

J.P. Morgan
Receivables Online
Remote Capture User Guide

November 2022

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What is Remote Capture?

Remote Capture provides you with a tool to instruct J.P. Morgan operations to deposit items. It speeds the availability of funds by expediting deposits, reduces courier fees and time spent preparing deposit packages, and allows you to maintain control of deposit decisions.

Remote Capture is an Internet-based service that allows you to scan checks and full-page documents from your desktop or mobile device and electronically send the images to the bank for deposit. Remote Capture is built on our innovative receivables management tool, Receivables Online.

All you need is a J.P. Morgan Remote Capture approved scanner connected to a computer with an Internet connection or your mobile device to connect to deposit items. Remote Capture offers two solutions to route your transactions for deposit. The Remote Deposit Capture solution (RDC) allows you to deposit directly into your bank account. The Remote Lockbox Capture (RLC) allows you to send transactions into your lockbox workflow for deposit.

Through both solutions, you can make a single deposit or make as many deposits in a day as you like. Deposits received before your determined business-day cutoff time are credited on the same business day. Images and data are integrated with your other Program transactions.

Client Setup Profile

With the assistance of an implementation specialist, your profile will be set up to process in **one or many** of the following capture types:

- Check(s) and Document(s)
- Check Only
- Document(s) Only
- Scannables (not available for Mobile or RDC Programs)

There may be instances where a check-only mode cannot be added since the capture type must match the existing paper processing types within the lockbox site. For check-only item processing with a Check and Document capture type, please utilize the material replacement document provided to you in place of back-up material between each check. Check-only item processing cannot be accomplished within a Scannable capture type. This document can also be found on the [Remote Capture Resource Center](#) under Remote Capture Resources.

Another option is to request the program to be set up for multiple check transactions (only applicable to RLC desktop), which allows you to process multiple checks with document(s). Multiple checks can also be processed with a coupon under the Scannables capture type. We can also setup another Program to process just checks without documents.

We also offer additional features such as ACH check conversion, batch number entry, and batch or aggregate depositing. For RDC transactions, you have an option to choose up to 10 invoice reference fields for the user to data key for Remote Capture transactions. You can also select which fields are required or optional. We can support text, amount, and date fields. These additional fields can be activated for check and document, check-only, and document-only capture modes.

Please contact your customer service representative if you wish to add any of these options.

Once implementation is complete, you will receive notification of your available capture type(s) and your official business-day cutoff time for same-day credit based on your existing program processing, data keying and data transmission instructions deadlines.

The [Remote Capture Resource Center](#) provides additional information, such as recommended scanners and scanner ordering, driver downloads and more, listed under Technology Requirements.

For scanner ordering, please note you will be redirected to the website of our approved vendor, Superior Press. Please refer to the *Remote Capture Scanner Ordering Guide* from the [Resource Center](#) for specific details on the process.

Desktop Log On – How To

The screenshot shows the J.P. Morgan ACCESS® desktop log on interface. On the left, there is a 'Log On' section with a 'User ID' field and a 'Continue' button. Below the field are links for 'Forgot or Retrieve Password / User ID?' and 'Where do I enter my Password?'. In the center, there are two banners: one for 'ALERT - MALWARE AND SOCIAL ENGINEERING ATTACKS' with a 'Learn More' link, and another for 'New, faster global search across J.P. Morgan ACCESS® Online™' with a 'Learn More >' link. On the right, there is an 'Attention' sidebar with two sections: 'Malware Alert' and 'Wire Fraud from Email Requests', both providing information about fraudsters and security warnings.

To log on to the Receivables Online application, you will use your User ID, Site Phrase and Password. You may also need to use a Secure ID Token if one has been assigned to you.

1. Enter your assigned User ID in the **User ID** field.

2. Select **Continue** to be taken to the second Log On screen.

3. Confirm that the personal Site Phrase displayed is correct.
4. Enter your password in the **Password** field.
5. If you have been assigned a Secure ID token, enter the security code displayed on your token in the **Token Code** field.
6. Select **Log On**.
7. The J.P. Morgan Access™ main page is displayed. Select **Receivables Online** from the **More Services** menu.

Password Requirements

Your password is case-sensitive, meaning that it must be typed in exactly as it is defined with upper and lower case alpha characters and numbers. When you log on for the first time, the Change Password page displays, and you are required to change your password for security purposes. The following Password rules apply.

- Password must be between eight to 20 characters long
- Contain at least one upper case letter, one lower case letter, and one number
- Not contain spaces but can contain the following special characters: @ # \$ % & _ + / { } | ~ ?
- Not contain three or more consecutive numbers or letters (e.g. "123Smjth / ABCSmjth" would not be allowed)
- Not contain three or more repeated numbers, letters or special characters (e.g. "AAASmjth / 111Smjth / @@@Smjth" would not be allowed)
- Not contain the words "morgan" or "chase"
- Be different from your J.P. Morgan Access® User ID

There are three conditions when a password must be changed:

1. The first time you login to Receivables Online
2. When your password periodically expires
3. When your password has been reset either through Express Password Reset or by your Security Administrator

By default, your log on password is set to expire every 90 days.

Scanner Installation

When you receive your scanner, a CD-ROM will be provided that contains the scanner drivers to load onto your computer. Alternatively, instructions to download all drivers (including the J.P. Morgan Remote Capture driver) are available under the Technology section on the [Remote Capture Resource Center](#). Please review steps for the redesigned installation steps under the Receivables Online and Remote Capture Transition Checklist and Installation Guide under Resource from the [Remote Capture Resource Center](#).

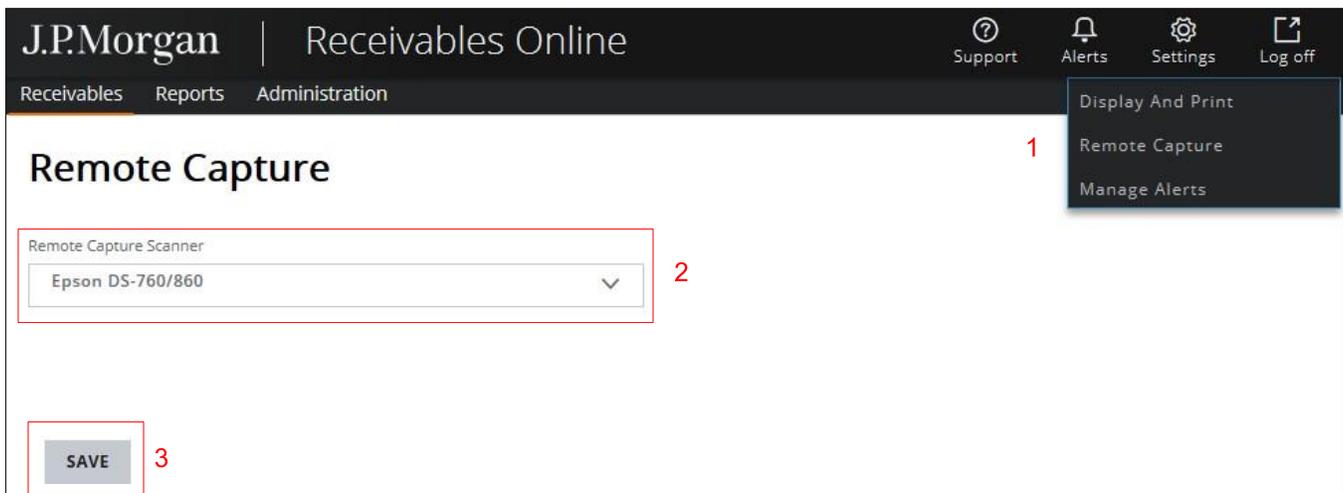
Note

- For the new user interface, you will need to download the new Scan Service software.
- You will not be able to scan from the new user interface until you have downloaded the Scan Service software.
- You can continue using the current user interface with all drivers downloaded.
- Hardware installations commonly require administrative rights to your local computer. Please engage your IT team if you do not have administrative rights.
- You will need to reboot your computer after installing the driver software.
- The scanner application settings systematically default to image resolution of 200 DPI with black/white duplex scanning.

Set Default Scanner

Within Receivables Online, you'll find a Settings link in the header. Follow the steps below to set up your installed scanner as the default scanner for Remote Capture.

1. Select the **Settings** icon, and then select **Remote Capture**.
2. From the Remote Capture Scanner drop-down menu, select your scanner.
3. Select **Save**.



Transaction Preparation

Document preparation is an important step before scanning your items. The way you prepare your work will differ based on both your scanner and capture type. Please refer to [Appendix A](#) for detailed instructions depending on your scanner and capture type. (**Note:** If scanned items are not positioned in the correct order, items will be rejected and processing will be delayed.)

