



PACIFIC WESTERN BANK

PWB Remote Deposit User Guide



Contents

Hours of operation

How it works

Logging in

Creating a deposit

Performing a MICR repair

Editing a batch

Editing a control total

Approving a deposit
(if separation of duties
present)

Deleting an unsubmitted
deposit

Requesting one-time limit
override

Email notifications

Running reports

Researching deposits

Saving a research query

Questions?

Please contact us at
855.527.6738.

Hours of operation

Remote Deposit Support

855.527.6738

Monday – Friday 6:00 a.m. to 7:00 p.m. PT

How it works

PWB Remote Deposit provides the convenience of making deposits from your work location, home office, or on the go. Once the checks are scanned, an electronic image is transmitted securely to Pacific Western Bank for processing. Pacific Western Bank prints an image replacement document for each check (which becomes the legal equivalent of the original) and presents them for deposit. Deposits are posted to your account and funds may be available the next business day (please refer to our Funds Availability Policy for more detailed information). Deposits will appear in a memo-post status (also known as soft post) same-day in Online Banking reporting.

The system can detect duplicate transactions within 12 months of the original transaction being submitted.

Premium Check Processing: All clients are enabled for Premium Check Processing by default (no additional fees apply). With this service enabled, users can capture items and submit deposits, and we will manage check image corrections and complete the keying for you. You get the benefit of an efficient workflow and ensuring the correct information is captured off the check(s). Our team will perform the following on your behalf:

- Image perfection
- MICR repairs (routing number and account number)
- Correcting check amount(s)
- Balancing the deposit(s)
- Duplicate item decisioning

Please note: Deposits will appear in a Keying and Balancing status in the Pending Deposits queue when processed via this service. Email confirmations will be sent once your deposit has been processed by our team. Please allow up to two hours to receive these email notifications.

To turn off Premium Check Processing and manage image corrections yourself, please contact us at remotedeposit@pacwest.com.

Contents

Hours of operation

How it works

Logging in

Creating a deposit

Performing a MICR repair

Editing a batch

Editing a control total

Approving a deposit
(if separation of duties
present)

Deleting an unsubmitted
deposit

Requesting one-time limit
override

Email notifications

Running reports

Researching deposits

Saving a research query

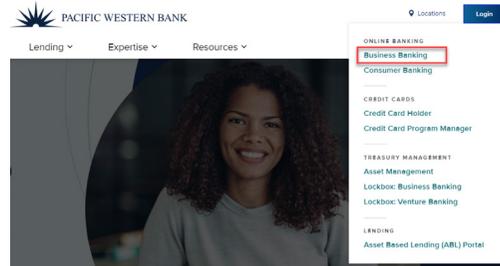
Questions?

Please contact us at
855.527.6738.

Logging in

NOTE: The Company Admin needs to add PWB Remote Deposit to each user in Online Banking for Business so that users can access the integrated web link. The Company Admin must also set up users in PWB Remote Deposit.

1. To access PWB Remote Deposit, log in to online banking at pacwest.com. In the upper right-hand corner, click the Login button. A drop-down menu will appear. Click on Business Banking.



2. Enter your Online Banking for Business user credentials.

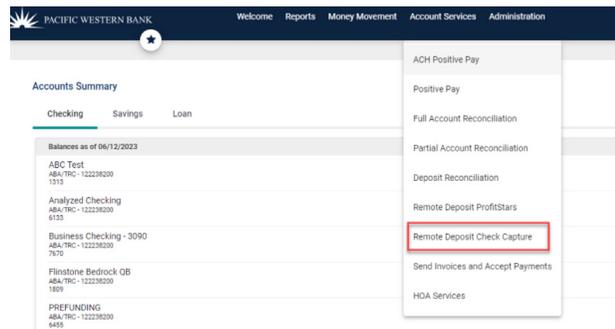
Sign in to Online Banking for Business

Company ID:

User ID:

[Continue](#)

3. Once logged in, hover over the Account Services menu drop-down and then click Remote Deposit Check Capture.



NOTE: If you do not see PWB Remote Deposit, please contact your Company Admin to gain access.

Contents

Hours of operation

How it works

Logging in

Creating a deposit

Performing a MICR repair

Editing a batch

Editing a control total

Approving a deposit
(if separation of duties
present)

Deleting an unsubmitted
deposit

Requesting one-time limit
override

Email notifications

Running reports

Researching deposits

Saving a research query

Questions?

Please contact us at
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4. You will land on the home page for PWB Remote Deposit and can begin your deposit process.

The screenshot shows the PWB Remote Deposit interface. At the top, there's a navigation bar with 'Research', 'Reports', and 'Help'. The main content area has a welcome message for JOHN SMITH and CHRIS HUSHKA. To the right is a 'Create Deposit' form with fields for Location (San Diego), Account (Brians TEST Account 12345), and Control Total (\$ 0.10). Below the form is a 'Deposits' table with columns for Created, Tracking #, Status, Location, Account Name, Item Count, and Deposit Total. The table has tabs for Open (1), Pending (1), and Recent (2).

