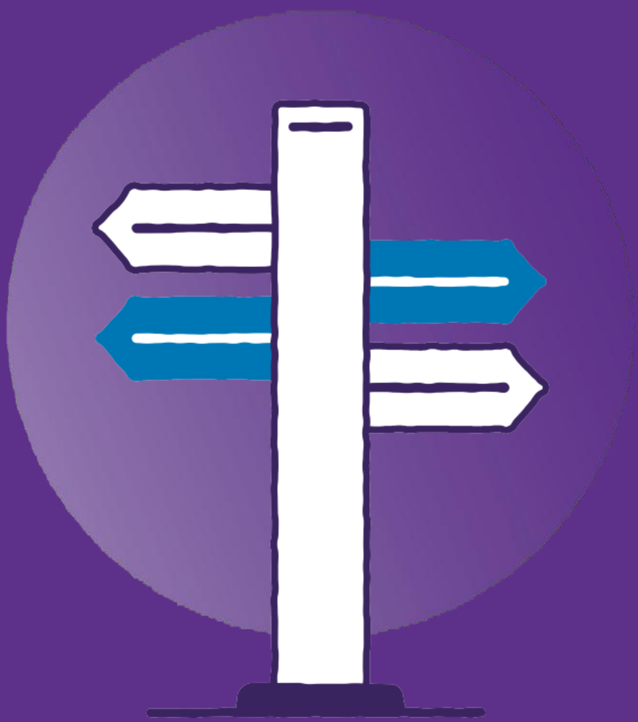
Remote Cheque Deposit

Your guide to using the service.



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1. Introduction

Remote Cheque Deposit (RCD) is a convenient self-service solution that allows you to scan and submit **sterling cheque** deposits directly from your location. This includes:

- Cheques
- Traveller's cheques
- Banker's drafts
- Postal orders

Deposits can be made **24 hours a day, 7 days a week**, giving you flexibility and control over when you process payments.

Once a deposit is submitted, a report containing the deposit information will be available to **view and download for up to 99 days**.

2. Getting started

2.1. System Requirements and Setup for Remote Cheque Deposit (RCD)

To install and use Remote Cheque Deposit (RCD), please ensure you have the following equipment and system specifications.

Minimum PC Requirements

You'll need a physical PC with the following specifications:

- **Operating System:** Windows 10 or Windows 11 (Professional or Enterprise Edition)
- **USB Port:** At least one USB 2.0 port to connect the scanner
- **Processor:**
    - Minimum: Intel® Core™ i3 (4th generation or newer)
    - Recommended: Intel® Core™ i5 or i7 (2.0 GHz or greater)
- **Web Browser:**
    - Microsoft Edge (version 86 or higher)
    - Google Chrome (version 86 or higher)
    - Mozilla Firefox (version 81 or higher)
- **Memory (RAM):**
    - Minimum: 4GB
    - If memory is shared with your graphics card, an additional 1GB is required
- **Network Card:**
    - Minimum: 100MB Ethernet card
    - Recommended: Gigabit Ethernet card
- **Display Resolution:** Minimum 1280 × 800
- **Disk Space:** At least 60GB to support the operating system, RCD application, and virtual memory

Endpoint Protection Software Requirements

If your PC uses Endpoint Protection Software (or similar security tools), it must:

- Allow **unrestricted access** to the USB port used by the scanner
- Permit the scanner service to **download and run** a self-extracting .exe file (Windows executable)

Scanner Requirements

To use RCD, you must have:

- A **Digital Check TS240 or CX30** cheque scanner

⚠ Do not install scanner drivers manually before installing RCD. Only the driver provided during RCD installation is supported (see Section 2.3).

Any other cheque scanners must be **powered off or disconnected** from the PC before using RCD.

Bankline Profile

You must have an **existing Bankline profile** to access and use Remote Cheque Deposit.

Only the following cheque scanners are compatible with Remote Cheque Deposit (RCD):

Make	Model	Operating information	Specs	Visual
CheXpress	CX30	Single-feed scanner Single-item hopper	Height: 19.05cm (7.50”) Depth: 12.95cm (5.10”) Length: 28.19cm (11.10”) Weight: 2.40kg (5.20lb)	
TellerScan	**TS 240**	**Multi-scanner** Hopper size/feeder size – 100 documents Three models 1 – 50 items per minute 2 – 75 items per minute 3 – 100 items per minute	**Height: 19.05cm (7.50”)** Depth: 12.95cm (5.10”) Length: 28.19cm (11.10”) Weight: 2.40kg (5.20lb)	

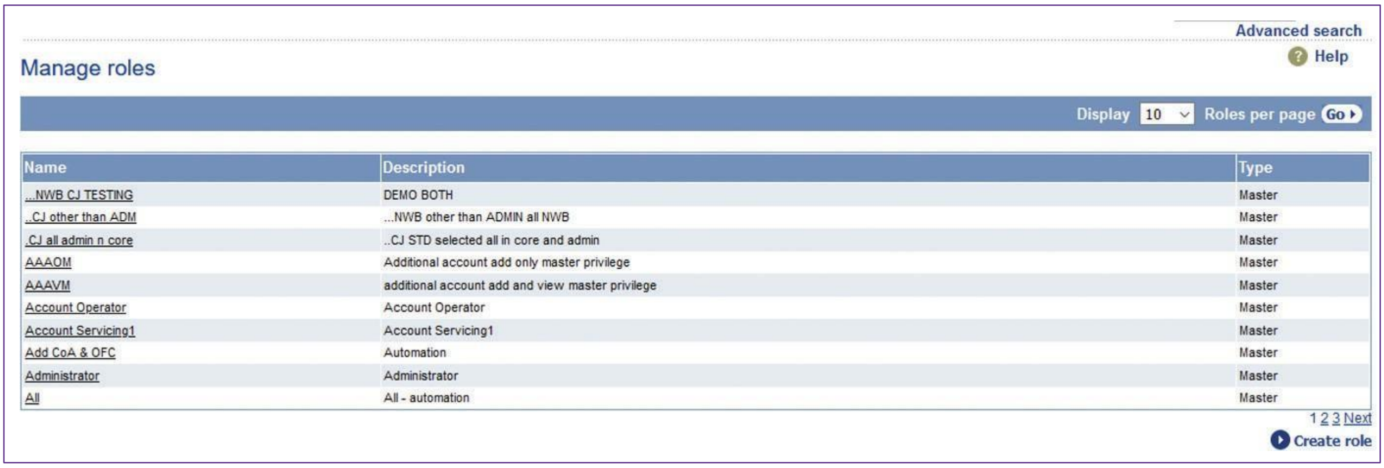
Guidance for cleaning and maintenance of your scanner will be provided with the device.

2.2. Setting up RCD roles in Bankline.

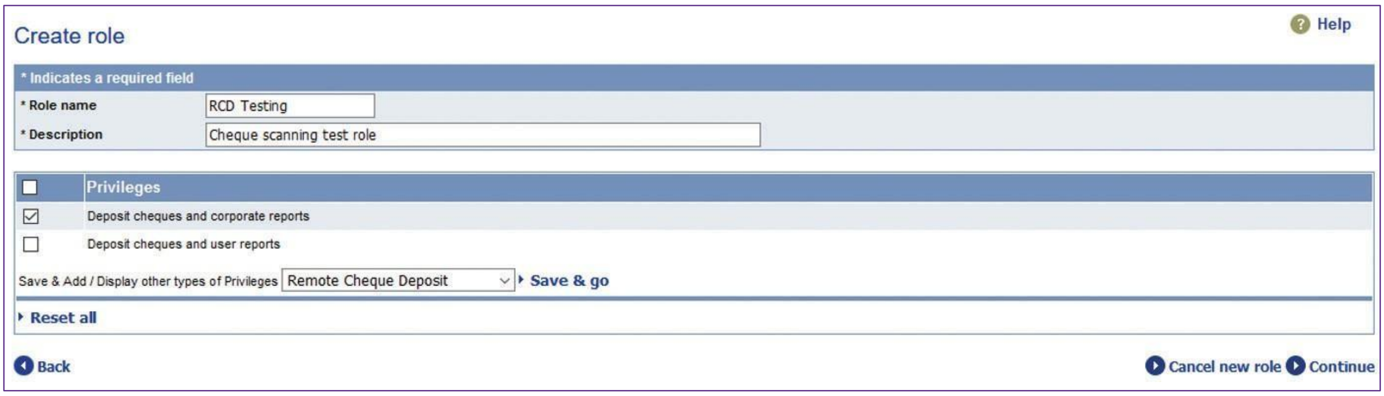
Remote Cheque Deposit (RCD) can only be accessed through Bankline. To enable access, your Bankline Administrator must create a role with the appropriate privileges.

These are the steps your Bankline administrator must follow to set up an RCD role:

1. **Log in to Bankline** using your administrator credentials.
2. Select the **Admin** tab at the top of the page.
3. Click **Manage roles**, then choose **Create role**.



4. From the **Service** drop-down list (located under the list of Privileges), select **Remote Cheque Deposit**, then click **Save & go**.
5. Enter a **Role Name** and **Description**.
6. Choose one of the following **Privilege Options**:
7. **Deposit cheques and corporate reports**
   Allows the user to scan cheques and view reports for **all deposits** made by **any user** in the past 99 days.
8. **Deposit cheques and user reports**
   Allows the user to scan cheques and view reports for **only their own deposits** made in the past 99 days.
9. Tick the appropriate privilege option, then click **Continue** to complete the role setup



Once the role has been created, complete the setup by following these steps:

1. Select **Confirm new role** to save and activate the role.
2. If your organisation uses **dual administration** in Bankline, a second Bankline administrator will be required to **approve the new role request**.
3. After approval, the new role will appear in the roles list, with the **role type shown as "Customer"**.
4. You can now **assign this role to any user** who needs access to Remote Cheque Deposit (RCD).

2.3. Installing or updating RCD

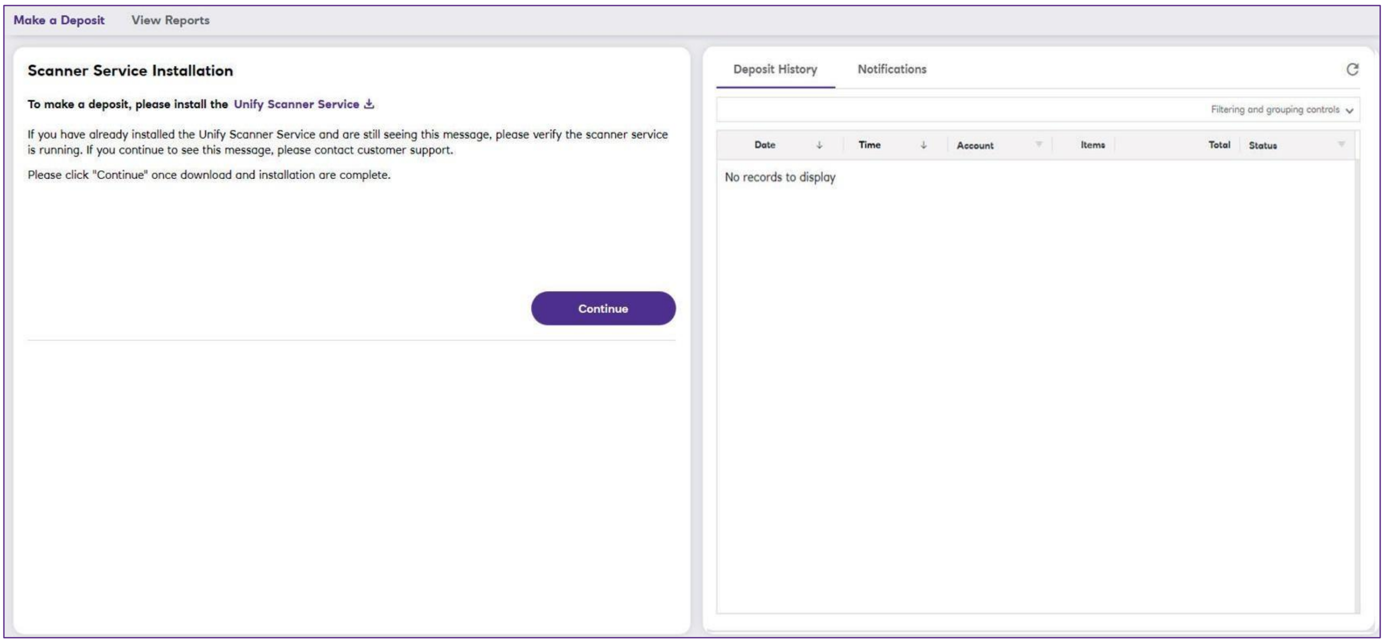
This section outlines the process for installing or updating the RCD software. We recommend completing installation with the support of your **Technical Support Team**, as **administrator rights** are required for the initial setup.

