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Deposit Results Report Handbook

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About the Deposit Results Report

The Deposit Results report allows you to review information about a deposit and view details of items contained in a deposit.

Images of batches and items scanned via JHA SmartPay Remote Deposit Complete are available, as are deposit and item statuses, and the event history of deposits.

Report requests older than two years are found in a file download format on the *Reports* dashboard, under the *Download Reports* section. To request a *Deposit Results* report that is older than two years, set both the start and end dates to older than two years. Report results only include up to the previous seven years.

> **NOTE**
> Menu options in the application look different based on branding variations.

Generating a Deposit Results Report

The Deposit Results report allows you to review deposit statuses, event history, and images of batches and batch items scanned via JHA SmartPay Remote Deposit Complete.

Log in to SmartPay Business.

The system generates report requests within the past two years for review on-screen. Older report requests are available to download.

1. Select the **Reports** tab on the left navigation panel.
2. Choose **Deposit Results**.
3. Select the location for the deposit.
4. Select the date range using one of the following methods.

   - Select a predefined date range from the **Quick Pick** drop-down menu.
   - Choose a custom date range.
5. Select **Get Deposits**.

Batch States

It is important to understand the status of a batch before processing a batch.

Deposited

The item has gone through the keying and balancing process and is in approved status until the next scheduled file cutoff for the FI.

Partial Deposit

The deposit is complete, but one or more items have been removed or edited, and the received amount has been adjusted. The total amount that is deposited appears under *Total Deposit Amount* on the *Deposit Results* page.

Deleted

Specifies that the end user deleted the batch before it was submitted and the items must be rescanned in a new batch. Once a batch is deleted, you can no longer see the items associated with the batch.

Rejected

Rejected indicates that EPS rejected the item because it is a duplicate, has bad image quality, or it is an item that cannot process through RDC, such as foreign checks.

Submitted

Once the batch has been submitted, the EPS Item Processing group receives the batch, and the items go through the keying and balancing process. Once completed, an email notification of the deposit is sent to you if notifications were activated, and an email address was set up under your user profile.

Batch Item States

Individual items within a batch go through various statuses. Item statuses are:

Deposited

The item has gone through the keying and balancing process and is in approved status until the next scheduled file cutoff for the FI.

Rejected

Rejected indicates that EPS rejected the item because it is a duplicate, has bad image quality, or it is an item that cannot process through RDC, such as foreign checks.

Error

Indicates that the item encountered an error and must be rescanned in a new batch.

Needs Rescan

Indicates that the item needs rescanning due to bad image quality, or the Item Processing team is unable to read the amount or MICR line.

In Review

The item was flagged for Item Processing to ensure that the amount and MICR line are correct.

Open

Open that the item is in line for processing by the system.

Deposit Results Report Screen

The *Deposit Results* report screen allows you to see the information contained in the report.

Item Details

This field provides a list of items and their statuses.

Deposit Details

The Deposit Details provides the event history for the batch, including deposits rejected upfront.

Create Date

Specifies the creation date of the batch.

Location

This field is found on various user screens and contains the account to be debited/credited with the payment. This field is required.

Batch Type

Provides the function used to create the deposit.

Description

Specifies the time and date stamp.

Deposit Account

Identifies the number for the account that the deposit is sent into. A deposit with multiple items that uses more than one deposit account displays as **Multiple**.

Deposit Status

This field is found on various user screens and contains the status of the deposit.

Your Count

Your Count identifies the control count the user enters when the batch is opened.

Received Count

This field is found on various user screens and contains the number of items identified in the deposit.

Received Amount

This field is found on various user screens and contains the amount of the deposit after review.

ACH Deposit Date

Specifies the date that the ACH items are deposited.

ACH Deposit Count

Specifies the number of items deposited as ACH transactions.

C21 Deposit Date

The deposit date of the Check 21/Image Replacement Document items within the deposit.

C21 Deposit Count

The number of Check 21/Image Replacement Document items in the deposit.

C21 Deposit Amount

The total amount of the Check 21/Image Replacement Document (IRD) items in the deposit.

Total Deposit Count

Specifies the total number of items deposited for ACH and C21 items combined.

Total Deposit Amount

Specifies the total dollar amount of both ACH and C21 items deposited.

Viewing a List of Deposit Items

You can view a list of items in your deposit, including check images, batch item details, and an events activity history.

Make sure you are logged in to SmartPay Business, and have generated a Deposit Results report.

