4. Click on the edit icon next to the account group you want to modify.

The screenshot shows the Bank of America Account Group Search page. The navigation menu includes Home, Deposits, Reports, Research, and Administration. The page displays a search form and a table of account groups.

Account Group Search
(Customer: Successful Ventures, Inc.)

Account Group: Search Show All

List of Account Groups

Tasks	Account Group	Account Group Number
	2700000000001	2700000000000
	2700000000002	2700000000001

Showing 1 - 2 of 2

Create New Account Group


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5. Modify the information and select save or cancel.



The screenshot shows the 'New Account Group' form in the Bank of America Customer Administrator interface. The form is for Customer: Successful Ventures, Inc. It includes fields for 'Account Group' (containing 'Store 5') and 'Account Group Number' (containing '5'). Below these are two columns: 'Available Accounts' and 'Selected Accounts'. The 'Available Accounts' column lists three accounts: '*****4111 - Successful Ventures General', '*****748 - Successful Ventures Tax', and '*****1228 - DS CA'. The 'Selected Accounts' column is currently empty. Between the columns are 'Add >>' and '<< Remove' buttons. At the bottom of the form are 'Save' and 'Cancel' buttons.

Result: A message displays to confirm that the new Account group has been modified.



The screenshot shows the 'Account Group Search' page in the Bank of America Customer Administrator interface. A red box highlights a green message: 'The account group has been successfully modified.' Below the message is a search bar with 'Account Group' in the input field and 'Search' and 'Show All' buttons. Below the search bar is a table titled 'List of Account Groups' with columns for 'Tasks', 'Account Group', and 'Account Group Number'. The table contains three rows of data.

Tasks	Account Group	Account Group Number
	27000000000001	27000000000000
	27000000000002	27000000000001

Deleting an account group

1. Login to Remote Deposit Service Online.
2. Click the **Administration** tab.

Remote Deposit Service Online Customer Administrator User Guide

The screenshot shows the Bank of America Customer Details page for Successful Ventures, Inc. The page is titled "Customer Details - Successful Ventures, Inc." and includes a navigation menu with "Home", "Deposits", "Reports", and "Administration". The "Administration" tab is selected. The page displays customer information, report access, time zones, and a table of deposit accounts.

Customer information

Customer number:	5	Customer UID:	RDSSL102
Customer name:	Successful Ventures, Inc.	Business address:	123 MockinBird Lane

Report Access:

Deposit Detail by Account Report	Central (10:00 PM)
Summary of Deposits by Account Report	Mountain (09:00 PM)
Standard Export File	Pacific (09:00 PM)
Deposit Status Report	Eastern (10:00 PM)
Payment Detail Report	

Time Zones:

Central (10:00 PM)
Mountain (09:00 PM)
Pacific (09:00 PM)
Eastern (10:00 PM)

Deposit accounts

Account Name	Routing Transit	Legal Name
*****4111 - Successful Ventures, Inc.	540560055	Successful Ventures, Inc.
*****9746 - Successful Ventures, Inc.	540100059	Successful Ventures, Inc.

< Previous 1 Next > All 5 10 20 Showing: 1 - 2 of 2

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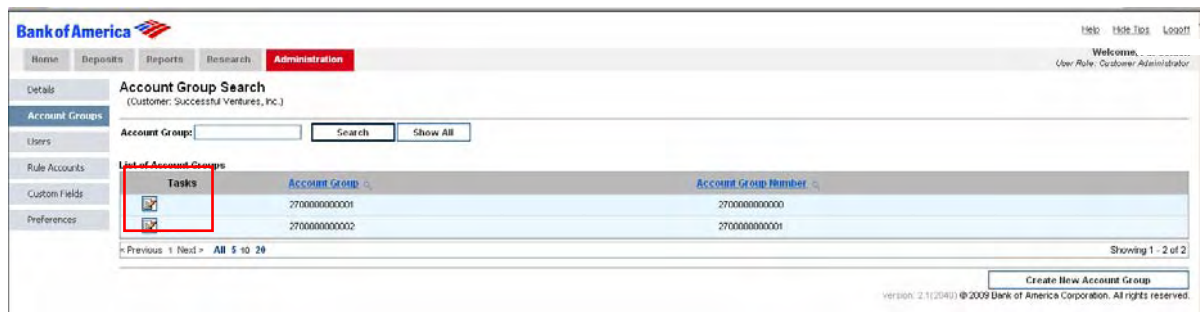
3. Click the **Account Groups** link.

The screenshot shows the same Bank of America Customer Details page for Successful Ventures, Inc. as in the previous image. The "Account Groups" link in the left-hand navigation menu is highlighted with a red box.

Account Groups

4. Click on the delete icon next to the account group you want to modify.

Remote Deposit Service Online Customer Administrator User Guide



5. The Account Group page refreshes and a message displays to confirm that the new Account group has been deleted.

Chapter 6

Users

This section will show you how to add, modify and delete a User profile. Changes are done real time. If a user is deleted in error, they can not be added back until the next day.

Adding a new user

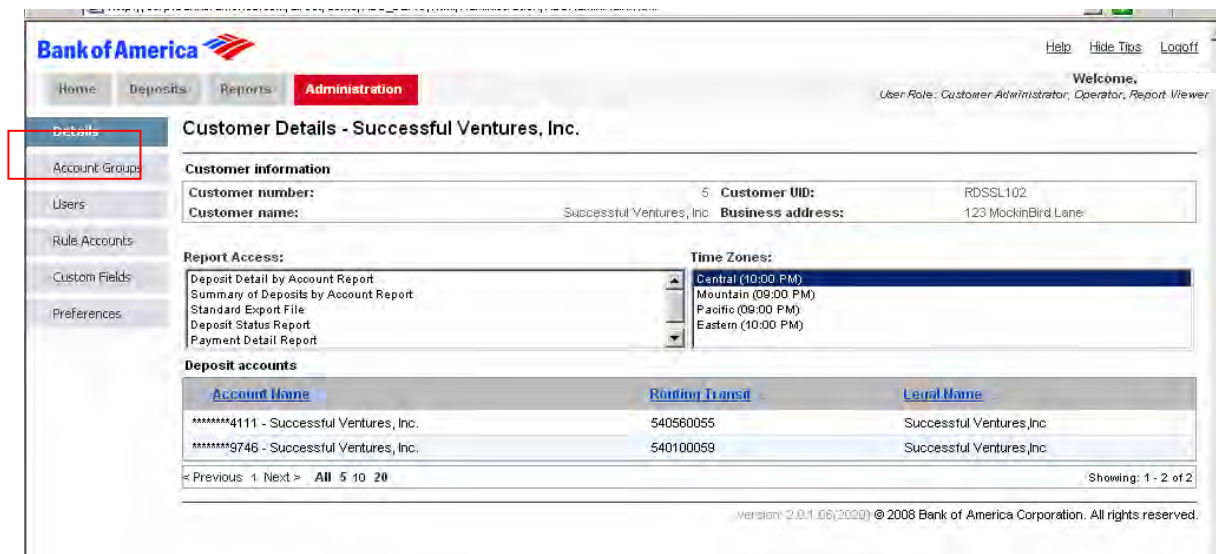
1. Login to Remote Deposit Service Online.
2. Click the **Administration** tab.

The screenshot shows the Bank of America Administration interface. The top navigation bar includes 'Home', 'Deposits', 'Reports', and 'Administration' (highlighted in red). The user is logged in as 'Pat Golden' with the role 'Customer Administrator, Operator, Report Viewer'. The main content area is titled 'Customer Details - Successful Ventures, Inc.' and contains several sections:

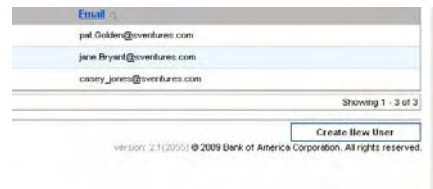
- Customer information:** Displays 'Customer number: 5' and 'Customer UID: RDSSL102'. The 'Customer name' is 'Successful Ventures, Inc.' and the 'Business address' is '123 MockinBird Lane'.
- Report Access:** A list of reports including 'Deposit Detail by Account Report', 'Summary of Deposits by Account Report', 'Standard Export File', 'Deposit Status Report', and 'Payment Detail Report'.
- Time Zones:** A dropdown menu showing 'Central (10:00 PM)', 'Mountain (09:00 PM)', 'Pacific (09:00 PM)', and 'Eastern (10:00 PM)'. 'Central (10:00 PM)' is currently selected.
- Deposit accounts:** A table with columns 'Account Name', 'Routing Transit', and 'Legal Name'. It lists two accounts for 'Successful Ventures, Inc.' with routing numbers 540560055 and 540100059.

At the bottom of the page, there is a footer: 'version: 2.0.1.06(2020) © 2008 Bank of America Corporation. All rights reserved.'

3. Click the **Users** link.



4. Click Create New User.



5. Enter information for the new user:

Note: Fields marked with an asterisk (*) are required information.

- User ID= Bank of America Direct ID
- First Name: First name of the user
- Last Name: Last name of the user
- Short name (optional): Identifier, example the initials of the user, will be printed on the virtual endorsement
- Email address: Enter email address of the user
- Client Requests no email communication: option to receive email notifications
- Phone number (optional): Phone number of user

Remote Deposit Service Online Customer Administrator User Guide

- Time Zone: Time zone of the user making the deposits; this determines the deposit deadline
- State: State of depositor
- Other information:

Bank of America

Home Deposits Reports Research Administration

Help Hide This Logout

Welcome,
User Role: Customer Administrator

New User

Step 1 of 3: Information
(Customer: Successful Ventures, Inc.)

First Name *

Last Name *

Short Name

Email Address *

Next Cancel

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6. Click Next to move to step 2, User roles.

Bank of America

Home Deposits Reports Research Administration

Help Hide This Logout

Welcome,
User Role: Administrator

New User

Step 2 of 3: Roles
(Customer: Successful Ventures, Inc.)

Available Roles:

- CSR
- Customer Admin
- Financial Officer
- Limited Operator
- Operator
- Override Reject Hotlist
- Report Viewer

Assigned Roles:

Add >>

<< Remove

Back Next Cancel

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7. From the Available Roles list, select the role that you want the new user to have. See user role descriptions for details.
8. Click **Add >>** to assign the selected roles.

Bank of America

Home Deposits Reports Research Administration

New User

Step 2 of 3: Roles
(Customer: Successful Ventures, Inc.)

Available Roles:

- CSR
- Customer Admin
- Financial Officer
- Limited Operator
- Operator
- Override Reject Hotlist
- Report Viewer

Assigned Roles:

Add >>

<< Remove

Back Next Cancel

9. Click **Next**.

Bank of America Administration

New User

Step 2 of 3: Roles
(Customer: Successful Ventures, Inc.)

Available Roles:

- CSR
- Customer Admin
- Financial Officer
- Limited Operator
- Operator
- Override Reject Hotlist
- Report Viewer

Assigned Roles:

Buttons: Add >>, << Remove

Buttons: Back, Next, Cancel

10. Complete step 3, assigning account groups.

Bank of America Administration

New User

Step 3 of 3: Account Group
(Customer: Successful Ventures, Inc.)

Available Account Groups:

- UAT North
- UAT South

Assigned Account Groups:

Buttons: Add >>, << Remove

Buttons: Back, Save, Cancel

11. From the Available Account groups list, select the Account group(s) to which the new user will be able to make deposits.

Bank of America Administration

New User

Step 3 of 3: Account Group
(Customer: Successful Ventures, Inc.)

Available Account Groups:

- UAT North
- UAT South

Assigned Account Groups:

Buttons: Add >>, << Remove

Buttons: Back, Save, Cancel

12. Click **Add >>** to assign the selected Account groups.



13. Click **Save** to complete the process.



Result: A message displays notifying the administrator that the new user has been added.



Modifying an existing user

1. Login to Remote Deposit Service Online.
2. Click the **Administration** tab.

Remote Deposit Service Online Customer Administrator User Guide

The screenshot shows the Bank of America Customer Details page for Successful Ventures, Inc. The left sidebar contains a navigation menu with the following items: Details, Account Groups, Users, Rule Accounts, Custom Fields, and Preferences. The 'Users' link is highlighted with a red box. The main content area displays customer information, report access, time zones, and a table of deposit accounts.

Bank of America [Help](#) [Hide Tips](#) [Logout](#)

Home Deposits Reports **Administration** Welcome, Pat Golden
User Role: Customer Administrator, Operator, Report Viewer

Customer Details - Successful Ventures, Inc.

Customer information

Customer number: 5 Customer UID: RDSSL102
Customer name: Successful Ventures, Inc Business address: 123 MockinBird Lane

Report Access:

Deposit Detail by Account Report
Summary of Deposits by Account Report
Standard Export File
Deposit Status Report
Payment Detail Report

Time Zones:

Central (10:00 PM)
Mountain (09:00 PM)
Pacific (09:00 PM)
Eastern (10:00 PM)

Deposit accounts

Account Name	Routing Transit	Legal Name
*****4111 - Successful Ventures, Inc.	540560055	Successful Ventures, Inc
*****9746 - Successful Ventures, Inc.	540100059	Successful Ventures, Inc

< Previous 1 Next > All 5 10 20 Showing: 1 - 2 of 2

version: 2.0.1.06(2020) © 2008 Bank of America Corporation. All rights reserved.

3. Click the Users link.

The screenshot shows the Bank of America Customer Details page for Successful Ventures, Inc. The left sidebar contains a navigation menu with the following items: Details, Account Groups, Users, Rule Accounts, Custom Fields, and Preferences. The 'Users' link is highlighted with a red box. The main content area displays customer information, report access, time zones, and a table of deposit accounts.

Bank of America [Help](#) [Hide Tips](#) [Logout](#)

Home Deposits Reports **Administration** Welcome, Pat Golden
User Role: Customer Administrator, Operator, Report Viewer

Customer Details - Successful Ventures, Inc.

