Desktop Teller User Guide

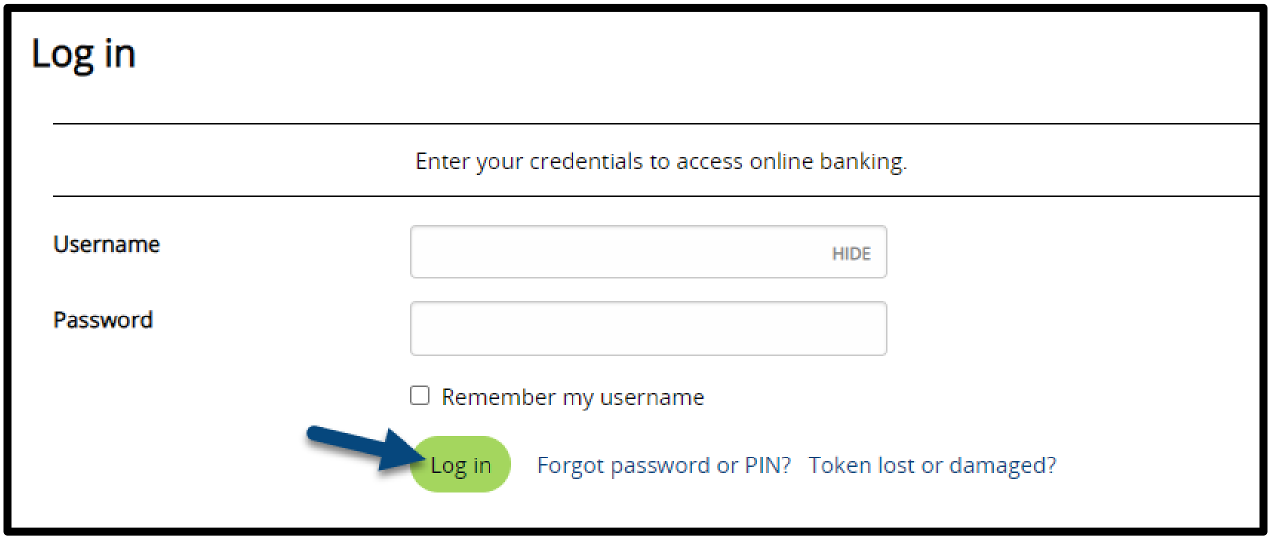
Deposit Preparation

- Calculate and verify your deposit total for entry.
- Remove all paper clips, staples, rubber bands, and other foreign items. Straighten any bent corners and tape any torn edges.
- Place checks of the same size together prior to inserting them into scanner. This will help reduce the likelihood of jams.
- Ensure that all items are facing the same direction.
- Align the leading and bottom edges by tapping the checks on a hard surface.

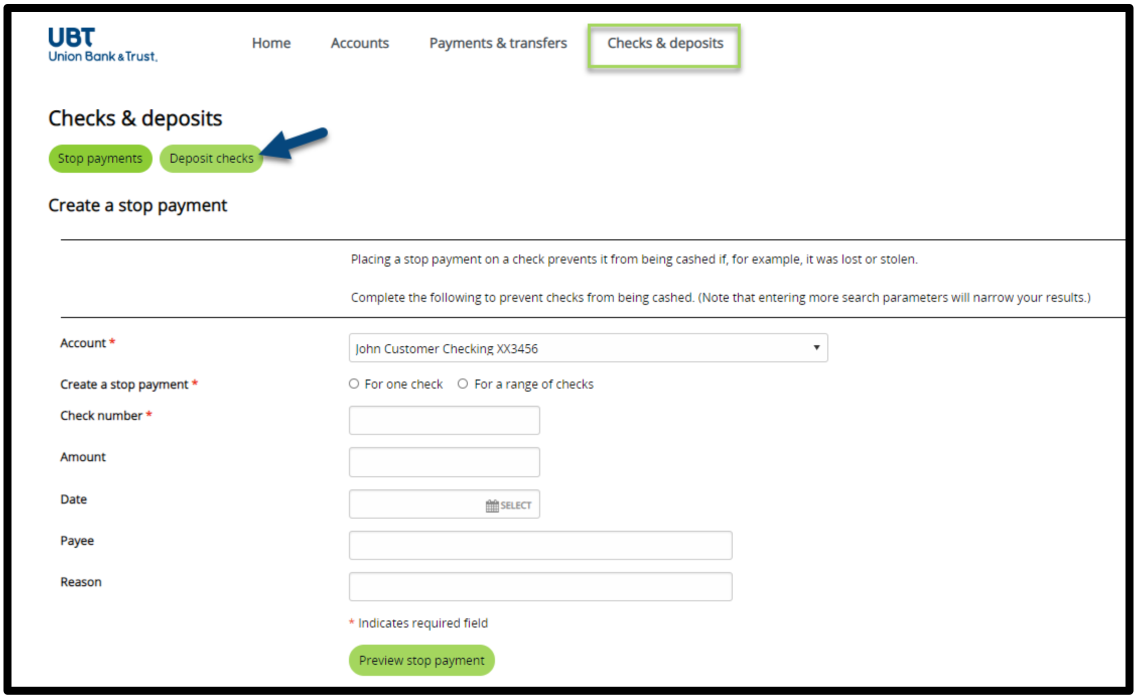
Making your Daily Deposit

- Visit Union Bank and Trust's website at www.ubt.com
- Select the Business tab on the login portal box
- Select Login

- Enter your Username and the temporary Password assigned by the bank
- Select **Log in**

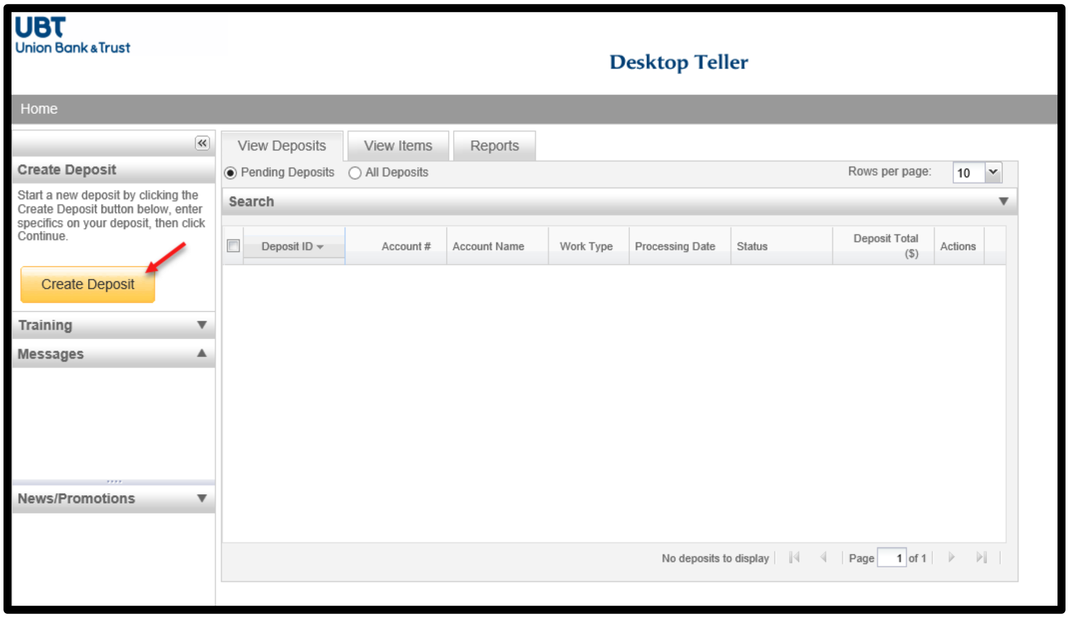


• To launch Desktop Teller, Select the **Checks & Deposits** button on the Business Banking Online home page, then select **Deposit Checks**

