



Remote Deposit Capture

Remote Deposit Complete



Remote Deposit Complete Handbook

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Support Contact Information

Customer Service Center 800.894.6900

CustomerServiceCenter@bankfinancial.com



I. Introduction

The *Remote Deposit Complete Handbook* is a guide for all users who process transactions through the application. Prior to working with the application, you should have received a login letter from your financial institution that contains the following information.

- RDC User List
- RDC Scanner Device List
- Instructions for any EPS Education training you wish to schedule, in order to better learn the application.

The Remote Deposit Complete application provides the ability to process your customers' checks through high-speed or single-check scanners to convert them to electronic image transactions and later be credited to the proper bank account(s). The system will also detect duplicate transactions.

Optional features available with this application include the following.

- Keyed data entry with or without additional custom fields
- Custom Batch ID
- Deposit Slip ID number
- Adjustment limit
- Default payment type

II. Logging In

Your Admin user will provide you with access to RDC within Online Business Banking.

Once logged into Online Business Banking, select Online Services from the drop-down menu, then Remote Deposit Capture from the Green Menu Bar and then Login to ProfitStars RDIC.

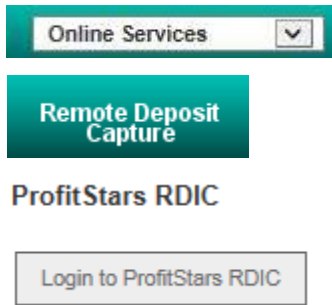


FIGURE 13 - CUSTOMER ACCESS

III. Installing Device Control

Refer to the Hardware Installation Guide for scanner and software installation instructions.

IV. Working with Remote Deposit Complete

A deposit can be in any number of statuses when it enters the system. The table below lists the potential status of any one transaction within the system.

Status	Definition
Approved	The transaction has been verified and will be processed at the designated cut-off time.
Processed	The transaction has been transmitted to the appropriate network (ACH or Check 21). Changes can no longer be made, and the transaction can no longer be voided.
Collected	<i>(ACH Only)</i> The transaction, originally returned NSF, has been re-presented to the Fed by ProfitStars, and funds were recovered.
Awaiting Capture	Status for credit card transactions only.
Awaiting Approval	The transaction has been verified, but the amount of the transaction exceeded the Dual Authorization limit of the user who created it. An authorized approver must review and either approve or void the transaction.

Declined	The transaction has been declined by the EPS system and will not be processed. The transaction exceeded either Dual Authorization or Velocity limits.
Voided	The transaction has been voided and will not be processed. A transaction may not be voided once the item is in the Processed status.
Error	An internal error has occurred within the EPS system. Contact your first line of support.
In Collection	<i>(ACH Only)</i> The transaction, returned NSF, is in the process of being re-presented to the Fed by ProfitStars.
In Research	May be used by your support group.
Uncollected NSF	<i>(ACH Only)</i> The transaction was returned to ProfitStars NSF by the Fed, and funds could not be recovered.
Suspended	The transaction has been verified but has exceeded Velocity limits.
Disputed	<i>(ACH Only)</i> The transaction was returned to ProfitStars by the Fed because the account holder at the receiving financial institution has disputed its validity. The transaction will be charged back (reversed).
Status	Definition
Invalid/Closed Account	<i>(ACH Only)</i> The transaction was returned to ProfitStars by the Fed because the account number at the receiving financial institution was invalid or because the account was closed.
Resolved	The transaction has been moved into a Resolved status by a user to indicate that no further action related to the transaction is required. Transactions can be moved into a Resolved status from a status of Declined , Voided , Invalid/Closed Account , Disputed , Uncollected NSF , Error , or In Research .

A. Detecting Duplicate Items

RDC has the capability to detect duplicate items with the following pieces of information for each item:

- Routing number
- Check number
- Account number

All three pieces of information must be present in order for duplicate detection to function properly. However, some items may be missing one of these requirements. For example, money orders or temporary checks may not include a serial/check number. These situations, as well as the erroneous parsing of an item, may cause an item to be inaccurately flagged

as a duplicate.

In addition, duplicate items may be flagged for a Transaction Number issue. The Transaction Number is systematically assigned to each transaction. If the Transaction Number field is manually populated by the user, however, the value *must* be unique per transaction and cannot be repeated. Repeating data in the Transaction Number field will result in a duplicate error.

If you have an instance which may produce occurrences of inaccurately detected duplicate items, please contact Customer Service at customerservicecenter@bankfinancial.com, or 800.894.6900.

B. The Open Deposits Page

1. Log in to the Merchant Portal, and select **Transactions** from the left of the page.

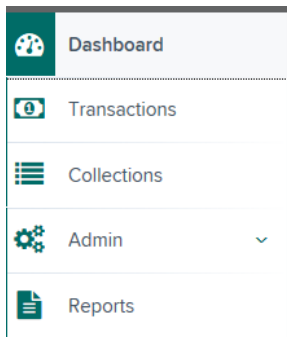


FIGURE 30 - HOME PAGE WITH TRANSACTIONS OPTION

2. Select **Remote Deposit Complete** under the **Check Processing** section.

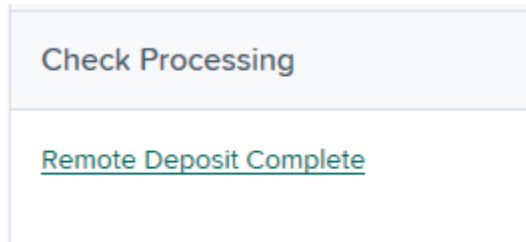


FIGURE 31 – REMOTE DEPOSIT COMPLETE OPTION

3. The **Open Deposits** page displays. Device Control, the feature used to help manage your scanning device(s), will also appear in a window at the bottom of your page.


Open Deposits							Page 1 of 1, Records 1 to 1 of 1
<input type="checkbox"/>	Open	Requires Rescan	Date Created	Location	Deposit Name	Item Count (S/C)	
<input type="checkbox"/>			01/20/2017 02:42:19 PM CT	Garden	14:41:31.3919445 1/20/2017 D...	1 / 1	

FIGURE 32 - OPEN DEPOSITS PAGE WITH DEVICE CONTROL ACTIVE

4. There may be times when multiple batches will be on the **Open Deposits** page. The following features can prove helpful in navigating through deposit items. Note that these deposits on the **Open Deposits** page have not yet been submitted, but are still open.
 - **Navigational Paging** – Use the forward and backward arrows to navigate pages with lists of deposits. You may also select a page number to navigate directly to that page.
 - **Page size** – Indicate how many deposits you would like to have appear on each page.
 - **Displaying Page prompt** – The current page number and number of records in the deposit is displayed.
 - **Sorting** – Select a column header to organize information in either ascending order (upward arrow) or descending order (down arrow)
 - **Custom Batch ID** – If displayed, this column will show the unique value for each deposit and may be configurable.
 - **Requires Rescan Column** – Displays value to indicate if the item in question needs to be rescanned. Selecting this column header will immediately group items that need to be rescanned.

NOTE: Should you navigate away from the **Open Deposits** page with deposits still open, the system will prompt you to confirm navigating away from the **Open Deposits** page.

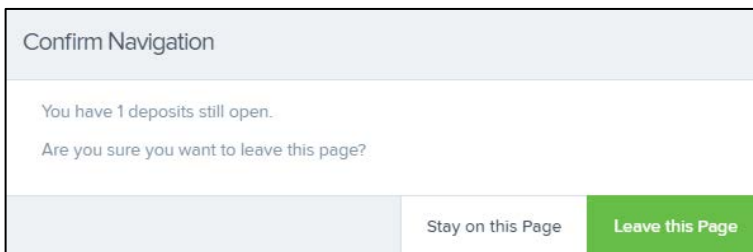


FIGURE 34 - CONFIRMATION TO LEAVE OPEN DEPOSITS PAGE

a) Creating a New Deposit

1. From the **Open Deposits** page, select **Create New Deposit**.

	Open	Requires Rescan	Date Created	Location	Deposit Name	Custom Batch Id	Item Count (S/C)	D
✓			10/15/2015 1:11:04 PM CT	Cedar Ridge	Test Deposit	Ebbing Testing (BBB)	42 / 9	↑
✓			10/20/2015 3:45:25 PM CT	Blossom Hill	15:44:39.8969439 10/20/201...	jjj	30 / 5	
✓			11/25/2015 8:06:18 AM CT	AA CPP Locatio...	08:05:36.4301793 11/25/2015...	201511252	6 / 1	
✓			12/1/2015 1:35:11 PM CT	AA CPP Locatio...	J's New Deposit	uiui	0 / 2	

Create New Deposit Close Deposit(s) Delete Deposit(s)

FIGURE 35 - OPEN DEPOSITS PAGE WITH CREATE NEW DEPOSIT INDICATED

- If at this time Device Control has not already launched, the system will ask you to confirm launching Device Control. Select **Run** to continue.

