

iCapture Remote Deposit Capture
Application Conversion FAQs

QUICK REFERENCE GUIDE

Q. What is RDC?

A. Remote Deposit Capture is a service, that is provided to you via the Remote Deposit Now system. This is where you can scan your check deposits through your scanner and then transmit the scanned images to make check deposits from your office to Bank of Hawaii.

Q. Who does this conversion apply to?

A. This conversion applies to all users of the current Bank of Hawaii iCapture RDC application to scan checks to make deposits for your company.

Q. Why is this conversion required?

A. This conversion is required as Bank of Hawaii is moving to a new RDC application hosted by Jack Henry™. Jack Henry is a leader in Remote Deposit service offerings. For this reason, all iCapture users will need to be on the new RDC application to continue making remote deposits after the conversion is completed.

Q. When will the conversion start?

A. The new system will be available for use starting 5/1/2024. For your convenience, we are not decommissioning the old application on 5/1/2024. Please plan with your users and your necessary IT group to schedule moving over to the new application as soon as possible.

Q. When do I need to complete the conversion by?

A. The conversion will need to be completed no later than 06/30/2024.

Q. Where can I find all conversion related information?

A. All conversion related information and guides were provided in an email to your company admin. All guides can also be found at our Bank of Hawaii RDC landing page at <https://www.boh.com/business/online-mobile/remote-deposit-capture>.

Q. Will the way my deposits are submitted to the bank change with the new application?

A. While there are differences in the look and feel of the new application, deposits can be batched and submitted similarly to the existing RDC service. Please review the step-by-step instructions in the RDN Creating a Deposit guide that was included in the conversion email and feel free to email us at rdc-upgrade@boh.com with any questions or concerns.

Q. What happens if I don't perform the conversion by the conversion end date?

A. After the conversion end date, you will no longer have access to make any remote deposits on the old application.



Actions Required

Q. What is required to convert to the new RDC application?

A. We have provided conversion instructions and login information via email to your designated RDC admin. Your company admin is needed to set up all additional iCapture users using the credentials provided and the RDC SmartPay Business User Maintenance guide. If your admin did not receive the conversion instructions email or have any questions, please contact us at rdc-upgrade@boh.com.

Q. How do I get access to the new system?

A. The new application is web based and can be accessed using Chrome or Edge web browsers with an internet connection. More details on how to access and log into the new application can be found in the RDC Smart Pay Business Basic Navigation that was provided in the conversion email. If you did not receive this documentation, free to email us at rdc-upgrade@boh.com with any questions or concerns.

Q. Will all of my existing deposit accounts be set up?

A. Yes, Bank of Hawaii has created your customer profile with all iCapture RDC deposit accounts from the old application to the new Jack Henry application. The only setup necessary are your company users.

Q. Will my existing scanner work with the new application?

A. Yes, however your IT admin may need to assist you with installing additional scanner services and drivers. Instructions on how to perform these installations are included in the conversion communication emailed to your admin or at our RDC landing page linked above. Please reference the compatible scanner list to ensure that you are using the correct scanner. Please note that only the Panini® X is compatible with Mac®.

Q. Will my prior deposit history be transferred over to the new system?

A. No, deposit history from the old application will not be migrated over to the new application. Please download and export any transaction history from the old application you wish to retain using the Creating an Output File guide.



Support

Q. How can I get assistance with installing my scanner and making my first deposit?

A. From May 1st to June 30th, Jack Henry will provide direct level 1 support for our customers to install their scanners and make their first deposit. It is preferred that you schedule a 30 minute time slot with Jack Henry to best facilitate the support call. Please see the Scheduling Scanner Installation Support guide provided in the conversion email. Appointments are available on business days on a first come first serve basis from 9 AM - 4:30 PM CDT. After June 30th, please contact Bank of Hawaii Cash Management Servicing support at 808-844-8021 or cmsrequest@boh.com.

Q. After my scanner installation and first deposit, who can I contact if for additional deposit or user maintenance support ?

A. From May 1st to June 30th, if you require additional assistance with scanners, making a deposit, or user maintenance, call Jack Henry directly at 1-877-542-2244 between 7 AM and 7 PM CDT. You may also reach out to Bank of Hawaii at rdc-upgrade@boh.com or 808-844-8021.

Q. Who do I contact for ongoing support after the conversion timeframe of May 1st to June 30th 2024 ?

A. All support inquires after June 30th 2024 need to go to Bank of Hawaii Cash Management at 808-694-8021 or cmsrequest@boh.com.

