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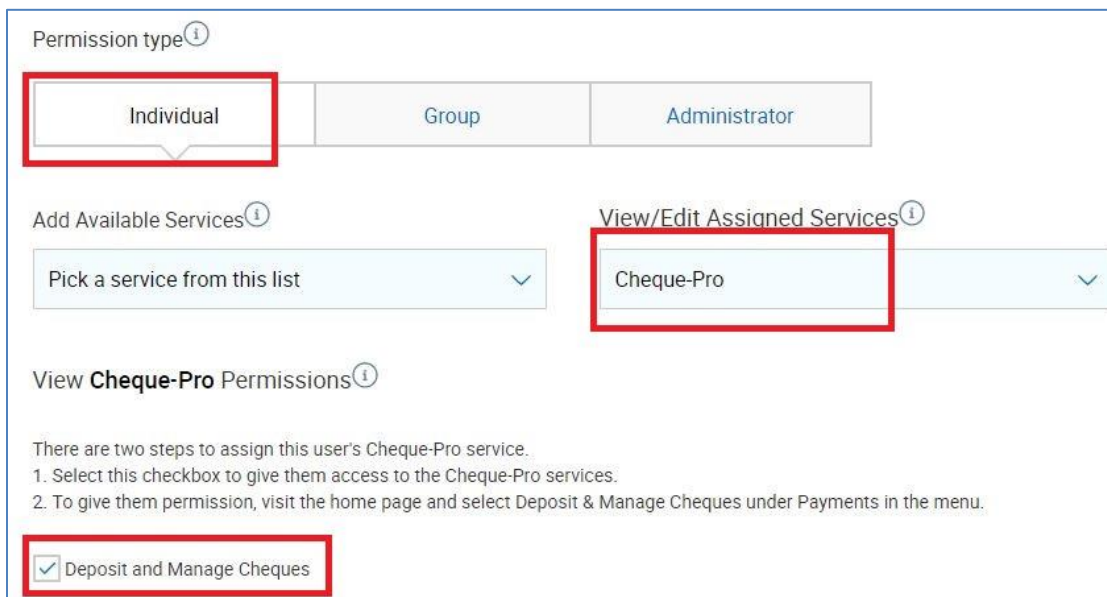
Step Two: go into the Cheque Pro platform and add a user role in Cheque Pro Administration

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

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

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

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.

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.**


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:
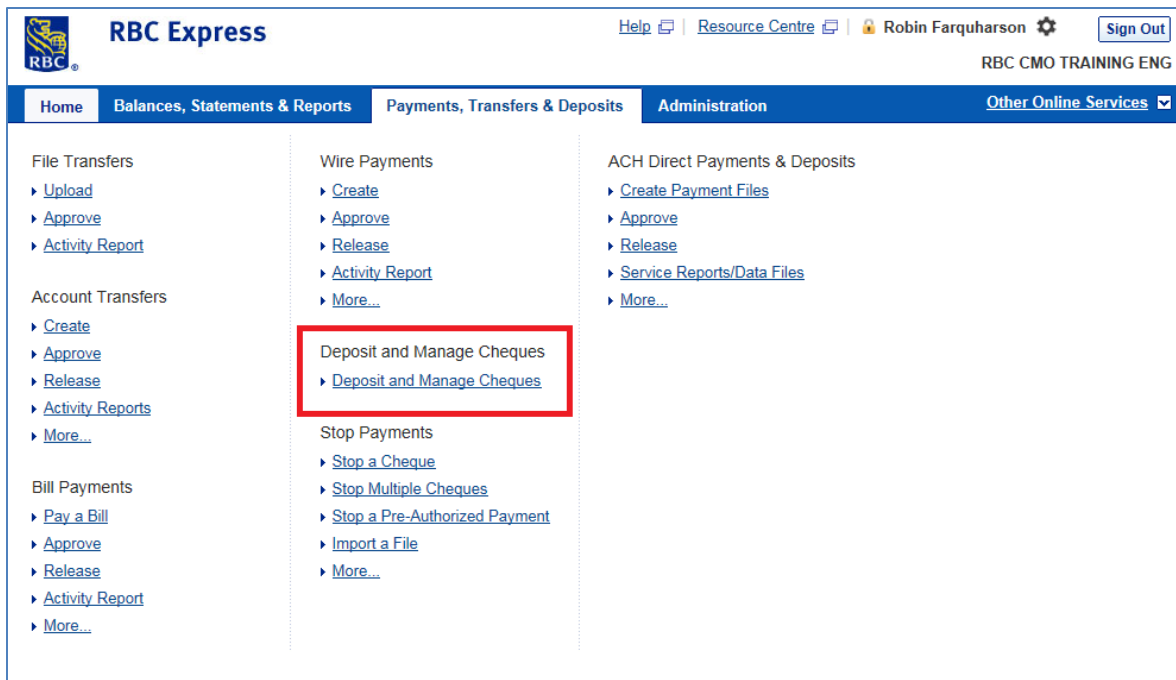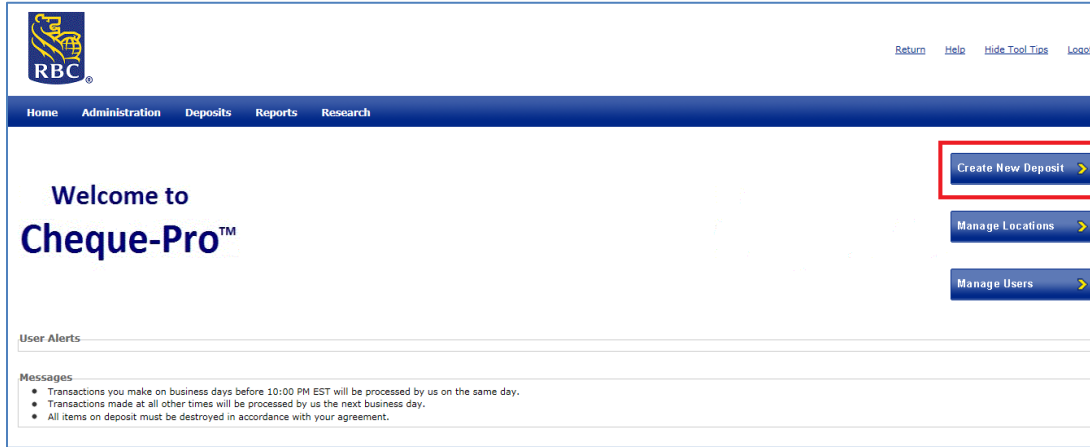