Creating a deposit

Quick tips before creating a deposit:

- Run a Calculation Tape for the deposit item(s) if you want to easily calculate your deposit total.
 - Sort check(s) by size to eliminate jams and piggybacks.
1. Access PWB Remote Deposit via Online Banking and then select the following fields:
 - Location – Select your scanner location (will default to primary location)
 - Account – Select your bank account number where checks should be deposited to
 - Control Total – Enter control total or use Create Tape function to calculate control total

This is a close-up of the 'Create Deposit' form. It features three main sections: 'Location' with a dropdown menu set to 'San Diego', 'Account' with a dropdown menu set to 'Brians TEST Account 12345', and 'Control Total' with a text input field containing '\$ 5.00'. At the bottom, there are two buttons: 'Create Tape' and 'Create Deposit'.

Contents

Hours of operation

How it works

Logging in

Creating a deposit

Performing a MICR repair

Editing a batch

Editing a control total

Approving a deposit
(if separation of duties
present)

Deleting an unsubmitted
deposit

Requesting one-time limit
override

Email notifications

Running reports

Researching deposits

Saving a research query

Questions?

Please contact us at
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2. Click Create Deposit.
3. When the Capture Items page appears, place checks in appropriate location for scanning in your scanner, and then click Capture.

Capture Items Correct Items Balance Deposit Review Deposit

Press 'Capture' to begin capturing items.

Sequence #

Capture Next

Items 0

Amount	Sequence	Routing Number	Account	Serial	<input type="checkbox"/>
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4. When scanner window launches, click Start Scan.

Capture Items

Scanning

Cancel Stop Scan

Contents

Hours of operation

How it works

Logging in

Creating a deposit

Performing a MICR repair

Editing a batch

Editing a control total

Approving a deposit
(if separation of duties
present)

Deleting an unsubmitted
deposit

Requesting one-time limit
override

Email notifications

Running reports

Researching deposits

Saving a research query

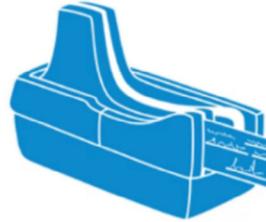
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- Checks will begin capturing and the number of items will be notated within the window. Click Stop Scan once finished.

Capture Items

Capturing Item #2



Cancel Stop Scan

- Check items will appear in list form and images can be viewed by clicking each individual item within list. If using Premium Processing service, MICR information and amounts will be corrected behind the scenes if misread.

Capture Items Correct Items Balance Deposit Review Deposit



Sequence #6801283000020

Capture Next

Items 2

Amount	Sequence	Routing Number	Account	Serial	
\$1.00	6801283000010	122238200	203804 203804 100004		<input type="checkbox"/>
\$5.00	6801283000020	122238200	100004		<input type="checkbox"/>

Contents

Hours of operation

How it works

Logging in

Creating a deposit

Performing a MICR repair

Editing a batch

Editing a control total

Approving a deposit
(if separation of duties
present)

Deleting an unsubmitted
deposit

Requesting one-time limit
override

Email notifications

Running reports

Researching deposits

Saving a research query

Questions?

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- Click Next to proceed with any item corrections.
- On the Correct Items page, you will have a chance to decision any duplicate items. Please review the check images and compare to previously processed deposits. Click Accept if item is valid, or Remove if item is true duplicate.

Capture Items Correct Items Balance Deposit Review Deposit

Correcting 1 of 2

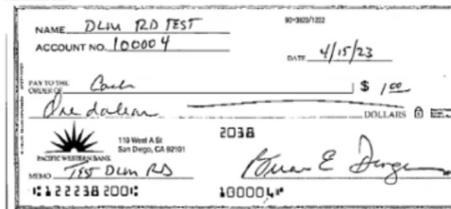
Amount: \$ 1.00 203804

MICR: ⑆ 122238200 ⑆ 100004 ⑆

Remove Verify MICR Accept

Duplicate Item

Click to collapse



Captured 04/21/2023 Sequence #6535169000010

- Finally, on the Review Deposit page, you can review your overall deposit information including item count, location, and deposit account. Click Submit when ready to submit the deposit for approval.

Capture Items Correct Items Balance Deposit Review Deposit

Deposit Information

Location	San Diego
Item Count	2
Date	06/14/2023 10:41:32 203804
Tracking Number	M006801283
Account	dln rd test account 100004
Control Total	\$6.00

Balance Submit

Contents

Hours of operation

How it works

Logging in

Creating a deposit

Performing a MICR repair

Editing a batch

Editing a control total

Approving a deposit
(if separation of duties
present)

Deleting an unsubmitted
deposit

Requesting one-time limit
override

Email notifications

Running reports

Researching deposits

Saving a research query

Questions?

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- Routing Number: Bank Routing Number, 9 digits in length
 - On Us: Account Number
3. When finished with the repair, click the Accept button to move on to the next check (if applicable).
 4. Once all repairs are finalized, you will be directed to the Balance Deposit page or Review Deposit page depending on your profile settings.

