



Desktop Teller Exception User Guide





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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 shows a table of items with columns: Item #, Check #, Error, Amount, and Actions. The table contains four rows, with the last row (Item # 1122002811, Check # 0642, Amount 100.00) highlighted in yellow and marked with a red 'X' in the Actions column, indicating an error. At the bottom, a summary bar shows 'No of Items: 4', 'Error: 1', 'Deposit Total: \$250.00', 'Difference: -\$305.20', and 'Check Total: \$555.20'. A red arrow points to the 'Fix Errors' button, which is located next to the 'Save Deposit' button. Other buttons include 'Scan', 'Detect Double-Feed', and 'Please Fix Errors then Submit'.

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

Summary: No of Items: 4, Error: 1, Deposit Total: \$250.00, Difference: -\$305.20, Check Total: \$555.20

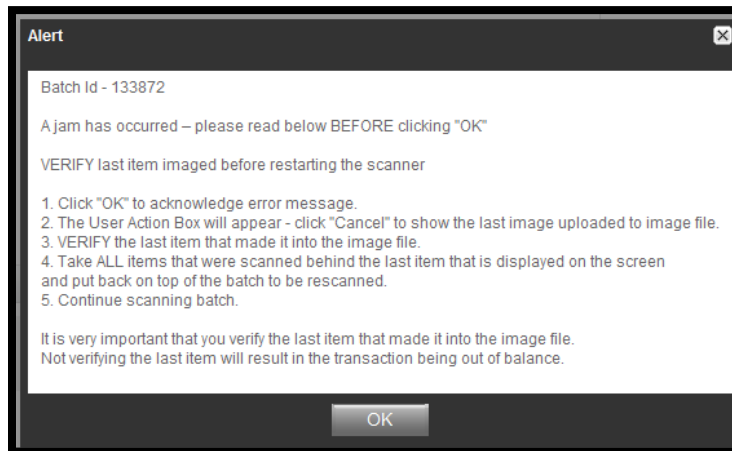
Buttons: Scan, Detect Double-Feed, Please Fix Errors then Submit, Fix Errors, Save Deposit



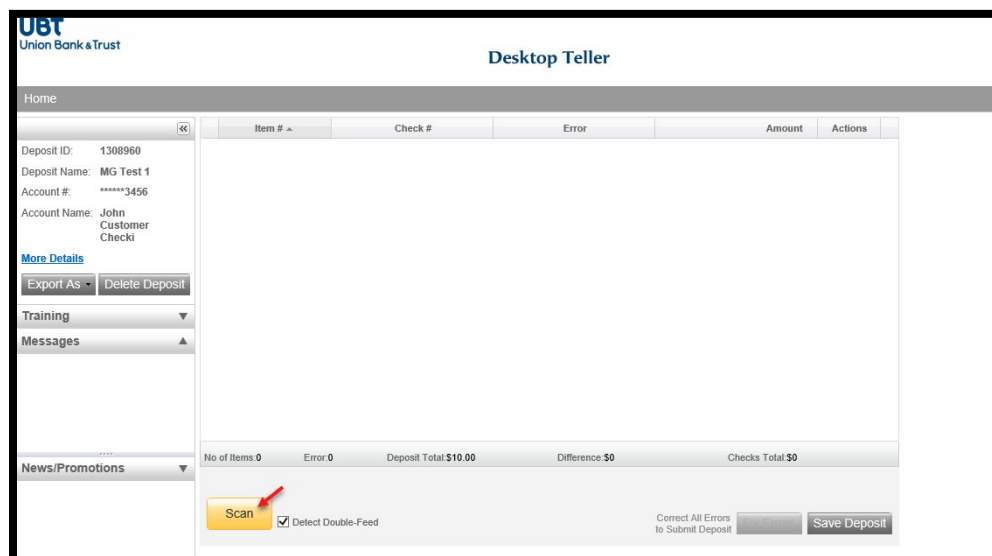


Jammed Documents

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.