When you access cheque pro for the first time you may be immediately be prompted with to download the drivers:
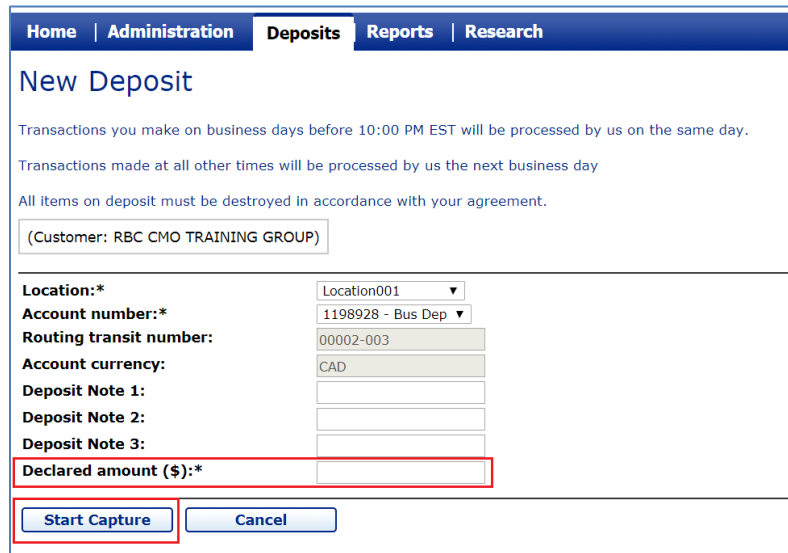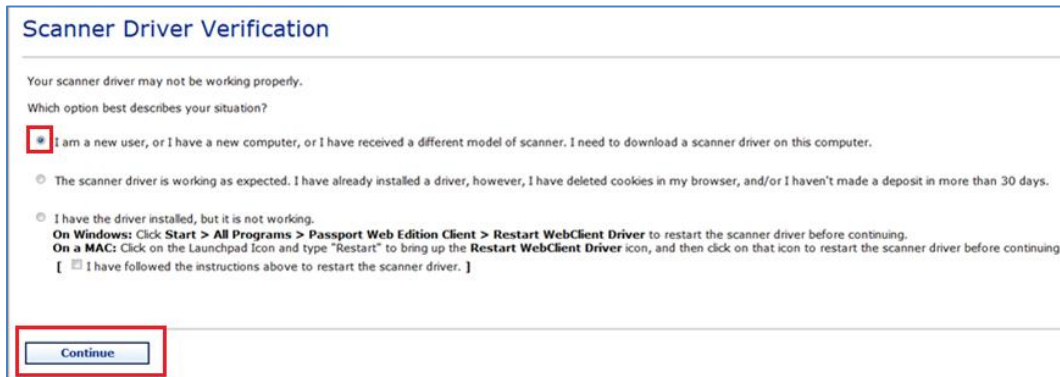
-Select the first option: ***I am a new user***