Editing a batch

1. On the home page, select a deposit from the Open Deposits grid that you would like to edit.

Deposits

Created	Tracking #	Status	Location	Account Name	Item Count	Deposit Total
06/13/2023 1:04:47 ...	M006798035	Open	San Diego	dim rd test account 203804	2	\$20.00

2. You will be brought back to an open deposit as shown below. From here, you can remove certain check items, capture additional check items, or proceed with completing your deposit and submitting to the Bank.

Capture Items Correct Items Balance Deposit Review Deposit

The screenshot shows a check capture interface. At the top, there are tabs for 'Capture Items', 'Correct Items', 'Balance Deposit', and 'Review Deposit'. Below the tabs is a search bar and a list of actions (Q, Q, E, C, C). The main area displays a check image with the following details: NAME: BST, ACCOUNT NO.: BST, DATE: 5/21/23, AMOUNT: \$20.00, and MICR line: ⑆ 0122382004 203804 ⑆. Below the check image is the text 'Sequence #0798035000010'. At the bottom right, there are 'Capture' and 'Next' buttons. Below the check image is a table with the following data:

Amount	Sequence	Routing Number	Account	Serial	
\$20.00	6798035000010	122238200	100004		<input type="checkbox"/>
					<input type="checkbox"/>

Editing a control total

1. If you need to adjust a control total while creating a new deposit or updating an open deposit, navigate to the Balance Deposit page.
2. On this page, you will see a difference amount if your captured check items are greater or less than the Control Total.

Contents

Hours of operation

How it works

Logging in

Creating a deposit

Performing a MICR repair

Editing a batch

Editing a control total

Approving a deposit
(if separation of duties
present)

Deleting an unsubmitted
deposit

Requesting one-time limit
override

Email notifications

Running reports

Researching deposits

Saving a research query

Questions?

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Deposit Information

Debit Total	\$9.85
Difference	\$4.85
Control Total	<input type="text" value="\$ 5.00"/>

- To fix this out of balance situation, simply re-input a new Control Total that matches the debit total and click Save Changes.

Deposit Information

Debit Total	\$9.85
<small>203904</small> Difference	\$0.00
Control Total	<input type="text" value="\$ 9.85"/>

- Once saved, the difference should reflect as \$0.00, allowing you to proceed with submitting the deposit.

Deposit Information

✔ All changes have been saved successfully!

Debit Total	\$9.85
Difference	\$0.00
Control Total	<input type="text" value="\$ 9.85"/>

Contents

Hours of operation

How it works

Logging in

Creating a deposit

Performing a MICR repair

Editing a batch

Editing a control total

Approving a deposit
(if separation of duties
present)

Deleting an unsubmitted
deposit

Requesting one-time limit
override

Email notifications

Running reports

Researching deposits

Saving a research query

Questions?

Please contact us at
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Approving a deposit (if separation of duties are present)

Your company may require separation of duties for the check deposit process, meaning one user will scan the checks and a second user will approve and submit the deposit to the Bank.

1. On the home page, you can navigate to the Approvals page by clicking the link in the menu bar. Alternatively, you will see an alert notification at the top of the home page if there is a deposit pending approval. Click this to quickly navigate to the Approvals page in order to approve the deposit.

PACIFIC WESTERN BANK

Home Approvals Administration Research Reports Help

Alerts

1 There are pending merchant deposits to review totaling \$1.00.

Welcome CHRIS HUSHKA to PWB Remote Deposit!

Today is 06/14/2023 at 11:13:28 AM! CHUSHKADLM22, your last login was on 06/14/2023 at 11:11:14 AM.

Pacific Western Bank is proud to have you Brians TEST as a remote deposit capture customer. PWB Remote Deposit gives you the ability to conveniently deposit checks remotely, manage your remote check deposits and research those deposits anytime, anywhere, from any device.

You made your last deposit for \$1.05 on 04/24/2023 at 12:46:17 PM (Processed on 04/25/2023).

For any additional information, please visit us at our website www.pacwest.com/resources/support-center.

Thank you!

Create Deposit

Location: San Diego

Account: Select an Account

Control Total: \$ 0.00

Create Tape Create Deposit

Deposits

Open 2 Pending 3 Recent 20

Submitted	Tracking #	Status	Location	Account Name	Item Count	Deposit Total
06/14/2023 11:08:0...	M006801638	Pending Merchant A...	San Diego	DLM Test 2038043613	2	\$1.00
06/14/2023 11:02:3...	M006801565	Pending FI Approval	San Diego	DLM Test 2038043613	2	\$1.00
06/14/2023 10:44:1...	M006801283	Pending FI Approval	San Diego	dlim rd test account 2038043613	3	\$6.00

Contents

Hours of operation

How it works

Logging in

Creating a deposit

Performing a MICR repair

Editing a batch

Editing a control total

Approving a deposit
(if separation of duties
present)

Deleting an unsubmitted
deposit

Requesting one-time limit
override

Email notifications

Running reports

Researching deposits

Saving a research query

Questions?

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- Once on the Approvals page, you can click a checkbox next to the deposit and click Approve to quickly approve the deposit. Alternatively, you can click the deposit within the grid to launch the deposit and view images and information.