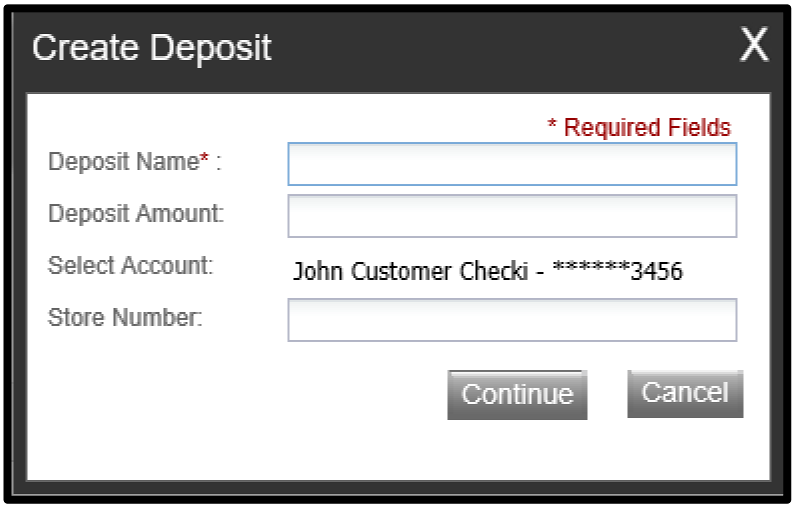


Watch for the “Silver Bullet” screen to flash. This is loading the driver you have installed for your scanner.

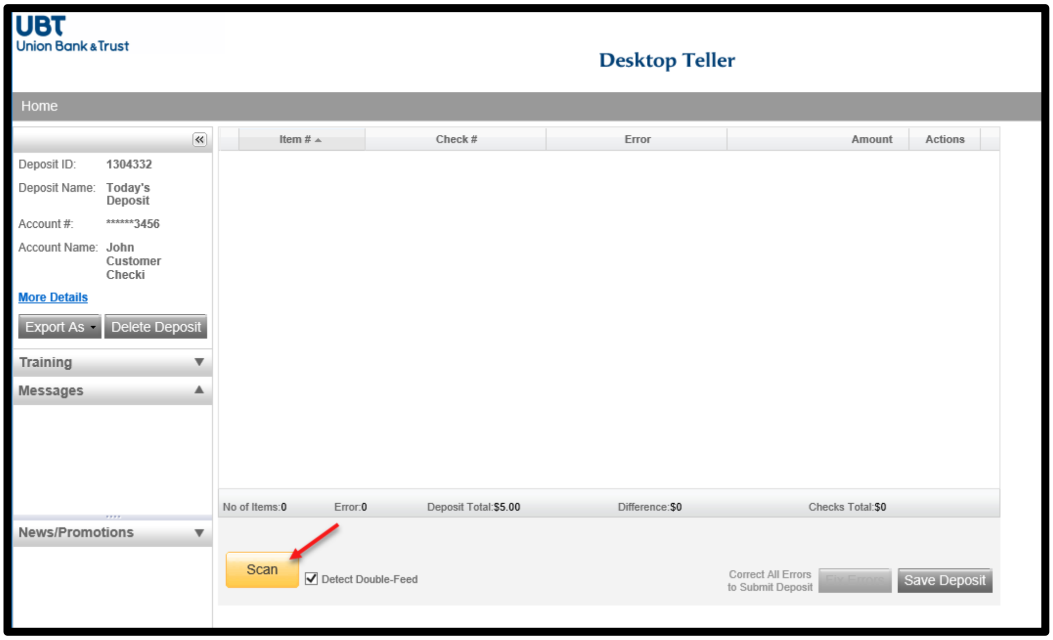
- Select **Create Deposit**



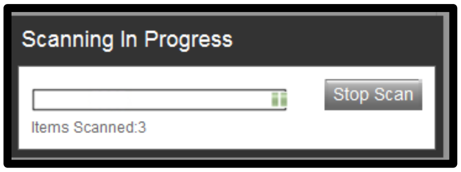
- Enter the Deposit Name (if applicable)
- Enter the expected Deposit Amount
- If you have multiple accounts, select the appropriate account
- Enter the Store Number (if applicable)
- Click **Continue**



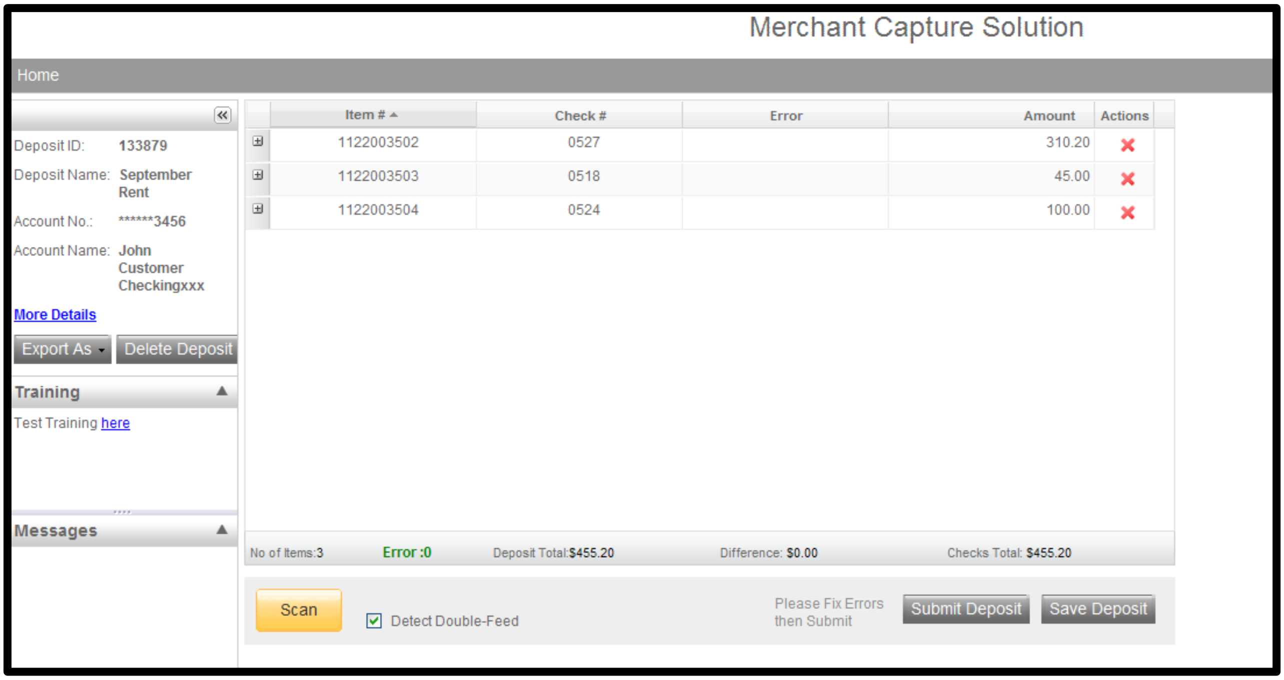
- The deposit capture screen will appear
- Place check(s) into the desktop teller machine's feeding tray
- Select **Scan**
- The Desktop Teller machine should automatically feed the checks thru
- If the scanner is not loaded prior to clicking "Scan," you may get an error message. Click "OK," load the scanner with checks, and then select **Scan** again.



