



## 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

- Magnetic Ink Character Recognition (MICR) encoded cheques

#### Examples:

- MICR encoded business cheques
- line of credit cheques
- Visa cheques
- Money orders
- traveler’s cheques
- certified cheques
- bank drafts

#### USD Items

- 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:

- 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. [Cheque Pro Administration](#)
2. [Cheque Pro Installation](#)
3. [Cheque Pro Troubleshooting](#)
4. [Cheque Pro Reports & Research](#)
5. [Depositing in Cheque Pro](#)

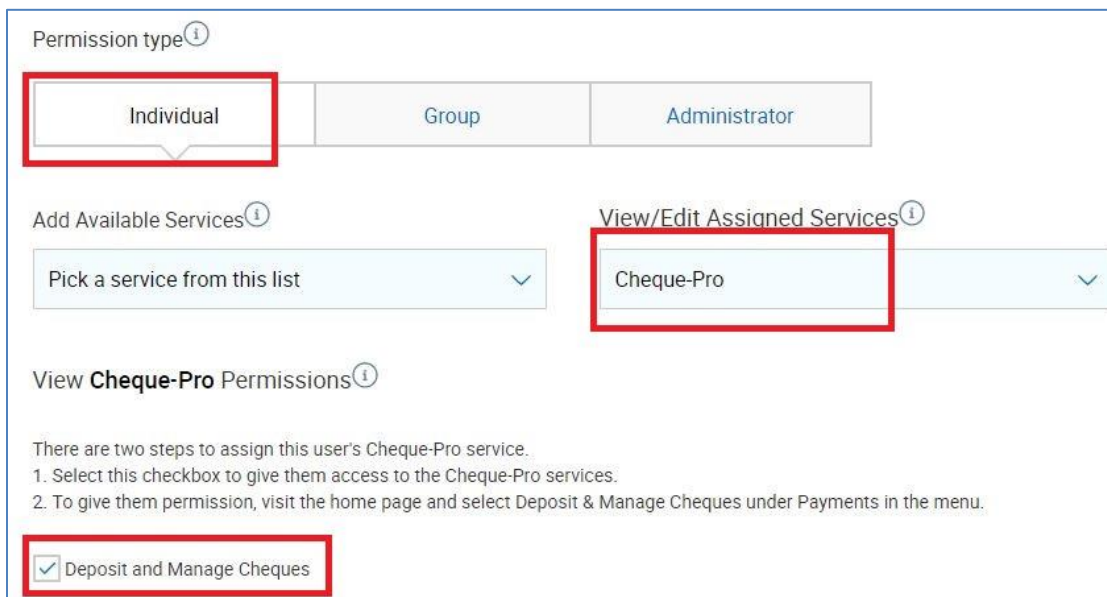
### Section 1: Administration

Administrators on RBC Express will automatically have access to Cheque Pro, however, if as an Admin you want to give this access to other users, those users must be added into RBC Express and then given access to Cheque Pro. This is a **two-step process**:

Step One: assign user permissions for Cheque Pro under Manage Users and Permissions



Now select **Individual** and then **Cheque Pro** from either drop-down menu under **Add Available Services** or **View/Edit Assigned Services**. Then please check off the lone box that appears that reads **Deposit and Manage Cheques**. Step one is now complete!



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



First select **payments, transfers and deposits** and then **deposit and manage cheques**

The screenshot shows the RBC Express web interface. At the top, there is a navigation bar with the RBC logo, the text 'RBC Express', and user information: 'Help', 'Resource Centre', 'Robin Farquharson', and 'Sign Out'. Below this is a secondary navigation bar with tabs: 'Home', 'Balances, Statements & Reports', 'Payments, Transfers & Deposits', 'Administration', and 'Other Online Services'. The 'Payments, Transfers & Deposits' tab is active, displaying a list of options: 'File Transfers', 'Account Transfers', 'Bill Payments', 'Wire Payments', and 'ACH Direct Payments & Deposits'. Under 'Wire Payments', the option 'Deposit and Manage Cheques' is highlighted with a red box.