Installation Requirements

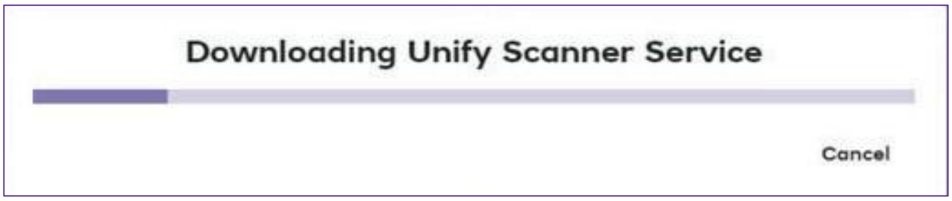
- A user with **administrative privileges** on the PC.
- Ensure all **system requirements** listed in Section 2.1 are met.
- Do **not install scanner drivers manually**—only use the driver provided during RCD installation.

Steps to Install or Update RCD

1. **Launch RCD** as described in Section 3.1.
   The RCD interface will open and display the main screen.
2. Under the **Scanner Service Installation** header, select **Unify Scanner Service**.
   This will begin the installation or update process for the scanner service required by RCD



3. A pop-up message will appear on-screen advising the scanner service is downloading.



4. Once complete, open the Unify Scanner Service, shown at the bottom left of this screen shot but maybe elsewhere, depending on your browser.

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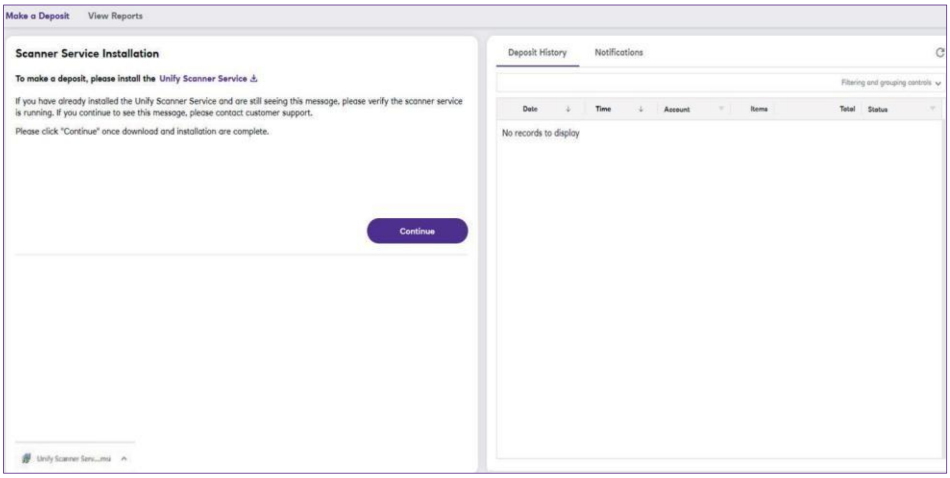
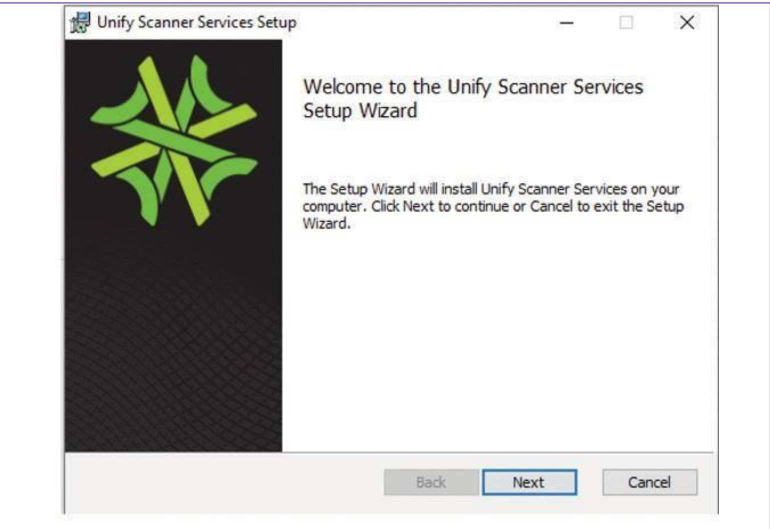
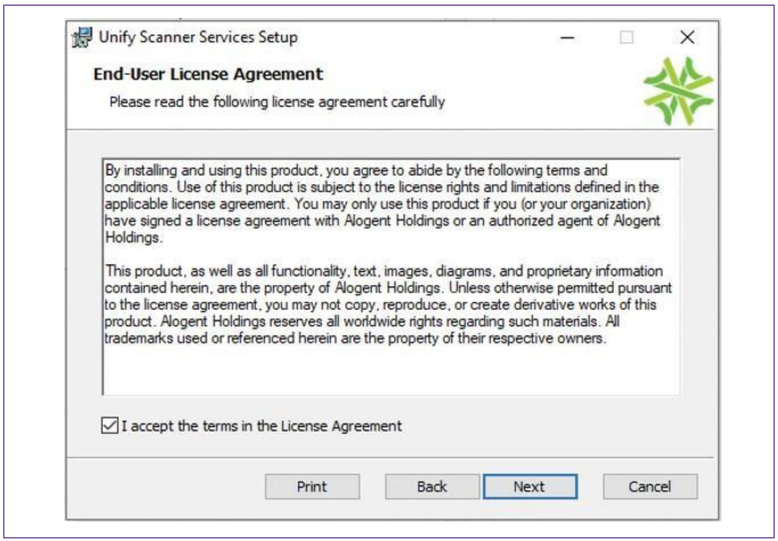
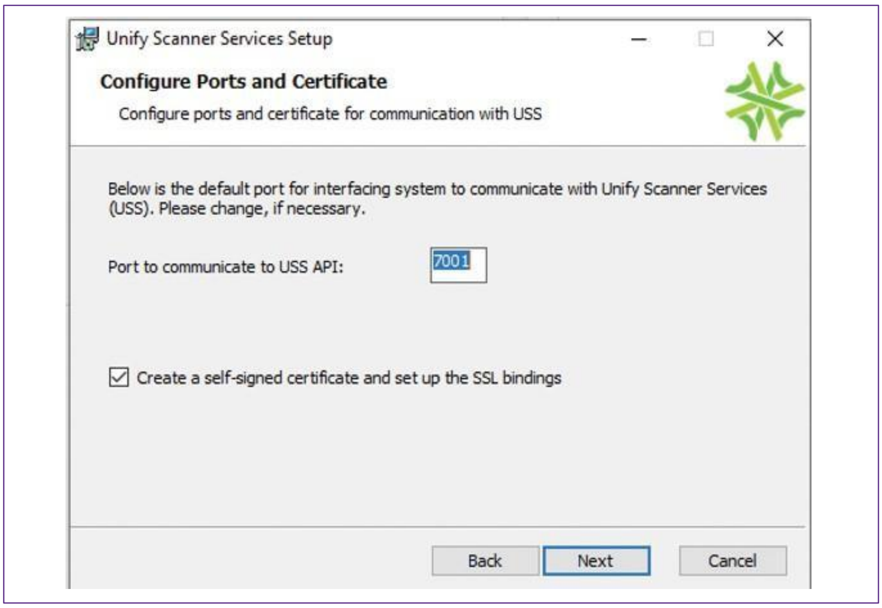


