



# **Desktop Teller Exception User Guide**



## Contents

Common Error Messages .....	3
Jammed Documents .....	4
Amount Misreads.....	5
Image Quality Errors .....	5
Duplicate Items .....	7
Error: “Hardware exception type21” .....	8
Helpful Tips .....	9
Enlarging an Image.....	9
Delete Item from Batch.....	10
Balancing and Submitting a Deposit .....	11
Locating and Editing a Created Deposit .....	12



## Common Error Messages

Once a batch has completed scanning, the system will display any items that are exceptions (items that require corrections).

All items that require attention will be marked as shown below:

- Select **Fix Errors** to view only the items within the deposit that need to be fixed.

The screenshot displays the Merchant Capture Solution interface. On the left, there is a sidebar with deposit details: Deposit ID: 133872, Deposit Name: Oct Rent, Account No.: \*\*\*\*\*3456, and Account Name: John Customer Checkingxxx. Below this are links for 'More Details', 'Export As', and 'Delete Deposit'. The main area features a table with columns for Item #, Check #, Error, Amount, and Actions. The table contains four rows, with the last row (Item # 1122002811, Check # 0542, Amount 100.00) highlighted in yellow and marked with a warning icon in the Error column. At the bottom, a summary bar shows 'No of Items 4', 'Error: 1', 'Deposit Total \$250.00', 'Difference -\$305.20', and 'Checks Total \$555.20'. A red arrow points to the 'Fix Errors' button, which is located next to a 'Save Deposit' button. Other buttons include 'Scan' and a checkbox for 'Detect Double-Feed'.

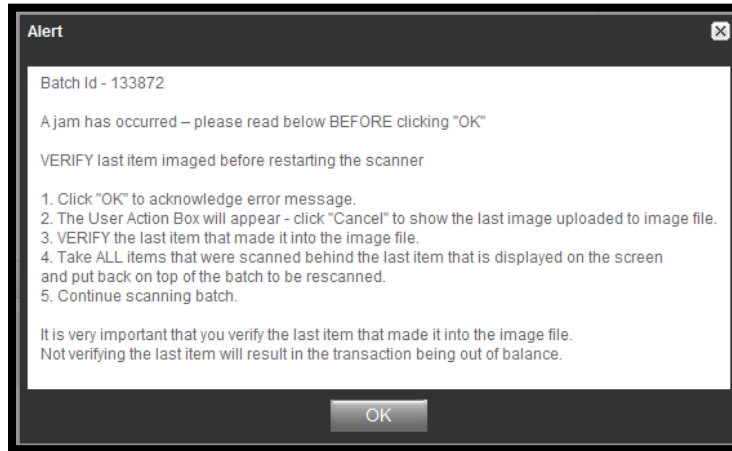
Item #	Check #	Error	Amount	Actions
1122002805	0542		100.00	✘
1122002809	0527		310.20	✘
1122002810	0518		45.00	✘
1122002811	0542	⚠	100.00	✘

No of Items 4    **Error: 1**    Deposit Total \$250.00    Difference -\$305.20    Checks Total \$555.20

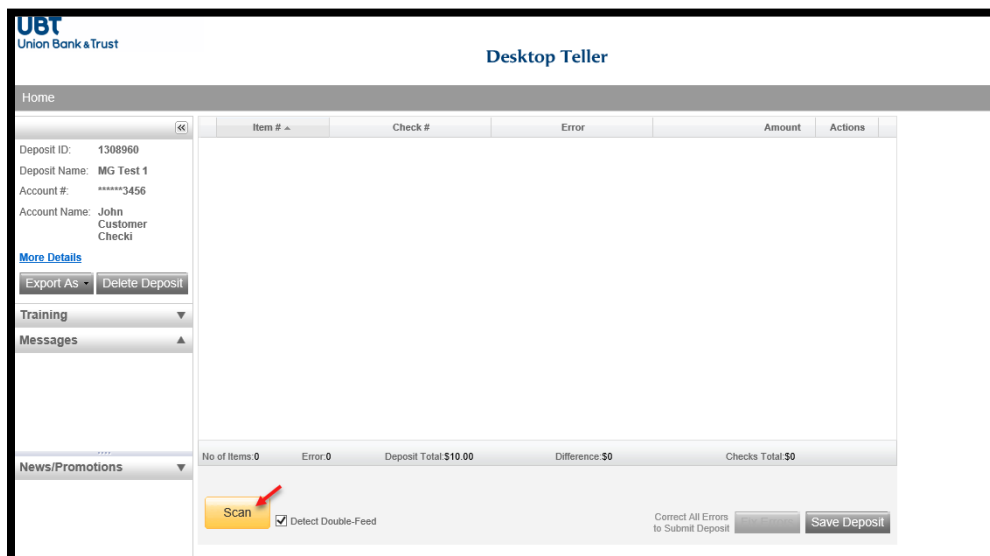
Scan     Detect Double-Feed    Please Fix Errors then Submit    **Fix Errors**    Save Deposit

## Jammed Documents

If a document jams during the scanning process, the scanner will stop, and a message box will display a Device Error Message, as shown below:

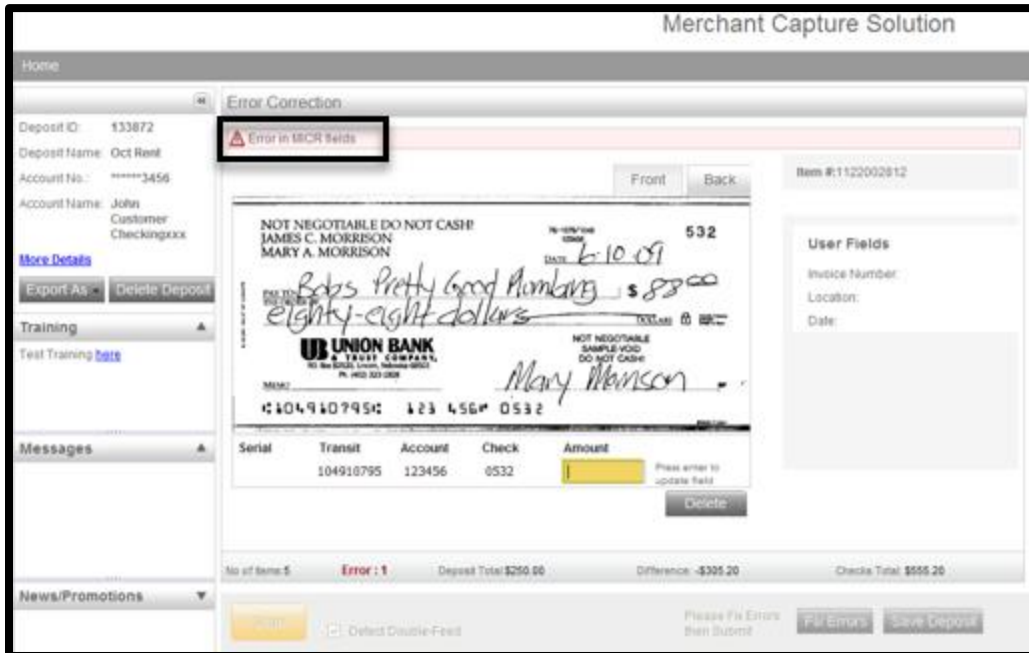


- Select **OK** to allow the scanner to try to clear the jam. If this does not work you may need to manually remove the items. Remove them carefully so that you do not damage the items or the scanner.
- Review the transaction section of the screen, this will show all the items that were successfully scanned.
- Re-insert the next item or items that did not scan into the scanner with the remaining documents.
- Select **Scan** to continue processing the batch.



**\*\*Important Note\*\*** Only the items with the images that can be viewed on the screen were scanned. The trace number on the back of the item(s) is not a confirmation that the image was processed.

## Amount Misreads



If an item misreads the amount, you can correct it.

- Review the image
- Enter the correct amount in the Amount field
- Press the **Enter** key on your keyboard to update the item amount
  - You can only correct one item at a time. After you press **Enter** you will be able to move on to the next item.

## Image Quality Errors

Image Analysis consists of the following components:

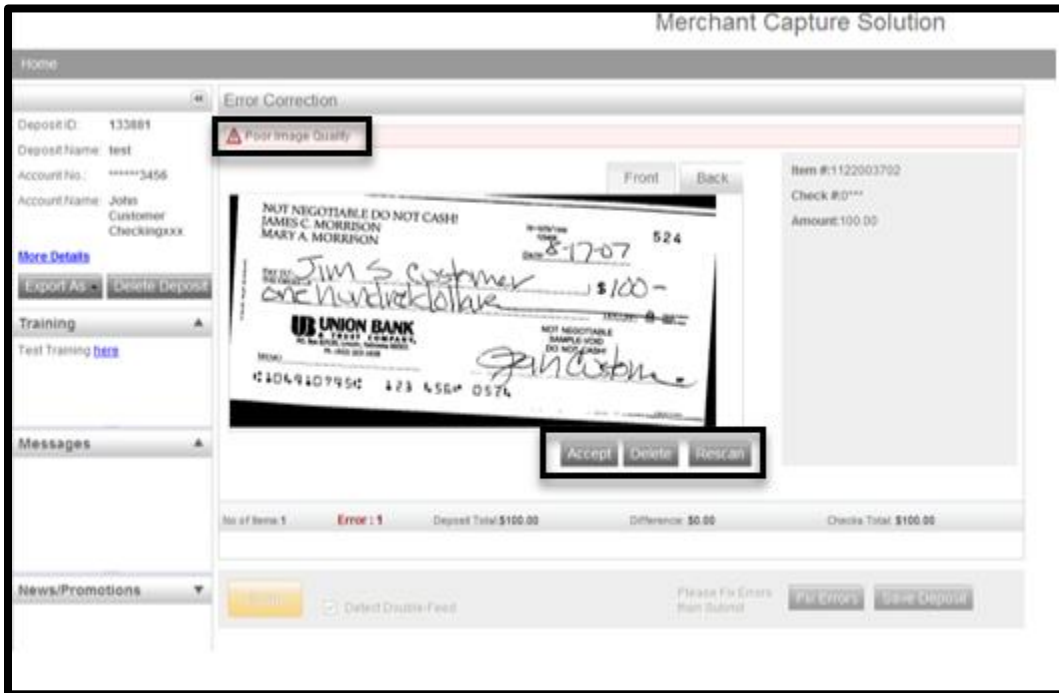
- Image Quality tests: tests the item for skews, dark bands, missing or folded corners, document framing errors, and partial images.
- Image Usability tests: detect the presence and usability of the data fields on the image; CAR Amount and the MICR line.
- Reprocesses: are items that fail image analysis and must be rescanned before they can be accepted. If the image is not better, the item may still fail.