This will bring up the Cheque Pro site. Please click **Administration**

The screenshot shows the RBC Cheque-Pro site. At the top, there is a navigation bar with the RBC logo, the text 'RBC', and buttons: 'Return', 'Help', 'Hide Tool Tips', and 'Logoff'. Below this is a secondary navigation bar with tabs: 'Home', 'Administration', 'Deposits', and 'Reports'. The 'Administration' tab is highlighted with a red box. The main content area displays 'Welcome to Cheque-Pro™' and three buttons: 'Manage Locations', 'Manage Users', and 'Generate Reports'.

Now select **Users** on the left-hand column and **Show All**. This is selected so your entire user list populates

Tasks	Operator ID	Last Name	First Name
	389370	[REDACTED]	Afsaneh
	420694	[REDACTED]	Philip
	24396405	[REDACTED]	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.

User Information

User ID: [REDACTED] Email: [REDACTED]  
First name: Stephanie Last name: [REDACTED]  
Phone number: [REDACTED] Time zone: Eastern  
Region: Ontario

Assigned Roles: [Empty] Assigned Locations: Location001 Assigned Reports: [Empty] Excluded Accounts: [Empty]

**Edit Roles** Edit Locations Edit 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.

Reminder: 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**.

Available Roles:

- QUICKBOOKS
- RBCX\_CLIENT\_ADMIN\_WITH\_ACCESS
- RBCX\_CLIENT\_ADMIN\_WITHOUT\_ACCESS
- RBCX\_DEPOSIT\_APPROVER
- RBCX\_DEPOSIT\_MAKER\_REQ\_APPROVAL
- RBCX\_Report\_Reviewer**

Add >>

<< Remove

Assigned Roles:

- RBCX\_DEPOSIT\_MAKER\_NO\_APPROVAL

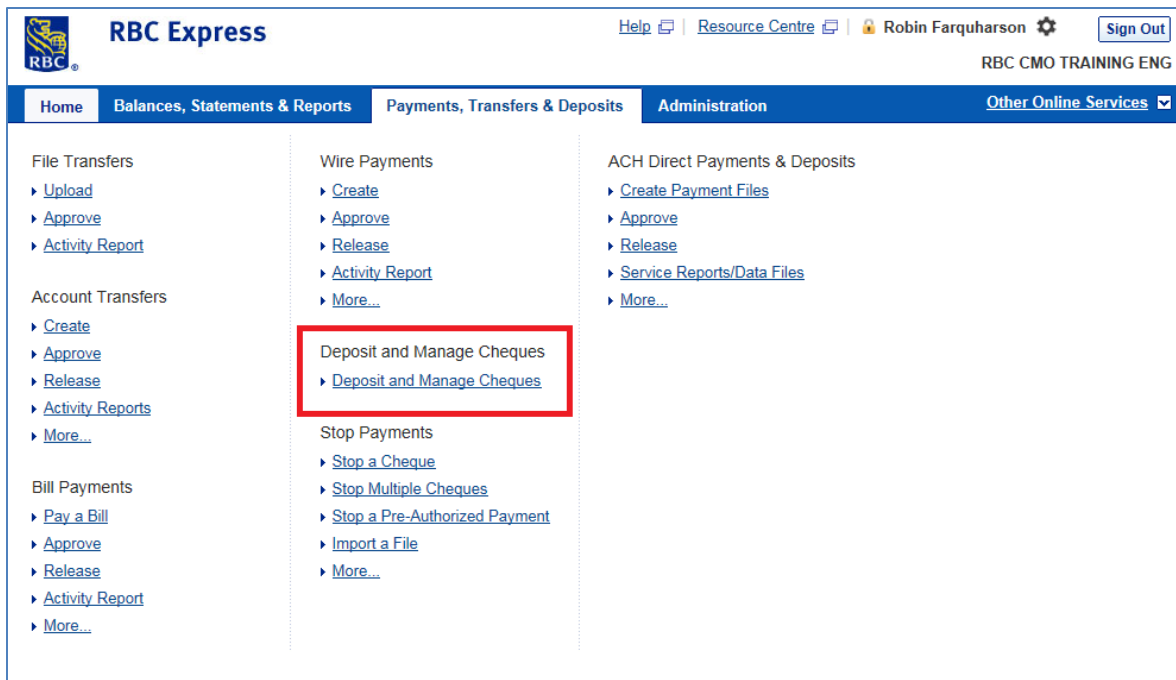
Step two is now complete and the user will have full access to use the Cheque Pro service!