Customer information

Customer number: 5 Customer UID: RDSSL102
Customer name: Successful Ventures, Inc Business address: 123 MockinBird Lane

Report Access:

Deposit Detail by Account Report
Summary of Deposits by Account Report
Standard Export File
Deposit Status Report
Payment Detail Report

Time Zones:

Central (10:00 PM)
Mountain (09:00 PM)
Pacific (09:00 PM)
Eastern (10:00 PM)

Deposit accounts

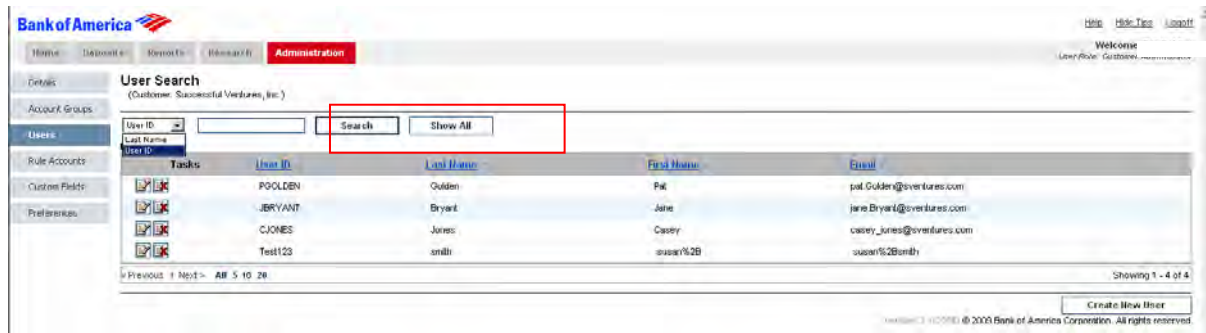
Account Name	Routing Transit	Legal Name
*****4111 - Successful Ventures, Inc.	540560055	Successful Ventures, Inc
*****9746 - Successful Ventures, Inc.	540100059	Successful Ventures, Inc

< Previous 1 Next > All 5 10 20 Showing: 1 - 2 of 2

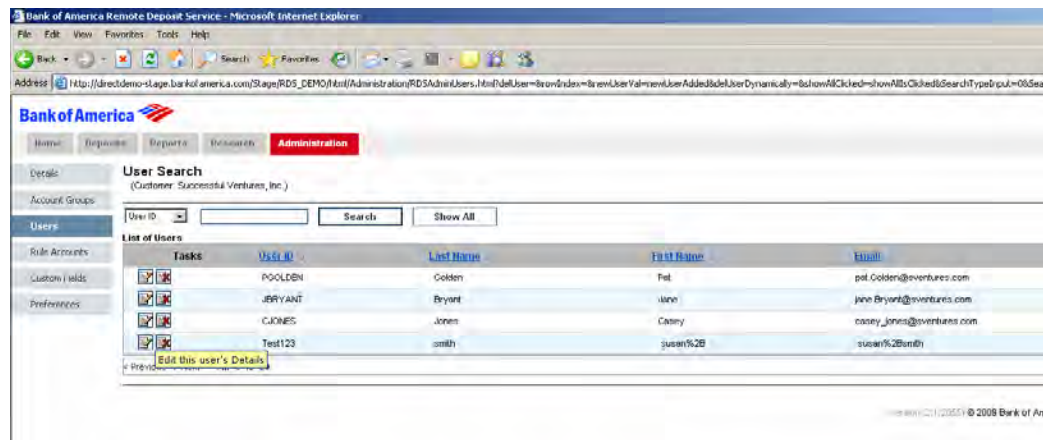
version: 2.0.1.06(2020) © 2008 Bank of America Corporation. All rights reserved.

Result: The User Search page displays. If all users are not displayed, you can click show all or search for a user by entering their last name or user id, and clicking the search key.

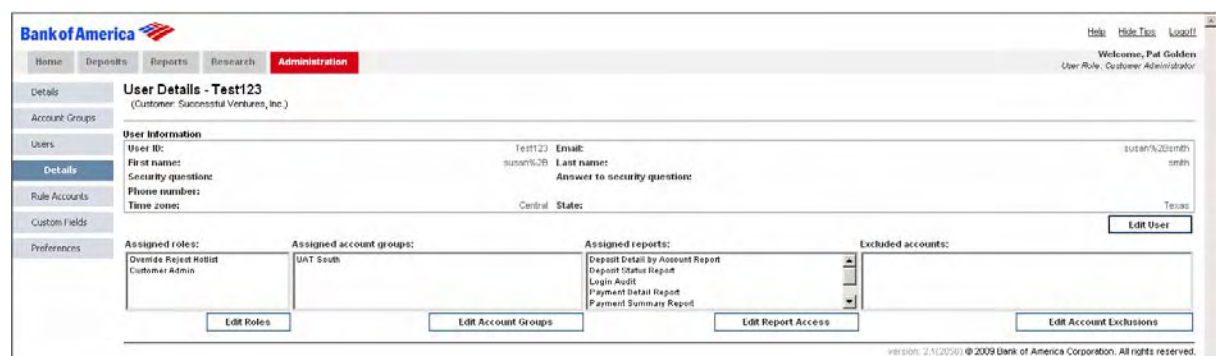
Remote Deposit Service Online Customer Administrator User Guide



4. Click the Edit this Users Details icon next to the user.



Result: The Users Details page displays.



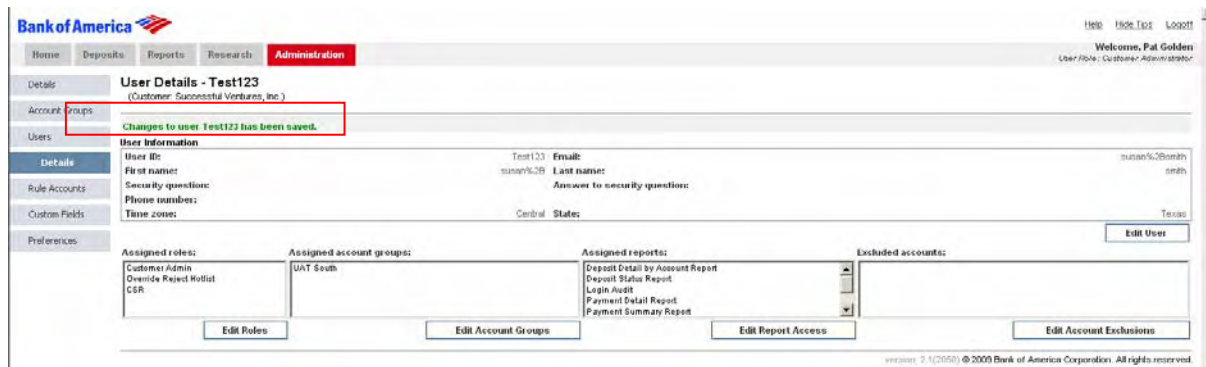
5. From the Users Details Page, you can edit roles, edit account groups, change report access (default is access to all report types), and exclude accounts.

- To edit user roles, click on the edit roles tab, make the required changes and click save.

Remote Deposit Service Online Customer Administrator User Guide

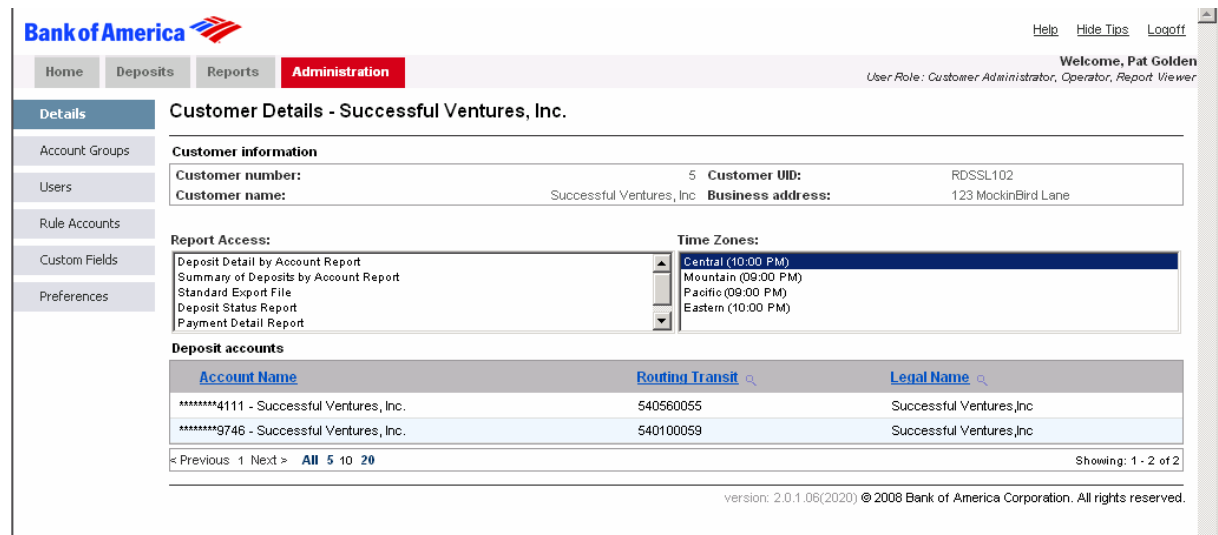
- To edit Account groups, click on the Edit Account Groups button, make the required changes and click save
- To edit report access, click on the Edit Report Access button, make the required changes and click save.
- To edit account exclusions, click on the Edit Account Exclusions button, make the required changes and click save.

Result: A message displays notifying the administrator that the user has been modified

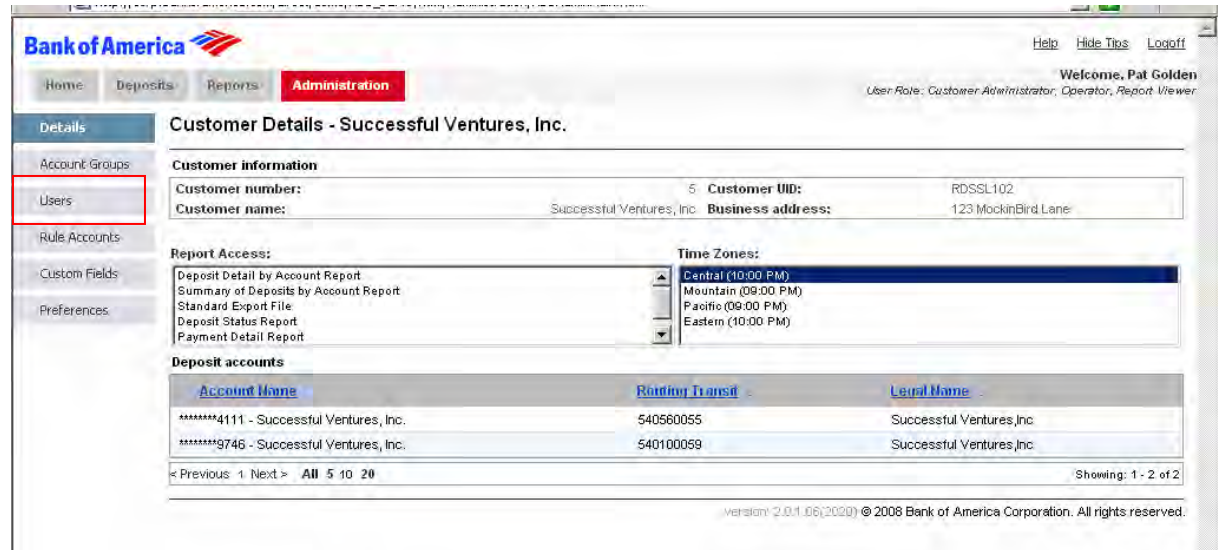


Deleting an existing user

1. Login to Remote Deposit Service Online.
2. Click the **Administration** tab.



3. Click the Users link.



The screenshot shows the Bank of America Customer Details page for Successful Ventures, Inc. The left sidebar contains a menu with 'Users' highlighted in red. The main content area displays customer information, report access, time zones, and a table of deposit accounts.

Account Name	Routing Transit	Legal Name
*****4111 - Successful Ventures, Inc.	540560055	Successful Ventures, Inc.
*****9746 - Successful Ventures, Inc.	540100059	Successful Ventures, Inc.

4. Click the delete icon  next to the user you want to delete.



The screenshot shows the Bank of America User Search page. The 'List of Users' table has a 'Delete User' icon highlighted in red in the first row.

Tasks	User ID	Last Name	First Name	Email
	PGCLDEN	Golden	Pat	pat.golden@svventures.com
	JBRYANT	Bryant	Jane	jane.bryant@svventures.com
	CJONES	Jones	Cooley	cooley_jones@svventures.com
	Test123	smith	susan%2B	susan%2Bsmith

5. Message displays confirming deletion of the user- Once a user is deleted, you must wait 24 hours before adding the user back.

Chapter 7

Rules

A Customer Administrator and Operators are able to create several rules within Remote Deposit Service Online. A combination of the account number and Routing and Transit number on a scanned item will prompt the rule. There are three rule types available.

Hot list: This rule flags items for operator review that your company has determined as non acceptable, for example a check from an individual that is required to pay by money order or a check from a client that has contributed the maximum amount to a retirement fund.

Auto populate: This rule is used to populate predefined custom fields when an item is scanned, for example an apartment number or policy number or contact information. The data is carried to the custom field columns that can be exported into other applications

ACH opt out (if using ACH): The opt out rule allow companies to flag items that should not be cleared as ACH.

Creating a Rule:

1. Login to Remote Deposit Service Online.
2. Click the **Administration** tab.

Remote Deposit Service Online Customer Administrator User Guide

The screenshot shows the 'Customer Details - Successful Ventures, Inc.' page. The navigation bar includes Home, Deposits, Reports, and Administration (highlighted). The user is Pat Golden, with a role of Customer Administrator, Operator, and Report Viewer. The page is divided into several sections: Account Groups, Users, Rule Accounts, Custom Fields, and Preferences. The 'Customer information' section displays the Customer number (5), Customer UID (RDSL102), Customer name (Successful Ventures, Inc.), and Business address (123 MockinBird Lane). The 'Report Access' section lists various reports, and the 'Time Zones' section shows a list of time zones with 'Central (10:00 PM)' selected. The 'Deposit accounts' section contains a table with columns for Account Name, Routing Transit, and Legal Name. The table lists two accounts: 4111 and 9746, both for Successful Ventures, Inc. The footer indicates the version is 2.0.1.06(2020) © 2008 Bank of America Corporation.

Account Name	Routing Transit	Legal Name
*****4111 - Successful Ventures, Inc.	540560055	Successful Ventures, Inc
*****9746 - Successful Ventures, Inc.	540100059	Successful Ventures, Inc

3. Click Rule Accounts.

This screenshot is identical to the one above, showing the 'Customer Details - Successful Ventures, Inc.' page. The navigation bar includes Home, Deposits, Reports, and Administration (highlighted). The user is Pat Golden, with a role of Customer Administrator, Operator, and Report Viewer. The page is divided into several sections: Account Groups, Users, Rule Accounts, Custom Fields, and Preferences. The 'Customer information' section displays the Customer number (5), Customer UID (RDSL102), Customer name (Successful Ventures, Inc.), and Business address (123 MockinBird Lane). The 'Report Access' section lists various reports, and the 'Time Zones' section shows a list of time zones with 'Central (10:00 PM)' selected. The 'Deposit accounts' section contains a table with columns for Account Name, Routing Transit, and Legal Name. The table lists two accounts: 4111 and 9746, both for Successful Ventures, Inc. The footer indicates the version is 2.0.1.06(2020) © 2008 Bank of America Corporation.

