

Cheque Pro

Cheque Pro is the electronic remote cheque depositing service from RBC Royal Bank. Clients can deposit cheques and other eligible paper items into their Canadian and US Dollar business account accessed through RBC Express online banking or RBC Online Banking for business.

If you are using RBC Online Banking for business you will not need to do the **Administration** section of this guide (skip section 1)

Eligible Items for Cheque Pro Deposits				
CAD Items	USD Items			
 Magnetic Ink Character Recognition (MICR) encoded cheques 	 USD MICR encoded cheques drawn on Canadian banks and must have transaction code 45. USD ABA MICR encoded cheques drawn on US Banks (ABA stands for American Bankers Association, it is a 9-digit number) 			
Examples:	Examples:			
 MICR encoded business cheques line of credit cheques Visa cheques Money orders traveler's cheques certified cheques bank drafts 	 cheques drawn on a US bank money orders traveler's cheques certified cheques bank draft 			
Getting Started with Cheque Pro				
This guide will be split up into 5 sections:				
1. <u>Cheque Pro Administration</u>				
2. <u>Cheque Pro Installation</u>				
3. <u>Cheque Pro Troubleshooting</u>				
4. <u>Cheque Pro Reports & Research</u>				

5. <u>Depositing in Cheque Pro</u>

Section 1: Administration



give this acco	-	ally have access to Cheque Pro, however, if as an Admin you want to st be added into RBC Express and then given access to Cheque Pro.
Step One: as	ssign user permissions for Cheque	Pro under Manage Users and Permissions
	Home Balances, Statements &	Reports Payments, Transfers & Deposits Administration
	User Administration	Account Preferences
	Manage Users and Permissions	► Nicknames
	Approval Rules	SWIFT Account Details
	Password Reset Requests	<u>Manage Chargeback Locations</u>
	Order Tokens	<u>Statement Preferences</u>
	More	
		My User Profile
	Alerts	<u>Change Password</u>
	<u>Global Service Alert Settings</u>	<u>Message Centre</u>
	<u>View User Alerts</u>	Manage Security Questions
View/Edit A Cheques. Ste	ssigned Services. Then please checker one is now complete!	om either drop-down menu under Add Available Services or ck off the lone box that appears that reads Deposit and Manage
	Permission type (i)	
	Individual G	Group Administrator
	Add Available Services	View/Edit Assigned Services
	Pick a service from this list	✓ Cheque-Pro ✓
	View Cheque-Pro Permissions	
	There are two steps to assign this user's Cheque- 1. Select this checkbox to give them access to the 2. To give them permission, visit the home page a	
	Deposit and Manage Cheques	

Step Two: go into the Cheque Pro platform and add a user role in Cheque Pro Administration



		Help 🛱 <u>Resource Centre</u> 🛱 🔒 Ro	
RBC Express			bin Farquharson 🍄 Sign Out RBC CMO TRAINING ENG
Home Balances, Statements &	Reports Payments, Transfers & De	posits Administration	Other Online Services
File Transfers	Wire Payments	ACH Direct Payments & Deposits	
► <u>Upload</u>	<u>Create</u>	Create Payment Files	
Approve	► <u>Approve</u>	► Approve	
<u>Activity Report</u>	▶ <u>Release</u>	▶ <u>Release</u>	
	Activity Report	Service Reports/Data Files	
Account Transfers	More	• <u>More</u>	
► <u>Create</u>			
► <u>Approve</u>	Deposit and Manage Cheques		
▶ <u>Release</u>	 Deposit and Manage Cheques 		
 Activity Reports 			
More	Stop Payments		
Bill Payments	Stop a Cheque		
 Pay a Bill 	 Stop Multiple Cheques Stop a Pre-Authorized Payment 		
Approve	Import a File		
Release	More		
<u>Activity Report</u>	, more		
More			
will bring up the Cheque F	Pro site. Please click Admi	nistration	
RBC ome Administration Deposits Repo	ts		Return Help Hide Tool Tips Lo
hand a second second			Manage Locations
Welcome to			
			Manage Users
Cheque-Pro™			Generate Reports