## Section 2: Cheque Pro Installation

To begin the driver download:

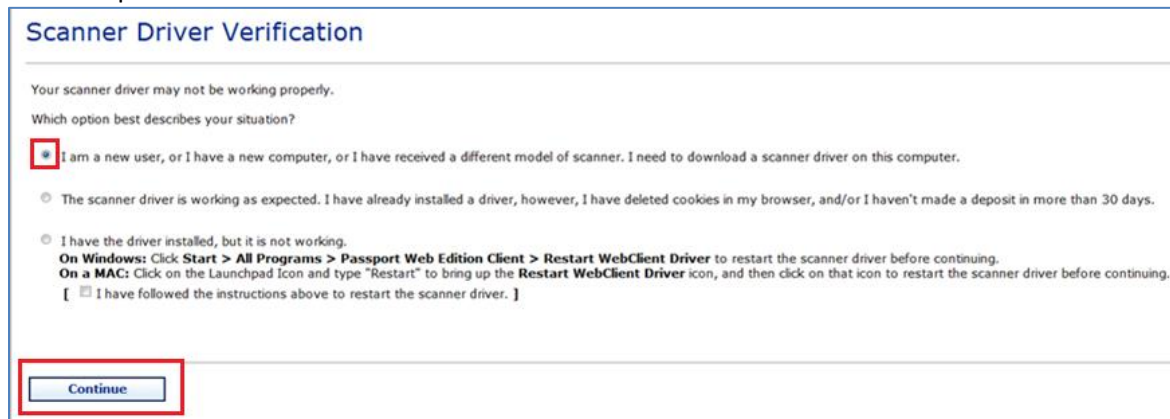
- Unplug the cheque scanner from your computer
- If your organization restricts downloads you may need to have you internal IT present to sign in as a system administrator to complete this download

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:



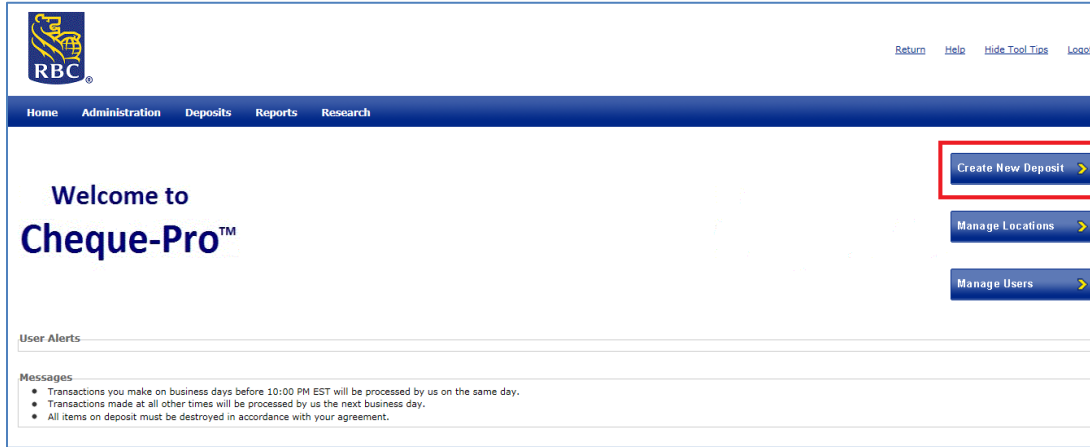
When you access cheque pro for the first time you may be immediately be prompted with to download the drivers:

-Select the first option: ***I am a new user***

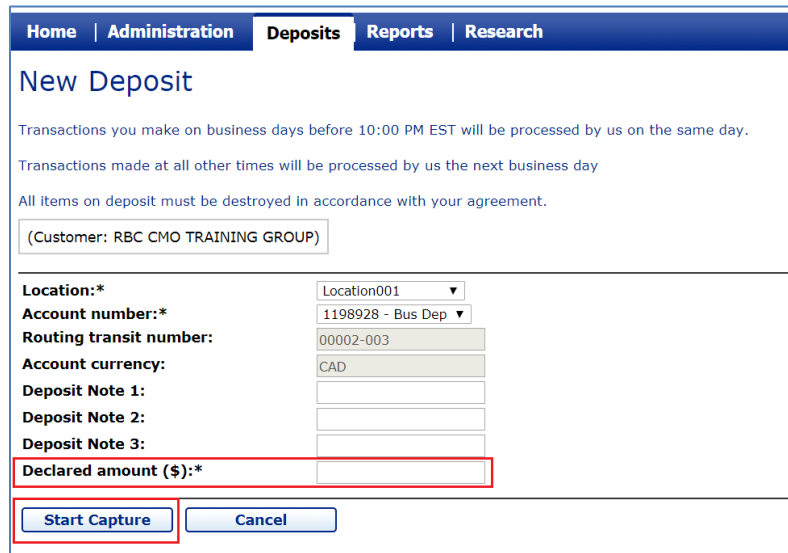




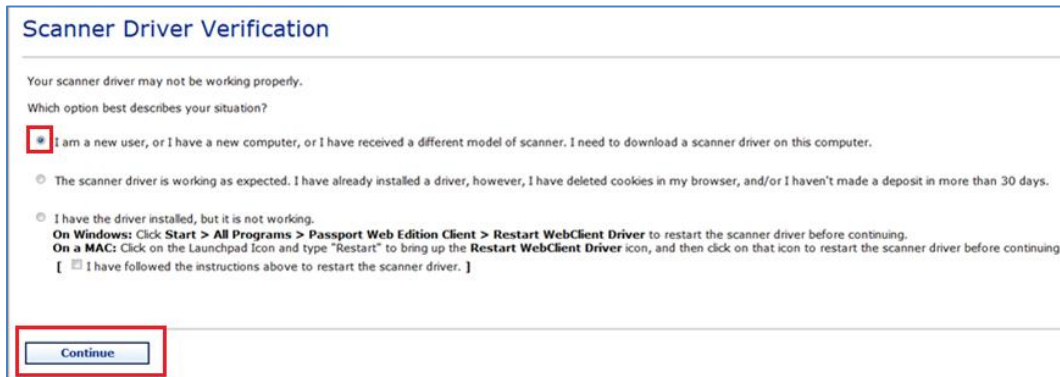
If you do not see this prompt or previously ignored it; we can prompt the download by clicking on “Create New Deposit” from the Cheque Pro home page:



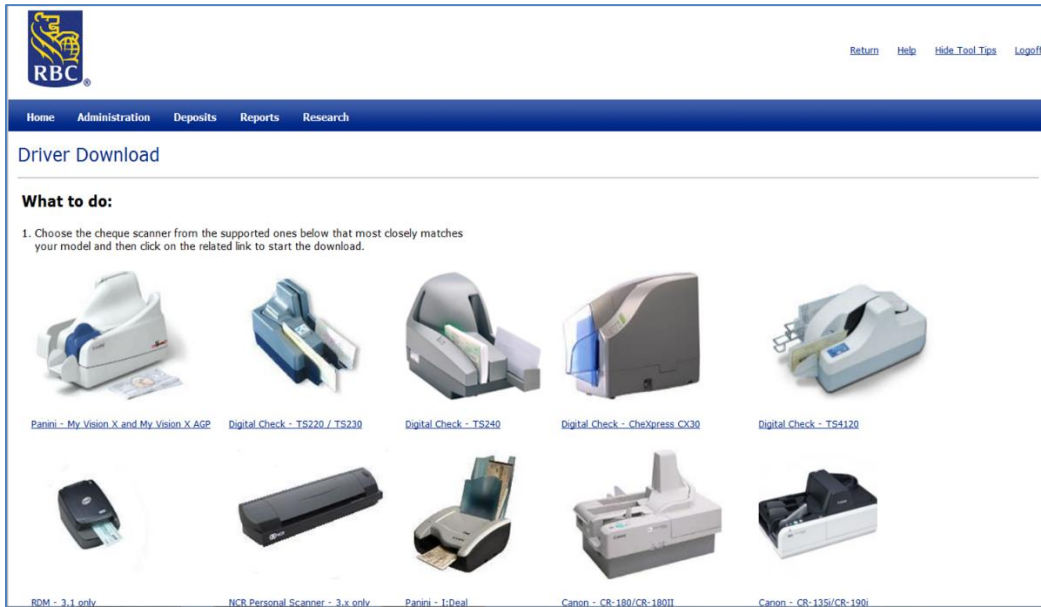
Enter the number 1 into the *Declared amount* field and click *start capture*



This will bring up the download prompt: select the first option: *I am a new user*



You will be presented with a list of scanners, select the one you have received



Keep an eye out at the bottom of your screen for the drivers downloading:

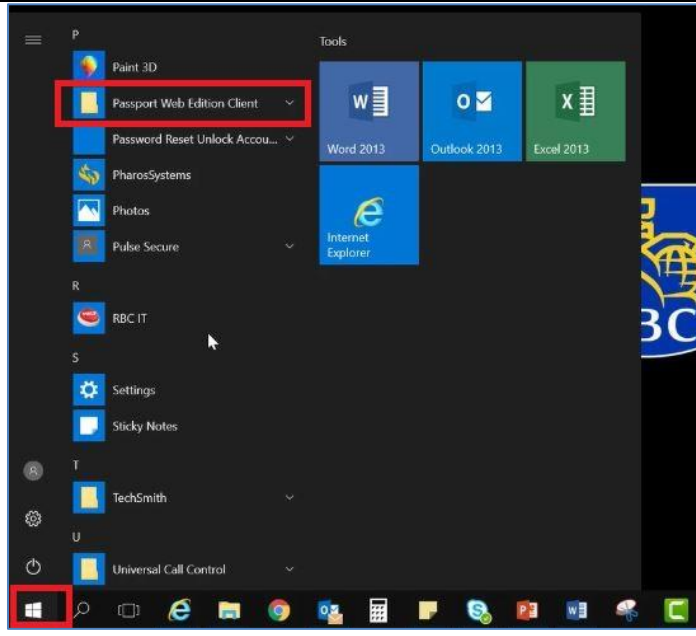
1. When prompted, save the '**passportwebclientxxx.xxx**' file
2. Run '**passportwebclientxxx.xxx**' to install the cheque scanner driver
3. Once the Cheque Pro drivers have installed you will be prompted to plug in the scanner to your computer – this will allow the device's drivers to install

You have successfully completed the download!

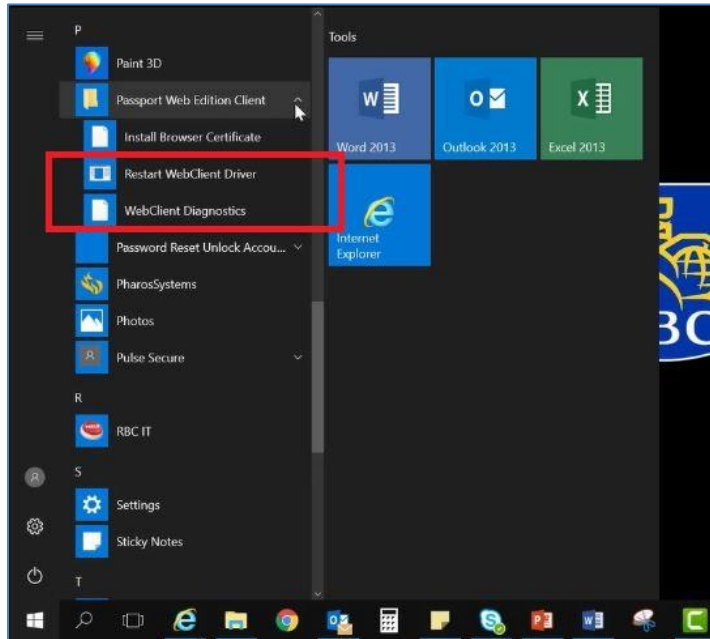
### Section 3: Cheque Pro Troubleshooting

