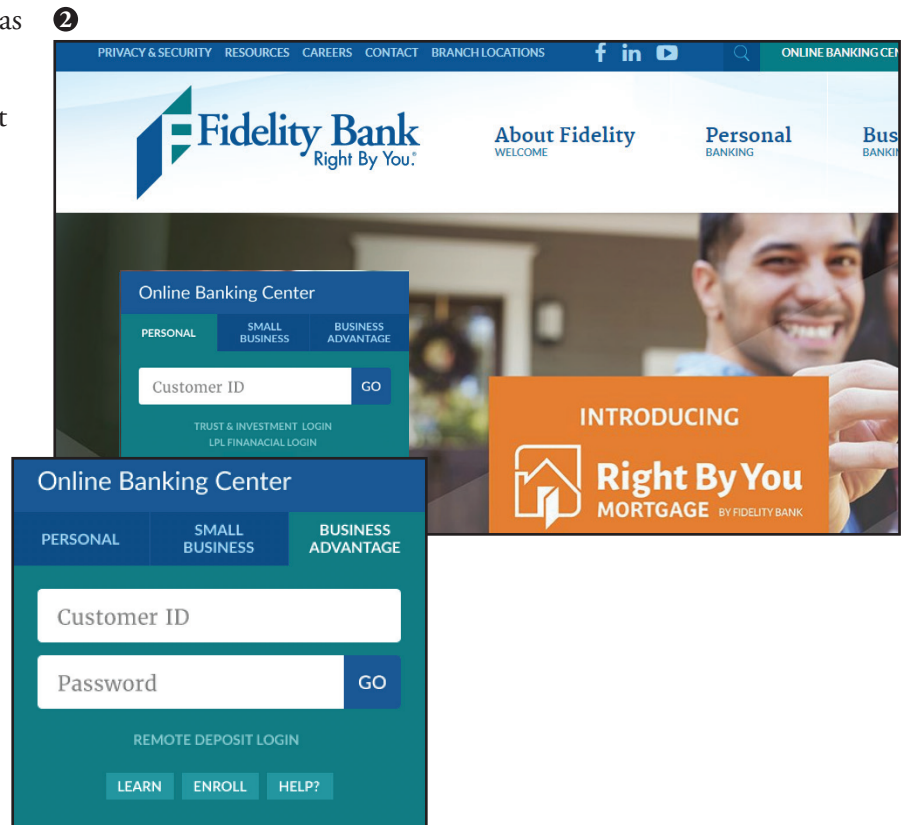


REMOTE DEPOSIT USER GUIDE (CLASSIC)

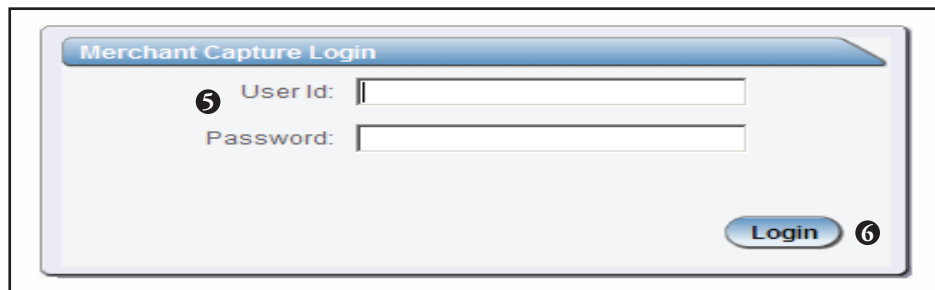


Getting Started

1. Open an Internet browser, such as Internet Explorer.
2. Visit the Fidelity Bank website at www.fidelitybanknc.com.
3. Select the Small Business or Business Advantage tab in the Online Banking Center.
4. Click on the Remote Deposit Login link.



