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Questions?

At PNC, we're committed to offering tools that help you make financial decisions with confidence, and we look forward to working with you to achieve your goals. If you have questions or need assistance, please contact PNC Remote Deposit specialists at 1-877-BUS-BNKG (1-877-287-2654), option 4.

SECTION 1: Enrolling in PNC Remote Deposit

To apply for PNC Remote Deposit, you'll need to answer a few of questions on your regular check deposit activity, and identify the deposit accounts you plan to use to accept deposits.

Depending on your business entity type, you may need to provide additional information about your business. PNC is required by federal law to obtain, verify and record information about the beneficial owners of legal entity customers. To open the PNC Remote Deposit service, we will ask for the name, address, date of birth and Social Security number (or passport number or other similar information, in the case of non-U.S. persons) for each individual who own at least 25% of the legal entity and one individual with significant responsibility for managing the legal entity. For purposes of this request, "legal entity" does not include sole proprietorships, unincorporated associations, or individuals opening or updating accounts on their own behalf.

Not all accounts or account types may be eligible for PNC Remote Deposit. Eligibility for PNC Remote Deposit is subject to bank approval. A PNC business checking account and PNC Online Banking is required to use this service.

Determine if you need one or more scanner(s) shipped to your business. Select the number of scanners your business will need.

Upon approval, we'll ship your scanner(s) to the address on file. You can review your limits on the Settings screen in PNC Online Banking.



Once you receive the scanner hardware, you can access PNC Remote Deposit directly from PNC Online Banking and install the scanner.

How to enroll with PNC Online Banking

- 1. Sign on to PNC Online Banking.
- 2. Click the **Business Tools** tab, and the **Business Tools Summary** page appears.
- 3. Click **Enroll Now** and the **PNC Remote Deposit** tile. The PNC Remote Deposit product overview page is displayed.
- 4. The **How it Works** page is displayed. Select **Begin Enrollment** to start your application. There are four screens in the application. The first screen is the **Account Selection** page.
- 5. On the **Account Enrollment** screen, select the **Eligible Checking Accounts** from the drop-down menu to be enrolled in PNC Remote Deposit. You must select at least one non-linked account for enrollment. A non-linked account is required for the PNC Remote Deposit Service/Scanner Fee.
- 6. Select Next to continue to the Business Account Information page.
- 7. Enter your name information as the Authorized Signer, Controlling party.
- 8. Click to confirm the address presented is correct. This is the address where your scanner(s) will be sent.
- 9. Enter in your **NAIC** code for your business.
- 10. Select the box if your business is a home business.
- 11. **Enter** the answer if you are a Sole Proprietor or Unincorporated Association.
 - a. If No, click **Next** to proceed.
 - b. If Yes, you will be prompted to open and download the Beneficiary Ownership certification form. To approve the service application, you must return the completed form either by mail, fax or in person to a branch.
- 12. Select **Next**. The **Project Activity** page will be displayed. The business demographic information is displayed for review.
- 13. Enter the average daily check deposit amount of the total checks expected daily.
- 14. Select the desired billing account for the fees.
- 15. Select the number of scanners. The estimated cost is displayed based on your selection.
- 16. Select Yes or No if you plan to deposit Remotely Created Checks.
 - Remotely Created Checks (RCC) are checks created by the payee and authorized by the maker remotely, e.g., using a telephone. RCCs do not bear the signatures of the customers like ordinary checks and are prohibited for use with PNC Remote Deposit and PNC Bank policy.
 - a. If **Yes**, you will not be eligible to use PNC Remote Deposit for these items.
 - b. If No, continue.
- 17. Select **Next** to review the PNC Remote Deposit application.
- 18. Select and open PNC Remote Deposit. Check the box to agree to the Terms and Conditions.
- 19. Select **Submit** to complete your application.

Your application can take up to five business days for a decision. If you were prompted to provide beneficiary owner information for your business entity, you must return the completed form before we can continue with the application process. If you didn't download the form, it is available in the PNC Remote Deposit Resources. We may be in contact, if needed, to gather more information to finalize your application.

Once approved, the PNC Remote Deposit tile on the Business Tools page will change from **Enroll Now** to **Access Now**. Select **Access Now** and you will be directed to the main page to download your drivers under **Messages**.