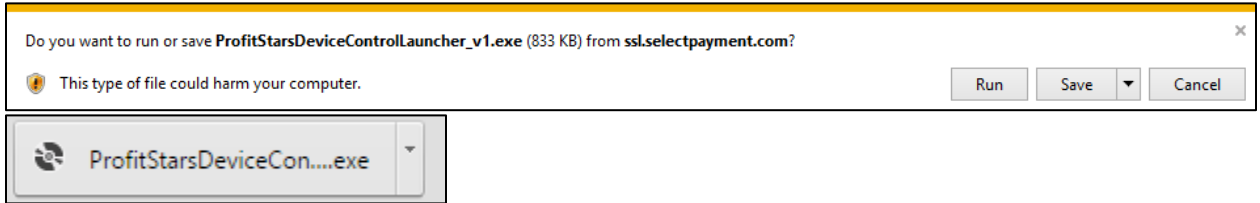


FIGURE 36 - PROMPT TO LAUNCH DEVICE CONTROL

- The **New Deposit** page displays. Complete the following fields as applicable:
 - Location:** Select the account for which the batch is to be processed.
 - Deposit Name:** System-generated. Includes the date and time the batch is being created along with a unique batch ID number.
 - Number of Checks:** Enter the number of checks in the batch.
 - Total Amount:** Enter the total amount of the batch. This is a two-decimal-place field, to include the decimal point. For example, \$XX.XX.
 - Deposit Slip ID #:** If displayed, enter your assigned deposit slip ID.
 - The **New Deposit Custom Batch ID:** If displayed, this is a required field that needs to be a unique value each time.
 - Scanner Terminal #:** This field will automatically populate from the Device Control.

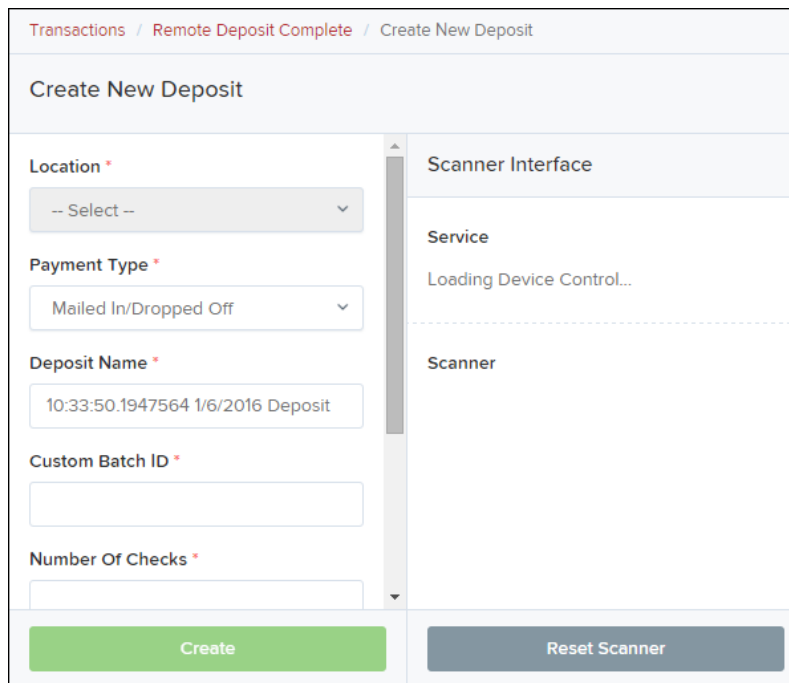


FIGURE 37 - CREATE NEW DEPOSIT PAGE

NOTE: In the **Scanner Interface** section of the page, the system will automatically check for an installed scanning device. If the scanning device is not plugged in, connect the scanner, and select the **Reset Scanner** option.

- a. If you have a multi-feed scanner, load the check item(s) into the scanner and select **Create**. The **Deposit View** page will display (see next section), with the check item(s) displayed as they are scanned.
- b. If you have a single-feed scanner, select **Create** and feed the check(s) into the scanner one at a time. The items will display on the **Deposit View** page as they are scanned.

b) The Deposit View Page

Once RDC and your scanner have begun scanning checks, the results will appear on the **Deposit View** page. This page is one of two available to manage your deposit before it is submitted for processing. The second page, the **Data Entry View** page, is covered in further detail in the next section, “The Data Entry View Page.”

The screenshot shows the 'Deposit View' page with a table of scanned checks and a scanner interface status panel.

Check	MICR	Customer Number	Name On Account	Deposit Amount	Ec
1	⑆111016064⑆ 0001124835⑆ 1013			\$85.24	
2	⑆111016064⑆ 0001124835⑆ 1013			\$85.24	
3	⑆111016064⑆ 0001124835⑆ 1013			\$85.24	
4	⑆111016064⑆ 0001124835⑆ 1013			\$85.24	
5	⑆111016064⑆ 0001124835⑆ 1013			\$85.24	

<p>Front of Check Back of Check</p>		<p>Scanner Interface Reset</p>	<p>Deposit Status</p>
		<p>Service</p> <p>Retrieving Items for Batch '3729490'.</p>	<p>Location</p> <p>AA CPP Location 1</p>
		<p>Scanner</p> <p>Connection To Device Control established</p>	<p>Control</p> <p>1 / \$1.00</p>
		<p>Terminal Number</p> <p>6 / \$511.44</p>	<p>Scanned</p>

[Complete Deposit](#)

FIGURE 38 - DEPOSIT VIEW PAGE

NOTE: Red question marks or yellow highlighted areas on this page may indicate there was a system difficulty in reading MICR line items, or that a manual key entry is required for a check. Keying and balancing and MICR repair will take place once this has been closed and submitted for processing.

Once a deposit has been opened, the following features are available under the **Deposit View** tab from the top of the page.

- **Refresh** - If at any time the **Amount** values for the check items do not immediately display, select the **Refresh** option to have values display.

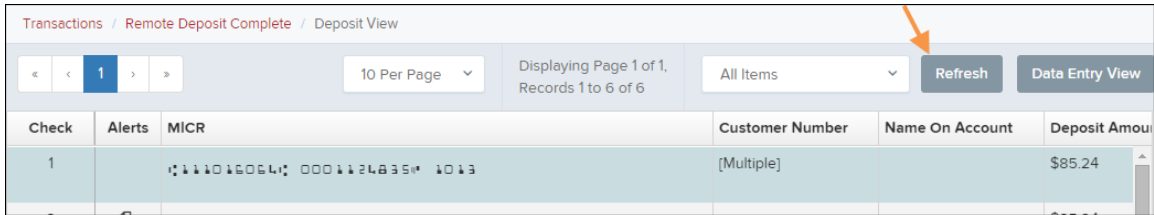


FIGURE 39 - REFRESH OPTION

- **Multiples of Customer Data** – The system will detect repeated customer information from check items and display a **Multiple** status under the **Customer Number** column. Double-clicking the **Multiple** status will navigate you to the **Data Entry View** page. For more information about this page, please see “The Data Entry View Page” section of this document.

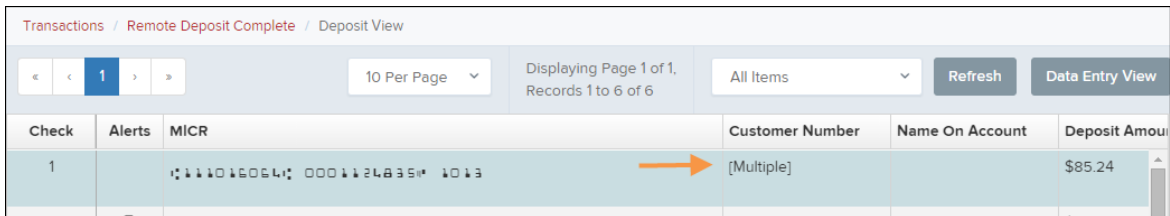


FIGURE 41 - MULTIPLE CUSTOMER RECORDS STATUS

- **Item List Filter** – Organize deposits by All Items, Problematic, and Needs Attention.