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**



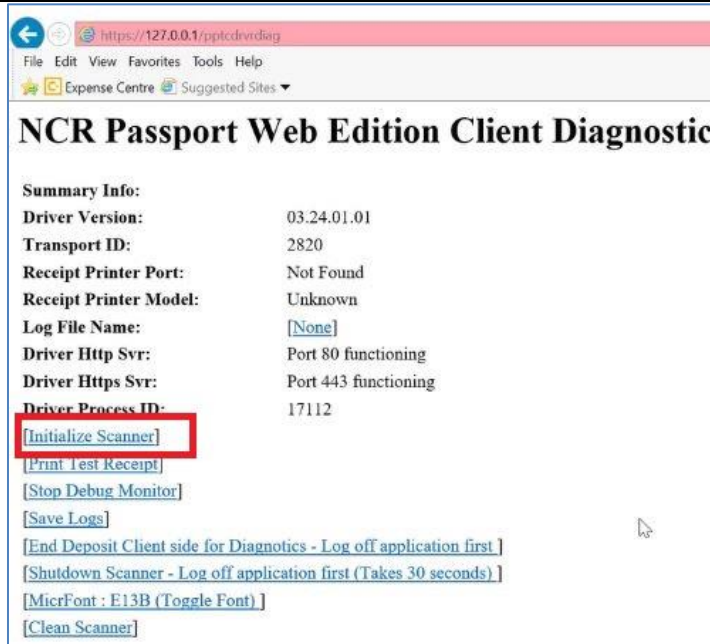


Please click on **Passport WebClient Edition Drivers** and then select **Restart WebClient Driver**. This restart only takes a few seconds and no loading icon will appear on screen (it takes place in the background). Please now click on **WebClient diagnostics**.



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.



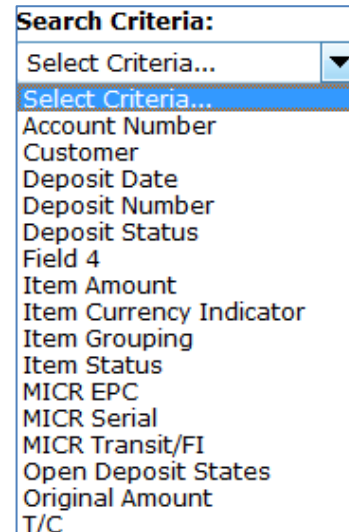
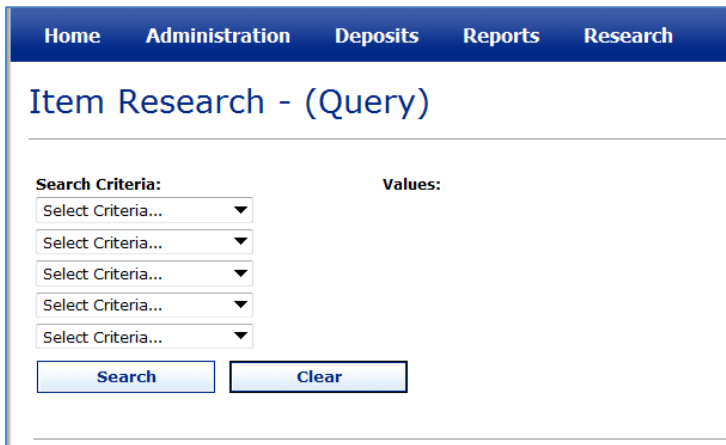


You will know everything is working properly if you get a “**Status\_Success**” message. If you get the **Transport\_Off** error message, please call our helpdesk for assistance.

## Section 4: Cheque Pro Reports & Research

There are several reporting options for Cheque Pro, all options have a 90 day history.

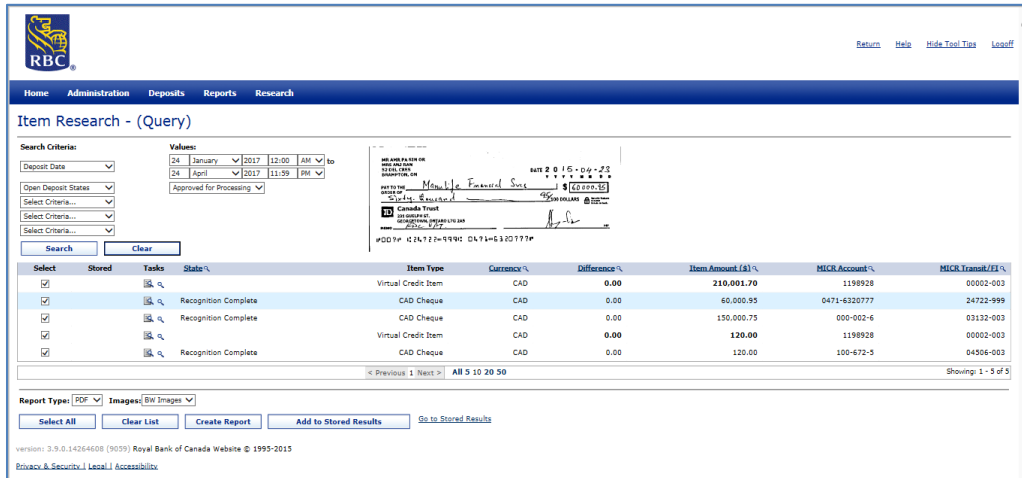
### Research Reports:



### Steps to retrieve a Research Report

- Each deposit that is made has a unique, sequential Deposit Number
- 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:

df - Adobe Acrobat Reader 2017

User Guide Cheque... DepositDetails\_042\_ x

Report run on: 20170427 11:28 AM EDT Report run by: Robin Faruqianon  
 Selected start date & Location: 20170427 12:00 AM EDT Deposits Created by: All  
 Account Number: All Deposit Status: All

### Details of Deposits by Account - RBC CMO TRAINING GROUP - Commercial

Account Name/Number: Bus Dep1198928 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
0000955	2	343.00	343.00	0.00		Accounting	

Post Amount	Check Number	Credit Amount	Item Number	R/T	Account Number	Party ID	Adjustment
43.00	598337	43.00	0000001	04506-003	100-972-5		0.00
Reference Number		SenderName					
1234		Abc company					
300.00	598343	300.00	0000002	04506-003	100-011-6		0.00
Reference Number		SenderName					
1234		ABC Co					

Image view:

df - Adobe Acrobat Reader 2017

User Guide Cheque... DepositDetails\_042\_ x

Report run on: 20170427 11:28 AM EDT Report run by: Robin Faruqianon  
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Account Name/Number: Bus Dep1198928 Number of Deposits: 1  
 Account Currency: CAD Total of Deposits Submitted: 343.00  
 Total Number of Items: 2  
 (continued)

Front	Item Number	Back
<p>Front Item Number: 0000001</p>		<p>Back</p>
<p>Front Item Number: 0000002</p>		<p>Back</p>

## Section 5: Depositing in Cheque Pro

To deposit a cheque, please select **Create New Deposit** on the Cheque Pro Homepage



Now, please select the location (or leave as Location001) and account you wish to deposit the Cheque into. **Tip:** Cheque Pro does not support currency conversion. The declared amount is the total of all the cheques in the deposit. E.g. if you have 3 cheques that are \$100 each, your declared amount is \$300.



**Home | Administration | Deposits | Reports | Research**

## New Deposit

Transactions you make on business days before 10:00 PM EST will be processed by us on the same day.  
Transactions made at all other times will be processed by us the next business day.  
All items on deposit must be destroyed in accordance with your agreement.

(Customer: RBC CMO TRAINING GROUP)

**Location:\*** Location001  
**Account number:\*** 1198928 - Bus Dep  
**Routing transit number:** 00002-003  
**Account currency:** CAD  
**Deposit Note 1:**  
**Deposit Note 2:**  
**Deposit Note 3:**  
**Declared amount (\$):\***

**Start Capture** **Cancel**

After you have entered in the correct declared amount, please select **Start Capture**. You may now feed your cheque(s) into the physical scanner

Passport Web Edition  
https://www6.rbc.com/CPWECCompletion/ShowDeposit.faces?returnFromDriver=true

**RBC** **Return** **Help** **Hide Tool Tips** **Logout**

**Home | Administration | Deposits | Reports | Research**

### Deposit Item List - 000912

(Customer: RBC CMO TRAINING GROUP, Location: Location001)

**Deposit Information (Deposit-In Progress)**

**Declared amount (\$):** 160,089.10 **Save** **Current amount (\$):** 160,089.10 **Balancing difference (\$):** 0.00

**Notes** **Assign Deposit** **Edit Deposit** **Delete Deposit**

**Scanned Items (5)**

Errors	Tasks	Item Identifier	Post Amount (\$)	Sequence	MICR Account	MICR Transit/FI	Currency
		Virtual Credit Item	160,089.10		1198928	00002-003	CAD
		CAD Cheque	43.00	1	100-672-5	04506-003	CAD
		CAD Cheque	45.00	3	100-011-6	04506-003	CAD
		CAD Cheque	100,000.15	4	000-002-6	03132-003	CAD
		CAD Cheque	60,000.95	6	0471-6320777	24722-999	CAD

< Previous | Next > **All 5 10 20 50** Showing: 1 - 5 of 5

**Complete** **Add Items** **Return to Deposit List**

version: 3.9.0.1426461210 (8962) Royal Bank of Canada Website © 1995-2015  
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After you are done feeding your cheques, please select **Complete**. Reminder: if you experience any errors at all during the deposit, please call our helpdesk.