Deposits 1

<input type="checkbox"/>	Submit Date	Merchant	Location	Account Name...	Amount	Tracking N...	Risk
<input checked="" type="checkbox"/>	06/14/2023 1:0...	Brians TEST	San Diego	DLM Test 1000396133	\$1.00	M006801638	Custo

- After reviewing deposit and any noted review reasons, you can approve the deposit by clicking Approve, or reject the deposit by clicking Reject.

Deposit Details (Brians TEST | M006801638)

Review Reasons

Amount Limit - Item Amount Exceeded
Duplicate Item

Deposit Information

Institution (800734) - Pacific Western Bank
Merchant Brians TEST
Location San Diego
Account Name DLM Test 1000396133
Tracking No M006801638
Depositor BDINGESADMIN

Comments

Merchant Capture Deposit Ticket

Account Number: 1000396133
Date: 06/14/2023 01:07:58 PM
Amount: \$ 1.00

Sequence #6801638000001

Items

Status	Record ...	Source ...	Amount...	Sequenc...	Routing...	Tran Co...	Accoun...	Serial
	Credit	Desktop	\$1.00	68016380...	1222382...	619	1000396...	
▲	Debit	Desktop	\$1.00	68016380...	1222382...		1000396...	

Contents

Hours of operation

How it works

Logging in

Creating a deposit

Performing a MICR repair

Editing a batch

Editing a control total

Approving a deposit
(if separation of duties
present)

Deleting an unsubmitted
deposit

Requesting one-time limit
override

Email notifications

Running reports

Researching deposits

Saving a research query

Questions?

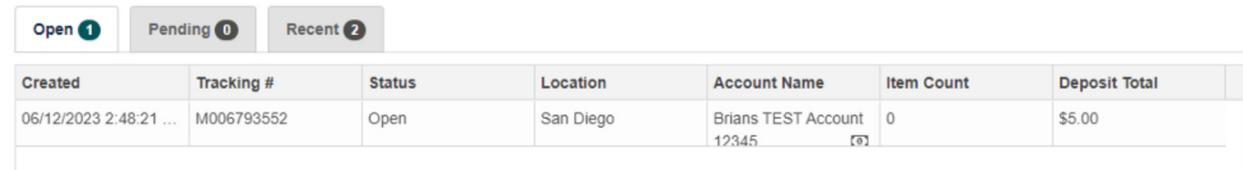
Please contact us at
855.527.6738.

4. The deposit will appear in the Recent Deposits grid on the home page or can reviewed by utilizing the Research and Reports functions (see steps later in this guide).

Deleting an unsubmitted deposit

1. Select Open Deposits on the homepage.
2. Click the deposit in the grid that you would like to delete.

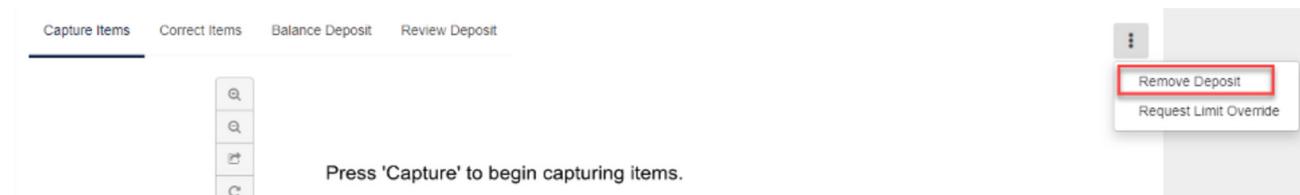
Deposits



The screenshot shows a 'Deposits' section with three tabs: 'Open 1', 'Pending 1', and 'Recent 2'. Below the tabs is a table with the following data:

Created	Tracking #	Status	Location	Account Name	Item Count	Deposit Total
06/12/2023 2:48:21 ...	M006793552	Open	San Diego	Brians TEST Account 12345	0	\$5.00

3. Click the vertical ellipsis in the top-right corner of the window and select Remove Deposit.



4. Click OK when the window appears to confirm deletion of the deposit, or Cancel to exit.

d1mlr5.fisglobal.com says

Are you sure you wish to delete the deposit?

OK

Cancel

Contents

Hours of operation

How it works

Logging in

Creating a deposit

Performing a MICR repair

Editing a batch

Editing a control total

Approving a deposit
(if separation of duties
present)

