



*deposit*Bridge<sup>®</sup>*Plus*

Remote Deposit Capture

User Guide

April 15, 2025

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## Summary

This user guide is provided as a tool to help customers acclimate to the new *deposit*Bridge®*Plus* Remote Deposit Capture system, a software solution to remotely capture and manage check deposits.

### Required System Access

The upgrade RDC system can be accessed here:

<https://depositbridgeplus-eastwestbank.figlobal.com/directlinkclient/login/801117#>

### Help and Assistance

Please contact our Customer Service Team at 888-761-3967 (U.S.)

Monday through Friday, 6:00 AM to 7:00 PM PT or email us at

[EWBClientService@eastwestbank.com](mailto:EWBClientService@eastwestbank.com).

### Important Requirements

1. Browser Update – If you attempt to use Internet Explorer 10, the system notifies you that the Browser you're using is not supported, and the Sign In button will not be available. *deposit*Bridge®*Plus* does not support capturing deposits with Internet Explorer 10. Here is a list of supported systems, browsers, and scanners:

#### Supported Operating Systems

- Android™ 4.4 or newer
- Apple® iOS 9.0 or newer
- Apple OS X® El Capitan
- Apple macOS® Sierra (or newer)
- Microsoft® Windows® 7 SP1
- Microsoft Windows 8.1
- Microsoft Windows 10

#### Supported Browsers

- Google Chrome™
- Microsoft Edge
- Microsoft Internet Explorer 11
- Mozilla Firefox
- Apple Safari® (except on Windows)

#### Supported Scanners\*

- Canon – CR-25
- Canon – CR 50
- Digital Check – CX30
- Digital Check – TS-240
- Panni – VisionX
- Panini – ml:Deal

\* Note: Scanner must be at least 18” from any device that creates interference (e.g. fans, heaters, computer monitor, etc.)

## Scanner Installation

Please be sure of the following before proceeding with the scanner driver installation.

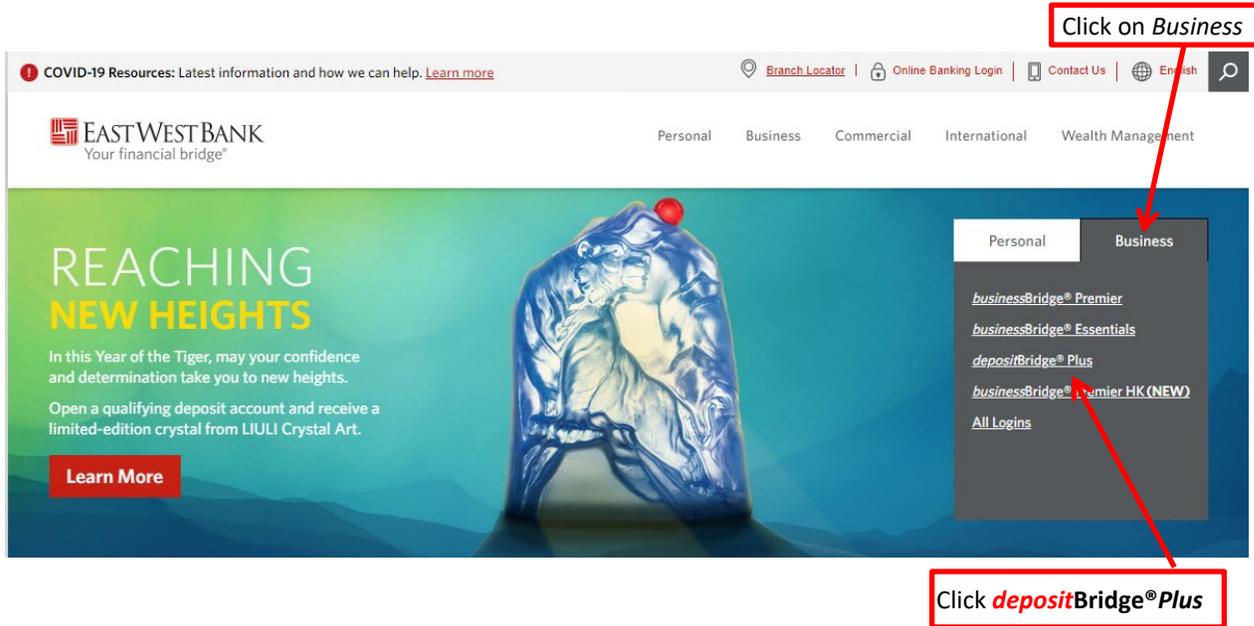
1. Confirm you have Administrative Access Rights to your computer.
  - a. If you do not have administrative rights, please ask someone within your company with administrative access rights to your computer, to assist with the installation of the scanner driver.
2. Confirm your computer can extract files from a zipped file.
  - a. WinZip was used to extract the zipped file for the purpose of this User Guide.
3. Have your *deposit*Bridge<sup>®</sup>Plus **User Name and Password** available.

Note: If you have other scanner drivers installed on your computer, running the WebScan may affect other drivers.

Please contact GTP Operations Customer Service at 888-761-3976 for any Installation assistance.

## Using *deposit*Bridge®*Plus*

**Step 1:** Go to [www.eastwestbank.com](http://www.eastwestbank.com)

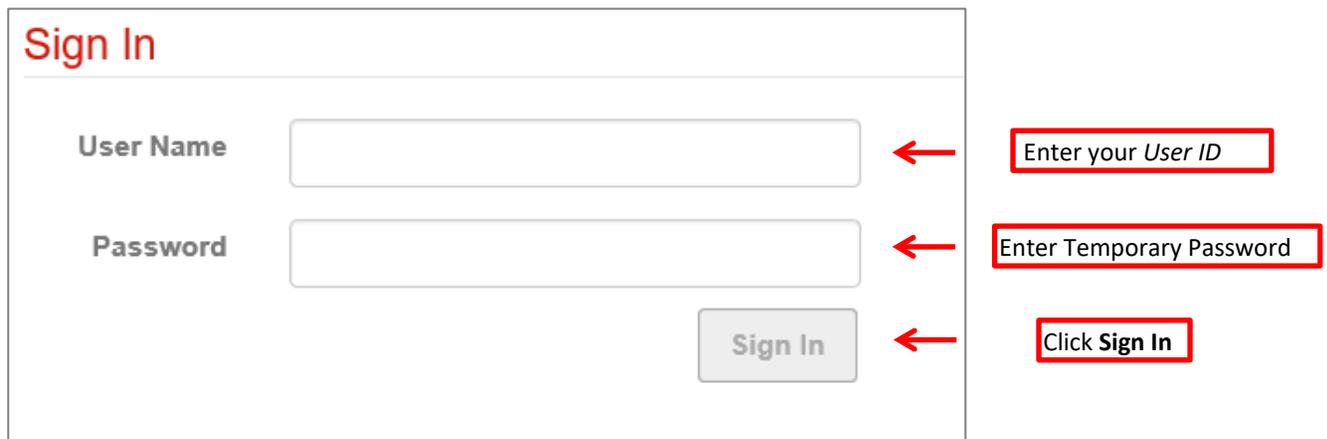


The screenshot shows the EastWest Bank website. At the top, there is a navigation bar with links for "Branch Locator", "Online Banking Login", "Contact Us", and "English". Below this is a main menu with "Personal", "Business", "Commercial", "International", and "Wealth Management". A red box highlights the "Business" link with the text "Click on Business". A dropdown menu is open under "Business", showing options: "businessBridge® Premier", "businessBridge® Essentials", "depositBridge® Plus", "businessBridge® Premier HK (NEW)", and "All Logins". A red box highlights the "depositBridge® Plus" option with the text "Click depositBridge® Plus". The main content area features a banner for "REACHING NEW HEIGHTS" with a "Learn More" button.

**Step 2:** Or use the following link:

<https://depositbridgeplus-eastwestbank.fisglobal.com/directlinkclient/login/801117#>

**Step 3:** Log into (**NOTE:** Your User ID and temporary password will be sent via secured email)



The screenshot shows a "Sign In" form. It has two input fields: "User Name" and "Password". A "Sign In" button is located below the fields. Red arrows point from the input fields and the button to red boxes containing instructions: "Enter your User ID" for the User Name field, "Enter Temporary Password" for the Password field, and "Click Sign In" for the Sign In button.

## Step 4: Set up your Multi-Factor Authentication (MFA) enrollment

**Set Up Secure Authentication**

Secure Authentication is a service to help protect you from fraudulent online activity. It also helps us ensure that only authorized individuals can access financial information online. Setup is easy. You simply:

- ▶ **Set up a security phrase and challenge questions.** These questions may be asked during the signon process to confirm that an authorized individual can access financial information online.
- ▶ **Register your personal computer (optional).** We ask that you register computers you commonly use to access your financial information online. This authorization helps us ensure that only recognized locations are accessing your information online.

Cancel Continue

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Click Continue

## Step 5: Setup your Multi-Factor Authentication personal image

- Requires **20 character minimum** (does not require special characters or numbers).
- Use something unique that you will recognize when you login.
  - e.g., I enjoy banking with East West Bank! (Do not use this, just an example)
- You can select from the list of security questions or create your own.
- All answers must be different and cannot be repeated answers for the 3 different questions.

**Enter Your Security Phrase**

Your security phrase will be displayed with the challenge questions when you log on.

Security Phrase

**Select Challenge Questions**

These questions may be asked when you log on to confirm that you are an authorized individual. When asked, you must correctly answer these questions to log on. All answers are required for the security set up process.

Question

Answer

Question

Answer

Question

Answer

Cancel Continue

Provide your security phrase

Select your 3 questions from the *Question* dropdown and enter your answers in the *Answer* field

Click Continue

**Step 6:** Register Machine - Non-registered computers will require challenge question(s) to be answered.

EASTWEST BANK

Challenge Questions **Register Device** Review

### Register This Machine

We ask you to register personal computers that you commonly use to access DirectLink Merchant.

On a registered computer, you are not asked to answer questions when you sign on, making it faster to access DirectLink Merchant. We don't recommend registering public computers or computers you use infrequently. When you use these computers, we will ask you additional questions before you sign on to protect your information.

Remember this device  **Check this box**

Previous Cancel **Continue**

**Click Continue**

EASTWEST BANK

### Remembering Your Device

Check this option if you commonly use this computer to access online banking websites. We will save information from this computer to identify it as a registered location and you will not be asked to answer questions when you sign on - making it faster to access your account information.

Cancel **Continue**  **Click Continue**

Challenge Questions Register This Machine

We ask you to register personal computers that you commonly use to access DirectLink Merchant.

On a registered computer, you are not asked to answer questions when you sign on, making it faster to access DirectLink Merchant. We don't recommend registering public computers or computers you use infrequently. When you use these computers, we will ask you additional questions before you sign on to protect your information.

Remember this device 

Previous Cancel **Continue**

**Step 7:** Confirm your Multi-Factor Authentication setup and review responses.

NOTE: Confirm Password – Enter in the temporary password you received to initially login.

**EAST WEST BANK**

Challenge Questions Register Device **Review**

**Enter Your Security Phrase**

Your security phrase will be displayed with the challenge questions when you log on.

Security Phrase What should be my security phrase

**Select Challenge Questions**

These questions may be asked when you log on to confirm that you are an authorized individual. When asked, you must correctly answer these questions to log on. All answers are required for the security set up process.

Question What city were you born in?

Answer

Question What was the name of your first pet?

Answer

Question What is your mother's maiden name?

