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**
  - o Existing customers: The ID and Password will remain the same
  - o 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
  - o 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.
  - o 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**
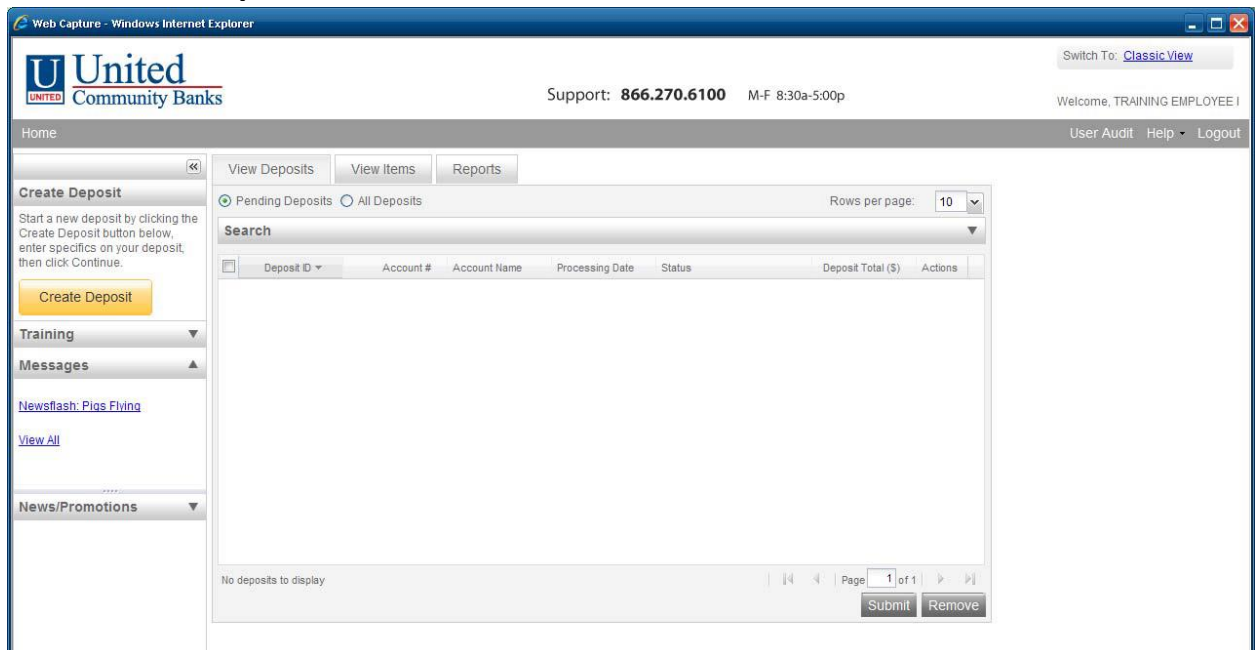
- The following screen will appear. You will enter the **Deposit Amount** and **Select Account**

- o If you receive an error message stating your Deposit Limit has been exceeded, please contact customer support at 866-572-4583

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Scanning a Deposit in Contemporary View

- Place the checks in the Remote Deposit Scanner
- Click **Scan** to being scanning your deposit
  - o 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

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- The following screen will appear. This screen will end once the software has completed scanning all the checks in the Remote Deposit Machine

