

Remote Deposit Quick Guide

Visit www.heritagebankofcommerce.bank

Select Commercial Online Banking

Enter Your **Company ID** and **User ID**

Enter Your **Password**

Click **Payments & Transfers**

Select **Remote Deposit**

Click **Continue to Remote Deposit**

STEP ONE – Scan Your Checks

- Click **Create Deposit**
- Enter **Deposit Name** – If displayed, enter a deposit name of your choice to include in your Remote Deposit report. Maximum 50 characters, alpha/numeric.
- Enter **Deposit Amount**
- Select **Account** from drop down
- Enter **Store Number** – Optional field. Numeric only. Maximum 15 characters, no spaces.
- Select **Continue**
- **Place check(s) in scanner** – The screen will display “No Doc Present” if checks are not present.
- Select **Scan** – Note: If scanner allows you to place only one check at a time, continue to feed checks individually. If **Stop Scan** displays, click **Stop Scan** when done.

STEP TWO – Submit Your Deposit

- Select **Submit Deposit**
 - If **Fix Errors** displays, click **Fix Errors**
 - Fix error(s) as indicated, pressing **Enter** after each
 - When all scanning is complete and any errors have been addressed, select **Submit Deposit**
 - If needed, correct any out of balance issue and select **Update**
- Select **Submit Deposit**
- Review **Deposit Status** – If you see a Suspended status, your deposit did not process. Under Actions, click on the icon on the right to open your deposit. Click **Submit**.

STEP THREE – Secure Your Reports and Scanned Checks

- **PRINT AND/OR SAVE YOUR REPORTS** – They are available in the system for 45 days.
- From the Home Screen, select **View Deposits**
- Click **Export As**
- Click **PDF** for a list of the checks in each deposit
- Click **PDF with Images** for images of checks in a deposit
- **Secure** the deposited checks together. **Store** them in a secure, locked environment for 90 days. After 90 days, **shred** the checks via a cross-cut shredder or secure shred service.

For questions and assistance,
please contact:

CASH MANAGEMENT SUPPORT

800-796-4777

Cashmgmt.support@herbank.com