Answer

**Device Registration**

Remember this device

**Confirm Password**

Enter your password and click 'Continue' to proceed with enrollment.

Password  ← **Enter Temporary Password**

Previous Cancel Continue

**EAST WEST BANK**

**Enrollment Status**

User is Enrolled successfully!

OK **Click OK**

**Enter Your Security Phrase**

Your security phrase will be displayed with the challenge questions when you log on.

**Select Challenge Questions**

These questions may be asked when you log on to confirm that you are an authorized individual. When asked, you must correctly answer these questions to log on. All answers are required for the security set up process.

Question What city were you born in?

Answer

Question What was the name of your first pet?

Answer

Question What is your mother's maiden name?

Answer

**Device Registration**

Remember this device

**Confirm Password**

Enter your password and click 'Continue' to proceed with enrollment.

Password

Previous Cancel **Continue** **Click Continue**

### Step 8: Change your password

For security reasons, East West Bank requires that you change your password at regular intervals. The system also requires that passwords are a minimum length of 8 characters and include a mixture of:

- Uppercase (A-Z) and lowercase (a-z) characters
- Numbers (0-9)
- Special characters (@, !, #, and so on)

## Change Password

**Old Password**  ← Enter Temporary Password  
*Please enter your old password.*

**New Password**

**Confirm Password**  } Enter your Password

Cancel Continue

Click Continue

## Home Page

From the Home page, you can access the Administration, Research, and Help functions. You can also click the icon in the top right corner to access your User Profile or to Log out of the system.

**Alerts**

1 You have deposits that have been rejected totaling \$2.50

2 Password successfully changed!

**Welcome John Smith!**

Today is 7/10/2020 at 1:23:37 AM I TESTER, your last login was on 7/10/2020 at 1:21:31 AM.

East West Bank is proud to have EWB Test Merchant as a depositBridgePlus customer. depositBridgePlus gives you the ability to conveniently deposit checks remotely, manage your remote check deposits and research those deposits anytime, anywhere, from any device.

You made your last deposit for \$0.00 on UNKNOWN at Unknown (Processed on UNKNOWN).

For any additional information, please call 888-761-3967 or visit us at our website [www.eastwestbank.com/en/contact-us](http://www.eastwestbank.com/en/contact-us)

Thank you!

**Deposits**

Open 1 Pending 0 Recent 0

Created	Tracking #	Status	Location	Account Name	Item Count	Deposit Total
7/10/2020 1:05:23 am	M000020034	Rejected	El Monte	DBTest**0032	3	\$2.50

The User Profile will allow you to do the following:

- You can select your scanner
- Verify your locations
- Confirm your accounts



**TESTER**

Full Name:

Email:

Timezone:

Date Format:

Time Format:

Scanner:

Change Password	Canon CR-25	▼
	Canon CR-50	
	Digital Check CX-30	
	Digital Check TS-240	
	NONE	⋮
	Panini VisionX	

Phone Numbers:

Locations:

Accounts:

## Changing your Password

The Change Password option allows you to change your password.

**NOTE:**

- Uppercase (A-Z) and lowercase (a-z) characters.
- Numbers (0-9)
- Special characters (@, !, #, and so on)

**Change Password**

Old Password

New Password  ←

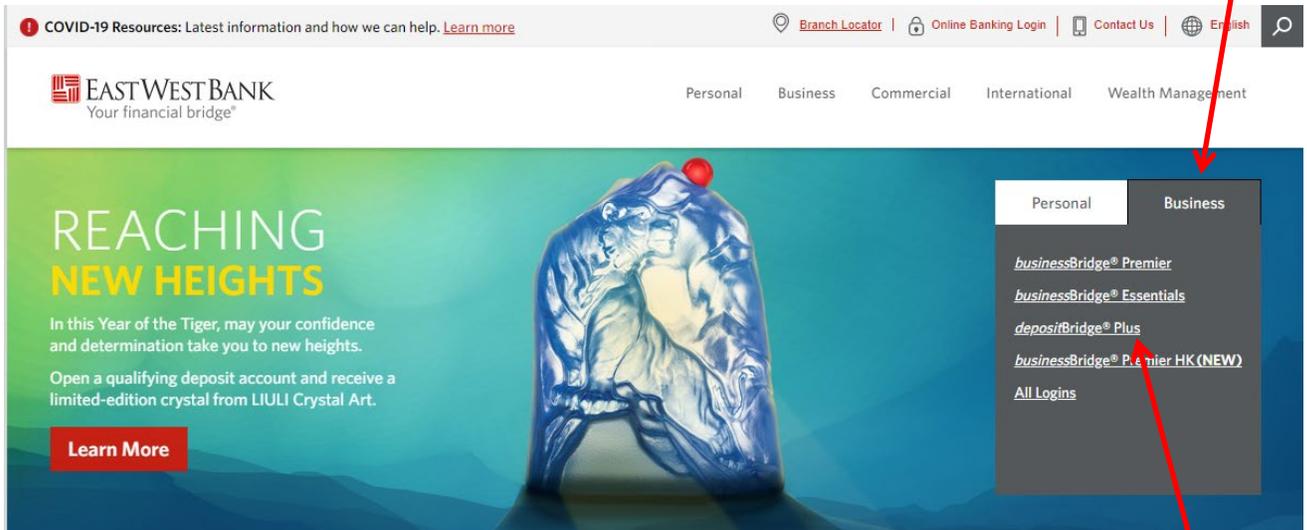
Confirm Password  ←

## Downloading the “WebScan” File

PC Administrative rights are required to download the WebScan file.

Step 1: Go to [www.eastwestbank.com](http://www.eastwestbank.com)

Click on *Business*

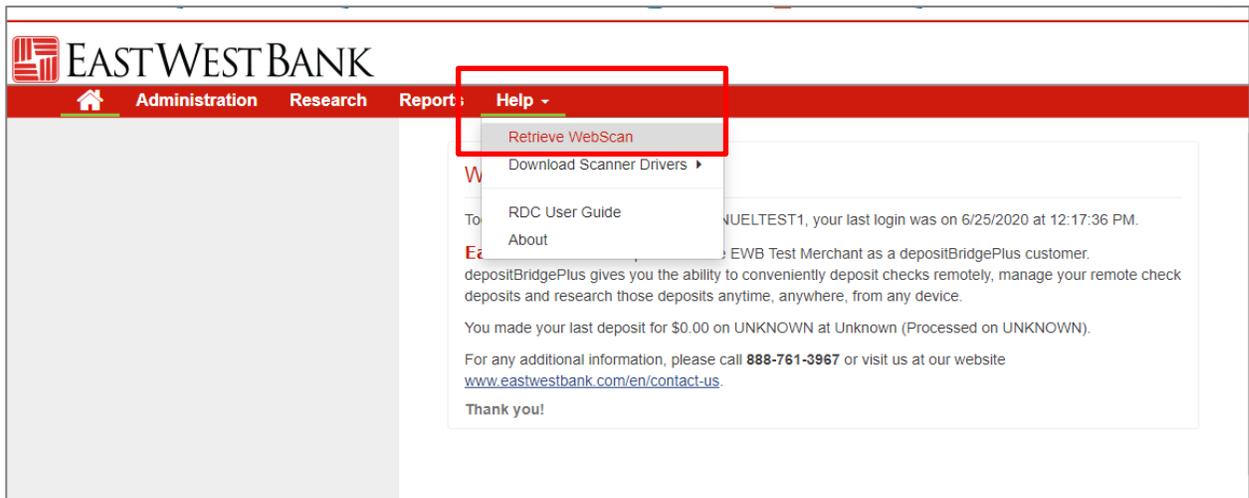


Click *depositBridge® Plus*

## Step 2: Log into *depositBridge® Plus*

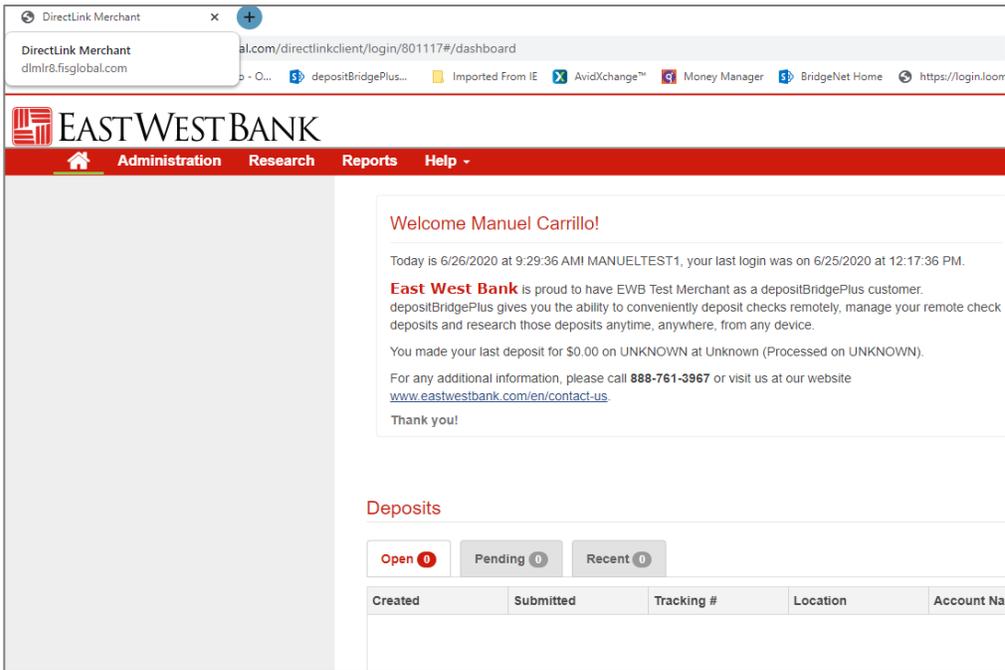
A "Sign In" form with two input fields: "User Name" and "Password". Below the fields is a "Sign In" button. A red arrow points from the right side of the page towards the "Sign In" button.