Customers	User Sear	ch		
Details	(Customer: RBC G	SS CLIENT SERVICE)		
Locations	User ID 🔻	Search	h Show All	
Users	List of Users			
Rule Accounts	Tasks	Operator ID 9	△ Last Name ۹	First Name
	Ľ	389370	فسلقفه	Afsaneh
Custom Fields	2	420694		Philip
Preferences	-			Assad

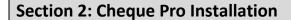
Now double-click on the line of the user's name that you gave Cheque Pro permissions to in Step one. You should see an option that says **Edit Roles.** You may also **edit report access** and **edit to exclude accounts** from a specific user.

Locations	User Information				
Users	User ID: First name:		Stephanie La	nail: st name:	-
Details	Phone number: Region:		Tir Ontario	me zone:	Eastern
Rule Accounts					Edit User
Custom Fields	Assigned Roles:	Assigned Locations:	Assigned Reports:	Excluded Accou	unts:
Preferences		Location001	*		A.
	Edit Ro	Edit L	ocations Ed	it Report Access	Edit Account Exclusions

We recommend that you add the user role **Deposit maker no approval;** this means that this user may deposit cheques and requires no further approval to do so. Alternatively, you may make this person a deposit maker requiring further approval or even an administrator on Cheque Pro.

<u>Reminder</u>: if you would like this person to see reporting on Cheque Pro, please grant them the **Report Reviewer** role. You will need to edit the reports they are able to view in the previous step under **Edit Report Access**.

QUICKBOOKS RBCX_CLIENT_ADMIN_WITH_ACCESS RBCX_CLIENT_ADMIN_WITHOUT_ACCESS Add >>	R NO ADDROVAL
	CHO_APPROVAL
RBCX_DEPOSIT_APPROVER	
RBCX_DEPOSIT_MAKER_REQ_APPROVAL RBCX_Report_Reviewer	
-	



To begin the driver download:

- Unplug the cheque scanner from your computer
- If your organization restricts downloads you may need to have you internal IT present to sign in as a system administrator to complete this download

Starting from the RBC Express Homepage, click on the **Payments, Transfers & Deposits** tab from the blue banner at the top of your screen. To access Cheque Pro click on the **Deposit and Manage Cheques** link:

Home Balances, Statement	ts & Reports Payments	Transfers & Deposits	Administration	Other Online Services
File Transfers	Wire Payments	ACI	H Direct Payments & Deposits	
▶ Upload	▶ Create		reate Payment Files	
<u>Approve</u>	Approve	► <u>A</u>	oprove	
Activity Report	▶ <u>Release</u>	▶ <u>R</u> e	elease	
	Activity Report	▶ <u>Se</u>	ervice Reports/Data Files	
Account Transfers	More	► <u>M</u>	ore	
<u>Create</u>	-			
<u>Approve</u>	Deposit and Manag	e Cheques		
<u>Release</u>	 Deposit and Manage 	e Cheques		
Activity Reports				
More	Stop Payments			
	Stop a Cheque			
Bill Payments	Stop Multiple Cheq			
Pay a Bill	 Stop a Pre-Authoriz 	ed Payment		
<u>Approve</u>	Import a File			
<u>Release</u>	► <u>More</u>			
Activity Report				

When you access cheque pro for the first time you may be immediately be prompted with to download the drivers:

-Select the first option: I am a new user

I have the driver installed, but it is not working. On Windows: Click Start > All Programs > Passport Web Edition Client > Restart WebClient Driver to restart the scanner driver before continuing.	am a new user, or I have a new computer, or I have received a different model of scanner. I need to download a scanner driver on this computer. he scanner driver is working as expected. I have already installed a driver, however, I have deleted cookies in my browser, and/or I haven't made a deposit in more than 30 days. have the driver installed, but it is not working. n Windows: Cick Start > All Programs > Passport Web Edition Client > Restart WebClient Driver to restart the scanner driver before continuing. n AMA: Click on the Launchpad Icon and type "Restart" to bring up the Restart WebClient Driver icon, and then click on that icon to restart the scanner driver before continuing.	Your scanner driv	er may not be working properly.
 The scanner driver is working as expected. I have already installed a driver, however, I have deleted cookies in my browser, and/or I haven't made a deposit in more than 3 I have the driver installed, but it is not working. On Windows: Click Start > All Programs > Passport Web Edition Client > Restart WebClient Driver to restart the scanner driver before continuing. 	he scanner driver is working as expected. I have already installed a driver, however, I have deleted cookies in my browser, and/or I haven't made a deposit in more than 30 days. have the driver installed, but it is not working. n Windows: Click Start > All Programs > Passport Web Edition Client > Restart WebClient Driver to restart the scanner driver before continuing. n AMAC: Click on the Launchpad Icon and type "Restart" to bring up the Restart WebClient Driver icon, and then click on that icon to restart the scanner driver before continuing.	Which option best	describes your situation?
I have the driver installed, but it is not working. On Windows: Click Start > All Programs > Passport Web Edition Client > Restart WebClient Driver to restart the scanner driver before continuing.	have the driver installed, but it is not working. n Windows: Click Start > All Programs > Passport Web Edition Client > Restart WebClient Driver to restart the scanner driver before continuing. n a MAC: Click on the Launchpad Icon and type "Restart" to bring up the Restart WebClient Driver icon, and then click on that icon to restart the scanner driver before continuing.	🔹 I am a new i	ser, or I have a new computer, or I have received a different model of scanner. I need to download a scanner driver on this computer.
On Windows: Click Start > All Programs > Passport Web Edition Client > Restart WebClient Driver to restart the scanner driver before continuing.	n Windows: Click Start > All Programs > Passport Web Edition Client > Restart WebClient Driver to restart the scanner driver before continuing. n a MAC: Click on the Launchpad Icon and type "Restart" to bring up the Restart WebClient Driver icon, and then click on that icon to restart the scanner driver before continuin	O The scanner	driver is working as expected. I have already installed a driver, however, I have deleted cookies in my browser, and/or I haven't made a deposit in more than 30 days.
On a MAC: Click on the Launchpad Icon and type "Restart" to bring up the Restart WebClient Driver icon, and then click on that icon to restart the scanner driver before of	I have followed the instructions above to restart the scanner driver.]	On Windows	: Click Start > All Programs > Passport Web Edition Client > Restart WebClient Driver to restart the scanner driver before continuing.
[🖾 I have followed the instructions above to restart the scanner driver.]		[🖾 I have	'ollowed the instructions above to restart the scanner driver.]



RBC Home Administratio	1 Deposits Reports Research			<u>Return Help</u>	<u>Hide Tool Tips</u> <u>Loaoff</u>
Welcome Cheque	to			M	reate New Deposit 🔊 anage Locations 🔉 anage Users 🏷
 Transactions made at a 	on business days before 10:00 PM EST will be proce other times will be processed by us the next busin t be destroyed in accordance with your agreement.	ness day.			
number 1 into	the Declared amou	unt field and click s	tart capture		
	Transactions made at all other to All items on deposit must be de (Customer: RBC CMO TRAININ Location:* Account number:* Routing transit number: Account currency: Deposit Note 1: Deposit Note 1: Deposit Note 2: Deposit Note 3: Declared amount (\$):*	iness days before 10:00 PM EST times will be processed by us th estroyed in accordance with your	agreement.	lay.	
ring up the do	wnload prompt: sel	lect the first option	: I am a new user		
Your scanner driver Which option best de I am a new use The scanner dri I have the drive On Windows: (rer is working as expected. I have already rinstalled, but it is not working. lick Start > All Programs > Passport V	y installed a driver, however, I have delet Web Edition Client > Restart WebClier	d to download a scanner driver on this comput ed cookies in my browser, and/or I haven't mar t Driver to restart the scanner driver before co iver icon, and then click on that icon to restart	le a deposit in mo	