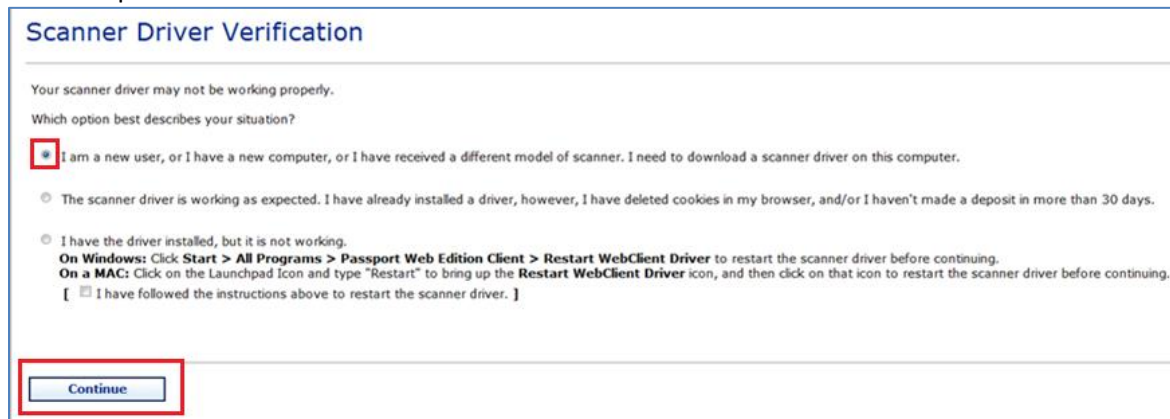
If you do not see this prompt or previously ignored it; we can prompt the download by clicking on "Create New Deposit" from the Cheque Pro home page:
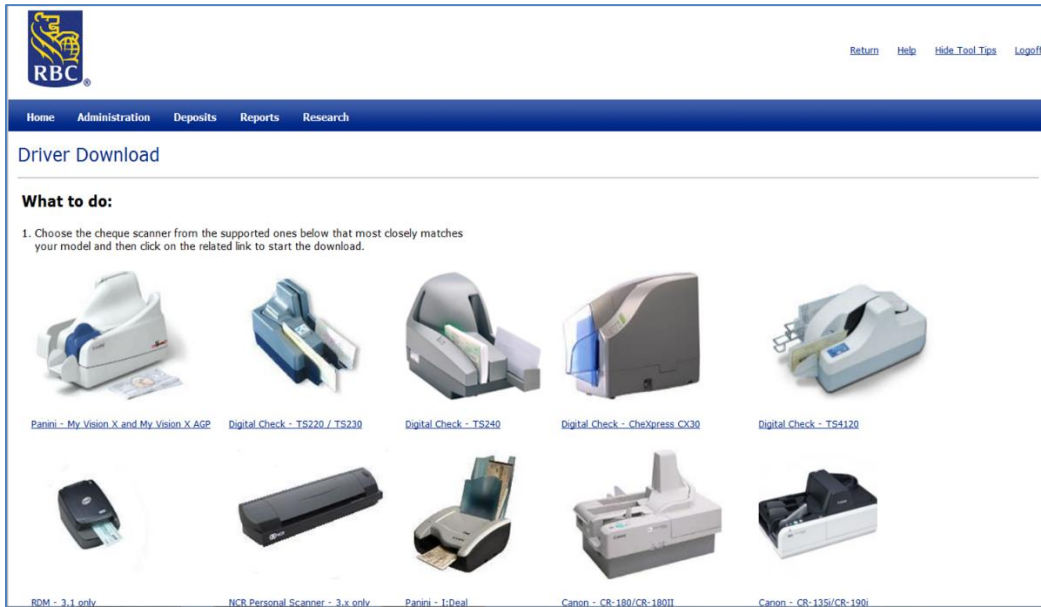

