UCBI Web Capture Remote Deposit
User Instructions

Support Assistance
Phone: 866-572-4583
Email: ecorp@ucbi.com
Logging In

- Open Internet Explorer
- Direct your browser to https://ucbi.com/merchant-capture
- User ID and Password
  - Existing customers: The ID and Password will remain the same
  - New customers: Support will provide the ID and Password.
    - For issues with ID and Password, please contact 866-270-6100
- Click Log In
- Issues that may occur
  - Depending on your PC settings, a “Pop-Up Blocker” information bar notification may appear. Click the yellow bar that the top of the window and allow all pop-ups from this site.
  - A prompt may appear asking if the system should allow the program to install. Click the install button
- Once you are logged in, you will be in the Contemporary View

Starting a deposit in Contemporary View

- Click Create Deposit

- The following screen will appear. You will enter the Deposit Amount and Select Account
If you receive an error message stating your Deposit Limit has been exceeded, please contact customer support at 866-572-4583.

Scanning a Deposit in Contemporary View

- Place the checks in the Remote Deposit Scanner
- Click **Scan** to begin scanning your deposit
  - If you click scan before placing your checks in the machine, the system will generate an error stating there are no items present.
  - Click **OK**, place your checks in the machine, and click **Scan** again

The following screen will appear. This screen will end once the software has completed scanning all the checks in the Remote Deposit Machine.
Reviewing and Submitting a Deposit in Contemporary View

- Once the deposit has finished imaging in the system, the following screen will display. You can view any item image in the deposit by clicking the + next to each item.

- Are there Exceptions to be addressed? There are two ways to correct exceptions:
  - Recognize the items that have an Exclamation Sign in the error column. Click the + next to that item to display the image.
    - Enter correct item information and update item information by pressing Enter on your keyboard. Click the + again to minimize the item (not illustrated).
  - Click the Fix Errors button.
    - This will isolate the exceptions and tell you what exception the item has. Once you have made a correction to an item, press Enter on your keyboard to update the information for that item (not illustrated).
Once all exception items have been addressed, make sure the deposit is in balance

- If you have corrected all your exceptions and your deposit is still out of balance, verify the amount on each item to be sure the software read the correct amount on each item.
- If you have verified all the item amounts are correct and you need to change your expected deposit total, you can do this once you click **Submit**. Once your deposit is balanced, you will click **Submit Deposit**.
The following screen will appear

Once you click Update, the software will give you the option to add a deposit memo. This field is optional and is not required to submit your deposit.

Once you have completed your deposit, the software will return you to the Home Screen.
Printing a Deposit Receipt in Contemporary View

- Click View Deposit. This will reopen the deposit you have selected.

- Click Export As and choose PDF or PDF with Images.
Item Search in Contemporary View

- On the Home Page, select the **View Items** tab. This will allow you to view all the items that were deposited that business day.