Below are a few tips on preparing your work:

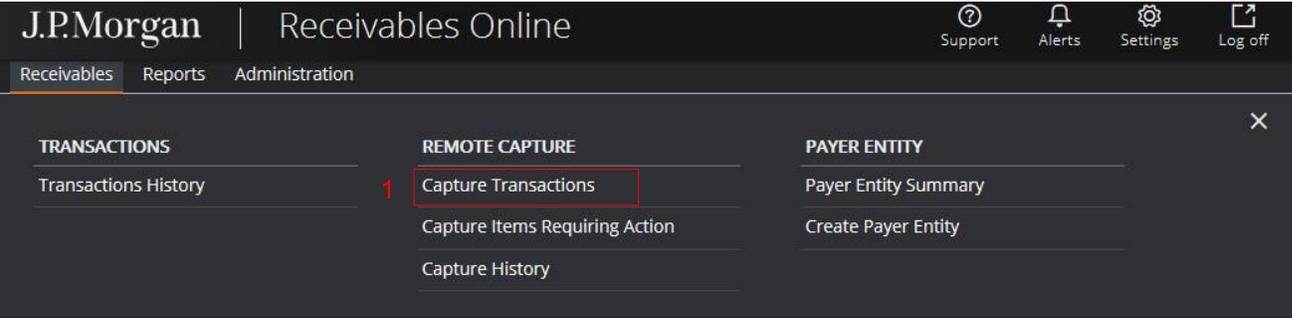
- Prepare your work in transactions corresponding to the available capture types. (**Note:** A transaction is defined as a check and all documents supporting that check (if applicable), or a coupon and check under the Scannable capture type.)
- Review the checks to ensure they are valid.
- Detach the checks if connected to additional payment information.
- You will only be allowed to scan a maximum of 50 items per scan.

Notes

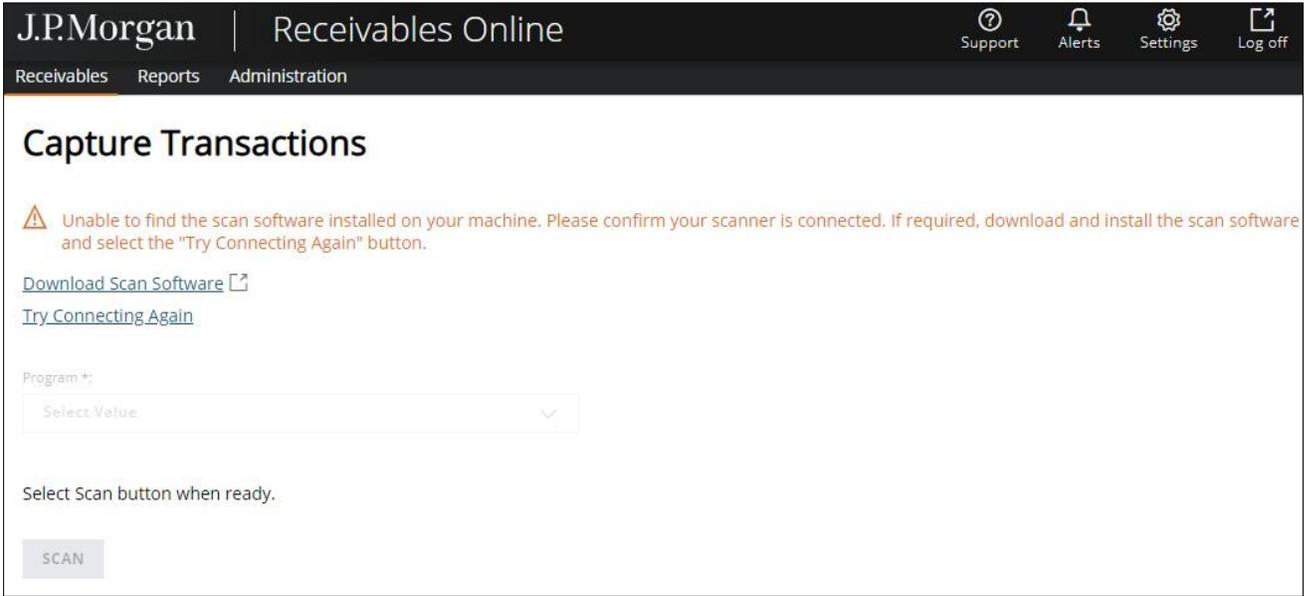
- **For U.S. Accounts:** Canadian items and foreign items cannot be processed through Remote Deposit Capture (RDC) and will need to be mailed into the Program site directly (if the Program processing is setup to accept these payments).
- **For Canada Accounts:** Items drawn on non-Canadian or non-U.S. banks or items payable in currencies other than Canadian Dollars (CAD) or U.S. Dollars (USD) cannot be processed via Remote Deposit Capture.

Capture Transactions

- 1. To begin scanning remote capture items, select **Capture Transactions** from the Receivables menu. (Note: If you have the Capture entitlement, the system will open on Capture Transactions as your default landing page.)



When you select Capture Transactions, the system will automatically check that you have your scanner driver and scan software installed. If the system does not detect the driver and/or scan software, a message will be displayed asking you to complete the installation. Follow the on-screen instructions, as needed.



2. Begin scanning by selecting the Program where the checks will be deposited.

Division back account

Program *:
Select Value

Select Scan button when ready.

SCAN

3. Select the **Capture Type** and **Group Name** (if required).
4. Enter the **Expected Total Checks** and **Expected Total Amount** for your batch (if required by your organization). Enter the **Batch Number** (if needed – batch number will be automatically generated if not entered).
5. Load up to 50 items into the scanner, and then select **Scan**.

Batch number should be entered

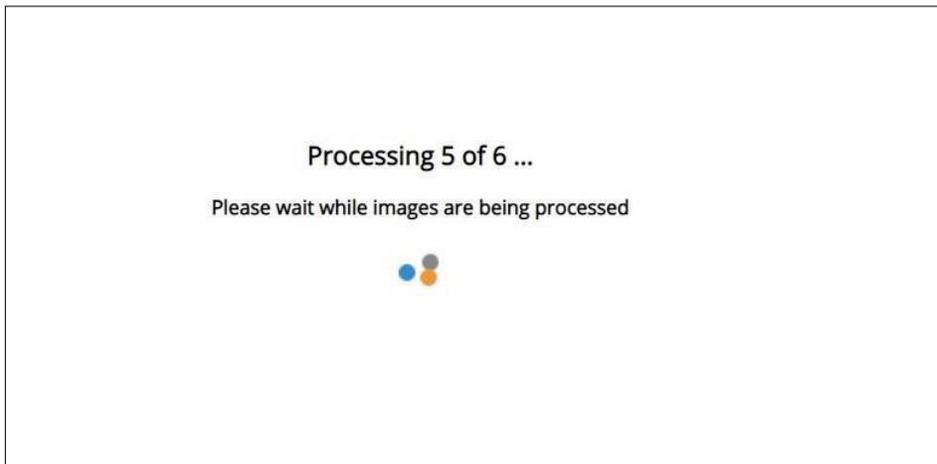
3

4

5

Notes

- The system will display the related Deposit Account information and Deposit Cutoff Time for the Program selected. The system will advise if you are scanning after your daily cutoff time has been reached.
- As your items move through the scanner, you will see a progress counter on the Receivables Online screen.



After Capture

1. Summary-level information for your batch is displayed under Summary Details; you can expand or collapse this section as needed.
2. Items successfully captured will display a green check mark icon; those that require action will display a red warning icon.
3. The screen will display the first item requiring action with specific messages next to the field(s) that need to be reviewed. See below image for error messages denoted with an asterisk in red.
4. If you entered Expected Total Amount and Expected Total Checks, an icon will appear indicating Batch Out of Balance. Select **Modify** to review Balancing Service information.

Note: Balancing Service—Within Remote Capture, you have the option to balance your transactions to validate if the amount and number of items entered in the fields are the same as what the system processes. Before selecting **Scan**, enter the total number and total amount of your checks. The system will present you the difference (if applicable) allowing you to crosscheck and reconcile scanned items. You will need to balance before submitting the transactions for processing.

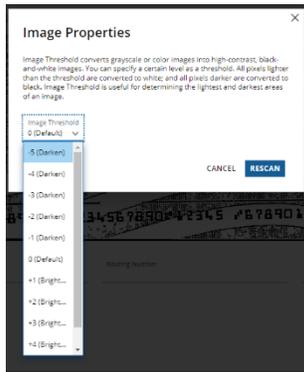
5. As you correct items, select **Save and Continue** to automatically advance to the next item that requires action.
6. If you would like to add additional items to the batch, load them in the scanner and select **Scan More**.

Note: If you need to change the Program or Group after scanning, you will need to delete the items and rescan choosing the desired option.

7. If you need to delete an item, select the delete icon.
8. If you need to rescan an item, load it in the scanner and select **Rescan**.
 - a) If you need to rescan an item due to the image color quality, follow the steps below to adjust the brightness of the item:

- i. Select **Rescan with Options** from the “Capture Details” page





ii. The user will be presented with an **Image Properties** dialog box with a drop down. Select the best Image Threshold for your item from the drop down and select the “Rescan” button.

9. If you need to change the Check to a Document or Document to a Check, select the button corresponding to the image, and enter optional and required fields as needed.
10. If you need to mark a Check as a new transaction, select the check from the left panel and then click **Mark as New Transaction**. When items are scanned in the Check and Document capture type, the check will be the indicator for a new transaction.
 - a) Follow step 4 to update Batch out of Balance (if applicable)
11. Once you have completed all required updates, the **Submit** button will be activated, and you may submit the batch for deposit.
12. Alternatively, if you do not want to submit the batch or if you don't have entitlements to do so, select any tab outside of the page or the breadcrumb link and your items will be saved automatically.