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Amount Misreads

The screenshot shows the Merchant Capture Solution interface. On the left, there's a sidebar with links like Home, Deposit ID, Deposit Name, Account No., Account Name, More Details, Export As, Delete Deposit, Training, Test Training, Messages, and News/Promotions. The main area displays a check from James C. Morrison to Mary A. Morrison for \$88.00. A red error message 'Error in MICR fields' is highlighted with a red box. Below the check image, there's a table with columns: Serial, Transit, Account, Check, and Amount. The Amount field is highlighted in yellow. At the bottom, there's a summary bar showing 'No of Items: 1', 'Error: 1', 'Deposit Total: \$250.00', 'Difference: -\$305.20', and 'Checks Total: \$555.20'. There are buttons for 'Scan', 'Defect Double-Feed', 'Fix Errors', and 'Save Deposit'.

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.

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

The screenshot shows the Merchant Capture Solution interface. On the left, there's a sidebar with links like Home, Deposit ID, Deposit Name, Account No., Account Name, More Details, Export As, Delete Deposit, Training, Test Training, Messages, and News/Promotions. The main area displays a check image. A red box highlights the 'Poor Image Quality' error message. The check itself is from Union Bank & Trust, dated 8-17-07, for \$100.00, payable to Jim S. Customer. The MICR line at the bottom of the check is 43049407954 123 456 0574. Below the check image, there are buttons for 'Accept', 'Delete', and 'Rescan'. At the bottom of the interface, there's a summary bar showing 'No of Items: 1', 'Error: 1', 'Deposit Total: \$100.00', 'Difference: \$0.00', and 'Checks Total: \$100.00'. There are also buttons for 'Print', 'Detect Double-Feed', 'Please Fix Errors Then Submit', 'Fix Errors', and 'Save Deposit'.

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

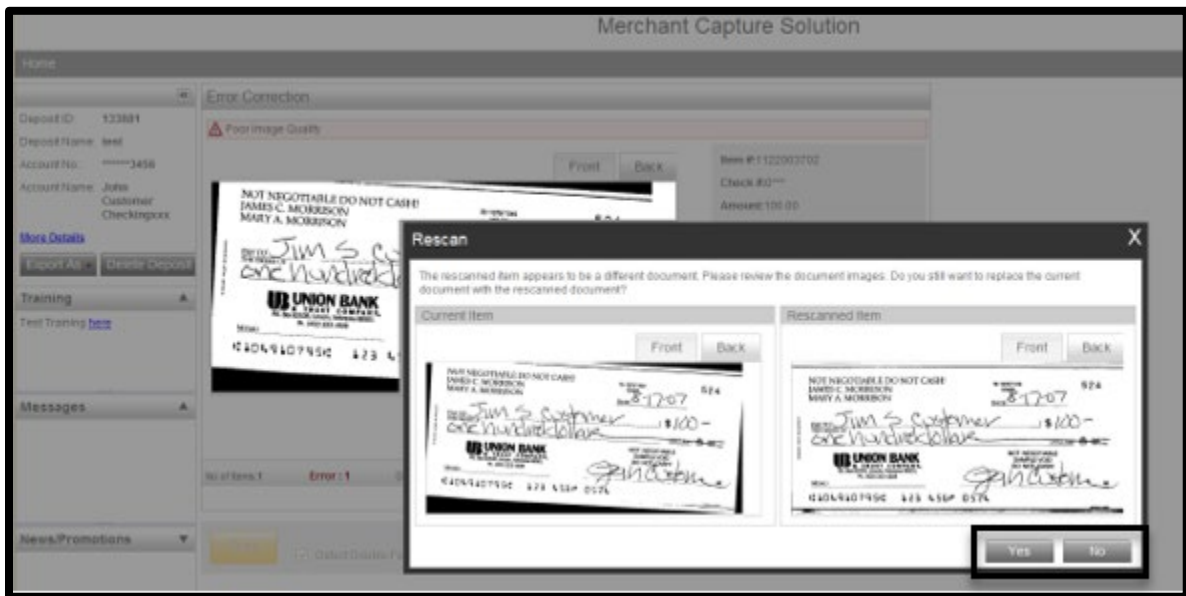
The screenshot shows the Merchant Capture Solution interface with a check scanned upside down. A red box highlights the 'Poor Image Quality' error message. The check is from Union Bank & Trust, dated 5-31-07, for \$18.00, payable to Mary A. Morrison. The MICR line at the bottom of the check is 8150 456 421 15540167015. Below the check image, there are buttons for 'Accept', 'Delete', and 'Rescan'. At the bottom of the interface, there's a summary bar showing 'No of Items: 6', 'Error: 1', 'Deposit Total: \$258.00', 'Difference: -\$438.28', and 'Checks Total: \$696.28'. There are also buttons for 'Print', 'Detect Double-Feed', 'Please Fix Errors Then Submit', 'Fix Errors', and 'Save Deposit'.

