

Remote Deposit

Quick Start Guide

How to Download Scanner Driver

1. The Scanner Driver Installers window should appear. If not, click the arrow next to Start and select Scanner Installers. Select your scanner model from the drop-down menu, then click Download. The scanners provided by Tompkins are the TellerScan® TS240 model.
2. Click the InstallAdapter.exe download to begin the install.
3. Depending on the scanner model, you may receive (an) adapter setup message. Click Next to continue.
4. The following window displays information regarding the destination folder for the adapter. Click Next to continue.
5. Click Install to continue.
6. A confirmation for completing the adapter setup appears. Click Finish.
7. The installation prompt for the driver portion appears. Click Next to continue.
8. An End User License Agreement appears. Select the I accept the terms of the license agreement radio button, and then click Next.
9. The following window displays information regarding the destination folder for the driver. Click Next to continue.
10. A prompt appears for the features that will be installed. Click Next to continue.
11. A confirmation for completing the installation appears. Click Finish.
12. The installation process for the scanner driver and adapter is complete. You may now plug the USB cable from the scanner into the computer. A popup window may indicate that the device is ready to use.

Confirm/ Add Remote Deposit User

The Treasury Management administrator user is also responsible for creating, updating and deleting user profiles. All individuals who will be scanning checks or running reports will need a user profile.

To create a Treasury Management Remote Deposit user:

1. Log in to Treasury Management.
2. Admin > Create a User
3. Complete the User Information.
4. Save Changes > Out of Band Code > Verify
5. Receivables > Entitlements
 - a. Check 'User Has Access'
 - b. Username will be Login ID Chosen in the User Information section.
6. Save Changes > Out of Band Code > Verify
7. Submit for Enrollment.

To add a Remote Deposit user:

1. Receivables > Remote Deposit Capture > Launch
2. Select Admin | Users from the left main menu.
3. Select Add User and then choose Business User.
4. Fill in required fields.
5. Fill out the additional Add User Settings and the Privileges for this User sections.
6. Under Roles within the Customer Service privilege, select the Accounting role for the user to run reports in the application. Select the Remote Deposit role for the user to scan checks to submit for deposit using RDN.
7. Select the appropriate check boxes under Locations for this User for which the user will scan checks.
8. Select Update at the bottom of the page.

Updating a User Profile:

1. Log in to Treasury Management > Receivables > Remote Deposit Capture > Launch, and then select Admin | Users from the left main menu.
2. Select the Edit icon for the user profile to be updated (in this case, a user).
3. The Update User Settings page displays. Make any changes necessary.
4. Click Update at the bottom of the page.

Step By Step Instructions for Transactions

1. Log into Treasury Management (tompkinsbank.com).
2. Click on Receivables > Remote Deposit Capture > Launch
3. Click on Transactions > Remote Deposit Now (found in the center column in gold)
4. Click on Scan > Start > Enter Expected Batch Total
5. After checks have scanned, click on Close Batch (bottom of the page in blue).
6. Click on Batch Edit.
7. Correct any checks that did not scan correctly (make changes and Save). You will have two boxes in green at the top when all the checks are corrected.
8. Click on Make Deposit.
9. Select the batch you would like to deposit on the left.
10. Select the Deposit Account drop down on the right and choose the account you are making the deposit into.
11. Click Make Deposit.

Need Assistance?

Our Remote Deposit Representatives are available at: 1.888.266.7441
Password Resets: Monday - Friday 8:00 am-7:30pm, Saturday 9am-1pm (excluding holidays)
All other Remote Deposit Needs: Monday – Friday 8:30am-5:00pm (excluding holidays)