SECTION 2: Initial Setup of PNC Remote Deposit

Minimum System Requirements

To ensure PNC Remote Deposit performs effectively with your workstations, please note the following hardware and software system requirements. Virtual workstation environments are not currently supported; users must use a physical workstation to control the scanner.

Operating System

A supported Microsoft Windows (XP, Vista, 7, 8, 8.1, and 10) or Apple Mac OS X (10.8.2 "Mountain Lion", 10.9.5 "Mavericks", or 10.10 "Yosemite") operating system capable of supporting the requirements listed below and all additional requirements of the check scanner being used.

Web Browser

Supported browsers:

For Windows-based workstations:

- Google Chrome (current certified version: 45.0.2454)
- Microsoft Internet Explorer (version 7, 8, 9, 10, or 11)
- Mozilla Firefox (current certified version: 40.0.3)

For Mac OS X-based workstations:

- Apple Safari (current certified version: 8.0.8)
- Google Chrome (current certified version: 45.0.2454)
- Mozilla Firefox (current certified version: 40.0.3)

Additionally, the following browser settings must be configured:

- Browsers must be configured to accept session cookies.
- In environments configured to use the driver verification feature, browsers must be configured to accept persistent cookies.

Scanner Connectivity

An available USB 2.0 port and the ability to locate the scanner at least 18 inches from its power transformer.

Display

A display adapter and monitor capable of at least 1024 x 768 resolution and at least 256 colors.

Most people can perform the installation tasks on their own. Installing the PNC Remote Deposit software or scanner drivers may require changes to your workstation settings, so if you work for a company that has a person or department that maintains your PC for you, you may need to work with them to help install the software and scanner driver.

Ensure the following are in place in order to begin the installation:

- Your PC or privileges allow you to download ActiveX® controls.
- You have administrative rights to install software on your PC.

Check Scanner Minimum System Requirements

Scanner models have different workstation requirements. Refer to the information for the scanner you are using to ensure your workstations meet all additional requirements.



Scanner Workstation Requirements:

| Specification | Minimum Requirements | |
|-----------------------|--|--|
| Processor Speed | XP: P3 - 1.6 GHz Vista: P3 - 1 GHz Win 7: P4 - 2 GHz Wir 8/8.1: P4 - 2 GHz OS X 10.8.2/10.9: Full 64-bit processor | |
| Available RAM | XP: 512 MB (1 GB) Vista: 1 GB (2 GB) Win 7: 2 GB Win 8/8.1: 2 GB OS X 10.8.2/10.9: 2 GB | |
| Free Hard Drive Space | 1.5 GB | |
| Required Upload Speed | binary images only – 100 Kbits/sec binary and grayscale images – 400 Kbits/sec | |
| Workstation Driver | XP/Vista: Driver 2.1 Win 7: Driver 3.1 Win 8: Driver 3.7 Win 8.1: Driver 3.12 OS X 10.8.2: Driver 3.9 OS X 10.9: Driver 3.12 | |

Installing Your Scanner

- 1. It is important to avoid starting until you receive your scanner shipment.
- 2. Confirm receipt of the following parts within your scanner delivery:
 - Power cord
 - USB cable You will need an available USB port on your PC to set up
 - Scanner feeder tray
- 3. PNC Remote Deposit uses Automatic Driver Detection
 - When a user is ready to scan items, the PNC Remote Deposit automatically determines a
 scanner driver is installed on the workstation and, if installed, whether the driver is up to
 date. If a driver is not found or is out of date, you'll be redirected automatically to a driver
 download page where you can select and install the appropriate driver for your check
 scanner, OR
 - Under Messages, you can manually add a driver.



- 4. Driver Download Page
 - The driver download page allows you to access and install scanner drivers for supported check scanners.
 - Choose the check scanner model you are using.
 - Panini iDeal



- Digital Check CheXpress 30
- Digital Check TS 240
- When prompted, select **Save**, then **Run** to install the check scanner driver.
- After installing the driver, connect the scanner to your computer using the USB cord.
- Click Return to return to PNC Remote Deposit screen.

What to do:

 Choose the check scanner from the supported ones below that most closely matches your model and then click on the related link to start the download.









