

Remote Deposit Complete (RDC) Troubleshooting Handout

This document can be utilized as a reference for common batch troubleshooting issues.

IMPORTANT: Screenshots are provided for general orientation. Your screens and menu options may differ from the examples pictured in this document.

Amount Does Not Appear

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

Check	Alerts	MICR	Customer Number...	Name On Account...	Deposit Amount
1		⑆ 256074974⑆ 328L⑆ 147247⑆ 234⑆ 00⑆	[c38ec6b7-6940-4d...	Test Test	\$0.00
2		⑆ 123203878⑆ 21342134⑆			\$0.00

FIGURE 1: REFRESH OPTION

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

Check	Alerts	MICR	Customer Number...	Name On Account...	Deposit Amount...
1		⑆ 123203878⑆ 21342134⑆			To Be Keyed

FIGURE 2: TO BE KEYED MESSAGE

Item Needs to Be Rescanned

An item that needs to be rescanned is indicated by a red circle arrow (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 scans and replaces the original image.

Check	Alerts	MICR	Customer Number...	Name On Account...	Deposit Amount...
1		⑆ 147247⑆ 234⑆ 00⑆			\$20.00

FIGURE 3: RESCAN ALERT

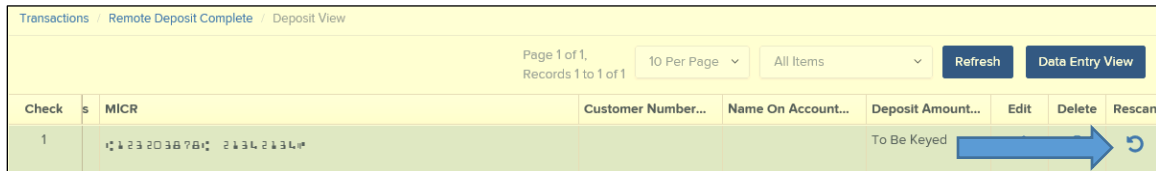




FIGURE 4: RESCAN

Item Needs to Be Edited/Deleted

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

To delete an item, click  delete 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).

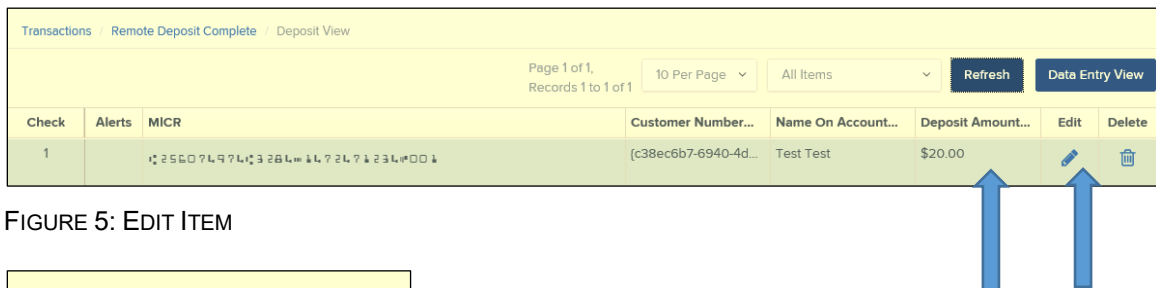


FIGURE 5: EDIT ITEM

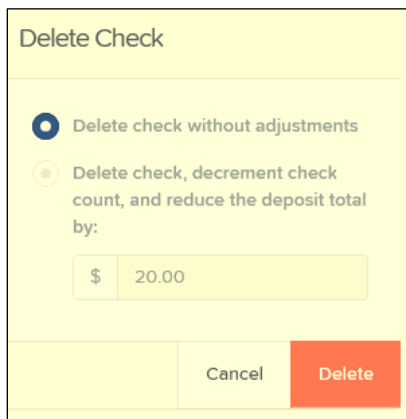


FIGURE 6: DELETE ITEM

Item Status

To find the status of a 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 seven different statuses that you might see:

1. **Deposited**- Your deposit is complete and in the approved status on the Dashboard tab.

2. **Deleted**- You have deleted the deposit, and no items from the deposit are processed.
3. **Partial Deposit**- The amount you entered does not match the amount to be deposited. This difference is due to remove of an item(s) from the deposit or an additional error.
4. **Rejected**- The entire batch was rejected. You need to determine the reason for the reject and possibly rescan the batch.
5. **Submitted**- The batch has been submitted, and the Key & Balancing team is working to key or balance the batch. Once this is complete, you receive an email notification (if you are set up for notifications).
6. **Open for scanning**- The batch has not been successfully closed, you need to select the **Transactions** tab, then the enabled product name and close out the batch.
7. **Deposited with Adjustments**- One or more of the items within the batch caused an adjustment to the total deposit amount.