Deleting an unsubmitted
deposit

Requesting one-time limit
override

Email notifications

Running reports

Researching deposits

Saving a research query

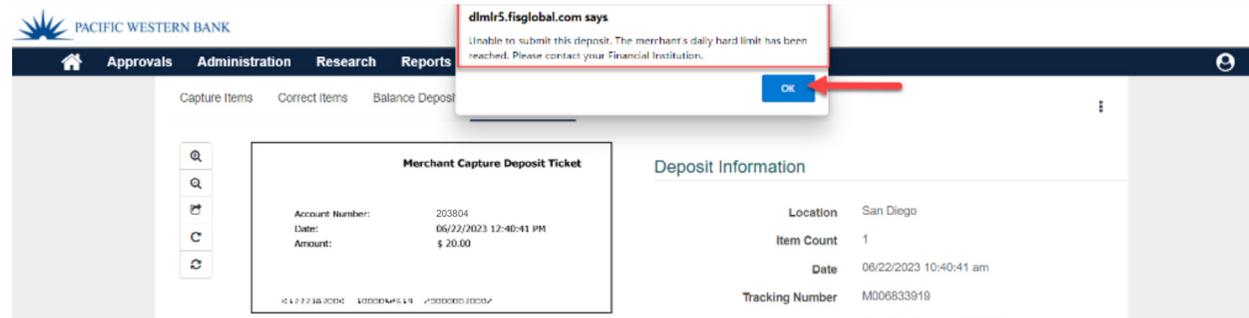
Questions?

Please contact us at
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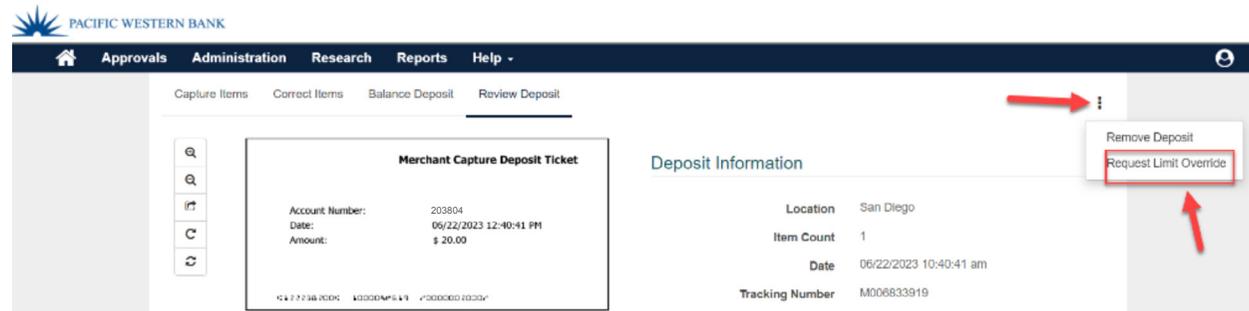
Requesting one-time limit override

You can follow these steps to request a one-time override of your limit in the event that a deposit exceeds your daily deposit limit. Please contact your relationship manager or Treasury Management Banker for any questions.

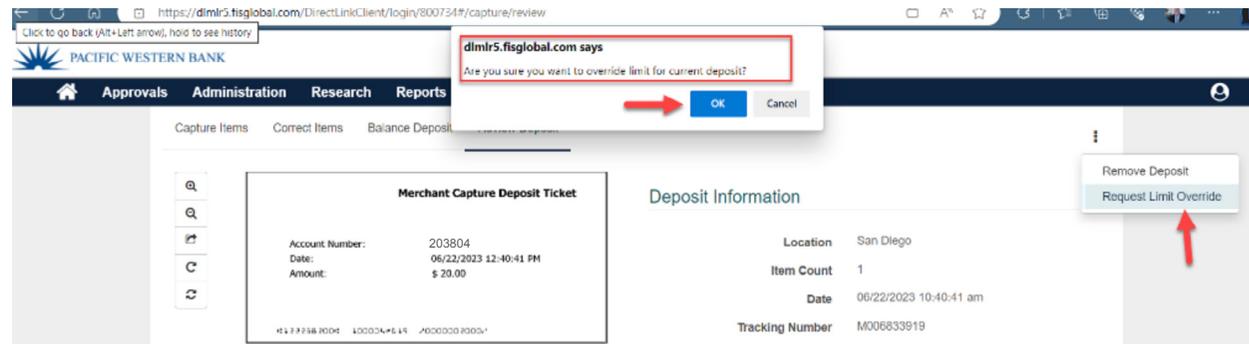
1. If presented with the below hard limit error message when submitting a deposit, click Ok.



2. Click the vertical ellipsis in the top-right of the page and select Request Limit Override.



3. When asked to confirm the override limit request, click Ok.



Contents

Hours of operation

How it works

Logging in

Creating a deposit

Performing a MICR repair

Editing a batch

Editing a control total

Approving a deposit
(if separation of duties
present)