If an item does not pass image quality standards you will have the option to:

- Accept the item
- Delete the item
- Rescan the item

Please keep in mind that all items are required to meet image quality standards. If the paying bank requests a better copy of an item you will be required to provide one as stated in your Desktop Teller/Merchant Capture Agreement.

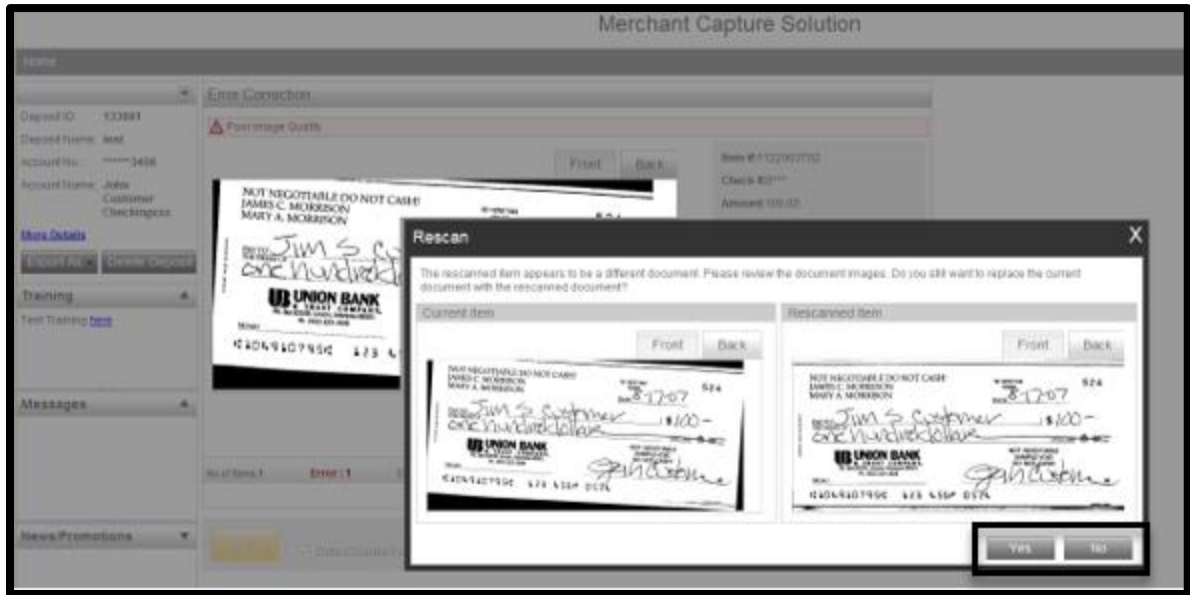
Below is an example of an item that does not pass image quality standards:



Items scanned upside down or backwards will need to be deleted and rescanned.



When rescanning an item, the MICR information on the bottom of the check is compared to that of the original item. If there is a match, the image is overlaid. If there is a discrepancy, you will receive the following warning:

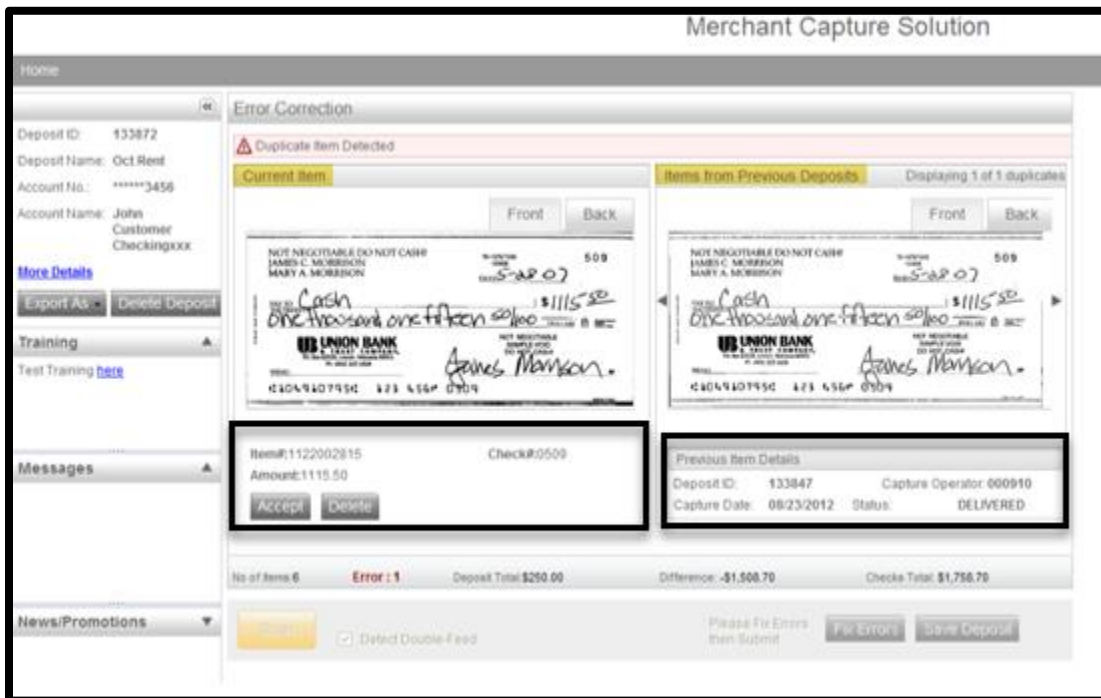


- Select "Yes," to replace the original image
- Select "No," to keep the original image

### Duplicate Items

The program will display any duplicate items that are detected within the current batch and from any previously scanned batch within 45 days.

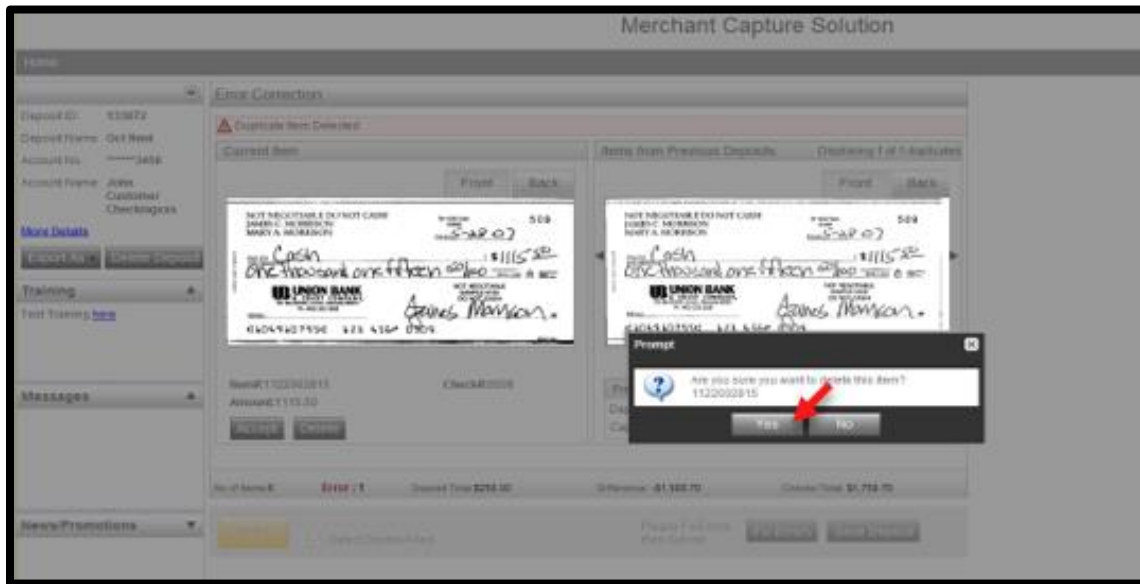
Below is an example of images that were detected as possible duplicate checks:



Review the images to determine if they are duplicates

- If the item is **not** a duplicate, select **Accept**
- If the item **is** a duplicate, select **Delete**

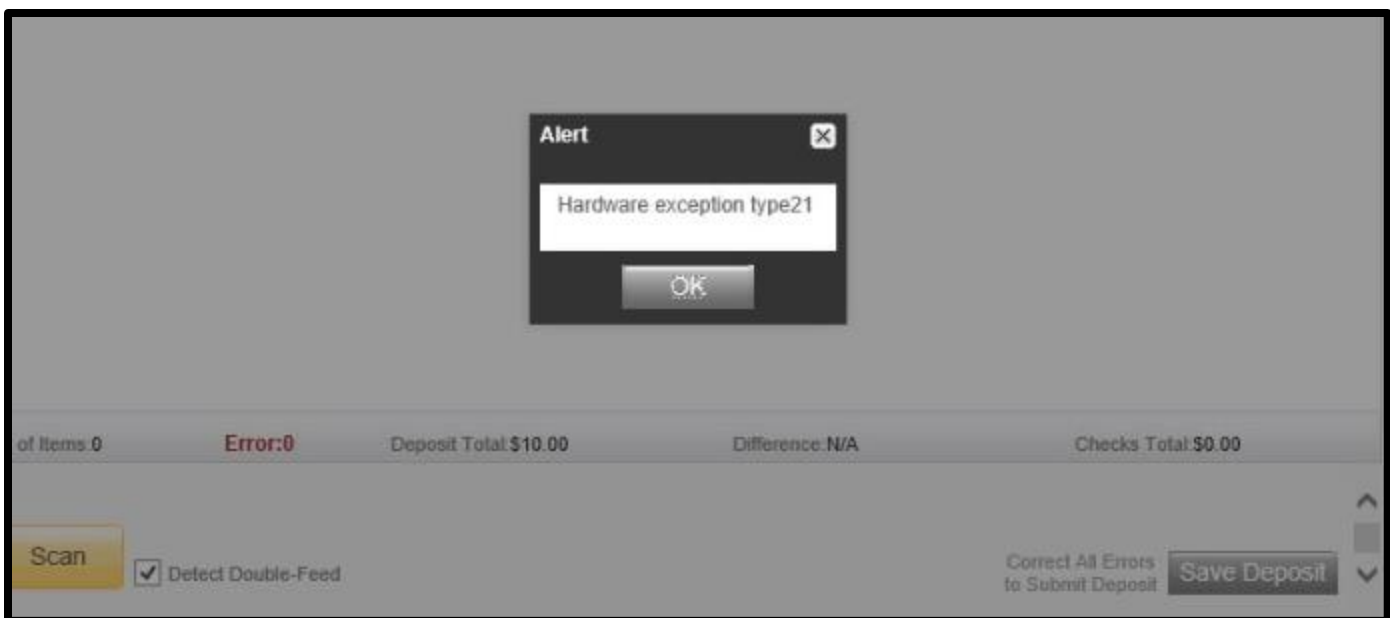
- The system will give the following warning message:
  - Are you sure you want to delete this item?
  - Select **Yes**