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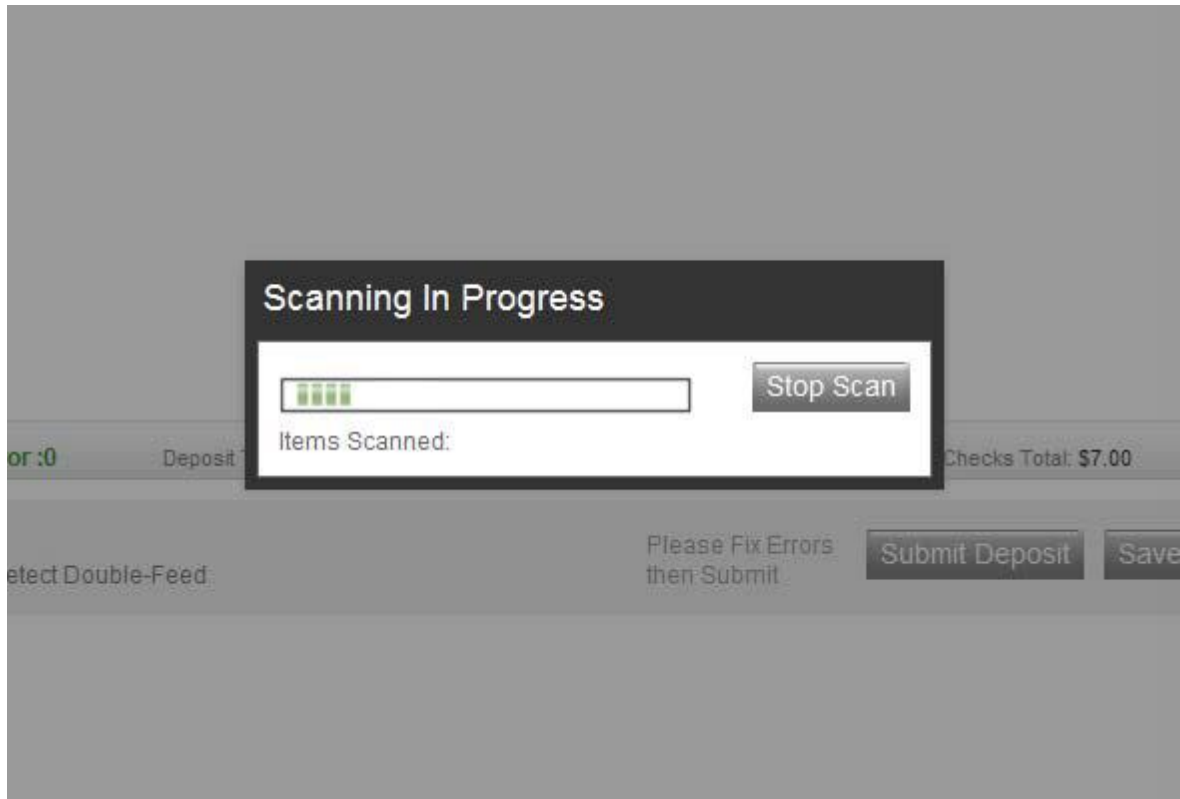
Reviewing and Submitting a Deposit in Contemporary View

- 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)

United Community Banks

Support: **866.270.6100**   M-F 8:30a-5:00p

Home

Deposit ID: 27
Account No.: ******2864
Account Name: GENERAL
More Details

Export As ▾   Delete Deposit

Training ▼

Messages ▲

Newsflash: Pigs Flying

View All

News/Promotions ▼

Item # ▲	Check #	Error	Amount	Actions
0000123402	1819		7.00	✖
0000123404	1817	⚠		✖
0000123405	0503		7.81	✖
0000123406	0983		2.66	✖
0000123407	1975		6.94	✖
0000123408	1102		659.00	✖
0000123409	0637	⚠		✖
0000123410	0638	⚠		✖
0000123411	1993		6.50	✖
0000123412	1995		5.00	✖
0000123413	0216		5.00	✖
0000123414	1788		4.00	✖

No of Items:37   Error : 14   Deposit Total:$7.00   Difference: -$2,049.47   Checks Total: $2,056.47

Scan   ☑ Detect Double-Feed   Please Fix Errors then Submit   Fix Errors   Save Deposit

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- Once all exception items have been addressed, make sure the deposit is in balance
    - o 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
    - o 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**

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- The following screen will appear

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- Once you click **Update**, the software will give you the option to add a deposit memo. This field is options 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.