

# REMOTE DEPOSIT CAPTURE SERVICE DESCRIPTIONS



After Bank has received appropriate enrollment documents, completed all other required Bank documentation, all appropriate equipment and software have been installed, and if Bank agrees, Customer may transmit electronic check images and/or image cash letters to their PlainsCapital Bank account for deposit in accordance with the Bank's security provisions and the terms of the Treasury Management Services Terms & Conditions agreement.

## DEADLINES

Deadlines for deposit transmissions for same-day credit are as follows:

**Remote Deposit Capture Transmissions:** 6:00 p.m. Central (7:00 p.m. Eastern)

**Image Cash Letter Transmissions:** 6:00 p.m. Central (7:00 p.m. Eastern)

## SPECIFICATIONS AND TECHNICAL SUPPORT

### Hardware

A list of certified scanners can be provided upon request to clients who elect to lease a scanner from the Bank. A completed lease agreement is required.

### Procedures & Best Practices

Provided to the Customer upon implementation of the Remote Deposit Capture system; updated Best Practices are provided annually with Self audit and/ or Onsite visit; Best Practices and Procedures are also available upon request. Training can be scheduled for new or existing users as needed.

### Technical Support

Provided during the Bank's normal business hours, excluding weekends and federal holidays, Monday - Friday 8:00 a.m. to 6:00 p.m. Central. Technical support includes but is not limited to, general questions about Remote Deposit Capture functionality, password resets, activating the Service on a personal computer, confirmation of Bank's receipt of a deposit, and error resolution.

### Minimum System Requirements for Remote Deposit Capture

Windows Operating System		Mac Operating System
Operating System <sup>1</sup>	Windows 10 – All Versions – 64 Bit	<ul style="list-style-type: none"><li>• Apple macOS (4.1.1+New Web Interface Only)</li><li>• X El Capitan Version 10.11.6 or newer</li><li>• macOS Sierra Version 10.12</li><li>• macOS High Sierra Version 10.13</li><li>• macOS Mojave Version 10.14</li><li>• macOS Catalina</li></ul>
RAM (Memory)	4GB RAM	
Primary Hard Drive	5GB available hard drive space	
Scanner Connections/ Ports	One available USB 2.0 Port	
NIC	(1) 100/1000 NIC (minimum 256K)	
Screen Resolution	1024 x 768 with 1MB Video RAM or better	
Web Browser Support	Google Chrome: Version 59 or higher Internet Explorer: Version 11	Google Chrome: Version 59 or higher
.Net Framework	Version 4.6.2	-
Mono Framework	-	Version 6.4 or higher
Administrator Rights	Users will require local administrator access to the workstation to install the security policy, activate computer, and perform first time capture	-
Adobe (Acrobat) Reader	Version 5.0 or higher	
WinZip Utility (only required if using the Image Export feature)	Version 9.0 or higher	-
QuickBooks® (only required if using the Quickbooks Export feature)	Desktop and Online Edition	

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## SECURITY PROVISIONS

If Customer elects and Bank agrees to offer Remote Deposit Services, Customer agrees to be bound by the terms of the Treasury Management Services Terms & Conditions agreement specifically as it relates to Internet Based Services and Remote Deposit Services.

## IMAGE CASH LETTERS THROUGH SECURE FTP DEFINITION

File Transfer Protocol that utilizes transport layer security and secure sockets layer cryptographic protocols. With proper credentials, an enduser can automate the transmittal of information using this protocol.

## CONTACT US

Phone: 214.252.4005

Email: [tmsupport@plainscapital.com](mailto:tmsupport@plainscapital.com)