



First Hawaiian Bank.

**First Hawaiian Bank
eDeposit Conversion
Checklist**

**First Hawaiian Bank
2339 Kamehameha Highway, Honolulu, HI 96819**

Conversion Checklist

- First Hawaiian Bank Treasury Management Servicing will contact you to schedule your scanner installation. They will begin by validating the below information to ensure your conversion is successful.
 - How many check scanners do you have?
 - What is the brand(s) of your check scanner(s)?
 - What type of computer will the scanner be attached to? PC or MAC?
 - Is that same computer and scanner being used for any check deposit services outside of First Hawaiian Bank? Please note that only one scanner driver can be installed on a computer at any given time.
 - Does your computer require an IT administrative password to make changes? If yes, your IT rep will need to be available during the scanner installation appointment.
 - Do you already have access to FHB Commercial Online, or will you need access?
 - Confirm the accounts you will be making deposits into.
 - Confirm the users that will scan in deposits into those accounts.
 - What day and time would you like your installation to occur? Options are available at a first come/first serve basis during the dates of 4/18/25 to 5/21/25 and times of 6:30 a.m. HST to 12:30 p.m. HST.
 - The old eDeposit system will be sunset after the 5/21/25 date, so your conversion must occur prior to that date to ensure no disruption of service.
 - Appointments are 30 minutes long for each scanner that needs to be installed. If you have more than one scanner, you will be scheduled for 30-minute appointments back-to-back to accommodate each installation.
 - Contact name, phone, and email address for our vendor, Jack Henry, to contact during the scheduled date/time. The contact must be a resource that will be scanning in deposits.
 - A confirmation email will be sent from our vendor, Jack Henry, that includes the date/time of your scheduled appointment. You will also receive a reminder 24 hours prior, 1 hour prior, and 10 minutes prior to your appointment(s). Please note that if you have more than 1 scanner installation, you will receive a separate email confirmation for each 30-minute appointment.

- If you need to reschedule your appointment, you can click on the link in your confirmation email to reschedule.
 - Please note: If you would prefer to complete the driver installation on your own instead of working with our vendor, Jack Henry, step by step instructions with screen shots will be available to you.
- Before your conversion:
- Download any reports or check images from the current eDeposit Platform, as they will not be migrated over to the new platform. Please note that once your conversion is complete, you will not be able to access the old platform.
- Conversion Steps:
- Confirm you can log into the new eDeposit Platform from the FHB Commercial Online Platform. If you do not already have access, user credentials will be provided to you.
 - Uninstall your current scanner drivers by following the provided instructions. This step needs to be completed right before your scanner installation appointment(s).
 - Scanner Driver appointment.
 - Our vendor, Jack Henry, will call you during your pre-determine appointment date & time. Please be sure you are near your phone, computer, and scanner during that time.
 - If your computer requires an IT administrative password to make changes, please ensure your IT rep is also available for the driver installation.
 - The representative will remote into your computer to complete the driver installation for you.
 - Installing the new scanner driver takes around 30 minutes per scanner to complete.
 - You will need at least one check ready to scan to complete each driver installation.
 - Review the user materials and reference guides to begin using the new platform.
 - The new deposit cut-off time is 10 p.m. CST
 - Please note: this new platform will automatically create a virtual deposit ticket with your deposit. You will no longer be able to scan in your own deposit ticket. Instead, you can use the Batch Description field to enter a numerical value (up to 15 characters) that will appear when you start your batch. This field will show up on your eDeposit reporting and will be viewable in your FHB Commercial Online transactions (if you subscribe to the FHB Commercial Online service.)