While the batch is scanning, you will see the following message. You will not be able to view the items until the scanning has been completed.



Once the check scanning has been completed, the following screen will appear with the list of items that were scanned:



- If you have more items to scan, click “Scan” again.

The following keyboard **hot keys** can also be used during the scanning process

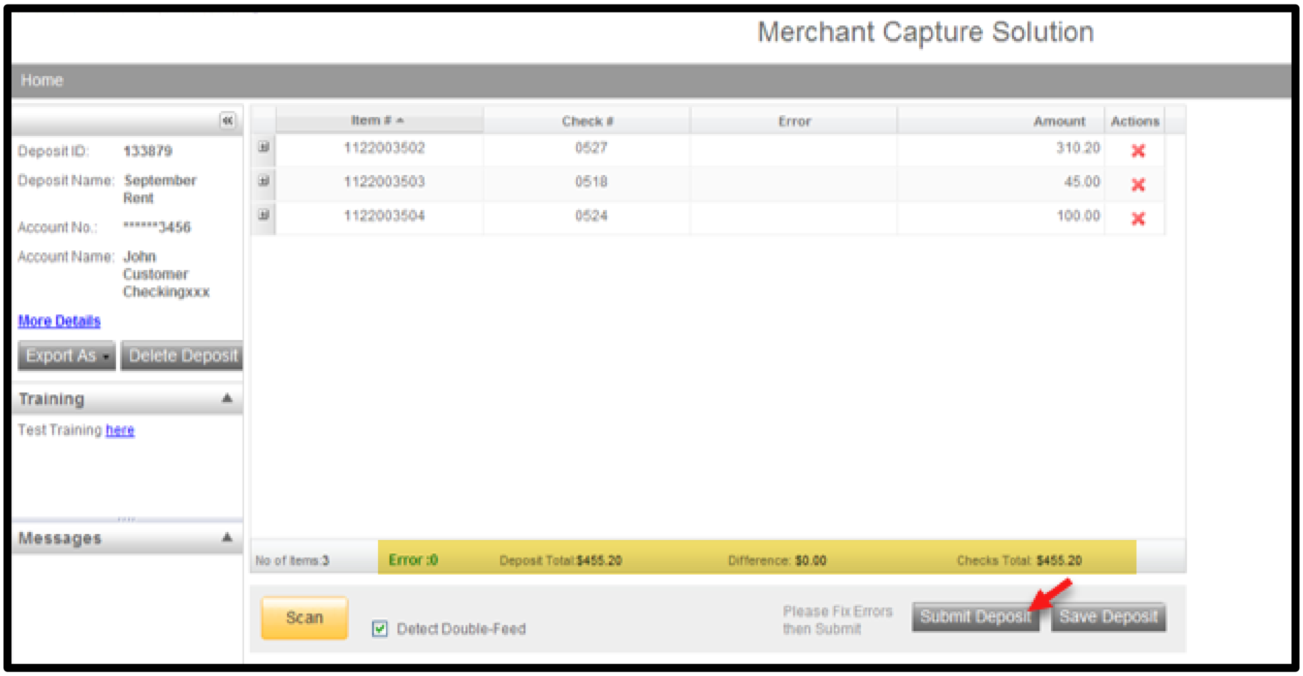
Hot Key	Function
CTRL+f	Use to view the captured image of the front of the item.
CTRL+b	Use to view the captured image of the back of the item.
CTRL+i	Use to initiate scanning (that is, click the Scan button).
CTRL+s	Use to submit the deposit (that is, click the Submit Deposit button).
CTRL+c	Use to save the deposit (that is, click the Save Deposit button).
CTRL+e	Use to fix detected errors (that is, click the Fix Errors button).
CTRL+z	Use to put cursor focus in the User Fields section.

Balancing and Submitting a Deposit

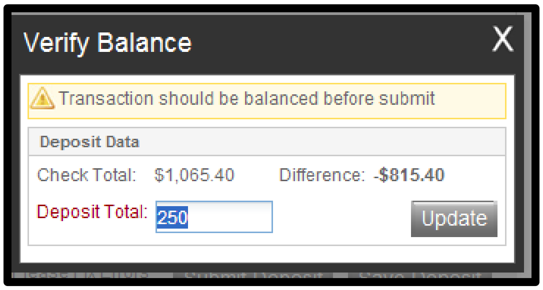
****For Exception resolution please refer to the Exception User Guide.****

Verify the following before submitting a deposit:

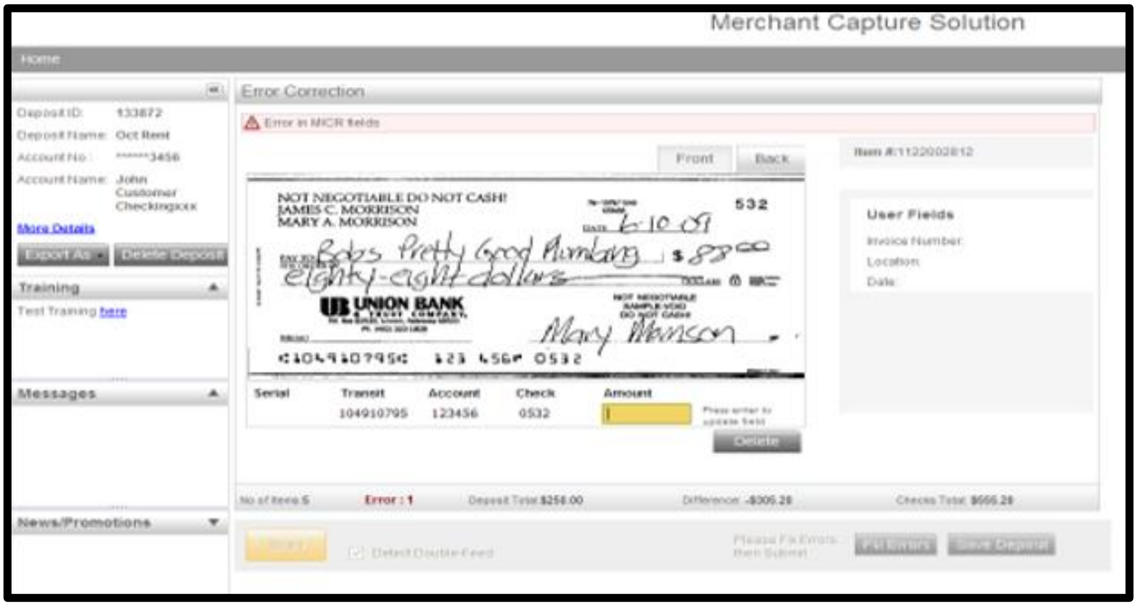
- Error: 0
- Deposit Total and Checks Total are in balance
- Difference is $0.00
- Click **Submit Deposit**



