



This AlpineRemote Deposit User Guide does not replace the Remote Deposit Complete Handbook, but should be used as a supplement.

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## ALPINEREMOTE DEPOSIT: GETTING STARTED

You will receive your login credentials from Alpine Bank, in an email. It is important for you to log into your account and set-up your AlpineRemote Deposit credentials.

1. Go to: <https://smartpay.profitstars.com/business/login/alpinebank>
2. Input your **User Name** and **Temporary Password**, as well as your **Company Name**, which will be included in your welcome email.
3. Select a new password.
4. Select a security question and answer.

## CREATING USERS

You want to create separate users for each person who will be using AlpineRemote Deposit. This creates an audit trail, which helps to protect you and your business. Never allow anyone to use your login credentials.

1. Click on "Admin".
2. Click on "Users".
3. Click on "Add User".
4. Click on "Business User".
5. Enter the user's information and authorities.
  - a. Full Name – Required.
  - b. User Name – Required.
  - c. Email Address

Privilege Fields (We recommend enabling "Customer Services" and "Reports" for most users):

  - d. Administrator – This gives the user the option to add, delete, and reset other users within the portal.
  - e. Customer Services – This gives the user the ability to open and run deposits, close batches, and view reports.
  - f. Reports – This allows the user to pull any report within the payment portal
6. The user's temporary password is listed at the bottom of the screen. Take note of this password to give to your new user.
7. Click "Add".

The screenshot displays the 'Add User' interface. On the left, a sidebar (1) contains navigation links for Dashboard, Transactions, Admin, Users, and Roles. The main area shows a 'Merchant Users' table (2) with columns for View, Edit, User Name, Full Name, Enabled, and Locked. A table of users is visible, including 'admin', 'jsmith', 'bthompson', 'eforbes', and 'Mike Johnson'. A red 'Add User' button (3) is present, with a dropdown menu (4) showing 'Business User' and 'RTG User'. Below the table, the 'Add User Settings' form (5) includes fields for Full Name (Zach Efron), User Name (zefron), Email Address (zach@abccompany.com), and Dual Auth Status (Approved). The 'Privileges for this User' section (8) shows a table with columns for Enabled and Privilege, listing 'Customer Services', 'Reports', and 'SmartPay Express'. A dropdown menu (9) titled 'Roles within the Administrator Privilege' is open, showing options for 'Roles within the Administrator Privilege', 'Roles within the Customer Services Privilege', and 'Roles within the Reports Privilege'. At the bottom, a 'Reset Password' button (6) and a 'Temporary Password' field (7) with the value 'Hqkk!0944' are visible, along with a green 'Add' button.

8. After you click “Add”, there are additional fields that populate into a third column on the right side of the screen. You can establish and manage your users’ abilities even more through this area.