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:

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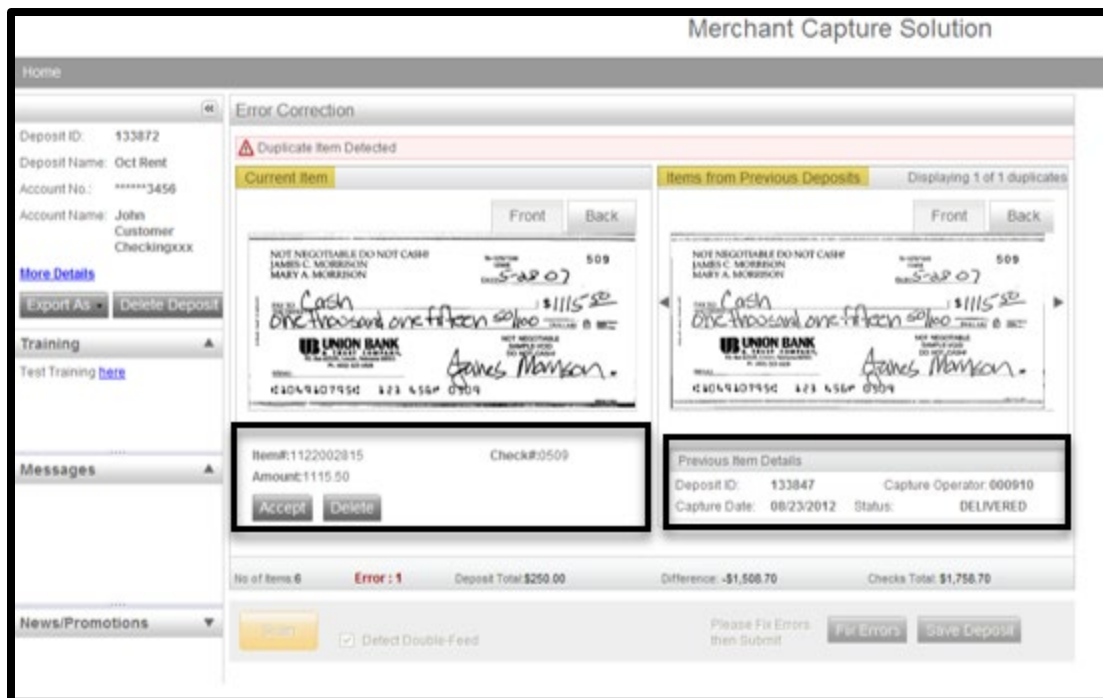


- Select **Yes** to replace the original image
- Select **No** to keep the original image

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:



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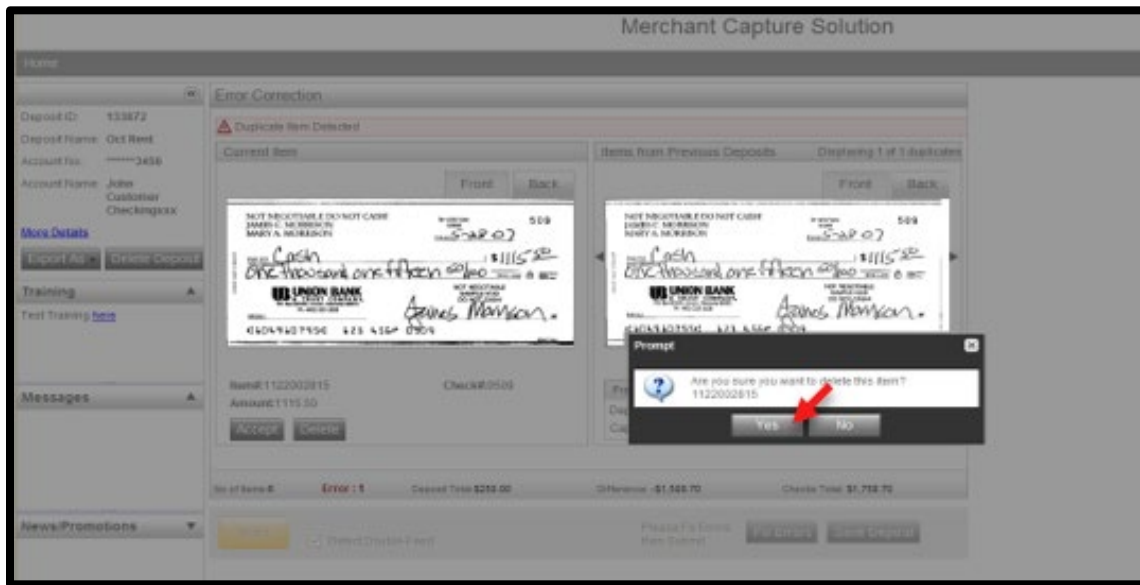
Email: achnotices@ubt.com Call: 402.323.1753





Review the images to determine if they are duplicates

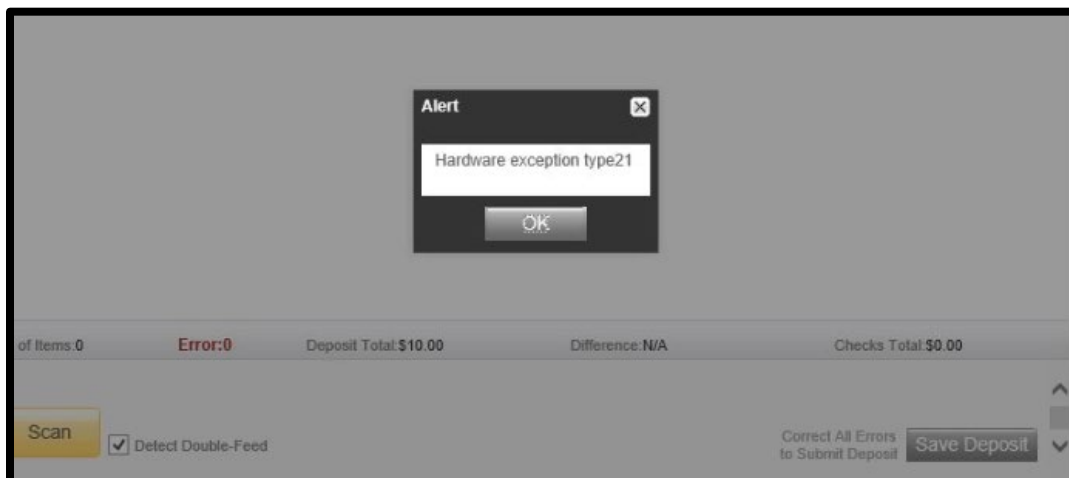
- If the item is **not** a duplicate, select **Accept**
- If the item **is** a duplicate, select **Delete**
 - The system will give the following warning message:
 - Are you sure you want to delete this item?
 - Select **Yes**



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



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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

UBT
Union Bank & Trust

Desktop Teller

Home

Deposit ID: 1308985
Deposit Name: Testing
Account #: *****3456
Account Name: John Customer
Checki

[More Details](#)
Export As ▾

Training ▾
Messages ▲

News/Promotions ▾

Item # ▲	Check #	Error	Amount	Actions
9900524102	12		137.62	

Front Back

Batch ID 0001308985 Amount \$ 137.62
Deposit Memo: Testing

UBT
Union Bank & Trust

AUX 123 RT 104910795 AN 123456 TC 120

AUX/Serial	RT	WAUX/FLD4	Account	Check	Amount
123	104910795		123456	12	137.62

No of Items: 7 Error: 0 Deposit Total: \$137.62 Difference: \$0.00 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**