Panini - I:Deal

Digital Check - TS220 / TS230

Digital Check - TS240

Digital Check - CheXpress CX30

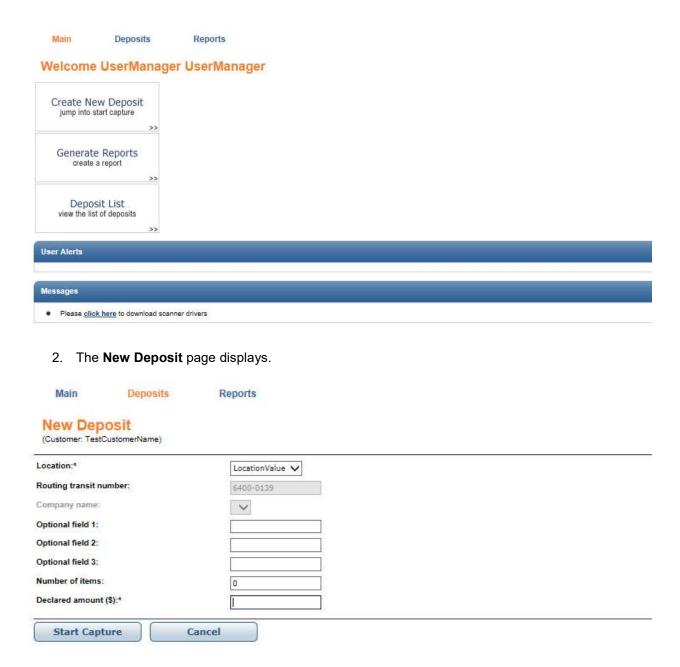


SECTION 3: Creating and submitting a deposit

If you attempt to create a deposit after reaching your Maximum Daily Deposit or velocity limit, you'll see a message indicating that you have reached your deposit limit and will not be able to complete the deposit.

How to create a new deposit:

1. From the Welcome page, click the Create New Deposit quick link.



- 3. Enter the deposit information in all required fields (identified with an asterisk (*)), noting the following:
 - Select the location account from (or for) which you are processing this deposit.



- If you have access to many locations, click the Find Locations link to find the location.
- 4. Enter the number of expected items plus one in this deposit in the **Number of items** field. The electronic deposit ticket counts as an item.
- 5. Enter the total expected amount for all items in this deposit in the **Declared amount (\$)** field.
- 6. Once you have filled in all required fields, you are ready to scan your deposit items.

Not all items are accepted by PNC Remote Deposit. See below for accepted Money Orders and the associated routing and transit numbers for the makers before proceeding.

| Western Union Money Order | 102100400 | MoneyGram Money Order | 091916187 |
|--------------------------------------|-----------|--------------------------|-----------|
| National Cash Advance Money Order | 042100272 | Fidelity Express | 091203557 |
| USPS Postal Money Order | 000008002 | Global Express | 091215558 |
| International Money | 103101900 | Memo/National | 103104900 |
| Order MoneyGram Money | 091900533 | Easy Money | 071001180 |
| Order | | | |
| MoneyGram Money Order | 103101864 | | |

Scanning Deposit Items

Once you have entered all required information for the new deposit, you are ready to scan your deposit items.

Preparing Items for Scanning

To minimize paper jams as you scan, complete the following steps to prepare your items:

- Perform a quality check of all deposit items. Make sure to remove any staples or paper clips and that items are not torn or have bent corners that might cause scanner problems.
- Load the deposit items into the check scanner according to the guidelines for your scanner.

Once you have supplied all required deposit information and prepared and loaded your deposit items into the scanner hopper, click the **Start Capture** button to begin scanning your deposit items.





Items automatically feed through the scanner. While the deposit items are scanned, the Deposit Item List page displays, allowing you to review the progress of items as they are captured, and make any required corrections to the deposit and deposit items.



Correcting a Deposit

Typically, correcting a deposit involves clicking all items marked with warning icons to correct any errors, supply missing information and make any additional changes required to bring the deposit into balance.

For each deposit item requiring your attention, click the item to display the **Edit Item** pop-up.

Once you have made all required corrections to the deposit items and deposit information, the **Complete** button will be visible and green, allowing you to send the deposit to the bank.

Deposit Review

After scanning your items, review the **Deposit Item List** page to determine whether the deposit is ready to complete, or whether you will need to take further corrective actions to resolve any issues with the deposit or deposit items.



The **Deposit Item List** page displays information about your current deposit in two main areas of the page:

- Deposit Information summary shows the status of the deposit and details about the overall balancing state of the deposit.
- **Scanned Items** list displays a record for each item that is part of the deposit and has been captured from the scanner.