Enter the number 1 into the *Declared amount* field and click *start capture*

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 '**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**
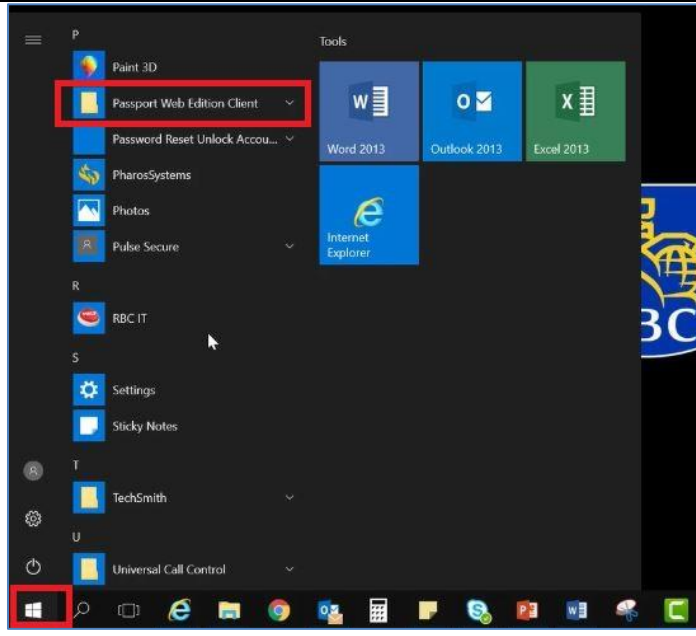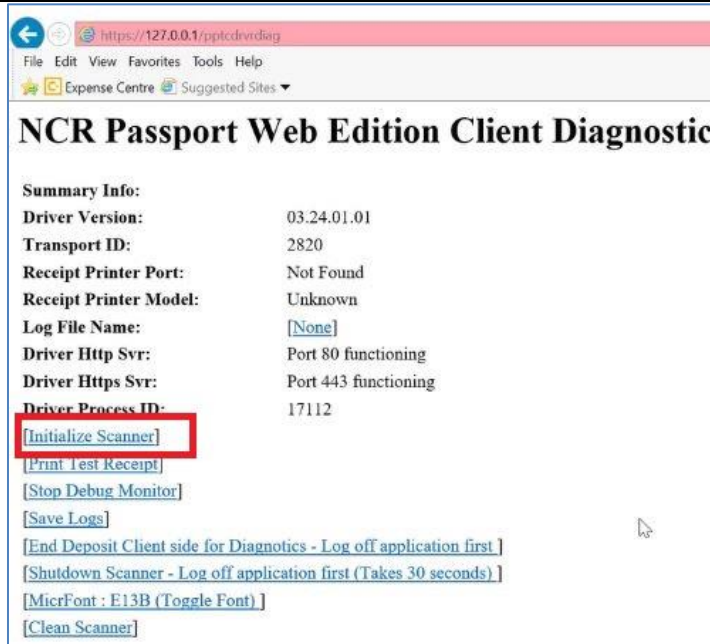
Please click on **Passport WebClient Edition Drivers** and then select **Restart WebClient Driver**. This restart only takes a few seconds and no loading icon will appear on screen (it takes place in the background). Please now click on **WebClient diagnostics**.
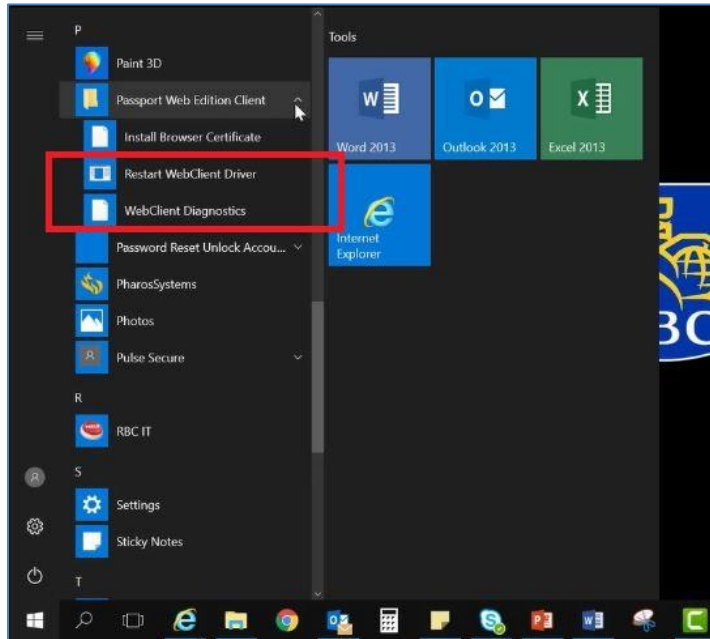
This page will load as a webpage in your default browser. Please now select **Initialize Scanner** in the middle of the page. This will do some software and hardware checks on the system side. It will usually fix any error that has occurred and refresh/restart the software and hardware.