5. Enter your User ID and Password.
6. Click on the Login button.



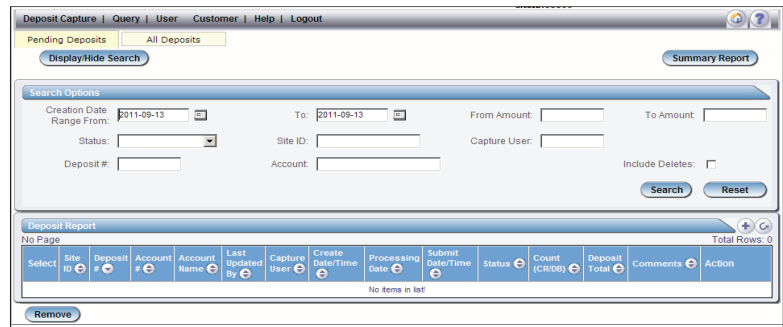
Only U.S. currency can be processed. All foreign currency must be deposited at a branch. You do not need to endorse checks or complete a deposit slip when using the remote deposit service.

Deposits must be submitted by 7:00 p.m. EST to receive same-day deposit credit. For technical support, please call 1-855-547-1385 and select option 3 or email bus.solutions@fidelitybanknc.com.

Creating a Deposit

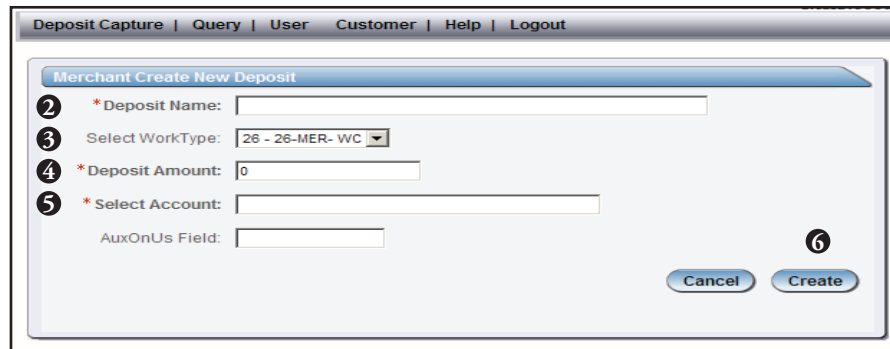
1. Once you are logged in, select Deposit Capture on the main navigation menu.

1



The screenshot shows the 'Deposit Capture' application window. At the top, there are navigation tabs for 'Pending Deposits' and 'All Deposits'. Below this is a search bar with 'Display/Hide Search' and 'Summary Report' buttons. The 'Search Options' section includes fields for 'Creation Date Range From' (set to 2011-09-13), 'To' (set to 2011-09-13), 'From Amount', 'To Amount', 'Status', 'Site ID', 'Capture User', 'Deposit #', and 'Account'. There are 'Search' and 'Reset' buttons. Below the search options is a table with columns: Select, Site ID, Deposit #, Account #, Account Name, Last Updated By, Capture User, Create Date/Time, Processing Date, Submit Date/Time, Status, Count (CR/DB), Deposit Total, Comments, and Action. The table currently shows 'No Page' and 'Total Rows: 0'. A 'Remove' button is at the bottom.

2. Fill in the Deposit Name field.
3. The Select Work Type drop down box will automatically fill based on your setup.
4. Enter the deposit amount.
5. In the Select Account drop down box, select the account number of the account you want to be credited. Click OK for the account number to be entered into the form.
6. Click the Create button.



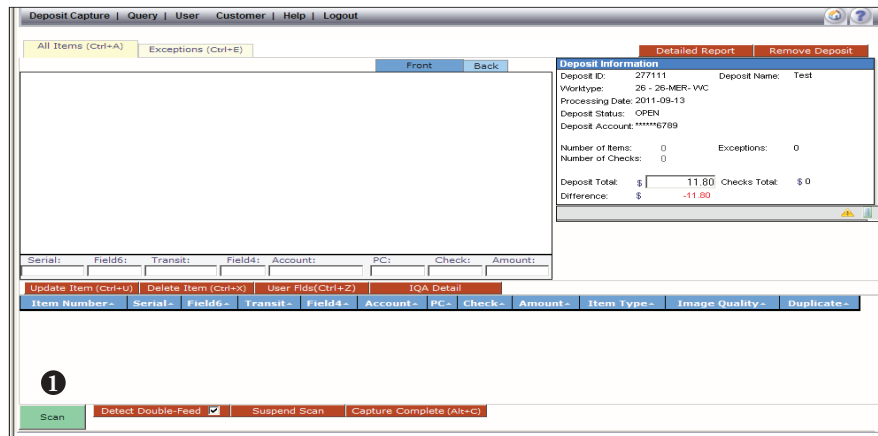
The screenshot shows the 'Merchant Create New Deposit' form. It has the following fields and controls:

- 2 * Deposit Name: [Text input field]
- 3 Select WorkType: [Dropdown menu showing '26 - 26-MER- WC']
- 4 * Deposit Amount: [Text input field with '0']
- 5 * Select Account: [Dropdown menu]
- AuxOnUs Field: [Text input field]
- 6 [Create button]
- [Cancel button]

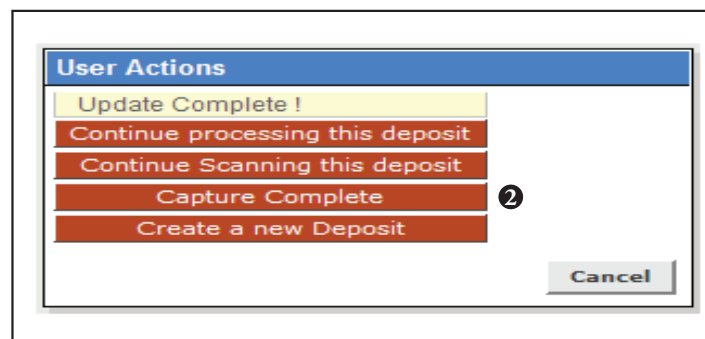
You will be taken to the scan screen.

Scanning Your Deposit

When scanning checks, limit the number of items to 400 or less in a single deposit. Also, make sure the checks are neatly stacked before placing them in the hopper. If you are using a multi-feed scanner (TS230 or TS240) sort checks into groups of 25. If you are using a single-feed scanner (CX30) place checks into the hopper one at a time.



1. On the All Items tab, click the Scan button to begin scanning your deposits. Check images will appear on your screen. When scanning is complete or if there is a pause in the check scanning, the User Actions box will appear.



2. When you are finished scanning your deposit, click on the Capture Complete button in the User Actions box.
3. Verify the last item on the screen matches the last item in the scanner pocket and if applicable, verify the number sprayed by your scanner is legible.

Deposits cannot be balanced if Capture Complete is not selected. Do not select Create a New Deposit on the User Actions Screen. Clicking Create a New Deposit will suspend your current deposit and prevent you from completing it in the proper sequence.

Submitting Your Deposit

You must process all exceptions before submitting your deposit. If there are exceptions present an exceptions tab will appear on your screen. Follow the instructions on page 6 and 7 to process exceptions.

1. On the All Items tab, view the Deposit Information box to verify totals. If your difference is zero, select the Submit Deposit button at the bottom of the screen to process your deposit.

Detailed Report **Remove Deposit**

Deposit Information

Deposit ID: 277298 Deposit Name: Test
 Worktype: 26 - 26-MER- WC
 Processing Date: 2011-09-14
 Deposit Status: READY FOR APPROVAL
 Deposit Account: *****6789

Number of Items: 4 Exceptions: 0
 Number of Checks: 4

Deposit Total: \$ 30.00 Checks Total: \$ 41.80
 Difference: \$ 11.80

DEMO BANK
 For: SAMPLE VOID

Serial: 011999993 Transit: 12345 Account: 1001 PC: 1001 Check: 5.05 Amount: 5.05

Item Number	Serial	Field6	Transit	Field4	Account	PC	Check	Amount	Item Type	Image Quality	Duplicate
0886114002			011999993		12345		1001	5.05	Def Debit		

Update Item (Ctrl+U) Delete Item (Ctrl+X) IQA Detail Showing 1 to 1 of 1

Scan Detect Double-Feed Submit Deposit (Alt+S)