6. Follow the on-screen instructions.

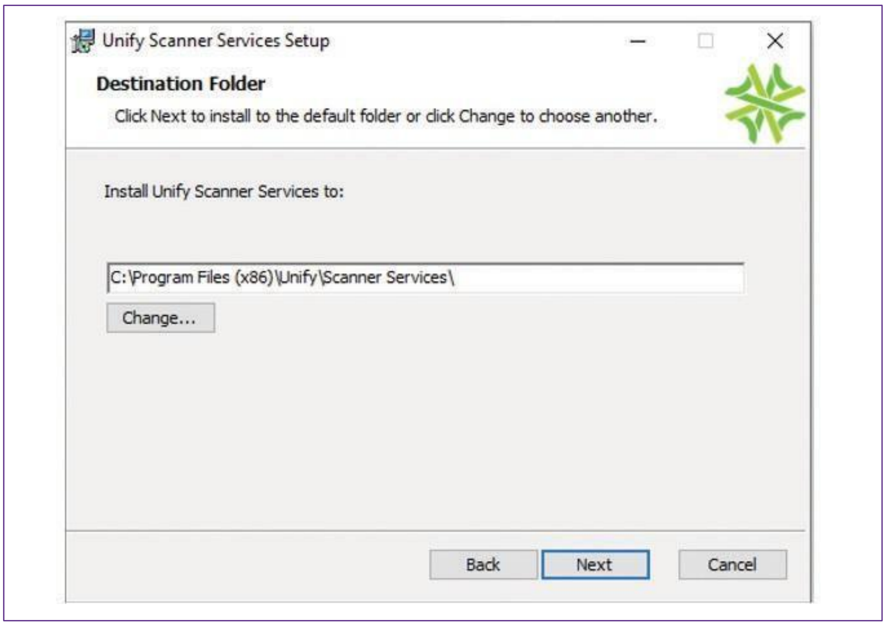


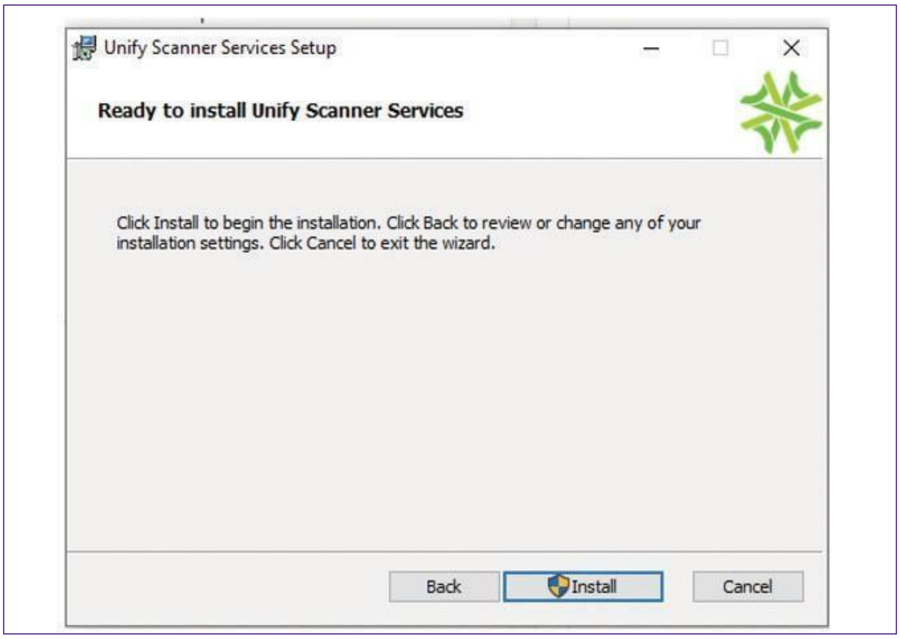


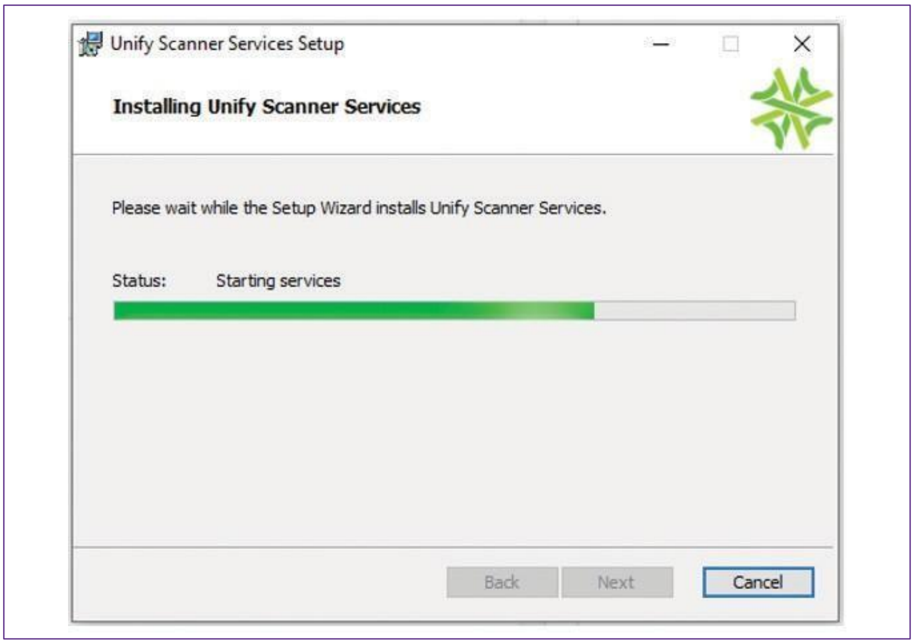
7. At the Configure Ports and Certificate pop-up, ensure 7001 shows in the text box and the tick box is checked.



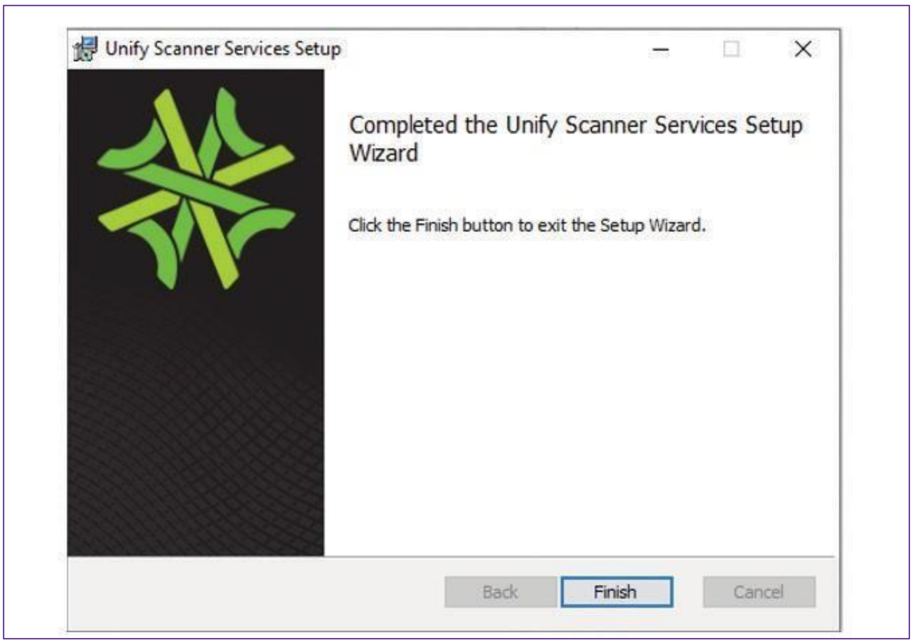
8. Continue through the next pop-ups by selecting Next > Install > Finish. You may then need to restart the browser to continue the installation.



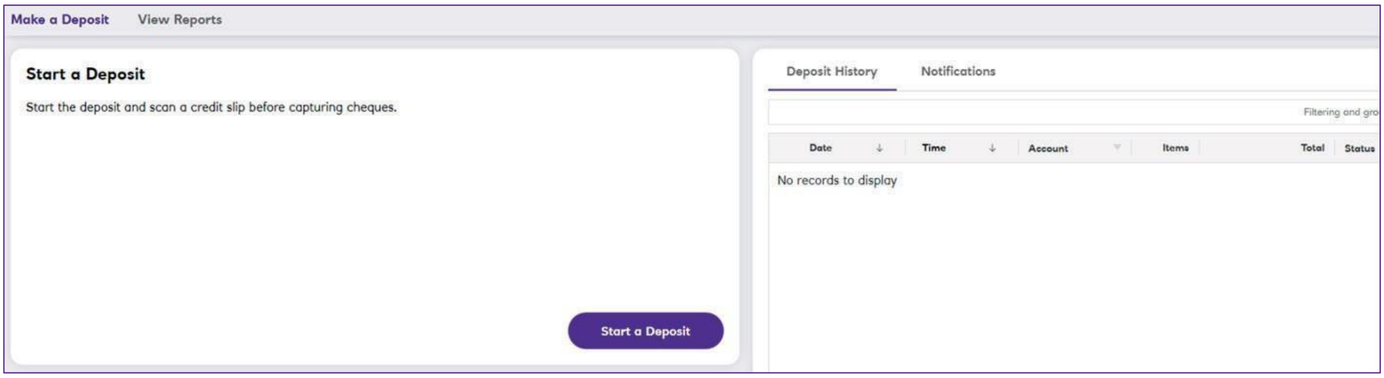




9.

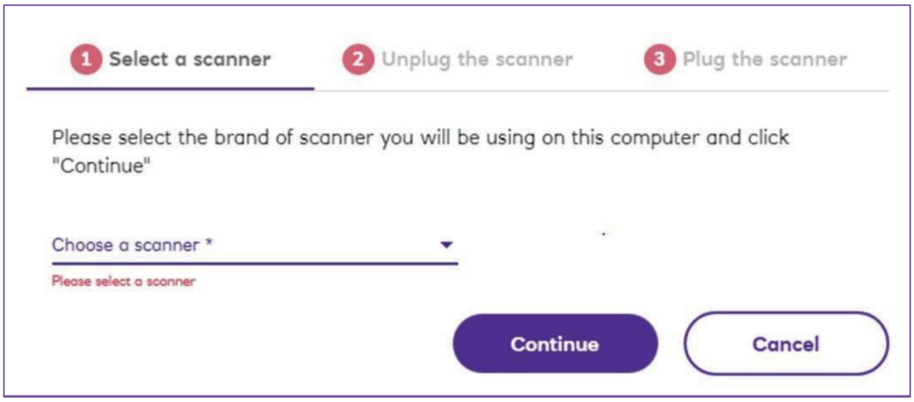


10. Select **Start a Deposit**.

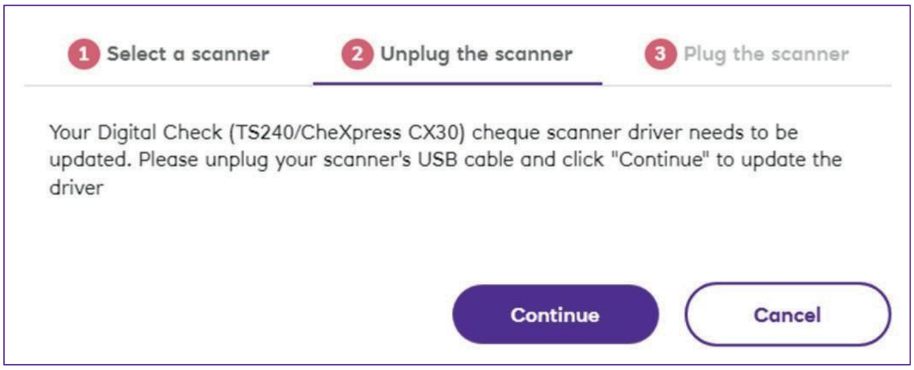


11. You'll be prompted to install the scanner driver.

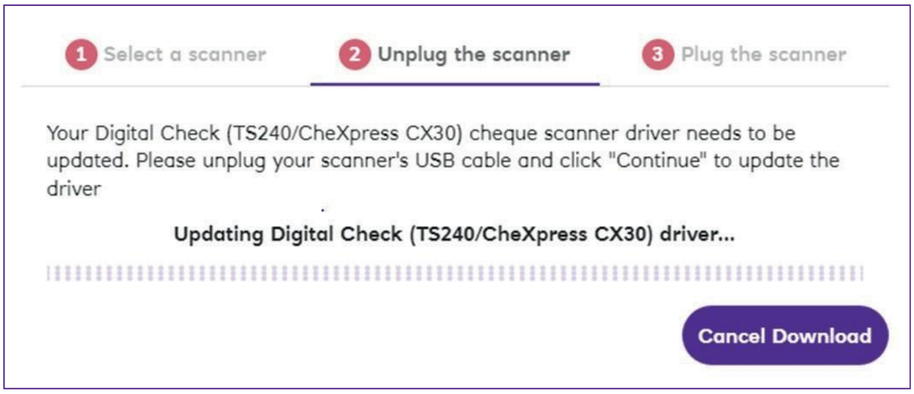
12. Select the appropriate scanner model, then select **Continue**.

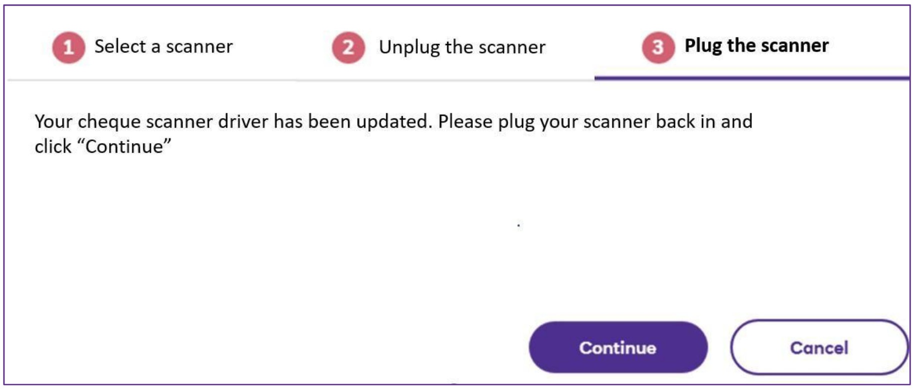


13. Unplug the scanner USB, if required, then select **Continue**.



14. The scanner driver will now download. Once this has completed, plug your scanner USB into the PC and select **Continue**.





15. You've successfully installed the scanner software and your scanner; you're now ready to deposit cheques.

2.5 Troubleshooting Installation or Update Issues

If you experience any problems with installing or updating the Unify Scanner Service, please follow the steps below to uninstall and reinstall the software:

Step 1: Log in with Administrator Access
Please sign in to your PC using an account with administrator privileges.

Step 2: Uninstall the Existing Software
1. Open the **Control Panel**.
2. Go to **Add or Remove Programs** (or **Programs and Features**, depending on your version of Windows).
3. Locate **Unify Scanner Service**, select it, and click **Uninstall**.

Step 3: (Optional) Switch User Account
Once the software is uninstalled, you may log out of the administrator account and sign in with your usual Bankline or RCD user account.

Step 4: Reinstall the Software
1. Open a new browser window and log in to **Bankline**.
2. Navigate to **Remote Cheque Deposit (RCD)**.
3. The latest version of the **Unify Scanner Service** will begin installing automatically.

Step 5: Complete Scanner Update
After installation, once your scanner is connected to RCD, you may be prompted to download an additional update. Please complete this update to enable voucher scanning functionality

2.6 What to do if a third party deposits cheques on your behalf.

If a third party deposits cheques on your behalf, it is possible they may also deposit cheques for other NatWest Group customers.