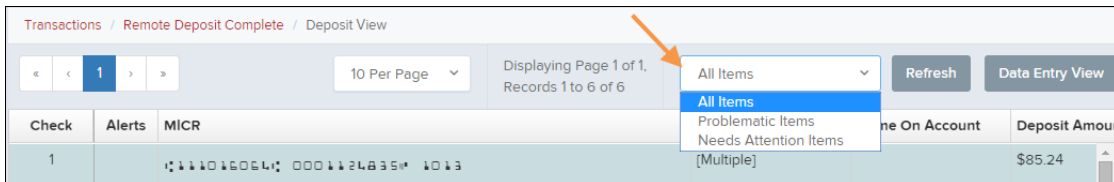


FIGURE 42 - DEPOSIT VIEW TAB

- **Amount status of To Be Keyed** – The amount field entry will be performed by EPS Keying & Balancing once the deposit is submitted for processing.
- **Edit** and **Delete** options are available for each item.

Transactions / Remote Deposit Complete / Deposit View

1 2 3 10 Per Page Displaying Page 1 of 5, Records 1 to 10 of 42 All Items Refresh Data Entry View

Check		Customer Number	Name On Account	Deposit Amount	Edit	Delete	Rescan
1	000295282*	[84d56fcf-a22e-408...	Ima Tester	\$85.24			
2	8344510*			\$85.24			
3	555501008	949494	CUSTTEST	\$377.25			

FIGURE 44 - EDIT AND DELETE OPTIONS IN THE DEPOSIT VIEW TAB

NOTE: Selecting the **Edit icon** will navigate you to the **Data Entry View** tab where alterations to the **Data Entry** fields can be made. Selecting the **Trashcan** will present you with the option to delete an item and adjust the deposit amount (see below).

Delete Check

Delete check without adjustments

Delete check, decrement check count, and reduce the deposit total by:

\$ 85.24

Cancel Delete

FIGURE 45 - DELETE CHECK ADJUSTMENT OPTION

- Invalid MICR and rescanned required indicators – The system will have an indicator for both a check with an invalid MICR and a faulty scan (see figures below). Rescan the item(s) in order to submit the deposit.

Transactions / Remote Deposit Complete / Deposit View

1 10 Per Page Displaying Page 1 of 1, Records 1 to 1 of 1 All Items Refresh Data Entry View

Check	Alerts	MICR	Customer Number	Name On Account	Deposit Amount	Edit	Delete	Rescan
1		000???2483445* 10?3			\$0.00			

FIGURE 46 - INVALID MICR INDICATOR

Check	Alerts	MICR	Customer Number	Name On Account	Deposit Amount	Edit	Delete	Rescan
1		⑆ 2 203 7760⑆ 787554324000⑆		ST for KB	To Be Keyed			
2		⑆ 2 203 7760⑆ 787554324000⑆		ST for KB	\$0.00			

FIGURE 47 - RESCAN REQUIRED INDICATOR

To rescan an item, select the **Rescan icon** to the right of the item that needs rescanning.

Check	Alerts	MICR	Customer Number	Name On Account	Deposit Amount	Edit	Delete	Rescan
1		⑆ 2 203 7760⑆ 787554324000⑆		ST for KB	To Be Keyed			
2		⑆ 2 203 7760⑆ 787554324000⑆		ST for KB	\$0.00			

FIGURE 48 - RESCAN REQUIRED INDICATOR

A window appears allowing you to rescan an item as needed. Place the check item in the scanner, and select the **Rescan** option in the window. The check will run through your scanner again.

Rescan Check

Place the replacement check in the scanner and press the Rescan button.

Front of Check
Back of Check

JAMES C. MORRISON 00-6789/0000 101
 1765 SHERIDAN DRIVE
 YOUR CITY, STATE 12345 DATE: 12/03/2016

PAY TO THE ORDER OF Luna Apartments \$ 750.00
 Seven Hundred Fifty Dollars and no/100----- DOLLARS

BankFinancial
 www.bankfinancial.com

MEMO Rent *James Morrison*

⑆000067894⑆ ⑆2345678⑆

MICR

o1115o t111016064t 000295282o

Cancel
Rescan

FIGURE 49 - RESCAN CHECK WINDOW

- Duplicate Detection – If a particular check item has been scanned before, it will appear

Transactions / Remote Deposit Complete / Data Entry View

Deposit View

Check 12 of 42

MICR o1115o t111016064t 000295282o	Payment Origin Back Office	Amount \$85.24
Name On Account Joe Smith	Transaction ID00 * 111	
Trans Data 2 *	Trans Data 1 * 	Trans Data 3 *

Front of Check Back of Check

Customer	Scanner Interface Reset
Customer Number [96ae9487-d389-4e30-8eb9-2f0d4ca459fb]	Service [96ae9487-d389-4e30-8eb9-2f0d4ca459fb]
Customer Data 1	Scanner [96ae9487-d389-4e30-8eb9-2f0d4ca459fb]
Customer Data 2	Terminal Number
Customer Data 3	Deposit Status
Customer Type Individual	Location Cedar Ridge
First Name Joe	Control 9 / \$7,718.96
Last Name Smith	Scanned 42 / \$6,369.92
Address	
Suite/APT#	

Complete Deposit

FIGURE 54 - DATA ENTRY VIEW TAB, INITIAL VIEW

The following fields, listed in alphabetical order, may be available on the **Data Entry View** page. Certain fields will appear in accordance with your Remote Deposit Complete settings.

NOTE: You may request up to three additional custom-labeled Transaction and/or Customer fields to be entered. These fields can be either optional or required. Request additional fields with an inquiry to your financial institution.

Status	Definition
Account Number	A required field that lists the account number to be debited.
Address	Contains the mailing address of the customer. This field will repopulate the next time a check from the same customer is scanned. This information is not available to appear on reports.
Status	Definition
Amount	The dollar amount of the item as a two-decimal-place number. For example, XX.XX.
Check Number	The check serial number, viewed in the Transaction Details page and on the <i>Deposits Results</i> report. This is a required field.

City	Contains the city where the customer resides. This field will repopulate the next time a check or credit card from the same customer is scanned. This field does not appear on reports.
Company Name	This field replaces the Last Name field when the Customer Type is set to Business . This field will repopulate the next time a check or credit card from the same customer is scanned, and users can search by this field. This field does not appear on reports.
Country	This field contains the country where the customer resides and will repopulate the next time a check or credit card from the same customer is scanned. This field does not appear on reports.
Customer Number	This field must be unique for each customer. It will repopulate the next time a check or credit card from the same customer is scanned. This field is available to appear on reports, and users can search by this field to populate personal information when this customer makes a deposit in the future.
Customer Type	This is a required field that defaults to Individual . This field can be changed to Business depending on the type of customer.
Daytime Phone	This field contains the customer's daytime phone number. It will repopulate the next time a check or credit card from the same customer is scanned. This field does not appear on reports.
Deposit Name	This field contains the time, unique deposit ID, and date for the deposit. This field can be changed by the user to contain a unique deposit name, if desired.
Description	This field is informational and does not appear on reports, but will appear on the Transaction Details page.
Driver's License	This field contains the driver's license number of the customer. This field will repopulate the next time a check or credit card from the same customer is scanned. This field does not appear on reports.
Email Address	This field contains the email address of the customer. It will repopulate the next time a check or credit card from the same customer is scanned. This field will not appear on reports.
Evening Phone	This field contains the customer's evening phone number. It will repopulate the next time a check or credit card from the same customer is scanned. This field does not print on reports.
Status	Definition
Fax Number	This field contains the customer's fax number. This field will repopulate the next time a check or credit card from the same customer is scanned. This field does not appear on reports.

Federal Tax ID No.	This field replaces the Social Security No. field when the Customer Type field is set to Business . It will repopulate the next time a check or credit card from the same customer is scanned. This field does not appear on reports.
First Name	This field contains the customer's first name and will repopulate the next time a check or credit card from the same customer is scanned. This field does not appear on reports.
Last Name	This field contains the customer's last name and will repopulate the next time a check or credit card from the same customer is scanned. Users can search by this field. This field does not appear on reports.
Location	This field contains the account to be debited/credited with the payment. This is a required field.
Name on Account	This field contains the name of the person from whom the item was received or the actual name used on the credit card or bank account. This field will repopulate the next time a check or credit card with the same account information is scanned and will appear on reports.
Number of Checks	This field contains the number of checks in the deposit to be scanned.
Payment Origin	This field is required if displayed and shows a value based on input from the Payment Type field from the New Deposit page. It will contain one of the following: <ul style="list-style-type: none"> Internet Telephone IVR Telephone Operator Mailed-In Drop Box Signature Faxed Signature Original Retail/Point of Purchase Sale Back office Corporate Trade Exchange
Routing Number	This field contains the ABA (American Bankers Association) number of the bank where the account is located. This is a required field and is validated.
Social Security No.	This field contains the Social Security Number of the customer. This field will repopulate the next time a check or credit card from the same customer is scanned. This field does not appear on reports.

