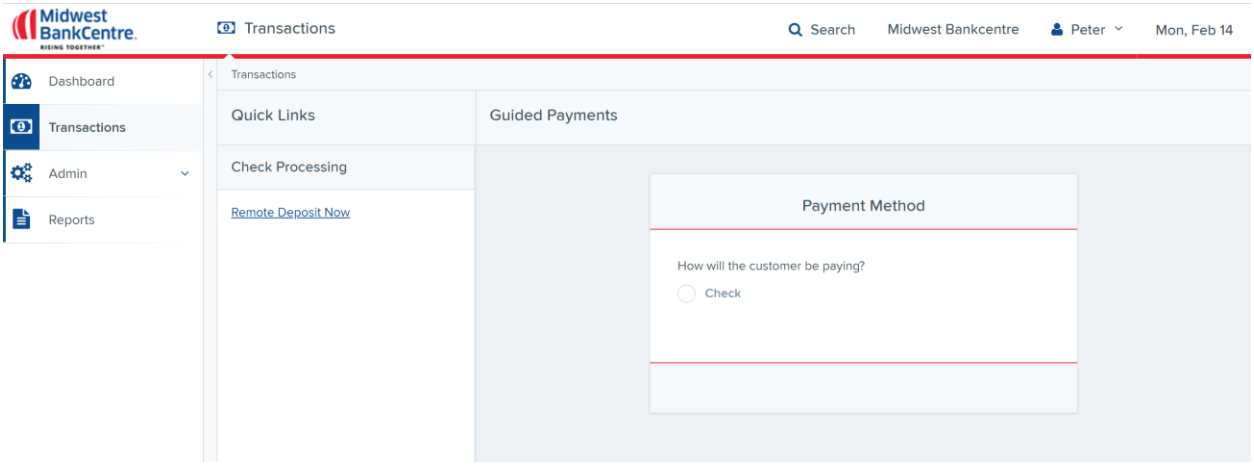
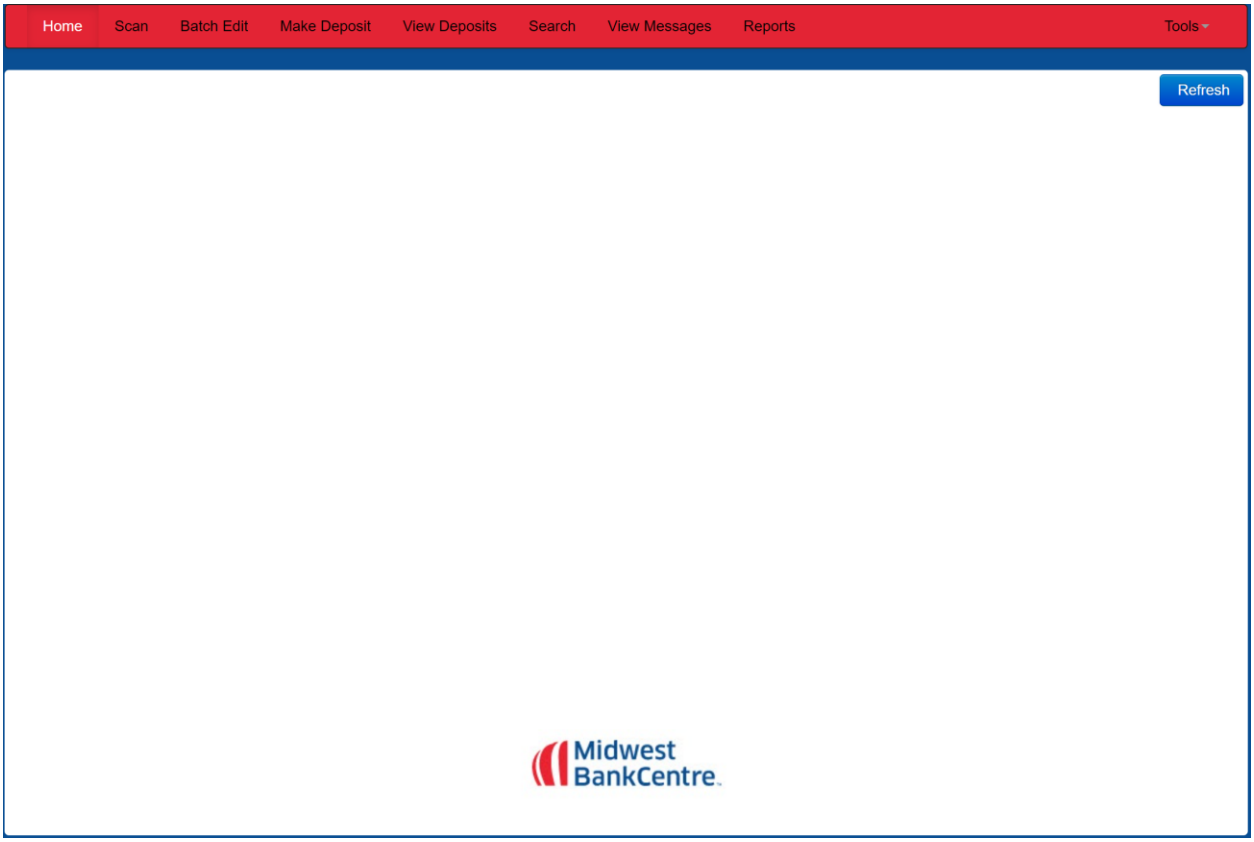
Making a Deposit on RDN