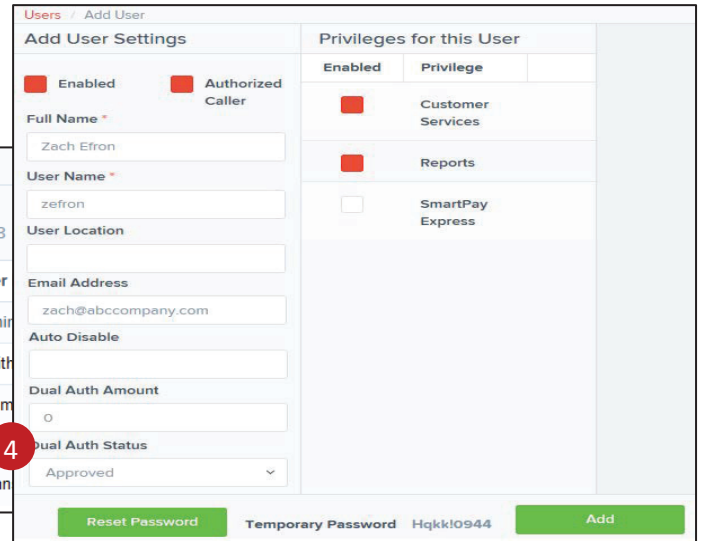
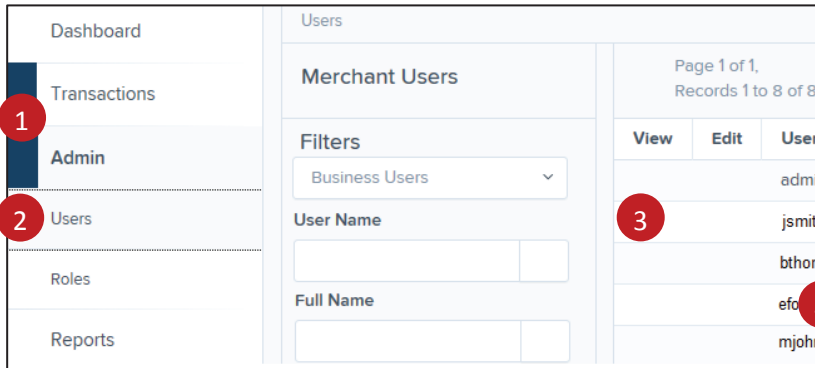
- a. You can change the user’s privileges to Admin- Merchant Administrator
- b. Credits & Debits PDF Report- Allows the user to view the credits & debits PDF report with check images for a batch  
Accounting- All Reporting Functionality  
RDC Admin- Remote Deposit Complete Administrator\*  
RDC User- Remote Deposit Complete User\*  
 \* Feature is required if user wants to open and close deposits, and scan checks.
- c. Enable what accounts each user should have access too.
- d. You can see who made changes last to this user’s profile.

9. Click “Update” to complete the new user setup.

## RESET A USER

As an "Administrator", you have the ability to reset your user's password.

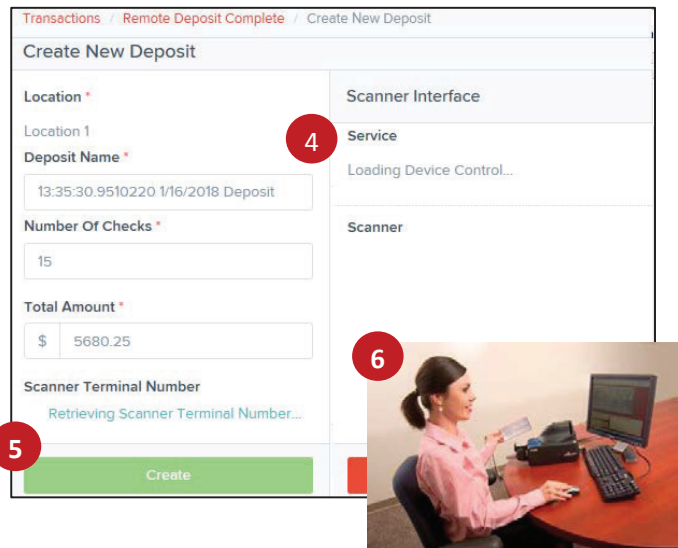
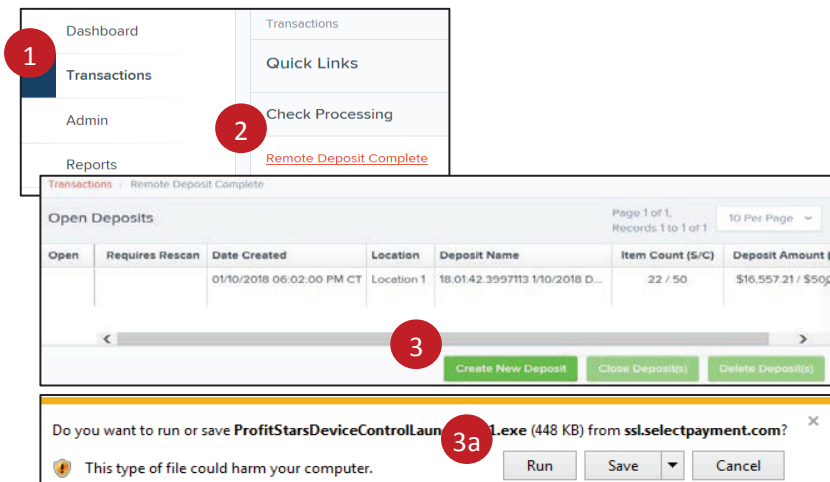
1. Click on "Admin".
2. Click on "Users".
3. Click on "View" under the user that needs to be reset.
4. Click on the "Reset Password" button at the bottom of the screen.
5. Admin will need to provide the temporary password to the user.