### Error: "Hardware exception type21"

The program will display the below message if the ink cartridge is not inserted into the scanner, or the ink cartridge is out of ink.

- Lift the top covering off of the scanner and located the ink cartridge compartment
  - Insert the ink cartridge if one is not present
  - If an ink cartridge is present it will most likely need replaced. Contact the number on your ink cartridge to order more
- Replace the covering on the scanner and create a new deposit to continue scanning

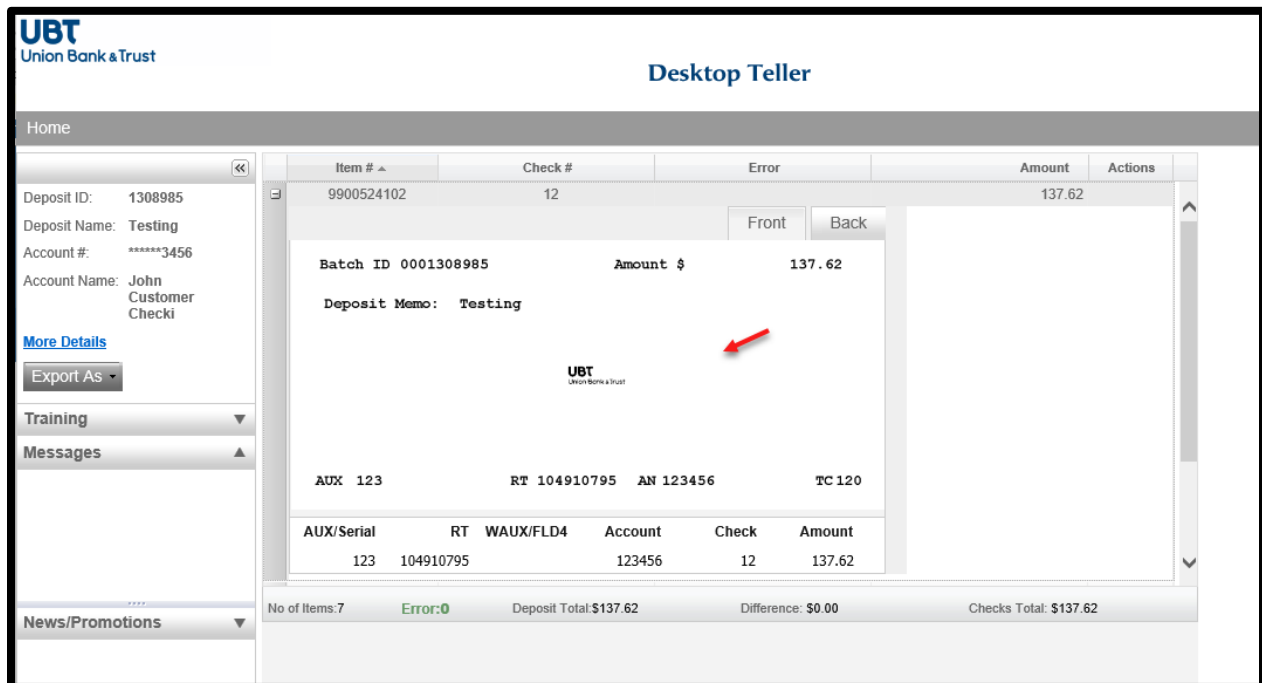




## Helpful Tips

### Enlarging an Image

If the image of the scanned item is difficult to read, the item can be enlarged by clicking on the image



The screenshot displays the UBT Desktop Teller interface. On the left, there is a sidebar with account information: Deposit ID: 1308985, Deposit Name: Testing, Account #: \*\*\*\*\*3456, and Account Name: John Customer Checki. Below this are links for 'More Details', 'Export As', 'Training', and 'Messages'. The main area shows a table of items with columns for Item #, Check #, Error, Amount, and Actions. The first item is Item # 9900524102, Check # 12, Amount 137.62. Below the table, there is a large, enlarged view of a deposit slip. The slip contains the following information: Batch ID 0001308985, Amount \$ 137.62, and Deposit Memo: Testing. A red arrow points to the enlarged image of the deposit slip. At the bottom of the interface, there is a summary bar with the following information: No of Items: 7, Error: 0, Deposit Total: \$137.62, Difference: \$0.00, and Checks Total: \$137.62.