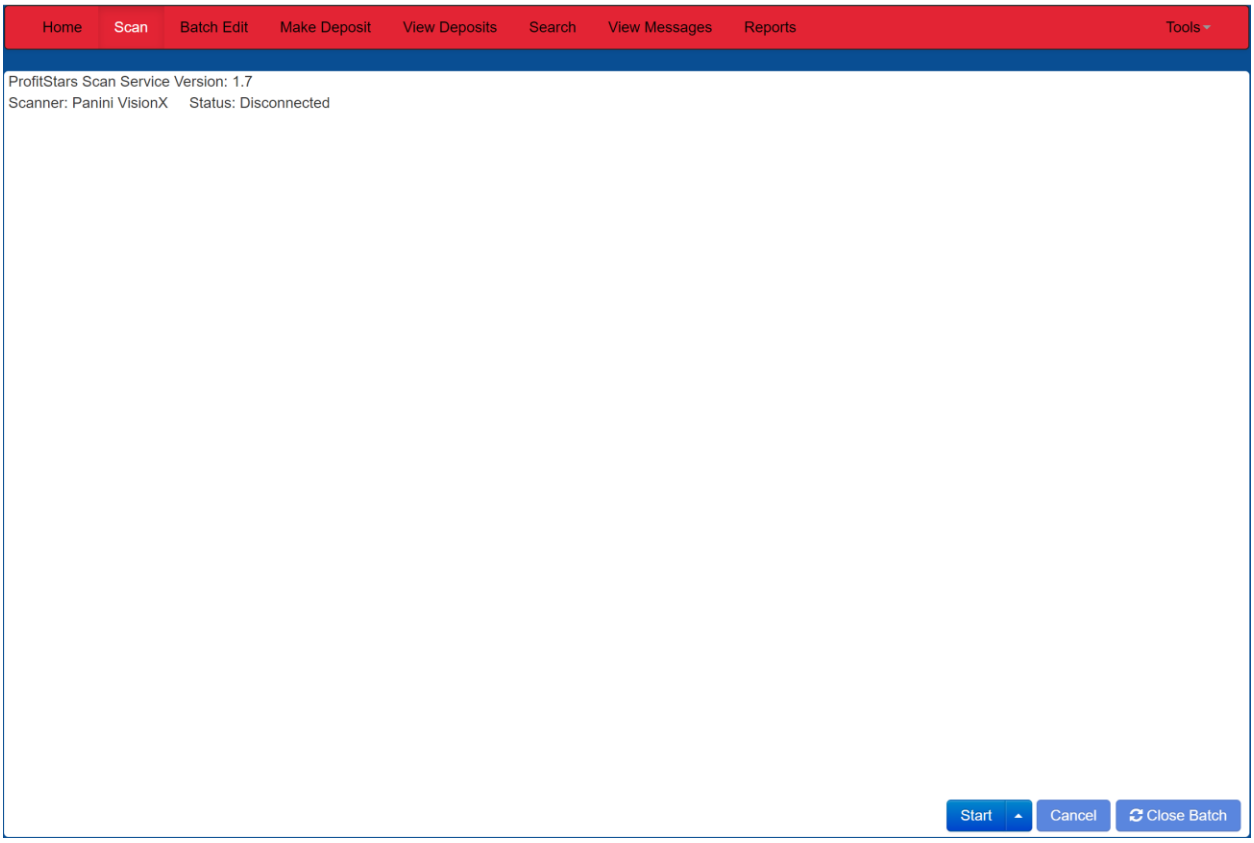
Once logged into the scanning site, users will click on the Transactions tab on the left side of the screen, and then click on the blue Remote Deposit Now option.



