



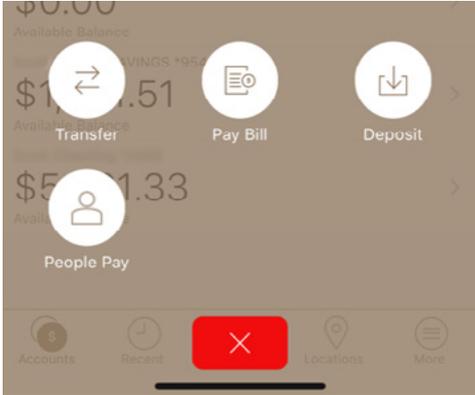
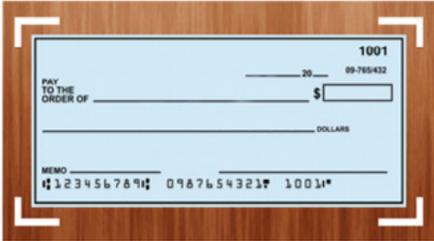
Mobile eDeposit Guide

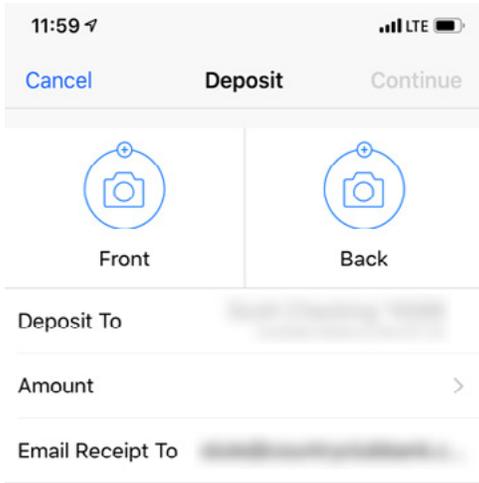
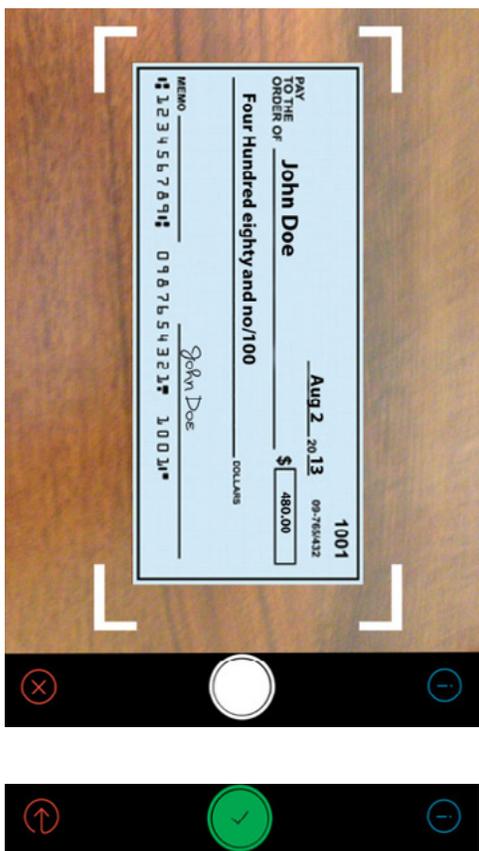


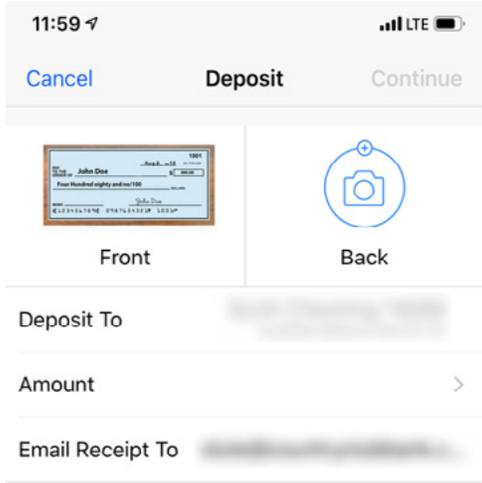
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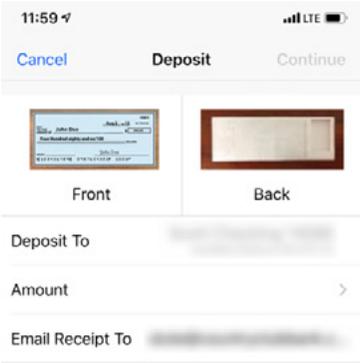