Click again on the enlarged item to return it to the original size.

Batch ID 0001308985                      Amount \$                      137.62

Deposit Memo: Testing

**UBT**  
Union Bank & Trust

AUX 123                      RT 104910795    AN 123456                      TC 120

### Delete Item from Batch

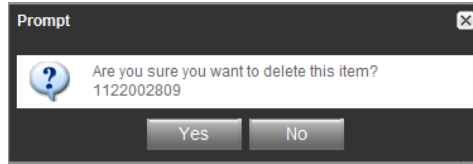
To delete an item from a batch:

- Locate the item to be deleted in the batch
- Under the 'Actions' column, select the red X

The screenshot shows the 'Merchant Capture Solution' interface. On the left, there is a sidebar with 'Home', 'Deposit ID: 133872', 'Deposit Name: Oct Rent', 'Account No.: \*\*\*\*3456', and 'Account Name: John Customer Checkingxxx'. Below this are buttons for 'Export As' and 'Delete Deposit', and sections for 'Training' and 'Messages'. The main area displays a table with a green header 'Success: All Errors Fixed'. The table has columns for 'Item #', 'Check #', 'Error', 'Amount', and 'Actions'. A red arrow points to a red 'X' in the 'Actions' column of the first row. At the bottom, there are summary statistics: 'No of Items: 5', 'Error: 0', 'Deposit Total: \$258.00', 'Difference: -\$360.28', and 'Checks Total: \$640.28'. There are also buttons for 'Scan', 'Submit Deposit', and 'Save Deposit'.

Item #	Check #	Error	Amount	Actions
1122002805	0542		100.00	X
1122002809	0527		310.20	X
1122002810	0518		45.00	X
1122002811	0642		100.00	X
1122002812	0532		88.00	X

The system will give the following warning message:

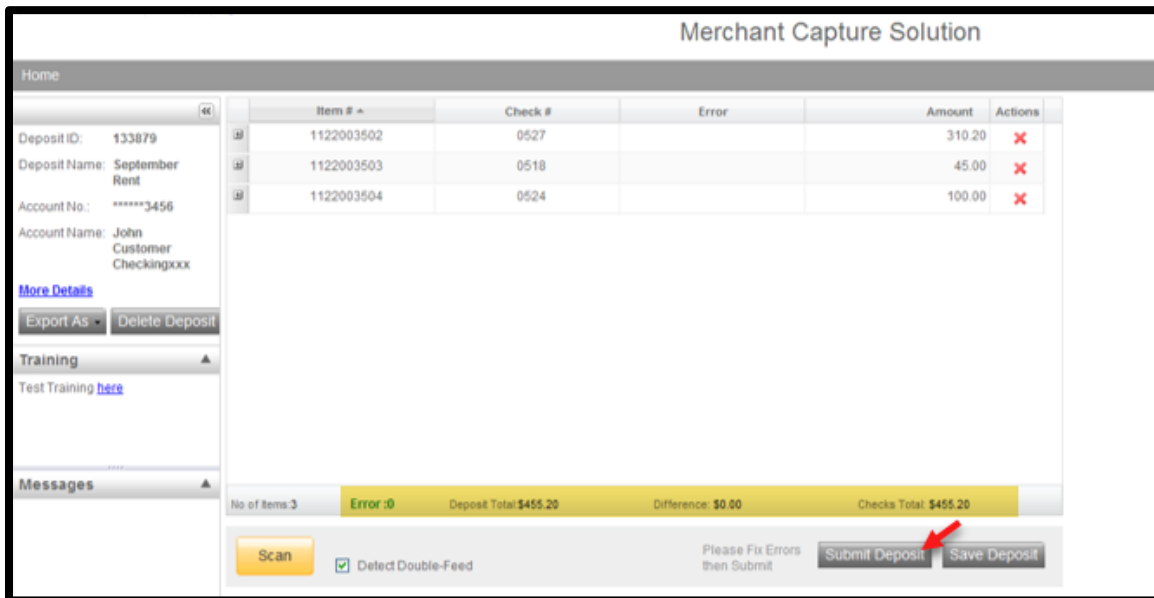


- Select **Yes** to delete the item out of the batch
- Select **No** to leave the current item within the batch