To maintain the integrity and security of your cheque deposits, you must ensure that the third party has adequate safeguards in place. Specifically, they must:

Access Remote Cheque Deposit (RCD) using your Bankline profile when depositing cheques on your behalf.

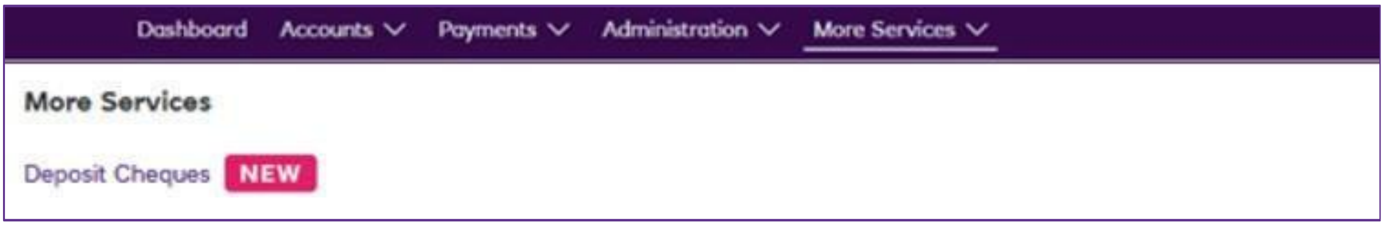
Follow your organisation’s internal controls and procedures to prevent cross-account errors or unauthorised access.

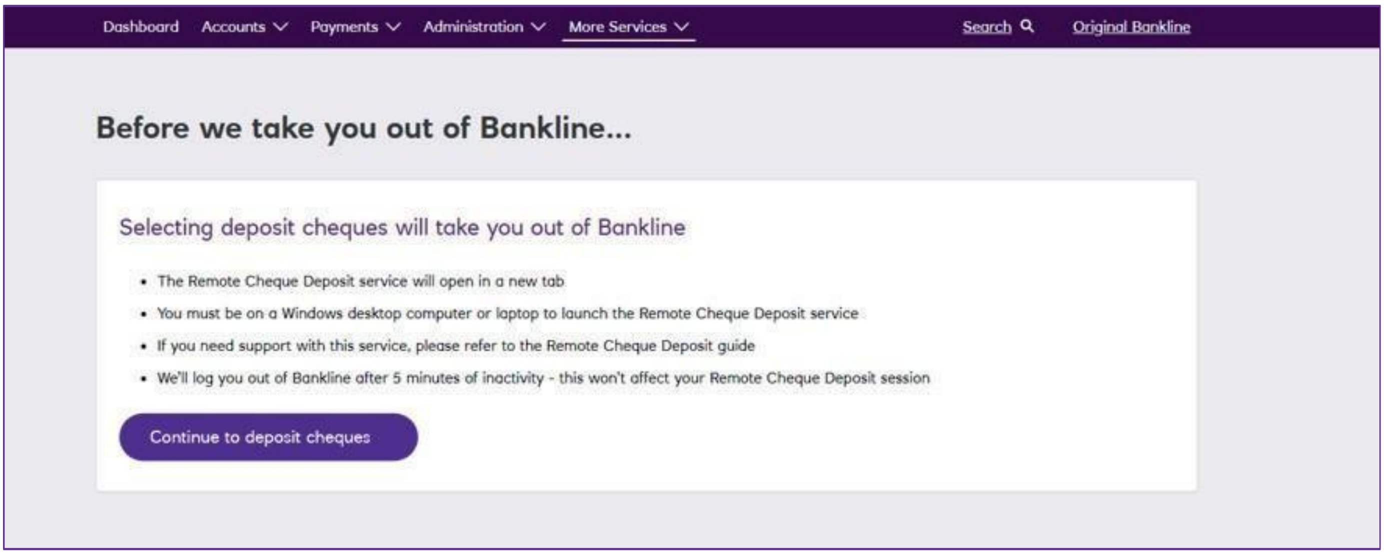
⚠ Failure to ensure proper access controls may result in deposit errors or breaches of customer confidentiality.

3. Deposit cheques

3.1. How to launch RCD.

1. Log in to Bankline and select the **More services** tab.
2. Select **Deposit cheques** and a new window will open.





3. Select the **Continue to deposit cheques** button to open the RCD service in a new tab

For an auto feed scanner, tap and align the leading and bottom edges of the cheque bundle as shown below.

3.2. Hours of operation.

Remote Cheque Deposit (RCD) Guidelines

You may already know our operating hours for other cheque deposit channels. The following information applies specifically to deposits made using **Remote Cheque Deposit (RCD)**:

Availability

- Cheques can be deposited via RCD **24 hours a day, 7 days a week**.

Daily Cut-Off Time

- The cut-off time is **6:00 PM on each working day**.
- Deposits submitted **before 6:00 PM** will be credited by **11:59 PM on the next working day**.
- Deposits submitted **after 6:00 PM** will be processed on the following working day and credited by **11:59 PM on the second working day**.

Working Days

- Working days exclude **weekends and bank holidays**.

Examples

- A deposit submitted at **5:30 PM on Friday** will be credited by **11:59 PM on Monday** (assuming both Friday and Monday are working days).
- A deposit submitted at **6:30 PM on Friday** will be credited by **11:59 PM on Tuesday** (assuming Friday, Monday, and Tuesday are working days).
- A deposit submitted on **Saturday at any time** will be credited by **11:59 PM on Tuesday** (assuming Monday and Tuesday are working days).

Checking Deposit Status

- You can log in to **Bankline** to check whether your deposit has been credited to your account.

  N.B Large value cheques undergo extra checking before submission to clearing. Their value may display as £0 until 8PM on day of deposit.

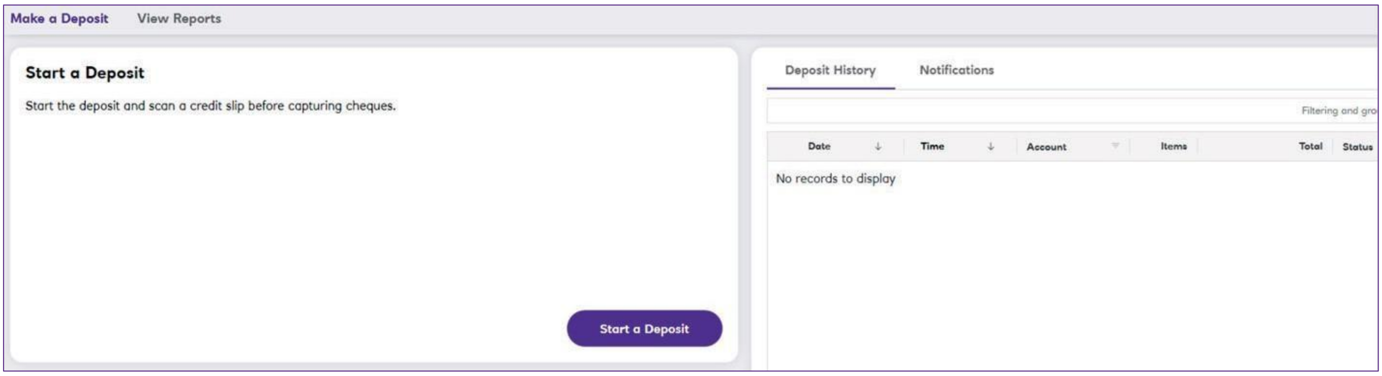
If There Are Issues

- If there are any problems with your deposit, our **Customer Services team** will contact you directly.

3.3 How to deposit cheques

This section shows you how to scan your deposit.

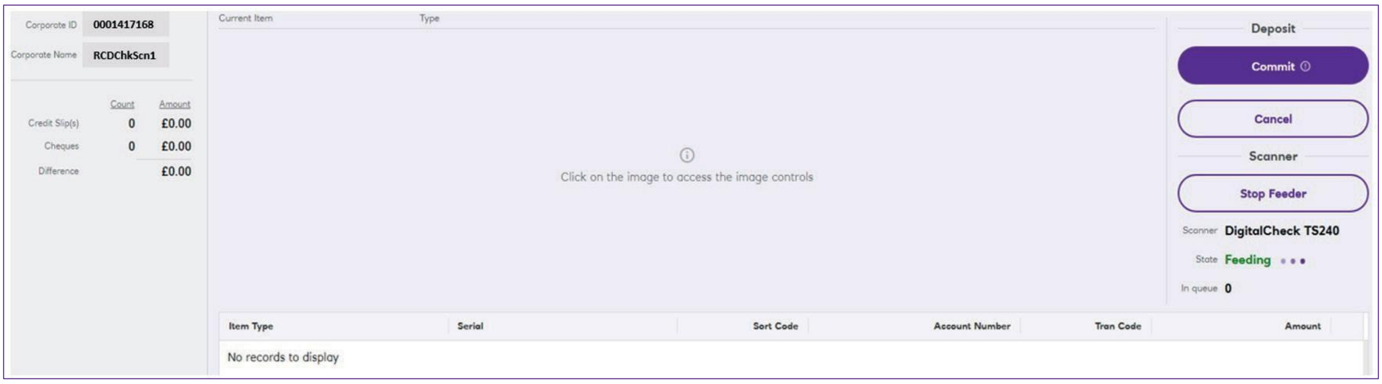
1. To begin, choose **Start a Deposit**, which opens a new screen



The **State** field, at the right hand side of the following screen, provides you with general information about the scanner and its status as follows:

- **Idle** – the scanner isn't in operation.
- **Feeding** – the scanner is in operation.
- **Disconnected** – the scanner isn't connected to the PC.
- **Document jam** – something has become stuck in the scanner.

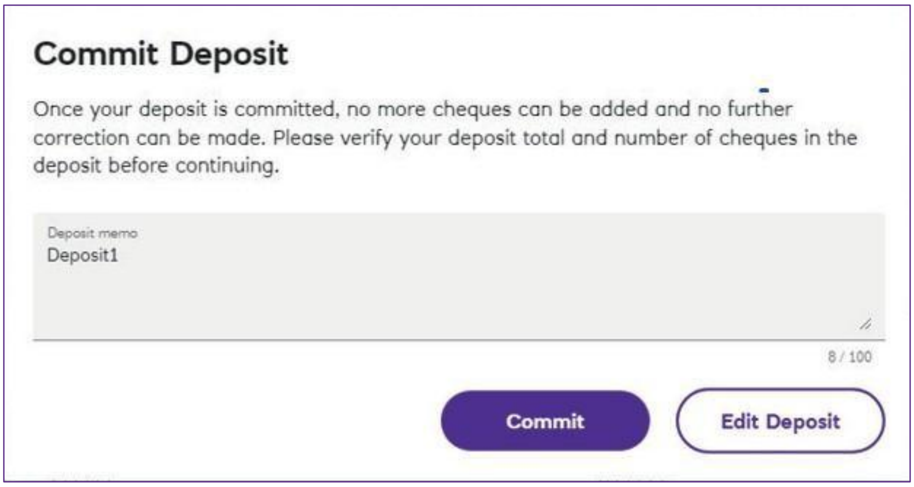
2. Put your credit slip in the scanner and the feeder will start automatically.



3. Check the details RCD has captured for the credit slip. If the amount captured is incorrect, this can be amended by double-clicking on the amount column in the table, enter the correct amount in the amount field, select **Save Edits**.
4. Check the details RCD has captured for the credit slip. If any of the codeline information is incorrect, you'll need to delete, create a new credit slip and then scan.
5. Once the credit slip details are captured correctly, place the cheques in the feeder and select **Start Feeder**.
6. If you need to stop scanning for any reason, select **Stop Feeder**. To restart scanning, select **Start Feeder**.
7. If at any time you need to cancel the full deposit, select **Cancel**.
8. As you scan, each item is added to the deposit details. These are shown in the table in the bottom half of the screen.