## Click on Help > Retrieve WebScan

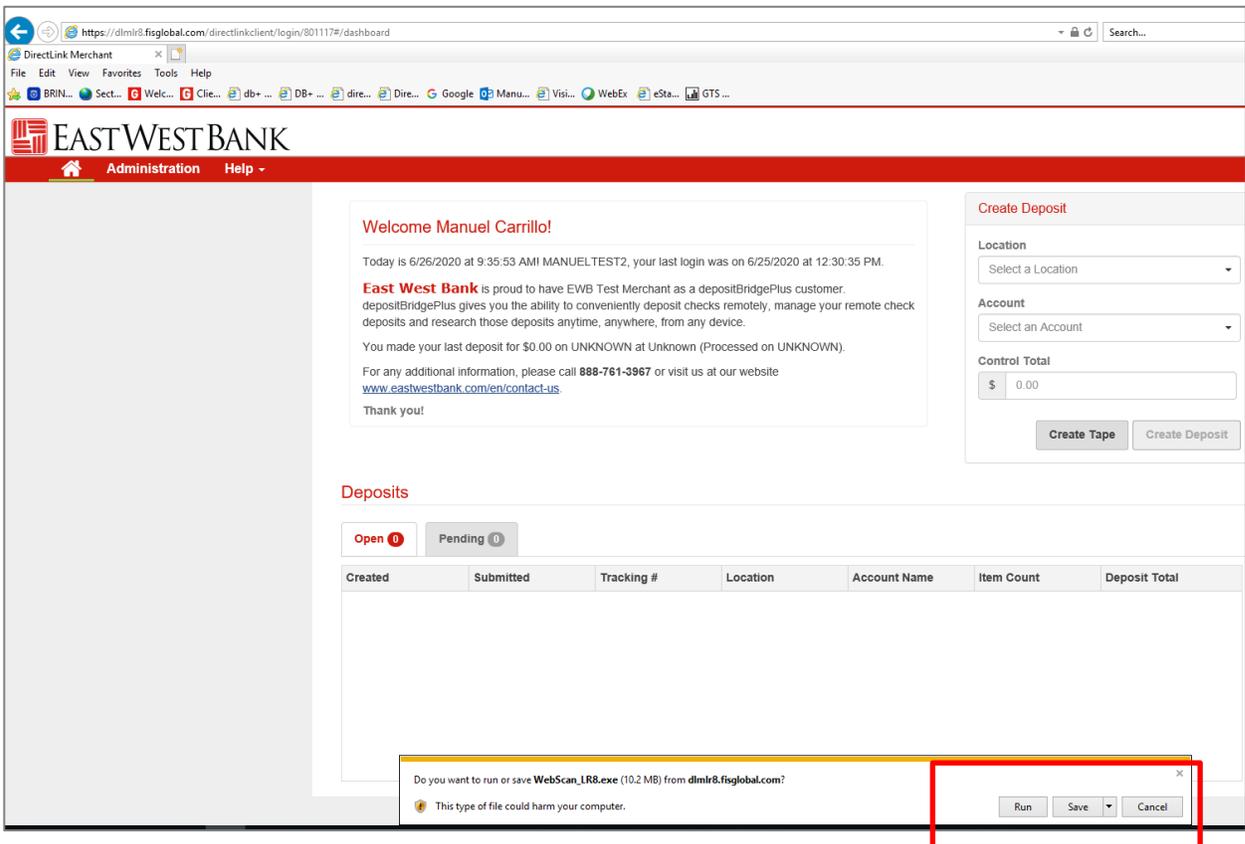


If you are using **Google Chrome** or **Firefox** browsers, an exe.file will appear at the bottom of the screen.

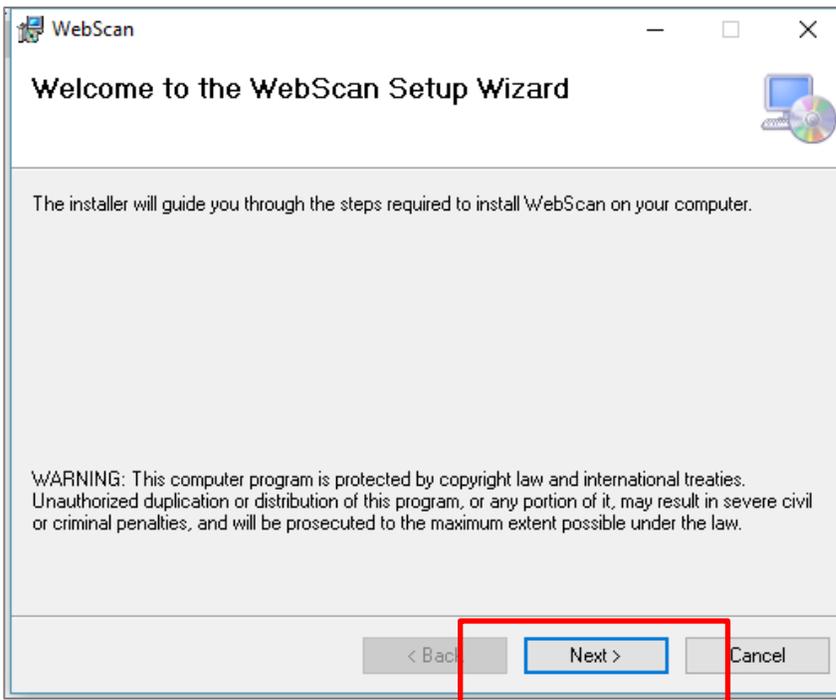
Click to **Run and Install**.



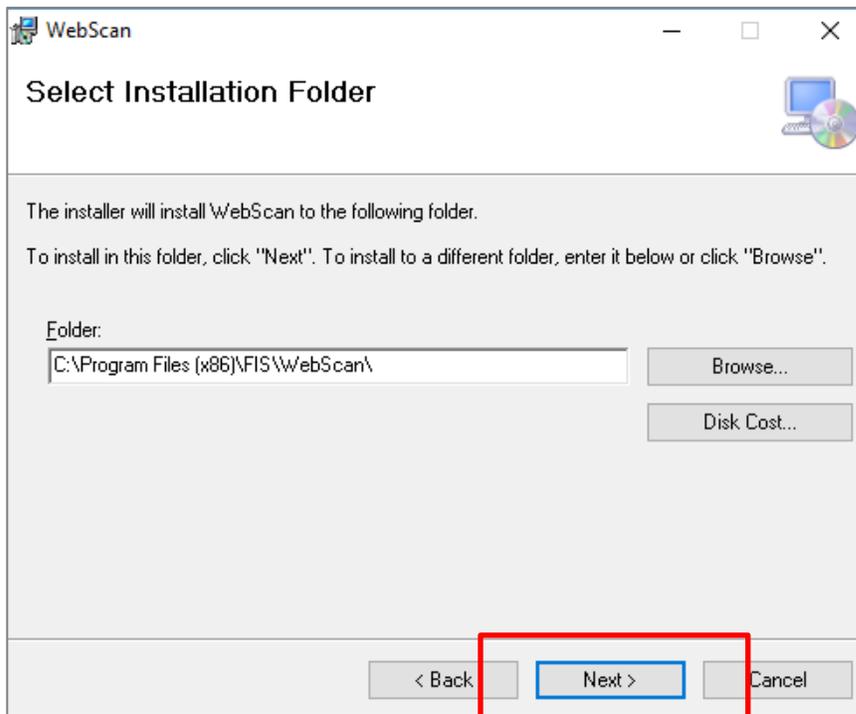
If you are using **Internet Explorer 11 or Edge** browsers, click **Run**.

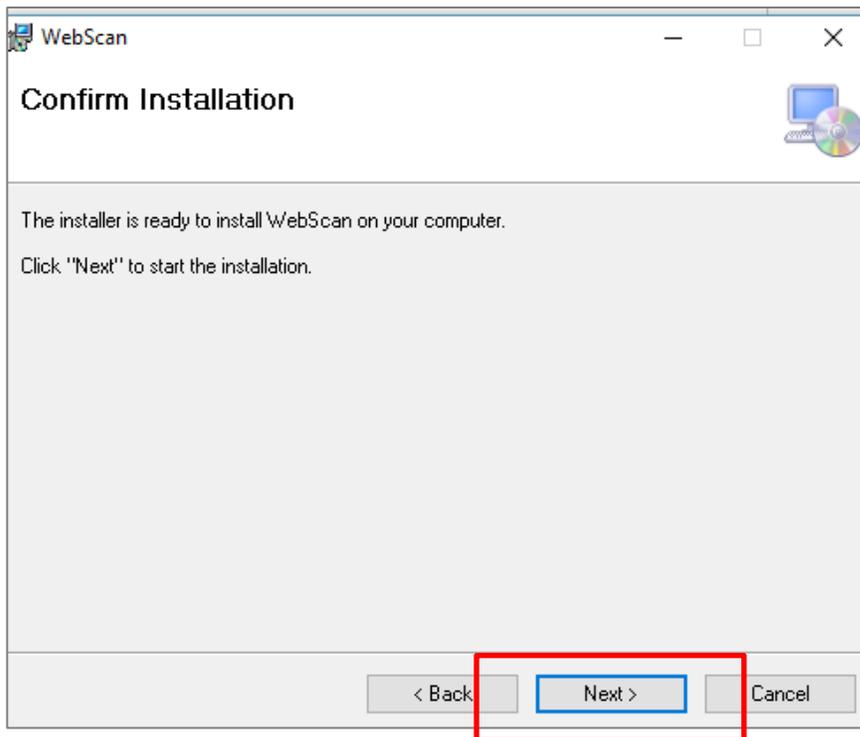


Click **Next**

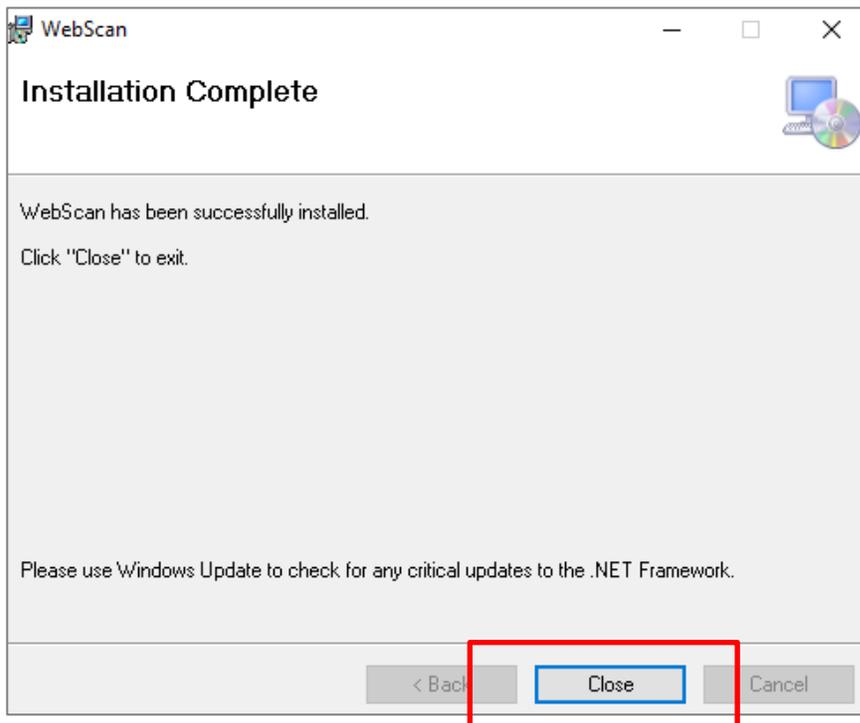


Click **Next**





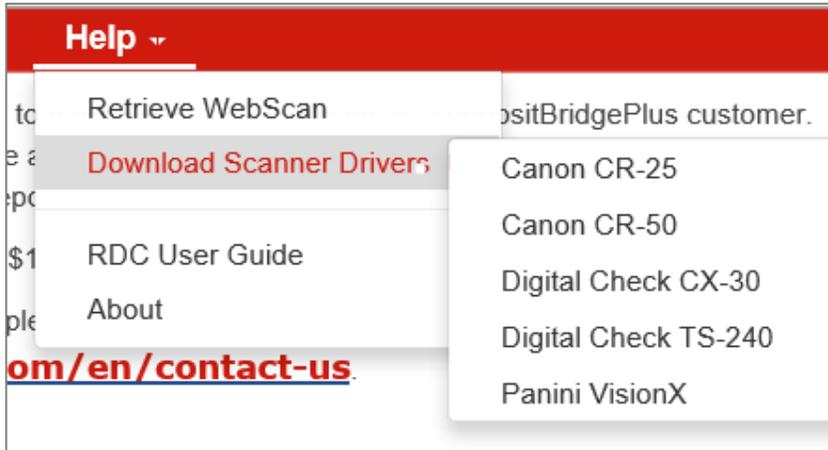
Click **Close**



If you already have a scanner installed, no further action is required.