Merchant Capture Solution

Home

✓ Success: All Errors Fixed

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

Deposit ID: 133872
Deposit Name: Oct Rent
Account No.: *****3456
Account Name: John Customer
Checkingxxx

[More Details](#)
Export As: Delete Deposit

Training
Test Training [here](#)

Messages

No of Items: 5 Error: 0 Deposit Total: \$258.00 Difference: -\$390.28 Checks Total: \$643.28

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

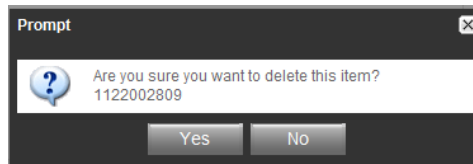
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The system will give the following warning message:



- 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**

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

Summary Bar: No of Items: 3 | Error: 0 | Deposit Total: \$455.20 | Difference: \$0.00 | Checks Total: \$455.20

Buttons: Scan, Detect Double-Feed, Submit Deposit (highlighted with a red arrow), Save 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 Balance

⚠ Transaction should be balanced before submit

Deposit Data

Check Total: \$1,065.40 Difference: **-\$815.40**

Deposit Total:

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- 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**

Submit Deposit

✓ Transaction is Balanced

Add Memo (Optional)

256/256

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

Home

Create Deposit

Start a new deposit by clicking the Create Deposit button below, enter specifics on your deposit, then click Continue.

Create Deposit

Training

Messages

News/Promotions

View Deposits View Items Reports

☐ Pending Deposits ☒ All Deposits

Rows per page: 10

Search

From Date*: 2019-09-10 To Date*: 2019-09-10 From Amount: To Amount:

Advanced Search Search Clear

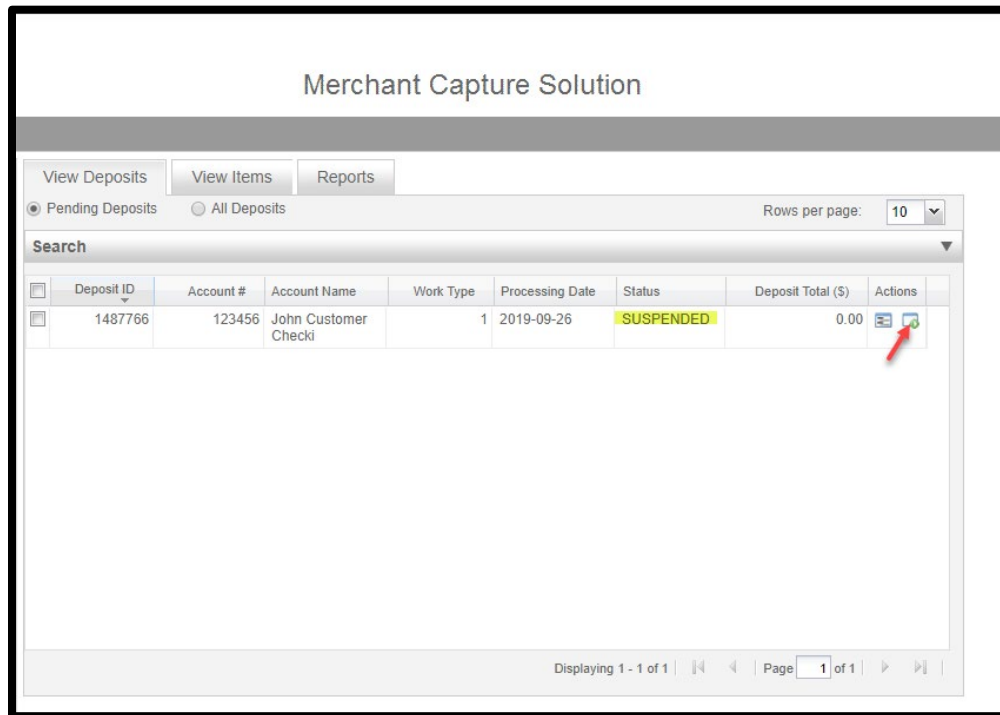
Deposit ID	Account #	Account Name	Work Type	Processing Date	Status	Deposit Total (\$)	Actions
No deposits to display							

