

## Remote Deposit Capture Best Practices

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- Do not share your login credentials with anyone.
- Make sure you have anti-virus software running and frequently updated on the PC used for Remote Deposit.
- Safely store scanned checks for at least 60 days after depositing. After 60 days, shred the checks and properly dispose of the remains.
- Only make deposits for your business and not on behalf of other businesses or individuals.
- If you receive an error when trying to use the scanner, please ensure the WebScan App (installed on your desktop) is running.
- Carefully balance deposits before scanning and confirm that there are no duplicate items.
- Keep the remote deposit scanner clean by blowing it out with compressed air and/or using the digital scanner cleaning cards.
- If a user is terminated, please notify the bank immediately so we can remove access to the scanner.

## FAQS

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- **What is the daily cut-off time?**

Cut off time is 5:00 pm CST, Monday through Friday. Deposits submitted after 5:00 pm CST will be processed the following business day.

- **How do I submit a deposit?**

Once the check(s) have been scanned, click “Stop Scan” and then “Next.” Once you have confirmed that the balance deposit matches the total deposit entered, select “Submit”. Contact Treasury Management for a walkthrough or support anytime!

- **What happens if the check will not scan and I receive a MICR error message?**

Try scanning the check upside down to see if it works. If not, email or call us 844.246.9905 so we can help you determine next steps. The check may need to be mailed into a branch.

- **What should I do if I have a foreign item that needs to be scanned?**

Foreign items cannot be processed through the remote deposit scanner and must be sent to a Vista Bank Banking Center. Please contact your nearest location to deposit foreign items.

- **Where do I go if I want to print a summary report of the checks I have deposited?**

Once a scan has been submitted, you can access reports in the “Reports” tab and select the report you wish to download. Save or print as usual.

- **Is there a specific OS / Windows version that works best with the scanners?**

Yes. Windows 10 or newer is required. The scanners are not compatible with Mac OS or ChromeOS (no Mac or Chromebook support).