## HOW TO MAKE A DEPOSIT

Making deposits directly into your account is fast and convenient.

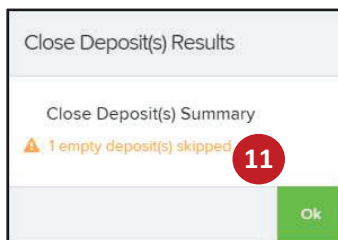
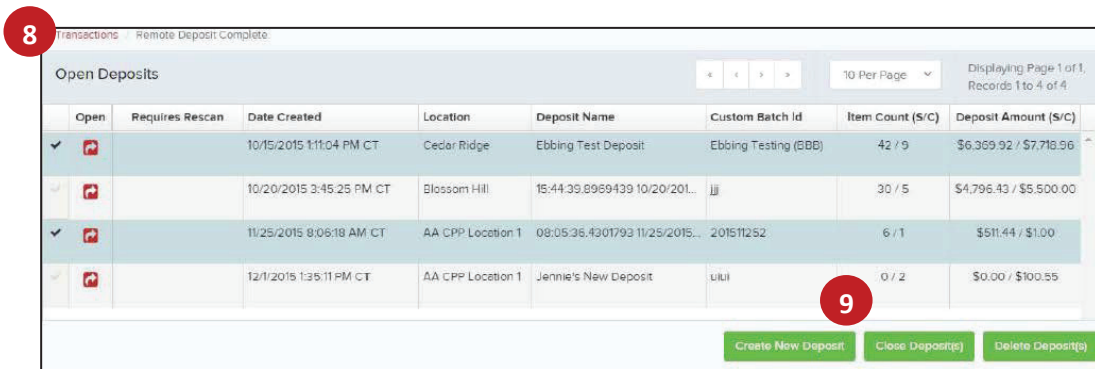
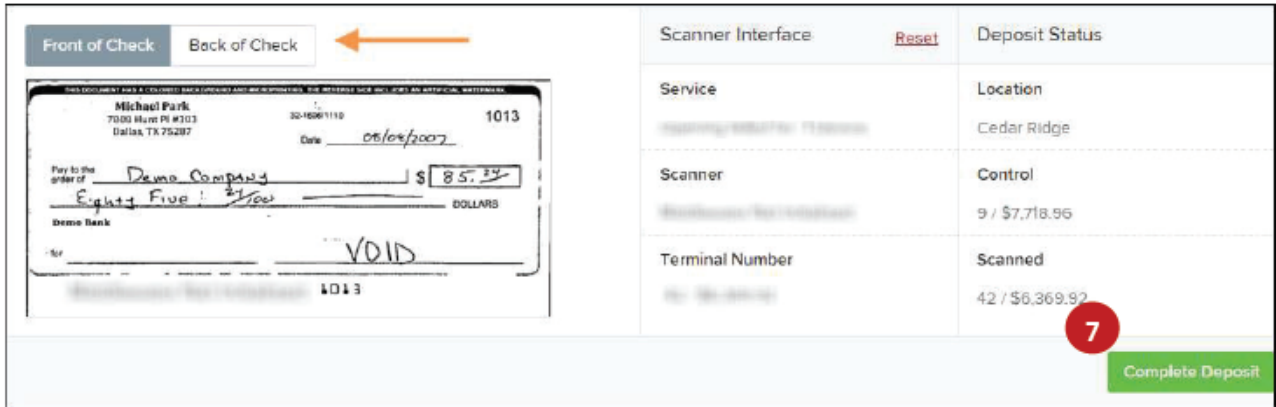
1. Click on "Transactions".
2. Click on "Remote Deposit Complete".
3. Click on the "Create New Deposit" button.
  - If Device Control has not already launched, the system will ask you to confirm launching Device Control. Select Run to continue.
4. Select your deposit Location, Number of Checks, and the Total Amount of Deposit.
5. Click "Create".
6. Scan your checks. The front and back images of your checks will show on your screen.