< Capture History
12

Capture Details

3
4,590.97
Checks Batch Total (USD)

Batch out of Balance Modify

SUBMIT
SCAN MORE

2

Capture Type	Amount	Status	Action
Check	USD 3,000.00	⚠	🗑️
Check	USD 59.89	✓	
Check	USD 1,531.08	✓	

11

4

3

7

5

8

9

10

1

RESCAN

CHANGE TO DOCUMENT

MARK AS NEW TRANSACTION

ABCDEF CORPORATION
123 Sample Void
Chicago 60606

PAY *Three Thousand And Xx / 100*

TO THE ORDER OF XYZ Company

Long Check Numbers

DATE 09/16/2004

CHECK NUMBER 6001

\$3,000.00

Jane Doe

Sample - VOID

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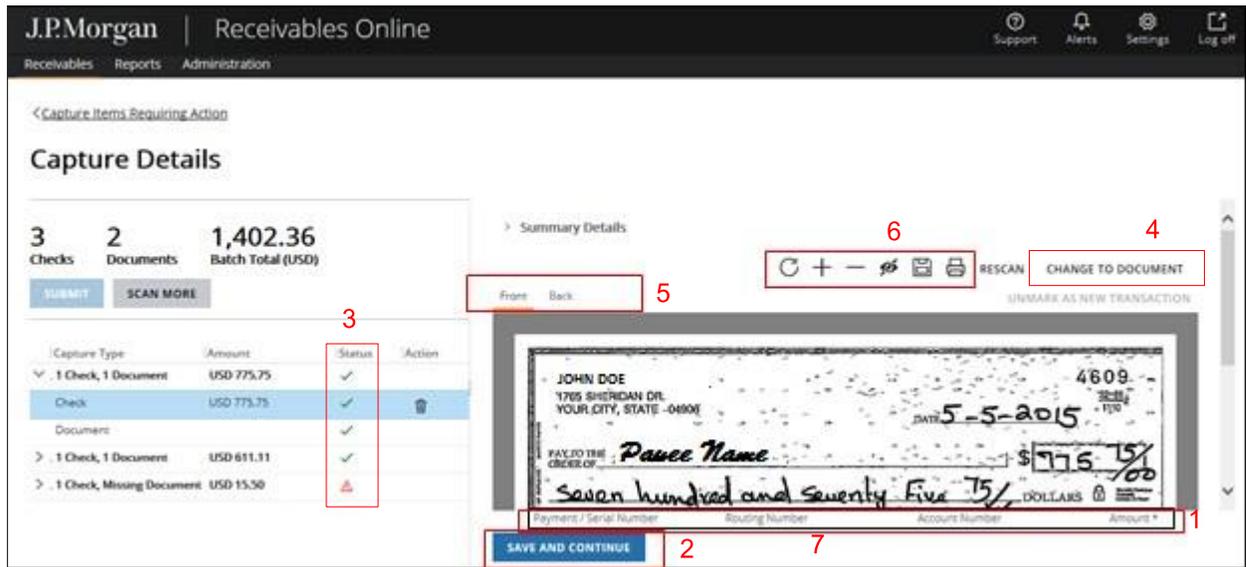
Transaction Validation

When items are scanned in the Check and Document capture type, each check will be the indicator for a new transaction. When items are scanned under the Scannable capture type, the coupon/scannable document will be the indicator for a new transaction.

1. You will need to validate each image is correctly identified, clear, and aligned. **The MICR line of the check must be visible so the item can be cleared.** The application will systematically identify the item as a check and will populate required fields (such as the MICR and amount) that were captured by the system.
2. Please review all data to ensure information is correct. Manually correct data in the appropriate field as needed then select **SAVE AND CONTINUE**. The system will move to the next item that requires attention, but you can review all checks by selecting the item in the panel at any time.
3. Items successfully captured will display a green check mark icon; those that require action will display a red warning icon in the **Status** column.
4. If the check is identified as a document or a document is identified as a check, change the Check to a Document or Document to a Check by selecting the button above the image. After making the change, enter optional and required fields as needed and select **SAVE AND CONTINUE**.
5. You have the option to view the front and back of the item or use the **Image Viewer** toolbar

6. The Image Viewer presents images in single-page format with thumbnails for easy navigation through multiple images. It allows you to:
 - Quickly view multiple check and/or document images for a transaction.
 - Print an entire transaction with one request.
 - Download an entire transaction, print, and/or save it to a file that can be attached to an email message.

7. Only certain check fields can be edited, such as the MICR and amount field. Select the field to edit the data, such as:
 - The Payment/Serial # (also referred to as the check number); must be numeric or blank, but cannot be all zeros.
 - The Routing Number must be 8 to 9 digits or blank, but cannot be all zeros.
 - The Account Number must be numeric and may contain spaces and dashes, but cannot be all zeros, dashes or spaces.



You can cancel editing the scan line by selecting any tab outside the field. Remember to select **SAVE AND CONTINUE** to save any changes made. **If you do not save your changes for each image, the details will not be included in the transaction.**

Once you have verified the check, scan line and amount, select **SAVE AND CONTINUE**. The next scanned image with an error will be presented for review. Select **Save & Continue** on every image after your review. If your Program requires data entry, the invoice image must be clear and legible to avoid a rejected item.

If the RDC Program is setup for additional invoice reference field data entry, you will be presented with the fields that have been specified during setup for Remote Capture. The following values are supported:

- Alpha–alphabetic characters only
- Numeric–numbers only
- Alphanumeric–alphabetic and numeric values
- Amount
- Date
- Specially defined characters
- Fields beginning with a specific character or number
- Minimum and/or maximum number of characters entered

For the check-only capture type, the fields will be presented with the check image.

For check and document and document-only capture types, the fields will be presented with the document image.

Duplicate Detection

Below is an example of a duplicate payment. You have the ability to choose if the check is or is not a duplicate item, and select **Save and Continue**.

The number of days for duplicate detections depends on the MICR information captured for the scanned item. If the MICR information is not present in the scanned item, the system looks for duplicates within the current Capture Date and previous business day Capture Date. If the scanned item contains MICR information, then the system looks for duplicates within the current Capture Date and previous 14 calendar days. This setting cannot be adjusted.

1. If the system suspects a potential duplicate scanned check, you will need to validate the transaction.
2. The most recently scanned check will be displayed with the red triangle indicator stating **Potential Duplicate**.
3. Review both checks to determine if most recently scanned check is in fact a duplicate.
4. If yes and check is a duplicate, select **Mark as Duplicate**, and then select **DELETE AND CONTINUE**.
5. If no and check is not a duplicate, select **SAVE AND CONTINUE**, and the check will be processed for deposit.

Note: The duplicate detection feature is enabled 14 days after the first scanned item.

Capture Details

Checks: 4 Amount: USD 1,705.36

Batch out of Balance (Modify)

Capture Type	Amount	Status	Action
Check	USD 59.89	✓	
Check	USD 54.50	✓	
Check	USD 59.89	⚠	🗑️
Check	USD 1,531.08	✓	

Summary Details

Potential Duplicate

Originally Captured by: chris Benka on 08/01/2019 09:16:10 AM

RESCAN

Payment / Serial Number* Routing Number* Account Number* Amount*

4170**	075000019	1bbb56789	59.89
--------	-----------	-----------	-------

Reference Text

Mark as Duplicate

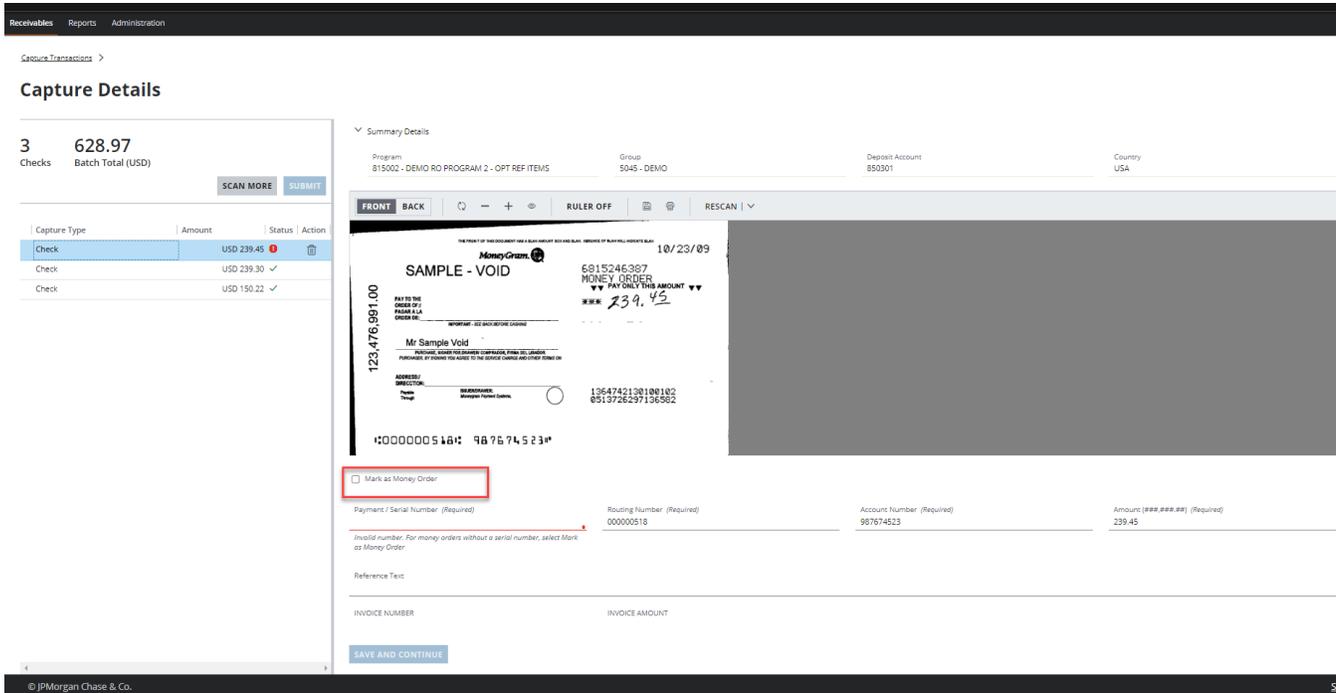
Mark as Money Order

SAVE AND CONTINUE

Mark as a Money Order

To improve the capture rate for money orders, the Mark as Money Order feature allows the system to accelerate processing money orders. If the check is a money order, capture the check as normal per Capture procedures, then:

- Select **Mark as Money Order**.
- Continue steps in the [After Capture](#) and [Transaction Validation](#) sections of this guide.



