

Mobile Check Deposit FAQ

➤ **What is the Boundless Fundraising Mobile Check Deposit?**

The Boundless Fundraising Check Deposit is a secure and easy service that allows you to scan checks using your smart phone, and electronically send the images for deposit to the organization.

➤ **What types of checks are accepted with Mobile Check Deposit?**

The mobile app will accept Personal checks, and Business Checks.

➤ **Are there any type of checks that are not accepted?**

Mobile check deposit will not accept the following checks.

- Travelers Checks
- Savings Bonds
- Image Replacement Documents

➤ **Is there a limit as to how many checks I can deposit?**

There is not a limit as to how many checks can be deposited using the mobile check deposit feature.

➤ **When am I able to submit my deposits?**

Deposits can be submitted 24 hours a day, 7 days a week.

➤ **How Does Mobile Check Deposit work?**

It's secure and easy to use. Simply follow the steps outlined below.

1. Make sure the check is made out to the organization, the date is current, the legal and courtesy amount on the check match, and the check has a signature in front, as well as **"For Deposit only"** endorsed in the back.

2. Then Select the **Front** and **Back** scan icons on the screen, place the checks on a solid dark background, and on a well-lit area scan the front and back images of the check.

3. Enter the amount of the check in the **Enter Amount** field of the screen and select **Next**.

4. Under **Donor Name** enter the Donors **First** and **Last name**. If the donor wishes to not receive public recognition enable the **Anonymous button**. ONLY enable this if the Donor wishes to remain anonymous.

5. Under **Receipt Option** enter the **Donors Mailing Address** as required, (Email Address is optional) to receive a confirmation receipt for the Donation. If the Donor wishes to opt into both Receipt options, simply enter information for Mailing Address, and Email Address, and they will receive a notification via both options.

6. Select **Submit**.

7. You will see a confirmation page alerting you the session has been successful, and your donation has been processed. You will also see a summary of the information entered for your convenience.

8. Please write **VOID** across the check and keep the check for 14 days, then securely dispose of the check.

➤ **Do I need to endorse my check?**

Yes, you will need to endorse the back of the check. Please write "For Deposit Only".

➤ **How do I scan a check?**

To scan a check using the mobile check deposit feature please place the check on a dark solid background, in a well-lit space. Make sure the check is centered inside the box and it will automatically capture the image.

➤ **Why doesn't the phone automatically capture the check image?**

If the mobile device is having trouble capturing the image we recommend making sure there is a solid dark background underneath the check, as well as being in a well-lit space. Image recognition will try to automatically capture the image 3 times before asking if you would like to manually capture the image.

➤ **How do I manually capture an image?**

To manually capture an image, place the check on a solid dark background in a well-lit area. Then focus box around the check and press the white button next to the white outlined check box.

- **Do I need to enter the Check Amount even if I scanned a check?**
Yes, there needs to be a numerical value inputted in the Enter Amount field to continue with the mobile check deposit.

- **What does Anonymous Donor mean?**
If the Anonymous Donor field is selected the donors name will not appear for public recognition. In places such as, the Thank Donors section of the app, or in the participant's Honor Roll in their personal page.

- **What is the purpose of the Receipt Option?**
In the receipt **option**, you will need to enter the Donors Mailing Address as require. Entering an Email address is optional.

Entering the Donors information in this field will ensure the Donor receives a confirmation notification for their records, with important information regarding their donation. Such as, a Receipt number, the amount of the donation, the Transaction Date.

- **What should I do with the check after I complete my deposit?**
We recommend saving the check(s) for 14 days after the check has been successfully deposited and then destroying the check. It is recommended to shred the check for security purposes.

- **If a check is deposited when will the donation appear in My Progress?**
If a mobile check deposit was successful, the donation will appear instantly in the mobile app's home screen. The thermometer will fill, and the Raised amount will update to display the most current information.

- **How can I cancel a mobile Check Deposit?**
To cancel a mobile check deposit session, simply click on the Cancel button at the bottom of the screen and the session will be terminated.

However, a session can only be canceled if the deposit has not been submitted. Once a mobile check deposit is successfully submitted it cannot be cancelled.

- **Why do I get an error message that says Please confirm/correct the following item(s)?**

If you are seeing this error message with the following error messages please, try again.

Error Message	Action
Please confirm the check amount.	<p>Please confirm the check amount is correct. If it is not please edit the check amount entered to display the correct amount and select Next.</p> <p>If the amount is correct, please select Next.</p>
The check amount entered does not match the check. Please try again.	<p>Please make sure the entered amount is correct. If it is not please edit the check amount entered and select Next.</p> <p>If you have verified the amount is correct and you are still seeing this error message, please contact your organization.</p>
Please confirm the check has been endorsed on the back.	Please, make sure the back of the check is endorsed with "For Deposit Only"
The amount on the check does not match the written amount. Please confirm.	<p>Please make sure the numerical values match the written amount.</p> <p>If the check amount matches the written amount, please select the Next button.</p>
Front or Back image cannot be read. Flatten the check and place on a dark surface in a well-lit area. Hold camera directly over check and make sure that all four corners are visible within the camera frame.	There is an error capturing the check image. Please try rescanning the check again. If you continue to see the error message, please submit a support ticket.
There was an error validating this check. It may have already been deposited.	This check has already been deposited.
Payee may not match account holder or institution. Please confirm.	<p>Please make sure the check is made out to the correct Payee name.</p> <p>If the Payee name is correct please, select the Next button.</p>
Sorry, the routing number on this check cannot be accepted	Unfortunately, there is an issue reading the routing number on this check.
Sorry, this type of check is not accepted for mobile deposit.	Unfortunately, mobile check deposit does not accept this type of check. Please, contact your organization for further instructions on how to submit this type of check.

➤ **Helpful hints to make using the mobile check Deposit easier.**

- Verify the handwriting on the check is legible.
- Verify the check is made payable to the correct account holder.
- Make sure the check amount entered matches the amount written on the check.
- Make sure the writing on the memo and signature lines do not overlap on the MICR line (the number line located on the bottom of the check).
- Verify that the back of your check is signed (endorsed "For Deposit Only".)
- Flatten folded or crumpled checks before taking your photos.
- Make sure all four corners of the check are within the camera image.
- Clean the phone camera lens, if smudged.
- Make sure the entire check image is visible and in focus before submitting your mobile deposit.
- Keep the phone flat and steady above the check when taking your photo.
- Capture the photos in a well-lit area on a solid dark background.

➤ **Can't find an answer to your question? Contact Support for further assistance.**

- Log a Support Case for further assistance.