

Taylor Remote Access FAQ

What is Taylor Remote Access?

Taylor Remote Access is a service provided by Taylor Bank which allows a merchant customer to electronically scan checks at their place of business and transmit those images to Taylor Bank for deposit. This is also known as merchant capture, remote capture, remote deposit, desktop deposit, and many other names. The Federal Reserve has called Remote Deposit Capture “The most important development the banking industry has seen in years.”

How does it work?

With Taylor Remote Access, a desktop scanner connects the merchant's PC to the bank through the Internet. Instead of physically going to the bank, the merchant scans customer checks and electronically transmits the images to the bank. Merchants can now make a deposit, day or night, at a time convenient to them.

Legislation passed in October 2003, commonly known as Check 21, makes this process possible. This legislation encourages the electronification of the payment system by making a check image, and a substitute check, the legal equivalent of the original paper check.

What types of checks can be processed through Taylor Remote Access?

All personal and business U.S. checks and Postal money orders can be processed through Taylor Remote Access.

*Checks from Canada and other foreign countries must be deposited traditionally. Savings Bonds must also be deposited traditionally.

When can electronic deposits be transmitted to the bank?

Businesses can transmit electronic deposits to the bank 24-hours a day, 7-days a week, even on weekends and holidays. Taylor Bank will process those deposits on the next business day, during normal business hours.

When do I get credit for my money?

Deposits made by the 4:00 p.m. business cutoff will be credited on the same day and the funds will have full availability on the next business day.

Is Taylor Remote Access the same product that retailers are using at the Point-of-Purchase?

No. Many retailers are using a product referred to as P.O.P. that produces an ACH debit and truncates the check. With Taylor Remote Access, the physical check is scanned and an image is created that is electronically transferred to the bank with the deposit. Since this is not an ACH debit, there is no need for any additional notification to customers.

How Secure is Taylor Remote Access?

Taylor Remote Access features multiple layers of security including password protection, multifactor authentication, Internet firewalls, and 128-bit encryption.

How do customers prevent checks from being scanned and deposited twice?

The software has a built-in tool that detects items already captured. If the software detects a potential duplicate check the system will not deposit that item and a notification will be sent. For added security, the original check can be imprinted with wording indicating the check has been presented.

What do I do with the original paper checks after scanning & making a deposit?

It is recommended that the original checks be securely stored for a commercially reasonable time frame, typically 30-45 days, and then destroyed.

Where can I find out information about my deposit?

After every deposit made a notification e-mail will be sent containing deposit information. Additionally the customer will have access to a powerful reporting engine on all deposits made at the bank.

Can I view an image of the check?

All checks scanned and deposited will be available via the report engine for 60 days from deposit date. Taylor bank will save those check images for no less than 7 years.

What do businesses need to use Taylor Made Access?

- A computer with Windows XP or Vista, a USB 2.0 port and a high-speed Internet connection
- An approved desktop check scanner
- A checking account with Taylor Bank