Account Name	Routing Transit	Legal Name
*****4111 - Successful Ventures, Inc.	540560055	Successful Ventures, Inc
*****9746 - Successful Ventures, Inc.	540100059	Successful Ventures, Inc

4. Click Create New Rule.

The screenshot shows the 'New Rule' page for Customer Successful Ventures, Inc. The navigation bar includes Home, Deposits, Reports, Research, and Administration (highlighted). The user is Pat Golden, with a role of Customer Administrator. The page has a 'Description:' field and a 'Rule Type:' dropdown menu. The 'Rule Type:' dropdown is currently set to 'Notice' and is highlighted with a red box. Below the dropdown are 'Save' and 'Cancel' buttons. The footer indicates the version is 2.1(2040) © 2008 Bank of America Corporation.

5. Name the rule.

6. Choose the rule type.

Bank of America

Home Deposits Reports Research **Administration**

New Rule
(Customer: Successful Ventures, Inc.)

Description: rule 1

Rule Type:
Hot List
ACH Opt Out
Auto populating field
Hot List

Save Cancel

7. For Hot List and ACH Opt Out, click **Save** For Auto populating field, perform steps 8 and 9
8. Choose the custom field to auto populate
9. Choose a value to populate in the custom field
10. Click **Save**. The screen displays the message, “Rule was successfully created”

Bank of America

Home Deposits Reports Research **Administration**

Details **Rule/Account Search**
(Customer: Successful Ventures, Inc.)

Account Groups

Users

Rule Accounts

Custom Fields

Preferences

Success: Rule [rule 1] was successfully created

Account Number Search Show All

List of Accounts

Tasks	Account Number	Routing Transit	Description
-------	----------------	-----------------	-------------

Showing 1 - 0 of 0

Create New Rule Create New Rule Account

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To Create a New Rule Account

Add your customer check details to the rules you have created

1. Login to Remote Deposit Service Online.
2. Click the **Administration** tab.

Remote Deposit Service Online Customer Administrator User Guide

The screenshot shows the 'Customer Details - Successful Ventures, Inc.' page. The left sidebar has a red box around the 'Rule Accounts' link. The main content area includes 'Customer information' with fields for Customer number, Customer name, Customer UID, and Business address. Below that is 'Report Access' with a list of reports and 'Time Zones' with a dropdown menu. At the bottom is a table of 'Deposit accounts' with columns for Account Name, Routing Transit, and Legal Name.

Account Name	Routing Transit	Legal Name
*****4111 - Successful Ventures, Inc.	540560055	Successful Ventures, Inc
*****9746 - Successful Ventures, Inc.	540100059	Successful Ventures, Inc

3. Click Rule Accounts

This screenshot is similar to the previous one, but the 'Rule Accounts' link in the left sidebar is highlighted with a red box. The rest of the page content remains the same.

4. Click Create New Rule Account.

The screenshot shows the 'Rule/Account Search' page. The left sidebar has a red box around the 'Create New Rule Account' button. The main content area includes a search form with an 'Account Number' field and 'Search' and 'Show All' buttons. Below the search form is a table with columns for 'Tasks', 'Account Number', 'Routing Transit', and 'Description'. The 'Create New Rule Account' button is highlighted with a red box.

5. Enter the account number of the customer you wish to add to the rule.
6. Enter the routing transit (R/T) number of the account number for the customer you wish to add to the list.
7. Enter the description.

8. Add the rules that you want applied to the account information entered and click save. If no rules have been created, click the Create New Rule button and follow To Create New Rule Account instructions.

To Edit a Rule Account

1. Click on the **Administration** tab.

Bank of America Help Hide Tips Logout

Home Deposits Reports **Administration** Welcome, Pat Golden
User Role: Customer Administrator, Operator, Report Viewer

Details Customer Details - Successful Ventures, Inc.

Account Groups **Customer information**

Users Customer number: 5 Customer UID: RDSSL102
Customer name: Successful Ventures, Inc Business address: 123 MockinBird Lane

Rule Accounts **Report Access:** **Time Zones:**

Deposit Detail by Account Report
Summary of Deposits by Account Report
Standard Export File
Deposit Status Report
Payment Detail Report

Central (10:00 PM)
Mountain (09:00 PM)
Pacific (09:00 PM)
Eastern (10:00 PM)

Deposit accounts

Account Name	Routing Transit	Legal Name
*****4111 - Successful Ventures, Inc.	540560055	Successful Ventures, Inc
*****9746 - Successful Ventures, Inc.	540100059	Successful Ventures, Inc

< Previous 1 Next > All 5 10 20 Showing: 1 - 2 of 2

version: 2.0.1.06(2020) © 2008 Bank of America Corporation. All rights reserved.

2. Click Rule Accounts.

Bank of America Help Hide Tips Logout

Home Deposits Reports **Administration** Welcome, Pat Golden
User Role: Customer Administrator, Operator, Report Viewer

Details Customer Details - Successful Ventures, Inc.

Account Groups **Customer information**

Users Customer number: 5 Customer UID: RDSSL102
Customer name: Successful Ventures, Inc Business address: 123 MockinBird Lane

Rule Accounts **Report Access:** **Time Zones:**

Deposit Detail by Account Report
Summary of Deposits by Account Report
Standard Export File
Deposit Status Report
Payment Detail Report

Central (10:00 PM)
Mountain (09:00 PM)
Pacific (09:00 PM)
Eastern (10:00 PM)


Deposit accounts

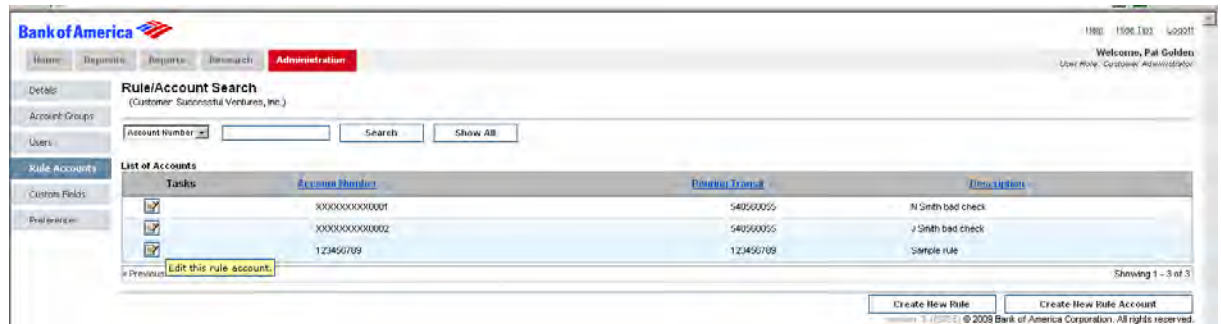
Account Name	Routing Transit	Legal Name
*****4111 - Successful Ventures, Inc.	540560055	Successful Ventures, Inc
*****9746 - Successful Ventures, Inc.	540100059	Successful Ventures, Inc

< Previous 1 Next > All 5 10 20 Showing: 1 - 2 of 2

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Remote Deposit Service Online Customer Administrator User Guide

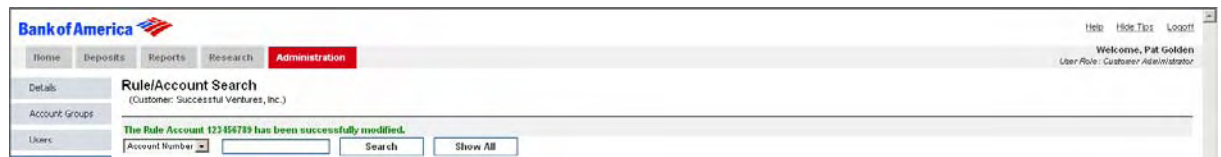
3. Edit the rule account by clicking on the edit this rule account icon . If the rule account you want to change is not displayed on the screen, you can search for it by clicking on the account description, Account number or routing transit number from the drop down, entering data in the open field and clicking search.



4. Modify the existing information



5. Click the **Save** button to complete the change. A successful message will be displayed above the revised data.



To Delete a Rule Account

1. Click on the **Administration** tab.

Remote Deposit Service Online Customer Administrator User Guide

Bank of America [Help](#) [Hide Tips](#) [Logout](#)

Home Deposits Reports **Administration** Welcome, Pat Golden
User Role: Customer Administrator, Operator, Report Viewer

Details Customer Details - Successful Ventures, Inc.

Account Groups **Customer information**

Users Customer number: 5 Customer UID: RDSSL102
Customer name: Successful Ventures, Inc Business address: 123 MockinBird Lane

Rule Accounts

Custom Fields Report Access: Time Zones:
Deposit Detail by Account Report Central (10:00 PM)
Summary of Deposits by Account Report Mountain (09:00 PM)
Standard Export File Pacific (09:00 PM)
Deposit Status Report Eastern (10:00 PM)
Payment Detail Report

Preferences

Deposit accounts

Account Name	Routing Transit	Legal Name
*****4111 - Successful Ventures, Inc.	540560055	Successful Ventures, Inc
*****9746 - Successful Ventures, Inc.	540100059	Successful Ventures, Inc

< Previous 1 Next > All 5 10 20 Showing: 1 - 2 of 2

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2. Click **Rule Accounts**.

Bank of America [Help](#) [Hide Tips](#) [Logout](#)

Home Deposits Reports **Administration** Welcome, Pat Golden
User Role: Customer Administrator, Operator, Report Viewer

Details Customer Details - Successful Ventures, Inc.

Account Groups **Customer information**

Users Customer number: 5 Customer UID: RDSSL102
Customer name: Successful Ventures, Inc Business address: 123 MockinBird Lane

Rule Accounts

Custom Fields Report Access: Time Zones:
Deposit Detail by Account Report Central (10:00 PM)
Summary of Deposits by Account Report Mountain (09:00 PM)
Standard Export File Pacific (09:00 PM)
Deposit Status Report Eastern (10:00 PM)
Payment Detail Report

Preferences

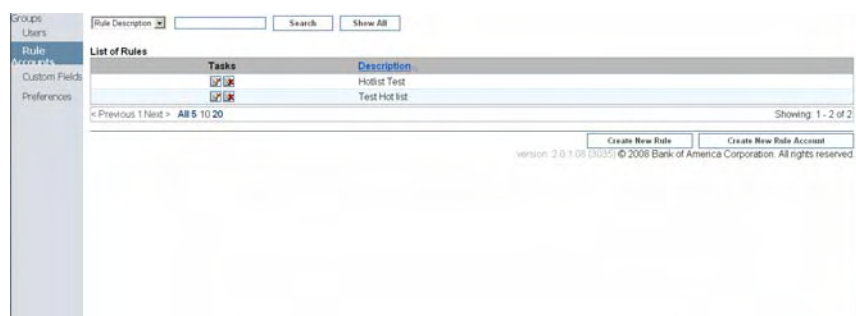
Deposit accounts


Account Name	Routing Transit	Legal Name
*****4111 - Successful Ventures, Inc.	540560055	Successful Ventures, Inc
*****9746 - Successful Ventures, Inc.	540100059	Successful Ventures, Inc

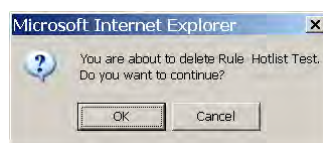
< Previous 1 Next > All 5 10 20 Showing: 1 - 2 of 2

version: 2.0.1.06(2020) © 2008 Bank of America Corporation. All rights reserved.

3. Delete the rule account by clicking on the Delete button next to the rule account you want to delete. If the rule account you want to change is not displayed on the screen, you can search for it by clicking on the account description, account number or routing transit number from the drop down, entering data in the open field and clicking search.



4. Click the delete icon () next to that item. Answer the “Do you want to continue?” message.



Result: A successful message displays.

Chapter 8

Custom Fields

Custom Fields are defined by your company and appear on the Item Edit page for data input and can be exported and used to reconcile. These fields are used to manually add non-standard information to items (for example, an invoice number) or can be auto populated with static information (apartment or policy number)

Thirty five (35) custom fields can be assigned to each remittance payment items and an additional 35 can be assigned to deposits.

There are 4 types of custom fields:

DATA TYPE	FORMAT	EXAMPLE	DESCRIPTION
Numeric	#####0	1234567	Any combination of numbers, up to 250 characters in length
Currency	\$##,###,###.00	\$99,999,999.99	Dollar amount up to the maximum of \$99,999,999.99 includes dollar sign and commas
	#####.00	99999999.99	Dollar amount up to the maximum of \$99,999,999.99 does not include

			dollar sign and commas
Text	123abc!@#	Apt 12	Free form text, up to 100 characters in length
Date	Mm/dd/yy Mm/dd/yy hh:mm:ss Mm/dd/yyyy Mm/dd/yyyy hh:mm:ss	01/12/09	Formatted text

To enable custom fields; first the Administrator must create the custom field and then assign it to their depository accounts.

When custom field data flows to the customer reports, the field columns will be listed in the order in which the custom fields were created, not alphabetically.

Creating a custom field

1. Click on the **Administration** tab.

Remote Deposit Service Online Customer Administrator User Guide

The screenshot shows the 'Customer Details - Successful Ventures, Inc.' page. The left sidebar includes 'Details', 'Account Groups', 'Users', 'Rule Accounts', 'Custom Fields', and 'Preferences'. The main content area is divided into sections: 'Customer information' with fields for Customer number (5), Customer UID (RDSSL102), Customer name (Successful Ventures, Inc), and Business address (123 MockinBird Lane); 'Report Access' with a list of reports; 'Time Zones' with a dropdown menu showing Central (10:00 PM), Mountain (09:00 PM), Pacific (09:00 PM), and Eastern (10:00 PM); and 'Deposit accounts' with a table of accounts.

Account Name	Routing Transit	Legal Name
*****4111 - Successful Ventures, Inc.	540560055	Successful Ventures, Inc
*****9746 - Successful Ventures, Inc.	540100059	Successful Ventures, Inc

Showing: 1 - 2 of 2

version: 2.0.1.06(2020) © 2008 Bank of America Corporation. All rights reserved.

2. Select Custom Fields

The screenshot shows the 'Customer Details' page with the 'Custom Fields' section selected in the left sidebar. The main content area shows the 'Report Access' section with a list of reports: Deposit Detail by Account Report, Summary of Deposits by Account Report, Standard Export File, Deposit Status Report, and Payment Detail Report.