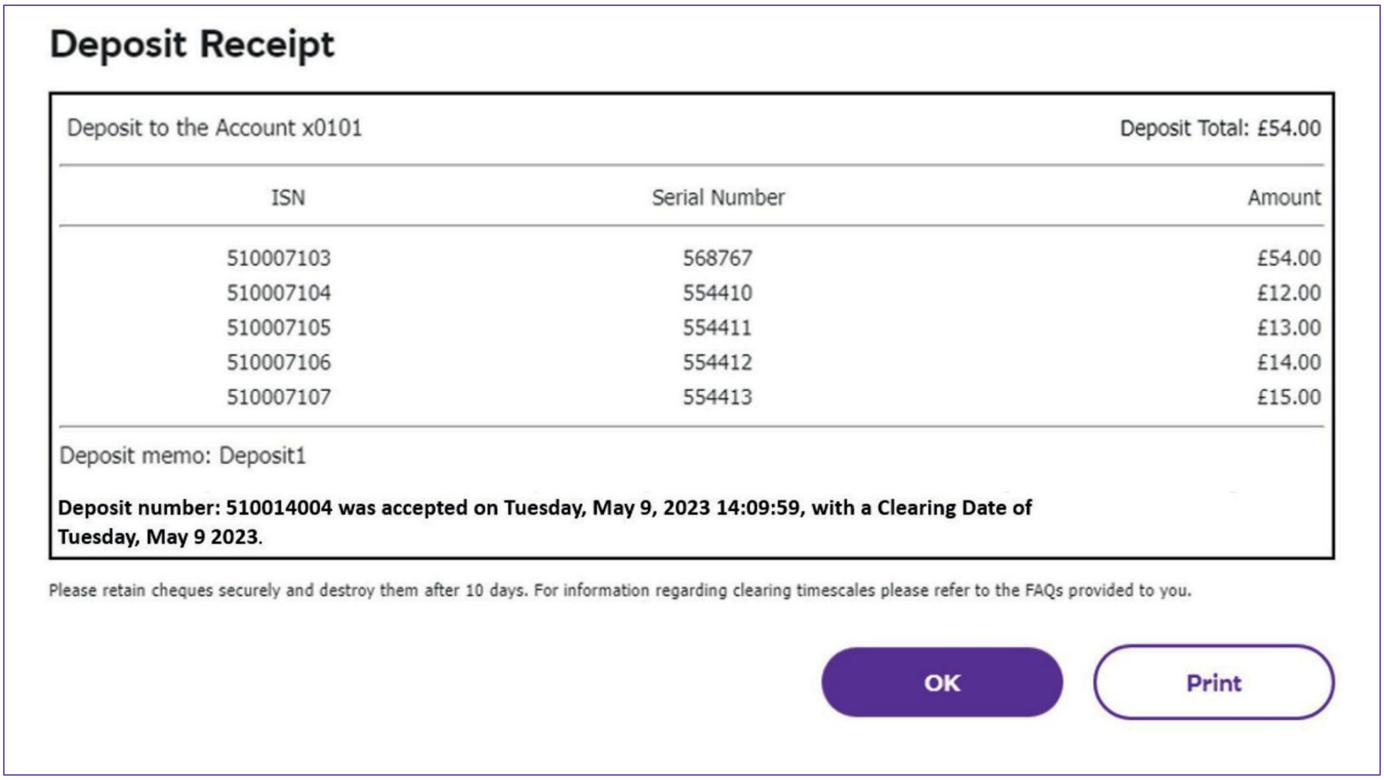
9. The latest scanned item will show at the top of the screen.
10. The deposit balance is automatically calculated, and any difference will be highlighted in red in the difference field. You can only commit the deposit if the transaction is balanced, which is when the difference field shows £0.00. In the screenshot below, you can see what a balanced deposit looks like.

11. To send us your deposit, select **Commit**.
12. A pop-up box gives you the option to enter a memo for the deposit. A memo can help you track a deposit in RCD. Please note there's a maximum of 100 character limit. You can then select **Commit**.



13. A deposit receipt is shown with the following information.
    - A summary of your deposit and when it was committed.
    - A reminder to securely destroy your cheques, as well as how long to keep them.

    You can print the deposit if you want or select **OK** to continue.



Deposit Receipt

Deposit to the Account x0101 — Deposit Total: £54.00

ISN	Serial Number	Amount
510007103	568767	£54.00
510007104	554410	£12.00
510007105	554411	£13.00
510007106	554412	£14.00
510007107	554413	£15.00

Deposit memo: Deposit1

Deposit number: 510014004 was accepted on Tuesday, May 9, 2023 14:09:59, with a Clearing Date of Tuesday, May 9 2023.

Please retain cheques securely and destroy them after 10 days. For information regarding clearing timescales please refer to the FAQs provided to you.

OK Print

✓ You've successfully committed a deposit using RCD.

✓ You can now start a new deposit, view reports or log

4. Corrections and balancing

This section guides you through the corrections and balancing functions for RCD. To help us process the data you capture quickly and efficiently, we may ask you to either make a decision or enter some data. This will help us validate your deposits.

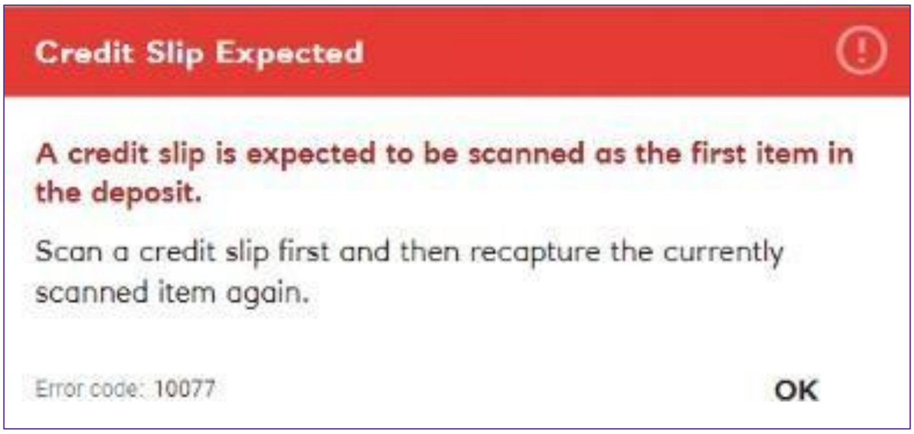
Corrections involves entering information that RCD couldn't capture correctly. It also lets you decide what should happen for other exceptions listed in this section.

Balancing is the process that makes sure the total value of the cheques is equal to the value captured from the credit slip.

4.1. No credit slip.

This section shows you what you need to do when a credit slip hasn't been scanned.

1. A credit slip must be scanned before any cheques. If you forget, you'll see a message letting you know.



2. Find the missing credit slip, put it in the scanner and select **Start Feeder**.
3. If you can't find the credit slip, you'll need to cancel the deposit. To do this, select **Cancel**.

4.2. Multiple credits.

This section shows you how to handle a situation where you scan more than one credit slip in a single deposit.

1. A deposit can only contain one credit slip. If you scan more than one, or manually enter the information, the system will tell you.
2. Select **OK** to delete the credit slip.

4.3. Amount keying.

This section shows you what you need to do if the amount of the cheque hasn't been read by the scanner. To sort out the issue, you must key the missing amount manually.

1. The on-screen message will tell you the amount hasn't been read.

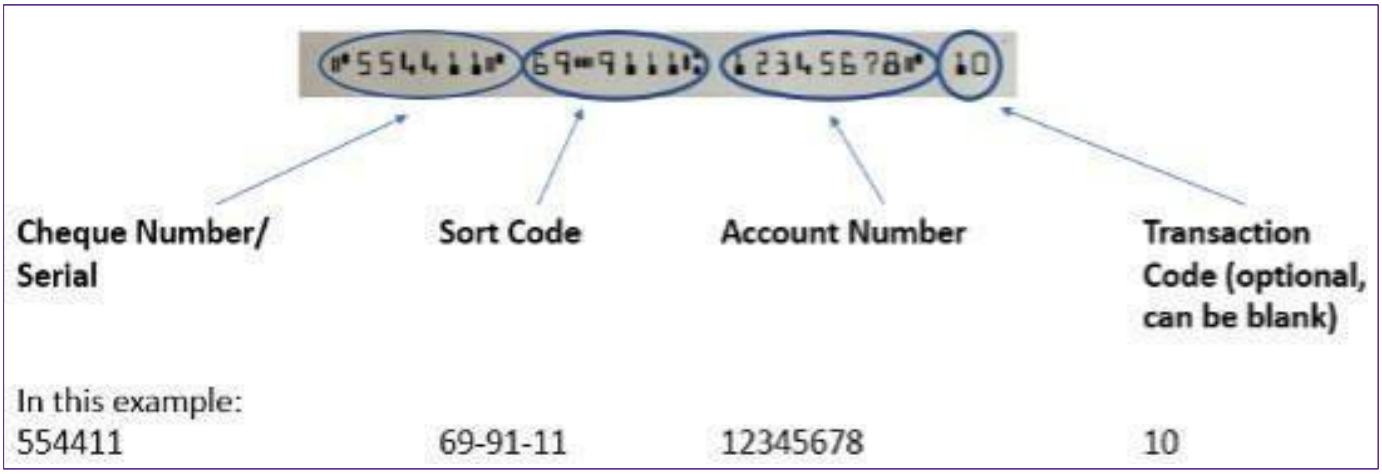
2. Manually key in the amount on the cheque and then **Save Edits**.

4.4. Codeline validation.

RCD validates the codeline fields on all items you scan, making sure they align to bank and industry specifications. The codeline fields are the numbers printed along the bottom edge of any item, such as serial, sort code, account number and transaction code.

Here's the list of accepted transaction codes. If you submit a cheque which has a transaction code that's not on the list below, it will be rejected.

Transaction code	Description
Blank	Various, Personal Cheques
00	Various, Personal Cheques
02	Personal Cheque, Postal Orders
03	Various, Personal Cheques
10	Company Cheques
11	Company Cheques
12	Bankers Payment
14	Various, Personal Cheques
15	Traveller's Cheques
16	Various, Personal Cheques



Here are the steps you need to take to put things right:

1. A message, along with the image of the item, will appear on-screen. You can then amend it by manually entering the information. In this example, you'd enter the account number then choose **Save Edits**.

2. If the sort code or account number on a cheque is **missing, unclear, or cannot be read** due to issues like poor print quality or a signature covering the codeline, we will be unable to process it. In these cases, please return the cheque to the issuer and ask them to provide an alternative method of payment.

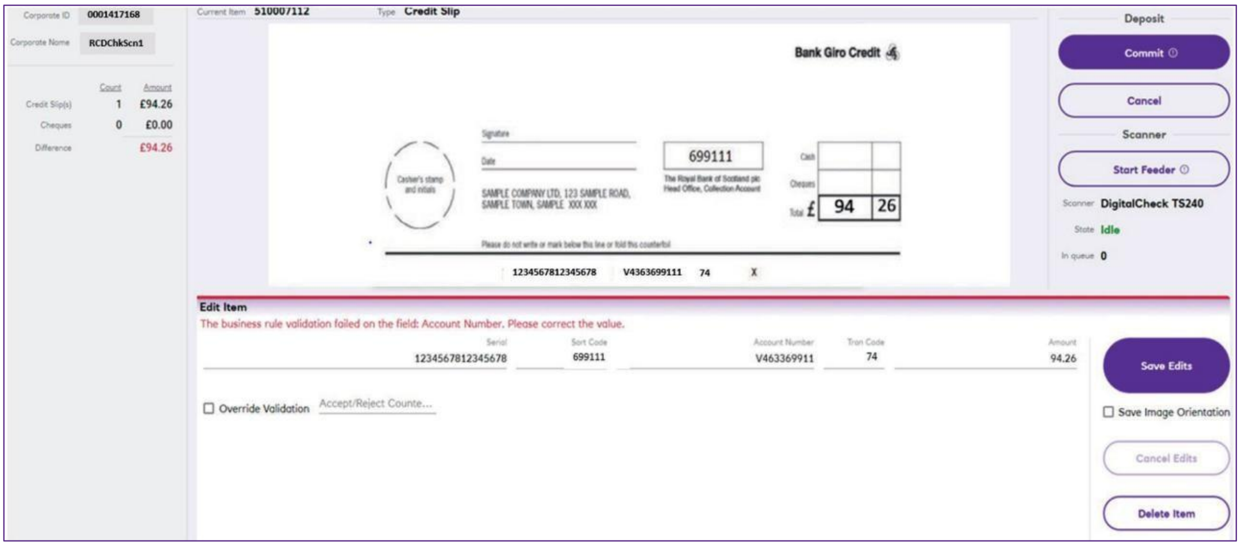
4.5. Long or short Giro Credits.