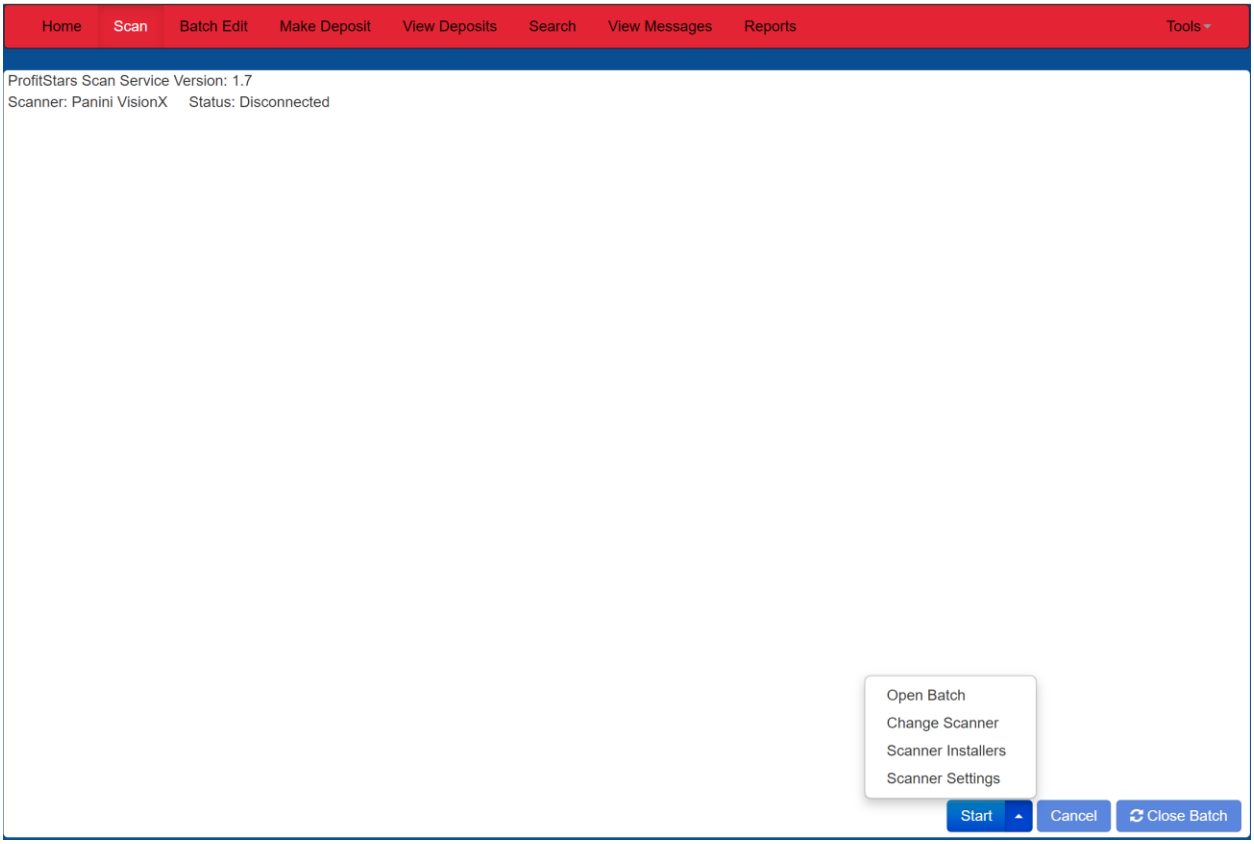
A new internet window will open to RDN home page, as seen below



To begin scanning, the user will click on the Scan tab on the top toolbar, and then click on the blue Start button in the bottom right of the screen. If this is the first time a user has used RDN, clicking Start will begin the prompts to install the RDN and scanner drivers.