NCR Passport Web Edition Client Diagnostic

Summary Info:

Driver Version:	03.24.01.01
Transport ID:	2820
Receipt Printer Port:	Not Found
Receipt Printer Model:	Unknown
Log File Name:	[None]
Driver Http Svr:	Port 80 functioning
Driver Https Svr:	Port 443 functioning
Driver Process ID:	17112

[Initialize Scanner]
[Print Test Receipt]
[Stop Debug Monitor]
[Save Logs]
[End Deposit Client side for Diagnotics - Log off application first]
[Shutdown Scanner - Log off application first (Takes 30 seconds)]
[MicrFont : E13B (Toggle Font)]
[Clean Scanner]

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:
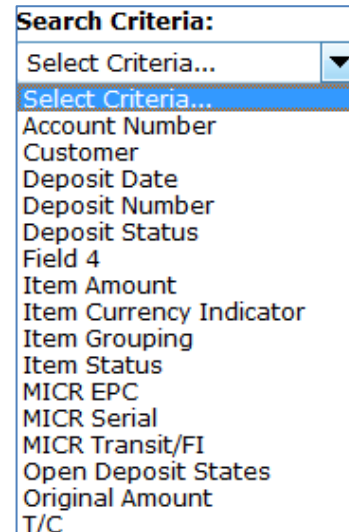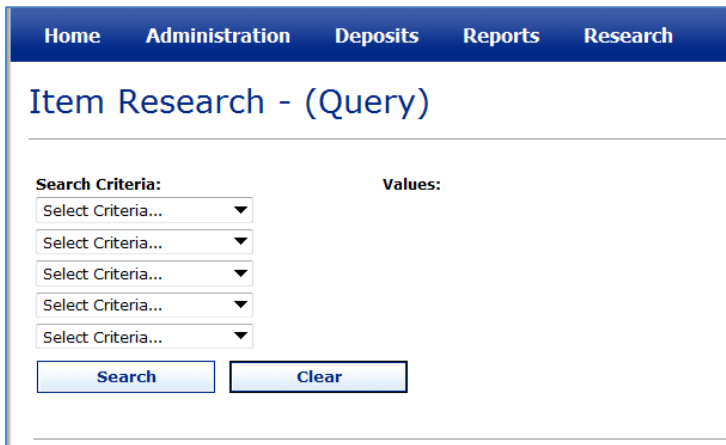
Steps to retrieve a Research Report

- 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
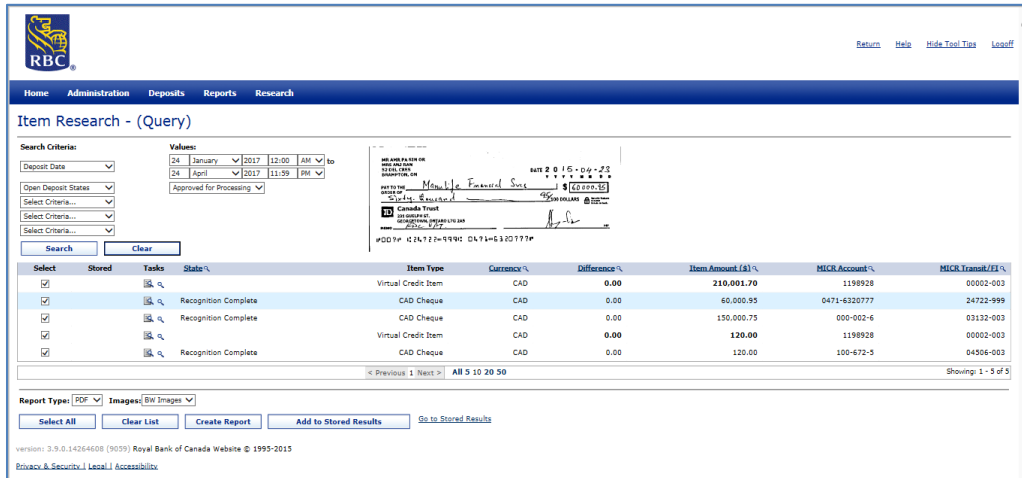
Deposit Details Reports:

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:

Image view:

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.

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

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.