Remote Deposit

CENTRAL BANK
Centered around you.

Quick Reference Guide

This quick guide is intended to be used for reference only. Please refer to the more comprehensive FIS DirectLink Merchant User's Guide for full instruction.

Logging On

- All sites will either have MFA or SSO. There is not an option for no advanced authentication.
- MFA – Questions and OOBA.

Home Page

- House Icon – Will return the user to the home page at any time.
- Open Deposits Tab – View all open deposits that have not yet been completed. Can select a deposit from this screen to continue working on it.
- Recent Deposits Tab – View recently completed deposits and click specific deposit to view details.
- User Settings – (Upper right hand of the screen) Change display name, email, password, manage phone numbers, reorder locations/accounts on screen.
- Passwords must be at least 8 characters, uppercase & lowercase, and must contain at least one number and one special character.

Creating a Deposit

- Select a Location, Account, and Enter Amount of the Deposit. Then click on "Create Deposit."
- Place items in scanner and select "Capture".
- Each item will be added to the "Items" list below the capture screen. You can sort this list by clicking on a column header. View an item by selecting it from the list.
- Click "Next" when finished to move on to Correcting Items.
- You will be automatically prompted based on the allowed edits to correct any issues found. (The bank can specify which fields of the MICR line, if any, can be edited.) Click on "Accept" when done with editing.
- You can remove a single item by choosing the "Remove" button under the MICR line. You can delete the entire deposit by clicking on "Remove Deposit" in the upper right-hand corner.
- The system will automatically advance you to the "Review" step if the deposit does not require any corrections and is balanced. Otherwise, you will be directed to the "Balance Deposits" page in order to validate the deposit total and make corrections until the deposit is balanced.

Research

- Availability is dependent on the appropriate user role being selected during original setup. The user role also affects if you can research only deposits for the locations/accounts you have access to or all deposits.
- Select dates and add additional fields as needed to filter the search results. To remove an added field, click on the "x" button to the right of the line.
- To save the query for future use, select the menu icon (3 vertical dots) and choose to Save (only saves for the user creating the query) or Save to Merchant (saves the query for all users under the merchant).

- If you will be exporting the results, the user can specify export options such as number formats and delimiters below the search pane. Page 42-43 of the user guide gives more detail for working with the export options.
- You may view an item in the list by simply clicking on it and can sort the returned data by clicking the column header. (Advanced Sort: Click the first column to sort by, then hold the Shift Key and select each subsequent column header in the order you want to sort the data. i.e. First click on Account Number, hold the Shift key, then click on Amount. This will sort by account number and then by amount.)
- Click on the menu icon (3 vertical dots) to select which columns are displayed, to export the results as displayed, to print selected items, print the deposit detail, print the deposit image of selected item, or to view the items that make up that deposit.

Reports

- All reports are in PDF format.
- Report information restricted to the locations/accounts user has access to and is only available for the time specified in the merchant setup (typically 365 days.)

Administration

- This section is used to add new users, edit existing users, or remove users.
- The left pane shows the list of users already setup in DLM and provides options to filter the list by entering in search information. To add a new user, click the "+" next to the search box.
- The user name (Login ID), full name, email address, phone number, default scanner, and one or more user roles must be selected. Next you will choose any locations the user needs access to and the accounts they have access to. To choose a role, click on the "More" option (3 horizontal dots). Click on the menu icon (3 vertical dots) when opening the locations/accounts options in order to have the option to "Select All".
- You can change the order in which the locations/accounts are displayed by numbering them accordingly (users can manage this themselves so it is optional).
- To edit an existing user, select the user and edit any information necessary that displays. There is also a menu icon (3 vertical dots) in the upper right side of the screen that will give the option to Disable, Unlock, or Delete the user. You can also use this option to reset the security questions or password.

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