Deleting an unsubmitted
deposit

Requesting one-time limit
override

Email notifications

Running reports

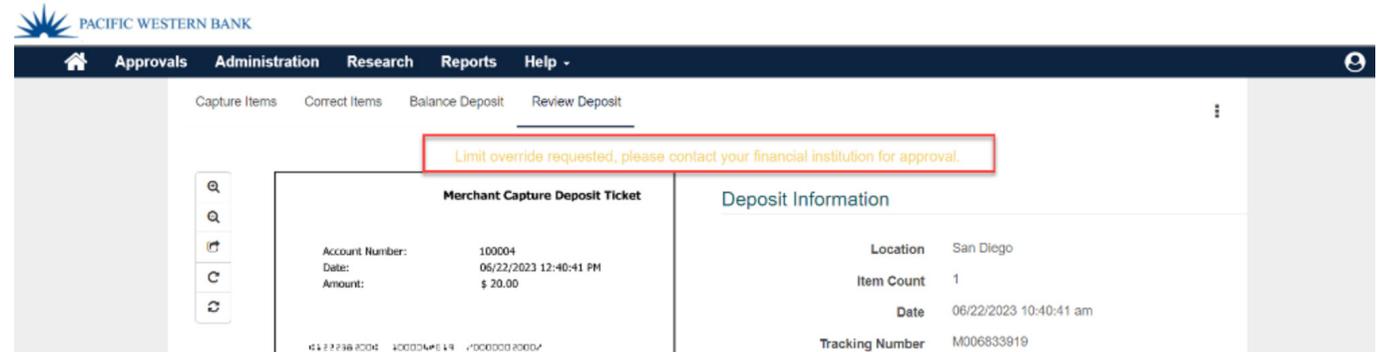
Researching deposits

Saving a research query

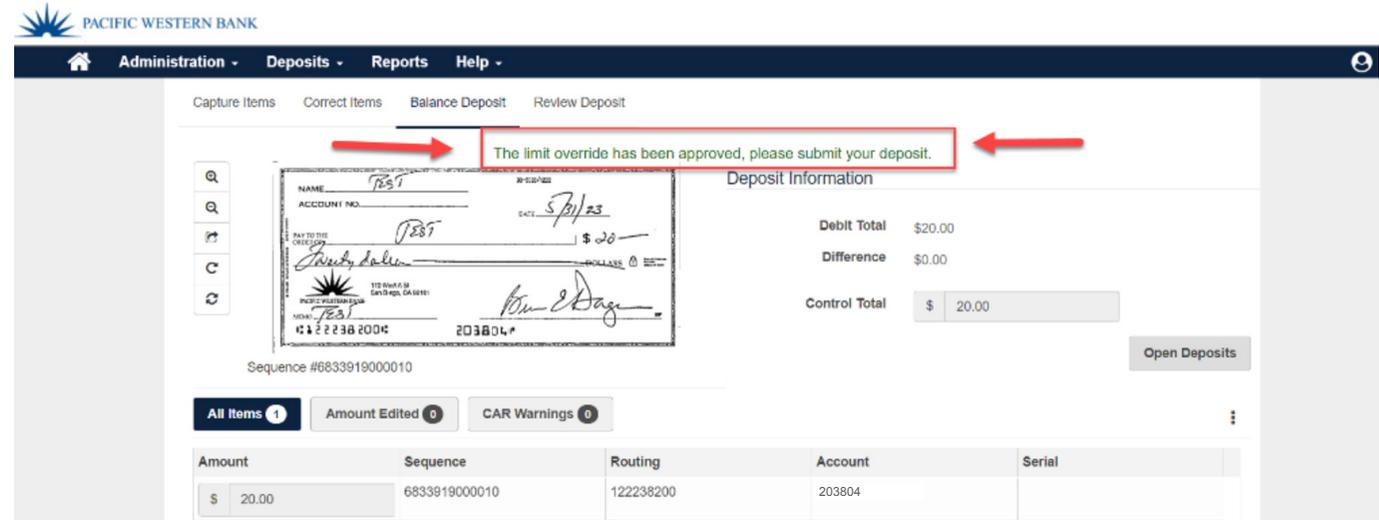
Questions?

Please contact us at
855.527.6738.

4. You will see the following message in yellow text if the override request was successfully submitted to the bank: "Limit override requested, please contact your financial institution for approval."



5. The deposit will remain in an open status while the bank reviews the override request. Once approved, the following message will appear in green text while viewing the deposit: "The limit override has been approved, please submit your deposit."



6. You can now submit your deposit as normal and proceed with any other actions in PWB Remote Deposit.

Contents

Hours of operation

How it works

Logging in

Creating a deposit

Performing a MICR repair

Editing a batch

Editing a control total

Approving a deposit
(if separation of duties
present)

Deleting an unsubmitted
deposit

Requesting one-time limit
override

Email notifications

Running reports

Researching deposits

Saving a research query

Questions?

Please contact us at
855.527.6738.

Email notifications

Email notifications are available if the user's email address is set up within their user profile by their company administrator. See below for examples of notifications.

Deposit Confirmation

From: notifications@pacwest.com <notifications@pacwest.com>
Sent: Tuesday, June 20, 2023 9:57 AM
To: Test Email
Subject: [EXTERNAL] Brians TEST Deposit Approved for \$1.08 on 6/20/2023



Merchant Name: Brians TEST

We have received your deposit submitted at 6/15/2023 5:47 PM (PST). This email is confirmation that the deposit below was received. Please contact us immediately if there are errors in this information.

Account: *****2345
Account Description: Brians TEST Account 12345
Amount: \$1.08
2 item(s) (including the virtual deposit ticket)

If your deposit is received after 6:00 PM (PST), it may be processed on the next business day.

This message was generated automatically. Please do not reply to this message.