## Installing a Scanner Driver

If you do not have a scanner installed, Go to Help > Download Scanner Drivers  
**You will need PC Administrative access to install the driver.**



When ready, download the file and run/open the file to install the driver. Follow the steps listed for the respective driver.

## Administrative Menu – User Administration

You must have the appropriate user rights to work with existing users, or to add and remove users. Also be advised that you cannot see or edit your own access through User Administration; you can only work with profiles for other users.

### About User Administration

- The Administration page enables you to add new users, edit existing users, or remove users.
- To access the page, click **Administration** from the menu bar.
  - The left pane shows the list of users and provides options for filtering the list.
  - The right pane shows the user profile fields. When you open the page, the fields are blank and disabled. If you add a new user, the fields become editable. If you select an existing user to work with, the fields are updated with the values for that user.

The screenshot shows the East West Bank Administration interface. The top navigation bar includes 'Approvals', 'Administration', 'Research', 'Reports', and 'Help'. The 'Administration' menu is highlighted, and a red arrow points to it with a box containing the text 'Click Administration'. The main content area is titled 'Merchant Users' and features a search bar and a list of users. The right pane displays a user profile form with fields for User, Full Name, Email, Timezone, Date Format, Time Format, Scanner, Phone Numbers, Roles, Locations, and Accounts.

Search User or Full Name
ALFREDTEST3 Alfred Bowman
ANDREWTEST2 Andrew Camarena
BBTEST Bb Kwok
CARLOSTEST1 Carlos Ponce
CECILIALEST1 Cecilia Lenhan
CECILIAEST1 Cecilia Chan
CESARTEST1 Cesar Franco
CHENTEST1 Chen Zhang

### User Roles

Roles are defined by your system administrator and may vary. The following is an example of the Select Roles window, with common roles that might be defined based on job function. Consult with your system administrator for more information.

The screenshot shows the 'Select Roles' window with a list of roles and their descriptions. All roles are selected with checkboxes.

Role	Description
<input checked="" type="checkbox"/> Approver	User can reject/approve deposit flagged for review
<input checked="" type="checkbox"/> Desktop Operator	User can capture deposits on a desktop
<input checked="" type="checkbox"/> Mobile Web Operator	User can capture deposits using a mobile browser
<input checked="" type="checkbox"/> Research Administrator	User can research and build queries
<input checked="" type="checkbox"/> Researcher	User can run reports and research all deposits
<input checked="" type="checkbox"/> Reviewer	User can run reports and research own deposits
<input checked="" type="checkbox"/> User Manager	User that can manage existing users

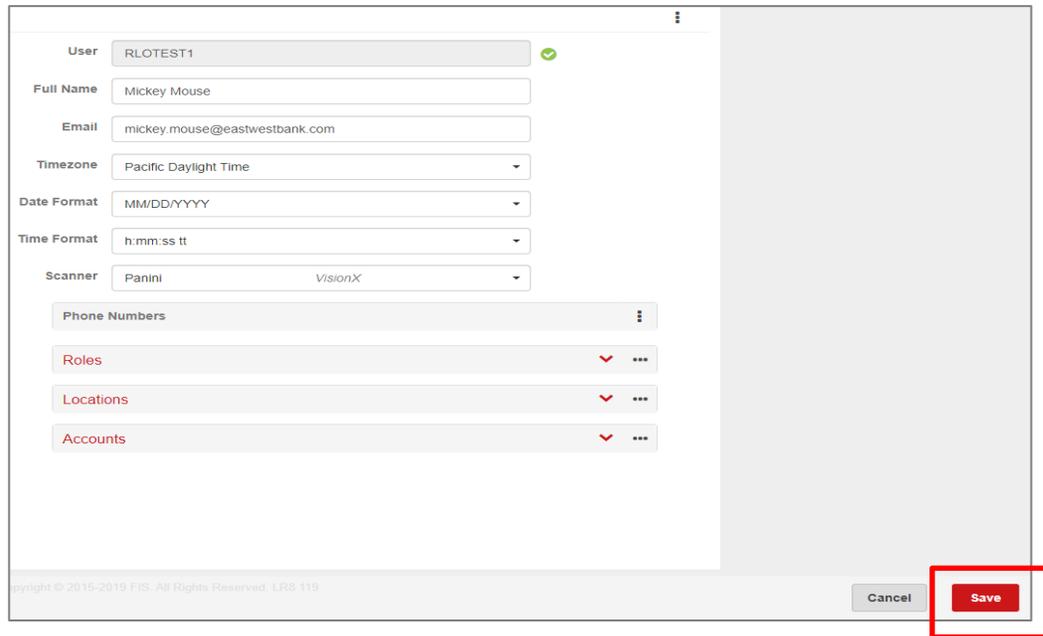
## Add New User

If you haven't already done so, log on to *depositBridge®Plus* and select Administration from the navigation bar to show the fields for working with users. In the left pane, click the add icon ( + ) to update the right pane with the fields for adding a new user.

1. In the left pane, click the add icon (+) to update the right pane with the fields for adding a new user.
2. **User field** - type the logon ID for the user.
  - This is what the user will use in combination with a password to log on to the system.
3. **Full Name field**, type the full name for the user.
4. **Email field** - type the email address for the user.
  - Email address is used for password resets and other system emails, so it is important to verify what you typed is correct.
5. **Time zone and Date/time Format** settings for the user:
  - From the Time zone drop-down list, select the appropriate time zone for the user's location. For example, if you were located on the east coast of the United States and are observing Daylight Saving Time, you would choose Eastern Daylight Time.
6. **Date Format** drop-down list, select the appropriate date format.
  - For example, if you select MM/DD/YYYY (two-digit month, two-digit day, four-digit year), the system will format February 1, 2020 as 02/01/2020.  
From the Time Format drop-down list, select the appropriate time format.  
These settings determine how dates and times are displayed in *depositBridge®Plus*. For example, when users search for deposits, they can specify a Start Date. When users view search results, they can see the date and time when a deposit is submitted. When users log on to the system, they are shown the last date and time they logged on. These dates and times are all formatted according to these settings.  
**Note:** These settings do not affect virtual deposit tickets or emails sent by the system. Also note: Users can change these settings in their user profile as necessary.
7. From the Scanner drop-down list, select a default scanner for the user.
8. If you want to add a phone number, do the following:
  - a. In the Phone Numbers section, click the menu icon (  ) and select Add to show the fields for adding a phone number.
  - b. In the Name field, type a description for this number.  
For example, you could type **Office** for the user's office phone, or **Mobile** for the user's cell phone.
  - c. From the Country Code drop-down list, select the country for the phone number.  
For example, you could select United States. The system uses this value to apply the correct country code when making calls for user authentication purposes.
  - d. In the Phone Number field, type the phone number with area code, omitting spaces.  
You can include dashes or omit them. For example: **888-418-6824** or **8884186824**.
  - e. If the phone number has an extension, type that value in the Ext field.
  - f. Click the add icon (+) to add the number to the list.

9. Assign the roles to the user profile:
  - a. Click the more icon (  ) for the Roles section to open the Select Roles window.
  - b. Select check boxes for each of the roles you want to assign to the user.  
You can also click the menu icon (  ) and Select All to select all check boxes at once.
  - c. Click **Done** to save your selections and close the window.
  
10. Add the locations to the user profile:
  - a. Click the more icon (  ) for the Locations section to open the Select Locations window.
  
11. Add the accounts to the user profile:
  - a. Click the more icon (  ) for the Accounts section to open the Select Accounts window.
  - b. Select check boxes for each of the accounts you want to assign to the user. You can also click the menu icon (  ) and Select All to select all check boxes at once.
  - c. Click **Done** to save your selections and close the window.
  
12. If you want to change the order of the locations or accounts, do one of the following:
  - Click in the list number field for the item you want to change and drag the item up or down in the list to change its position.  
  
**For example**, if you have assigned four accounts, and you want to make the last one in the list show up as the first one, you would click in the field with the number 4, hold down with your mouse, and drag the list item to the first position in the list. The system then assigns that list item a number 1, with the other accounts reordered as appropriate.
  
  - Click in the list number field for an item and type a new number value for that item. For example, if you have assigned access to three locations, and you want to make the first item in your list the last item in your list, you would click in the field for the first position and change the value from 1 to 3.  
**Note:** Users can manage the order of locations and accounts for themselves when working with their user profiles, so this step is optional.

### 13. When finished, click **Save**.



The screenshot shows a user profile form with the following fields and options:

- User: RLOTEST1 (with a green checkmark)
- Full Name: Mickey Mouse
- Email: mickey.mouse@eastwestbank.com
- Timezone: Pacific Daylight Time
- Date Format: MM/DD/YYYY
- Time Format: h:mm:ss tt
- Scanner: Panini VisionX
- Phone Numbers: (empty field)
- Roles: (dropdown menu)
- Locations: (dropdown menu)
- Accounts: (dropdown menu)

At the bottom right, there are two buttons: "Cancel" and "Save". The "Save" button is highlighted with a red rectangular box.

### Working with Existing Users

Once users have been added to the system, you can work with them in the following ways:

- You can **edit user profiles** to update user information or assign different roles, locations, or accounts.
- **Note:** You cannot change the user name for a profile once that profile has been saved. If you need to change a user name, you must delete the existing profile and create a new one with the new name.
- You can **disable users** or make disabled or locked users active again.
- You can **reset user passwords**, for instances where users have forgotten their password. When you reset a user's password, the system sends an email with their new temporary password to the email address in that user's profile.
- You can **reset user security questions**, for instances where users have forgotten the answers to their security questions and can no longer log on to the system. When you reset a user's security questions, the system sends an email to the email address in that user's profile.
- You can **remove users**.  
**Note:** The features you can access depend on the roles that have been assigned to you. You may only be able to add and remove users, or to disable users, reset users, and reset their passwords and security questions.

User Roles	
Role	Functionality
User Manager	◆ User that can manage existing users and access all modules
User Administrator	◆ User that can add and remove other users and access all modules
Reviewer	◆ User that can run reports and research their own deposits
Researcher	◆ User that can run reports and research all deposits
Research Administrator	◆ User that can research and build queries
Operator	◆ User that can capture deposits using a mobile browser
Desktop Operator	◆ User that can capture deposits on a desktop

## Creating a Deposit

To create a deposit, in the Create Deposit section, Select a location, Select an Account, and Enter a Control Total.

**Welcome Robert Amador!**

Today is 7/9/2020 at 10:28:35 PM! ROBERTTEST1, your last login was on 7/9/2020 at 10:14:13 PM.

**East West Bank** is proud to have EWB Test Merchant as a depositBridgePlus customer. depositBridgePlus gives you the ability to conveniently deposit checks remotely, manage your remote check deposits and research those deposits anytime, anywhere, from any device.

You made your last deposit for \$0.00 on UNKNOWN at Unknown (Processed on UNKNOWN).

For any additional information, please call **888-761-3967** or visit us at our website [www.eastwestbank.com/en/contact-us](http://www.eastwestbank.com/en/contact-us)

Thank you!

**Create Deposit**

Location  
Select a Location

Account  
Select an Account

Control Total  
\$ 0.00

Create Tape Create Deposit

**Deposits**

Open **2** Pending **1** Recent **0**

Created	Tracking #	Status	Location	Account Name	Item Count	Deposit Total
---------	------------	--------	----------	--------------	------------	---------------

Before creating the deposit, you now have the option to “Create a Tape”. This new feature allows you to create a virtual tape that will help with the following:

- Identify the values for each of the items you are about to capture
- Calculate the total for you and populate the Control Total Field
- Ensure that each one matches what was entered on the tape
- Notify you if the total checks exceed your deposit limit before you capture the items.

