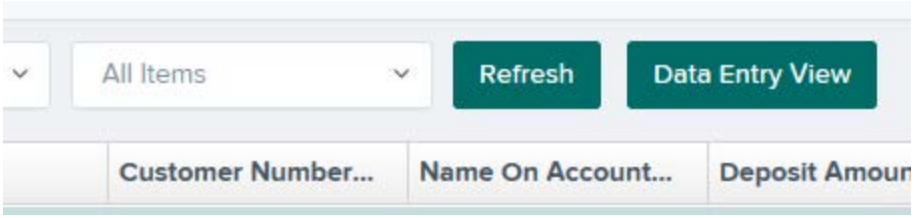
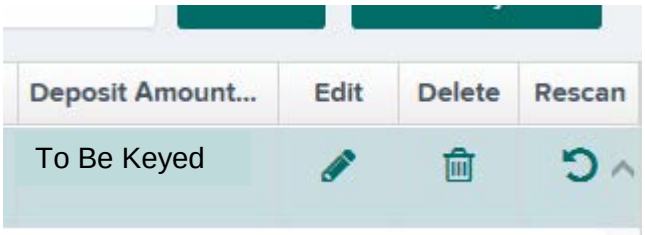
Troubleshooting Batch Issues

Amount Does Not Appear

If values do not immediately appear in the **Amount** column, select the **Refresh** option.



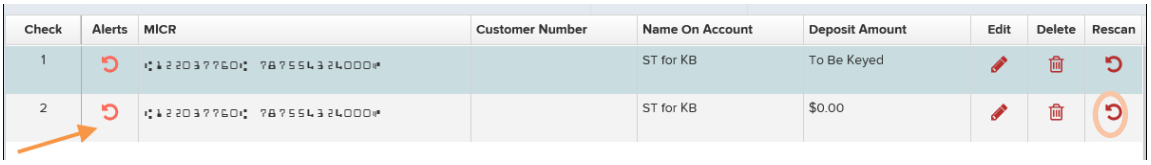
If you see **To Be Keyed** in the **Amount** column, the amount entry will be performed by EPS Keying & Balancing once the deposit has been closed and submitted for processing.



Item Needs to Be Rescanned

An item that needs to be rescanned is indicated by a red circle (shown in first graphic below). To rescan an item, select the **Rescan icon** to the right of the item (shown in the second graphic below).

When the rescan window appears, place the check in the scanner, and select the rescan option in the window. The check will scan and replace the original image.

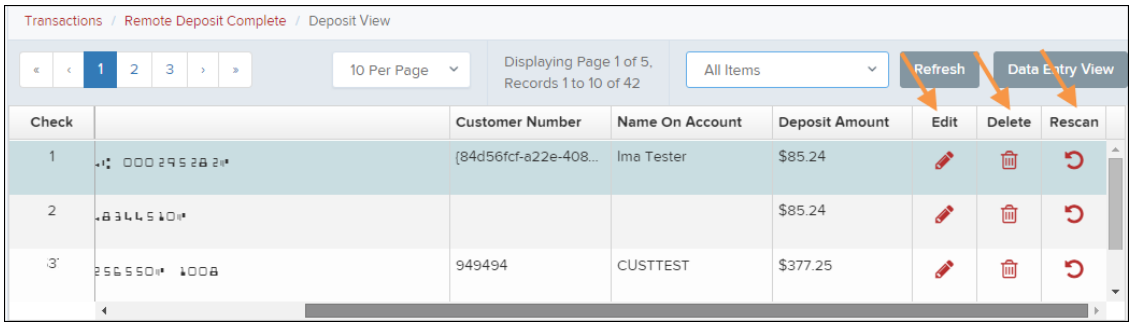


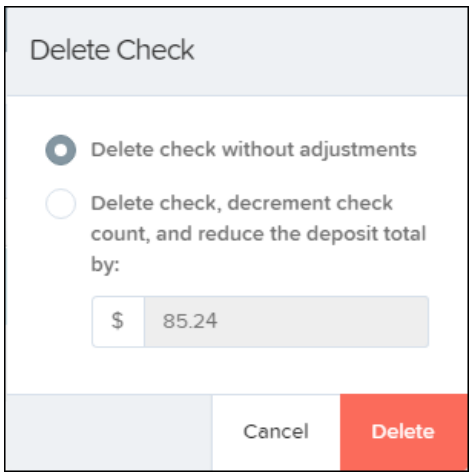
Item Needs to Be Edited/Deleted

To edit the data entry information of an item (not the amount or MICR line), click the grey pencil icon on the item line (shown in first graphic below).