The “Mark as Money Order” checkbox is only presented for USD items. For Canadian Money Orders, the user should key in the missing MICR values. The user can key the Account number to be the same as the Payment/Serial Number, then key the amount with will allow them to submit the deposit.

Submit Transactions Now or Later

You have two options to complete the processing after capturing transactions.

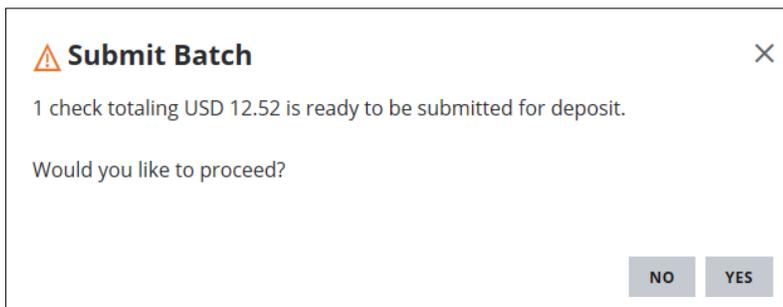
Option	Description
Capture Items Requiring Action (save for later transfer)	Transaction(s) have not been transferred to the bank. If you do not want to submit the batch or if you don't have entitlements to do so, select any tab outside of the page or the breadcrumb link and your items will be saved automatically.
Submit	Transaction(s) are ready to transfer to the bank.

After transferring the items for processing, the checks must be stored in a secured area for future retrieval. There may be instances where the checks cannot be processed electronically. In these situations, the Bank will request the transaction to be sent directly to the Program. The optimal retention period is 14 days.

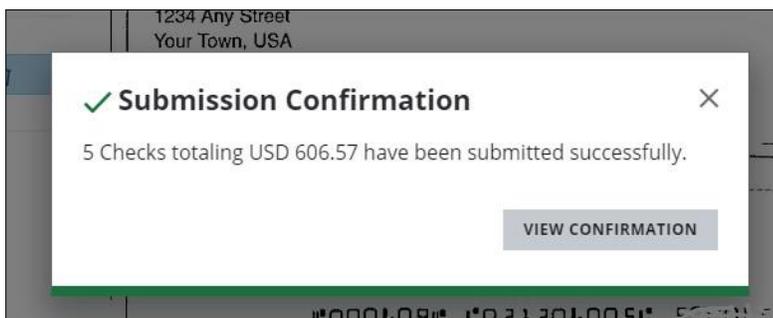
Submission Confirmation Report

Customers with U.S. Remote Deposit Capture (RDC) Programs can view/print the Submission Confirmation report that is available immediately following the submission of Remote Deposit Capture transactions.

After you select **Submit**, the system will display a confirmation message. Select **Yes** if you are ready to submit the batch for deposit.



Once submitted, you will receive a success message and will have the option to view/print the Submission Confirmation report.



User Name 1

Submission Confirmation Receipt
Report Date/Time: 08/13/2019 06:39:17 PM CDT
Capture Type: Check(s) Only

This Submission Confirmation receipt represents items submitted for transfer and is not a deposit confirmation. Please verify individual transaction status from Capture History.

Receivables ID	Group	Batch Number	Captured By	Capture Date / Time	Payer RT	Payer DDA	Payment / Serial Number	Amount	Reference Text
1234 - 836567		1000	User Name 1	08/09/2019 03:10:39 PM	031000040	1bbb56789	000407	10.00 USD	
1234 - 836567		1000	User Name 1	08/09/2019 03:10:39 PM	021204005	2bbb67891	000409	502.00 USD	
1234 - 836567		1000	User Name 1	08/09/2019 03:10:39 PM	071001630	3bbb78912	002003	1.50 USD	
1234 - 836567		1000	User Name 1	08/09/2019 03:10:39 PM	071000013	4bbb89123	014532	83.07 USD	
1234 - 836567		1000	User Name 1	08/09/2019 03:10:39 PM	072000326	5bbb81234	001017	10.00 USD	

Total Number of Checks	5
Total Amount	606.57 USD

The Remote Capture Service provides the capability to search on all transactions by fields such as capture date, captured by, status, and more. To search for Remote Capture items, select Receivables from the top menu bar in the header, and then select one of the following:

- **Capture Items Requiring Action** – view items that were scanned but not submitted for deposit
- **Capture History** – view items scanned by Remote Capture
- **Transaction History** – view all items that are available in Receivables Online
(Please refer to Receivables Online User Guide on the Support page for more details.)

Wildcard Search

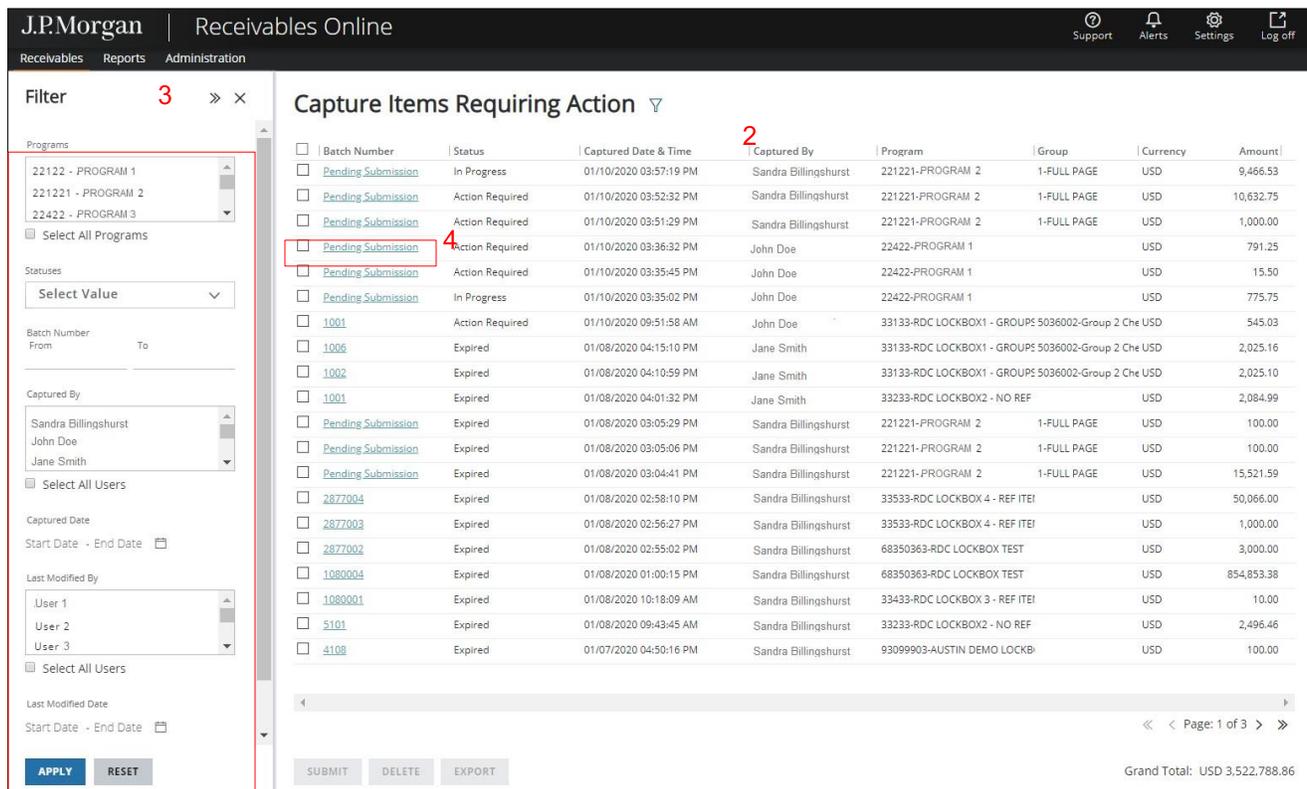
Many search fields in *Receivables Online* will accept a partial text entry that includes the asterisk (*) meta-character in place of missing characters in the text string. Wildcard searches are useful both as a shortcut to entering a query and as a tool to “fill in the blanks” when you only know part of the whole alpha or numeric text entry you need to locate. The asterisk (*) can be used at the beginning, middle, or end of a string search.