Some credit slips have complex codeline formats, like the example below:

In the far-left field is the serial number, and in the far-right field is the transaction code. As you can see, the credit slip doesn't have separate sort code and account number fields.

If RCD directs you to enter the account number, please enter the 11-digit number on the image of the credit slip, including any letters. Please note, some Giro Credits may contain an amount due field. This is a 10-digit number and shouldn't be entered as the account number.

If RCD directs you to enter the sort code, please key the last six digits of the account number into the sort code field.



4.6. Magnetic codeline failure.

This section shows you what to do if RCD can't detect a magnetic codeline on a cheque. This might suggest the cheque's fraudulent.

1. A message will appear on-screen alerting you.

2. To accept the cheque, enter **A** into the **Accept/Reject Counterfeit** field and select **Save Edits**.
3. If you think the cheque might be fraudulent, enter **R** in the **Accept/Reject Counterfeit** field and then choose **Delete Item**.

4.7. Duplicate cheque.

RCD keeps the data you've scanned for a period of time. This means you can be alerted if you scan the same cheque more than once.

1. The current cheque and the previous one it's been matched to will be shown.
2. The image below shows two cheques, the Cheque Number, Sort Code, Account Number, Transaction Code, Amount, Date and Payee Name are all the same. If the two cheques are the same and all details match, select **Items are same**. This will delete the current item as a duplicate.

3. The image below shows two cheques, the Cheque Number, Sort Code, Account Number, Transaction code and amount are all the same, however as you can see the date and payee name are different. If the two cheques aren't the same, therefore not a duplicate, select **Items are different**. This will keep the cheque in the deposit.

4. The image below shows two cheques, as you can see the Cheque Number differs between the two cheques, the current item is actually 554418 and the previously processed item is 554413. If you see this, then the Cheque Number on the current item has been misread. You should select **Edit current item**, this allows you to correct any fields that have been misread from the current item. Note this can happen on either the Cheque Number, Sort Code, Account Number, Transaction Code or Amount.

4.8. Balancing.

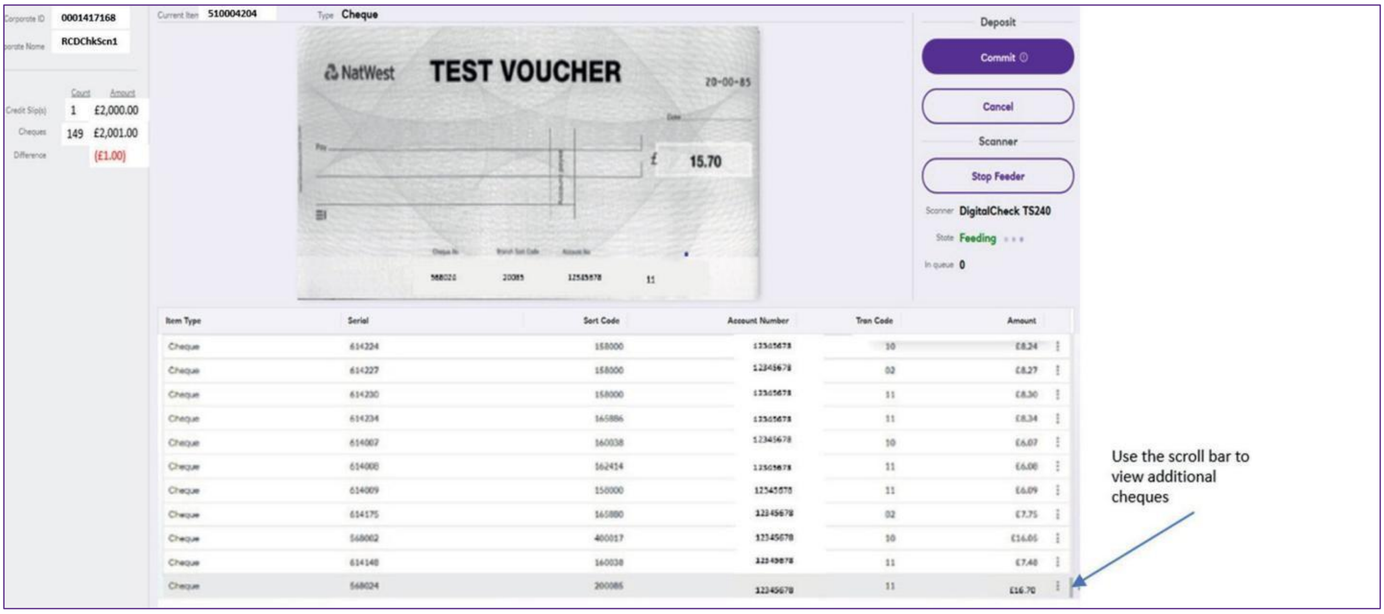
1. Once you've finished scanning, you won't be able to commit the deposit unless the total value of the cheques equals the value on the credit slip. The difference field on the left of the screen shows how much the deposit is out of balance. In this example, there's a difference of £42.00.

2. The physical items (pay-in slip/cheques) will be in the same order in your scanner as they're presented on the bottom half of the screen, as shown below. Best practice is to navigate to the top of the grid of captured items, click on the Credit Slip to display the image, then use the mouse or click to use the cursor key to scroll down to the next image.
   1. Make sure the credit slip amount is captured correctly.
   2. Make sure each cheque amount is captured correctly.
   3. If the deposit is still out of balance, please review the physical cheques to see if there are any missing or additional cheques .

4. Validate that you have calculated the total on the credit slip correctly.

To amend an item, double-click on the amount column in the row it is captured, enter the correct amount in the amount field, select **Save Edits**.

In the example below, the cheque for £15.70 has been misread as £16.70.



3. Here are some examples of why deposits can be out of balance and what you need to do to identify them.

Issue	Check what's happened	What to do	How to do it
An extra cheque has been included in the deposit.	If the total cheque value is greater than the credit slip value, look in the grid of captured items for a cheque for that value.	Delete the cheque from the deposit.	Click the vertical ellipsis (three dots) icon on the row containing the relevant cheque and then select **Delete Item**.
Missing cheque.	If the total cheque value is less than the credit slip value, look at any records (such as listings) you may have created before scanning. Look for any cheques that match the deposit difference.	If you find the missing cheque, then you can scan it into the deposit.	If you can't find the missing cheque, you should re-start the transaction with a new credit slip showing the correct amount
Misread credit slip amount.	Check the credit slip amount that's been captured is correct.	Amend the credit slip amount captured to reflect the amount on the physical credit slip	To amend the scanned credit slip, double-click on the amount in the row the credit slip is captured, enter the correct amount in the amount field, then select **Save Edits**.

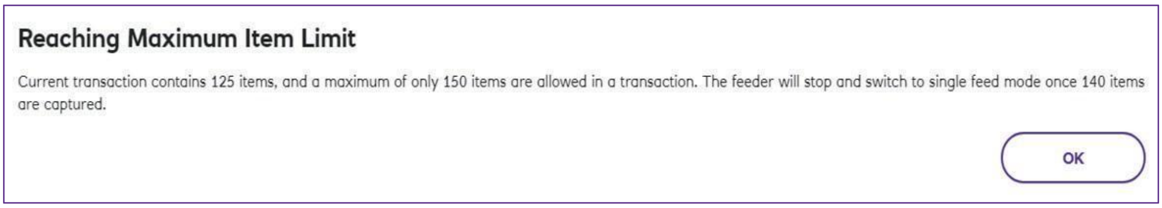
Misread cheque amount.	Check each cheque amount has been captured correctly.	Amend the cheque amount.	To amend the cheque amount, double-click on the amount column in the row the cheque is captured, enter the correct amount in the amount field, then select **Save Edits**.

4. Once the deposit is balanced, there will be a tick showing you can click the **Commit** button.

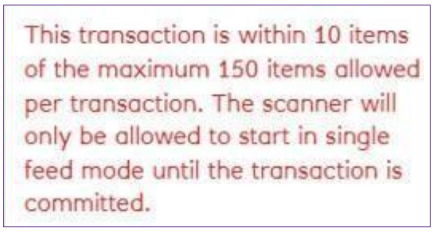
4.9. Maximum deposit limits.

To make balancing easier, we limit the deposit size.

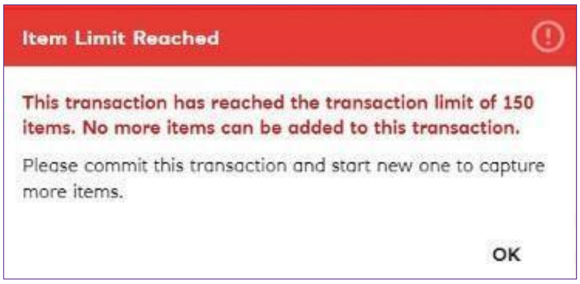
1. The maximum volume per deposit is 150 items, made up of 149 cheques and one credit slip.
2. At around 125 items, a warning message will pop up. This doesn't stop you scanning, but it's worth considering how many cheques you still need to scan.



3. When you reach 140 Items, a further warning message will appear. This will tell you that you're close to the maximum limit of 150 and will slow to single-feed mode.



4. When you've reached the 150-item limit, a final message will appear. You won't be able to scan any more cheques in this deposit. Any remaining cheques will need to be processed separately.

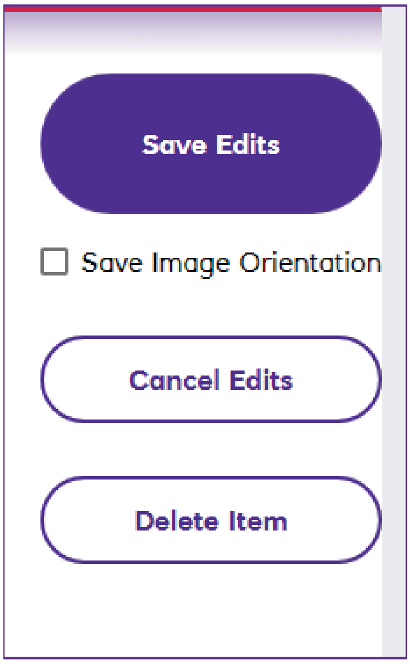


4.10. Image manipulation.

When a cheque image is displayed on the screen when making a deposit, clicking on it provides four options:

1. **Rotate**.
2. **Flip**.
3. **Magnify**.
4. **Bitonal**.