Status	Definition
State	This field contains the state from which the customer's driver's license was issued. This field will repopulate the next time a check or credit card from the same customer is scanned. This field does not appear on reports.
Suite/Apt. #	This field contains the suite or apartment number of the customer. This field will repopulate the next time a check or credit card from the same customer is scanned. This field does not appear on reports.
Total Amount	This field displays the total dollar amount of the deposit being scanned.
Transaction Number	This field must be unique for each transaction processed. It will be automatically populated if left blank and will appear on reports.
Zip/Postal	This optional key entry field contains the zip code or postal code of your customer and will repopulate the next time a check from the same customer is scanned. This field is not available to appear on reports.

1. Fill in the informational fields, as needed. When you complete the data for a customer, press **Enter** on your keyboard to save it. Information entered on either the **Data Entry View** tab or **Deposit View** tab will save automatically when navigating to the other tab. If you will be processing check items from recurring customers, you will be able to populate existing customer data.

NOTE: Data validation on phone numbers is available when entering information.

2. To populate previously existing customer data that may apply to this particular check item, select the **Find** option near the top right corner of the page.

Customer

⚠
More than one customer was found for this account.

Multiple Matches - Select Customer

▼

Customer Number	ran-456
Name	First Last
Phone	

Customer Number	ran-321
Name	Company
Phone	123-456-7890 123

Customer Number	ran-123
Name	First Last
Phone	123-456-7890 123

Customer Number	ran-654
Name	First Last
Phone	

+ 🔍

FIGURE 57 - NAVIGATIONAL ARROWS FOR VIEWING CHECKS IN A DEPOSIT

- When you are ready to submit the deposit, from either the *View Deposit* tab or *Data Entry View* tab, select **Complete Deposit**. The system will return to the *Open Deposits* page.

<p>Front of Check Back of Check</p>	<p>Scanner Interface Reset Deposit Status</p> <table border="1"> <tr> <td>Service</td> <td>Location</td> </tr> <tr> <td>Scanner</td> <td>Control</td> </tr> <tr> <td>Terminal Number</td> <td>Scanned</td> </tr> </table>	Service	Location	Scanner	Control	Terminal Number	Scanned
Service	Location						
Scanner	Control						
Terminal Number	Scanned						
	<table border="1"> <tr> <td>Cedar Ridge</td> </tr> <tr> <td>9 / \$7,718.96</td> </tr> <tr> <td>42 / \$6,369.92</td> </tr> </table>	Cedar Ridge	9 / \$7,718.96	42 / \$6,369.92			
Cedar Ridge							
9 / \$7,718.96							
42 / \$6,369.92							
<p>→ Complete Deposit</p>							

FIGURE 60 - COMPLETE DEPOSIT OPTION

c. Adding to a Deposit

- Log in to the system, and select **Transactions** from the top of the page.
- From the left navigational bar, select **Remote Deposit Complete**.
- The **Open Deposits** page will display. Select a deposit to open, and click the

Open icon.

- The open deposit will display. Place the additional check item(s) to be deposited in your scanner. The check(s) will scan and the added amount displayed.

NOTE: If the amount of the additional check(s) you scanned are not displayed automatically, select the **Refresh** option at the top of the page.




Open	Requires Rescan	Date Created	Location	Deposit Name	Custom Batch Id	Item Count (S/C)	Deposit Amount (S/C)
<input checked="" type="checkbox"/>		10/15/2015 1:11:04 PM CT	Cedar Ridge	Test Deposit	E Testing (BBB)	42 / 9	\$6,369.92 / \$7,718.96
<input checked="" type="checkbox"/>		10/20/2015 3:45:25 PM CT	Blossom Hill	15:44:39.8969439 10/20/201...	jjj	30 / 5	\$4,796.43 / \$5,500.00
<input checked="" type="checkbox"/>		11/25/2015 8:06:18 AM CT	AA CPP Location 1	08:05:36.4301793 11/25/2015...	201511252	6 / 1	\$511.44 / \$1.00

FIGURE 61 - REFRESH REQUIRED

D. Closing Deposits for Processing

It is recommended that each deposit be closed as soon as a user has completed scanning and entering data. However, a deposit can be submitted for processing at a later time.

NOTE: It is recommended that merchants submit deposits at least one hour before their financial institution's cut off time, in the event a batch needs attention.

- From the **Open Deposits** page, select the check box next to the deposit(s) you wish to close.





Open	Requires Rescan	Date Created	Location	Deposit Name	Custom Batch Id	Item Count (S/C)	Deposit Amount (S/C)
<input checked="" type="checkbox"/>		10/15/2015 1:11:04 PM CT	Cedar Ridge	Ebbing Test Deposit	Ebbing Testing (BBB)	42 / 9	\$6,369.92 / \$7,718.96
<input checked="" type="checkbox"/>		10/20/2015 3:45:25 PM CT	Blossom Hill	15:44:39.8969439 10/20/201...	jjj	30 / 5	\$4,796.43 / \$5,500.00
<input checked="" type="checkbox"/>		11/25/2015 8:06:18 AM CT	AA CPP Location 1	08:05:36.4301793 11/25/2015...	201511252	6 / 1	\$511.44 / \$1.00
<input type="checkbox"/>		12/1/2015 1:35:11 PM CT	AA CPP Location 1	Jennie's New Deposit	uiui	0 / 2	\$0.00 / \$100.55

FIGURE 62 - SELECTING DEPOSITS

- Select **Close Deposit(s)** from the bottom of the page.

Transactions / Remote Deposit Complete

Open Deposits

10 Per Page | Displaying Page 1 of 1, Records 1 to 4 of 4

	Open	Requires Rescan	Date Created	Location	Deposit Name	Custom Batch Id	Item Count (S/C)	Deposit Amount (S/C)
✓			10/15/2015 1:11:04 PM CT	Cedar Ridge	Ebbing Test Deposit	Ebbing Testing (BBB)	42 / 9	\$6,369.92 / \$7,718.96
✓			10/20/2015 3:45:25 PM CT	Blossom Hill	15:44:39.8969439 10/20/201...	jjj	30 / 5	\$4,796.43 / \$5,500.00
✓			11/25/2015 8:06:18 AM CT	AA CPP Location 1	08:05:36.4301793 11/25/2015...	201511252	6 / 1	\$511.44 / \$1.00
✓			12/1/2015 1:35:11 PM CT	AA CPP Location 1	Jennie's New Deposit	uiui	0 / 2	\$0.00 / \$100.55

FIGURE 63 - CLOSE DEPOSIT(S) OPTION

- The system will ask you to confirm closing your selected deposit(s). Select **Close**.

Confirm Deposit(s) Close

Are you sure you want to close the selected 2 deposit(s)?

FIGURE 64 - CONFIRMATION TO CLOSE DEPOSIT(S)

- The results of the deposit display. Choose **OK** to dismiss the message.

Close Deposit(s) Results

Close Deposit(s) Summary

1 empty deposit(s) skipped

FIGURE 65 - CLOSE DEPOSIT(S) RESULTS

NOTE: If you attempt to close a deposit with items that need rescanning, specifically if the MICR of an item was not read correctly, an error message will display.

E. Deleting a Deposit

A deposit can be deleted as soon as it has completed scanning, or at a later time.

1. From the **Open Deposits** page, select the check box next to the deposit(s) you wish to delete.
2. Select **Delete Deposit(s)**.

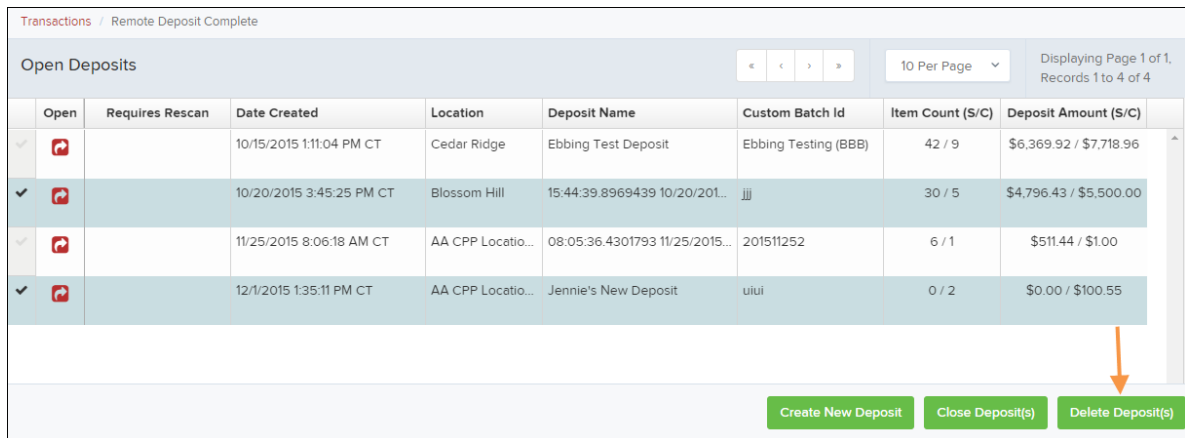


FIGURE 67 - DELETE DEPOSIT(S) OPTION

3. The system will ask you to confirm deleting a deposit. Select **Delete**.

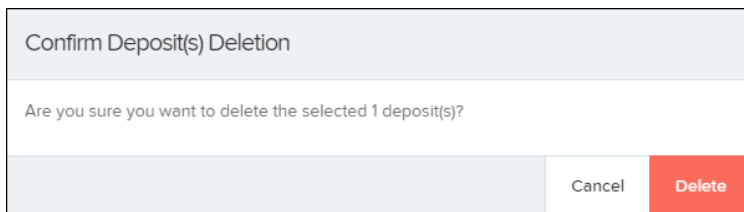


FIGURE 68 - CONFIRMATION TO DELETE DEPOSIT(S)