7. Once you scan all checks, click “Complete Deposit”.
8. Open Deposits will populate, click on the red box on the left hand side of the deposit.
9. Click on “Close Deposit(s)”.
10. Confirm your Deposit.
11. Close Deposit(s) Summary will pop up. Click “OK”.

**Note:** We recommend submitting your deposit no later than 5:00 p.m. (MST), in the event that a batch needs additional attention. The cutoff time is 6:00 p.m. (MST), Monday through Friday.

**Note:** if you receive a notification that you are unsure about, please refer to the Remote Deposit Complete Handbook.

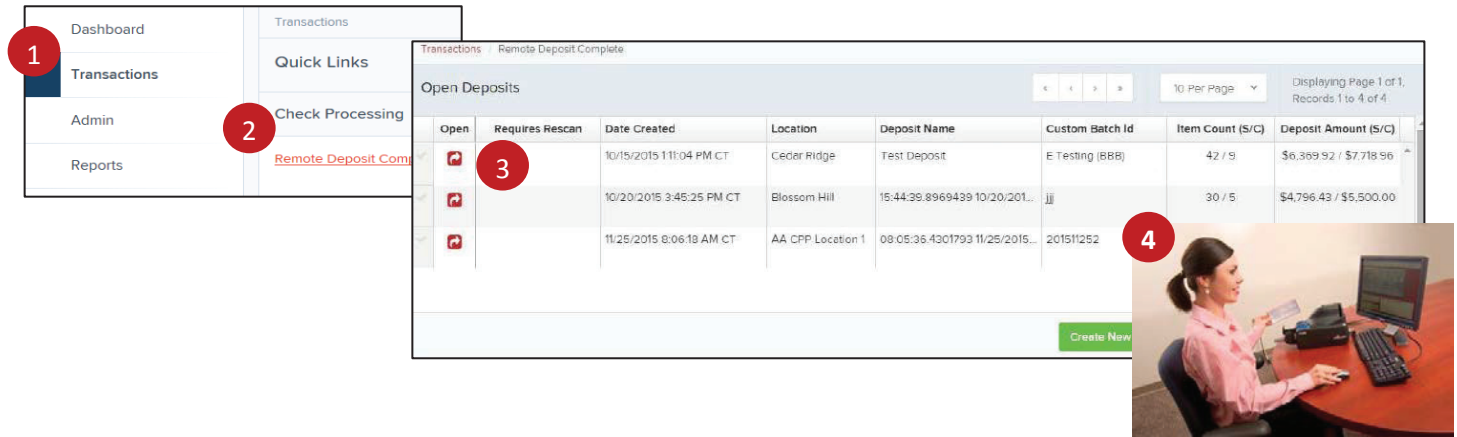


## HOW TO ADD TO A DEPOSIT

You can add additional checks to a deposit until you “Close Deposit” in the system.

1. Click “Transactions”.
2. Click “Remote Deposit Complete”.
3. The Open Deposits page will appear. Under the Open column, select an open icon to open a deposit.
4. The open deposit will appear. Scan your additional check item(s). The additional check amount(s) will be displayed.

**Note:** If the amount of the additional check(s) you scanned are not displayed automatically, select the Refresh option at the top of the page.