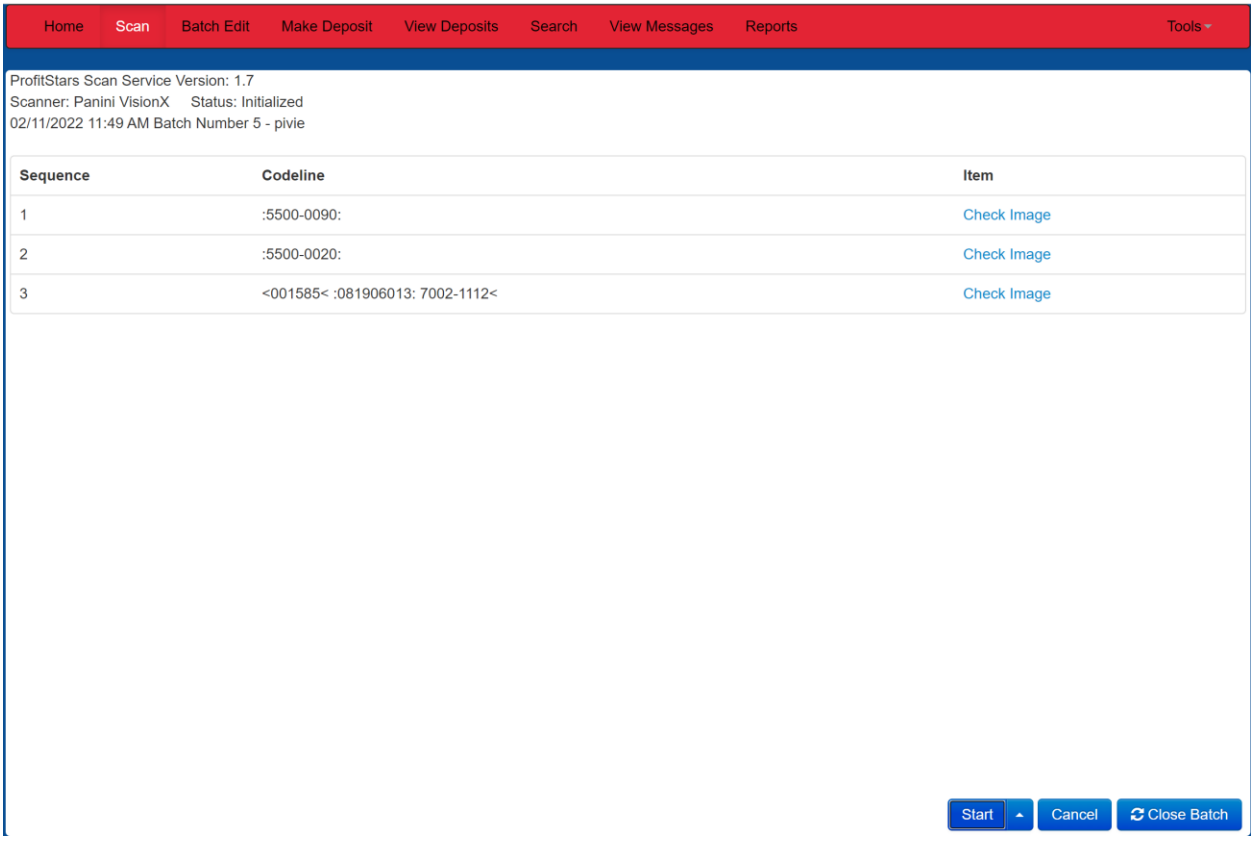


If a user needs to turn off the ink endorsement setting, they will click on the up arrow to the right of the Start button and select Scanner Settings. This option is under Endorsement Options