**Welcome Robert Amador!**

Today is 7/9/2020 at 10:28:35 PM! ROBERTTEST1, your last login was on 7/9/2020 at 10:14:13 PM.

**East West Bank** is proud to have EWB Test Merchant as a depositBridgePlus customer. depositBridgePlus gives you the ability to conveniently deposit checks remotely, manage your remote check deposits and research those deposits anytime, anywhere, from any device.

You made your last deposit for \$0.00 on UNKNOWN at Unknown (Processed on UNKNOWN).

For any additional information, please call **888-761-3967** or visit us at our website [www.eastwestbank.com/en/contact-us](http://www.eastwestbank.com/en/contact-us)

Thank you!

**Create Deposit**

Location  
Pasadena

Account  
DBTest\*\*5291

Control Total  
\$ 100.00

Create Tape Create Deposit

**Deposits**

Open **2** Pending **1** Recent **0**

Created	Tracking #	Status	Location	Account Name	Item Count	Deposit Total
---------	------------	--------	----------	--------------	------------	---------------

The Deposits section on the Home Page will show the following:

- **Open** - shows open deposits that have not been finalized (i.e., submitted electronically for deposit). Additional items can be captured to open deposits.
- **Pending** – Dual Control (i.e., One user creates deposit, while another user approves).
- **Recent Deposits** – Items that have been successfully deposited.

Deposits

Open 2 Pending 1 Recent 0

Created	Tracking #	Status	Location	Account Name	Item Count	Deposit Total
---------	------------	--------	----------	--------------	------------	---------------

### Step 1: To create a deposit, Click **Create Deposit**

Welcome Robert Amador!

Today is 7/9/2020 at 10:28:35 PMI ROBERTTEST1, your last login was on 7/9/2020 at 10:14:13 PM.

**East West Bank** is proud to have EWB Test Merchant as a depositBridgePlus customer. depositBridgePlus gives you the ability to conveniently deposit checks remotely, manage your remote check deposits and research those deposits anytime, anywhere, from any device.

You made your last deposit for \$0.00 on UNKNOWN at Unknown (Processed on UNKNOWN).

For any additional information, please call **888-761-3967** or visit us at our website [www.eastwestbank.com/en/contact-us](http://www.eastwestbank.com/en/contact-us).

Thank you!

Create Deposit

Location: Pasadena

Account: DBTest\*\*5291

Control Total: \$ 100.00

Create Tape Create Deposit

Deposits

Open 2 Pending 1 Recent 0

Created	Tracking #	Status	Location	Account Name	Item Count	Deposit Total
---------	------------	--------	----------	--------------	------------	---------------

### Step 2: Capture Deposit

Click **Capture** to begin capturing items.

Capture Items Correct Items Balance Deposit Review Deposit

Press 'Capture' to begin capturing items.

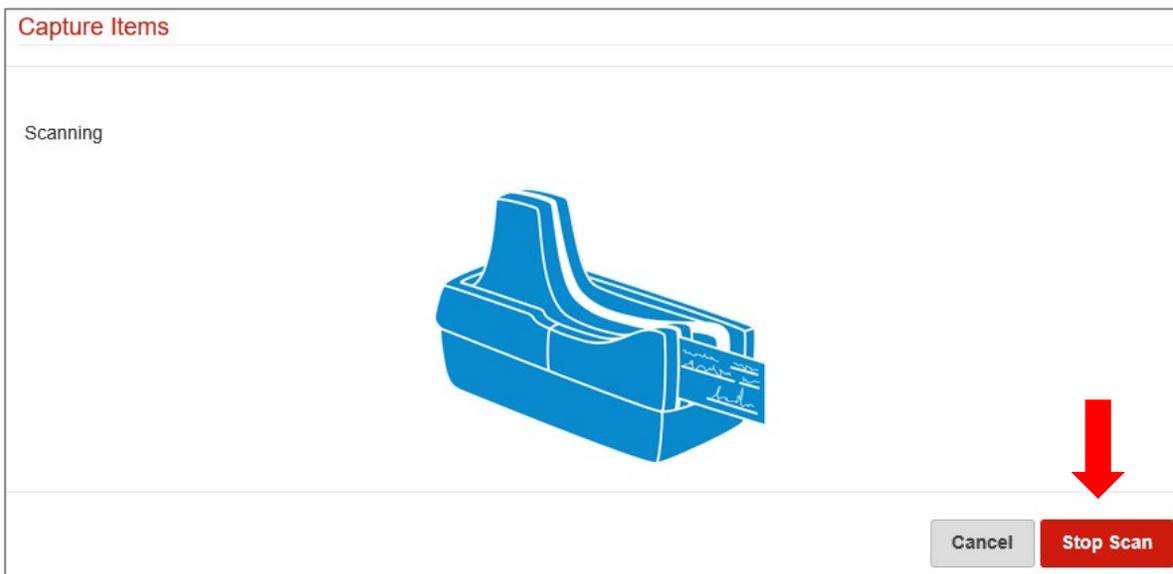
Sequence #

Capture Next

Items 0

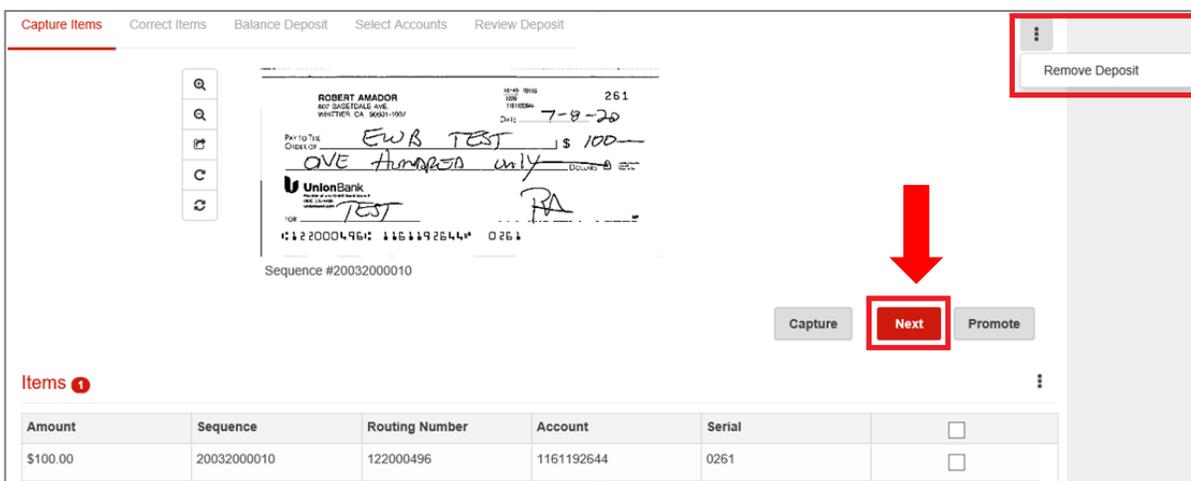
Amount	Sequence	Routing Number	Account	Serial	
--------	----------	----------------	---------	--------	--

- Feed the Scanner each check Item.
- Once you have feed all the checks through the scanner, click **Stop Scan**.



### Step 3: Proceed with Deposit and Corrections

- Verify your checks.
- “Remove Deposit” if there was an error.
- Click **Next** to continue with your deposit(s) if it’s okay to proceed.



- Item Count
- You can remove check(s) under **Item Count** if necessary.
  - To remove a check, click the box, then click the  icon, click Remove Selected

Sequence #20032000010

Amount	Sequence	Routing Number	Account	Serial	
\$100.00	20032000010	122000496	1161192644	0261	<input type="checkbox"/>

#### Step 4: Correct Items option

- If the item is a duplicate, remove the item from the deposit by clicking **Remove**.
- If the item is NOT a duplicate, click **Accept**.

Correcting 1 of 1

Amount: \$ 100.00

MICR: 122000496 1161192644 0261

Duplicate Item

Exceptions 2

- Bank Endorsement Not Usable
- Transit Endorsement Not Usable

Click Remove → Remove Verify MICR Accept

Click Accept

#### Step 4: Review Deposit option

- Final review of your deposit(s).
- After confirming deposits are correct, click **Submit**.

The screenshot shows the 'Review Deposit' screen with a navigation bar at the top containing 'Capture Items', 'Correct Items', 'Balance Deposit', 'Select Accounts', and 'Review Deposit'. On the left, there are search and refresh icons. The main content is divided into two sections: 'Merchant Capture Deposit Ticket' and 'Deposit Information'. The ticket shows: Account Number: 8003075291, Date: 07/10/2020 02:51:34 AM, Amount: \$ 100.00. The deposit information shows: Location: Pasadena, Item Count: 1, Date: 7/10/2020 12:51:33 am, Tracking Number: M000020032, Account: DBTest\*\*5291, Control Total: \$100.00. At the bottom right, there are 'Select Accounts' and 'Submit' buttons. A red arrow points to the 'Submit' button.

#### Step 5: Receipt & History

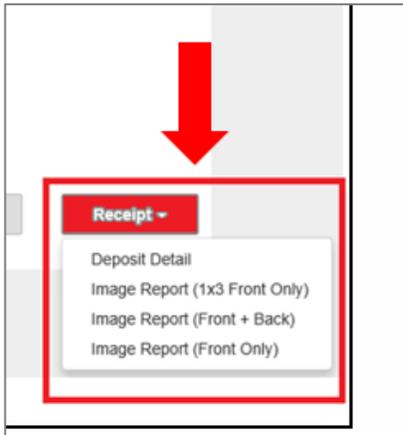
- You have successfully submitted a deposit.
- Click **Receipt** to review your deposit.
- Retrieve and print Deposit Detail Reports and Images.

The screenshot shows the 'Review Deposit' screen after successful submission. A green message box at the top left says 'The deposit was submitted successfully!'. The 'Merchant Capture Deposit Ticket' now shows: Account Number: 8003075291, Date: 07/10/2020 03:16:55 AM, Amount: \$ 100.00. The 'Deposit Information' section is the same as in Step 4. At the bottom right, a 'Receipt' dropdown menu is open, showing options: 'Deposit Detail', 'Image Report (1x3 Front Only)', 'Image Report (Front + Back)', and 'Image Report (Front Only)'. A red arrow points to the 'Receipt' button.

**NOTE:** Submitted deposits will reflect in your account's CURRENT balance and may not be made available for immediate withdrawal. If you have business online banking, you will be able to see your deposit on your transaction history same day.

## Receipts

The Receipts option, located on the Review Deposit Tab, provides history of submitted deposits and the ability to search for deposited items.