3. Click on Create new custom Field

The screenshot shows the 'Custom Fields/Account Search' page. The left sidebar includes 'Details', 'Account Groups', 'Users', 'Rule Accounts', 'Custom Fields', and 'Preferences'. The main content area has a search bar for Account Number and a 'Show All' button. Below is a table with columns for 'Tasks', 'Account Description', 'Routing Transit', and 'Custom Field'. A red box highlights the 'Create New Custom Field' button in the bottom right corner.

Tasks	Account Description	Routing Transit	Custom Field
-------	---------------------	-----------------	--------------

Showing: 1 - 1 of 1

Create New Custom Field

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4. Enter the Custom Field name: This name will be used to search for the custom field on the Custom Field/Account Search page.

Remote Deposit Service Online Customer Administrator User Guide

Bank of America

Home Deposits Reports Research Administration

Welcome, Pat Golden
User Role: Customer Administrator

New Custom Field

(Customer: Successful Ventures, Inc.)

Name:

Data Type:

Input Validation Pattern:

When displaying check:

Display

Editable

Required

Add Locale Label:

Tasks

Save Cancel

version: 2.1(3058) © 2009 Bank of America Corporation. All rights reserved.

5. Choose the data type from the drop down

Bank of America

Home Deposits Reports Research Administration

Welcome, Pat Golden
User Role: Customer Administrator

New Custom Field

(Customer: Successful Ventures, Inc.)

Name:

Data Type:

Input Validation Pattern:

When displaying check:

Display

Editable

Required

Add Locale Label:

Tasks

Save Cancel

version: 2.1(3058) © 2009 Bank of America Corporation. All rights reserved.

6. Choose the appropriate Input Validation Pattern for the custom field; applies to currency and date fields only.

Input Validation Pattern:

When displaying check:

Display

Editable

Required

Add Locale Label:

Tasks

Save Cancel

- To make the custom field visible to a user, place a check-mark in the Show Custom Field box.

The screenshot shows the 'New Custom Field' form in the Bank of America administration interface. The form includes the following fields and options:

- Name:** A text input field containing 'Send Payment Total'.
- Data Type:** A dropdown menu set to 'Text'.
- Input Validation Pattern:** A dropdown menu set to '\$,##0.00'.
- When displaying checks:** A checked checkbox labeled 'Display'.
- Editable:** An unchecked checkbox.
- Required:** An unchecked checkbox.
- Add Locale Label:** A dropdown menu set to 'English' and an empty text input field.

At the bottom of the form, there is a 'Tasks' bar and 'Save' and 'Cancel' buttons.

Custom fields can be either Editable (the user decides at the point in capture whether to input custom data) or Required; (the user must input data in order to process the item before transmitting the deposit). Choose editable or required

This screenshot is identical to the one above, showing the 'New Custom Field' form with the same configuration: Name 'Send Payment Total', Data Type 'Text', Input Validation Pattern '\$,##0.00', 'Display' checked, 'Editable' and 'Required' unchecked, and 'Add Locale Label' set to 'English'.

- Enter the name you want displayed for each custom field in the Add Locale Label frame. It is suggested that this name be the same as the Name (1st field of input) and be as descriptive as possible. This is the custom field name that will display to users during deposit and remittance transactions. It will also display on certain reports.

This close-up screenshot shows the 'Add Locale Label' section of the form. It includes a 'Required' checkbox (unchecked), a dropdown menu set to 'English', and an empty text input field. Below the input field is a button labeled 'Add Locale Label'. At the bottom of this section, there is a 'Tasks' bar and 'Save' and 'Cancel' buttons.

- Click Add a locale label, this is the header that will appear on reports.

Remote Deposit Service Online Customer Administrator User Guide

Required

Add Locale Label: English Add Locale Label

Tasks	Locale

Save Cancel

9. Click Save.

Bank of America Remote Deposit Service - Microsoft Internet Explorer

Address: http://directdemo-stage.bankofamerica.com/Stage/RDS_DEMO/html/Ad

Bank of America

Home Deposits Reports Research Administration

New Custom Field

(Customer: Successful Ventures, Inc.)

Name: rent payment total

Data Type: Text

Input Validation Pattern: #,###.00

When displaying check: Display

Add Locale Label: English | rent payment total

Tasks	Locale

Save Cancel

Result: A message returns confirming the new custom field has been created.

Bank of America Remote Deposit Service - Microsoft Internet Explorer

Address: http://directdemo-stage.bankofamerica.com/Stage/RDS_DEMO/html/Administration/RDSAdminCustomFields.html/newCustomFieldCreated

Bank of America

Home Deposits Reports Research Administration

Custom Fields/Account Search

(Customer: Successful Ventures, Inc.)

The new custom field has been successfully created.

Account Number Search Show All

List of Accounts

Tasks	Account Description

Preferences: 1 Next > All 6 of 78

Result: The custom field is displayed in the list.

Bank of America

Home Deposits Reports Research Administration

Custom Fields/Account Search

(Customer: Successful Ventures, Inc.)

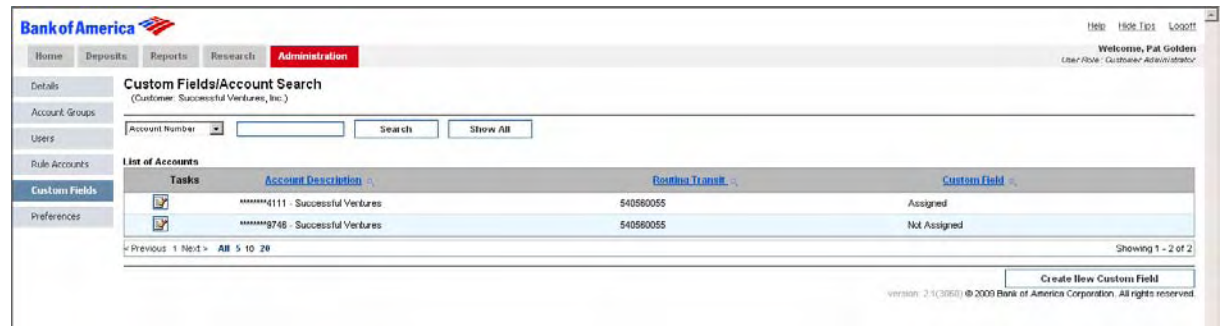
Custom Field Name Search Show All

List of Custom Fields

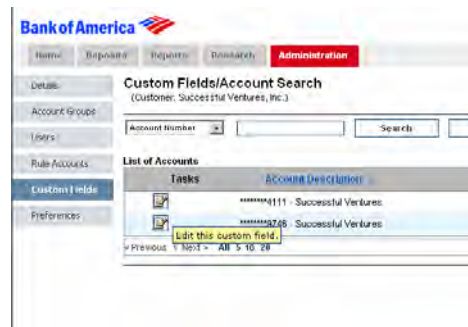
Tasks	Name	Input Type	Validation F
	Invoice Number	Text	
	Payor Name	Text	
	Rent Payment Total	Numeric	

Assigning the custom field to a depository account

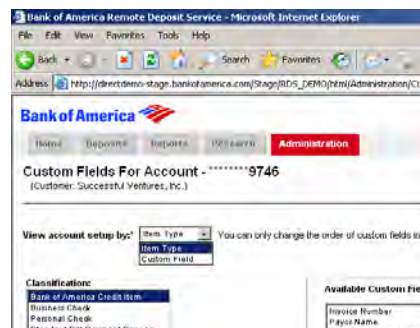
1. From the Custom Field/account search screen, choose Account Number from the drop down and enter the account number and click search. If you want a list of all accounts, click select all.



2. Choose the account by clicking on the edit icon next to the account number.



3. You can view the account set up by either item type or custom field. Choose Item Type or Custom Field from the drop down menu. Both options perform the same functions; however, the screens will vary slightly. The next example shows item type.



4. Select the types of items that will prompt the custom field. Items types include Bank of America credit item (virtual and paper deposit ticket), business check, personal check and remittance coupons. Select multiple types by holding down the shift/arrow keys.

Classification:

- Bank of America Credit Item
- Business Check
- Personal Check
- Standard Bill Payment Coupon

Ensure that all Currency Custom Fields, for this Item Type, add up to the total amount of the item.

5. Select the custom field from the available custom fields. If there are other custom fields assigned to this account, those will be reflected in the selected custom field area.

Bank of America

Home Deposits Reports Research **Administration**

Custom Fields For Account - ***9746**
(Customer: Successful Ventures, Inc.)

View account setup by: Item Type You can only change the order of custom fields in the Item Type view

Classification:

- Bank of America Credit Item
- Business Check
- Personal Check
- Standard Bill Payment Coupon

Ensure that all Currency Custom Fields, for this Item Type, add up to the total amount of the item.

Available Custom Fields:

- Bill Payment Total
- Invoice Number
- Utilities Payment
- Pet Owner List

Selected Custom Fields:

- Payor Name
- Rental Payment Total
- Pet Deposit

Buttons: Add -->, --< Remove, Move Up, Move Down, Create New Custom Field, Save, Cancel

6. Click add to move the selected item from the available column to the selected custom fields box.

Bank of America

Home Deposits Reports Research **Administration**

Custom Fields For Account - ***9746**
(Customer: Successful Ventures, Inc.)

View account setup by: Item Type You can only change the order of custom fields in the Item Type view

Classification:

- Bank of America Credit Item
- Business Check
- Personal Check
- Standard Bill Payment Coupon

Ensure that all Currency Custom Fields, for this Item Type, add up to the total amount of the item.

Available Custom Fields:

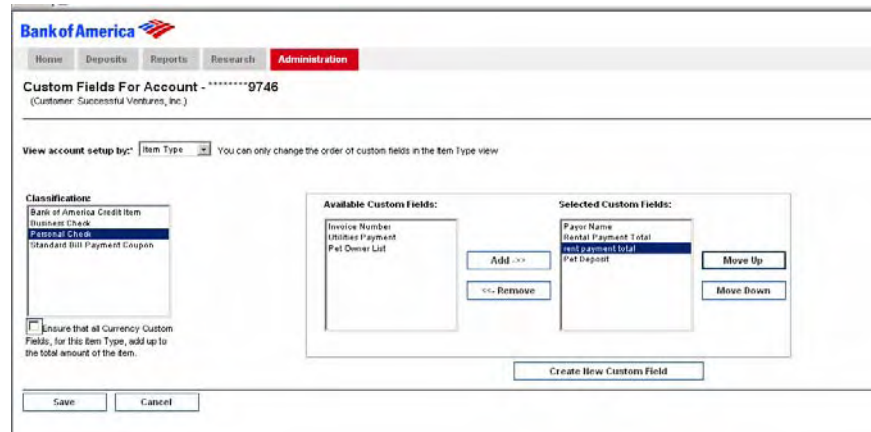
- Invoice Number
- Utilities Payment
- Pet Owner List

Selected Custom Fields:

- Payor Name
- Rental Payment Total
- Pet Deposit
- Bill Payment Total

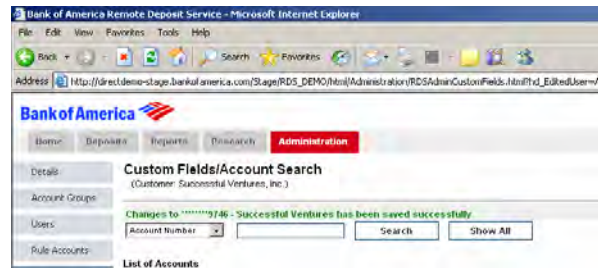
Buttons: Add -->, --< Remove, Move Up, Move Down, Create New Custom Field, Save, Cancel

7. Arrange the custom field order by clicking on the field you want to reorder and then the move up/move down button.



The screenshot shows the 'Custom Fields For Account' configuration page for account *****9746. The page is titled 'Bank of America' and has a navigation bar with 'Home', 'Deposits', 'Reports', 'Research', and 'Administration' (highlighted in red). Below the navigation bar, the page title is 'Custom Fields For Account - *****9746 (Customer: Successful Ventures, Inc.)'. A dropdown menu for 'View account setup by:' is set to 'Item Type'. The main content area is divided into three sections: 'Classification' (listing 'Bank of America Credit Item', 'Business Check', 'Personal Check', and 'Standard Bill Payment Coupon'), 'Available Custom Fields' (listing 'Invoice Number', 'Invoice Payment', and 'Pet Owner List'), and 'Selected Custom Fields' (listing 'Payor Name', 'Recall Payment Total', 'Recall Payment Total', and 'Pet Deposit'). There are 'Add >>', '<< Remove', 'Move Up', and 'Move Down' buttons between the available and selected fields. A 'Create New Custom Field' button is at the bottom right. At the bottom left, there are 'Save' and 'Cancel' buttons. A checkbox labeled 'Ensure that all Currency Custom Fields, for this Item Type, add up to the total amount of the item.' is present.

8. If the custom field is a (currency) amount, and you want the total of the custom fields to add to the total of the amount of the item, click on the box beside “Ensure that all Currency Custom Fields, for this item Type, add up to the total amount of the item”.
9. Click save, updated screen confirms the changes.



The screenshot shows the 'Custom Fields/Account Search' page in a Microsoft Internet Explorer browser window. The browser title is 'Bank of America Remote Deposit Service - Microsoft Internet Explorer'. The address bar shows the URL: 'http://direct.demo-stage.bankofamerica.com/Stage/RDS_DEMO/html/Administration/RCSAdminCustomFields.html?d_EditedUser=Ac'. The page title is 'Bank of America' and has a navigation bar with 'Home', 'Deposits', 'Reports', 'Research', and 'Administration' (highlighted in red). The page title is 'Custom Fields/Account Search (Customer: Successful Ventures, Inc.)'. A message states: 'Changes to *****9746 - Successful Ventures has been saved successfully'. Below the message, there is a search form with 'Account Number' as the search criteria and 'Search' and 'Show All' buttons. At the bottom, there is a 'List of Accounts' section.

Editing Custom Fields

1. Click on the **Administration** tab.

Remote Deposit Service Online Customer Administrator User Guide

The screenshot shows the Bank of America Customer Administrator interface. The top navigation bar includes Home, Deposits, Reports, and Administration (highlighted). The user is logged in as Pat Golden. The main content area is titled "Customer Details - Successful Ventures, Inc." and contains several sections:

- Customer information:** Fields for Customer number (5), Customer UID (RDSSL102), Customer name (Successful Ventures, Inc), and Business address (123 MockinBird Lane).
- Report Access:** A list of reports including Deposit Detail by Account Report, Summary of Deposits by Account Report, Standard Export File, Deposit Status Report, and Payment Detail Report.
- Time Zones:** A dropdown menu showing Central (10:00 PM), Mountain (09:00 PM), Pacific (09:00 PM), and Eastern (10:00 PM).
- Deposit accounts:** A table listing accounts for Successful Ventures, Inc. with columns for Account Name, Routing Transit, and Legal Name.