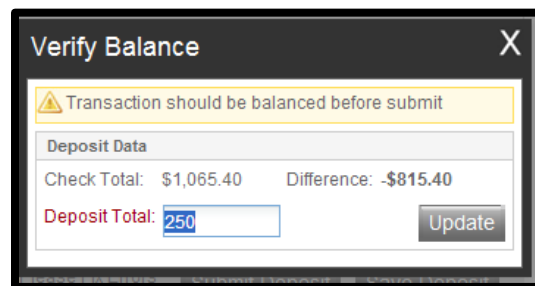
## Balancing and Submitting a Deposit

Verify the following before submitting a deposit:

- Error: 0
- Deposit Total and Checks Total are in balance
- Difference is \$0.00
- Select **Submit Deposit**

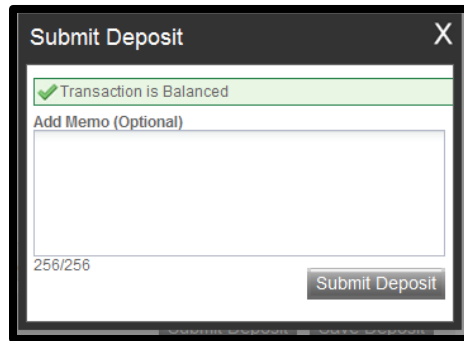


If you made any changes that would affect the deposit total such as removing a check item, the system will give the following pop-up message:



- Verify the deposit to determine the difference
- If the **deposit total** is incorrect, enter the correct total and select **Update**
- Once the Deposit Total and the Check Total are in balance, a verification box will appear and show that the transaction is balanced.