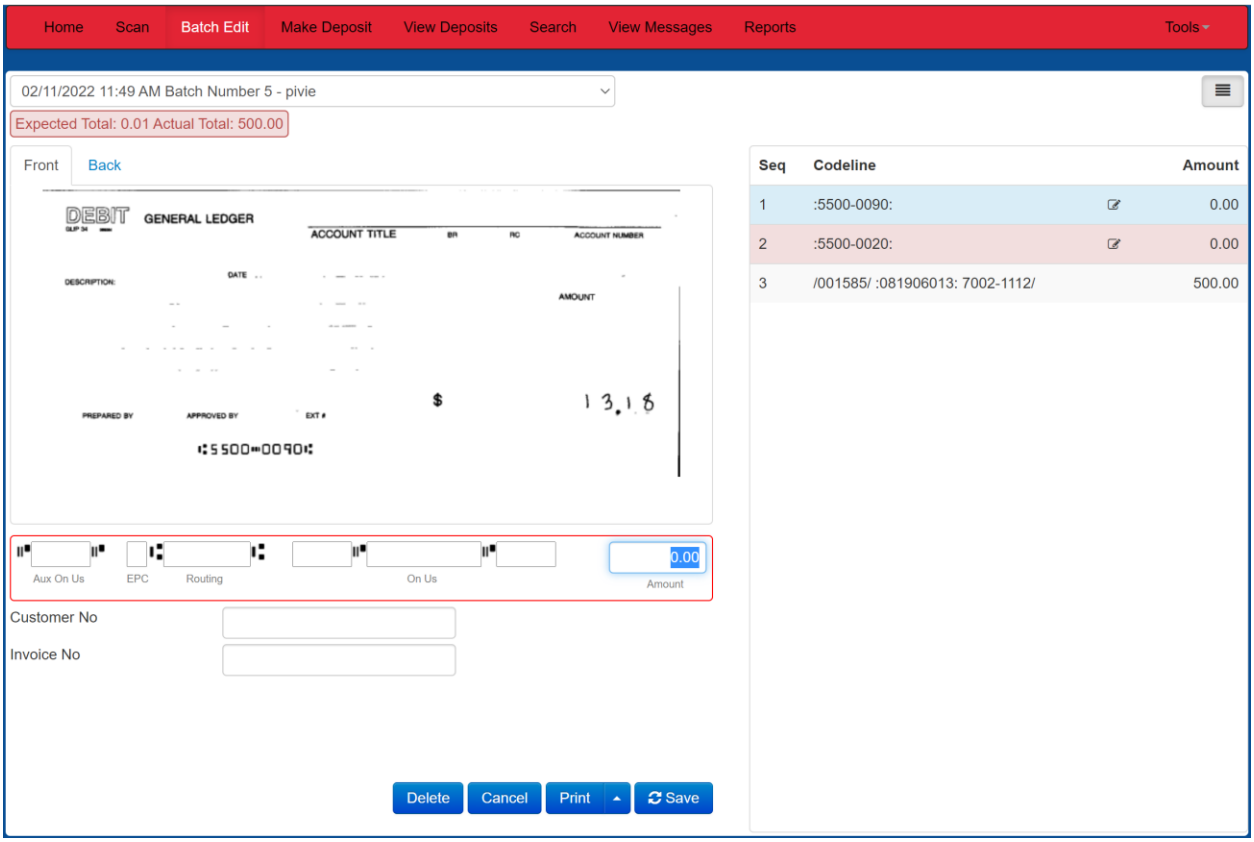
After clicking the Start button, a pop-up window will open where the user will enter the batch total. Once they click the OK button the checks will start scanning, so they should have the checks in the feeder tray before clicking OK

Once the checks have been scanned, they will be displayed in a list on the screen. The user is able to see a front/back image of each item if they click on the blue Check Image links. Once scanning is complete the user will click the blue Close Batch button in the bottom right of the screen