Item Details	Deposit Details	Create Date	Location	Batch Type	Description	Deposit Status	Your Count	Your Amount
		08/15/2017 02:29:05 PM CT	General Account 1...	Remote Deposit	14:24:22.8089938 8/15/2017 Dep...	Rejected	2	\$310.00
		08/15/2017 02:45:34 PM CT	General Savings	Remote Deposit	14:45:14.0930148 8/15/2017 Depo...	Rejected	1	\$1,000.00
		08/28/2017 12:20:36 PM CT	Checking 6957	Remote Deposit	12:19:47.3621543 8/28/2017 Depo...	Deposited	1	\$75.00
		08/30/2017 02:23:20 PM CT	General Account 1...	Remote Deposit	14:20:32.9946486 8/30/2017 Dep...	Deleted	2	\$95.00
		08/30/2017 02:32:08 PM CT	General Account 1...	Remote Deposit	14:31:49.3525842 8/30/2017 Dep...	Deposited With Adj...	2	\$375.00

FIGURE 7: ITEM STATUS

To see the status of each item in the batch, you can click in the Item Details column. To see specific details about the batch, click 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. The EPS duplicate table is 75 days.

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 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.

Detected Date Time	Reason For Duplicate	Disp. Acct Number	Check #	Transaction Amount	Original Trans. Date Time
06/30/2017 10:43:17 AM CT	Routing/Account/Check Num...	0654	12350	\$85.00	06/12/2017 09:56:36 AM CT
06/30/2017 10:41:34 AM CT	Routing/Account/Check Num...	0654	12350	\$85.00	06/12/2017 09:56:36 AM CT

FIGURE 8: DUPLICATE TRANSACTIONS

Determining Why a Batch Rejected

There are multiple reasons why a batch rejects. To determine, pull the *Deposit Results Report*, and then click under *Deposit Details* of the batch that rejected. The details include a reason for the reject.

Event Occurred	Event	User Name	Description
08/15/2017 2:52 PM CT	Rejected	88	Batch rejected as it is over its adjustment limit. AdjustmentLimit: 0.0000, Amount Requested...

FIGURE 9: BATCH REJECTED

Determining Why an Item Rejected

There are also multiple reasons why a single item reject in a batch. To determine, pull the *Deposit Results Report*, and then click under *Item Details* of the batch with rejected item(s). Find the item that rejected and click under *Item Details* again. This brings you to the *Batch Item Details* page. Select **Show Events** on the right and the details include a reason for the item reject.


Show Events			Hide Events		
Event Date	Event	Application	User ID	User Name	Description
09/22/2017 02:37:52 PM CT	Rejected	Remote Batch Deposit	942690		Not a Check

FIGURE 10: REJECTED ITEM

Voiding Transactions

You may need to void a transaction that has been made, this can only be done when a deposit has been created and is in the *Approved* status on the *Current Transaction Summary* Screen. Recall that an approved transaction moves to the *Processed* status at your cut off time.

1. Log in to SPB, select the **Approved** status.

2. A report with all Approved transactions generates. Notice the indication, *Approved*, in the *Status* column. Click  **View** to the left of the transaction you wish to void.
3. The *Transactions Details* page appears. Select **Actions | Void**.
4. The system asks you to confirm voiding the transaction. Click **Void**. The transactions are voided and appear in the *Voided* status on the *Current Transactions Summary* screen.
5. Once an item is voided, it cannot be undone.

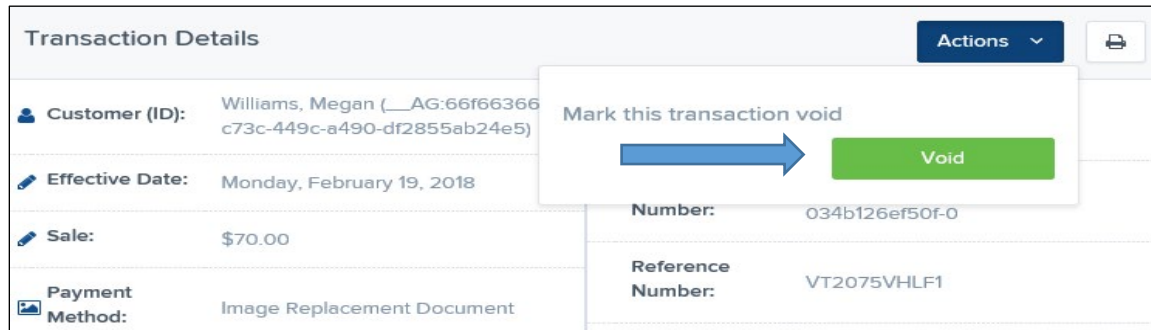






FIGURE 11: VOIDING TRANSACTIONS

Editing Transaction Amounts

If an item is read for an incorrect amount, you can edit the transaction amount. This can only be done when a deposit has been created and is in the *Approved* status on the *Current Transaction Summary* Screen. Recall that an approved transaction moves to the *Processed* status at your cut off time.

1. Log in to SPB, select the **Approved** status.
2. A report with all Approved transactions generates. Notice the indication, *Approved*, in the *Status* column. Select  **View** to the left of the transaction you wish to void.
3. The *Transactions Details* page appears. Select  **Edit** to the left of Sale.
4. The **Sale** amount becomes an active field where you can enter a new amount. Enter a new amount and a reason for changing the amount.
5. Click  to save or  to cancel the edit.







Transaction Details		Actions ▼		
 Customer (ID):	Williams, Megan (AG:66f66366-c73c-449c-a490-df2855ab24e5)	Auth. Response:	Success	
 Effective Date:	Monday, February 19, 2018	Transaction Number:	27bb1b23-44a3-4744-a6c0-034b126ef50f-0	
\$ 70.00	Reason Reason	Reference Number:	VT2075VHLF1	
 				

FIGURE 12:EDITING TRANSACTION AMOUNTS