Getting Started

| Action | Display |
|--|---|
| <p>After launching the Mobile Banking App, select the + icon in the bottom bar to view more options.</p> |  |
| <p>Select Deposit, and then read through and click Continue on the next few screens.</p> |  <p>Cancel Deposit Continue</p> <p>Depositing Checks is Easy Place your check on a flat surface with a dark background and good lighting. Tap Continue to get started.</p>  |

| Action | Display |
|--|---|
| <p>The Check Deposit screen appears.</p> <p>On this screen you have four options:</p> <ul style="list-style-type: none"> • Front: Allows you to capture an image of the front of your check. • Back: Allows you to capture an image of the back of your check • Amount: Allows you to enter the amount of the check you are depositing • Deposit to: Displays the account to which the check will deposit <p>Start by selecting Front.</p> |  |
| <p>The device camera launches within the Mobile Banking app. Corner icons are displayed so that you can ensure to align the check within the available boundaries. A camera icon appears allowing you to capture the image. An X also appears which allows you to cancel the image capture.</p> <p>Note: For best results the check should be placed on a dark background. All four corners of the check must also fit within the boundary indicated by the app.</p> <p>Select the white circle button to take a picture of the check.</p> <p>After capturing the image, the camera icon changes to a green checkmark button. Select the green button to save the check image, or select the X button to attempt another capture.</p> |  |

| Action | Display |
|--|---|
| <p>After selecting the green button, the check deposit screen appears again, this time showing a smaller version of the image captured from the front of the check. Select Back to capture the endorsed side of the check.</p> |  |
| <p>Important Note: The back of the check should be endorsed before image is captured.</p> <p>Checks should be endorsed as:</p> <ul style="list-style-type: none"> • For eDeposit only, Country Club Bank • Signature of Named Payee • Date <p>Repeat the same steps you followed for the front side of the check.</p> <p>Select the white circle button to take a picture of the check.</p> <p>After capturing the image, the camera icon changes to a green checkmark button. Select the green button to save the check image, or select the X button to attempt another capture.</p> |  |

| Action | Display |
|--|---|
| <p>After selecting OK, the check deposit screen appears, this time showing a smaller version of the image captured from both the front and back of the check.</p> <p>Select the Deposit To line to enter the account in which you wish to place the deposit.</p> |  |
| <p>Select Amount to enter the dollar amount of the check deposit. A number pad launches within the app.</p> <p>Enter the dollar amount of the deposit exactly as it appears on the check including dollars and cents and click Done.</p> <p>Finally, select the "Email Receipt To" field and enter your email address.</p> <p>Once you have the Deposit To, Amount and Email information entered, select the Approve button, and the spinning pinwheel icon appears, indicating that the deposit information is being uploaded.</p> <p>At this point, the system is checking over the supplied check image, and payment information for issues such as blurry text, cut-off images, and missing information.</p> |  |
| <p>You will be prompted to resupply any pieces of information that are not included or accepted before you Approve the deposit.</p> <p>Select Approve if everything looks accurate.</p> <p>You'll receive confirmation emails when the deposit is submitted and when it's approved.</p> | |

Troubleshooting Remote Deposit Capture Errors

Users of FIS Remote Deposit Capture can potentially encounter the following errors and issues when accessing the service. Use the following table for troubleshooting user errors.

Pre-requisites for using Check Deposit

- User has an iPhone running iOS 10.3 or higher.
- User has a device running Android OS 5 or higher and a camera that supports autofocus.
- The user has enrolled via the Enrollment Site and successfully activated or enrolled via Phone Enrollment.

| Issue/Problem | Cause | Resolution Options/Comments |
|---|---|---|
| While attempting to use the service, you see an error message | Go to section 2. Error Codes and Proposed Resolution Process resolution section and apply resolution process defined for the corresponding error code and/or message. | |
| You do not see the "Deposit" tab | <p>You are not authenticated into the application.</p> <p>You are not on a supported device or operating system.</p> <p>CCB has not allowed you to Deposit Checks with a mobile device.</p> | <p>You should sign into the application.</p> <p>You should upgrade your iPhone iOS to 10.3 or higher.</p> <p>You should upgrade your Android OS to 5 or higher.</p> <p>The camera must support autofocus.</p> |
| You do not see Check Deposit help content on your device | The help content may be in the "More" tab. | <p>Go to "More" in the tab bar.</p> <p>Select Help</p> <p>Select Check Deposit</p> |
| You do not see all of your accounts. | Only deposit-enabled accounts are displayed in the Check Deposit interface. | No action required |
| You cannot successfully submit a check image. | The quality is not sufficient. You may receive specific error information about the image quality. | <p>Retake image. To ensure adequate image quality:</p> <p>Place check on a well lighted, flat surface. Select a surface with indirect, natural sunlight for best results. Use the Check Deposit Front and Back buttons to initiate the Check Deposit camera function. Center image of check within the guides in the preview.</p> |
| Check deposit image evaluation failed. | Check deposit image evaluation failed. The host system failed evaluation of an uploaded check image. | You should retry. If the processor provides additional error information, you should attempt to correct these issues before a retry attempt. |
| Check deposit evaluation failed | Check deposit evaluation failed. The host system failed evaluation of a check deposit translation. | provides additional error information, you should attempt to correct these issues before a retry attempt. |
| Deposit is interrupted | The check deposit session is interrupted before the deposit is complete. | You should initiate a new session by clicking the "Start New Deposit" and try again. |

If you have other questions, please visit the Mobile eDeposit FAQ on our website.