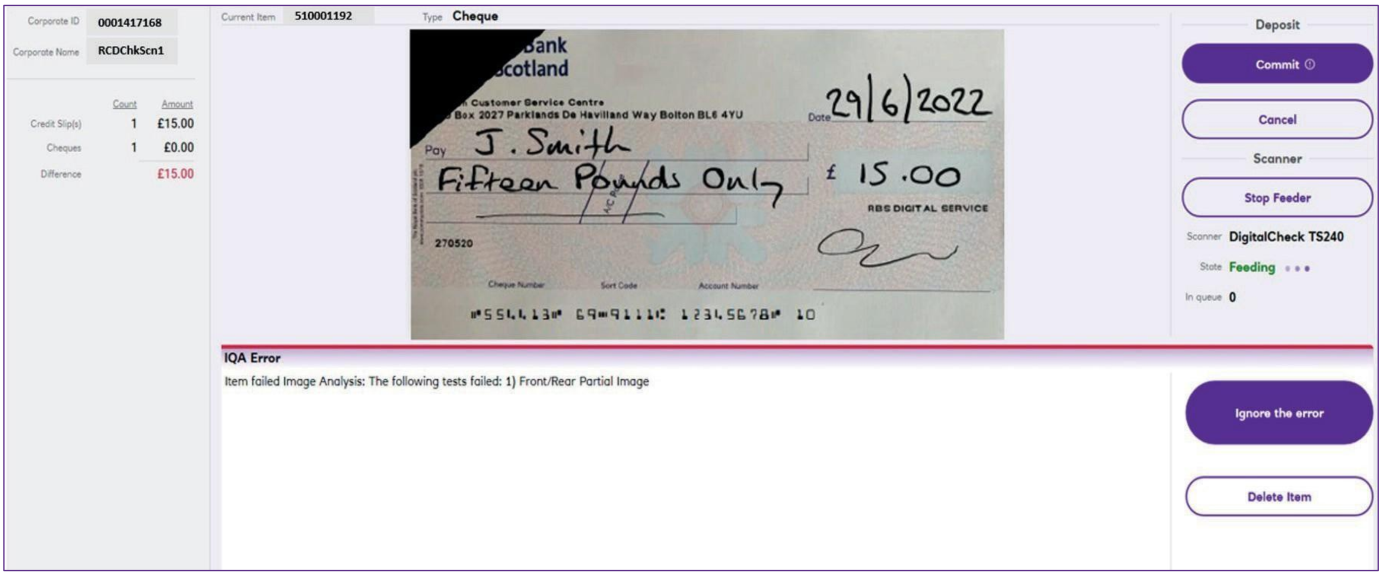
5. If you’ve had to correct the orientation of the cheque by rotating it, you should select **Save Image Orientation** before selecting **Save Edits**.



4.11. Image quality validation.

To make sure we comply with industry specifications, we apply several image quality validations. This also helps the cheque flow without error through the clearing process.

1. There are a few different image validations, and the on-screen message will tell you the specific reason. In all cases, please review the image to make one of the following decisions:



2. If you’re sure the image is complete and is a faithful representation of the actual cheque, then select **Ignore the error**.
3. You can also select **Delete item**, but bear in mind you might need to adjust the value of the credit slip.

5. Reports

RCD has reporting functions that let you review and extract data for 99 days from when you make a deposit.

- Users with corporate level access can view and download reports for deposits committed by all users or for deposits committed only by themselves.
- Users with user level access can only view and download reports for deposits committed by themselves.

There are four reporting options.

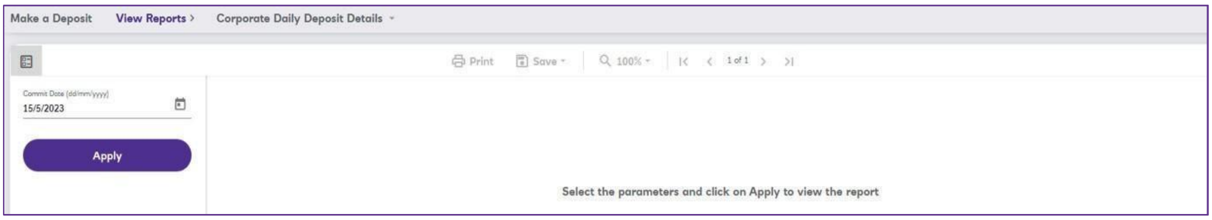
1. **Corporate Daily Deposit Details/Daily Deposit Details** shows images of the front of each item within every deposit on a chosen date.
2. **Deposit Details Extract** Shows a full day of deposit details as a table.
3. **Corporate Deposit Summary/Deposit Summary** shows credit information for deposits made within a selected date range.
4. **Item Search** lets you search for specific items within a date range, based on several parameters.

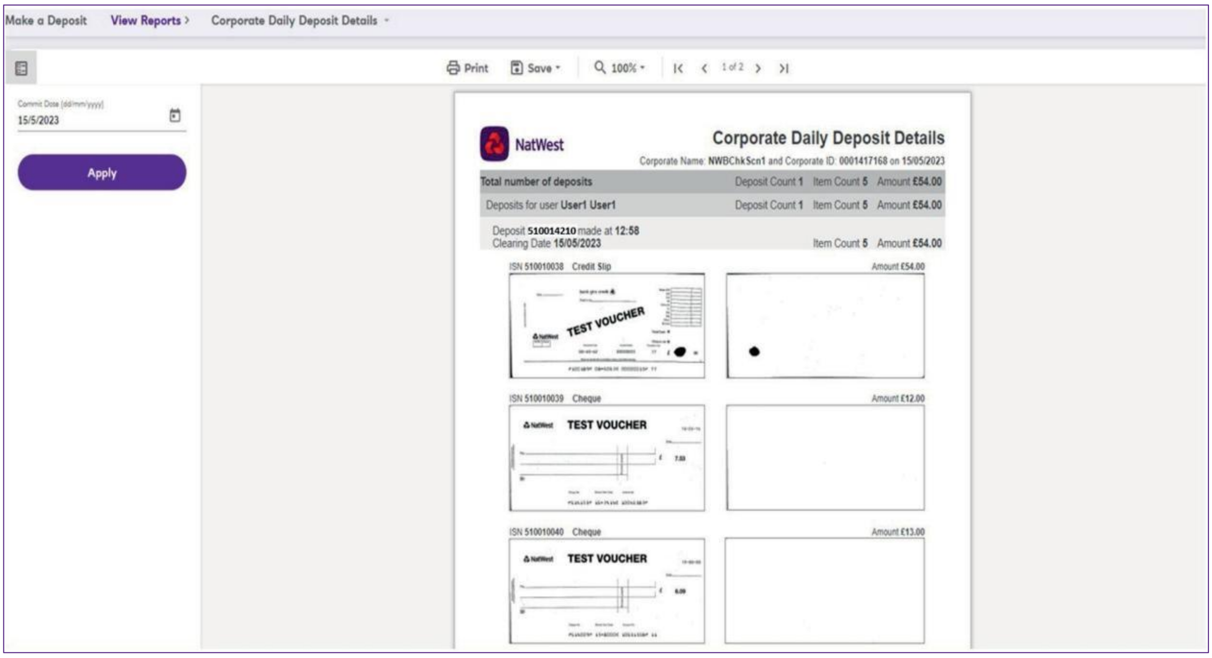
You also have the option to print and download reports.

5.1. How to run a report.

1. Select **View Reports** and then choose the type of report you want from the drop-down list. Choose the date or date range you want and select **Apply**. The report will show the deposit information/report summary for the date or date range selected.
2. You can print or save the report. Reports can be saved as PDF, HTML or CSV. An example of a Corporate Daily Deposit report is shown below:

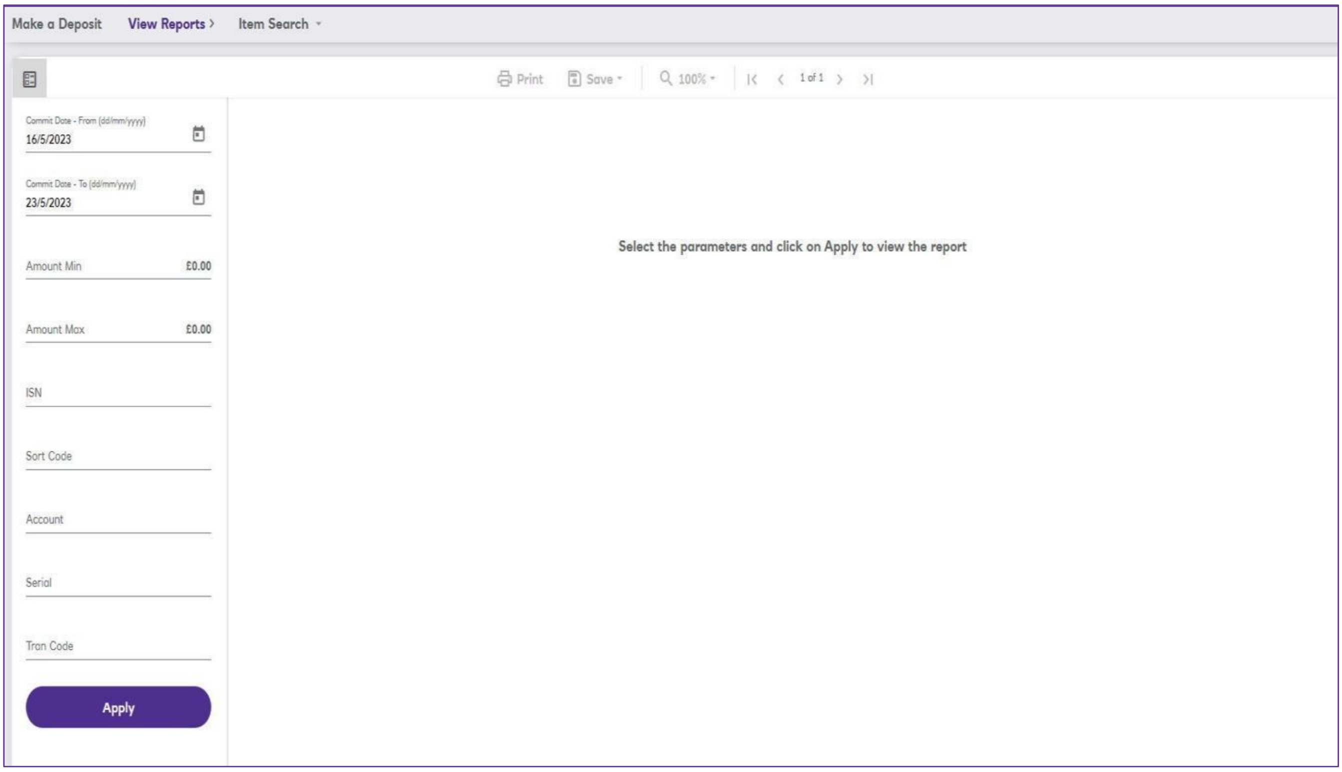
   The top centre of the screen will show how many pages of detail is available. To scroll through each page use the arrow buttons.



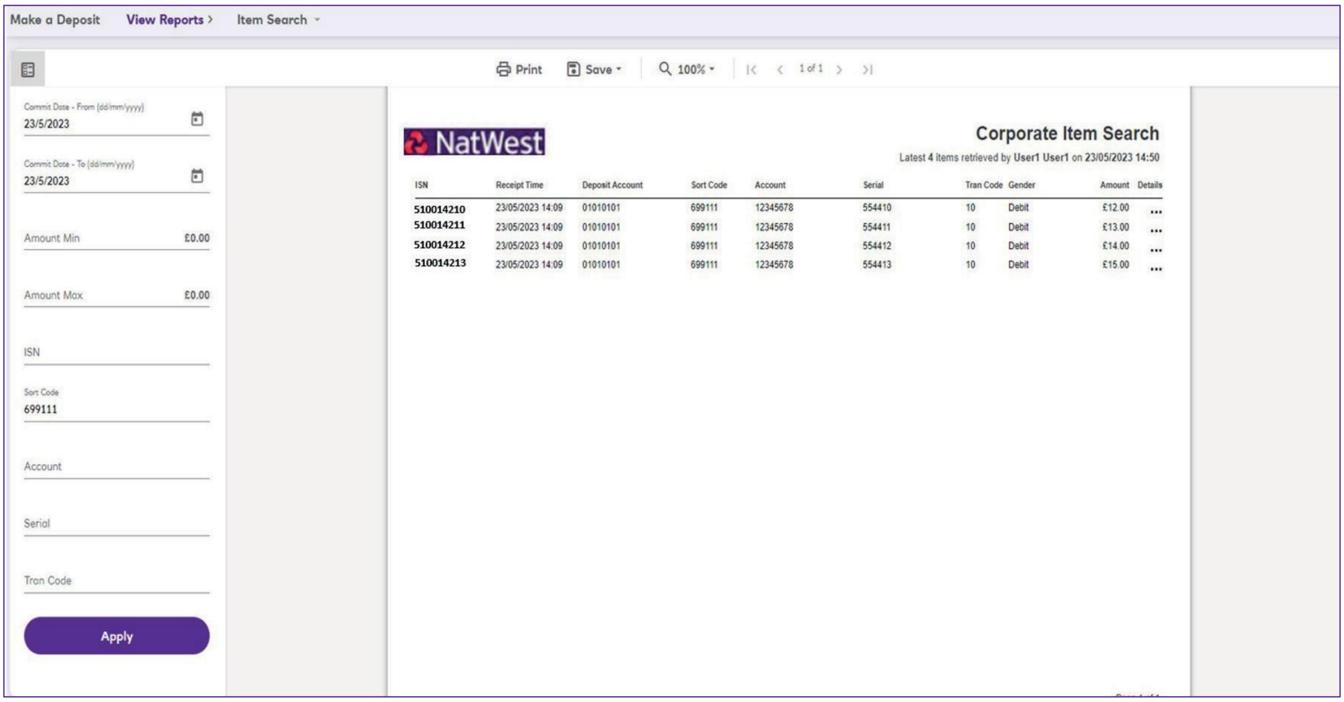


5.2. Item Search.

1. Select **Item Search** from the drop-down list.
2. You can now search using multiple fields. Enter your search criteria and select **Apply**.