1. On the *Deposit Results* page, select 🖼 **View** under the *Item Details* column.

Items in a Deposit Batch

Item Details	Check Image	Sequence #	Item Date	Status	Customer Name	Routing / Account #
🖼	🔲	1	07/20/2020	Rejected		1▊▊▊ ▊▊▊▊
🖼	🔲	2	07/20/2020	Rejected		▊▊▊▊ ▊▊▊

2. To see the check image, select 🔲 **Check Image** under the *Check Image* column. The scanned image appears in a *View Images* window. From this window, you can print the image or select **OK** to close it.

3. Locate the deposit in the list and select 🖼 **View** under *Item Details* to view the batch item details.

4. To see the activity for a selected item, choose **Show Events**.

5. Select **Hide Events** to only see batch item details.

Viewing Deposit Details

The *Deposit Details* page contains a brief summation about the batch details.

Make sure you are logged in to the system, and have generated a Deposit Results report.

Select 📂 **File** under the *Deposit Details* column.
The *Deposit Details* page appears, showing overall batch details.

Deposit Details Page

Events in Deposit 13:43:04.3209074 2/24/2020 Deposit Totaling $1,470.00			25 Per Page ⌄
		Page 1 of 1 Records 1 - 6 of 6	
Event Occurred	**Event**	**User Name**	**Description**
02/24/2020 1:52 PM CT	SentToTransactionProcessing		
02/24/2020 1:52 PM CT	ReadyForProcessing	RDBU	

Deposit Item Details

This is a list of field definitions for individual items in the deposit.

Sequence #

Specifies the sequence or order number of the items in the batch.

Item Date

Specifies the date that the item was scanned.

Item Status

Provides the status of the item.

Customer Name

The customer name that is keyed during data entry appears in this field.

Routing/Account #

Displays the routing and account numbers of scanned items.

Check #

Displays the check number if it is encoded on the MICR line of the item.

Amount

Displays the amount captured for the item. Depending on the status of the item and batch, this amount is subject to change after item processing.

Deposit As

Displays one or more transaction types that an item is deposited under. Items must adhere to the processing options that are enabled for the customer.

Amount Source

Amount Source Indicates whether the item is read or keyed. This status has no impact on the processing of the item.

Image Quality Pass

This field indicates whether items pass or fail. Items that fail must be rescanned.

Scanned Count

Specifies the number of times an item is scanned.

Deposit Results Report Questions and Use Scenarios

Find answers to frequently asked questions and scenarios.

Why did the deposit or item reject?

Generate the *Deposit Results* report. Select 🖼 **View** under *Deposit Details* to see the history of the batch. The details include a reason for the reject.

A deposit was made yesterday, but I did not get credit for it. Why?

Generate the *Deposit Results* report. Select 🖼 **View** under *Deposit Details*. Look at the time stamp to see when the batch was sent to Transaction Processing. If this time is after the financial institution's file cutoff time for the day, your deposit is included in the next file generated for your FI on the next business day.

I made a deposit, and the totals do not match. Why?

Generate the *Deposit Results* report. Select 🖼 **View** under *Item Details*. Compare the actual items you have to what the Item Processing group accepted. If you suspect that Item Processing keyed an item incorrectly, go to the *Dashboard* page and choose the **Approved** status on the *Current Transaction Summary* to find the item. From here, adjust the effective date and dollar amount.

I cannot close my deposit. The system displays a message that there is an item that needs attention. How do I know which item it is?

Generate the *Deposit Results* report. Select 🖼 **View** under *Item Details*. Review the list of items. Unresolved items are highlighted with the message *needs attention*. To rescan the item, select the **Transactions** tab to rescan that sequence number.

How do I find the status of my deposit?

The condition of the batch is listed on the *Deposit Results* report under *Deposit Status*.

I scanned a batch but the amounts still show as 0. How do I get the amounts to populate?

Close the batch. After you submit the batch to the Item Processing group, the group goes through the batch, enters the dollar amounts, and balances the batch. When complete, you receive an email notification of the deposit if notifications are enabled and your profile contains an email address.

The amount I entered does not match the amount received. I don't want to close the batch until they match.

Item Processing reads and keys the items after the batch is closed. After this process is complete, you receive an email notification of the deposit if you enabled notifications and your profile contains an email address.

The amount I entered is not correct. Can I change it?

You cannot change the control total after the batch is created. If a zero-adjustment limit is set, you should be able to delete the batch and create another one.

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