In the example below, the items accepted for deposit have created a Balancing Difference error, since the Declared Amount (the amount you entered for the deposit) was \$33.00, but the Current Amount (the total amount recognized from scanning items) is \$3,086.72, creating a difference.

To correct, you can change the Declared Amount by entering a new value, then click Save.



Completing a Deposit

Once you have made all required corrections to the deposit and deposit items, you can complete the deposit and submit to PNC for processing.

Before you can complete a deposit:

- No warning icons () can remain for any items or transactions within the deposit. You must make all required corrections to the deposit and the items within the deposit.
- The **Complete** button must be visible on the Deposit Item List page.
- The **Complete** button must be green. A red button indicates that the deposit is not ready to be completed and still requires your attention.

How to complete a deposit:

Ensure the **Complete** button is visible and green on the **Deposit Item List** page, indicating that the deposit is ready for completion.

Click the **Complete** button. A confirmation displays.





Click the **OK** button to confirm that you want to submit the deposit.

Deposit Processing Status

The current processing state of those deposits can be viewed within the Completion application.

- **Open-Pending** identifies an immediate deposit that is currently in-process awaiting approval from the external check cashing system or acceptance of the associated deposit processing fee by the depositor. Once the external check cashing approval has been received and the depositor has accepted the processing fee, the deposit will change to an Open-Balanced state.
- **Canceled** identifies an immediate deposit that was canceled by an administrator after having remained in an Open-Pending state too long or for which an associated Cancel Deposit request was received. No more additional processing is performed on deposits in this end-state.
- Received Deposit was received correctly by the bank.



SECTION 4: Settings page

The following information is presented on the Settings Page and maintenance can be performed by the Super User where notated:

- View enrolled accounts
- Enroll or un-enroll accounts (Super User only)
- Set up a delegate (Super User only)
- Assign or remove a fee DDA account (Super User only)
- Order new scanner(s)
- Cancel PNC Remote Deposit Service (Super User only)

How to enroll or un-enroll eligible PNC Remote Deposit accounts:

- 1. Sign on to PNC Online Banking.
- 2. Click the Business Tools tab and the Business Tools Summary page appears.
- 3. Click **Access Now** on the **PNC Remote Deposit** tie and the **PNC Remote Deposit Main** page appears.
- 4. Select the **Settings** link on the top of the page.
- 5. Click **Edit** to add or modify accounts. The eligible accounts for PNC Remote Deposit are displayed.
- 6. Select the radio button to un-enroll the account from PNC Remote Deposit.
- 7. Click **Submit** to save your additions or cancellations.
- 8. Click **Close** to complete the request.
- 9. The account status will be Not Enrolled.

There is an approval process when selecting to enroll a new account. Your account will be placed in a pending status until approved. Approval of a new account can take up to five business days. Upon approval, you will see the account listed as "Enrolled".

In the event an account is removed from the service or not approved, it will remain in a "Not Enrolled" status.

Existing Online Banking Super User instructions to create a Sub User:

To create a Sub User, a PNC Online Banking username and password are needed. Follow these steps to complete the creation and assignment of the PNC Remote Deposit.

- 1. Sign on to PNC Online Banking.
- 2. Click the Business Tools tab and the Business Tools Summary page appears.
- 3. Click Account Delegation and the Account Delegation Summary page appears.
- 4. Click the Add Sub User link.
- 5. Complete the following fields on the Create Sub User page.
 - First Name
 - Last Name
 - Email Address
 - Department (optional)
 - Create a log on identification (ID) which must begin with a dollar sign (\$)
 - Create a Temporary Password
- 6. Click **Next** and the **Grant Access** page appears.



- On the Grant Access page, you can select to Set up a new account entitlements for the Sub User. Click Next.
- 8. Check the box to select PNC Remote Deposit and click Next.
- 9. On the **Access Details** screen, select the role for the Sub User. A Sub User can hold a Manager, Supervisor or Operator role (insert descriptions here)
- 10. Select the desired deposit account(s).
- 11. Review the details on the Sub User Detail page. Click **Previous** to make any changes to selections.
- 12. Review the information on the **User Summary** page and click **Save**. The new Sub User will appear on the **Account Delegation Summary** page.