To delete an item, click the trashcan on the item line (shown in first graphic below). You have the option to delete the item and reduce the total amount entered by the amount of the item you are deleting, or you can delete the item and not adjust the control amount (shown in second

graphic below).





Item Status

To find the status of batch/items in a batch, click the **Reports** tab, and select **Deposit Results**. Select the location the deposit was created for and the date range, and then click **Get Deposits**. There are five different statuses that you might see (shown below):

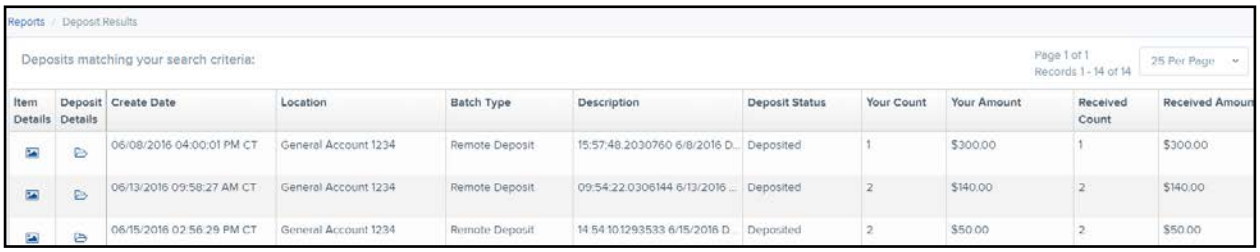
1. **Deposited** – Your deposit is complete and in the approved status on the home page.

2. **Deleted** – You have deleted the deposit, and no items from the deposit will be processed.

3. **Partial Deposit** – The amount you entered does not match the amount to be deposited. This difference is due to removal of an item from the deposit or an addition error.

4. **Rejected** – The entire batch was rejected. You will need to rescan the batch.

5. **Submitted** – The batch has been submitted, and the Item Processing group is working on keying and balancing the batch. Once this is complete, you will receive an email notification (if you are set up for notifications).



Reports / Deposit Results

Deposits matching your search criteria:

Page 1 of 1
Records 1 - 14 of 14

25 Per Page

Item Details	Deposit Details	Create Date	Location	Batch Type	Description	Deposit Status	Your Count	Your Amount	Received Count	Received Amoun
		06/08/2016 04:00:01 PM CT	General Account 1234	Remote Deposit	15:57:48.2030760 6/8/2016 D...	Deposited	1	$300.00	1	$300.00
		06/13/2016 09:58:27 AM CT	General Account 1234	Remote Deposit	09:54:22.0306144 6/13/2016 ...	Deposited	2	$140.00	2	$140.00
		06/15/2016 02:56:29 PM CT	General Account 1234	Remote Deposit	14:54:10.1293533 6/15/2016 D...	Deposited	2	$50.00	2	$50.00

To see the status of each item in the batch, you can click the link in the **Item Details** column. To see specific details about the batch, click the link under **Deposit Details**.

Handling Duplicate Items

If a batch has duplicate items, you can view a report that shows why an item was determined to be a duplicate and when the "original" was presented to the system. To detect duplicates, the system compares the MICR line, including the Routing Number, Account Number, and Check Number. In addition, the **Transaction Number** field value may cause an item to be rejected as a duplicate. This value should *not* be entered manually since the system automatically generates a unique number.

1. To view the report, go to the **Reports** tab, and select the report titled *Show Items Detected as Duplicate Transactions*.

2. Select your location and your date range, and then click **Show Items Detected as Duplicate Transactions**. In the **Reason for Duplicate** column, you will see why the item was called a duplicate. To see the details of the original transaction, choose the value in the **Original Reference Number** column.

Ref. Number	Reason For Duplicate	Disp. Acct Number	Check #
S4RJH5WGBS2	Transaction Number	3393	1009
6HMJ5LHGBF2	Routing/Account/Check Num...	3393	1004

Original Trans. Date Time	Original Trans. Num.	Original Ref. Num.
01/26/2017 04:01:19 PM CT	102	SZPNGQPGBA3
12/13/2016 01:53:29 PM CT	ITX1399976518	LT656LHGBS2