Rejected Deposit

From: notifications@pacwest.com <notifications@pacwest.com>
Sent: Tuesday, June 20, 2023 9:50 AM
To: Test Email
Subject: [EXTERNAL] Brians TEST Deposit Rejected for \$1.00 on 6/20/2023



Merchant Name: Brians TEST

We have received your deposit at 6/20/2023 11:34 AM (PST); is rejected by FI. Please contact us immediately if there are errors in this information.

Account: *****0004
Account Description: dlm rd test account 203804
Amount: \$1.00
2 item(s) (including the virtual deposit ticket)
Rejected Reason: Incorrect MICR edit
Rejected DateTime: 6/20/2023 11:49 AM (PST)

This message was generated automatically. Please do not reply to this message.

Contents

Hours of operation

How it works

Logging in

Creating a deposit

Performing a MICR repair

Editing a batch

Editing a control total

Approving a deposit
(if separation of duties
present)

Deleting an unsubmitted
deposit

Requesting one-time limit
override

Email notifications

Running reports

Researching deposits

Saving a research query

Questions?

Please contact us at
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Running reports

The Reports page provides you with the ability to run reports about the deposits made through PWB Remote Deposit. Below is a list of available reports:

Report name	Description
All Deposits Detail	Provides a list of all the deposits made during the specified range, for the specified locations and accounts. Includes the individual checks, item amounts, serial numbers, account numbers, and routing numbers. Custom Fields can also be included on this report.
Deposit Detail	Provides the details of a selected deposit, including the individual checks, item amounts, serial numbers, account numbers, and routing numbers. Custom Fields can also be included on this report. Note that items rejected during a deposit review have an item type of DEBIT (REJECT).
Deposit Summary	Provides a summary of the deposits made during the specified range, for the specified locations and accounts. Includes the date of the deposit, deposit tracking number, location, deposit status, primary account, and the counts. Custom Fields can also be included on this report.
Deposit Summary by Location	Provides a summary of the deposits made during the specified range for a single account or all accounts, grouped by location. Includes the date of the deposit, deposit tracking number, deposit status, user who scanned the deposit, user who submitted the deposits, and the counts. Custom Fields can also be included on this report.
Image Report	Provides the details and images for a selected deposit (on a selected date). The image report can be run three different ways: <ul style="list-style-type: none">• 1x3 Front Only provides the images for the deposit ticket and only the front images of the checks that make up the deposit at a larger size, where each image is centered in a single column on the page. Custom Fields can be included on this report.• Front + Back provides the front and back images of checks that make up the deposit, side by side in two columns on the page.• Front Only provides only the front images the checks that make up the deposit, side by side in two columns on the page. All three variations of the Image Report also include the date the deposit was submitted, the account, the status, the location, and the deposit total. These reports can include deposits in pending status.

Contents

Hours of operation

How it works

Logging in

Creating a deposit

Performing a MICR repair

Editing a batch

Editing a control total

Approving a deposit
(if separation of duties
present)

Deleting an unsubmitted
deposit

Requesting one-time limit
override

Email notifications

Running reports

Researching deposits

Saving a research query

Questions?

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Report name	Description
Location Summary	<p>Provides a detailed summary of all deposits and debits made during the specified range, for the specified locations and accounts, grouped and summarized by location. Includes the location name, deposit counts, debit counts, and deposit totals.</p> <p>Note that this report does not include deposits for lockbox accounts.</p>
Pending and Rejected Deposits Summary	<p>Provides a detailed summary of all the deposits in a pending state, and all the deposits in a rejected state, grouped by and summarized by location. Includes the tracking number, received time, depositor, total debits, and total deposits. The rejected deposits also include any review comments.</p>
Receipt Detail	<p>Provides detailed information about a specific deposit made on a specific date. Includes the date, deposit status, location, account number, tracking number, user who captured the deposit, use who submitted the deposit, serial number, and item number. Custom Fields can also be included on this report.</p> <p>Note that items rejected during a deposit review have an item type of DEBIT(REJECT). Also note that this is the same report that is available on the Deposit Completed page.</p> <p>This report can include deposits in pending status.</p>
User Summary	<p>Provides summary information about deposits made by users during a specified time frame, for the specified locations and accounts, grouped and summarized by user.</p> <p>Includes deposit counts, debit counts, and deposit totals by user.</p>

1. To access the Reports page, click Reports from the navigation bar.
2. Select the report you want to run, and then provide values for the report search criteria as appropriate for that report:
 - Start Date: The starting date for the range of dates you want to search; or a single search date. You can enter a date manually in MM/DD/YYYY format or pick the date from a calendar. By default, the current date is filled in for you.
 - End Date: The ending date for the range of dates you want to search. You can enter a date manually in MM/DD/YYYY format or pick the date from a calendar. By default, the current date is filled in for you.
 - Location: The location used for the deposit. Select a location, or select All to include all available locations.
 - Account: The account used for the deposit. Select an account, or select All to include all available accounts.

Contents

Hours of operation

How it works

Logging in

Creating a deposit

Performing a MICR repair

Editing a batch

Editing a control total

Approving a deposit
(if separation of duties
present)

Deleting an unsubmitted
deposit

Requesting one-time limit
override

Email notifications

Running reports

Researching deposits

Saving a research query

Questions?