Capture Items Requiring Action

1. To access your pending remote capture items, select **Capture Items Requiring Action** from the Receivables menu.

The screenshot shows the J.P.Morgan Receivables Online interface. At the top, there is a navigation bar with 'Receivables', 'Reports', and 'Administration' tabs. On the right side of the navigation bar, there are icons for 'Support', 'Alerts', 'Settings', and 'Log off'. Below the navigation bar, there is a main menu with three columns: 'TRANSACTIONS', 'REMOTE CAPTURE', and 'PAYER ENTITY'. Under 'TRANSACTIONS', there is 'Transactions History'. Under 'REMOTE CAPTURE', there are 'Capture Transactions', 'Capture Items Requiring Action' (highlighted with a red box), and 'Capture History'. Under 'PAYER ENTITY', there are 'Payer Entity Summary' and 'Create Payer Entity'.

2. A list will display of all the pending remote capture batches that have not yet been submitted for deposit for the Programs to which you are entitled.
3. From the Filter panel that displays, you can further refine your search by Programs, Statuses, Batch Number or Captured By, if you choose.
4. Select the Batch Number link from the Capture Items Requiring Action list. From the Capture Details page that displays for the batch, you can edit check and/or document information, add or delete items for a batch, rescan images, validate potential duplicates, confirm balancing information, or submit a batch for deposit.

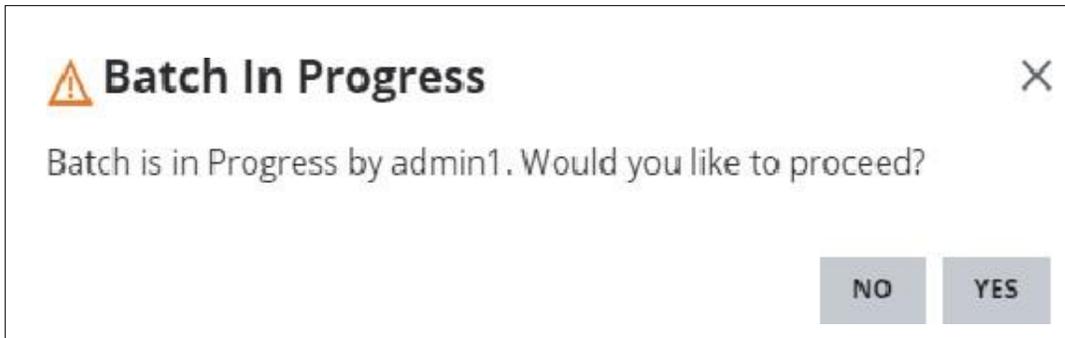


The screenshot displays the 'Receivables Online' interface. On the left is a 'Filter' panel with sections for Programs, Statuses, Batch Number, Captured By, Captured Date, and Last Modified By. The main area shows a table titled 'Capture Items Requiring Action'. The table has columns for Batch Number, Status, Captured Date & Time, Captured By, Program, Group, Currency, and Amount. A red box labeled '3' highlights the filter panel. A red box labeled '2' highlights the table header. A red box labeled '4' highlights a row in the table with the following data:

Batch Number	Status	Captured Date & Time	Captured By	Program	Group	Currency	Amount
Pending Submission	Action Required	01/10/2020 03:36:32 PM	John Doe	22422-PROGRAM 1		USD	791.25

Notes

- Possible statuses that may display are: *Action Required* or *Ready to Submit*.
- If you select a batch currently being worked on by another user, a pop-up message will be displayed telling you the batch is in progress and which user is currently working on the batch.



- From the Capture Items Requiring Action list, you can also perform certain actions on multiple batches at the same time. Select the batches on which you want to take action; then select the appropriate action.

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Receivables Reports Administration

Support Alerts Settings Log off

Filter

Programs

- 22122 - PROGRAM 1
- 221221 - PROGRAM 2
- 22422 - PROGRAM 3
- Select All Programs

Statuses

Select Value

Batch Number

From To

Captured By

- Sandra Billingshurst
- John Doe
- Jane Smith
- Select All Users

Captured Date

Start Date - End Date

Last Modified By

- User 1
- User 2
- User 3
- Select All Users

Last Modified Date

Start Date - End Date

APPLY RESET

Capture Items Requiring Action

<input type="checkbox"/>	Batch Number	Status	Captured Date & Time	Captured By	Program	Group	Currency	Amount
<input type="checkbox"/>	Pending Submission	In Progress	01/10/2020 03:57:19 PM	Sandra Billingshurst	221221-PROGRAM 2	1-FULL PAGE	USD	9,466.53
<input type="checkbox"/>	Pending Submission	Action Required	01/10/2020 03:52:32 PM	Sandra Billingshurst	221221-PROGRAM 2	1-FULL PAGE	USD	10,632.75
<input type="checkbox"/>	Pending Submission	Action Required	01/10/2020 03:51:29 PM	Sandra Billingshurst	221221-PROGRAM 2	1-FULL PAGE	USD	1,000.00
<input type="checkbox"/>	Pending Submission	Action Required	01/10/2020 03:36:32 PM	John Doe	22422-PROGRAM 1		USD	791.25
<input type="checkbox"/>	Pending Submission	Action Required	01/10/2020 03:35:45 PM	John Doe	22422-PROGRAM 1		USD	15.50
<input type="checkbox"/>	Pending Submission	In Progress	01/10/2020 03:35:02 PM	John Doe	22422-PROGRAM 1		USD	775.75
<input type="checkbox"/>	1001	Action Required	01/10/2020 09:51:58 AM	John Doe	33133-RDC LOCKBOX1 - GROUP5 5036002-Group 2 Che		USD	545.03
<input type="checkbox"/>	1005	Expired	01/08/2020 04:15:10 PM	Jane Smith	33133-RDC LOCKBOX1 - GROUP5 5036002-Group 2 Che		USD	2,025.16
<input type="checkbox"/>	1002	Expired	01/08/2020 04:10:59 PM	Jane Smith	33133-RDC LOCKBOX1 - GROUP5 5036002-Group 2 Che		USD	2,025.10
<input type="checkbox"/>	1001	Expired	01/08/2020 04:01:32 PM	Jane Smith	33233-RDC LOCKBOX2 - NO REF		USD	2,084.99
<input type="checkbox"/>	Pending Submission	Expired	01/08/2020 03:05:29 PM	Sandra Billingshurst	221221-PROGRAM 2	1-FULL PAGE	USD	100.00
<input type="checkbox"/>	Pending Submission	Expired	01/08/2020 03:05:06 PM	Sandra Billingshurst	221221-PROGRAM 2	1-FULL PAGE	USD	100.00
<input type="checkbox"/>	Pending Submission	Expired	01/08/2020 03:04:41 PM	Sandra Billingshurst	221221-PROGRAM 2	1-FULL PAGE	USD	15,521.59
<input type="checkbox"/>	2877004	Expired	01/08/2020 02:58:10 PM	Sandra Billingshurst	33533-RDC LOCKBOX 4 - REF ITEI		USD	50,066.00
<input type="checkbox"/>	2877003	Expired	01/08/2020 02:56:27 PM	Sandra Billingshurst	33533-RDC LOCKBOX 4 - REF ITEI		USD	1,000.00
<input type="checkbox"/>	2877002	Expired	01/08/2020 02:55:02 PM	Sandra Billingshurst	68350363-RDC LOCKBOX TEST		USD	3,000.00
<input type="checkbox"/>	1080004	Expired	01/08/2020 01:00:15 PM	Sandra Billingshurst	68350363-RDC LOCKBOX TEST		USD	854,853.38
<input type="checkbox"/>	1080001	Expired	01/08/2020 10:18:09 AM	Sandra Billingshurst	33433-RDC LOCKBOX 3 - REF ITEI		USD	10.00
<input type="checkbox"/>	5101	Expired	01/08/2020 09:43:45 AM	Sandra Billingshurst	33233-RDC LOCKBOX2 - NO REF		USD	2,496.46
<input type="checkbox"/>	4108	Expired	01/07/2020 04:50:16 PM	Sandra Billingshurst	93099903-AUSTIN DEMO LOCKB		USD	100.00

Page: 1 of 3

Grand Total: USD 3,522,788.86

SUBMIT DELETE EXPORT

- Submit**—Only batches in the *Ready to Submit* status can be submitted. When submitting multiple batches, the system will provide a confirmation message indicating the total items and dollar amount of the batches submitted. If an issue is identified with any of the batches flagged for submission, the confirmation message will indicate which batches could not be submitted and may require additional review. After closing the success message window, you will have the option to view/print the Submission Confirmation report.