4. A confirmation of the deletion will display. Select **OK** to continue to the **Open Deposits** page.

F. Notifications

Notifications are used by the Remote Deposit Complete application to let users know when a deposit's MICR repair, CAR/LAR, keying, and/or balancing steps have been completed, as well as the status of the deposit. The *Deposit Results* report assists with determining item(s) that need further attention.

An email is sent to the user who created the deposit along with any other designated interested parties. A notification will inform the user of the following situations.

- The deposit was approved without any errors.
- The deposit was approved with adjustments.

The deposit was rejected.

- An item needs rescanning.
- There are duplicate items in the deposit.
- There are rejected items in the deposit.



FIGURE 70 - SAMPLE REMOTE DEPOSIT COMPLETE NOTIFICATION

A deposit will be reopened if there are items that need to be rescanned. When this occurs, the user will need to correct the deposit and resubmit it for processing.

The following table describes the status of any one deposit in the system.

Status	Definition
Deleted	The entire deposit has been deleted by someone in your organization prior to closing it. The deposit may not be deleted once it has been closed. None of the items will be sent to transaction processing.
Deposited	All items have been processed successfully, and the deposit is in balance with no discrepancies or errors. These items are now in the Approved status, and an email notification has been sent.
Deposited with Adjustment	One or more of the items within this deposit caused an adjustment to the total deposit amount. The transactions have been sent to transaction processing with the adjusted deposit amount. An email notification has been sent.
Open for Scanning	A deposit has been created and is open to scan. Items can be scanned into this deposit until it is closed.
Partial Deposit	One or more of the items was removed from the deposit due to a duplicate or rejected item. The deposit has been sent to transaction processing with the deposit total minus the items that will not be processed. An email notification has been sent.
Rejected	This deposit status indicates the entire deposit has been rejected. A deposit is rejected when the adjustment amount exceeds the adjustment limit assigned by the bank or when all items within the deposit are rejected possibly due to all being duplicates.

Submitted	This deposit status indicates the deposit has been closed and the items are being reviewed for accuracy and errors. Once finished, the status of the items will change to one of the statuses defined previously.
-----------	---

V. The Transaction Status Summary

When working with the Remote Deposit Complete application, it may be necessary to edit or void transactions made. This can only be done when a deposit has been submitted and transactions appear in the **Approved** status of the **Current Transaction Summary**. An approved transaction will move to the **Processed** status at the end of the closing day for your financial institution.

The **Current Transaction Summary** appears on the **Home** page of the Merchant Portal when logging in and shows the status of all transactions within the past 60 days. Select any one status from the **Current Transaction Summary** to generate a report for all the transactions within that status for the current day.

The following table lists the statuses within the **Current Transaction Summary**.

Status	Definition
Approved	The transaction has been verified and will be processed at the designated cut-off time.
Processed	The transaction has been transmitted to the appropriate network (ACH or Check 21). Changes can no longer be made, and the transaction can no longer be voided.
Collected	<i>(ACH Only)</i> The transaction, originally returned NSF, has been re-presented to the Fed by ProfitStars, and funds were recovered.
Awaiting Capture	Status for credit card transactions only.
Awaiting Approval	The transaction has been verified, but the amount of the transaction exceeded the Dual Authorization limit of the user who created it. An authorized approver must review and then either approve or void the transaction.
Declined	The transaction has been declined by the EPS system and will not be processed. The transaction exceeded either Dual Authorization limits or Velocity limits.
Voided	The transaction has been voided and will not be processed. A transaction may not be voided once the item is in the Processed status.
Error	An internal error has occurred within the EPS system. Contact your first line of support.

In Collection	(ACH Only) The transaction, returned NSF, is in the process of being re-presented to the Fed by ProfitStars.
In Research	May be used by your support group.
Status	Definition
Uncollected NSF	(ACH Only) The transaction was returned to ProfitStars NSF by the Fed, and funds could not be recovered.
Suspended	The transaction has been verified, but it has exceeded Velocity limits.
Disputed	(ACH Only) The transaction was returned to ProfitStars by the Fed because the account holder at the receiving financial institution has disputed its validity. The transaction will be charged back (reversed).
Invalid/Closed Account	(ACH Only) The transaction was returned to ProfitStars by the Fed because the account number at the receiving financial institution was invalid or because the account was closed.
Resolved	The transaction has been moved into a Resolved status by a user to indicate that no further action related to the transaction is required. Transactions can be moved into a Resolved status from a status of Declined, Voided, Invalid/Closed Account, Disputed, Uncollected NSF, Error, or In Research.

The below figure is an example of the **Transaction Status Summary** on the **Home** page once you have logged in to the Merchant Portal.


Current Transaction Summary 			
This is a summary report of all transactions currently in the system as of 09/09/2016. All times are displayed in Central Time (CT).			
Status	Items	Debits	Credits
Approved			
Processed			
Collected			
Awaiting Capture			
Awaiting Approval			
Declined			
Voided			
Error			
In Collection			
Other ACH Returns			
Unauthorized			
Uncollected NSF			
Suspended			
Disputed			
Invalid / Closed Account			
Resolved			
Other Check21 Returns			

FIGURE 71 - CURRENT TRANSACTION SUMMARY

The *Transaction Status* report is a pre-defined report listing all transactions of a specific status. It is automatically generated when you select a status link from the **Current Transaction Summary**. The list will contain items that have been processed within the last 60 days and give you access to individual transaction information and images of the scanned items. To generate this report, select a status that appears as a link and contains values in the **Current Transaction Summary**.

A. Editing Approved Transaction Amounts

1. Log in to the Merchant Portal, and select a status on the **Current Transaction Summary** that appears as a link and contains values. For example, select **Approved**.



Current Transaction Summary 			
This is a summary report of all transactions currently in the system as of 09/09/2016. All times are displayed in Central Time (CT).			
Status	Items	Debits	Credits
Approved 			
Processed			
Collected			
Awaiting Capture			
Awaiting Approval			
Declined			
Voided			
Error			
In Collection			
Other ACH Returns			
Unauthorized			
Uncollected NSF			
Suspended			
Disputed			
Invalid / Closed Account			
Resolved			
Other Check21 Returns			

FIGURE 72 - CURRENT TRANSACTION SUMMARY WITH APPROVED STATUS INDICATED

2. A report with all **Approved** transactions generates. Notice the indication, **Approved**, on the bottom half of the page under the **Status** column. Select the **View** link to the left of the transaction you wish to edit.

Transactions matching your query

Share to All Users
 [Save to My Reports](#)

Title

Displaying Page 1 of 1
Records 1 - 18 of 18

View	Transaction Date	Status	Payment Type	Name On Account	
	12/18/2015 10:24:26 AM CT	Approved	Checking		
	12/18/2015 10:42:20 AM CT	Approved	Checking	Ima Tester	
	12/28/2015 2:10:12 PM CT	Approved	Checking		
	12/30/2015 10:50:00 AM CT	Approved	Checking	James Jones	
	12/30/2015 10:50:00 AM CT	Approved	Checking	James Jones	
Total Debit Count			13	Total Credit Count	5
Total Debit Amount			\$6,177.50	Total Credit Amount	\$73.00

FIGURE 73 - VIEW OPTION FOR AN APPROVED TRANSACTION

- The **Transaction Details** page appears. Select the **edit** option next to the **Sale** value.