Account Name	Routing Transit	Legal Name
*****4111 - Successful Ventures, Inc.	540560055	Successful Ventures, Inc
*****9746 - Successful Ventures, Inc.	540100059	Successful Ventures, Inc

Showing: 1 - 2 of 2

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2. Click Custom Fields.

This screenshot shows the same Customer Details page as above, but with the "Custom Fields" option in the left-hand navigation menu highlighted in blue.

- From the Custom Field/account search screen, choose custom field from the drop down. If you know custom field you want to edit, enter all or part of the field name and click search. If you want a list of all fields, click **Show All**.

The screenshot shows the "Custom Fields/Account Search" screen for Customer: Successful Ventures, Inc. It features a search bar with a dropdown menu for "Custom Field Name" and buttons for "Search" and "Show All". Below the search bar is a table of custom fields:

Tasks	Name	Input Type	Validation Pattern
	Invoice Number	Text	
	Payor Name	Text	
	Rental Payment Total	Numeric	###0
	Pet Deposit	Currency	#,##0.00
	Utilities Payment	Currency	#,##0.00
	Pet Owner List	Text	
	rent payment total	Text	#,##0.00

Showing: 1 - 2 of 2

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- Click on the edit icon next to the custom field you want to change.

Remote Deposit Service Online Customer Administrator User Guide

The screenshot shows a 'Preferences' sidebar on the left. The main area contains a table of custom fields:

Field Name	Data Type	Value
Payor Name	Text	
Rental Payment Total	Numeric	###0
Pet Deposit	Currency	\$.##0.00
Utilities Payment	Currency	\$.##0.00
Pet Owner List	Text	
rent.payment total	Text	\$.##0.00

Navigation: < Previous | Next > All 5 to 20

5. Edit the information on the Edit Custom Field screen.

The screenshot shows the 'Edit Custom Field' screen for the field 'Rental Payment Total'. The form includes the following fields and options:

- Name: Rental Payment Total
- Data Type: Numeric
- Input Validation Pattern: \$.##0.00
- When displaying check: Display
- Editable: Editable
- Required: Required
- Add Locale Label: English, Rental Payment Total

Tasks	Locale	Label
<input checked="" type="checkbox"/>	English	Rental Payment Total

Buttons: Save, Cancel

6. Click Save.

Result: Message displays confirming the custom field has been changed.

Deleting Custom Fields

1. Click on the **Administration** tab.

The screenshot shows the 'Administration' tab selected in the top navigation bar. The main content area displays 'Customer Details - Successful Ventures, Inc.' with the following information:

Customer information

Customer number:	5	Customer UID:	RDSSL102
Customer name:	Successful Ventures, Inc	Business address:	123 MockinBird Lane

Report Access:

Deposit Detail by Account Report	Central (10:00 PM)
Summary of Deposits by Account Report	Mountain (09:00 PM)
Standard Export File	Pacific (09:00 PM)
Deposit Status Report	Eastern (10:00 PM)
Payment Detail Report	

Deposit accounts

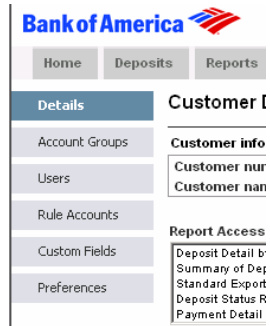
Account Name	Routing Transit	Legal Name
*****4111 - Successful Ventures, Inc.	540560055	Successful Ventures, Inc
*****9746 - Successful Ventures, Inc.	540100059	Successful Ventures, Inc

Navigation: < Previous | Next > All 5 to 20

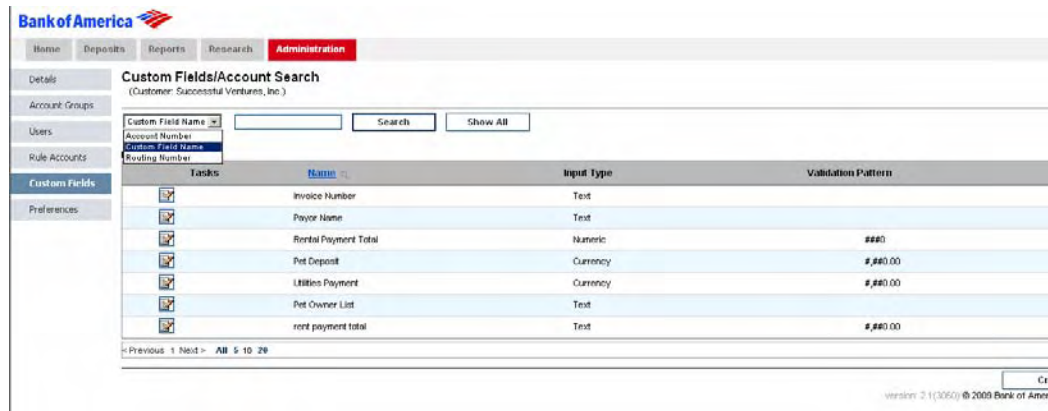
Showing: 1 - 2 of 2


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2. Click **Custom Fields**.



3. From the Custom Field/account search screen, choose custom field from the drop down. Or, if you know the custom field you want to edit, enter all or part of the field name and click search. If you want a list of all custom fields, click **Show All**.



4. Click the delete icon () next to that item. Answer the “Do you want to continue?” message.



Result: A successful message displays

Chapter 9

Customer Preferences

A client administrator can manage their company preferences. Preferences include:

Lists: This preference allows the customer administrator to format how information appears on the screen.

Optional Fields: Optional Fields add additional information to deposits. These Optional Fields can hold any required information; for example a batch number for the deposit. The information a user submits in Optional Fields is saved within the Deposit Details screen. This information resides within the application and will not be provided in reports or any other external reporting. When Optional Fields are set up as required fields, those fields display on the New Deposit page.

Reports: This section enables you to create standard reports that may be used for printing, saving or exporting

Set up Payment coupons: For clients processing remittances, this page will enable set up of standard check size remittance coupons

Virtual Endorsements: The endorsement section allows you to customize endorsements by account. Some data elements within an endorsement are required and some cannot be modified (e.g. Bank of First Deposit). The required data elements appear in the list without the edit icon.

Lists

1. Click the **Administration** tab.

Remote Deposit Service Online Customer Administrator User Guide

The screenshot shows the Bank of America Customer Administrator interface. The top navigation bar includes 'Home', 'Deposits', 'Reports', and 'Administration'. The user is logged in as 'Pat Golden' with the role 'Customer Administrator, Operator, Report Viewer'. The main content area is titled 'Customer Details - Successful Ventures, Inc.' and is divided into several sections:

- Customer information:** Fields for Customer number (5), Customer name (Successful Ventures, Inc.), Customer UID (RSSL102), and Business address (123 MockinBird Lane).
- Report Access:** A list of reports including 'Deposit Detail by Account Report', 'Summary of Deposits by Account Report', 'Standard Export File', 'Deposit Status Report', and 'Payment Detail Report'.
- Time Zones:** A dropdown menu showing 'Central (10:00 PM)', 'Mountain (09:00 PM)', 'Pacific (09:00 PM)', and 'Eastern (10:00 PM)'.
- Deposit accounts:** A table with columns for Account Name, Routing Transit, and Legal Name. It lists two accounts for Successful Ventures, Inc. with routing numbers 540560055 and 540100059.

At the bottom, there is a pagination control showing 'Showing: 1 - 2 of 2' and a version notice: 'version: 2.0.1.06(2020) © 2008 Bank of America Corporation. All rights reserved.'

2. From the left toolbar, click **Preferences**.

This screenshot shows the left sidebar of the Bank of America Customer Administrator interface. The 'Preferences' option is highlighted with a red box. The sidebar includes 'Home', 'Deposits', 'Reports', 'Details', 'Account Groups', 'Users', 'Rule Accounts', 'Custom Fields', and 'Preferences'. The main content area shows 'Customer I' with sub-sections for 'Customer info', 'Report Access', and 'Payment Detail'.

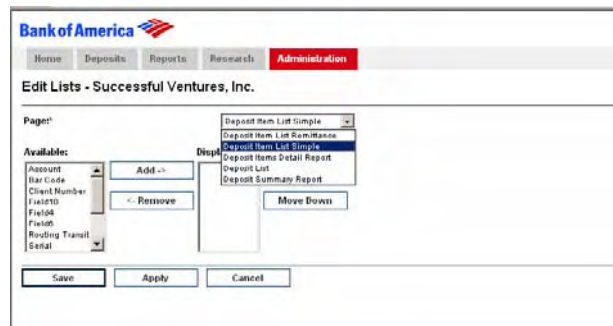
3. Click on the edit icon next to lists.

This screenshot shows the 'Customer Preferences' page for Successful Ventures, Inc. The 'Preferences List' table is visible, with columns for 'Tasks', 'Category', and 'Description'. The 'Lists' task is highlighted, and its description is 'Which columns are displayed and their order on pages with lists.' The table also includes 'Optional Fields', 'Reports', 'Setup Payment Coupons', and 'Virtual Endorsements'.

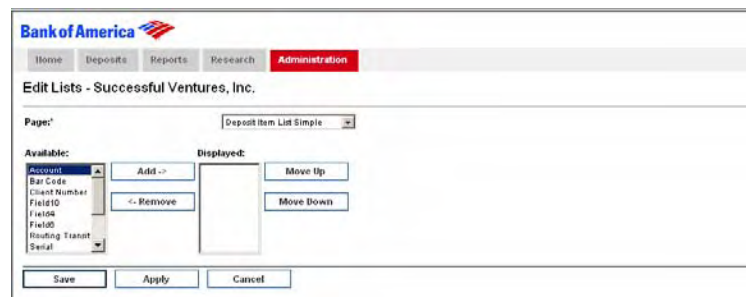
Tasks	Category	Description
	Lists	Which columns are displayed and their order on pages with lists.
	Optional Fields	Text to display for optional deposit fields.
	Reports	For available reports, select the columns to display and their desired order.
	Setup Payment Coupons	Define payment coupons to be recognized by the system.
	Virtual Endorsements	Allows setting contents of Virtual Endorsements.

4. Click on the list you want to format.

Remote Deposit Service Online Customer Administrator User Guide



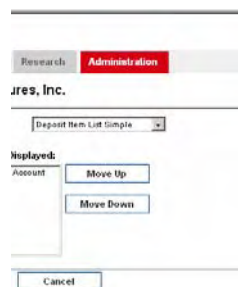
5. Choose the columns to be displayed; multiple columns can be chosen by holding the shift and arrow keys down.



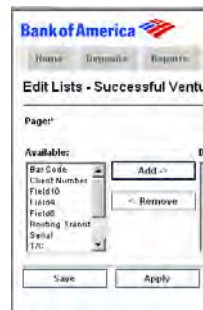
6. Click **Add**.



7. Change the order of the columns by highlighting the field name and using the move up and move down buttons.



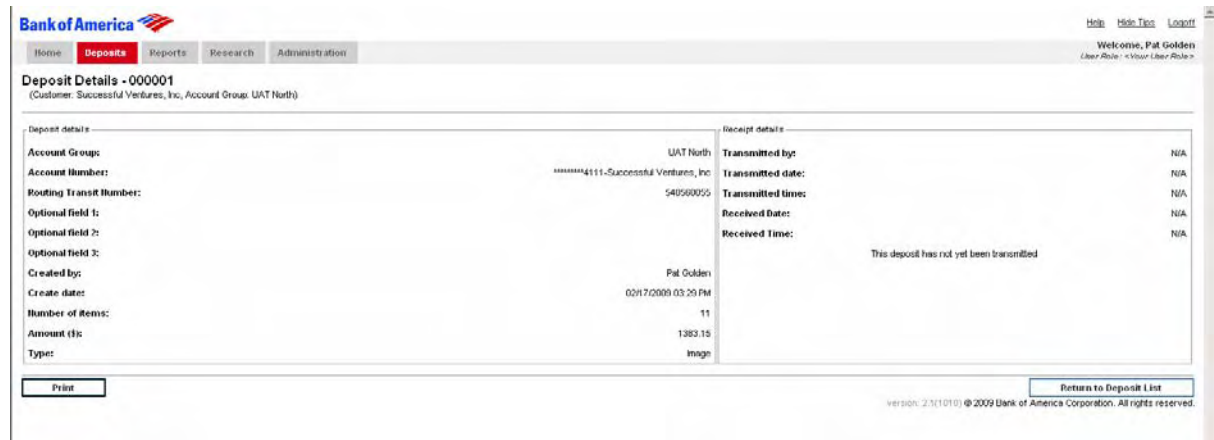
8. Click **Save**.



Result: A message displays that the list has been updated.

Optional Fields

The data captured and entered as Optional Fields on the Create New Deposit page will be displayed in Remote Deposit Service Online on the Deposit Details page. Users creating deposits will not see the optional fields on the New Deposit screen unless optional fields have been enabled.



1. Click the **Administration** tab.

Remote Deposit Service Online Customer Administrator User Guide

Bank of America Help Hide Tips Logoff

Home Deposits Reports **Administration** Welcome, Pat Golden
User Role: Customer Administrator, Operator, Report Viewer

Details Customer Details - Successful Ventures, Inc.

Account Groups **Customer information**

Users Customer number: 5 Customer UID: RSSL102
Customer name: Successful Ventures, Inc Business address: 123 MockinBird Lane

Rule Accounts

Custom Fields **Report Access:** **Time Zones:**

Preferences Deposit Detail by Account Report Central (10:00 PM)
Summary of Deposits by Account Report Mountain (09:00 PM)
Standard Export File Pacific (09:00 PM)
Deposit Status Report Eastern (10:00 PM)
Payment Detail Report

Deposit accounts

Account Name	Routing Transit	Legal Name
*****4111 - Successful Ventures, Inc.	540560055	Successful Ventures, Inc
*****9746 - Successful Ventures, Inc.	540100059	Successful Ventures, Inc

< Previous 1 Next > All 5 10 20 Showing: 1 - 2 of 2

version: 2.0.1.06(2020) © 2008 Bank of America Corporation. All rights reserved.

2. From the left toolbar, click **Preferences**.

Bank of America

Home Deposits Reports

Details Customer I

Account Groups **Customer info**

Users Customer nur
Customer nan

Rule Accounts

Custom Fields **Report Access**

Preferences Deposit Detail b
Summary of De
Standard Export
Deposit Status R
Payment Detail

3. Click on the edit icon next to optional fields.

Bank of America

Home Deposits Reports **Administration**

Customer Preferences
(Customer: Successful Ventures, Inc.)