## Deposit Details

**Deposit Detail** 1 of 1 [Print] [Download] [Search] [Refresh]

### Deposit Detail Receipt

<b>SUBMITTED DATE:</b> 7/10/2020 3:16:59 AM	<b>DEPOSIT STATUS:</b> Error
<b>MERCHANT NAME:</b> EWB Test Merchant	<b>LOCATION:</b> Pasadena
<b>CREATED BY:</b> robermes1	<b>DEPOSIT ACCOUNT:</b> DBTest**5291
<b>SUBMITTED BY:</b> robermes1	<b>TRACKING NO.:</b> M000020035

<u>CAPTURE SEQUENCE</u>	<u>ITEM TYPE</u>	<u>SERIAL NO.</u>	<u>ITEM AMOUNT</u>
20035000010	DEBIT	240	\$ 100.00

Deposit Summary: M000020035      **DEBIT COUNT**      **AMOUNT**

Image Report (1x3 Front Only)

**Deposit Image Report**

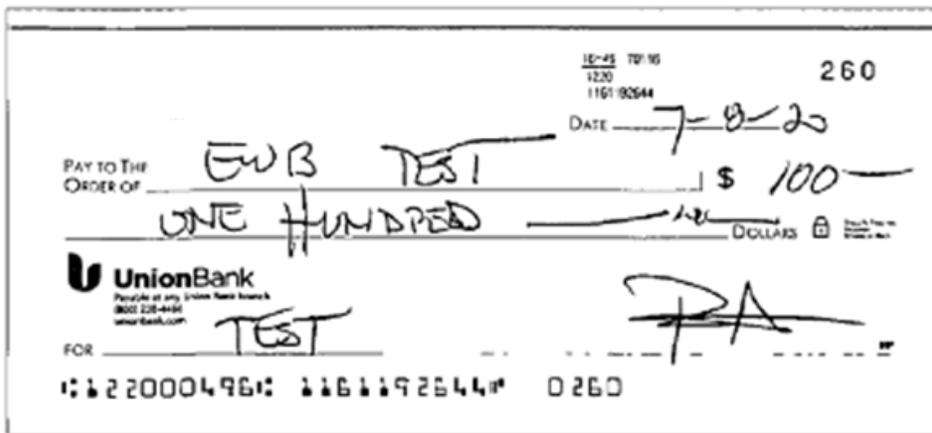
**Submitted Date:** 7/28/2020 05:06:42 PM      **Customer Name:** Atlas Express Padala Inc.  
**Deposit Account:** \*\*0032 - Atlas Express Padala      **Deposit Total:** 0.01  
**Deposit Status:** POSTED      **Deposit Tracking:** M000029592  
**Location:** 1350 E. Flamingo Rd., # 399      **Number of Debits:** 1

**Merchant Capture Deposit Ticket**

Account Number: 81000032  
Date: 07/28/2020 07:06:41 PM  
Amount: \$ .01

⑆32207038⑆ 81000032⑆758 ⑆00000000⑆

Sequence: 29592000001  
Item Amount: \$.01  
Check Number:



Sequence: 20035000010  
Item Amount: \$100.00  
Check Number: 260

Pasadena  
1  
7/10/2020 1:16:54 am  
M000020035  
DBTest\*\*5291  
\$100.00

Image Report (Front & Back)

### Deposit Image Report

<b>Submitted Date:</b> 7/10/2020 01:16:59 AM	<b>Customer Name:</b> EWB Test Merchant
<b>Deposit Account:</b> DBTest**5291	<b>Deposit Total:</b> 100.00
<b>Deposit Status:</b> ERROR POSTING	<b>Deposit Tracking:</b> M000020035
<b>Location:</b> Pasadena	<b>Number of Debits:</b> 1

**Merchant Capture Deposit Ticket**

Account Number: 8003075291  
Date: 07/10/2020 03:16:55 AM  
Amount: \$ 100.00

⑆ 3 7 2 0 0 0 4 9 6 ⑆ ⑆ 0 0 3 0 7 5 2 9 1 ⑆ ⑆ 0 0 0 0 4 0 0 3 0 ⑆

Back Image Intentionally Left Blank

Sequence: 2003500001  
Item Amount: \$100.00  
Check Number:

Pay to the Order of EWB TEST \$ 100  
ONE HUNDRED DOLLARS @ 2020  
FOR TEST

UnionBank  
⑆ 3 7 2 0 0 0 4 9 6 ⑆ ⑆ 0 0 3 0 7 5 2 9 1 ⑆ ⑆ 0 0 0 0 4 0 0 3 0 ⑆

EWB Remote Deposit >322070381< 20035000010 07/10/2020

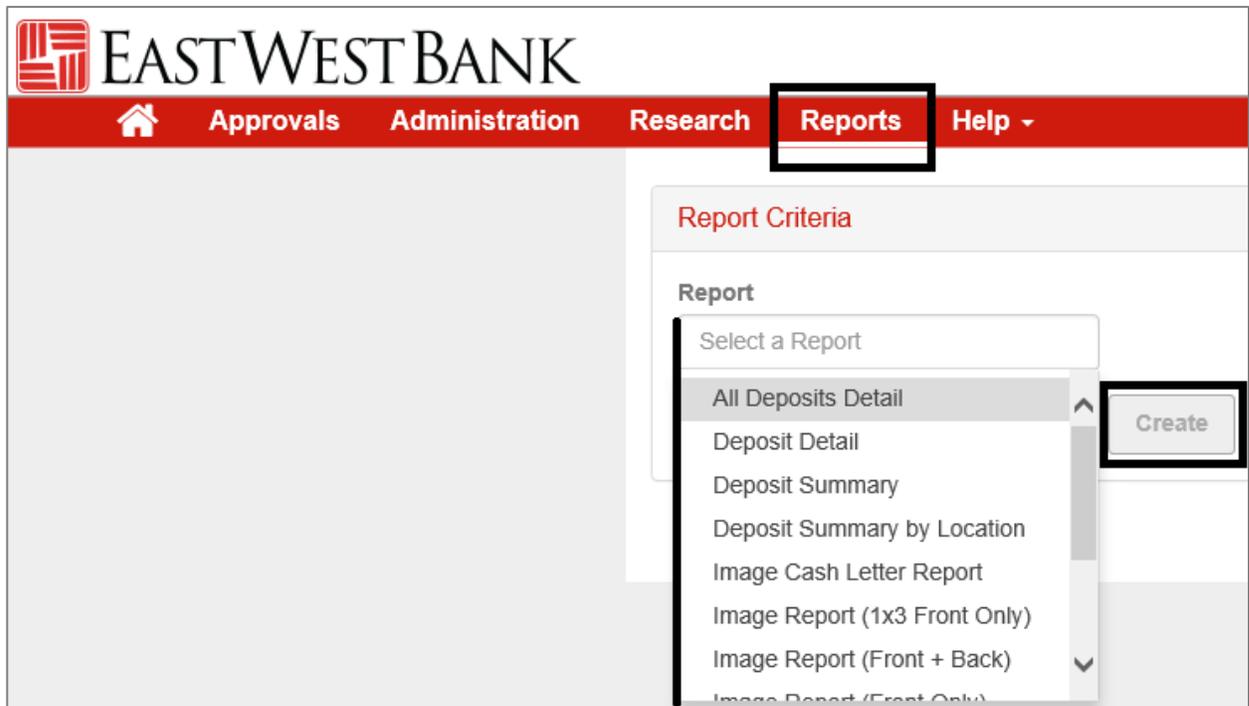
For Remote Deposit Only  
DBTest\*\*5291  
0000020035  
Pasadena 07/10/2020

Sequence: 20035000010  
Item Amount: \$100.00  
Check Number: 260

## Reports

The **Reports** tab provides information on past deposits/images and provides the options to export reports in various formats. The following reports are available:

- All Reporting Criteria
- Date Ranges
- Images
- Summaries



## Research

Research provides the ability to create and save queries, and pull and export information related to your deposits. You can perform the following:

- Select a query.
- Select date range if needed.
- Add more fields in your report:
  - The left pane provides you with fields for searching, options for configuring how content is exported, and the menu options for managing saved queries.
  - The lower right pane provides a list of items that match your search criteria and options for working with those results.
  - The upper right pane shows you the image for items you select from the list.

**Research Options**

Institution Name  
(801117) - East West Bank

Merchant  
EWB Test Merchant

Saved Queries  
Select a query or enter a new name

Start Date  
07/09/2020

End Date  
07/10/2020

Click to expand fields

Clear Add Field Search

**Export Options**

**Merchant Capture Deposit Ticket**

Account Number: 8003075051  
Date: 07/09/2020 10:19:27 AM  
Amount: \$ 30.00

Deposit M000019644 with 2 debit(s) for \$30.01 was submitted on 7/9/2020 10:19:39 am

**Items 16**

Sequenc...	Account...	Serial	Routing...	Amount	Tracking...	Location...	Account...
19644000...	8003075051		322070381	\$30.00	M000019...	Pasadena	DBTest**505
19644000...	81000032		322070381	\$0.01	M000019...	Pasadena	DBTest**505
19644000...	806002218	1129524640	122100024	\$30.00	M000019...	Pasadena	DBTest**505
19644000...	8003075309	001006	322070381	\$0.01	M000019...	Pasadena	DBTest**505
19654000...	8003075051		322070381	\$30.01	M000019...	Pasadena	DBTest**505
19654000...	806002218	1129524640	122100024	\$30.00	M000019...	Pasadena	DBTest**505

Credits 7 \$263.02 Debits 9 \$263.02

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- If you need to remove a query line, click the X button to the right of the line.
- If you want to configure export options, click the down arrow to the right of the Export Options heading and provide the appropriate values.
- If you made a mistake and need to start over, click **Clear** to reset the search query to the default.

## Approving Deposits (Not required unless requested)

Approving Deposits in an Optional Feature.

**NOTE: Deposit approval must be enabled by the bank.** If it is not enabled, deposits are automatically finalized.

1. A user submits a deposit for approval.

✔ The deposit was submitted for review successfully!

**Merchant Capture Deposit Ticket**

Account Number: 8003075051  
Date: 07/10/2020 12:03:13 AM  
Amount: \$ 2.50

43220703644 6005095051 756 0000000250\*

### Deposit Information

Location	Pasadena
Item Count	2
Date	7/9/2020 10:03:13 pm
Tracking Number	M000020028
Account	DBTest**5051
Control Total	\$2.50

2. Users with Approver role must approve deposits before they can be submitted to the bank for processing. These deposits will be in the Pending tab.

Click the Tracking # of the deposit to view the deposit requiring approval.

### Deposits

Open 1 Pending 1 Recent 0

Submitted	Tracking #	Status	Location	Account Name	Item Count	Deposit Total
7/9/2020 10:03:47 pm	M000020028	Pending Merchant A...	Pasadena	DBTest**5051	3	\$2.50

3. To view the deposit pending approval, click on the Deposit.

4. To Approve a Deposit (if applicable), click **Approve**.

5. To Reject a Deposit (if applicable), click **Reject**.

Deposit Details ( EWB Test Merchant | M000020028)

Review Reasons

Deposit Information

Institution (801117) - East West Bank  
Merchant EWB Test Merchant  
Location Pasadena  
Account DBTest\*\*5051  
Tracking No M000020028  
Depositor MANUELTEST1

Comments

Merchant Capture Deposit Ticket

Account Number: 8003075051  
Date: 07/10/2020 12:03:13 AM  
Amount: \$ 2.50

Sequence #20028000001

Items 3

Status	Record...	Source...	Amount...	Sequenc...	Routing...	Tran Co...	Accoun...	Serial
Credit		Desktop	\$2.50	20028000...	3220703...	758	8003075...	
Debit		Desktop	\$1.00	20028000...	3220703...		8003075...	001007
Debit		Desktop	\$1.50	20028000...	3220703...		8003075...	001002

Back Reject Approve

6. Select a Reject Reason, Click **Reject**.

Reason to reject deposit

Reject reason

Comment

Balancing problem  
Capture error  
Duplicate Check  
Exceeds Deposit Limit  
Exceeds Item Limit  
Incorrect MICR edit  
Ineligible Deposited Item

Cancel Reject

- If an item was rejected, an alert will appear. Click the rejected link to open the rejected item.