Reports / Results / Transaction Information

Transaction Details		Actions	Show Events	Hide Events
Customer (ID):	Jones, James (99007789)		Show Audit History	Hide Audit History
Effective Date:	Tuesday, January 05, 2016		Transaction data 1 Displayed Label Text Field:	6
Sale:	\$17.00		Transaction data 2 Displayed Label Text Field:	7
Payment Method:	ACH		transaction data 3 Displayed Label Text Field:	8
From Account Type:	Checking			
Account Number:	122037760 / 4560646556			
To Location:	Corporate Office			

FIGURE 74 - EDIT OPTION FOR APPROVED TRANSACTION

- The **Sale** amount will become a editable field where you can enter a new amount. Enter a new amount and a reason for changing the amount. Select the **save link** when finished.

Transaction Details

Customer (ID): Jones, James (99007789)

Effective Date: Tuesday, January 05, 2016

\$ 17.00

Reason

Reason

✓

✗

←

FIGURE 75 - REASON FOR EDITING SALE AMOUNT (REQUIRED)

1. Editing Effective Dates

Some check items may have specific instructions about depositing, including a specific effective date. Other checks may need an effective date set to a future date if the deposit was made ahead of time.

1. From the **Transactions Details** page, select the **Edit** link next to the **Effective Date** field.

Reports / Results / Transaction Information

Transaction Details

Actions
📄

Show Events
Hide Events

Customer (ID): Jones, James (99007789)	Transaction data 1 Displayed Label Text Field: 6	Show Audit History
Effective Date: Tuesday, January 05, 2016	Transaction data 2 Displayed Label Text Field: 7	Hide Audit History
Sale: \$17.00		
Payment Method: ACH		

FIGURE 76 - EDIT EFFECTIVE DATE OPTION

2. The **Effective Date** field will become a workable field where you can enter a new date. A calendar option appears for date selection, or you may type in a date in MM/DD/YYYY format. Enter a new date and the **Reason** for changing the effective date. Select the **save** link next to the **Effective Date** field when finished.



FIGURE 77 - REASON FIELD FOR EDITING EFFECTIVE DATE

B. Voiding Transactions

As a user working with Remote Deposit Complete, you may need to void a transaction that has been made. This can only be done when a deposit has been made and is in the **Approved** status, displayed on the **Current Transaction Summary** page once you have logged in. Recall that an approved transaction will be moved to the **Processed** status at the end of the closing day for your financial institution.

1. From the **Transaction Details** page, select **Actions** then **Void**.

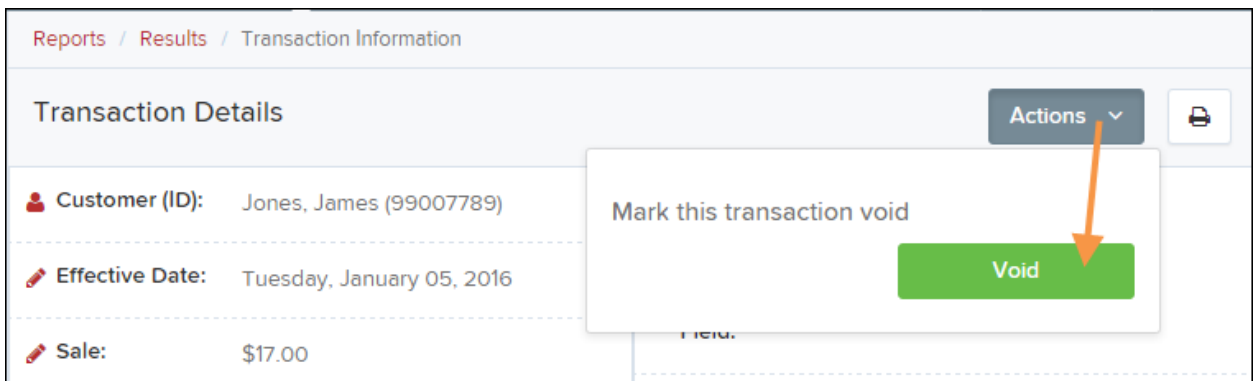


FIGURE 78 - TRANSACTION DETAILS PAGE WITH VOID TRANSACTION OPTION

2. The system will ask you to confirm voiding the transaction. Select **Void**. The transaction will be voided and appear with a *Voided* status on the *Current Transaction Summary* page until it is resolved.
- 3.

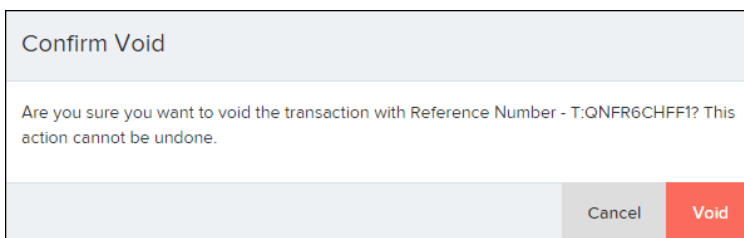


FIGURE 79 - CONFIRM VOID OPTION

- The transaction will be voided and appear as a **Voided** status on the **Current Transaction Summary** page until it is resolved. Resolving a transaction means indicating a reason why the transaction was voided for communication and auditing purposes. Select **Mark This Transaction Resolved** to enter a reason why the transaction was voided.

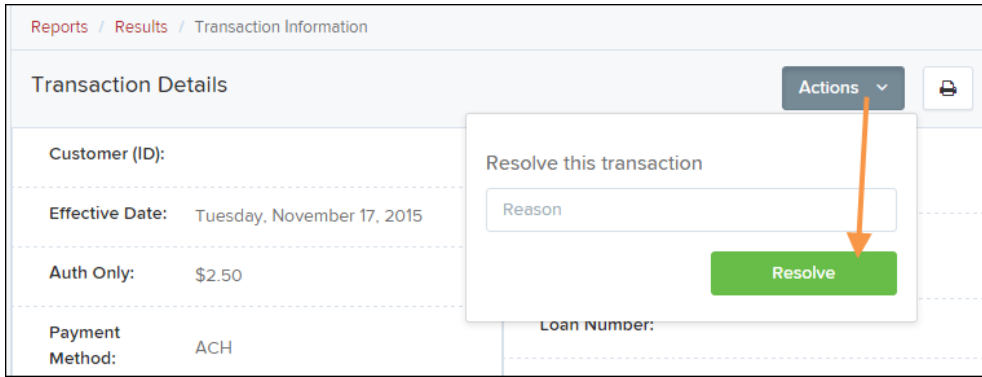


FIGURE 80 - MARK TRANSACTION RESOLVED OPTION

- Enter a reason for resolving the transaction. For example, the transaction was deposited in the wrong account.
- Select **Resolve**. The transaction will now appear under the *Resolved* status in the *Current Transaction Summary*.

c. Deposit Results Report

The *Deposit Results* report displays a date range of deposit batches created with **Remote Deposit Complete**. This report can monitor the status of current-day batches, the items within a batch, or display a previous day's batches and items.

NOTE: Batches created using **Remote Deposit Complete** can represent a deposit or be part of a multi-batch deposit.

- Log in to the system, and select **Reports** from the left of the page

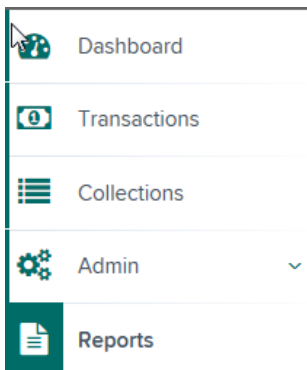


FIGURE 82 - REPORTS OPTION

2. Select **Deposit Results**.

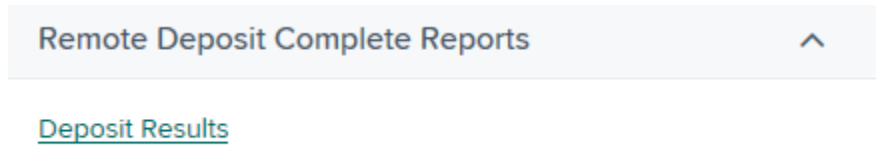
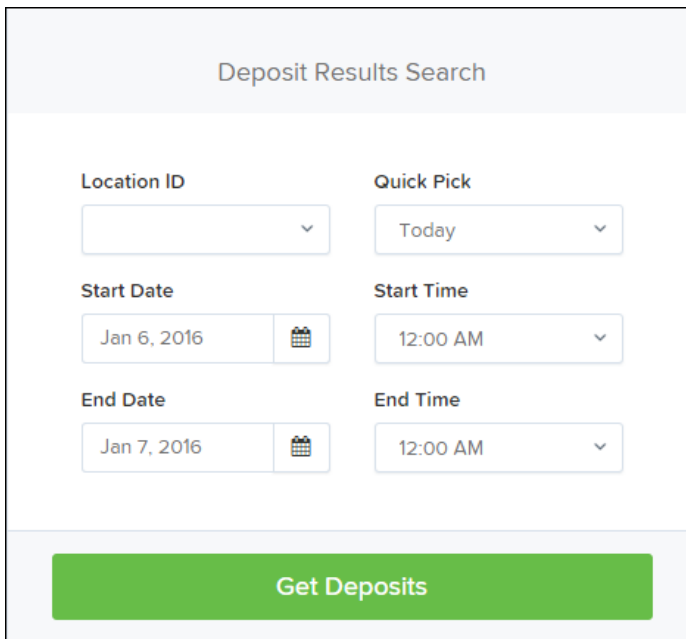