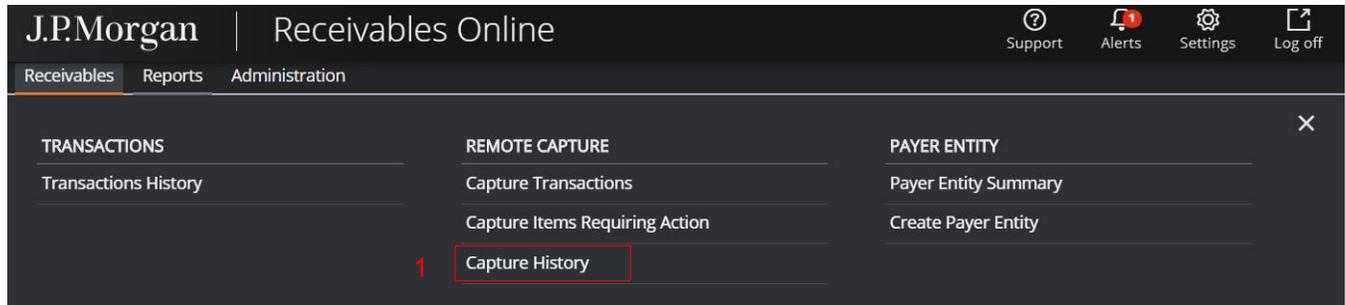
- **Delete**—Only batches in the *Action Required* or *Ready to Submit* statuses can be deleted. Batches that have been submitted, cannot be deleted. A confirmation message will indicate the successful deletion of selected batches.
- **Export**—The system will create a CSV file for the selected batches.

Remote Capture Status Codes

Option/ Status	Description
Action Required	Transaction(s) have not been transferred to the Bank, and you will need to validate errors identified.
Deposited	Transaction(s) submitted were processed and deposited successfully.
Expired	Items for which no action has been taken after five days from capture will automatically expire, and you will not be able to take an action on the original scan.
Partially Deposited	Some transactions from the batch were not deposited.
Ready to Submit	Transaction(s) are ready to be submitted for deposit.
Received	The transferred transaction was received by Operations for processing. The transaction will be deposited after processing is complete.
Rejected	The scanned transaction was either rejected by the system during the verification process or by Operations. Please review rejected item and reason code indicated.
Submitted	Transaction(s) were transferred to the bank for deposit. Note: Changes cannot be made once submitted.
Pending Decision	The Remote Lockbox Capture item has been forwarded to Decision Manager for exception review. Transaction will be processed once decision is completed.

Capture History

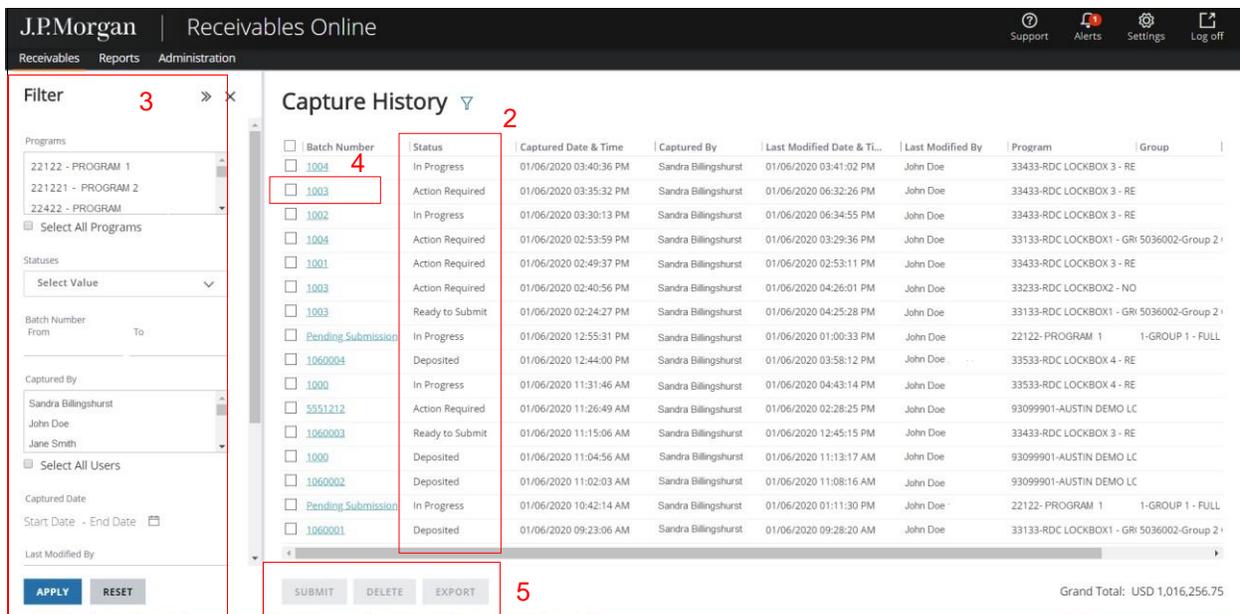
- To access your remote capture items, select **Capture History** from the Receivables Menu.



- A list will display noting all your remote capture batches for the current and previous day for the Programs to which you are entitled. The Capture History list will display batches in all statuses, which are:

- *Action Required*
- *Ready to Submit*
- *Submitted*
- *Expired*
- *Deposited*
- *Rejected*
- *Pending Decision (Decision Manager)*

- From the Capture History Filter panel that displays, you can further refine your search by Programs, Statuses, Batch Number, or Captured By, if you choose.



- To view an individual batch, select the Batch Number from the Capture History list. The Capture Details for that batch will display.

< Capture History

Capture Details

Checks: 1 Amount: USD 200.00 > Summary Details

Capture Type	Amount	Status	Action
Check	USD 200.00	✓	

Front Back



Exact Engineering
123 Sample Void
Chicago 60606

DATE
09/16/2004

20000039
CHECK NUMBER

PAY Two Hundred And Xx / 100 \$200.00

TO THE ORDER OF Applied Industrial Technologies

Jane Doe
Sample - VOID

DDE Checks

⑈ 20000039⑈ ⑆ 20000004⑈ 300 0000⑈

Payment / Serial Number	Routing Number	Account Number	Amount
20000039	022000004	3bb789	200.00

Reference Text

- From the Capture History list, you can also perform certain actions on multiple batches at the same time. Select the batches on which you want to take action; then select the appropriate action.

J.P.Morgan | Receivables Online

Receivables Reports Administration

Support Alerts Settings Log off

Filter

Programs

- 22122 - PROGRAM 1
- 221221 - PROGRAM 2
- 22422 - PROGRAM 3

Select All Programs

Statuses

Select Value

Batch Number

From To

Captured By

- Sandra Billingshurst
- John Doe
- Jane Smith

Select All Users

Captured Date

Start Date - End Date

Last Modified By

- User 1
- User 2
- User 3

Select All Users

Last Modified Date

Start Date - End Date

Capture History

Batch Number	Status	Captured Date & Time	Captured By	Program	Group	Currency	Amount
<input type="checkbox"/> 1004	In Progress	01/06/2020 03:40:36 PM	John Doe	33433-RDC LOCKBOX 3 - REF ITEI		USD	53.40
<input type="checkbox"/> 1003	Action Required	01/06/2020 03:35:32 PM	John Doe	33433-RDC LOCKBOX 3 - REF ITEI		USD	75.40
<input type="checkbox"/> 1002	Action Required	01/06/2020 03:30:13 PM	John Doe	33433-RDC LOCKBOX 3 - REF ITEI		USD	410.75
<input type="checkbox"/> 1004	Action Required	01/06/2020 02:53:59 PM	John Doe	33133-RDC LOCKBOX1 - GROUPS 5036002-Group 2 Che		USD	65.15
<input type="checkbox"/> 1001	Action Required	01/06/2020 02:49:37 PM	John Doe	33433-RDC LOCKBOX 3 - REF ITEI		USD	333.00
<input type="checkbox"/> 1003	Action Required	01/06/2020 02:40:56 PM	John Doe	33233-RDC LOCKBOX2 - NO REF		USD	337.00
<input checked="" type="checkbox"/> 1003	Ready to Submit	01/06/2020 02:24:27 PM	Sandra Billingshurst	33133-RDC LOCKBOX1 - GROUPS 5036002-Group 2 Che		USD	10.00
<input checked="" type="checkbox"/> Pending Submission	In Progress	01/06/2020 12:55:31 PM	John Doe	22122- Program 1	1-GROUP 1 - FULL PAI	USD	565.74
<input type="checkbox"/> 1060004	Deposited	01/06/2020 12:44:00 PM	Jane Smith	33533-RDC LOCKBOX 4 - REF ITEI		USD	310.05
<input checked="" type="checkbox"/> 1000	In Progress	01/06/2020 11:31:46 AM	Sandra Billingshurst	33533-RDC LOCKBOX 4 - REF ITEI		USD	318.47
<input type="checkbox"/> 5551212	Action Required	01/06/2020 11:26:49 AM	Sandra Billingshurst	93099901-AUSTIN DEMO LOCKB		USD	307.47
<input type="checkbox"/> 1060003	In Progress	01/06/2020 11:15:06 AM	Jane Smith	33433-RDC LOCKBOX 3 - REF ITEI		USD	3,000.00
<input type="checkbox"/> 1000	Deposited	01/06/2020 11:04:56 AM	Sandra Billingshurst	93099901-AUSTIN DEMO LOCKB		USD	30.00
<input type="checkbox"/> 1060002	Deposited	01/06/2020 11:02:03 AM	Jane Smith	93099901-AUSTIN DEMO LOCKB		USD	44.25
<input type="checkbox"/> Pending Submission	In Progress	01/06/2020 10:42:14 AM	Sandra Billingshurst	22122-PROGRAM 1	1-GROUP 1 - FULL PAI	USD	1,010,328.48
<input type="checkbox"/> 1060001	Deposited	01/06/2020 09:23:06 AM	Jane Smith	33133-RDC LOCKBOX1 - GROUPS 5036002-Group 2 Che		USD	67.59

Grand Total: USD 1,016,256.75

- **Submit**—Only batches in the *Ready to Submit* status can be submitted. When submitting multiple batches from the list, the system will provide a confirmation message indicating the total items and dollar amount of the batches submitted. If an issue is identified with any of the batches flagged for submission, the confirmation message will indicate which batches could not be submitted and may require additional review. After closing the success message window, you will have the option to view/print the Submission Confirmation report.
 - **Delete**—Only batches in the *Action Required* or *Ready to Submit* statuses can be deleted. Batches that have been submitted cannot be deleted. A confirmation message will indicate the successful deletion of selected batches.
 - **Export**—The system will create a CSV file for the selected batches.
6. For items with Decision Manager, users can view those with Pending Decision status and open the batch to identify which item requires a decision.

