



# CashPro<sup>®</sup> Online Getting Started Guide

## Client Side Capture

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# Getting Started with Client Side Capture

Technical Support

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## Introduction

Client Side Capture is a web-based application that allows you to scan documents from your desktop using an approved scanner.

Users can scan checks, envelopes, invoices, and other supplemental data received at your company's location. The data and scanned images are transmitted directly to your Bank of America Merrill Lynch lockbox site for deposit, data capture, and inclusion in lockbox outputs.

This guide provides the information needed to do the following:

- Access Client Side Capture
- Download and configuring the micro server
- Scan documents
- Edit and close batches
- View submitted batch status and reports

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## Accessing Client Side Capture

To access Client Side Capture, complete the following:

1. Log in to CashPro® Online.
2. Click **Receipts > Lockbox Image Access**.
3. Select your **Lockbox Image Access** processing site that is enabled for Client Side Capture. The Digital Certificate screen displays.
4. Select your digital certificate. The Image Lockbox Login screen displays.
5. Log in to Client Side Capture using your **User ID** and **Password**. The Image Lockbox Management screen displays.

### Notes:

- Your Client Side Capture ID and Password may be different from your CashPro Online User ID and Password.
  - Enter your Client Side Capture User ID in the following format: UserID@CompanyName.
  - During initial login, it is recommended that you change your password. To change your password, click **Change Password** and follow the instructions.
6. Enter the desired lockbox number in the **Lockbox ID Number** field.
  7. Click **Client Side Capture**. The Client Side Capture Batch Overview screen displays.

This completes the procedure.

## Downloading and Configuring the Micro Server

To download and configure the micro server, complete the following:

1. Access Client Side Capture. Refer to *Accessing Client Side Capture* for more information. The Client Side Capture Batch Overview screen displays.
2. Click **Download Software**. A series of prompts displays.
3. Are you prompted to **Save** or **Run** the file?

If...	Then...
Yes	a. Click <b>Run</b> . b. Go to step 4.
No	Go to step 4.

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4. Are you prompted to **Run** or **Don't Run** the file?

If...	Then...
Yes	a. Click <b>Run</b> . A zip file extractor window displays. b. Go to step 5.
No	Go to step 5.

5. Click **Browse**.

6. Click **Desktop**.

7. Click **OK** to download the two files to your desktop.

8. Double-click the downloaded **CSC\_Microserver** configuration settings icon.

**Note:** The file should open in Notepad.

9. Add a **Scanner** line (or modify it if it exists) at the bottom to display your scanner information. For example: **Scanner = KODAK Scanner: i1210/i1220**. Your model may vary.

10. Click **File > Save > Close**.

11. Start the micro server program by double-clicking the downloaded **CSC\_Microserver** program icon.

**Notes:**

- The icon is minimized by default.
- To maximize the icon, click on the micro server program in your taskbar. It is usually located along the bottom of your screen.

12. Click **Options > Configure**. The micro server program window displays.

13. Enter the case-sensitive configuration password **ABCxyz123**.

14. Click **OK**.

15. Select the appropriate scanner from the **Scanner** drop-down menu.

16. Click **OK** to save your settings.

17. Minimize the micro server program.

**Notes:**

- Since the micro server must continue running, do **not** close the micro server.
- Additional configuration may be necessary based on your operating system and browser. See your administrator for details.

This completes the procedure.

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## Scanning Documents

### *Inspecting Documents*

**Important:** Review all documents before scanning, since all scanned items **will** be processed and deposited provided they meet the requirements.

To inspect documents, complete the following:

1. Verify you are scanning items drawn on US banks in US funds. Credit card and foreign items are **not** acceptable.
2. Verify the payee is acceptable.
3. Verify the date on the check is acceptable.
4. Verify the written amount on the check matches its numeric amount.

**Note:** The written amount is the legal amount and the amount you will record when entering transaction data. If a discrepancy exists with the numeric amount, determine whether contact with the payee is required.

5. Verify all restrictive notations on the check are acceptable.
6. Verify the maker's signature, if required, is present on the check.

This completes the procedure.

### *Scanning Documents*

To scan documents, complete the following:

1. Start the micro server. Refer to *Downloading and Configuring the Micro Server* for more information.
2. Access Client Side Capture. Refer to *Accessing Client Side Capture* for more information. The Client Side Capture Batch Overview screen displays.
3. Click **Open Batch**. The Open Batch Details screen displays.

**Notes:**

- Scanned documents are added to the selected open batch.
  - It is possible to have multiple users scanning items into the same lockbox concurrently.
4. Remove all staples and paper clips from the document(s).

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5. Place the document(s) in the scanner.

**Notes:**

- Place the document(s) in the following order:
  - Check
  - Supplemental items (Examples: Coupons, Invoices)
  - Envelope
- Refer to your scanner user guide for how to position documents in your scanner.

6. Verify you are logged in to the correct lockbox prior to initiating the scan.

7. Click **Scan**. The Envelope Details screen displays with dual-sided images of the scanned document(s).

8. Verify the scanned images for the envelope have correct orientation, are straight, and are legible.

**Notes:**

- If you cannot read your scanned image, Bank of America Merrill Lynch will not be able to read it.
- If you detect an error, click **Delete**. The Batch Details screen displays, and you can rescan the document(s).