Cash Flow InsightSM **PNC Remote Deposit Roles** Only users with access to a Business Checking account enrolled in PNC Remote Deposit and a role will be able to access the services. You can select one of the following roles for your employee: Manager/Supervisor Can create/update/read/delete a Has the same entitlements as the Has the same entitlements as the deposit Operator role, in addition the Manager/Supervisor role can do, in Manager/Supervisor can do: addition the Owner can do: · Balance a deposit Can create/update/read/delete Allows the user to download · Can add notes to a deposit that reports that include all users for deposits and can also submit those deposits without additional may be needed for approval the company Allows the user to access approvals Cannot submit a deposit to deposits from all users Update MICR and amounts of completion. Approval required. checks if they are unable to be Has limited in the ability to edit read by the system. MICR and amounts. Can reassign deposits to other users if necessary Can generate reports for all locations that they are assigned, including images 10/21/2018



Change Sub User entitlements, delete Sub Users and/or temporarily suspend Sub User access:

- Click the Account Delegation Summary page. Sub Users whose access has been suspended will show as inactive.
- 2. Click the View/Edit link next to the Sub User you wish to view/edit.
- 3. Click the appropriate action.

Reset a Sub User's password:

- 1. Click the Account Delegation Summary page.
- 2. Click the View/Edit link next to the Sub User you wish to view/edit.
- 3. Select Reset Password.

Change or Remove Billing Account - can only be performed by the Super User

- 1. Sign on to PNC Online Banking.
- 2. Click the Business Tools tab and the Business Tools Summary page appears.
- 3. Click **Access Now** and the **PNC Remote Deposit Tile.** The PNC Remote Deposit product overview page is displayed.
- 4. Click PNC Remote Deposit Settings.
- 5. Select Edit next to the billing account you want to remove as the Service Fee Account.
- 6. Select the account in the drop-down you want to be the Service Fee Account. Service Fee Accounts must be enrolled in the PNC Remote Deposit Service. You must have at least one account selected as the Service Fee Account.
- 7. Click **Submit** to save the change.

Add Additional Scanners - can only be performed by the Super User

- 1. Sign on to PNC Online Banking.
- 2. Click the **Business Tools** tab and the **Business Tools Summary** page appears.
- 3. Click **Access Now** and the **PNC Remote Deposit Tile.** The PNC Remote Deposit product overview page is displayed.
- 4. Click PNC Remote Deposit Settings.
- 5. Select Add Additional Single Feed Scanner(s).
- 6. Select from the drop-down the number the scanners needed.
- 7. Select the account to be the Service Fee Account for the scanner(s).
- 8. Click **Submit** to save the change.

Cancel the PNC Remote Deposit Service

- 1. Sign on to PNC Online Banking.
- 2. Click the Business Tools tab. The Business Tools Summary page appears.
- 3. Click **Access Now** and the **PNC Remote Deposit** Tile. The PNC Remote Deposit product overview page is displayed.
- 4. Click PNC Remote Deposit Settings.
- 5. Click the Cancel PNC Remote Deposit button.
- 6. By requesting to close the PNC Remote Deposit service, all enrolled accounts will be unenrolled. Make sure to save any reports. The request will be completed within 5 business days.
- 7. Click **Submit** to complete the request.



SECTION 5: Reporting

Downloading item images

If you have the appropriate user permission(s), you can download images of deposited items.

- When viewing the Deposit Item List page, a **Download Images** button will be present. Clicking the button allows you to specify your desired download settings and save images.
- When viewing the Edit Item pop-up for a specific deposit item, a Download Image icon () will
 be included in the image viewer controls. Clicking the icon allows you to specify your desired
 download settings and save the image to a location of your choice.

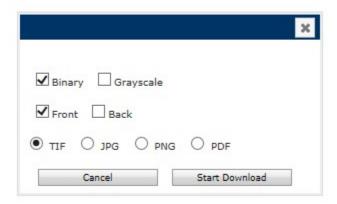
Downloading Images for all Items in a Deposit

To download images of all items in a selected deposit for which you have the corresponding permissions, complete the following steps:

1. From the Deposit Item List page, click the **Download Images** button.



If the deposit does contain one or more items, the Download Images pop-up will appear.



Select your image download preferences, noting the following:

- If the deposit contains multiple images that you are permitted to download, you select both front and back image faces, both binary and grayscale formats, or any file format other than PDF, downloaded images will be saved within a ZIP archive file.
- If you specify a file format of PDF, downloaded images will be saved as a single, multi-page PDF file.
- If only one image is being downloaded (either the deposit only contains a single image, or you are only permitted to download an image for a single item within a multi-item deposit) and you only select a single format (binary or grayscale) and single image face (front or back), the downloaded image will be saved as a standalone file in the format you selected.