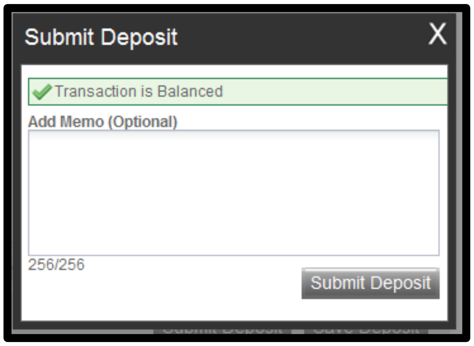
The system will give the following pop up message if you attempt to submit the deposit before it is in balance:



- Verify the deposit to determine the difference
- If the **deposit total** is incorrect:
  - Enter the correct deposit total
  - Click on “Update”
- If an **item amount** is incorrect:
  - Click on the “X” on the pop up box to close the ‘Verify Balance’ screen
  - Select the item to correct
  - Enter the correct amount of the item(s) in the Amount field
  - Hit the “Enter” key on your keyboard



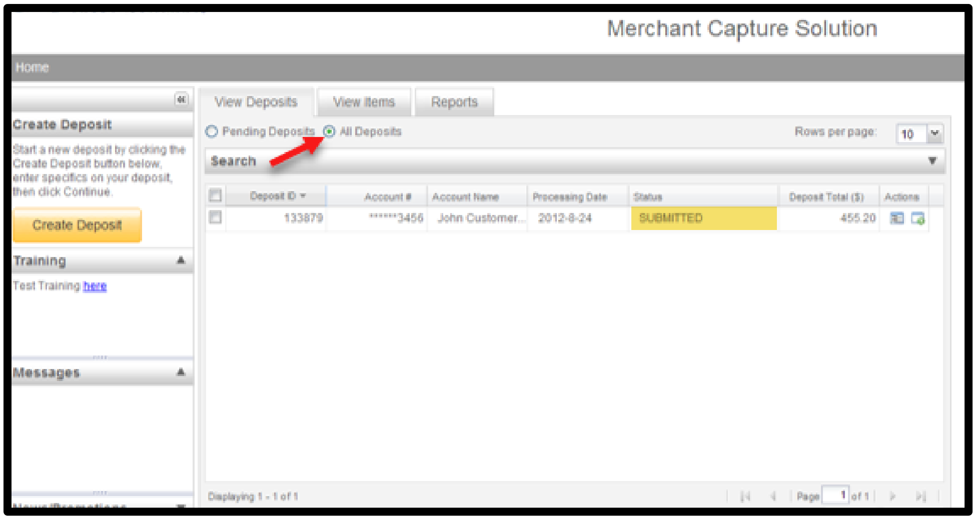
- Once the Deposit Total and the Check Total are in balance, a verification box will appear and show that the transaction is balanced.
- Click **Submit Deposit**



Deposit Report screen:

- Select the **All Deposits** radio button

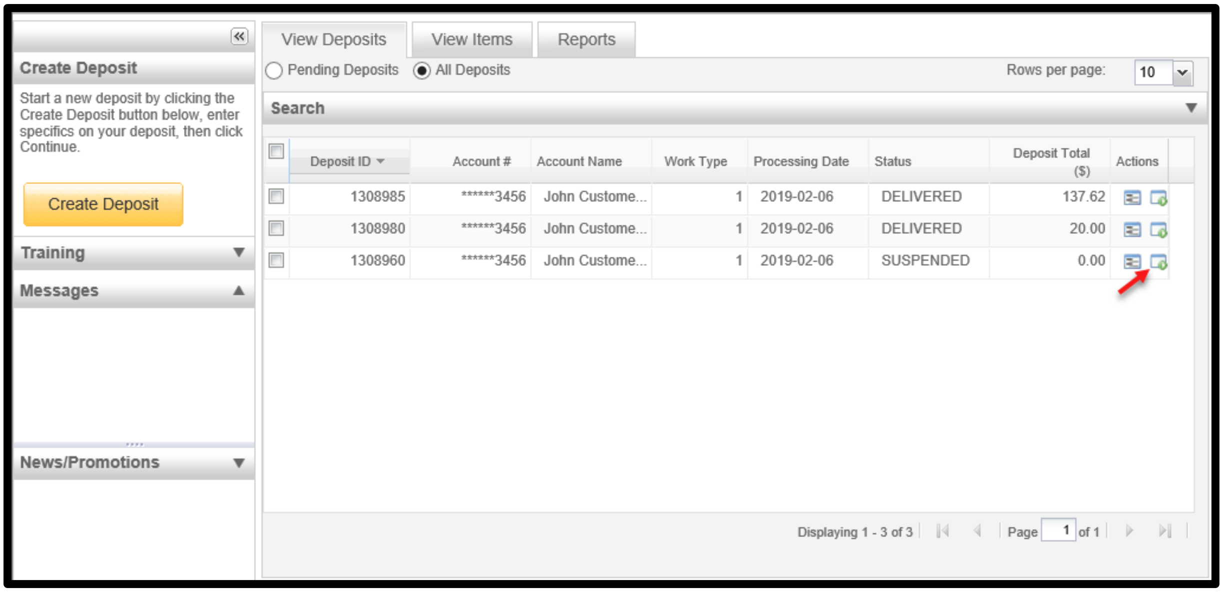
This will show the deposit's status as "Submitted"



Detailed Reports

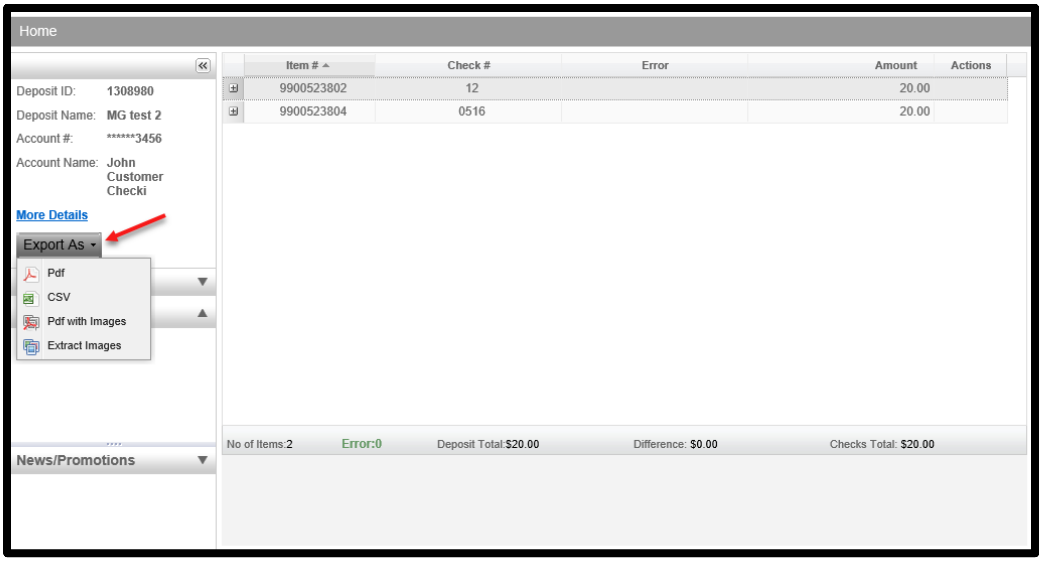
To print a deposit receipt:

- Under the **Actions** column, click on the **View Deposit** icon

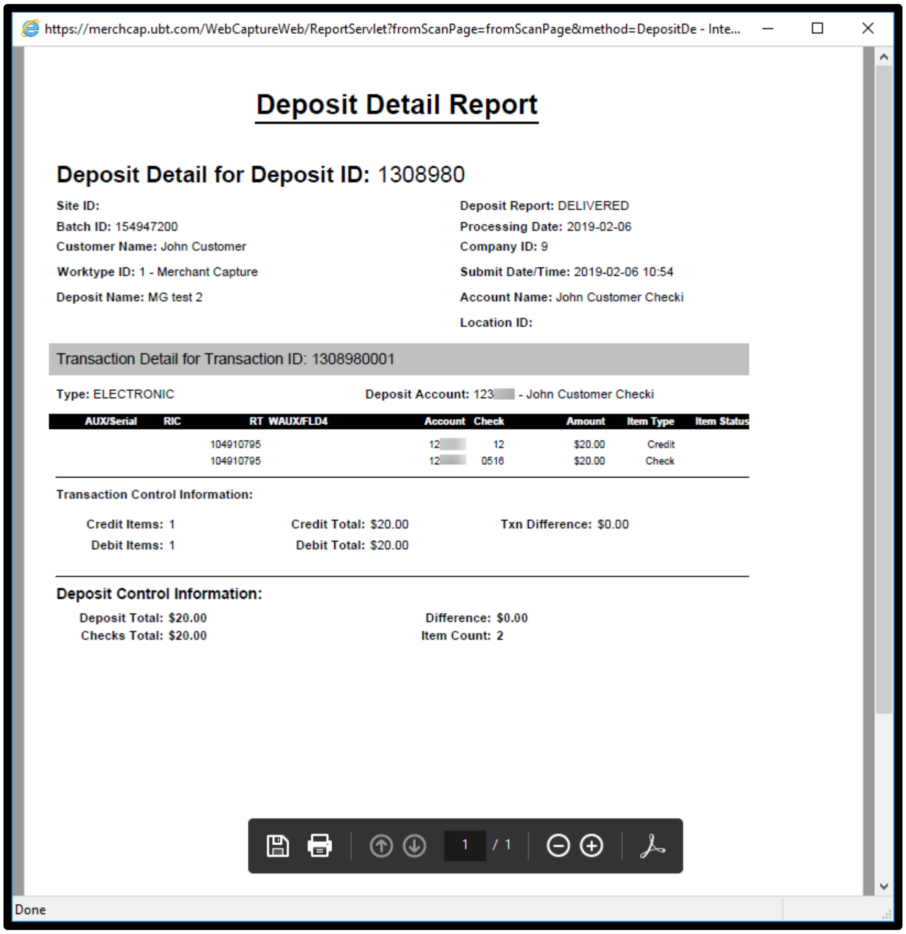


Choose one of the following Detailed Report types under the **Export As** drop-down menu:

- Generate PDF Report – Deposit Detail Report
- Generate CSV Report – Deposit Detail Report in a CSV format
- Generate PDF Report With Images – Deposit Detail Report with front and back item images
- Extract Images – creates a separate TIF image of the front and back of each item



PDF Report:



Deposit Detail Report

Deposit Detail for Deposit ID: 1308980

Site ID:
Batch ID: 154947200
Customer Name: John Customer
Worktype ID: 1 - Merchant Capture
Deposit Name: MG test 2
Deposit Report: DELIVERED
Processing Date: 2019-02-06
Company ID: 9
Submit Date/Time: 2019-02-06 10:54
Account Name: John Customer Checki
Location ID:

Transaction Detail for Transaction ID: 1308980001

Type: ELECTRONIC
Deposit Account: 123 - John Customer Checki

AUX/Serial	RIC	RT	WAUX/FLD4	Account	Check	Amount	Item Type	Item Status
		104910795		12	12	$20.00	Credit	
		104910795		12	0516	$20.00	Check	

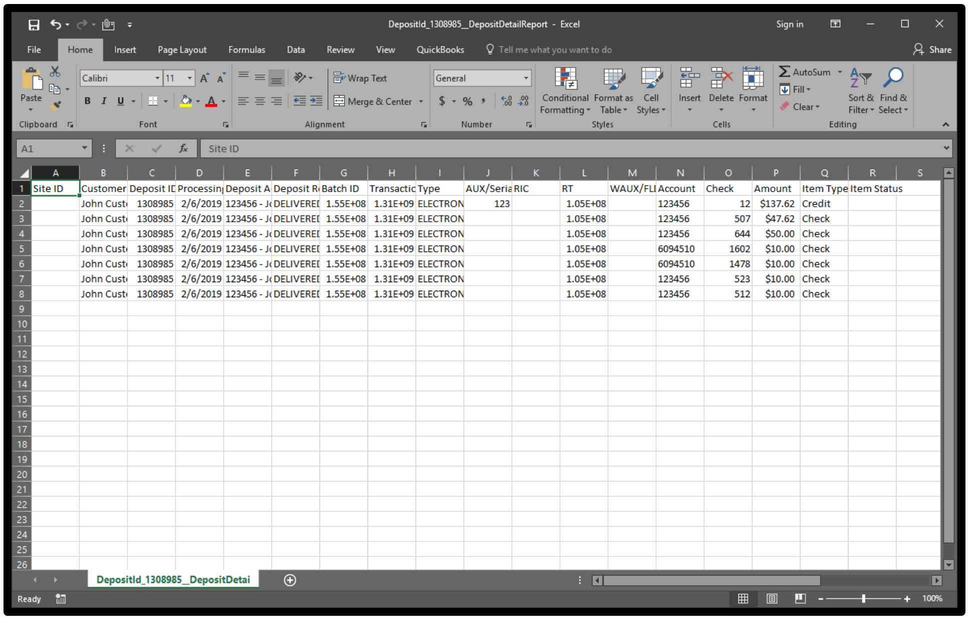
Transaction Control Information:

Credit Items: 1
Debit Items: 1
Credit Total: $20.00
Debit Total: $20.00
Txn Difference: $0.00

Deposit Control Information:

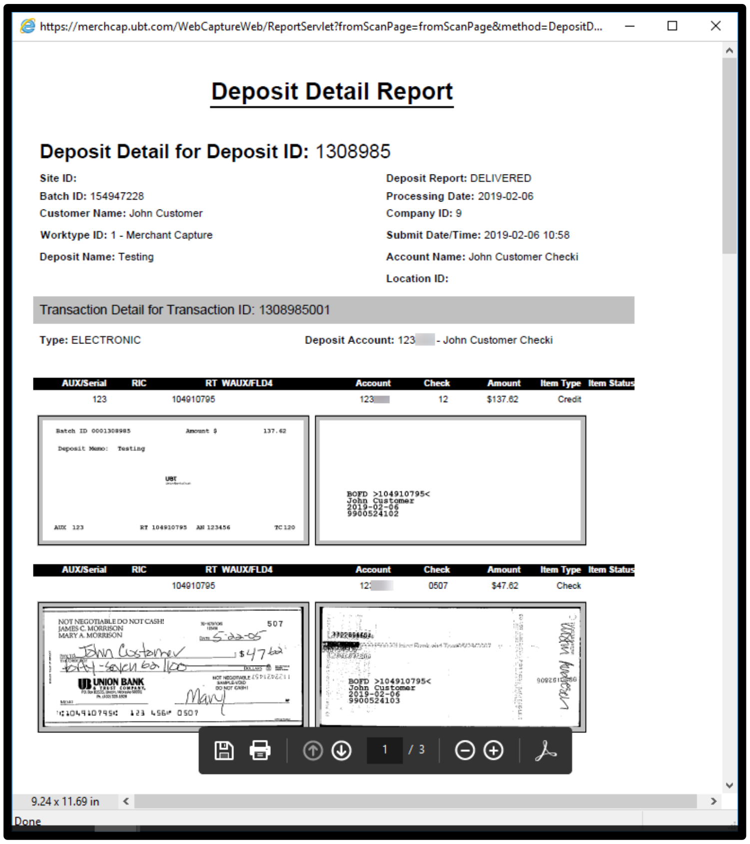
Deposit Total: $20.00
Checks Total: $20.00
Difference: $0.00
Item Count: 2