9. Select an option from the drop-down menu for each document.

**Note:** The default document classification is **Check**. Checks must be classified as **Check**, envelopes as **Envelope**, and all other documents as **Supplemental**.

10. Enter the check amount for each check in the **Check Amount** field.

**Note:** Entered digits are placed in an acceptable format. Example: Entering 20000 is formatted as 200.00.

11. Verify the amount in the **Total Amount for this Transaction** field is correct. This field displays the total of all check amounts entered within the transaction.

12. Click **Save**. The data is added to the open batch, and the Batch Details screen displays.

**Note:** The batch must be closed before it is transmitted.

This completes the procedure.

## Editing and Closing Batches

To edit and/or close a batch, complete the following:

1. Access Client Side Capture. Refer to *Accessing Client Side Capture* for more information. The Batch Overview screen displays.
2. Click **Open Batch**. The Open Batch Details screen displays.
3. Review the batch details. Batch detail will exist only if previous data was scanned.

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4. Do you wish to modify transaction data for an existing envelope?

If...	Then...
Yes	<p>a. Click <b>Edit Envelope</b>. The Envelope Details screen displays.</p> <p>b. Make the desired edits.</p> <p><b>Notes:</b></p> <ul style="list-style-type: none"> <li>▪ To change document classifications, select an option from the drop-down menu for each desired item.</li> <li>▪ To change check amounts, enter the new amount in the field. Entered digits are placed in an acceptable format. Example: Entering 20000 is formatted as 200.00.</li> <li>▪ Verify the amount is correct in the <b>Total Amount for this Transaction</b> field. This field calculates the total of all check amounts entered within the transaction.</li> <li>▪ To delete a transaction from the open batch, click <b>Delete</b>.</li> <li>▪ To save the edits and return to the open batch, click <b>Save</b>.</li> </ul> <p>c. Go to step 5.</p>
No	Go to step 5.

5. Do you wish to add a new transaction to the open batch?

If...	Then...
Yes	<p>a. Click <b>Scan</b>.</p> <p>b. Go to step 6.</p>
No	Go to step 6.

6. Click **Close**.

7. Click **OK**. The batch is transmitted to Bank of America Merrill Lynch for lockbox processing, and a number is assigned to the batch.

**Notes:**

- If other users from your company have been scanning concurrently to the same lockbox, their items will be transmitted as well.
- The batch displays a status of **In Progress** until it has been verified and processed by Bank of America Merrill Lynch, usually within two hours of your lockbox cutoff.
- A batch displays in the Pending Batches Waiting for Submission section until the screen is refreshed.
- You may not edit a batch after you have transmitted it to Bank of America Merrill Lynch.
- To view submitted batch details, click the desired Batch Number.

This completes the procedure.

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## Viewing Submitted Batch Status and Reports

To view submitted batch status and details, complete the following:

1. Access Client Side Capture. Refer to *Accessing Client Side Capture*. The Batch Overview screen displays.
2. Do you want to download a submitted batch report?

If...	Then...
Yes	<ol style="list-style-type: none"><li>a. Click <b>Download Submitted Batches as a CSV file</b>.</li><li>b. Choose your digital certificate.</li><li>c. Review the displayed report. The report displays details of submitted batches, including the following:<ul style="list-style-type: none"><li>▪ <b>Capture Date:</b> The date the transactions were scanned</li><li>▪ <b>Bag ID:</b> The same as the batch number listed on the Batch Overview screen</li><li>▪ <b>Envelope Number:</b> The same as the transaction number</li><li>▪ <b>Office ID:</b> The lockbox processing site</li></ul></li><li>d. Go to step 3.</li></ol>
No	Go to step 3.

3. Review the Status of the submitted batches. If there are any errors or warnings, you may need to take action. Status descriptions include the following:
  - **In Progress** — The batch was imported into the lockbox system and is being processed.
  - **Warnings** — Amount discrepancies exist within the batch.
  - **Errors** — One or more items in the batch were not deposited.
  - **Completed** — All items were processed correctly.
4. Click the desired **Batch Number** with an Error or Warning icon. The Batch Details screen displays.
5. Click **View Envelope** for the desired transaction. The Envelope Details screen displays.

### Notes:

- If a transaction was rejected during lockbox processing, an Error notification displays at both the batch and envelope levels and is handled appropriately.
- If a transaction contains a discrepancy in the keyed amount, a Warning notification displays at both the batch and envelope levels. The warning indicates an error if keying discrepancies exist at the batch level. Warning notifications are for your information only and do not require handling.
- Items that were returned with an error do not display in your lockbox outputs.

This completes the procedure.

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## Technical Support

For regional technical support, refer to the table below.

**Note:** The contact information is current as of September 2011. For a more recent listing, go to **CashPro Online > Support > Help > click Contact Us.**

Region	Location	Telephone Number	Hours	Email Address
United States & Canada	Main	1.888.589.3473	Monday to Friday 7:00 a.m. - 9:00 p.m. Eastern Time	cashpro@bankofamerica.com

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