2. If your difference is not zero, review the deposit to verify that all checks were scanned and that the amounts captured are correct. If necessary, complete the following:
 - Scan missing items at the end of the deposit.
 - Fix any amounts that are incorrect.
 - Deleted any unintended items.
3. If all check records are correct and the deposit is still out of balance, adjust the Deposit Total to match the Checks Total.
4. Click the Submit Deposit button at the bottom of the screen to process your deposit.
5. To print a receipt, go to Query and then click the Deposit ID of the deposit you would like a receipt for. Once the screen loads, click on Detailed Report and select from the following options:
 - Generate PDF Report
 - Generate PDF Report with images
 - Generate CSV Format (Excel Format)
 - Extract Images

Customer | User | Query | Help | Logout

All Items (Ctrl+Alt) Front back 5061

Batch Information
 Batch ID: 35014813
 Worktype: 29 - 29-MER- WVC- 00
 Processing Date: 2014-10-24

Generate PDF Report
 Generate PDF Report With Images
 Generate CSV Report
 Extract Images

Clip or band the deposited checks together with the printed receipt and safely retain for at least 30 days. After 30 days, destroy the checks to help prevent fraud or misuse.

Processing Exceptions

1. Click the Exceptions tab.



This screen will take you to the first MICR exception or image quality assessment (IQA) exception to be corrected. The software will guide you through each field to be corrected. Exceptions will be cleared from the screen as they are resolved. When all MICR and IQA exceptions are resolved, the software will check for duplicate exceptions. Follow the detailed procedures below for handling MICR, IQA, and duplicate exceptions.

MICR Exceptions

The cursor will move to each field requiring correction, which will be highlighted in pink. At the top of the screen, there will be an accompanying error message in RED. Key the missing or incomplete value according to what you see on the document and click the Update Item button. You do not need to enter a decimal in the amount field. If you cannot read the document, click the image to enlarge it.

IQA Exceptions

If an item fails image quality tests, it will be flagged with an X in the Image Quality column. Review the image to determine if it needs to be rescanned or is acceptable. For each IQA exception, take one of the following actions:

1. Accept the image. If the image is completely legible, click Accept Image.
2. ReScan the image. If the image needs to be improved (e.g., if it is crooked or upside down), place the check in the scanner and click ReScan. You will receive a warning: “Do you want to rescan image for selected item?” Click Yes. The MICR will be compared with the original check. If there is a difference, you will receive a warning message. If you are certain you are rescanning the correct check, select Yes.

At times, rescanning will not improve the image and it will continue to be flagged as an IQA exception. If all of the important information is legible, you may click Accept Image. If the image cannot be improved and is still bad try one of the following:

- Make a photocopy, cut the copy out, and scan the copy (When you are finished, staple the copy to the original for storage).
 - If everything is legible except for the amount (e.g., postal money orders), you may handwrite the amount on the check in a blank area, click ReScan, and then Accept Image.
3. Delete the image. If the image is illegible, verify image displayed is the item you want to delete, click Delete Item and physically remove the item from the deposit. Deleted checks remain visible but the data is grayed out. Take any deleted checks to your branch for deposit.