### Alerts

**1** You have deposits that have been rejected totaling \$2.50

---

**Welcome Manuel Carrillo!**

Today is 7/9/2020 at 11:20:34 PM! MANUELTEST1, your last login was on 7/9/2020 at 11:02:44 PM.

**East West Bank** is proud to have EWB Test Merchant as a depositBridgePlus customer. depositBridgePlus gives you the ability to conveniently deposit checks remotely, manage your remote check deposits and research those deposits anytime, anywhere, from any device.

You made your last deposit for \$0.00 on UNKNOWN at Unknown (Processed on UNKNOWN).

For any additional information, please call **888-761-3967** or visit us at our website [www.eastwestbank.com/en/contact-us](http://www.eastwestbank.com/en/contact-us)

Thank you!

### Create Deposit

**Location**  
Select a Location

**Account**  
Select an Account

**Control Total**  
\$ 0.00

### Deposits

Open **2**
Pending **0**
Recent **0**

Created	Tracking #	Status	Location	Account Name	Item Count	Deposit Total
6/26/2020 5:36:50 pm	M000016758	Promoted	Pasadena	DBTest**5051	1	\$1.00
7/9/2020 10:02:28 pm	M000020028	Rejected	Pasadena	DBTest**5051	3	\$2.50

- Open the rejected item.  
The deposit process starts over at the capture phase. The deposit is shown on the Capture Items page which now includes comments from the Approver. The Operator can recapture, correct, and/or balance the deposit as needed.

Capture Items
Correct Items
Balance Deposit
Select Accounts
Review Deposit

- 
- 
- 
-

Sequence #20028000010

- 
-

**Items **2****

Amount	Sequence	Routing Number	Account	Serial	<input type="checkbox"/>
\$1.00	20028000010	322070381	8003075309	001007	<input type="checkbox"/>
\$1.50	20028000020	322070381	8003075051	001002	<input type="checkbox"/>

The Approver's comments explain why the deposit was rejected.

**Comment History**

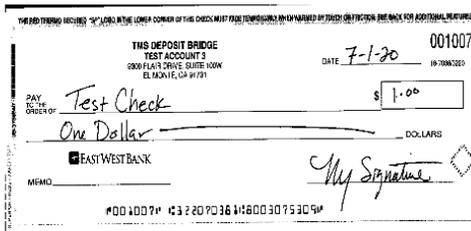
<b>MANUEL TEST2</b> Capture error	7/9/2020 11:14:38 pm
--------------------------------------	----------------------

[Close](#)

The Operator can recapture, correct, and/or balance the deposit as needed.

**Capture Items**   Correct Items   Balance Deposit   Select Accounts   Review Deposit

SEARCH



Sequence #20028000010

[Capture](#)   [Next](#)   [Promote](#)

Items 2

The Operator can select the account, then click **Review**.

**Capture Items**   **Correct Items**   Balance Deposit   **Select Accounts**   Review Deposit

**Select Deposit Accounts**   **\$2.50**

**Primary Account**

DBTest**5051	100.00	%	\$ 2.50
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**Secondary Accounts**

<input type="text"/>	%	\$ <input type="text"/>	<input type="button" value="x"/>	<input type="button" value="Add Account"/>
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[Balance](#)   [Review](#)

If the deposit is acceptable, the Approver clicks **Submit** to finalize the deposit.

The screenshot shows the 'Review Deposit' step in a workflow. On the left, there is a 'Merchant Capture Deposit Ticket' with the following details:

Account Number:	8003075051
Date:	07/10/2020 01:36:15 AM
Amount:	\$ 2.50

Below the ticket is a barcode. On the right, the 'Deposit Information' section contains:

Location	Pasadena
Item Count	2
Date	7/9/2020 11:36:15 pm
Tracking Number	M000020028
Account	DBTest**5051
Control Total	\$2.50
Comment	Deposit is correct

At the bottom right, there are two buttons: 'Select Accounts' and 'Submit'. The 'Submit' button is highlighted with a red rectangular box.

A successfully submitted message will appear.

The screenshot shows the same 'Review Deposit' interface after a successful submission. A green checkmark icon and the message 'The deposit was submitted for review successfully!' are displayed at the top left. The 'Merchant Capture Deposit Ticket' and 'Deposit Information' sections remain the same as in the previous screenshot.

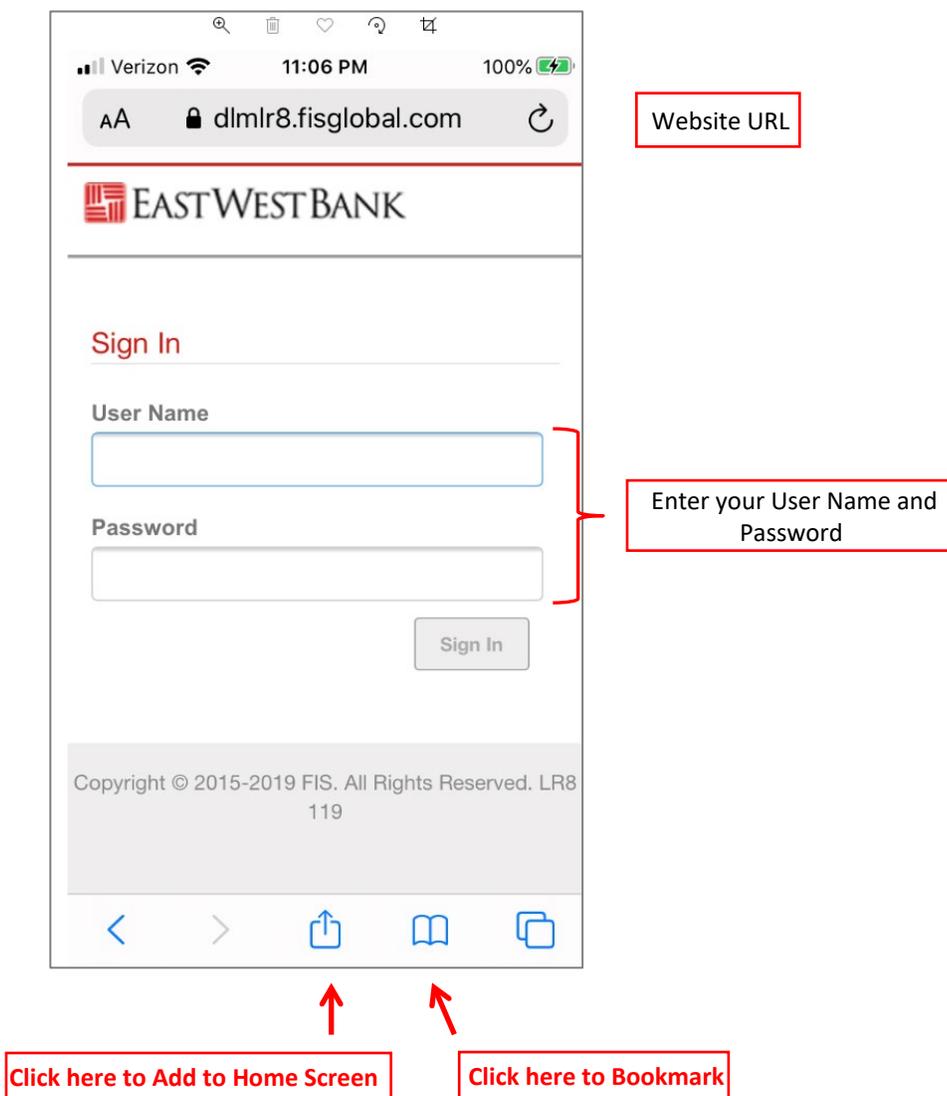
## Mobile Access

You may use any Mobile phone or Tablet to access the site and deposit a check. You will access the site with the same URL provided for desktop access.

### 1. Mobile Access – Login

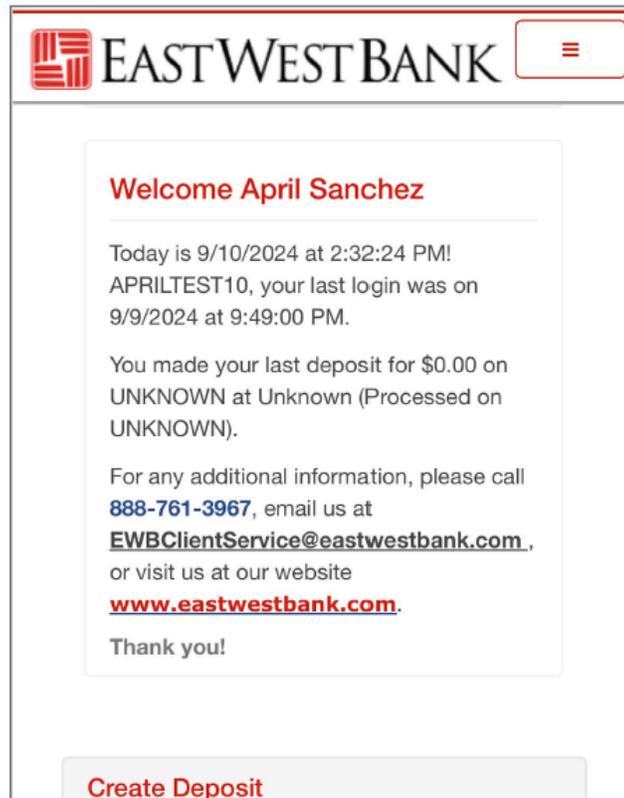
<https://depositbridgeplus-eastwestbank.fisglobal.com/directlinkclient/login/801117#>

You can bookmark the location, or add it as an icon to your homepage



The Welcome page provides important information regarding your last access and deposit. This security measure confirms that this was your last access to the system.

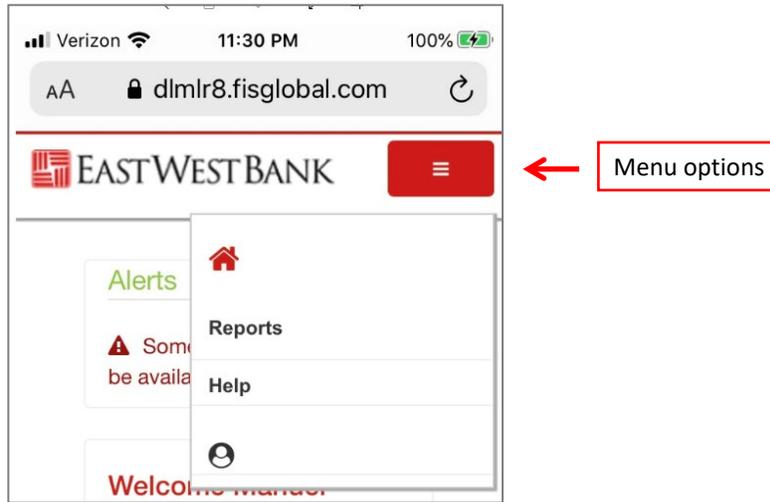
**Important:** You may lose some functionality when using a mobile device. You can have your full access if you have your phone set up to Desktop Mode. Please refer to your phone guide to assist in establishing Desktop version on your screen.