Page 1 of 1

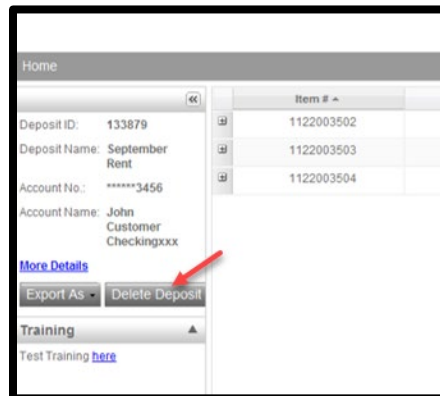




The suspended deposit will appear in the deposit listing. Select the “View Deposit” button under **Actions**.

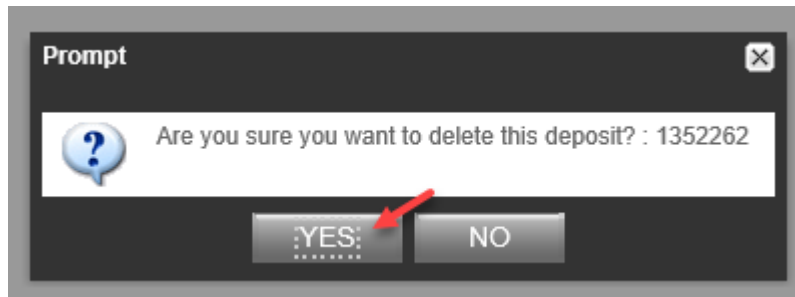


Make any deposit changes as needed on the deposit detail page. To delete a deposit, select **Delete Deposit**.

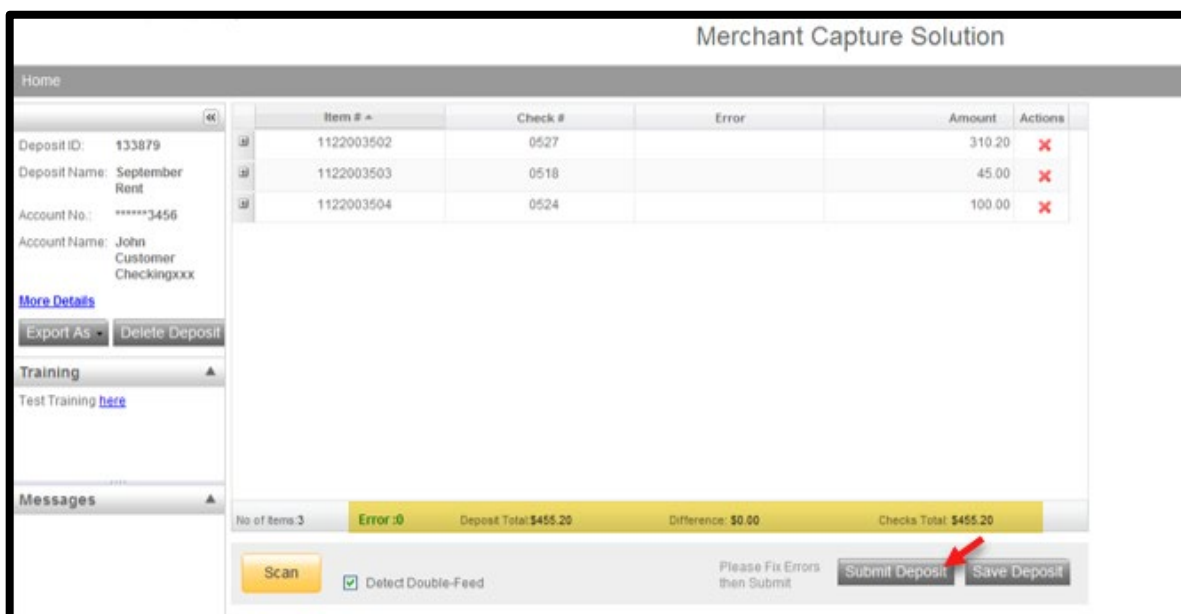




A pop-up will appear asking if you are sure you wish to delete the deposit. Select **Yes**.



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



A verification box will appear and show that the transaction is balanced. Select **Submit Deposit**.

