Remote Deposit Complete (RDC) Troubleshooting Handout

This document can be utilized as a reference for common batch troubleshooting 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 Key & 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 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 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 ✏️ pencil on the item line (show 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 (show in second graphic below).

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 statues 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 will be 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 will 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 will receive an email notification (if you are set up for notifications).

6. **Open for scanning**- The batch has not been successfully closed, you will 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

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 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.

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

Determining Why a Batch Rejected

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

Reports / Deposit Results / Deposit Details

Events for Deposit 14:24:22.8089938 8/15/2017 Deposit
Page 1 of 1 Records 1 - 7 of 7   25 Per Page

Event Occurred	Event	User Name	Description
08/15/2017 2:52 PM CT	Rejected	881933	Batch rejected as it is over its adjustment limit. AdjustmentLimit: 0.0000, Amount Requested...

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Determining Why an Item Rejected

There is also multiple reasons why a single item will 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 will bring you to the *Batch Item Details* page, select **Show Events** on the right and the details will 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

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 will move 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 **Actions | Void**.

4. The system will ask you to confirm voiding the transaction. Select **Void**. The transactions will be voided and appear in the *Voided* status on the *Current Transactions Summary* screen.

5. Once an item is voided, it cannot be undone.

Transaction Details			**Actions** ∨	🖨
👤 Customer (ID):	Williams, Megan (__AG:66f66366 c73c-449c-a490-df2855ab24e5)	Mark this transaction void		
✏ Effective Date:	Monday, February 19, 2018	➡ **Void**		
		Number:	034b126ef50f-0	
✏ Sale:	$70.00			
		Reference Number:	VT2075VHLF1	
🖼 Payment Method:	Image Replacement Document			

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 will move 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 will become a workable field where you can enter a new amount. Enter a new amount and a reason for changing the amount.

5. Select ✓ to save or ✗ to cancel the edit.