Processing Exceptions

Item Piggybacks

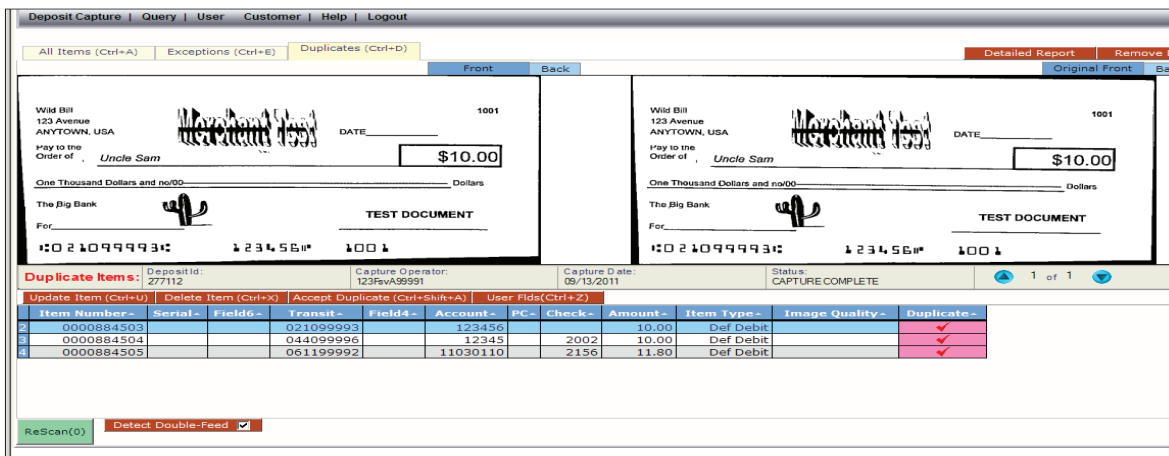
If you discover that two checks have run through the scanner together (“piggyback”), find the checks in the scanner exit pocket, delete the piggyback record, and scan these checks at the end of the deposit.

Duplicate Exceptions

When all exceptions are corrected, the software will check for duplicates. If any are found, a Duplicates tab will appear to the right of the Exceptions tab.

Click the Duplicates tab at the top of the screen. This will display the images suspected to be duplicates side by side with the current item on the left and the previously scanned item on the right. Data pertaining to the previously scanned item will be displayed beneath the two images. If multiple suspected duplicates are found, page through the previously scanned items using the blue arrow buttons.

Determine whether the item is a duplicate and click the Delete Item or Accept Duplicate button. To process the next duplicate item, click the next item number in the table at the bottom of the duplicates screen.



Please remove the items listed below from your deposit and take them to your branch to deposit. They will create exceptions and therefore cannot be processed electronically.

- Savings Bonds
- Canadian Checks in US Dollars
- Foreign Items
- Non-Imageable Items (Checks that are not legible, too dark or too light)

Maintenance

Periodically, you may need to clean your scanner. If you begin having numerous reading errors, here are a few things you can try:

- Simply remove the cover of the scanner and clean out the check track with a can of compressed air. This will remove any tiny paper particles down in the scanner itself.
- Run a cleaning card through the scanner as if it is a check (these can be picked up at a local branch). This is a moist piece of paper, which cleans the rollers and track of the scanner.

Replacement Ink Cartridges

The cartridge that comes with the scanner should last several hundred checks. When you can no longer see the “Electronic Deposit” on the back of the check, it is time to replace the cartridge. The cartridge is a standard ink cartridge (the number is located on the cartridge) and can be purchased or ordered from any local office supply store. You may also buy it directly from Digital Check at www.digitalcheck.com.

When replacing the cartridge, if you do not have the cartridge locked in place properly or if the cartridge is crooked, you will receive a Hardware Error 21 message. Remove the cover and make sure the cartridge is locked into the correct position and straight.

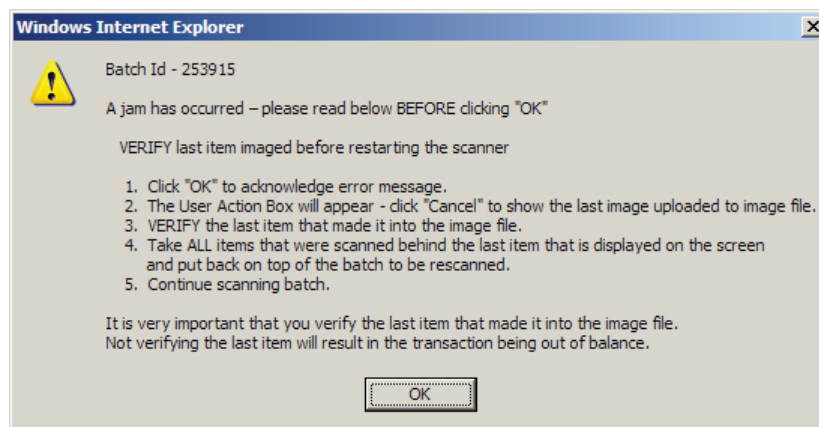
Annual RDS Questionnaire

The FDIC requires that all banks monitor remote deposit customers on an ongoing basis. This monitoring helps banks ensure customers are following the guidelines put forth in the signed original remote deposit agreement. A brief, 10-question, questionnaire will be emailed each summer to all remote deposit customers for completion and signatures. This questionnaire will be emailed to the address Fidelity Bank has on file in the remote deposit system.