- Select **Submit Deposit**

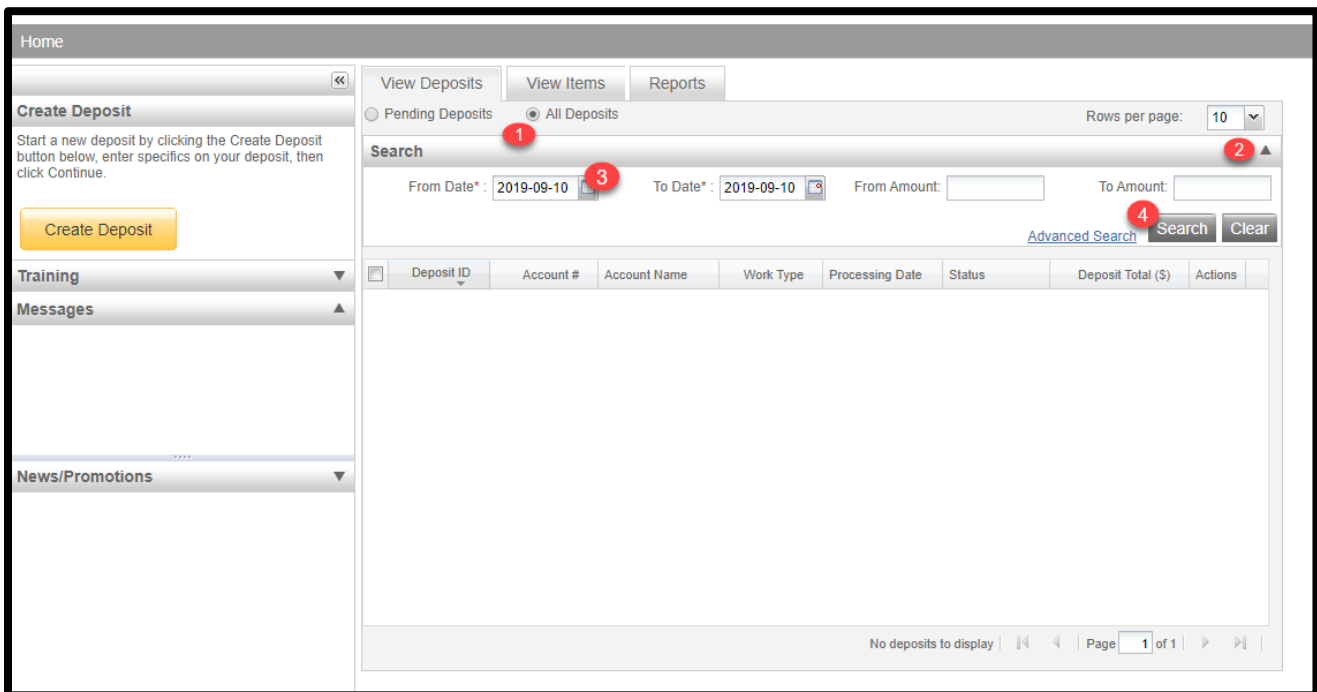


## Locating and Editing a Created Deposit

**\*\*Deposits with a status of “Submitted” or “Delivered” cannot be removed\*\***

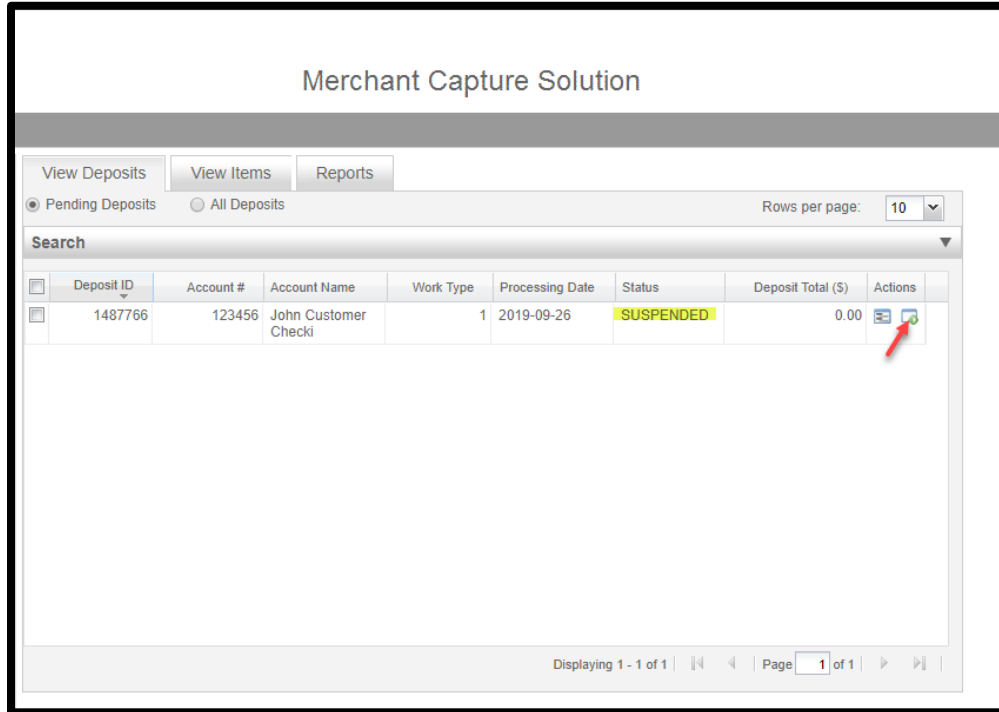
From the home page of Desktop Teller:

1. Select the “All Deposits” radio button
2. Expand the **Search** section by selecting the dropdown arrow
3. Change the date range to the date the deposit was created
4. Select the “Search” button



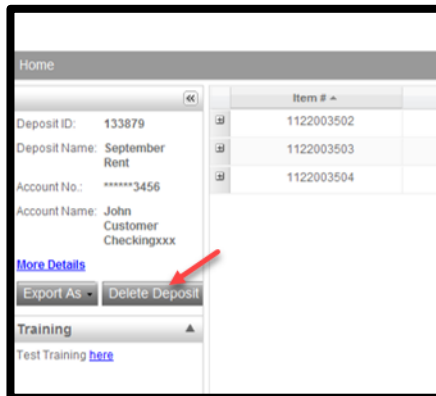
The suspended deposit will appear in the deposit listing

Select the “View Deposit” button under **Actions**

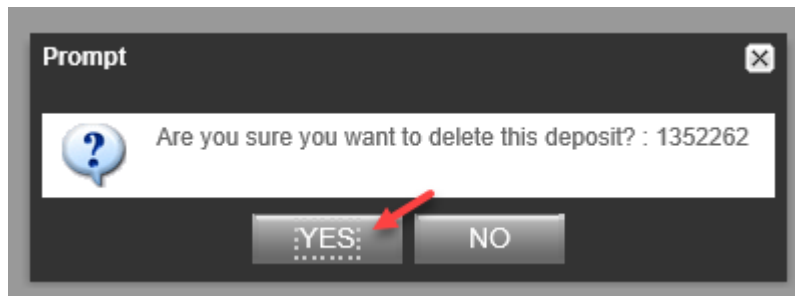


Make any deposit changes as needed on the deposit detail page

To delete a deposit, select **Delete Deposit**



A Pop-up will appear asking if you are sure you wish to delete the deposit. Select **Yes**



To Submit a deposit, select **Submit Deposit**

The screenshot shows the 'Merchant Capture Solution' interface. On the left, there is a sidebar with 'Home', 'Deposit ID: 133879', 'Deposit Name: September Rent', 'Account No.: \*\*\*\*\*3456', and 'Account Name: John Customer Checkingxxx'. Below this are buttons for 'Export As', 'Delete Deposit', 'Training', and 'Messages'. The main area contains a table with columns: Item #, Check #, Error, Amount, and Actions. The table lists three items with amounts of 310.20, 45.00, and 100.00. At the bottom, a yellow bar displays 'No of Items: 3', 'Error: 0', 'Deposit Total: \$455.20', 'Difference: \$0.00', and 'Checks Total: \$455.20'. A 'Scan' button is on the left, and 'Submit Deposit' and 'Save Deposit' buttons are on the right. A red arrow points to the 'Submit Deposit' button.

Item #	Check #	Error	Amount	Actions
1122003502	0527		310.20	✗
1122003503	0518		45.00	✗
1122003504	0524		100.00	✗

A verification box will appear and show that the transaction is balanced

Select "Submit Deposit"

The screenshot shows a 'Submit Deposit' dialog box with a close button (X) in the top right corner. It features a green checkmark and the text 'Transaction is Balanced'. Below this is a text input field labeled 'Add Memo (Optional)'. At the bottom left, it shows '256/256' characters. A 'Submit Deposit' button is located at the bottom right.