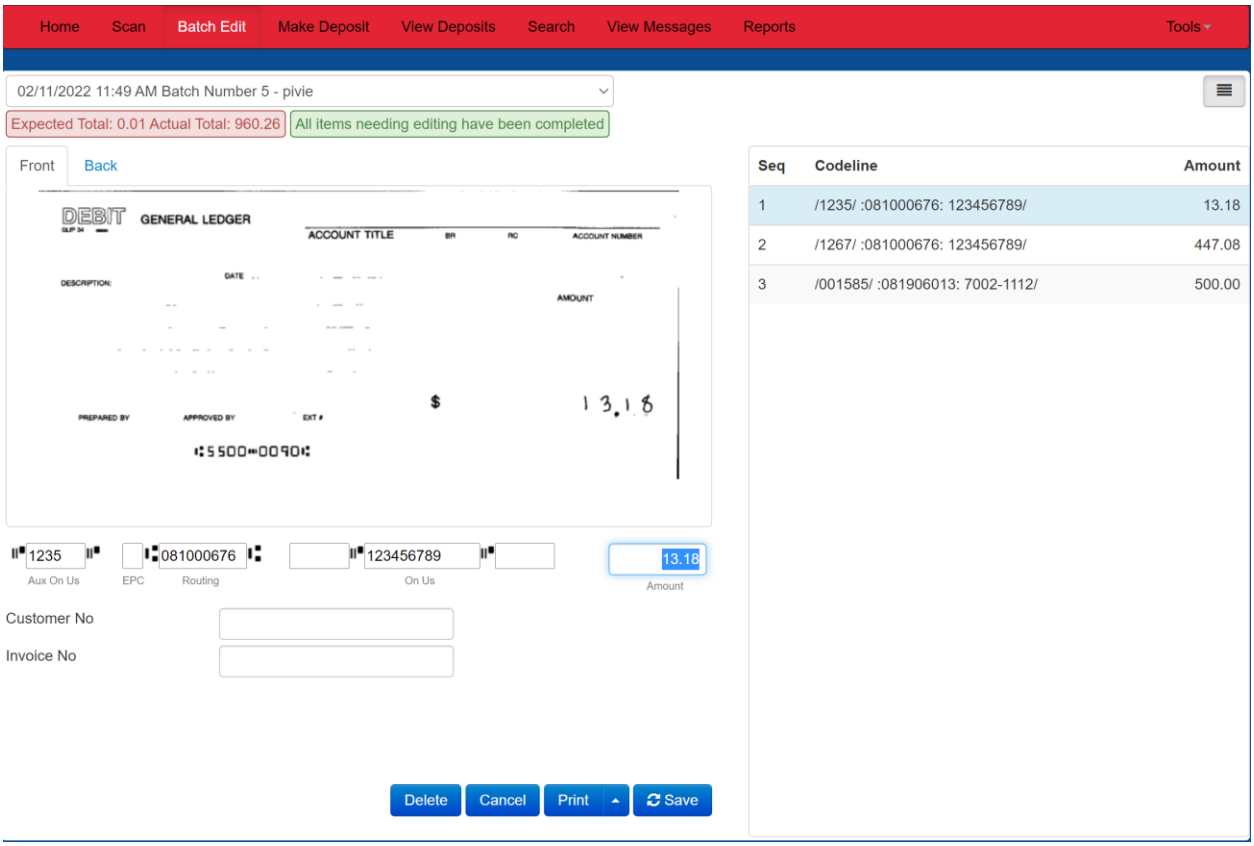


The user will now want to click on the Batch Edit tab on the top toolbar. Any items needing attention will be highlighted in red on the right side of the screen. The item highlighted in blue is what is being currently displayed. Checks highlighted in grey either need no attention or have already been worked.