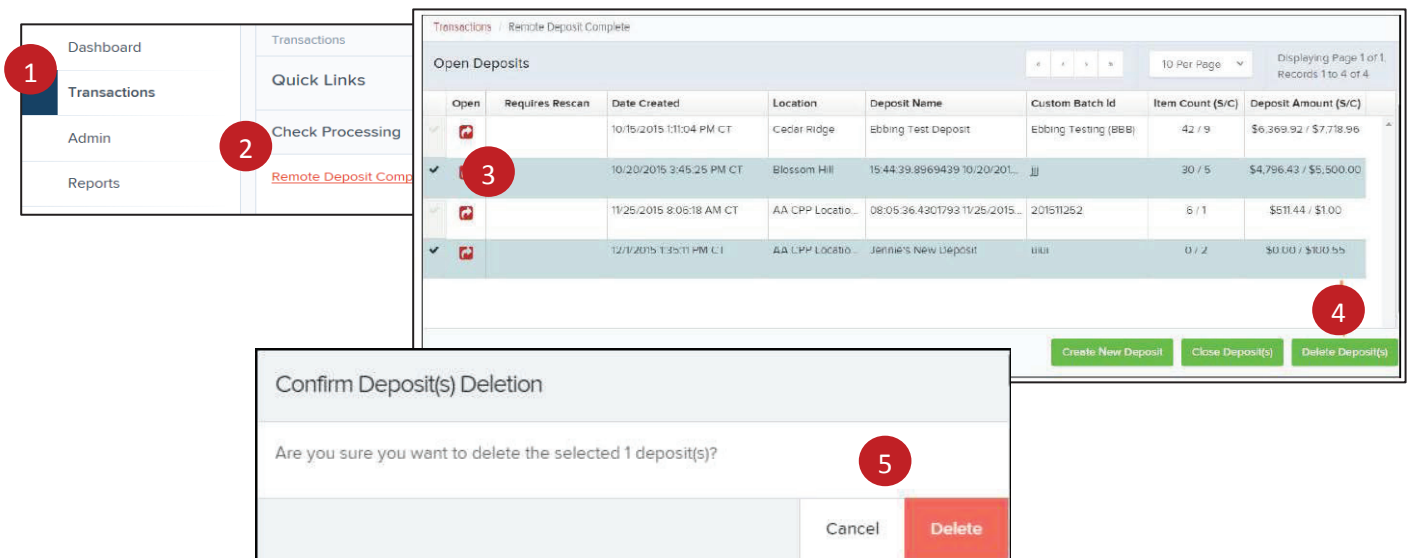
The screenshot shows the 'Open Deposits' table with the following data:

Open	Requires Rescan	Date Created	Location	Deposit Name	Custom Batch Id	Item Count (S/C)	Deposit Amount (S/C)
<input checked="" type="checkbox"/>		10/15/2015 11:04 PM CT	Cedar Ridge	Test Deposit	E Testing (BBB)	42 / 9	\$6,369.92 / \$7,718.96
<input checked="" type="checkbox"/>		10/20/2015 3:45:25 PM CT	Blossom Hill	15:44:39.8969439 10/20/201...	jjj	30 / 5	\$4,796.43 / \$5,500.00
<input checked="" type="checkbox"/>		11/25/2015 8:06:18 AM CT	AA CPP Location 1	08:05:36.4301793 11/25/2015...	201511252		

## HOW TO DELETE A DEPOSIT

A deposit can be deleted as soon as it has completed scanning. You may edit or delete a closed deposit, until Alpine Bank pulls the file. Alpine Bank pulls deposit files every 2 hours, from 8:00 a.m – 6:00 p.m., Monday – Friday.

1. Click “Transactions”.
2. Click “Remote Deposit Complete”.
3. Select the check box(es) next to the deposit(s) you want to delete.
4. Click on the “Delete Deposit(s)” button.
5. A confirmation of the deletion will display. Click “Delete” to continue to the Open Deposits page.



The screenshot shows the 'Open Deposits' table with the following data:

Open	Requires Rescan	Date Created	Location	Deposit Name	Custom Batch Id	Item Count (S/C)	Deposit Amount (S/C)
<input checked="" type="checkbox"/>		10/15/2015 11:04 PM CT	Cedar Ridge	Ebbing Test Deposit	Ebbing Testing (BBB)	42 / 9	\$6,369.92 / \$7,718.96
<input checked="" type="checkbox"/>		10/20/2015 3:45:25 PM CT	Blossom Hill	15:44:39.8969439 10/20/201...	jjj	30 / 5	\$4,796.43 / \$5,500.00
<input checked="" type="checkbox"/>		11/25/2015 8:06:18 AM CT	AA CPP Locatio...	08:05:36.4301793 11/25/2015...	201511252	6 / 1	\$511.44 / \$1.00
<input checked="" type="checkbox"/>		12/1/2015 1:35:11 PM CT	AA CPP Locatio...	Jennie's New Deposit	jjjj	0 / 2	\$0.00 / \$10.55

The confirmation dialog box asks: "Are you sure you want to delete the selected 1 deposit(s)?" and has "Cancel" and "Delete" buttons.