Preferences List

Tasks	Category	Description
	Lists	Which columns are displayed and their order on pages with lists.
	Optional Fields	Text to display for optional deposit fields.
	Reports	For available reports, select the column to display and their desired order.
	Setup Payment Coupons	Define payment coupons to be recognized by the system.
	Virtual Endorsements	Allows setting contents of Virtual Endorsements.

Remote Deposit Service Online Customer Administrator User Guide

4. Choose whether the optional fields will be required or optional.

Bank of America
Home Deposits Reports Research Administration
Welcome, Pat Golden
User Role: Customer Administrator

Edit Optional Fields Preferences - Successful Ventures, Inc.

	Optional field 1	Optional field 2	Optional field 3
Displayed	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Required	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
English:	<input type="text" value="Optional field 1"/>	<input type="text" value="Optional field 2"/>	<input type="text" value="Optional field 3"/>

Save Cancel

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5. Name the optional fields.

English:

6. Click **Save** to complete your changes.

Bank of America
Home Deposits Reports Research Administration
Customer Preferences
(Customer: Successful Ventures, Inc.)
Your user field preferences were successfully updated.
Preferences List

Result: The page displays with the message that the change was successful.

Reports

1. Click the **Administration** tab.

Bank of America
Home Deposits Reports Administration
Welcome, Pat Golden
User Role: Customer Administrator, Operator, Report Viewer

Customer Details - Successful Ventures, Inc.

Account Groups
Users
Rule Accounts
Custom Fields
Preferences

Customer information

Customer number:	5	Customer UID:	RDSSL102
Customer name:	Successful Ventures, Inc.	Business address:	123 MockinBird Lane

Report Access:

Deposit Detail by Account Report	Time Zones: Central (10:00 PM) Mountain (09:00 PM) Pacific (09:00 PM) Eastern (10:00 PM)
Summary of Deposits by Account Report	
Standard Export File	
Deposit Status Report	
Payment Detail Report	

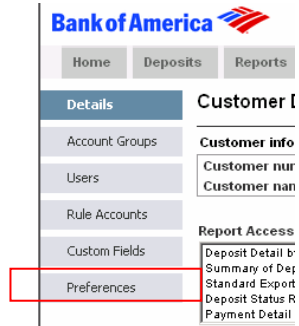
Deposit accounts

Account Name	Routing Transit	Legal Name
*****4111 - Successful Ventures, Inc.	540560055	Successful Ventures, Inc
*****9746 - Successful Ventures, Inc.	540100059	Successful Ventures, Inc

< Previous 1 Next > All 5 10 20 Showing: 1 - 2 of 2

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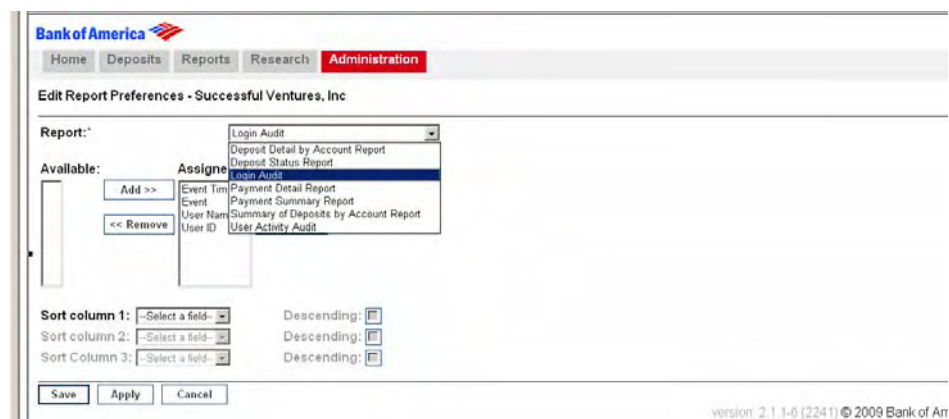
2. From the left toolbar, click **Preferences**.



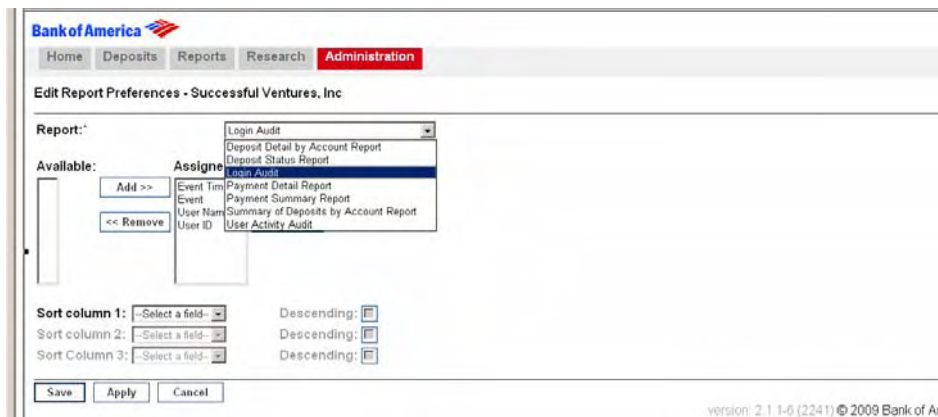
3. Click on the edit icon next to Reports.



4. Choose report to format.



5. Choose column to add or remove.



6. Choose sort options.



7. Click **Apply** to format additional reports. Click **Save** if done. A message displays confirming the changes.



Set up payment Coupons- for remitters

Note: A scanner is needed to perform this function. If the user has not downloaded the scanner driver from the application, you will be prompt you to do so Install the Scanner Driver

Before performing the installation:

- Disconnect the scanner and USB cable from the computer.
- Ensure you are logged into the workstation and that you have administrator privileges.
- Close all open applications, including any applications that use the check scanner.

Download the Scanner Driver

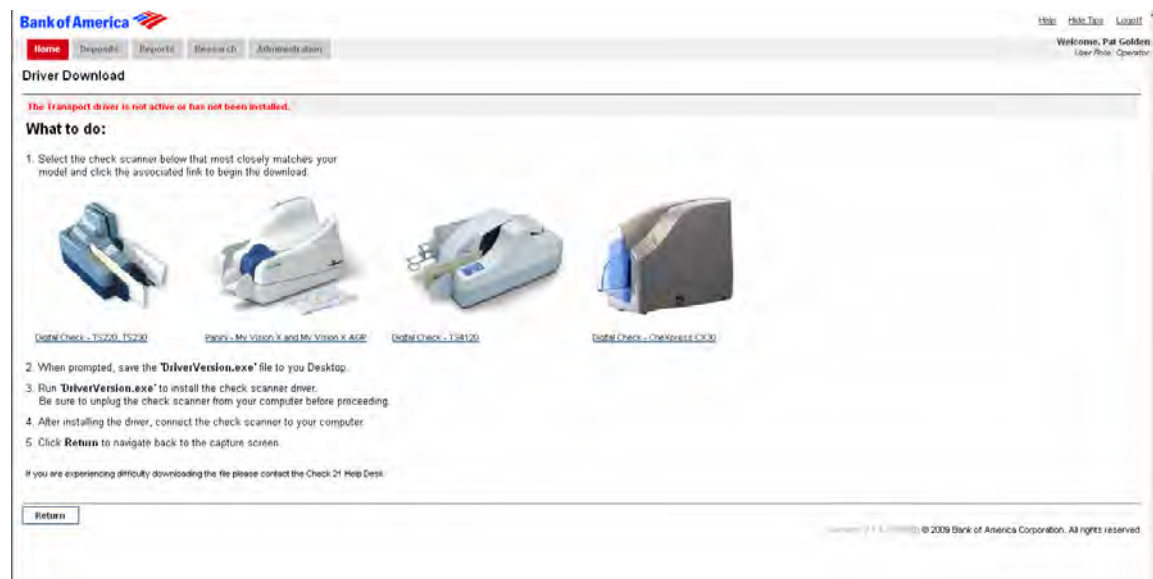
1. Login to Bank of America Direct by typing:
<https://direct.bankofamerica.com>
2. Click on Remote Deposit Service Online.

Result: The Remote Deposit Service Online Welcome Page displays.



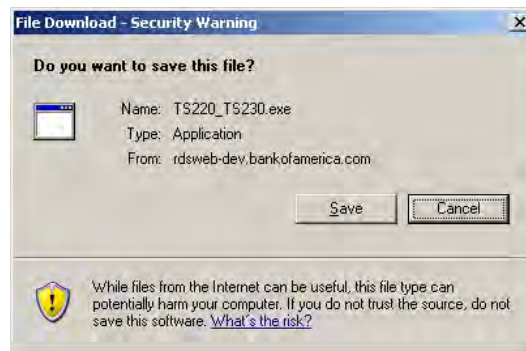
3. Click Create New Deposit.

Result: The Driver Download page displays.



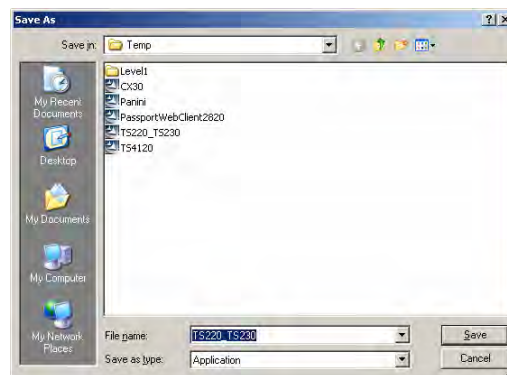
- Without taking any action, review the steps that are displayed on the page.
- Once you've reviewed all steps, click the link to the appropriate driver for the scanner that will be used with Remote Deposit Service Online. Example: The TS230 scanner driver is shown as an example.

Result: The user is prompted to save this file.



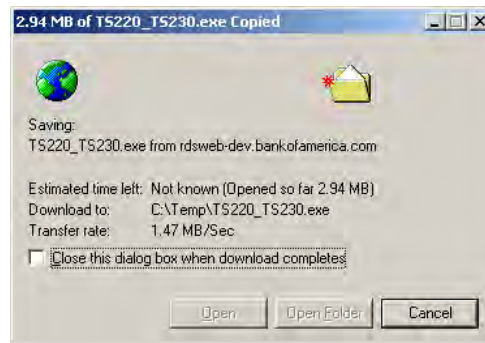
- Click **Save**.

Result: The Save As dialog box displays.

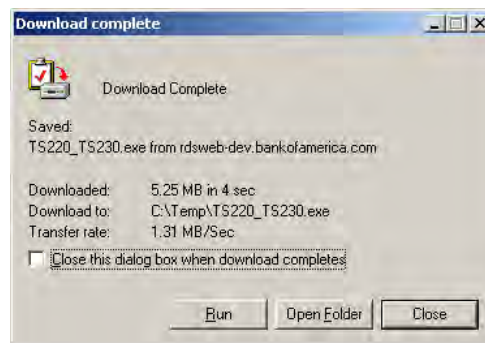


- Choose a location to save the driver install file and click **Save**.

Result: The file will begin to download.

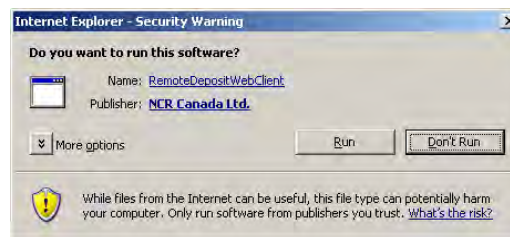


8. When the file download completes, click **Run**. This will launch the driver install application.



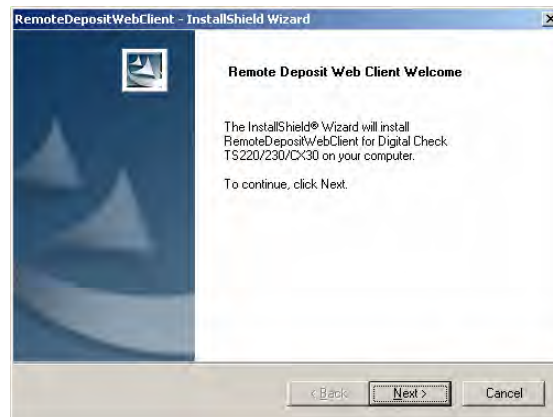
Result: A security warning message will appear.

9. Select **Run** to launch the software application.



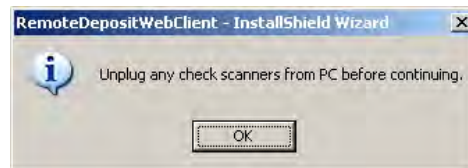
Result: The Install Wizard launches.

10. Click **Next** to begin the Wizard.



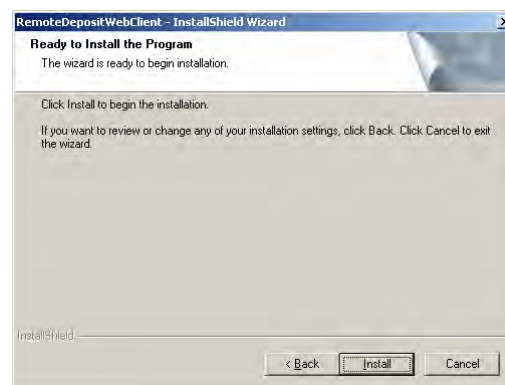
Result: The user is prompted to unplug the scanner from the PC.

11. Make sure the scanner is unplugged and disconnected from the computer before proceeding and click **OK**.



Result: The Ready to Install the Program dialog box displays.

12. Click **Install**.



Result: A series of status updates will appear. An example is shown here.



13. When the installation is complete, click **Finish** to complete the scanner driver installation process.

Result: The Install Shield Wizard Complete page displays.



14. Plug the scanner into your computer, click return
15. Collect the coupons for which you want your users to scan. It is suggested to have multiple versions of each coupon version.
16. Click the **Administration** tab.

Remote Deposit Service Online Customer Administrator User Guide

The screenshot shows the Bank of America Customer Administrator interface. The top navigation bar includes Home, Deposits, Reports, and Administration (highlighted). The user is logged in as Pat Golden. The main content area is titled "Customer Details - Successful Ventures, Inc." and is divided into several sections:

- Customer information:** Displays Customer number (5), Customer UID (RDSSL102), Customer name (Successful Ventures, Inc), and Business address (123 MockinBird Lane).
- Report Access:** A list of reports including Deposit Detail by Account Report, Summary of Deposits by Account Report, Standard Export File, Deposit Status Report, and Payment Detail Report.
- Time Zones:** A dropdown menu showing Central (10:00 PM), Mountain (09:00 PM), Pacific (09:00 PM), and Eastern (10:00 PM).
- Deposit accounts:** A table listing accounts with columns for Account Name, Routing Transit, and Legal Name.