FIGURE 83 - REPORTS PAGE WITH DEPOSITS RESULTS OPTION

3. Designate a **Location** for the report.



The screenshot shows a form titled 'Deposit Results Search'. It contains several input fields: 'Location ID' (a dropdown menu), 'Quick Pick' (a dropdown menu with 'Today' selected), 'Start Date' (a date picker showing 'Jan 6, 2016'), 'Start Time' (a dropdown menu with '12:00 AM' selected), 'End Date' (a date picker showing 'Jan 7, 2016'), and 'End Time' (a dropdown menu with '12:00 AM' selected). At the bottom of the form is a large green button labeled 'Get Deposits'.

FIGURE 84 - DEPOSIT RESULTS REPORT WITH LOCATION OPTION

4. Select a pre-defined date range for the report next to the **Quick Pick** option, or specify a **Start Date** and **End Date**.
5. Select **Get Deposits**. A list of batches matching the filters displays.

The following table lists the data presented in the report in alphabetical order for quick reference.

Field	Definition
ACH Deposit Amount	The total amount of the ACH items in the batch/deposit.
ACH Deposit Count	The number of ACH items in the batch/deposit.
ACH Deposit Date	States the deposit date of the ACH items within the batch/deposit.

C21 Deposit Amount	States the total amount of the Check 21/Image Replacement Document (IRD) items in the batch/deposit.
C21 Deposit Count	The number of Check 21/Image Replacement Document (IRD) items in the batch/deposit.
C21 Deposit Date	The deposit date of the Check 21/IRD items.
Create Date	Contains the date the batch/deposit was scanned.
Custom Batch ID	If enabled, this field is required and will be reflected on the <i>Deposit Results</i> report. It will contain a unique label for a batch/deposit processed.
Deposit Details	Contains a link to the list of steps the batch/deposit has taken and the user who processed the batch.
Deposit Slip ID#	If enabled, this field will reflect in the <i>Deposit Results</i> report. This field provides additional values to the virtual deposit slip (either predefined or optional, depending on your settings).

Field	Definition
Deposit Status	The status of the entire batch/deposit at the time the report is generated.
Description	Contains the Deposit Name which is made up of the date and time the batch was created surrounding a unique system-assigned batch ID.
Item Details	Contains a link to the list of the individual checks that make up the batch/deposit and their respective statuses.
Location	Found on the <i>Deposit Results</i> report, this field contains the account (location) to be credited with the payment.
Received Amount	The amount of the deposit after review.
Received Count	The number of items identified in the deposit after review.
Total Deposit Amount	The total amount of the deposit.
Total Deposit Count	The total number of items in the deposit.
Your Amount	The amount entered when the batch/deposit was created.
Your Count	The number of items entered when the batch/deposit was created.

Deposits matching your search criteria Displaying Page 1 of 1 Records 1 - 2 of 2

Records Per Page 10

Item Details	Deposit Details	Create Date	Location	Custom Batch Id	Batch Type	Description
		12/1/2015	Location 1	uiui	Remote Deposit	.New Deposit
		12/21/2015	Avalon Campbell	5646542	Remote Deposit	17:49:04.1335657 12/21/2015 ...

FIGURE 85 - EXAMPLE DEPOSIT RESULTS REPORT

1. Viewing Transaction Details

- From the **Deposit Results** page, select the **View** link under the **Item Details** column to the left of an item to view events about that transaction in the deposit.

Deposits matching your search criteria Displaying Page 1 of 1 Records 1 - 2 of 2

Records Per Page 10

Item Details	Deposit Details	Create Date	Location	Custom Batch Id	Batch Type	Description
		12/1/2015	Location 1	uiui	Remote Deposit	.New Deposit
		12/21/2015	Avalon Campbell	5646542	Remote Deposit	17:49:04.1335657 12/21/2015 ...

FIGURE 86 - ITEM DETAILS OPTION

- The **Items in deposit** display at the bottom of the page. Any items that need to be rescanned or that have been rejected will be highlighted in red.
 - To view batch details, click the **view** link beneath the **Deposit Item** column.

Reports / Deposit Results / Item Details

Items in deposit J New Deposit Displaying Page 1 of 1 Records 1 - 1 of 1

Item Details	Check Image	Sequence #	Item Date	Status	Customer Name	Routing / Account #	Check #	Amount	Deposit As
		1	12/1/2015	Rejected		111016064 / 0		\$85.24	/ NONE

FIGURE 87 - VIEW OPTION FOR AN ITEM IN DEPOSIT

- The **Batch Item Details** page appears.

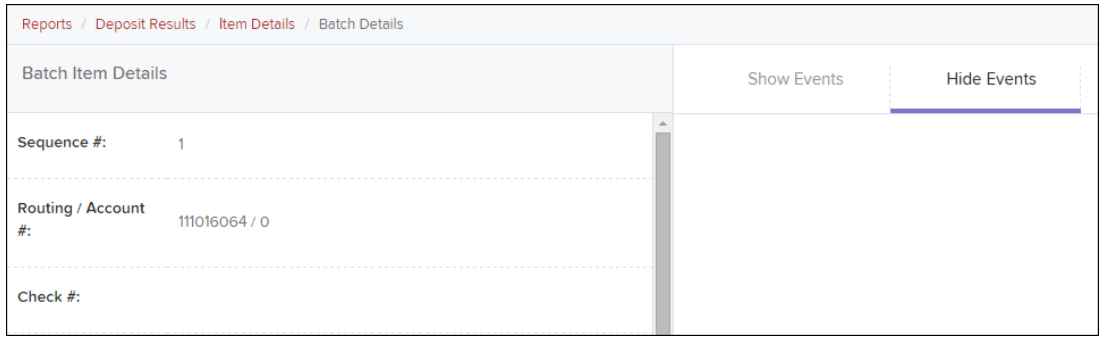


FIGURE 88 - BATCH ITEM DETAILS PAGE

The following table describes the **Batch Item Details** available when viewing a transaction, listed in alphabetical order.

Field	Definition
Amount	The amount of the check after being reviewed. A value of \$0.00 signifies that the check was either rejected or a duplicate and will not be included in the batch/deposit total.
Amount Source	This field indicates whether a check needed special handling to determine the amount, the MICR line, etc. Values displayed are Keyed or Read .
Check #	The serial number of the check taken from the MICR line.
Customer Name	The field contains the optional Name on Account data, if entered for the customer previously.
Deposit As	This field contains how the check will be processed—either as an ACH or Check 21 (IRD) transaction.
Deposit Item	This field contains the links to either view or print an image of the check, or view the specific automated steps the check has gone through or is in the process of going through.
Image Quality Pass	This field identifies whether a check image is good or not.
Item Date	This field contains the date the check was scanned.

Item Status	<ul style="list-style-type: none"> • Deposited – The item has processed through CAR/LAR, the proof function, and is part of a closed deposit. It has been sent to transaction processing for end-of-day processing at the designated cutoff time. • Error – The item has been sent to transaction processing, but an error occurred preventing the item from being processed. • Duplicate – The item was sent to transaction processing and rejected as a duplicate. The item will not be processed with this batch/deposit. • In Review – The item is awaiting MICR repair or amount entry, and its status will change once those steps are completed. • Needs Rescan – The item has a poor image quality or is a partial image. The batch/deposit will be re-opened so that you can rescan this item again in order for the batch/deposit to be processed. • Open – The item was scanned with no problems in an open deposit. Once the deposit status becomes Deposited, the item will be sent to transaction processing. • Rejected – Indicates the item has been rejected and will not be processed due to any number of reasons (e.g. image quality, invalid MICR, invalid payment origin, etc.).
-------------	--

Field	Definition
Routing/Account #	This field contains the routing and transit number of the check captured when the MICR line was scanned.
Scanned Count	This field contains the number of times an item was scanned.
Sequence #	This field contains the sequence of the check within the batch/deposit.

- c. Select **Show Event History** at the bottom of the **Batch Item Details** page to display a record of events for this item.