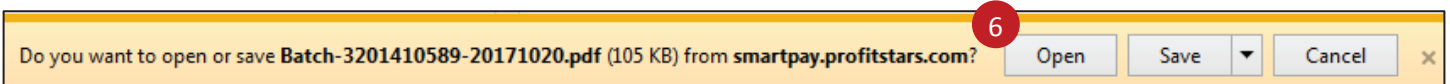
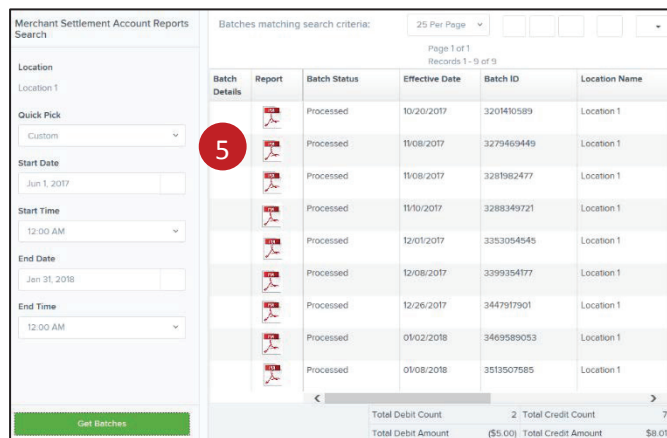
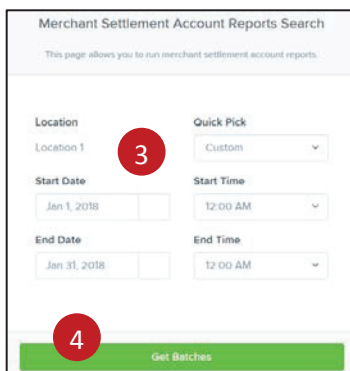
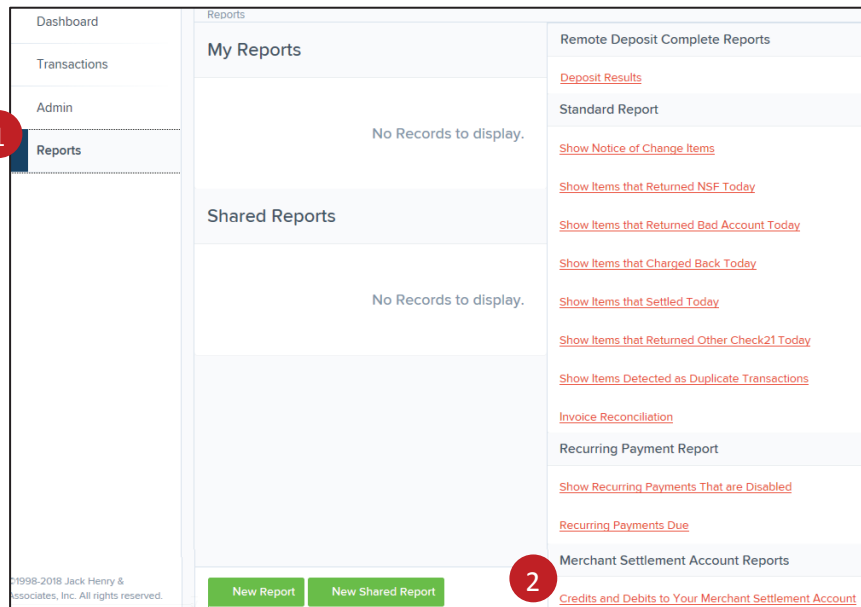
## PULLING REPORTS

You have the ability to pull different reports, depending on your business' needs. Below are a few of the most common reports.