Account Name	Routing Transit	Legal Name
*****4111 - Successful Ventures, Inc.	540560055	Successful Ventures, Inc
*****9746 - Successful Ventures, Inc.	540100059	Successful Ventures, Inc

Navigation: < Previous 1 Next > All 5 10 20 Showing: 1 - 2 of 2

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17. From the left toolbar, click **Preferences**.

This screenshot shows the same Customer Details page as above, but with the "Preferences" option in the left-hand navigation menu highlighted with a red box.

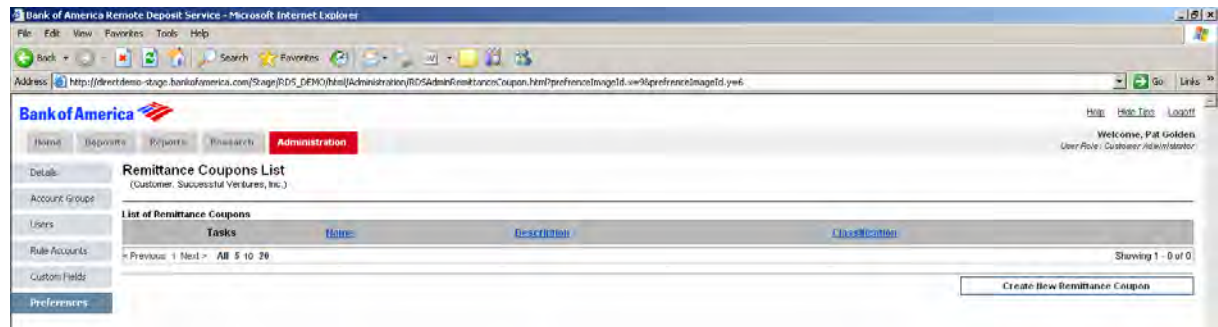
18. Click on the edit icon next to Setup Payment Coupons.

The screenshot shows the "Customer Preferences" page for Successful Ventures, Inc. It features a "Preferences List" table with columns for Tasks, Category, and Description.

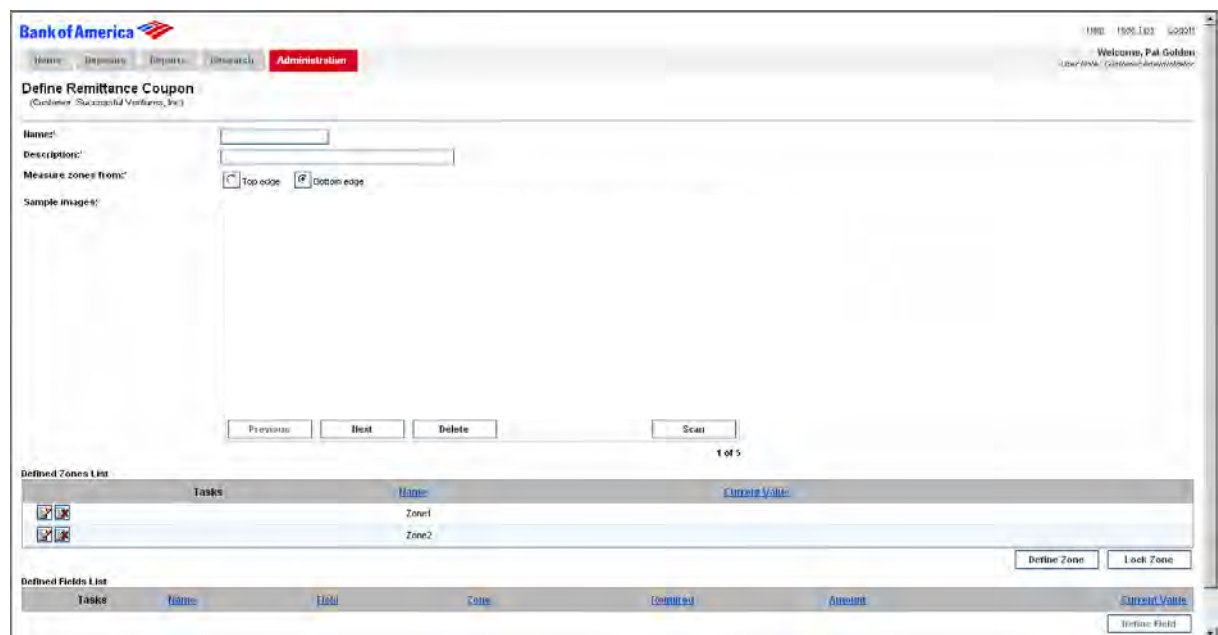
Tasks	Category	Description
	Lists	Which columns are displayed and their order on pages with lists.
	Optional Fields	Text to display for optional deposit fields.
	Reports	For available reports, select the columns to display and their desired order.
	Setup Payment Coupons	Define payment coupons to be recognized by the system.
	Virtual Endorsements	Allows setting contents of Virtual Endorsements.

19. Click on Create New Remittance Coupon.

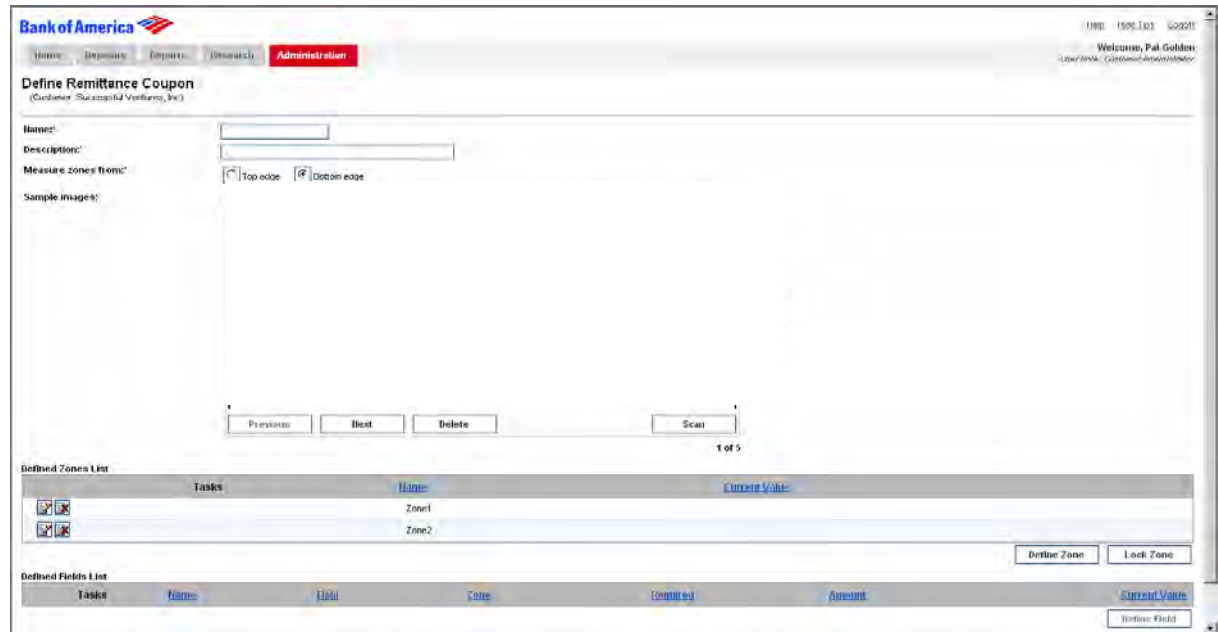
Remote Deposit Service Online Customer Administrator User Guide



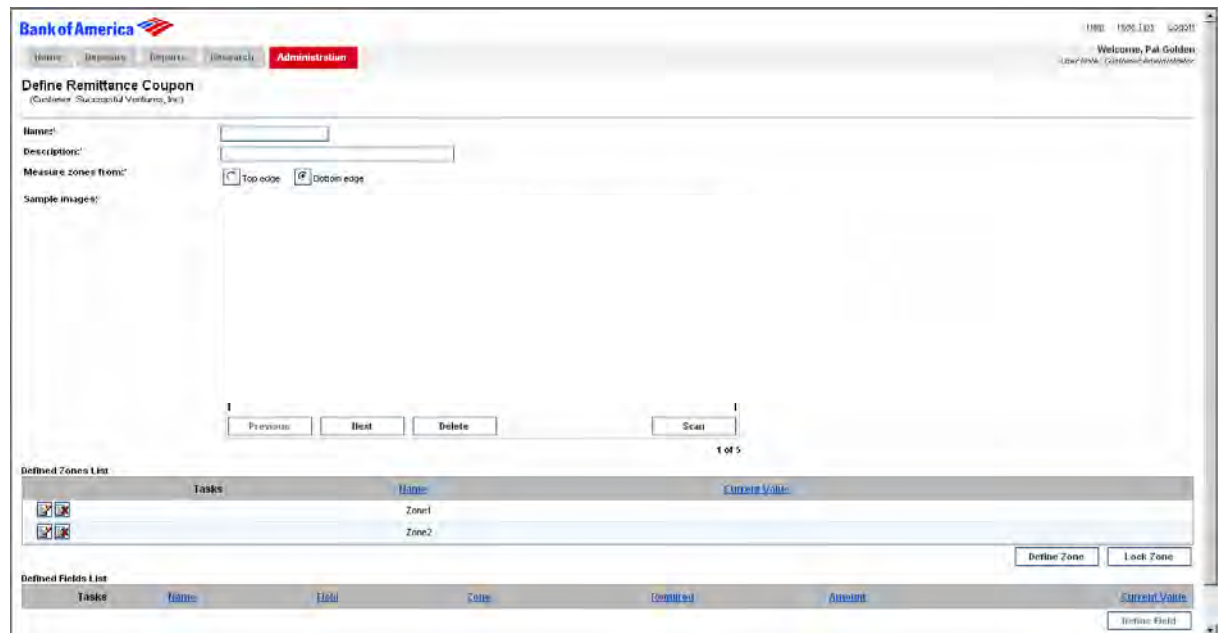
20. Enter the name of your coupon.



21. Enter the description.

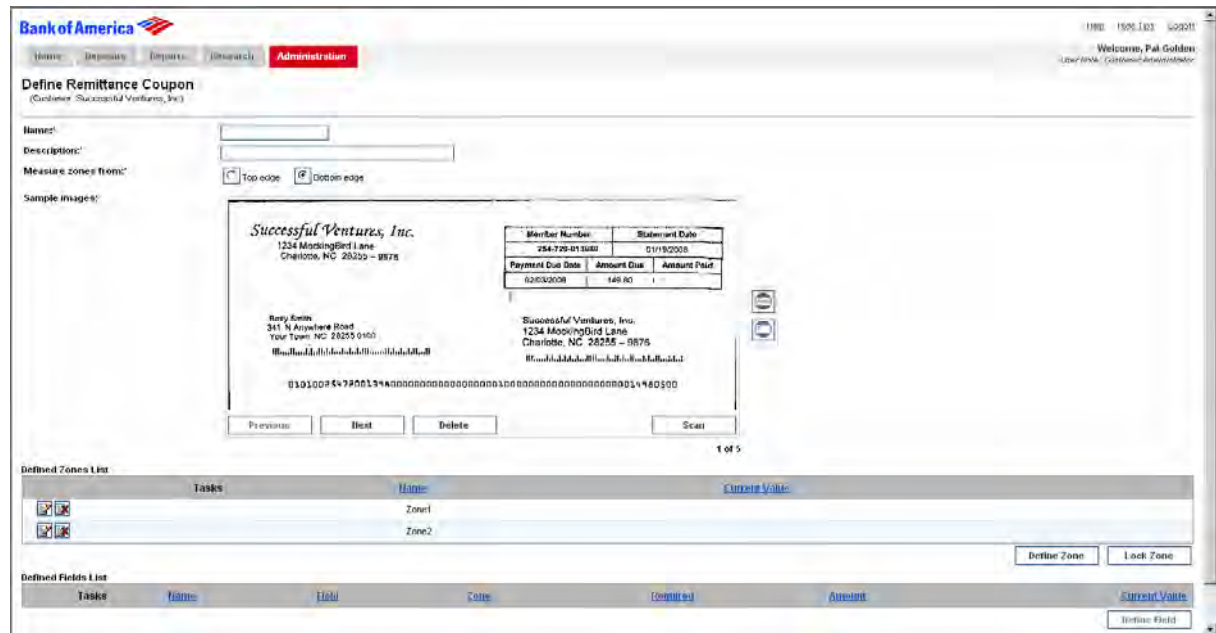


22. Choose the measure zone: Select Top or Bottom edge, the opposite site of the perforation on the coupon sample(s)



23. Place first coupon version into the scanner and click scan. If you have multiple samples of the same version, you may scan all at once. Assure the number of coupons scan appear on screen. You can

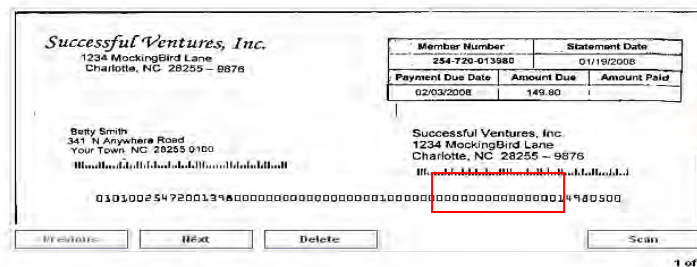
select Previous /Next to preview all coupons scanned.



24. Choose Define Zone, a pop up box appears.



25. Drag the pop up box around the Amount Paid zone. It is required to define this zone first as when your users scan this coupon for depositing with a debit item, the application will read the Amount Paid first and balance the coupon amount with the scanned debit item of that deposit.



Remote Deposit Service Online Customer Administrator User Guide

The screenshot shows the Bank of America Customer Administrator interface. The top navigation bar includes 'Home', 'Deposits', 'Reports', and 'Administration' (highlighted in red). The user is logged in as 'Pat Golden' with the role 'Customer Administrator, Operator, Report Viewer'. The main content area is titled 'Customer Details - Successful Ventures, Inc.' and contains several sections:

- Customer information:** Displays 'Customer number: 5' and 'Customer UID: R0SSL102'. The 'Customer name' is 'Successful Ventures, Inc.' and the 'Business address' is '123 MockinBird Lane'.
- Report Access:** A list of reports including 'Deposit Detail by Account Report', 'Summary of Deposits by Account Report', 'Standard Export File', 'Deposit Status Report', and 'Payment Detail Report'.
- Time Zones:** A dropdown menu showing 'Central (10:00 PM)', 'Mountain (09:00 PM)', 'Pacific (09:00 PM)', and 'Eastern (10:00 PM)'.
- Deposit accounts:** A table with columns 'Account Name', 'Routing Transit', and 'Legal Name'. It lists two accounts for 'Successful Ventures, Inc.' with routing numbers 540560055 and 540100059.