Reports / Deposit Results / Item Details / Batch Details

Batch Item Details

Sequence #: 1

Routing / Account #: 111016064 / 0

Check #:

MICR: t111016064t 000???2483445o 1073

Amount: 85.24

Item Status: Rejected

Show Events

Hide Events

Event Date	Event	Application	User ID	User Name	Description
12/1/2015 3:30:43 PM CT	Rejected	Remote Batch Deposit	6964		Image Quality Problem
12/1/2015 1:35:23 PM CT	CARReco	Orbograph	1		85.24
12/1/2015 1:35:17 PM CT	CheckDecisioningError	0	0	RD	Check Decisioning Failed:Invalid character printed
12/1/2015 1:35:17 PM CT	Created	Remote Batch Deposit	197656		

FIGURE 89 - EVENT HISTORY FOR A BATCH ITEM

- d. Navigate back in your browser to return to the **Deposit Results** page. Select the **folder icon** under the **Deposit Detail** column to see the processing details about the deposit.

Deposits matching your search criteria

Displaying Page 1 of 1 Records 1 - 2 of 2

Records Per Page 10

Item Details	Deposit Details	Create Date	Location	Custom Batch Id	Batch Type	Description
		12/1/2015	Location 1	uiui	Remote Deposit	.New Deposit
		12/21/2015	Avalon Campbell	5646542	Remote Deposit	17:49:04.1335657 12/21/2015 ...

FIGURE 90 - IMAGE OPTION FOR AN ITEM

Reports / Deposit Results / Deposit Details

Events for deposit Jennie's New Deposit

Displaying Page 1 of 1 Records 1 - 1 of 1

Event Occurred	Event	User Name	Description
12/1/2015 1:35 PM CT	Opened	Jennie	

D. Bulk Check Operations

The system will allow you to take action on multiple check items, at once. Bulk check operations are available depending on a transaction's status.

1. Bulk Approve

You may bulk approve transactions that are in the **Awaiting Approval** status.

1. Log in to the system, and select **Transactions**.

2. Under the **Bulk Check Operations** heading, select **Approve**.

Quick Links	
Remote Deposit Scan Remote Deposit Complete Remote Deposit Express Remote Deposit Now Customer ACH Opt Out	Card Processing Preauthorized Payment Telephone Payment Mailed-In Payment Issue Credit Recurring Payments Swipe Card
ACH Processing Preauthorized Payment Telephone Payment Issue Credit Recurring Payments Recurring Credits Verification Only ACH Client	Bulk Operations Capture Void Resolve Approve

FIGURE 94 - BULK APPROVE OPTION

- The **Bulk Approval** page appears. Specify a **Location** from which to search for transactions.

Bulk Operations

Capture
 Void
 Resolve
 Approve

Location ID

Start Date

End Date

Quick Pick

Start Time

End Time

Status
Awaiting Approval

FIGURE 95 - BULK APPROVAL PAGE

4. Specify a **Begin Date** and **End Date** for a range in which to search for transactions using MM/DD/YYYY format, or the calendar option provided.
5. The **Status** for the type of transaction will be **Awaiting Approval** by default. Select the **Run Report** option.
6. The transaction(s) matching your search filters appear. Select the check box(es) next to the transaction(s) you wish to approve. You may also select the check box in the column header to select all the transactions listed.

Transactions matching your query Displaying Page 1 of 1 Records 1 - 13 of 13

Page 20

<input checked="" type="checkbox"/>	View	Transaction Status	Date Created	Application System
<input checked="" type="checkbox"/>			9/18/2015 12:15:51 PM CT	Merchant Portal
<input checked="" type="checkbox"/>			9/18/2015 12:17:15 PM CT	Merchant Portal
<input checked="" type="checkbox"/>			12/8/2015 10:02:00 AM CT	SmartPay Business
<input checked="" type="checkbox"/>			12/8/2015 10:02:42 AM CT	SmartPay Business
<input checked="" type="checkbox"/>			12/10/2015 5:46:35 PM CT	SmartPay Business

FIGURE 96 - SELECTING TRANSACTIONS FOR APPROVAL

7. Enter a **Reason** for approving any item(s). Select the **Approve Selected** field. The system will approve the item(s).

2. Bulk Capture

You may search for and capture transactions in the **Awaiting Capture** status.

1. Log in to the system, and select **Transactions**.
2. Under the *Bulk Check Operations* heading, select **Capture**.
3. The *Bulk Capture* page appears. Select a **Location** from which to search for transactions. Specify a **Begin Date** and **End Date** for a range in which to search for transactions using a MM/DD/YYYY format, or the calendar option provided.
4. Select **Run Report**. The transaction(s) matching your search filters appear. Select the check box(es) next to the transactions you wish to capture. You may also select the check box in the column header to select all the transactions listed.
5. Enter a **Reason** for capturing any item(s).
6. Click the **Capture** option.

2. Bulk Void

The **Bulk Void** option can be used for transactions in the *Approved, Awaiting Capture, Awaiting Approval, or Suspended* status.

7. Log in to the system, and select **Transactions**.
8. Under *Bulk Check Operations*, select **Void**.
9. The *Bulk Void* page appears. Select a **Location** from which to search for transactions. Specify a **Begin Date** and **End Date** for a range in which to search for transactions using a MM/DD/YYYY format, or the calendar option provided.
10. Select **Run Report**. The transaction(s) matching your search filters appear. Select the check box(es) next to the transactions you wish to void. You may also select the check box in the column header to select all the transactions listed.
11. Enter a **Reason** for voiding any items.
12. Click the **Void** option.

3. Bulk Resolve

You may resolve multiple transactions with a status of *Declined, Voided, Invalid/Closed Account, Uncollected NSF, Disputed, Error, or In Research*.

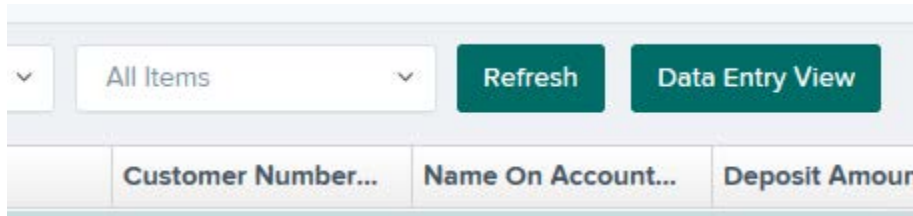
13. Log in to the system, and select **Transactions**.
14. Under the *Bulk Check Operations* heading, select **Resolve**.
15. The *Bulk Resolve* page appears. Specify a **Location** from which to search for transactions. Specify a **Begin Date** and **End Date** for a range in which to search for transactions using a MM/DD/YYYY format, or the calendar option provided.

16. Select **Run Report**. The transaction(s) matching your search filters appear. Select the check box(es) next to the transactions you wish to void. You may also select the check box in the column header to select all the transactions listed.
17. Enter a **Reason** for resolving these transactions.
18. Click **Resolve**.

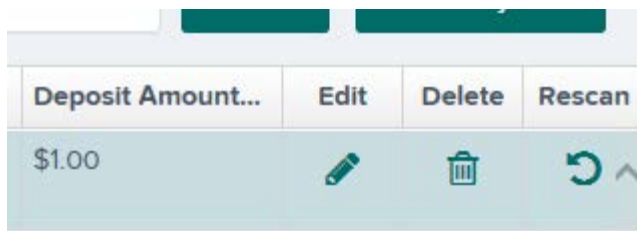
VI. Troubleshooting Batch Issues

A. 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.



B. 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 **Rescan** 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.

Check	Alerts	MICR	Customer Number	Name On Account	Deposit Amount	Edit	Delete	Rescan
1		⑆ 1 2 2 0 3 7 7 6 0 ⑆ 7 6 7 5 5 4 3 2 4 0 0 0 ⑆		ST for KB	To Be Keyed			
2		⑆ 1 2 2 0 3 7 7 6 0 ⑆ 7 6 7 5 5 4 3 2 4 0 0 0 ⑆		ST for KB	\$0.00			

C. 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 red x 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).

Check	Customer Number	Name On Account	Deposit Amount	Edit	Delete	Rescan
1	[84d56fcf-a22e-408...	Ima Tester	\$85.24			
2			\$85.24			
3	949494	CUSTTEST	\$377.25			

Delete Check

Delete check without adjustments
 Delete check, decrement check count, and reduce the deposit total by:

\$ 85.24

Cancel Delete

D. 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).

Item Details	Deposit Details	Create Date	Location	Batch Type	Description	Deposit Status	Your Count	Your Amount	Received Count	Received Amount
		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 **View** link in the **Item Details** column. To see specific details about the batch, click the **View** link under **Deposit Details**.

E. 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.

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