You will be pre	sented with a list of s	canners, select the o	ne you have recei	ved	
	RBC			Return Help Hide Tool Ti	ps Logoff
	Home Administration Deposits Reports	Research			
1	Driver Download				
	What to do:				
	 Choose the cheque scanner from the supported or your model and then click on the related link to star 	nes below that most closely matches art the download.			
				a contraction	
	Panini - My Vision X and My Vision X AGP Digital Chec	k - TS220 / TS230 Digital Check - TS240	Digital Check - CheXpress CX30	Digital Check - TS4120	
	REM - 3.1 cm/ NCR Person	al Scaner - 3 x erty Partie - Effet	Cano - CF-180/CF-1801	Canon - CR-135/CR-1901	
Keep an eye ou	ut at the bottom of you			CONTRACTOR AND AND AND	

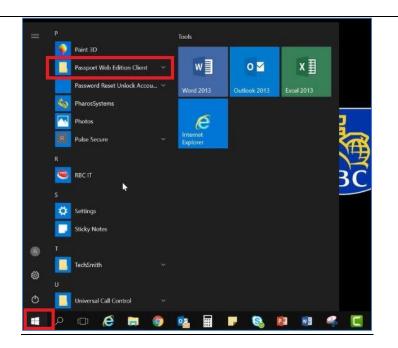
- 1. When prompted, save the 'passportwebclientxxxx.xxx' file
- 2. Run 'passportwebclientxxxx.xxx' to install the cheque scanner driver
- 3. Once the Cheque Pro drivers have installed you will be prompted to plug in the scanner to your computer this will allows the device's drivers to install

You have successfully completed the download!

Section 3: Cheque Pro Troubleshooting

Occasionally, you may need to restart your Cheque Pro Scanner software and hardware. This is because systems routinely need to be refreshed/restarted so we can be sure they are working properly. This can be done by going to the start menu of your computer and searching your programs for **Passport Webclient Edition Drivers**





Please click on **Passport WebClient Edition Drivers** and then select **Restart WebClient Driver**. This restart only takes a few seconds and no loading icon will appear on screen (it takes place in the background). Please now click on **WebClient diagnostics**.



This page will load as a webpage in your default browser. Please now select **Initialize Scanner** in the middle of the page. This will do some software and hardware checks on the system side. It will usually fix any error that has occurred and refresh/restart the software and hardware.





Go	https://127.0.0.1/pptcdrvrdiag				
File Ed	dit View Favorites Tools Help				
🗯 🖸 🛙	Expense Centre 🗿 Suggested Sites 🔻				
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- Go to Research (on blue banner) and use the Deposit Number as the selection criteria
- enter the deposit number into both of the 2 Values fields that appear
- click search



- go to bottom and click Select All to include all results
- use drop down that is just above the *Select All* button to choose report type:
 - XLS Excel
 - PDF Adobe
 - CSV Text file
- if relevant choose BW Images or No Images
- click "Create Report"
- look for pop up window messages- most often downloads to bottom of screen



Deposit Details Reports:

The Next report type is called the Deposit Details Report

Steps to retrieve a Deposit Details Report

- Select Reports from the blue banner menu at the top
- Deposit Detail Formats are available for the various reports
 - DOCX Word
 - PDF Adobe
 - RTF text file
- From the Report types list choose Deposit details
 - Use the date filter if needed
- Select to include images if needed
- Select the grey Create Report button near the bottom
- The report will generate in the Report Instances box click on it to view or save

List view:

•



RBC Royal Bank

	df - Adobe Acrobat Reader 2017 Help	
	User Guide Cheque DepositDetails_042 ×	
	(b) (c) 1 / 2 (c)	
	Report run or: 2017/04/27 11 28 AM EDT Report run by: Rober Farquhanson	
	Selected dari fate & 2017/04/27 12/00 AM EDT Selected end date & 2017/04/27 11:59 PM EDT Location: All Deprovits Chaland by: All Account Number: All Deprovits Status: All	
	Details of Deposits by Account - RBC CMO TRAINING GROUP - Commercial	
	Account Name/Number: Bus Dep/1198928 Number of Deposits: 1 Account Currency: CAD Total of Deposits Submitted: 343,00	
	Total Number of Items: 2 Deposit Number Item Count Post Amount Credit Amount Adjustment Depositor Location Deposit Date	
	0000665 2 343.00 0.00 Accounting	
	Post Amount Credit Amount Item Account Party ID Adjustment 43.00 99337 43.00 00001 04505-003 100-772-5 0.00	
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	Account Name/Number: Bus Dep/1198928 Number of Deposits: 1	
	Account Currency: CAD Total of Deposits Submitted: 343.00 (continued) Total Number of Items: 2	
	Construction and Constr	
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	VDID Annual VIII	
	Front Item Number 0000001 Back	
	The second	
	ARRENA GYNNESSIN ROADDAN RANDOLLAN RANDO	
	Front Item Number 0000002 Back	
Section 5: Depositing in	n Cheque Pro	
To deposit a cheque, please s	elect Create New Deposit on the Cheque Pro Homepag	e
(G		·
		Return Help Hide Tool Tips Logoff
RBC		
Home Administration Deposits Reports	Research	
Home Administration Depusits Reports	Research	
		Create New Deposit 📎
Welcome to		
Chaque Drom		Manage Locations 📎
Cheque-Pro [™]		
		Manage Users 🔊
Now, please select the location	on (or leave as Location001) and account you wish to de	posit the Cheque into. <u>Tip:</u>
Cheque Pro does not support	currency conversion. The declared amount is the total	of all the cheques in the
	ques that are \$100 each, your declared amount is \$300	



	Home	Administration	Deposits	Reports	Research			
	New D	eposit						
	Transactions	, you make on busine	ess days befor	e 10:00 PM E	ST will be proce	ssed by us on the same day.		
		Transactions made at all other times will be processed by us the next business day						
		deposit must be dest						
		RBC CMO TRAINING	-	,				
	(customer						_	
	Location:*			ation001	v			
	Account nu Routing tra	ansit number:		8928 - Bus Dep	, •			
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← → C △	pletion/ShowDeposit.face	s?retumFromDriver=true						@ ☆ ♀ ⊖
RBC. Home Administration Deposi	ts Reports	Research				C	Return Help Hide To	ool Tips Logoff
Deposit Item List - 00	0912							
(Customer: RBC CMO TRAINING GROUP,		001)						
Deposit Information (Deposit-In Prog	ress)							
Declared amount (\$): 160,089.10	Save		Currer	nt amount (\$):	160,089.10	Balancing differenc	e(\$): 0.00	
						Notes Assign Deposit	Edit Deposit	Delete Deposit
Scanned Items (5) Errors ዓ. Tasks	Item I	dentifier	Post Amount (\$	i) Q	△ Sequence 9,	MICR Account 9,	MICR Transit/FI 9	Currency 9,
₽	Virtual Cr		160,089			1198928	00002-003	CAD
		Cheque		.00	1	100-672-5 100-011-6	04506-003	CAD
		Cheque Cheque	100,000		4	000-002-6	03132-003	CAD
*	CAE	O Cheque	60,000	.95	6	0471-6320777	24722-999	CAD
		< Previ	ous 1 Next >	All 5 10 20 50				Showing: 1 - 5 of 5
Complete Add Items	ank of Canada Wel	osite © 1995-2015					Return	to Deposit List
rivacy & Security Legal Accessibility								
Champerson and the set of the set	alta a -			+ C		<u>minder:</u> if you experi		

during the deposit, please call our helpdesk.