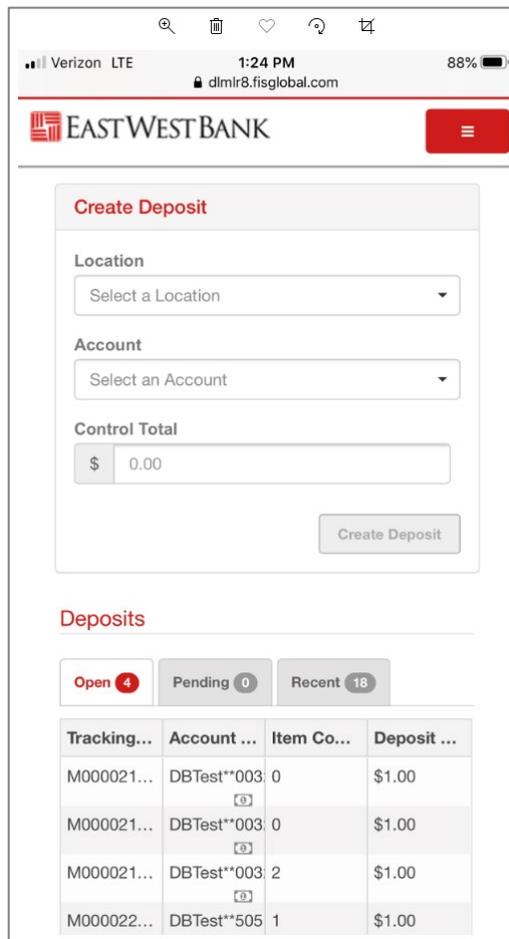
The screenshot shows the East West Bank mobile interface. At the top left is the bank's logo, and at the top right is a hamburger menu icon. The main content area is titled "Welcome April Sanchez" in red. Below the title, it displays the current date and time: "Today is 9/10/2024 at 2:32:24 PM!". It then states: "APRILTEST10, your last login was on 9/9/2024 at 9:49:00 PM." The next line of text reads: "You made your last deposit for \$0.00 on UNKNOWN at Unknown (Processed on UNKNOWN)." Contact information follows: "For any additional information, please call 888-761-3967, email us at EWBClientService@eastwestbank.com, or visit us at our website www.eastwestbank.com." The page concludes with "Thank you!". At the bottom, there is a button labeled "Create Deposit".

## Making a Mobile Deposit

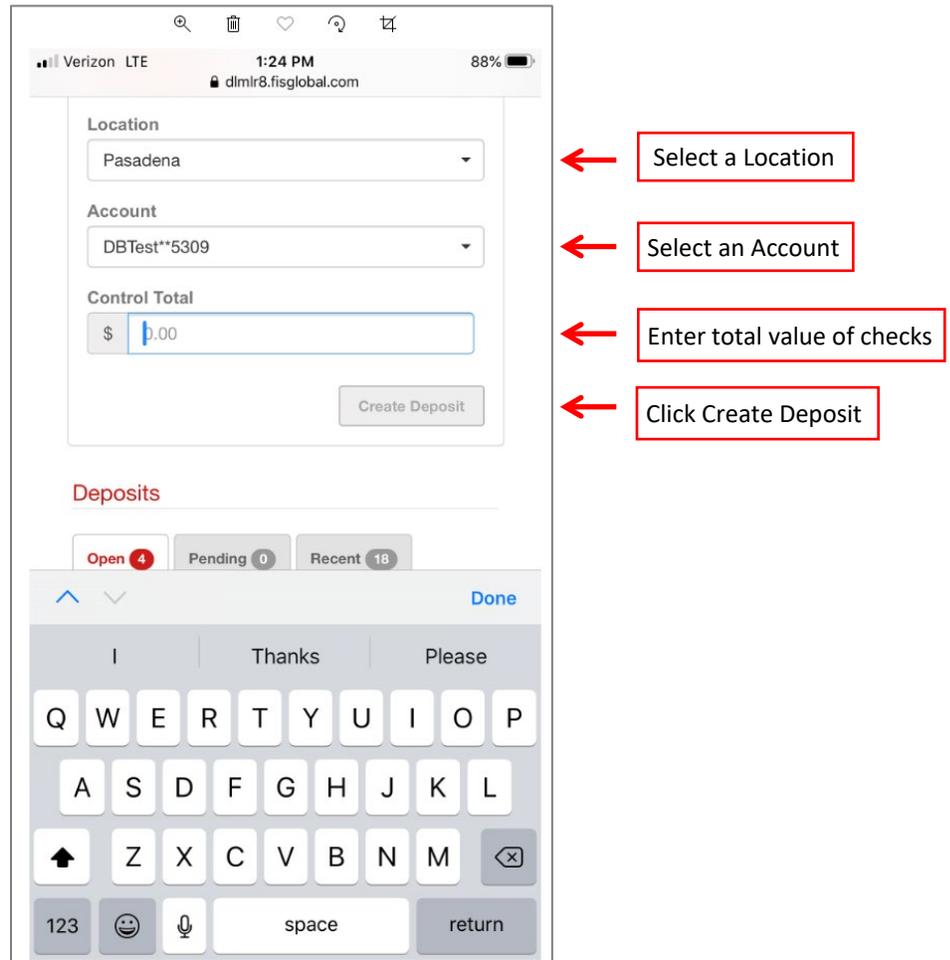
From the Welcome Page, click the Menu Option button to access reports.



Scroll down on your screen to access the Create Deposit feature. You will also be able to see Open, Pending, and Recent transactions.



To begin your deposit, select a location, an account, and enter a control total.



Note: If you have only one Location or only one Account, it will automatically display in the field.

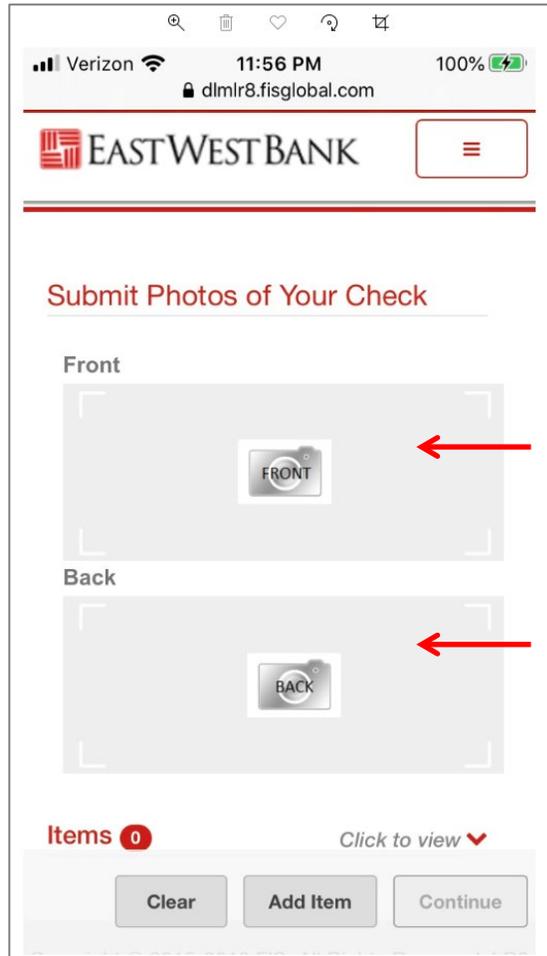
### Endorsement for Mobile Deposits

Any check deposited with the Mobile Deposit feature requires the following physical restrictive endorsement: **Remote Deposit Only East West Bank**

This endorsement can be stamped or handwritten on the back of each check.

## Taking Images of the Front and Back of checks

To take an Image of the check, hold the mobile phone horizontally.



Tap Front icon to take a picture of the front of the check

Tap Back icon to take a picture of the back of the check

**NOTE:** Remember to stamp or hand write the following on the back of the check. **REMOTE DEPOSIT ONLY EAST WEST BANK**

Use the Clear button to remove the check you have scanned.

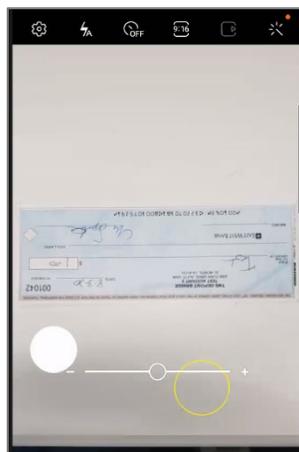
Click the Add Item button if you want to add more checks to your deposit.

If the check is upside down, or scanned vertically, the system will autocorrect it.

Check scanned sideways



Check scanned upside down



The image will Auto Correct.



When finished scanning all the items in the deposit, click **Continue**.

The Deposit Information will appear. From here, you can remove an item, edit an amount if entered incorrectly. Click Review when finished making changes.

The screenshot shows the EastWest Bank mobile app interface. At the top, the status bar displays 'Verizon LTE', '1:28 PM', and '86%' battery. The app header includes the EastWest Bank logo and a menu icon. Below the header, the 'Deposit Information' section displays the following data:

Debit Total	\$1.01
Difference	\$0.00
Control Total	\$ 1.01

The 'Items' section shows one scanned check with the following details:

- Sequence: 22897000010
- Amount: \$ 1.01

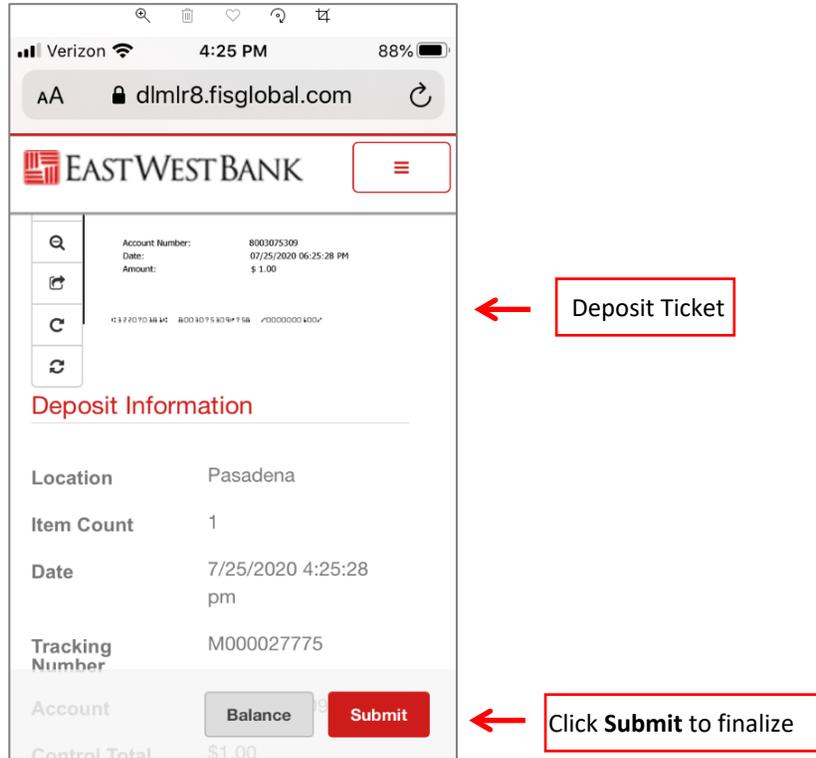
At the bottom of the screen, there are 'Capture' and 'Review' buttons. A red dot is visible below the amount field.

Click if you want to remove item

Edit if amount entered was incorrect and Click **Save**

Click **Review** when finished

Review the Deposit Information. Click **Submit** to finalize the deposit.



The following message will appear: The Deposit was submitted successfully!

