



The essential guide to
outsourcing RDC fulfillment

Welcome to your guide for outsourcing RDC fulfillment

Deposits are the lifeblood of every financial institution and with the growing adoption of remote deposit capture (RDC), financial institutions now have opportunities to grow deposit gathering without having to expand their geographical footprint.

However with check depositing customers spread throughout the country, deploying and managing RDC scanning equipment and supplies to geographically dispersed clients can be a drain on financial institution resources.

This guide is for banks who are interested in adopting remote deposit capture or streamlining their existing vendor relationships. It will walk you through the benefits of implementing RDC in your organization and the best way to outsource your RDC fulfillment.

What is remote deposit capture?

Remote deposit capture (RDC) is a technology that allows banks to accept checks for deposit using electronic images instead of the physical, paper check. RDC takes away the necessity of having to physically go into a branch to send or submit checks by providing an alternative remote method of digitally scanning the check through a single feed or batch feed scanner. With the correct implementation, RDC can bring many advantages including more efficient processes, reduced transportation costs, new revenue channels and a wider client territory. A leading U.S. bank explains how outsourcing RDC fulfillment to one vendor improved banking efficiency:



"We view remote deposit capture as an operational necessity," explained an RDC product manager at a leading U.S. bank.

"But getting scanners deployed, training users, managing upkeep and ongoing monitoring of deployed scanners [became] labor [intensive] and time-consuming."

The benefits RDC can bring to your bank

1. Improved customer experience

From your customers' point of view, the advantages of RDC are very clear. Customers love the freedom of being able to deposit their checks remotely. The scanning process is quick and efficient, and your customers will relish the flexibility of scanning checks or processing payments outside of the confines of the bank's operating hours.

2. Accelerated clearing times and improved availability

The accelerated clearing time available with RDC can save large businesses thousands of dollars each year. Many banks extend their cutoff time to process deposits resulting in improved availability to make deposits earlier in the day, giving the bank more time to process and clear the item. New costs incurred through implementing a Remote Deposit Capture service are minimal in comparison to the potential time and availability savings.

3. Improved availability of funds

As deposits can take place earlier in the day and are quicker to process, the window of time to make a deposit is longer, which improves cash flow for your financial institution as it has more time to process the checks.



4. Reduced return item risk

Collection rates can become more efficient as return items are identified faster. When selecting a provider to manage your RDC it is extremely important that you choose a vendor that can manage the risk of items being returned due to poor image quality. Choosing a vendor that uses automated Image Quality Analysis tools can greatly reduce this risk.

5. Reduced transportation and manual processing costs

Automating the check process streamlines the deposit process saving time in deposit balancing and data entry. Transportation cost savings are great as checks no longer need to be transported to the bank enabling additional processing time to deposit more items in a shorter space of time.

6. Digital reporting and archiving

All data captured is easily downloadable and formatted, ideal for management reporting, saving you time. An archiving system allows for easy retrieval of images and transactions in a short period of time.



How to outsource fulfillment of your RDC requirements

Offering RDC services provides many advantages for your bank as well as your customers. The decision to outsource RDC fulfillment versus having it in-house as well as which vendor to choose requires careful consideration.

Outsourcing to a reputable vendor can take away the logistics required in managing RDC. A good RDC vendor will provide greater efficiencies for your bank when it comes to inventory management, order processing and automated billing options. Your vendor will also provide you with a single system of record for the client service and technical support teams to quickly research orders and place service tickets when a scanner needs to be replaced or fixed. Reporting will also be readily available in the format you require, saving time, reducing mistakes and improving efficiency.

