

DeposZip / Mobile FAQ's

When is my money available for use?

Deposits received before 4:00 pm will be credited the same day, deposits after 4:00 pm will be credited the next business day. Availability of funds will be based upon Solidarity's availability schedule.

Why is my balance not reflecting my recent deposit?

If your deposit is not displayed in your account history, then the transmission of the deposit was not successful. If the scanned deposit was successful it will always be reflected in the balance. Log back into Remote Deposit and you should receive a warning message stating you have pending deposits.

What are the system requirements for DeposZip?

- https://www.solfcu.org/mobile_deposzip_disclosure.php

What is a scanner driver?

A driver is a program that allows your computer to interact with a particular device. The scanner allows DeposZip to interact with your particular scanner make and model. It is important that you have the most recent version of your scanner driver installed on your computer to help ensure it is compatible with Solidarity's DeposZip.

I inadvertently selected the wrong account for deposit. What should I do?

You may perform a Transfer within Online Banking to move money from one account to another. It only takes a moment and the funds will be available immediately.

I have received a popup on my Internet Explorer to install an ActiveX component?

Right click and select install so your scanner will operate properly.

I have scanned the back on my check and I am receiving a Too Light error?

The Too Light error indicates that the back of the check is not endorsed properly. Please endorse the check as follows:

For Deposit only to SCFCU Account #

Via WWW Date

Your Signature

I have scanned my checks and I am receiving an Amount not Recognized error?

The Amount not Recognized error occurs when multiple checks are scanned and the dollar amount of the check can not be read. Click on the \$\$ and key in the dollar amount of the checks. Once the dollar amounts have been keyed in you will be able to submit the deposit.