Capture History ▾

Batch Number	Status	Captured Date & Time	Capture By	Last Modified Date & Time	Last Modified ...	Program
<input type="checkbox"/> 1001	Pending Decision	11/23/2022 08:08 AM CST	Jane Doe	11/23/2022 08:12 AM CST	Jane Doe	1234 - Program
<input type="checkbox"/> 1002	Pending Decision	11/23/2022 08:05 AM CST	Jane Doe	11/23/2022 08:12 AM CST	Jane Doe	1234 - Program
<input type="checkbox"/> 1003	Pending Decision	11/23/2022 08:03 AM CST	Jane Doe	11/23/2022 08:07 AM CST	Jane Doe	1234 - Program
<input type="checkbox"/> 1004	Pending Decision	11/23/2022 08:00 AM CST	Jane Doe	11/23/2022 08:02 AM CST	Jane Doe	1234 - Program

Capture Details

3 Checks 6 Documents 28.00 Batch Total (USD)

Capture Type	Amount	Status
▼ 1 Check, 2 Documents	USD 10.00 ▲	
Check	USD 10.00 ▲	
Document	USD 0.00 ▲	
Document	USD 0.00 ▲	
> 1 Check, 3 Documents	USD 12.00 ▲	
> 1 Check, 1 Document	USD 6.00 ▲	

Summary Details

Program: 602006 - S Group: Deposit Account:

⚠ This item is pending a decision



Payment / Serial Number: 001031 Routing Number: 072000326 Account Number: 123456789

Reference Text:

Receivables Online

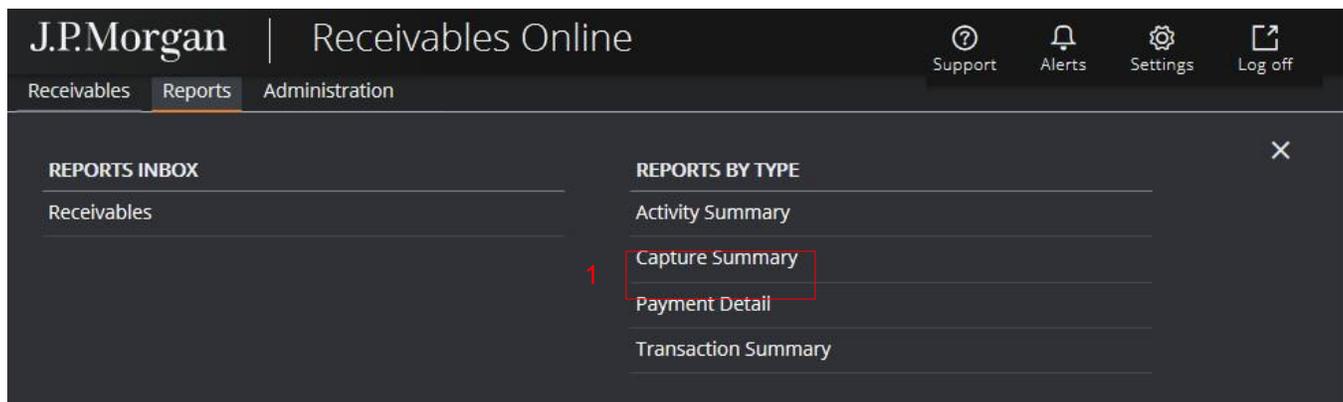
Receivables Online is an internet-based receivables management application and account reconciliation solution. Receivables Online combines advanced image and data capture technology to deliver a consolidated view of current-day and long-term remittance data.

Depending on your entitlements and the services your company subscribes to, you will find one or more of the reports below under **Reports**.

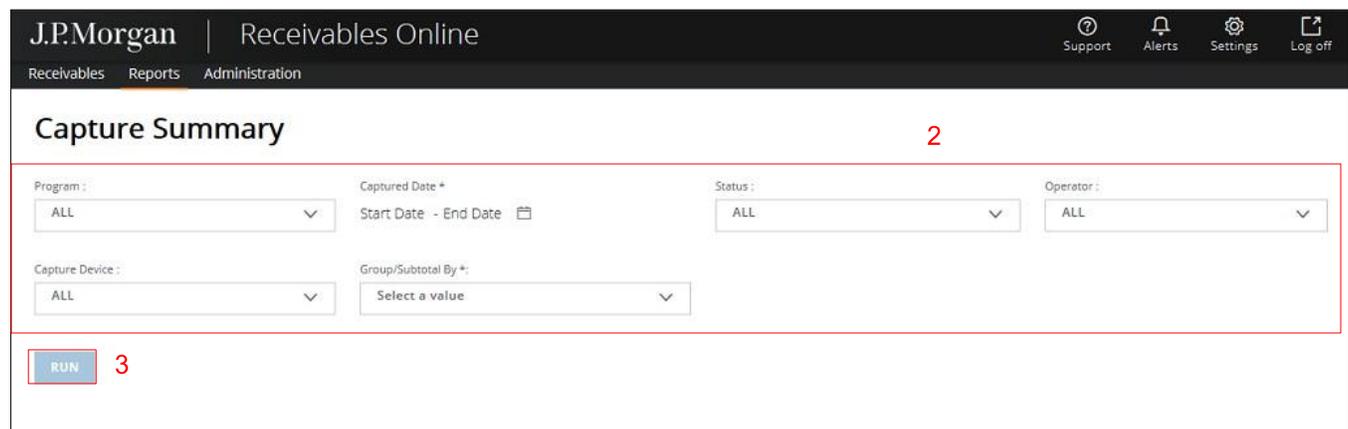
The below steps focus on the Capture Summary report. Please review the *Receivables Online User Guide on the Support page* for more details on Reports.

Report - Capture Summary

1. Select **Capture Summary** from the **Reports by Type** menu.



The report settings screen for the selected report will be displayed.



2. Using the drop-down lists and pop-up calendar, select your report criteria.
3. Select **RUN** to execute your report.

All transactions that match your selected criteria will be displayed in the report results.

Support

The **Support** icon can be found in the *Receivables Online* header.

When you select Support, the Receivables Support page will display, and you then can access the *Receivables Online* User Guides and obtain additional support information.

J.P. Morgan | Receivables Online

Support Alerts Settings Log off

Receivables Menu

Receivables Support

Product Guides

- [Data Enrichment User Guide](#)
- [Decision Manager User Guide](#)
- [Receivables Online User Guide](#)
- [Remitter Management User Guide](#)
- [Remote Capture Mobile User Guide](#)
- [Remote Capture User Guide](#)

Contact

If you have forgotten your password, you must contact your Security Administrator to have it reset.

For technical support, please contact your local Help Desk Monday - Friday 7a.m. to 7p.m CT.

US Central: 1-888-363-3318
 US Eastern: 1-866-872-3321
 EMEA: +44 (0) 20-7777-5555

Remote Capture Resource Center

Quick Tips

Remote Capture Resource Center
 Please visit our Resource Center for access to Remote Capture user guides, FAQs, scanner purchasing, scanner driver installation, online demos and more.

[Remote Capture Resource Center](#)

Quick Tip Recommendation:
 Upon completion of scanning checks, click on Capture Search to review the status of each check. Users may also use Capture Search results as a Deposit Slip.

Express Password Reset
 Have you ever forgotten your password and needed to call the Help Desk to get it reset? You can save time by setting up your user account for Express Password Reset.

Simply go to **My Settings** in the upper right corner of the screen and click on the link for **View/Maintain Challenge Questions**. Answer a few simple questions and next time you need to reset your password, you can do it yourself online!

For technical support, please contact your local Help Desk. An up to date list of numbers by region can be found on the Login Page.

Message Center

No messages at this time.

To access one of the User Guides, select the link for that guide; an Adobe® PDF file will open for the selected user guide.

Troubleshooting

The following information will assist you in making corrections to your transactions to avoid having them be rejected after transmitting.

Skewing

Each check must be placed in the bottom center of the work so the rollers of the scanner can image the items correctly. Personal check and money orders (smaller payment instruments) may skew greater if this is not followed.

If you encounter a badly skewed item while viewing the image within Remote Capture, you must delete the entire transaction or rescan the individual item.