CSV Report:



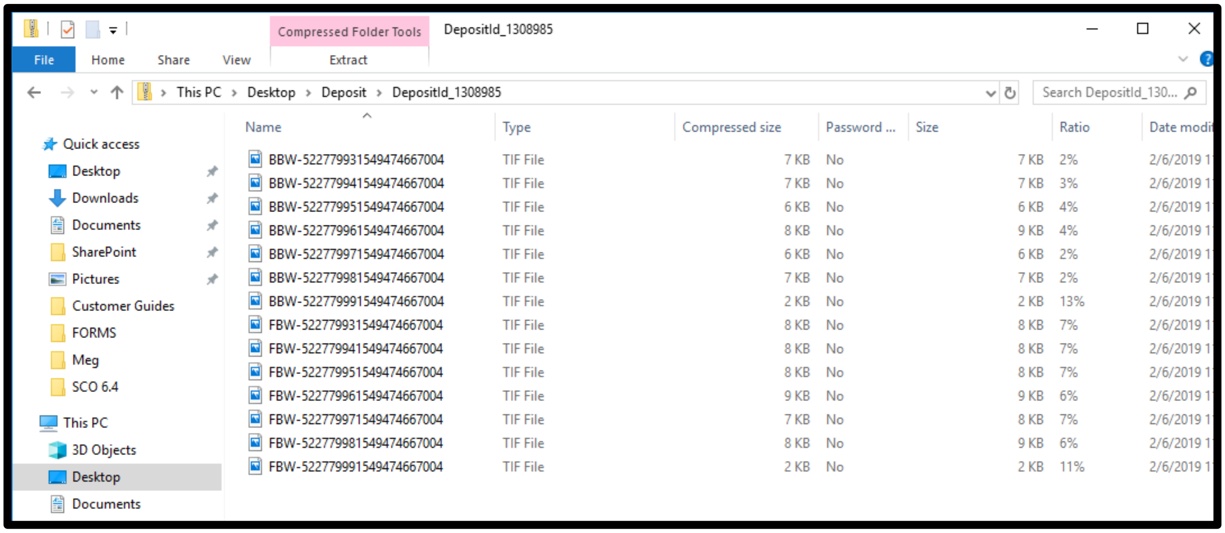
Site ID	Customer	Deposit ID	Processing	Deposit A	Deposit R	Batch ID	Transactic	Type	AUX/Seria	RIC	RT	WAUX/FLI	Account	Check	Amount	Item Type	Item Status
	John Cust	1308985	2/6/2019	123456 - J	DELIVEREI	1.55E+08	1.31E+09	ELECTRON	123		1.05E+08		123456	12	$137.62	Credit	
	John Cust	1308985	2/6/2019	123456 - J	DELIVEREI	1.55E+08	1.31E+09	ELECTRON			1.05E+08		123456	507	$47.62	Check	
	John Cust	1308985	2/6/2019	123456 - J	DELIVEREI	1.55E+08	1.31E+09	ELECTRON			1.05E+08		123456	644	$50.00	Check	
	John Cust	1308985	2/6/2019	123456 - J	DELIVEREI	1.55E+08	1.31E+09	ELECTRON			1.05E+08		6094510	1602	$10.00	Check	
	John Cust	1308985	2/6/2019	123456 - J	DELIVEREI	1.55E+08	1.31E+09	ELECTRON			1.05E+08		6094510	1478	$10.00	Check	
	John Cust	1308985	2/6/2019	123456 - J	DELIVEREI	1.55E+08	1.31E+09	ELECTRON			1.05E+08		123456	523	$10.00	Check	
	John Cust	1308985	2/6/2019	123456 - J	DELIVEREI	1.55E+08	1.31E+09	ELECTRON			1.05E+08		123456	512	$10.00	Check	

PDF Report with Images:



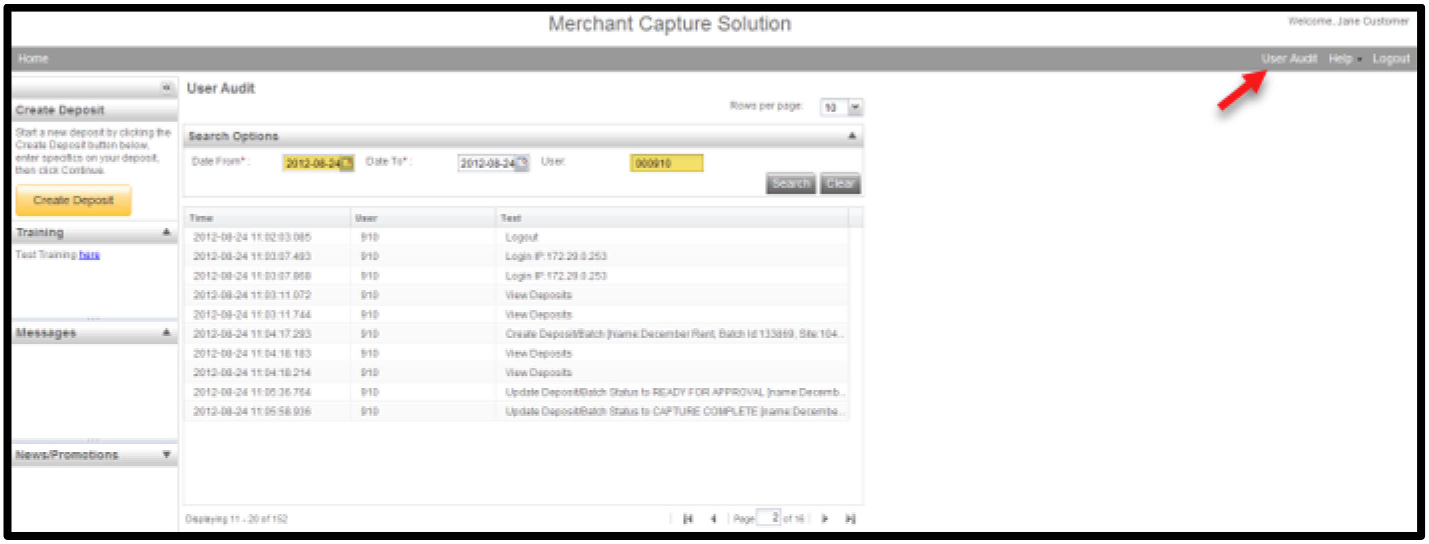
Extract Images Report:

- The front and back of each image is saved separately
- The date and item trace number is identified with each image



Available User Report

- Click on **User Audit**
- Lists all activity a specific user has made throughout the day.
  - Click and modify the “Search Options” box to search for a certain date or user
  - Click “Search”