- You can download images in binary, grayscale, or both formats.
- You can download front images only, rear images only, or both front and rear images.
- You can download images in either TIF, JPG, PNG, or PDF file format.

After you have made your selections, click the **Start Download** button and choose a location to save all images in the current deposit that you are permitted to download.

Generate Reports:

*Images are retained for 35 days and history is retained for 180 days. Please make sure to download any required data in this time frame.

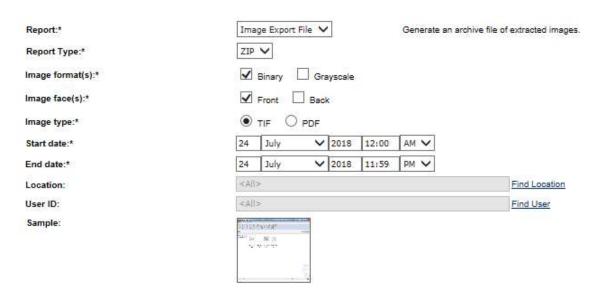
| Deposit Details | Provides detailed information about the simple deposit processing activities for a selected customer's accounts over a specified processing period. For each account, the report summarizes the total number of deposits submitted to the account, the total dollar value of the submitted deposits, and the total number of items deposited. |
|-------------------|---|
| | For each deposit, the report provides detailed information about each item within the deposit. |
| Deposit Summary | Summarizes the simple deposit processing activities for a selected customer's accounts over a specified processing period. For each account, the report summarizes the total number of deposits submitted to the account, the total dollar value of the submitted deposits, and the total number of items deposited. For each deposit, the report summarizes the number of items in the deposit, the post and credit amounts, adjustment amounts, and depositor, location and deposit date information. |
| Image Export File | An archive (ZIP) file containing images for all deposit items matching the user's selected criteria. Including Image Format |



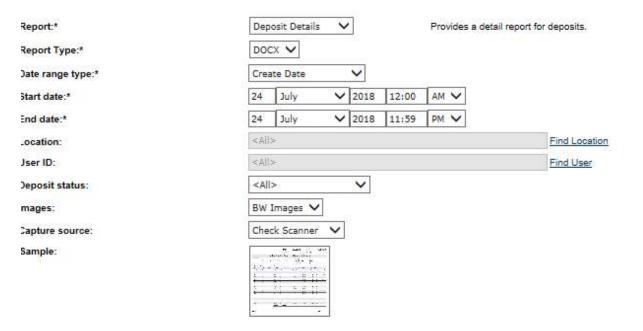
How to pull a report:

- 1. Access the reports tab at the top of the page.
- 2. Select desired report from the drop-down.
- 3. Complete all required fields, those marked with asterisk *

Image Export

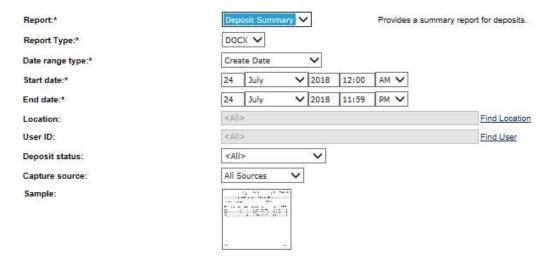


Deposit Details

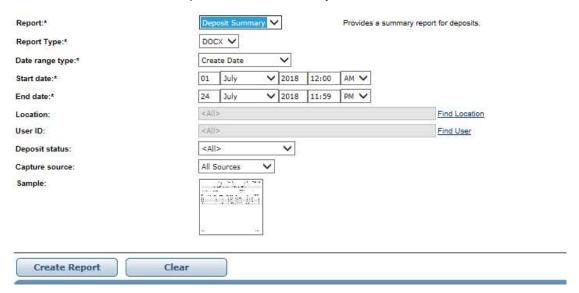




Deposit Summary



4. Once all fields are completed, click Create Report.



5. Report will show in the Report Instances section. Once the report has completed, you will be able to open and download the report. If the report state shows "Failed", please contact PNC Remote Deposit specialists at 1-877-287-2654, Option 4.