Other Helpful Tools

How to Clear Item Jams

When your scanner jams, the scanner will stop and the message below will appear. Follow the steps below to clear the jam.



1. Remove the items from the exit pocket and turn face down.
2. Remove the items from the feeder and place face up next to the scanner.
3. Click OK on the error message. Clicking OK may clear items jammed in the scanner. If the scanner does not clear, you will need to manually remove the items.
4. The User Actions Box will appear, click Cancel to show the last image uploaded to the image file.
5. Verify the last item that was scanned into the image file. Locate the check in the pile that was removed from the exit pocket.
6. Place ALL (uncaptured) items that were behind the last check scanned on top of the pile of checks taken from the feeder.
7. Continue scanning batch.

How to Remove a Deposit

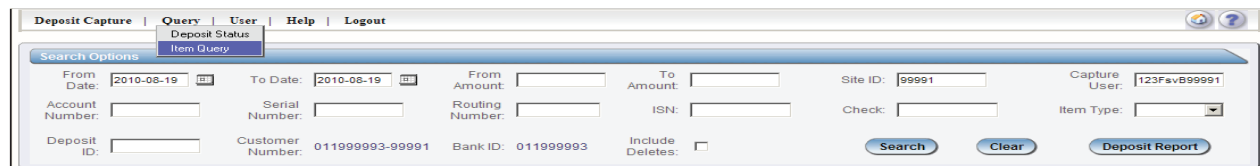
In the main navigation menu, go to Query and then Deposit Status and select your deposit. After the deposit is opened, select Remove Deposit at the top right of the screen. A message appears “Are you sure you want to delete this deposit?” Select OK to remove or select Cancel if you do not want to remove the deposit.

- A deposit cannot be removed if it has been submitted.
- Once a deposit is removed it cannot be recovered. If needed, you would need to re-capture the deposit.

Other Helpful Tools

How to Query for Items Previously Processed

1. In the main navigation menu go to Query and then Item Query.



The screenshot shows a web application interface with a navigation menu at the top containing 'Deposit Capture', 'Query', 'User', 'Help', and 'Logout'. The 'Query' menu is expanded, showing 'Deposit Status' and 'Item Query'. The 'Item Query' form includes the following fields and controls:

- From Date: 2010-08-19 (calendar icon)
- To Date: 2010-08-19 (calendar icon)
- From Amount: []
- To Amount: []
- Site ID: 99991
- Capture User: 123FavB99991
- Account Number: []
- Serial Number: []
- Routing Number: []
- ISN: []
- Check: []
- Item Type: []
- Deposit ID: []
- Customer Number: 011999993-99991
- Bank ID: 011999993
- Include Deletes:
- Buttons: Search, Clear, Deposit Report

2. Click the Clear button to remove criteria from previous searches
3. Enter search criteria into the fields.
4. If applicable, select Include Deletes.
5. Click the Search button.

Deposit Status Definitions

- Open – A deposit is placed in Open status when the deposit is newly created and when a capture operator has reopened a deposit to add additional items, or to resolve exceptions.
- Uploading – A deposit that is in the process of uploading items.
- Suspended – A deposit will remain suspended if the operator selects Cancel instead of Capture Complete. Exceptions can be repaired. Balancing cannot be performed.
- Capture Complete – This is a deposit that the operator has marked as complete to notify that it is ready for repair and balancing.
- In Use – This is a deposit that is in use by your bank or another operator. No actions are allowed on this deposit while in use.
- Ready For Approval – This deposit has all exceptions repaired and is ready to submit.
- Rescan – Not Applicable at this time.
- Submitted – This deposit is approved and ready for processing. No further actions will be allowed on this deposit.
- Delivered – This deposit has been delivered for processing.