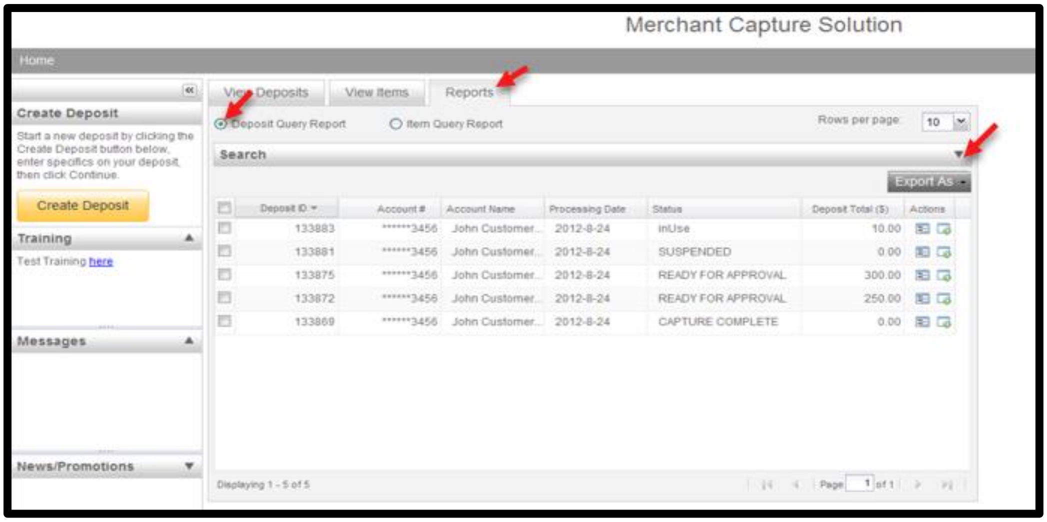


Query Search

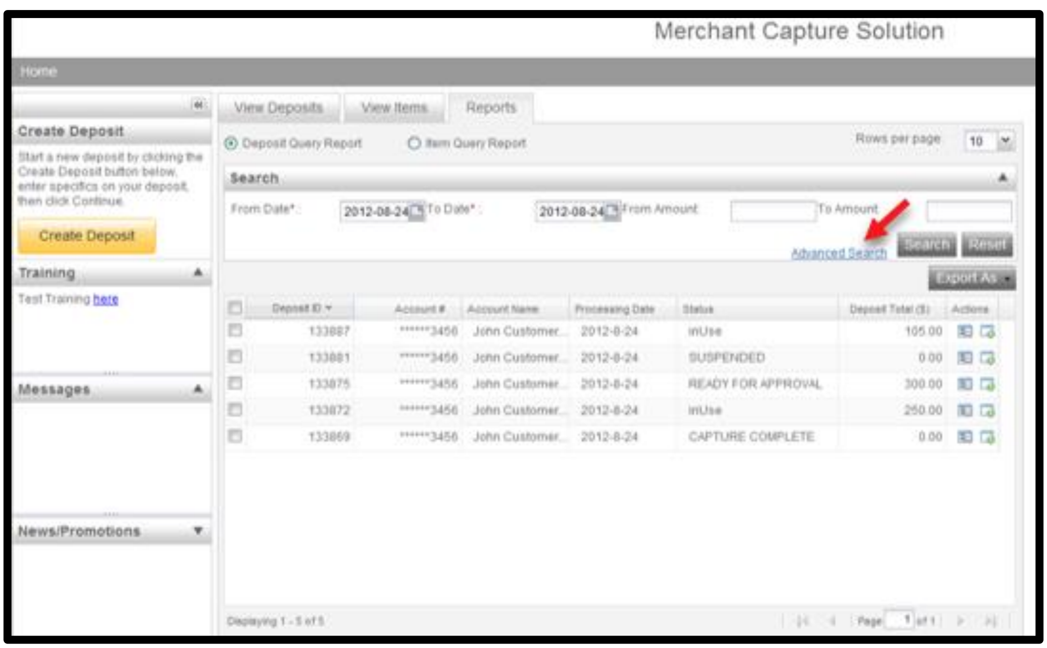
The system retains inquiry access for deposits and items for 45 days.

Searching for a Deposit

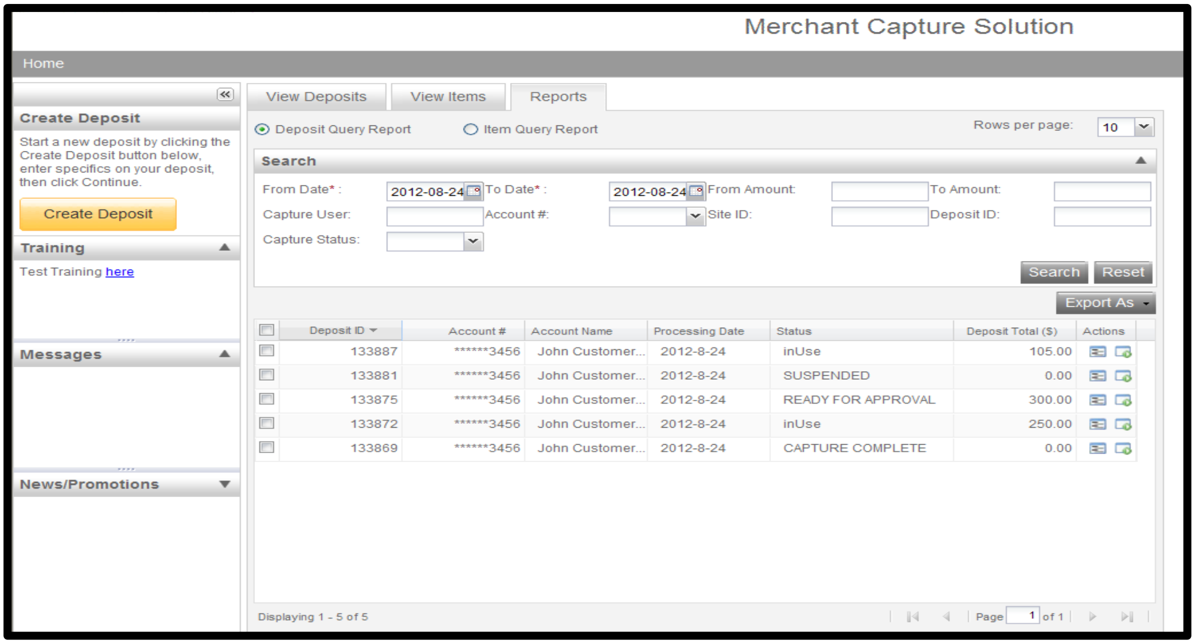
- Click on the “Reports” tab
- Select the “Deposit Query Report” radio button
- Click on the ‘Search’ bar to input a date range and/or amount
- Click on “Search”



- For a more detailed search, click on the “Advanced Search” hyperlink
- Enter the Search Options for the deposit, (Date Range, Deposit ID, Amount, etc.)
- Click on “Search