Here is a list of questions to help you consider your RDC pain points and whether outsourcing RDC fulfillment is a good route to explore. If you answer yes to more than one question, it is worth investigating how RDC fulfillment could benefit your bank.

| Should your bank consider outsourcing RDC? | Yes | No |
|---|--------------------------|--------------------------|
| Is your CFO tired of carrying check scanner inventory on the bank's financials? | <input type="checkbox"/> | <input type="checkbox"/> |
| Are you still getting individual paper invoices for each check scanner? | <input type="checkbox"/> | <input type="checkbox"/> |
| Do you have returned check scanner units at the bank waiting to be repaired but no defined process to do it? | <input type="checkbox"/> | <input type="checkbox"/> |
| Are check scanner warranties being activated upon shipment to the bank and not to your clients? | <input type="checkbox"/> | <input type="checkbox"/> |
| Is your current supplier struggling to keep up with vendor management and information security requirements? | <input type="checkbox"/> | <input type="checkbox"/> |
| Do you need to offload all the daily tasks your operations team is performing such as maintaining scanner inventory, taking client repair calls, and shipping coordination to focus on new project initiatives? | <input type="checkbox"/> | <input type="checkbox"/> |
| Are you spending a lot of staff hours manually reconciling your scanner billings? | <input type="checkbox"/> | <input type="checkbox"/> |

If outsourcing is a route you are considering investigating, it is essential that you first understand what it is you need from a vendor and how to find the most suitable option for your business needs. There are a host of vendors to choose from and it can be confusing to understand which one is right for you. We have outlined a series of questions to get you started on choosing the correct vendor.

| Does your RDC vendor offer the following services? | Yes | No |
|---|--------------------------|--------------------------|
| Online ordering tools for bankers to place orders | <input type="checkbox"/> | <input type="checkbox"/> |
| Ecommerce site for end users to place orders with billing options - by the bank or vendor | <input type="checkbox"/> | <input type="checkbox"/> |
| Complete inventory management | <input type="checkbox"/> | <input type="checkbox"/> |
| Legacy scanner warranty tracking | <input type="checkbox"/> | <input type="checkbox"/> |
| Automated billing | <input type="checkbox"/> | <input type="checkbox"/> |
| Scanner repair desk on site and advanced unit exchange programs as well as ongoing scanner cleaning, maintenance and warranty options | <input type="checkbox"/> | <input type="checkbox"/> |
| Full security compliance toolkit including SOC II Type II 3rd Party Audits and 3rd party business resumption testing & planning | <input type="checkbox"/> | <input type="checkbox"/> |
| A complete training program for your staff with detailed reporting that is easily accessible 24/7 | <input type="checkbox"/> | <input type="checkbox"/> |
| Guaranteed response time for support calls | <input type="checkbox"/> | <input type="checkbox"/> |
| Same day shipping service level agreement | <input type="checkbox"/> | <input type="checkbox"/> |



How Superior can help you implement and manage an RDC program

Understanding the benefits of RDC is easy but managing an RDC program can require some help. Superior has been helping financial institutions implement and manage RDC programs since 2005.

Superior offers a scalable managed services program that includes sales support, implementation and life-cycle support featuring:

- Inventory management
- Order processing
- Automated billing options
- Same day shipping SLAs
- Past deployment history reporting
- Customizable online ordering systems
- Warranty tracking
- Scanner repair services

Due to its long standing history as a check printing partner to commercial banks, Superior is the only RDC check scanner fulfillment vendor with a SOC II Type II Certification and a full Risk and Compliance toolkit.

Superior offers a secure, personalized, scalable check scanner fulfillment partner service to commercial banks and their business clients.

To discuss and assess your current procedures, understand your pain points and identify bottlenecks in your process, book a free [RDC Audit](#). Superior can identify what time is being spent on non-banking related tasks such as logistics and communications, reconciling month-end billing and offer advice on how to improve efficiencies and save time and money.

'We were managing so many vendors for different treasury management products, we wanted to consolidate everything with one vendor. What drew us to Superior was their reputation for providing quality service. We deliver quality service to our customers. We deliver that same service internally. And we expect that level of service from our vendors.'

Treasury Management Director, leading U.S. bank

Book an RDC audit with Superior