Envelope Scanning

There are many types of envelopes that are in circulation today. The way that envelopes are opened may cause the envelopes to jam in the scanner. If you open the envelope from the top, the corners of the flaps may cause a jam. We have a few suggestions to avoid problems with scanning:

- Open the envelope on the side or at the bottom.
- Do not scan envelopes in poor condition.
- Insert the envelope into a clear carrier sheet and scan the carrier sheet.

Scanner Connectivity

If you are experiencing a **Scan control was not loaded** error when trying to scan your documents, there is a communication error between the scanner and Receivables Online. A setting may need to be changed in your browser.

- Go to your Internet Options (located in Internet Explorer under Tools)
- Select the Security tab.
- Select Trusted sites, and then select **Sites**.
- Enter **rms.jpmorgan.com** to add the website, select **Add**, and then select **OK**.

If you are experiencing a **Device cannot be found** error when trying to scan your documents, either the capture install was not completed within Receivables Online, or the scanner is typically not installed on your computer correctly. You will need to reinstall the drivers of the scanner. After installation, turn off the scanner and reboot your computer.

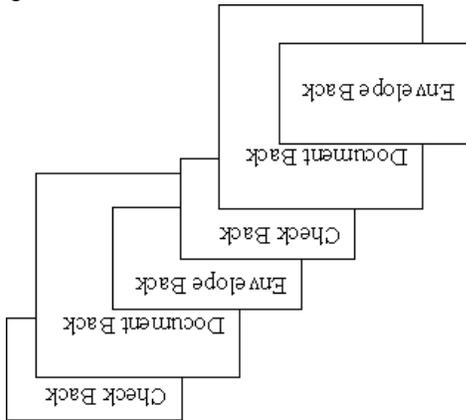
Appendix A

Epson DS-760 & DS-770

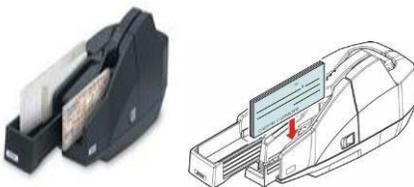


Check and Document Capture Type

- Place the checks in front of the documents.
- Turn them upside down so that the top edges of all of the checks and documents are aligned.
- Then turn them around and insert them into the scanner so that the stack of items is facing toward the back of the scanner and are upside down.
- You should see the backs of the items when looking at the scanner.



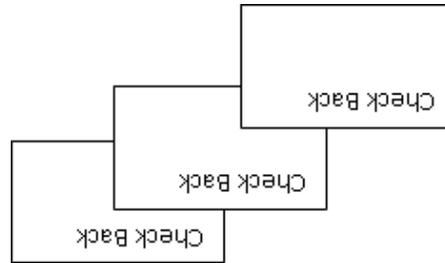
Epson Captureone 60/90/ TM-S1000



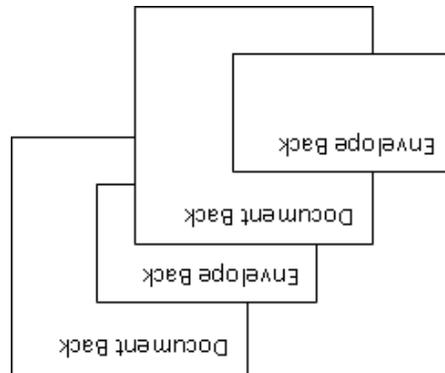
Check Only Capture Type

- Turn the checks upside down so that the top edges of all the checks are aligned.
- Then turn them around and insert them into the scanner so that the stack of items is facing toward the back of the scanner and are upside down.

- You should see the back of the item when looking at the scanner. (See the diagram at the top of the next column.)

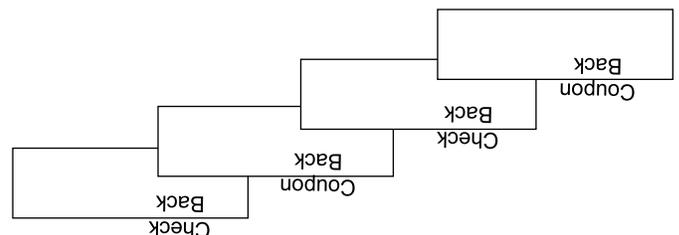


- Turn the documents upside down so that the top edges of all the documents are aligned.
- Then turn them around and insert them into the scanner so that the stack of items is facing toward the back of the scanner and are upside down.
- You should see the back of the item when looking at the scanner.



Scannable Capture Type

- Place the checks in front of the coupons.
- Turn them upside down so that the top edges of all the checks and coupons are aligned.
- Then turn them around and insert them into the scanner so that the stack of items is facing toward the back of the scanner and are upside down.
- You should see the back of the item when looking at the scanner.

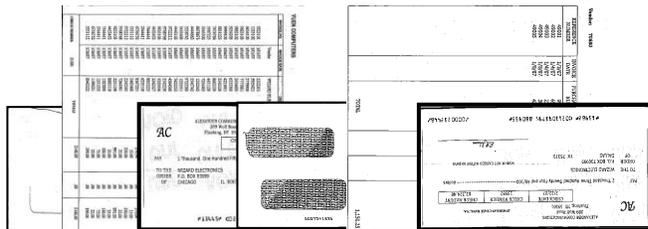


SmartSource Adaptive (Digital Check)



Check and Document Capture Type

- Place the checks in front of the documents so that the checks are face-forward and standing upright in front of the documents, which are lying on their sides face-forward.
- You should see the checks and documents standing up and facing them when looking at the scanner (demonstrated above in the screen shot)



Envelope Doc Check Envelope Check

Check Only Capture Type

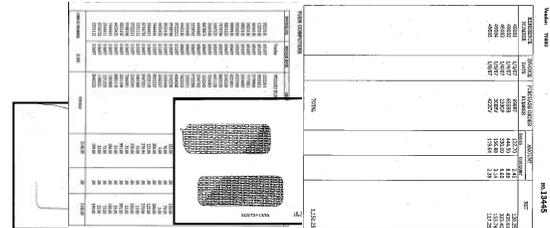
- Stack the checks so bottom edges of all of the checks are aligned.
- Place the stack in the scanner standing up and facing forward.
- You should see the checks standing up and facing them when looking at the scanner (demonstrated above in the screen shot).



Check Check

Document Only Capture Type

- Stack the documents so bottom edges of all of the documents are aligned.
- Place the stack in the scanner standing up and facing forward.
- You should see the checks standing up and facing them when looking at the scanner (demonstrated in the screen shot at the top of the left column).



Envelope Doc Envelope Doc

Scannable Capture Type

- Place the check in front of the coupon.
- Stack them so bottom edges of all of the checks are coupons are aligned.
- Place the stack in the scanner facing forward.
- You should see the front of the items when looking at the scanner.



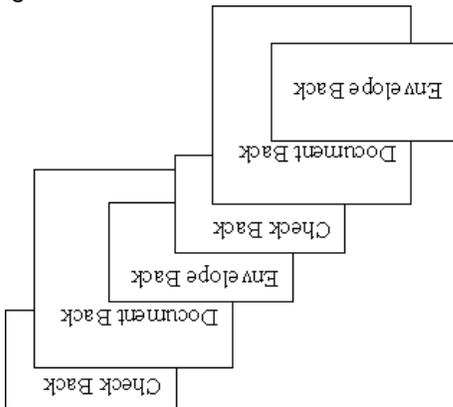
Check Coupon Check Coupon

SmartSource Advantage (Digital Check)



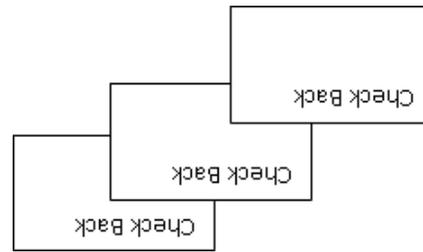
Check and Document Capture Type

- Place the checks in front of the documents.
- Turn them upside down so that the top edges of all of the checks and documents are aligned.
- Then turn them around and insert them into the scanner so that the stack of items is facing toward the back of the scanner and are upside down.
- You should see the backs of the items when looking at the scanner.



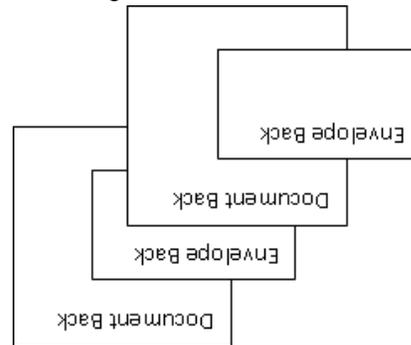
Check Only Capture Type

- Turn the checks upside down so that the top edges of all the checks are aligned.
- Then turn them around and insert them into the scanner so that the stack of items is facing toward the back of the scanner and are upside down.
- You should see the backs of the items when looking at the scanner. (See the diagram at the top of the next column.)



Document Only Capture Type

- Turn the documents upside down so that the top edges of all the documents are aligned.
- Then turn them around and insert them into the scanner so that the stack of items is facing toward the back of the scanner and are upside down.
- You should see the backs of the items when looking at the scanner.



Scannable Capture Type

- Place the checks in front of the coupons.
- Turn them upside down so that the top edges of all the checks and coupons are aligned.
- Then turn them around and insert them into the scanner so that the stack of items is facing toward the back of the scanner and are upside down.
- You should see the backs of the items when looking at the scanner.