At the bottom, there is a pagination control showing '< Previous 1 Next > All 5 10 20' and 'Showing: 1 - 2 of 2'. The footer text reads 'version: 2.0.1.06(2020) © 2008 Bank of America Corporation. All rights reserved.'


2. From the left toolbar, click **Preferences**.

This screenshot shows the left toolbar of the Bank of America Customer Administrator interface. The 'Preferences' option is highlighted with a red rectangular box. The toolbar includes 'Details', 'Account Groups', 'Users', 'Rule Accounts', 'Custom Fields', and 'Preferences'. The main content area shows 'Customer I' and 'Customer info' sections.

3. Click on the edit icon next to Virtual Endorsements.

This screenshot shows the 'Customer Preferences' page for 'Successful Ventures, Inc.'. The left toolbar has 'Preferences' selected. The main content area displays a 'Preferences List' table with columns 'Tasks', 'Category', and 'Description'. The 'Virtual Endorsements' task is highlighted, and its description is 'Allows setting contents of Virtual Endorsements'. An edit icon (a pencil) is visible next to the 'Virtual Endorsements' task.

Tasks	Category	Description
	Lists	Which columns are displayed and their order on pages with lists.
	Optional Fields	Text to display for optional deposit fields.
	Reports	For available reports, select the column to display and their desired order.
	Setup Payment Coupons	Define payment coupons to be recognized by the system.
	Virtual Endorsements	Allows setting contents of Virtual Endorsements.

4. Under the Tasks column, click the Edit icon , next to the item within the Virtual Endorsement that should be changed. The fields that may be edited are

Remote Deposit Service Online Customer Administrator User Guide

noted by the edit icon. The placement or order of the endorsement string cannot be changed, as system definitions determine both. Items surrounded by brackets { } are fields from the capture database that vary (i.e. by customer or deposit date). The user will not see these database fields in the Sample Endorsement area.

Bank of America

Home Deposits Deposits Deposits Administration

Welcome, Pat Golden
Your Role: Customer Administrator

Virtual Endorsements - Successful Ventures, Inc.

Details

Account Groups

Users

Sub-accounts

Custom Fields

Preferences

Virtual endorsement

Seq: 1
Dep: 000123
R/T: 1111
Date: 07/09/08

For Deposit only to:
account 1,234
Cust: Successful Ventures, Inc.
Loc: Location that is a real
deposited by: Pat Golden

Printed endorsement

Virtual Endorsements

Tasks	Endorsement String	Sample Endorsement	Type Face	Font Size
<input checked="" type="checkbox"/>	Cust: (Customer name)	Cust: Successful Ventures, Inc.	Arial	30
<input checked="" type="checkbox"/>	Date: (Deposit creation date: MMdDYYYY)	Date: 07/07/08	Arial	30
<input checked="" type="checkbox"/>	Dep: (Deposit number 000000)	Dep: 000123	Arial	30
<input checked="" type="checkbox"/>	Deposited by: (User name)	Deposited by: Pat Golden	Arial	30
<input checked="" type="checkbox"/>	For Deposit only to:	For Deposit only to:	Arial	30
<input checked="" type="checkbox"/>	Loc: (Location description)	Loc: Location	Arial	30
<input checked="" type="checkbox"/>	R/T: (Returns routing transit)	R/T: 1111	Arial	30
<input checked="" type="checkbox"/>	Seq: (Item sequence number)	Seq: 1	Arial	30
<input checked="" type="checkbox"/>	account: (Bank account number)	account 1,234	Arial	30

Previous: 1 Next: All 5 19 20

Showing: 1 - 9 of 9

Submit Query

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- Cust: Editable; 30 characters, customer account name. It is important to note, CUST is the pre field endorsement, the customer name is the post field endorsement. Enter the legal name of your company
- Date: Deposit Date; Not editable, date of deposit
- Dep: Deposit number; Not editable, the sequential number of the deposit, cumulative number
- Deposited by: Not editable, the short name of the individual making the deposit
- For deposit only to: This text may be replaced or amended, however language can not be a qualified endorsement
- Account group: (shown in graphic as location) Not Editable, the account group of the client, can also reflect the location number if used in place of the account group
- R/T: Editable, Routing transit number of the depository account; used in processing the deposit, adjustments and returns
- SEQ: Sequence number of the deposit, assigned by the application
- Account: Editable, Bank account number of the depository account

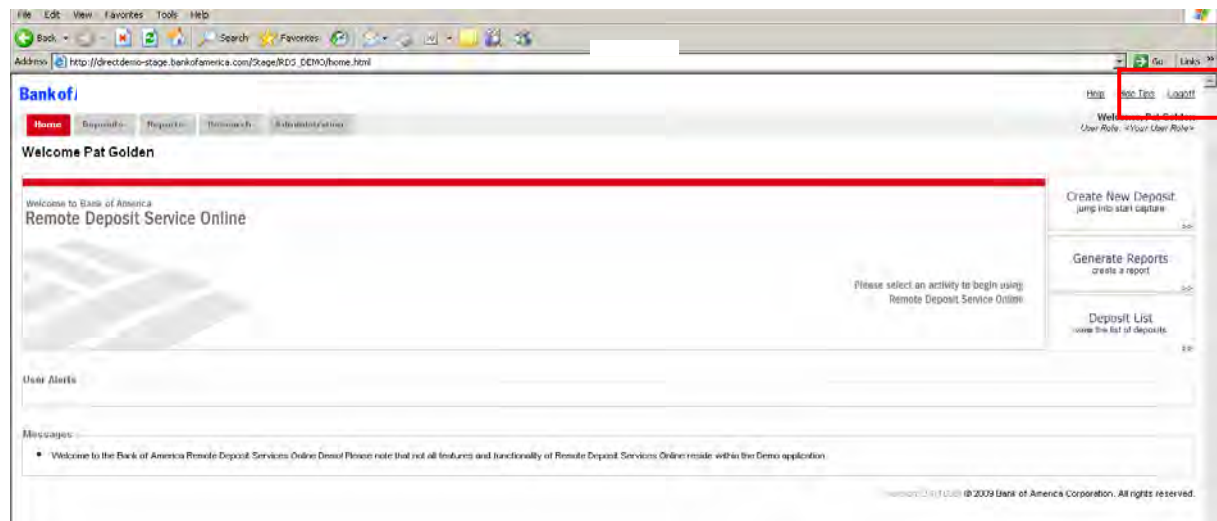
5. When the changes are complete, click Save.
Changes are applied to all of the customer accounts,
not individual accounts.

Chapter 10

Exiting the Remote Deposit Service Online Application

Exit Remote Deposit Service Online

1. Click on the Logoff link in the upper right corner of the application.



Result: The Bank of America Direct home page displays.

Chapter 11

Support

Help Menu Support

To access the Help menu, click the **Help** link in the top right corner of the home page. The Help menu changes depending on the page the user is viewing. Within each page, there is topic specific help. Note: The Help Menu is not an interactive support tool (for example, chat is not available).

Technical Support

Contact the Check21 Help Desk with questions about the following:

- Remote Deposit Service Online
- Scanners
- To order scanner cleaning supplies

The Check21 Help Desk is available to take your calls 24 hours a day, seven days a week.

- 1.888.367.2521 toll-free (Domestic) or
- 1.804.553.6252 outside of the United States

Bank of America Direct Technical Support

Contact the Bank of America Direct Technical Care Center (TCC) with questions about the following:

- Bank of America Direct User IDs
- Bank of America Direct Passwords
- Remote Deposit Service Online Digital Certificates

The Bank of America Direct Technical Care Center is available

- 1.888.589.3473 toll free (domestic) (Mon – Sun between 7 a.m. and 9 p.m. Eastern Time).
- 1.704.387.3020 (outside of the United States) (Mon – Sun between 7 a.m. – 6 p.m. Eastern Time)
- Email at DirectTCS@bankofamerica.com

If located in Europe, the Middle East, and Africa, please contact Bank of America Direct Customer Support by:

- Email at emea.directsupport@bankofamerica.com
- Telephone at +44 (0) 208.313.2154 (Mon – Sun between 8:00 and 18:00 GMT)

If located in Latin America, please contact your Global Treasury Management Product Specialist.

If located in Asia, please contact your Technical Specialist.

Appendix A

Acronyms

MICR

Magnetic Ink Character Recognition is a term that defines machine readable characters printed in magnetic ink in one of two fonts:

- E13B (used mostly in the Americas)
- CMC7 (used mostly in Europe)

OCR

Optical Character Recognition refers to recognizing information from image (pictures). The technology is evolving rapidly, with more fonts being recognized and better recognition rates being achieved.

OCR is normally used to recognize pre-printed customer and account data on payment coupons.

PDF

Portable Document Format

An imaging file format technically developed by Adobe systems. PDF captures formatting information from a variety of applications in such a way that they can be viewed and printed as they were intended in their original application by practically any computer, on multiple platforms, regardless of the specific application in which the original was created. PDF files may be text-searchable or image-only. Adobe® Acrobat, an application marketed by Adobe Systems, is required to edit, capture text, or otherwise manipulate a file in PDF format.

RTF







Rich Text Format

A document file format that has been continually developed by Microsoft® for cross-platform document interchange. Most word processors are able to read and write these documents. Documents originated with Rich Text Format have .rtf file extension.

Appendix B

Icons

Remote Deposit Service Online uses icons to communicate messages and information to users.

ICON	ACTION	PURPOSE
	Delete	Deletes the associated item.
	View	Lets you view an item's details.
	Edit	Lets you edit an item's details.
	Selection	Alerts you to selectable items.
	Filter	Lets you create filters.
	Alert	Draws attention to specified areas or items that required user action.

Get Online Help

To access the Help menu, click the **Help** link in the top right corner of the Home page. The Help menu displays the data specific to the page being viewed.

Note: Online Help is not an Interactive tool (for example, Chat is not available). It displays static help information.



Understand Help Tips

Help Tips, different from Online Help, is also located in the top right corner of the page. When **Help Tips** is turned on, the user can view the tips when he/she selects **Show Tips**. Tool tips appear when you roll your cursor over a button or field.

Help tips are not available for viewing when the user selects **Hide Tips**.



Appendix **C**

Troubleshooting, Login, Authentication and Scanner Errors

The table below provides information about login, authentication and scanner errors and potential resolutions.

Remote Deposit Service Online User Guide

<u>ERROR</u>	<u>PROBABLE CAUSE OF ERROR</u>	<u>POTENTIAL RESOLUTION</u>
You are unable to login to Remote Deposit Service Online	User names and passwords are case sensitive, and passwords must comply with Bank of America's digital certificate guidelines.	<p>Ensure you enter the correct user name and password as was provided with your digital certification instructions in the e-mail from usa.ecommercesupport@bankofamerica.com.</p> <p>Contact the Bank of America Direct Technical Support for details about your specific password requirements or continue to be denied access to the application.</p>
You entered an invalid user name or password within Bank of America Direct	User names and passwords are case sensitive, and passwords must comply with Bank of America's digital certificate guidelines.	<p>Ensure you enter both your correct user name and password as provided to you by Bank of America when your digital certificate was issued. Contact Bank of America Direct Technical Support for details about your specific password requirements.</p>
You entered invalid password information within Bank of America Direct	Re-enter the password information.	<p>There is a password reset option within Bank of America Direct. For more information on logging onto Bank of America Direct, go to http://training.works.com/direct/#rdsheader2, and select <i>Accessing Bank of America Direct Quick Start Guide</i>.</p> <p>Contact the Bank of America Direct Technical Support if you are still having problems.</p>
The application cannot be accessed	Ensure the correct URL for Bank of America Direct is used.	If the problem persists, contact the Bank of America Check 21 Help Desk.
The computer does not detect the scanner or appropriate driver.	Scanner connections may be loose, scanner is powered off, or driver may not be correctly	<ul style="list-style-type: none"> • Check all USB and power connections. • Check that scanner is powered on. • Contact Check21 Help Desk for assistance with re-installing drivers.

Remote Deposit Service Online User Guide

ERROR	PROBABLE CAUSE OF ERROR	POTENTIAL RESOLUTION
	installed.	
The scanner is not functioning properly	Check to see if any items are stuck in the scanner, clear the path and try again.	If the problem persists, close the application, restart the scanner manually by turning the power off and then on, and then restart the application. If the problem persists, contact the Bank of America Check 21 Help Desk.
Laptop computer fails to detect the scanner.	This error occasionally appears if the scanner is plugged into the USB port on a laptop computer's docking station.	Be sure that the scanner is plugged into the USB port on the computer, and not into the USB port on the laptop docking station. Docking stations can cause irregular behavior with the scanner operation and should be avoided.
It takes a long time to initialize the scanner each time I want to begin scanning	The scanner takes several seconds (10-15) to initialize when it is powered up and the initial items are scanned.	If you anticipate multiple scanning sessions, you may close the Remote Deposit Service application after you have completed the first session, but you may wish to leave the scanner powered on (the status LED should remain green). Subsequent scanning session will initialize much more quickly
Two items have been scanned simultaneously	Items have inadvertently stuck together.	Delete the 'piggyback' items, remove any substance that may cause them to stick together and rescan
Item appears to be stuck in the scanner	Remove center cover from scanner, clear any stuck items, replace the center cover and then follow scanner jam recovery process.	If problem persists, clean the scanner's document track. If unable to re-process item, call Check21 Help Desk.

Appendix D

Sample Check

At the bottom of every item is a line of characters encoded in magnetic ink. This line is called the MICR line. (Magnetic Ink Character Recognition). The pieces of information included in the MICR line may vary from item to item. The following image depicts a typical check, with the MICR line fields labeled.



The table below describes the fields that can appear in the MICR line of a check.

SYMBOL	DESCRIPTION
■	Aux on-us number. This number is usually the check serial number. This is often included on commercial checks, but never on personal checks.
None	EPC number. This is a single-character code that indicates that the item has previously been processed electronically. Most checks do not have an EPC number.
■	Transit Routing number. This is the eight- or nine-digit routing and transit number, which indicates the Account group of the paying bank.
■	Bank on-us number. This field includes the account number and sometimes the check number.



Encoded amount. This is the amount of the check and does not appear on most checks.