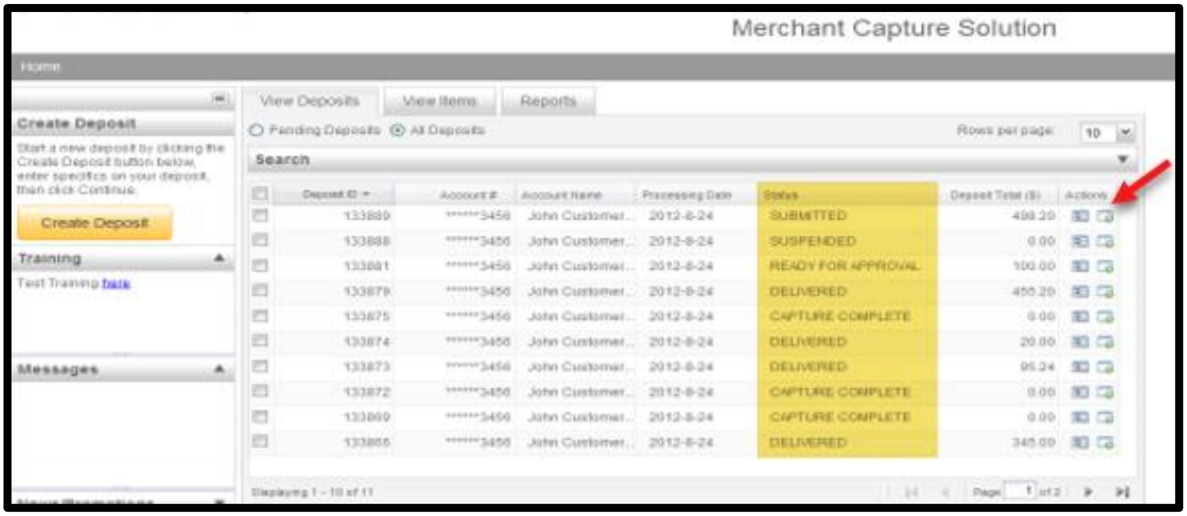
- This will show all deposits that meet the criteria.



Deposit Status

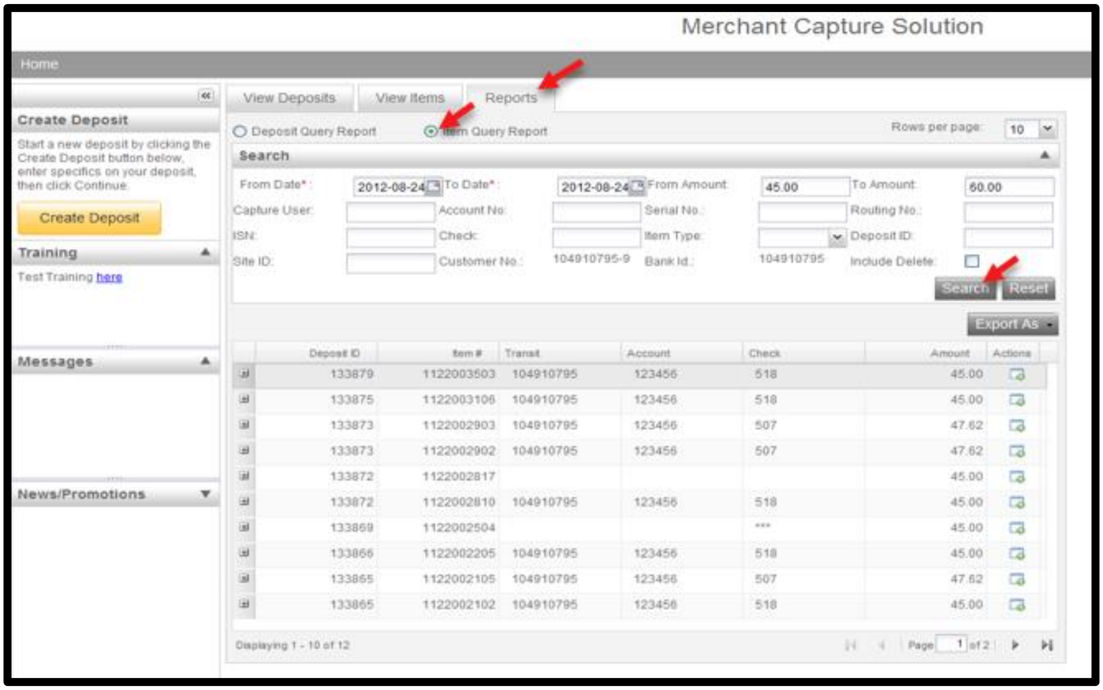
- Ready for Approval – deposit is in balance, but pending approval from a second user
- Capture Complete – pending exceptions to be resolved
- Suspended – deposit interrupted during scanning
- Uploading – items are currently being scanned
- Submitted – approved and submitted for processing
- Delivered – accepted and processed by the bank

- Click on the ‘View Deposit’ icon under the ‘Actions’ column to view the entire deposit



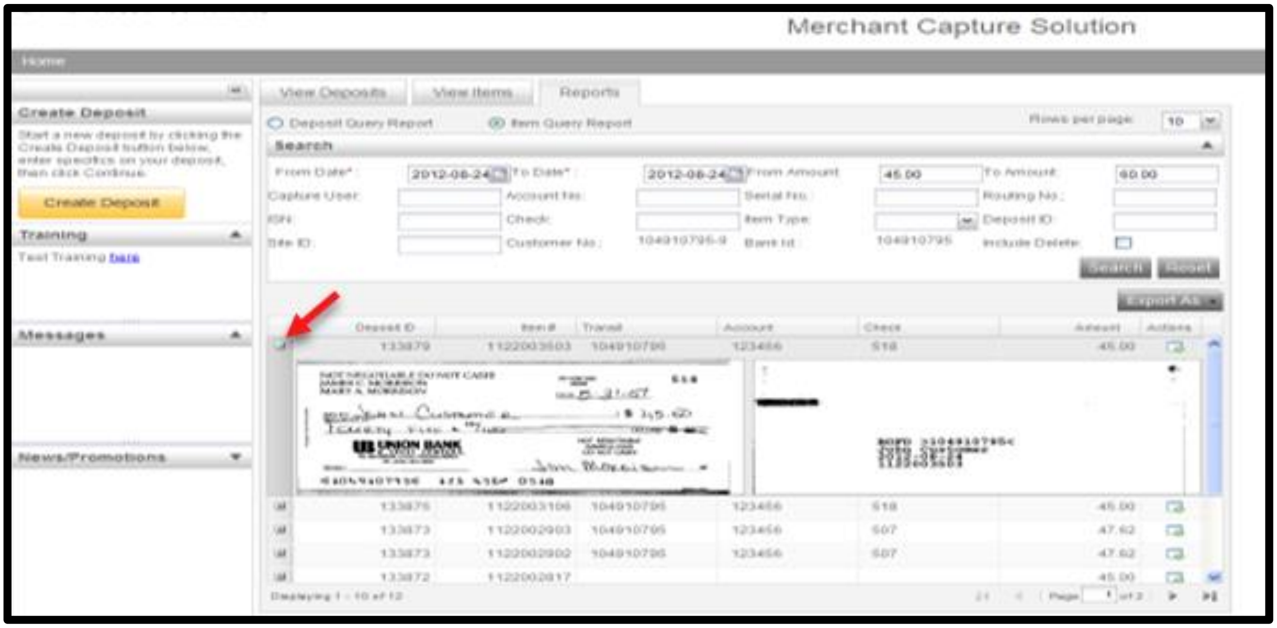
Searching for an Item

- Click on the “Reports” tab
- Select the “Item Query Report” radio button
- Enter the Search Options for the item, (Date Range, Deposit ID, Amount, etc.)
- Click on “Search”



An image of any matched items will be displayed.

- Click on the ‘Expand’ sign next to the item to view the front and back of the item



- Under the “Actions” column, click on the “View Deposits” icon to view the entire deposit containing this item
- Once you have completed processing, click “Logout”