Please contact us at
855.527.6738.

- Tracking Number: The tracking number provided when the deposit was submitted. Select a date first, and then you can select the tracking number.
3. Select Include Custom Fields, if the report should include the values selected for each Custom Field associated with each deposit on the report.

Note: This option is only available for the All Deposit Detail, Deposit Detail, Deposit Summary, Deposit Summary by Location, Image Report (1x3 Front Only), and Receipt Detail Reports.

4. Select Create Report.

Report Criteria

Report
All Deposits Detail

Start Date
05/30/2023

End Date
06/12/2023

Location
San Diego

Account
All

Include Custom Fields

Cancel Create

Researching deposits

The Research page enables you to search for previously-submitted deposits, using search criteria you define or saved queries you create. A saved query is a named set of search criteria you saved for yourself or that was saved at the company level so all of your users can access it.

1. Select Research to access the Research page.
2. If you want to search using a previously saved query, then for Saved Queries, select the query.
3. For Start Date, enter the start of the date range you want to search, or select the calendar icon to open a window that enables you to pick a date from the calendar. By default, the current date is filled in for you.
4. For End Date, enter the end of the date range you want to search, or select the calendar icon to open a window that enables you to pick a date from the calendar. By default, the current date is filled in for you.

Contents

Hours of operation

How it works

Logging in

Creating a deposit

Performing a MICR repair

Editing a batch

Editing a control total

Approving a deposit
(if separation of duties
present)

Deleting an unsubmitted
deposit

Requesting one-time limit
override

Email notifications

Running reports

Researching deposits

Saving a research query

Questions?

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5. If you want to search without making changes to the query, then skip to step 8. Otherwise, continue with replacing the existing values as appropriate.
6. If you want to limit your search further, then select the down arrow to show additional search fields.
 - If you want to include custom fields in your search results, then select Include Custom Fields.
 - If you want to limit your search by location, then select a Location from the drop-down.
 - If you want to limit your search by an account, then select an Account from the drop-down. Otherwise select All.
 - If you want to further enhance your search results, select Add Field to add a new line of search fields, and do the following:
 - For the drop-down list, select the field you want to limit the list by. For example, if you wanted to limit the list by the source of the deposit (scanner, mobile, or cash letter), then you could select Source.
 - For User Name, select the user you want to use for the query line.
 - For Amount, enter the value for this query line and select the rule type. Choices include = (equal to), < (less than), > (greater than), >= (greater than or equal to), <= (less than or equal to), and <> (not equal to).
 - Repeat this step as needed until all the appropriate query lines have been added. If you need to remove a query line, then select the X button to the right of each line.
7. If you want to configure export options, select the down arrow to the right of the Export Options and provide the appropriate values.
8. If you made a mistake and need to start over, then select Clear to reset the search query to the default. Otherwise, select Search. The portal searches for items matching your criteria and updates the list in the right pane as appropriate.

The screenshot shows a 'Research Options' form with the following fields and values:

- Institution Name:** (800734) - Pacific Western Bank
- Merchant:** Brians TEST
- Saved Queries:** Select a query or enter a new name
- Start Date:** 06/12/2023
- End Date:** 06/12/2023
- Include Custom Fields:** (checked)
- Location:** San Diego
- Account:** All
- Amount:** <- Value x

Contents

Hours of operation

How it works

Logging in

Creating a deposit

Performing a MICR repair

Editing a batch

Editing a control total

Approving a deposit
(if separation of duties
present)

Deleting an unsubmitted
deposit

Requesting one-time limit
override

Email notifications

Running reports

Researching deposits

Saving a research query

Questions?

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Saving a research query

If you have been assigned the appropriate user roles, then you can manage saved queries. This includes:

- Adding, updating, and removing queries for yourself.
- Adding, updating, and removing queries for your company.

You can also use the search criteria defined in existing queries to create new ones.

1. Select Research to access the Research page.
2. In the Saved Queries field, enter the name for the new saved query.
3. Provide search criteria, as described in the Researching Deposits section and configure export options.
4. Click the ellipsis in the top-right corner of the search pane, near the Research Options title, and select one of the following options:
 - Save - to save the query for yourself. The query will appear as a saved query for you, but will not be available to other users.
 - Save to Merchant - to save the query for your company. All users who access the Research page will be able to use this query for research.

The screenshot shows the 'Research Options' form. At the top right, there is a search icon and a three-dot menu icon. A dropdown menu is open from the three-dot menu, showing four options: 'Save', 'Remove', 'Save to Merchant', and 'Remove from Merchant'. The form fields are: 'Institution Name' with the value '(800734) - Pacific Western Bank'; 'Merchant' with the value 'Brians TEST'; 'Saved Queries' with a dropdown menu showing 'Select a query or enter a new name'; 'Start Date' with the value '06/12/2023' and a calendar icon; and 'End Date' with the value '06/12/2023' and a calendar icon. At the bottom right, there is an 'Items 0' indicator.