3. You'll then see the results of the item search.
4. Click to view the image of any item. You can print or save the item. Items can be saved as PDF, HTML or CSV.



6. After committing a deposit to RCD

- Once you commit a deposit to us, we perform some extra validations. If any item can't be processed, we'll contact you.
- Some large value credits may show as £0 until end of day validations are completed
- The deposit is then passed through our clearing systems and combined into our normal daily submissions to the Image Clearing System (ICS) scheme.
- The images and deposit information are saved to our image archive.

7. Cheque disposal

Please keep cheques for a minimum of 10 days after scanning. After this, they can be disposed of securely.

8. Support

- It's easy to contact us. If you have any queries about RCD, please email us at **remotechequedeposit@natwest.com.**
- Please note, the email must come from a registered user on Bankline and from the email address used in Bankline.
- The email must include the customer ID number and Bankline user ID.
- If you're having issues with your scanner, please contact the supplier directly.

9. Troubleshooting

This section gives you guidance on some of the scenarios you might have when depositing cheques using RCD.

	Issue	Answer
1	I'm having problems logging in to Bankline.	Please call Bankline on **0345 030 3109** (Relay UK **18001 0345 030 3109**) or on **+44 167 055 2026** from outside the UK. Lines open 9am-5pm Monday to Friday. Calls may be recorded. Or use Cora, your digital assistant 24/7.
2	On Bankline, when I click **More Services** I don't have the **Deposit cheques** option.	Please check with your Bankline administrator to confirm you have an RCD privilege – see section 2.3.
3	My PC crashed when I was making a deposit.	Restart your PC. When you access RCD, you can pick up where you left off – see section 4.11.

4	**Scanner Setup and Recovery Steps** If you are experiencing issues with your cheque scanner, please follow the steps below to reset and verify your setup	**Step-by-Step Recovery Process** 1. **Shut down your PC** completely. 2. **Switch off the scanner** at the power socket. 3. **Disconnect any non-essential USB devices** from the PC, especially any scanners other than the Digital Check CX30/TS240 used for Remote Cheque Deposit (RCD). 4. **Ensure the Digital Check CX30/TS240 scanner is connected** to the PC using the supplied cable or a known working USB cable. 5. **Unplug the USB cable from the scanner**, then plug it back in securely. 6. **Unplug the USB cable from the PC**, then reconnect it—preferably using a different USB port. Try switching between front and rear ports if available. 7. **Power on the Digital Check CX30/TS240 scanner**. 8. **Check the LED status indicator** on the scanner: A **solid red light** indicates the scanner is powered on. A **flashing red light** may indicate a jammed item. Refer to the scanner's user manual for instructions on how to open and clear the scanner. If the issue persists after investigation and power cycling, contact your scanner supplier. 9. **Power on the PC** and log in. 10. **Wait five minutes** before opening any applications to allow the system to fully complete startup and login processes. 11. **Open your web browser**, log in to **Bankline**, and launch **Remote Cheque Deposit (RCD)**.

		If Issues Persist Please consider the following checks: • Do you have access to **another PC or laptop** to test the scanner? • Can you try using **another Digital Check CX30/TS240 scanner**? • Have you tried a **different web browser** (e.g., Microsoft Edge, Google Chrome, Mozilla Firefox)? • Are you seeing an **error message** listed in **Section 9.1** of this guide? • Have you contacted your **IT support team**, and shared the troubleshooting steps from the **Customer Technical Overview**? • If you still need help, **contact our support team** for further assistance.

9.1. Scanner errors.

This section will show you how to locate and clear a scanner error. Following the steps in **Section 3.2 – How to prepare your deposit** will help reduce these issues.

When there's a scanner error an on-screen message will appear. The text next to the feeding status will also change from green to red and highlight which of these errors has happened.

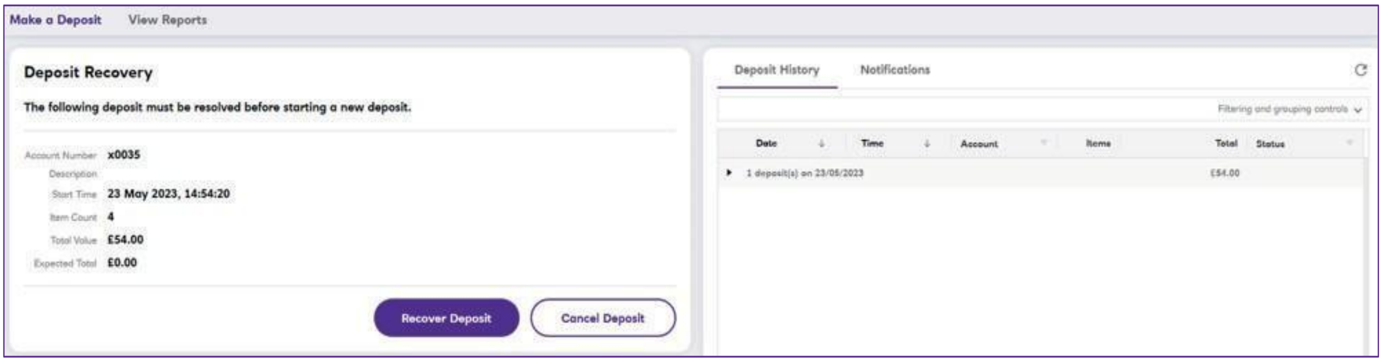
Error	What you need to do
Feeder jam -	**Issue:** A cheque is blocking the scanner. **Resolution:** 1. Follow the on-screen prompts to identify and remove the jammed cheque. 2. Refer to the scanner's user manual for additional guidance if needed. 3. Once the jam is cleared, select **Start Feeder**. 4. If successful, the scanner status will change to **Scanning**. 5. You may now continue scanning the deposit.
Double document detect	**Issue:** The scanner has detected that two cheques may have been scanned together. **Resolution:** 1. Clear the jam from the scanner. 2. Separate the cheques. 3. Rescan the items individually.
Feeder failure.	**Issue:** The scanner feeder is not functioning correctly. **Resolution:** 1. Clean the scanner feeder area thoroughly. 2. Attempt to scan the document(s) again. 3. If the issue persists, consider replacing or repairing the scanner.
Error 7001	**Issue:** Connectivity issue related to port access. **Resolution:** • Check for firewall restrictions or port accessibility issues on localhost:7001. •
Error 13001	**Issue:** Scanner connection problem. **Possible Causes:** • Hardware failure

	• Disconnected USB cable • Scanner powered off **Resolution:** • Ensure the scanner is powered on and properly connected via USB
USB unplug issue	**Issue:** Scanner disconnected unexpectedly. **Possible Causes:** • Accidental USB disconnection • Faulty USB port **Resolution:** 1. Reconnect the USB cable securely. 2. Try a different USB port if the issue continues
“Local Network Access Denied/Required” message	**Issue** “Local Network Access Denied/Required” message appears to user **Possible Causes:** • Update to RCD or Customer environment **Resolution:** 1. Go to Browser Site settings -> Additional Permissions -> Local Network **2.** Add URL **- https://openapi.natwest.com** to local network settings

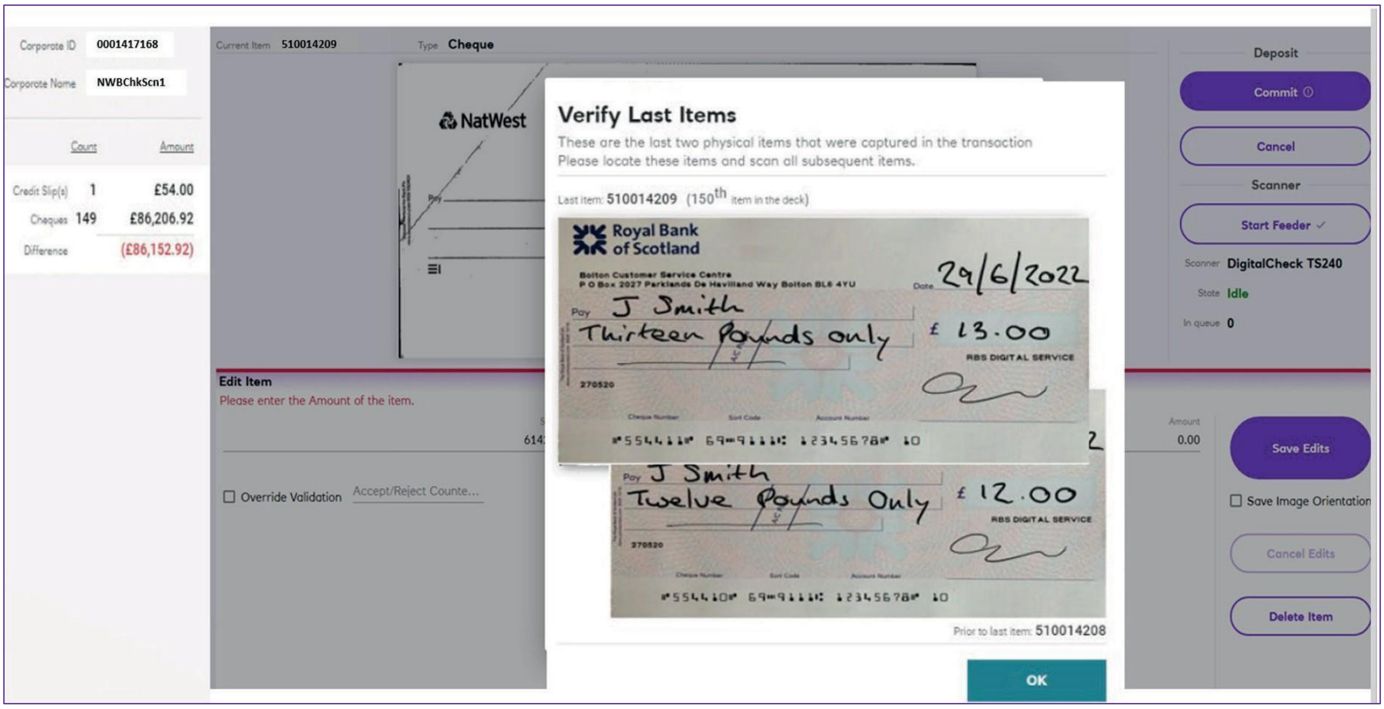
9.2. Deposit Recovery.

If you experience a failure with your equipment (for example a PC crash, power failure, internet connection loss, timed out) whilst processing a deposit, log back into RCD, which will detect the transaction that was in progress.

Select **Recover Deposit** if you wish to pick up where you left off. You can also **Cancel Deposit** and start again.



If you choose **Recover Deposit**, you'll see these screens:



The screen will confirm where it stopped scanning. You may have to verify more than one item – as you can see, in this example there are two.

Check each item. When you're ready to continue, select **OK**.

If there are more items you want to add, place them in the scanner and select **Start Feeder**.