### CHECK BATCH REPORT

This report will provide you with your full deposit, and the checks within that deposit. You are able to view the deposit, as well as images of all the checks that were deposited within that batch.

1. Click "Reports".
2. Click "Credits and Debits to Your Merchant Settlement Account".
3. Choose your date range.
4. Click "Get Batches".
5. Click on the PDF icon under the reports section.
6. You will receive a pop-up at the bottom of your screen. Click "Open".
7. A PDF report will populate and show the front and back of every check that was deposited for the day.



## SCANNED CHECKS REPORT

This report will provide you with a report showing you how many transactions you have scanned, your key-in dollar amounts, and the system received amounts, and the dollar amounts that have been credited to your bank account. You can break down each deposit by check for your review.

1. Click "Reports".
2. Click "Deposit Results".
3. Choose your date range.
4. Click "Get Deposits".
5. Your deposits are listed. You can view **Item Details** or **Deposit Details** by clicking on the icon(s).

The screenshot displays the 'Reports' section of the Alpine Remote Deposit interface. The left navigation menu has 'Reports' selected (1). The main content area shows 'My Reports' with a 'Deposit Results' link (2). Below this is a 'Deposit Results Search' form with fields for Location, Start Date, End Date, Start Time, and End Time (3). A green 'Get Deposits' button is at the bottom of the search form (4). Below the search form is a table of deposit records (5) with columns for Item Details, Deposit Details, Create Date, Location, Custom Batch Id, Batch Type, and Description.

Item Details	Deposit Details	Create Date	Location	Custom Batch Id	Batch Type	Description
		12/1/2015	Location 1	uiui	Remote Deposit	.New Deposit
		12/21/2015	Avalon Campbell	5646542	Remote Deposit	17:49:04.1335657 12/21/2015 ...

## CUSTOM REPORT BUILDING

This report will show you how many transactions you have scanned, your key-in dollar amounts, the system received amounts, and the dollar amounts that have been credited to your bank account. You can break down each deposit by check for your review.

1. Click "Reports".
2. Click on the "New Report" button.
3. Choose your date range.
4. Select your desired report criteria from the **Advanced** column.
5. Select your desired **Report Layout**.

*We recommend unchecking Transaction Number, Reference Number, Customer Number, as these fields will not provide helpful information.*

6. Click "Run Report". You are able to export the information into either a csv file or Excel spreadsheet.
7. Click "Save to My Reports" to save this report for future use.

The screenshot displays the 'Reports' section of the Alpine Bank interface. On the left, a navigation menu has 'Reports' highlighted with a red circle '1'. Below it, a 'My Reports' section shows 'No Records to display.' and a 'Shared Reports' section. The main area is the 'New Report' form, which is divided into three columns: 'Report Type', 'Advanced', and 'Report Layout'. A red circle '2' is on the 'New Report' button. A red circle '3' is on the 'End Date' field. A red circle '4' is on the 'Location' dropdown. A red circle '5' is on the 'Report Layout' column, specifically on the 'Reference Number' checkbox which is circled in red. A red circle '6' is on the 'Run Reports' button. A red circle '7' is on the 'Save to My Reports' button. The 'Report Type' section has 'Transaction Report' selected. The 'Advanced' section has 'Location' set to 'Location 1', 'Status' set to 'Declined', 'Settlement Status' set to '-- ALL --', 'Origin Of Transaction' set to '-- ALL --', 'Originated As' set to '-- ALL --', 'Amount Range' from '\$ 0.00' to '\$ 1000.00', 'Account Type' set to '-- ALL --', and 'Operation' set to '-- ALL --'. The 'Report Layout' section has several checkboxes checked: 'Transaction Date', 'Transaction Status', 'Payment Type', 'Name On Account', 'Operation Type', 'Location Name', 'Amount', 'Auth Response', 'Check Number', 'Effective Date', 'Billed Amount', 'Description', 'Originated As', 'Payment Origin', 'Settlement Status', 'Third Party', 'Reference Number', and 'User'. The 'Reference Number' checkbox is circled in red.