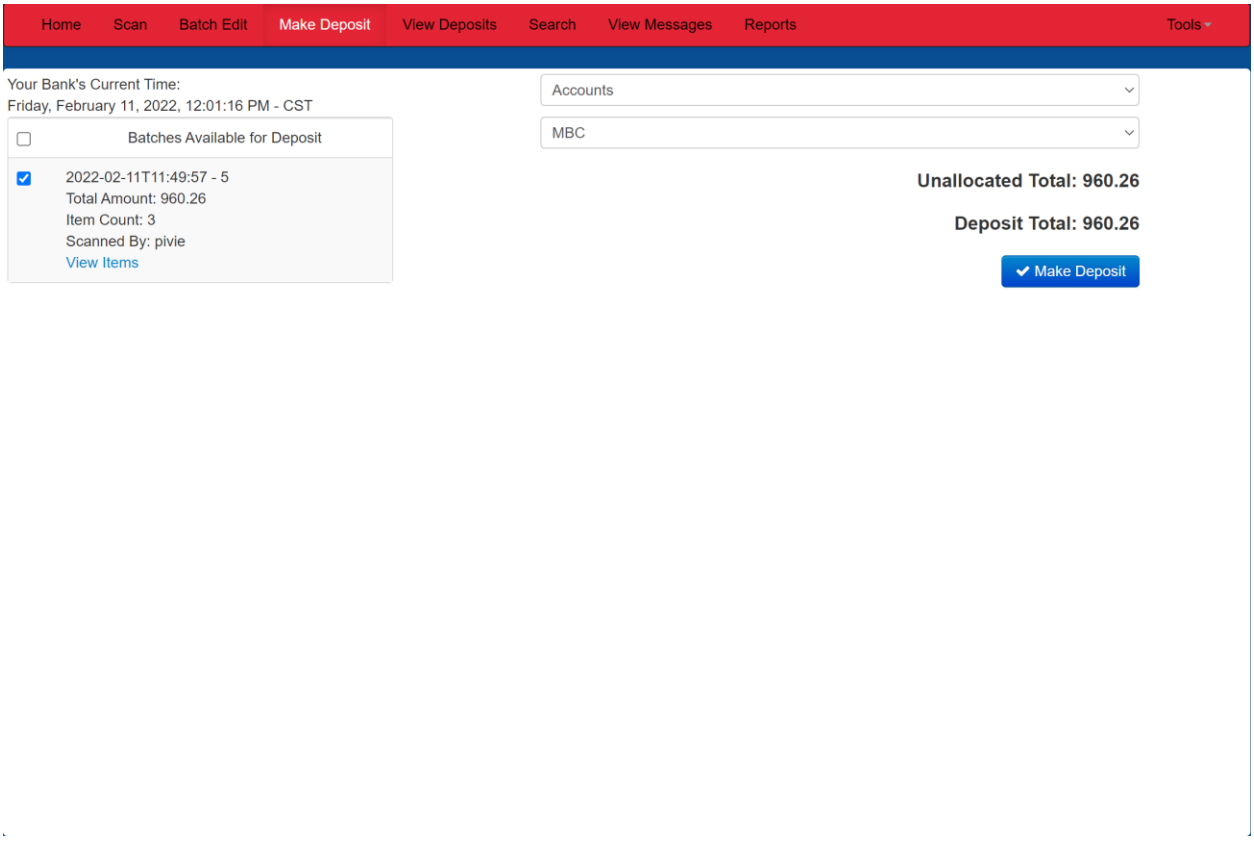
The user may be asked to update/enter information in the Aux on Us (Check #), Routing, On Us (Account number) or Amount fields. Once the information has been updated/entered the user will click the blue Save button at the bottom of the screen. The Delete option is also at the bottom if the user needs to remove an item.



Once all items needing attention have been updated, a green box will appear in the top center of the screen



The user will now want to click on the Make Deposit tab on the top toolbar. They will need to make sure the correct account is selected using the two drop-down bars in the top right. Once the correct account is displayed they will check the box to the left of the shown deposit and then click on the blue Make Deposit button on the right side of the screen.



Reporting

Although both the RDN window and the system application have reporting capabilities detailed in this document, the application reporting tools are recommended for viewing items that have been submitted for deposit.

RDN Application Reporting

Viewing Deposits

1. Select the **View Deposits** link at the top of the page to view batch/item information (shown below).

FIGURE 81 - VIEW DEPOSITS LINK

2. A list of deposits appears. To narrow your list of deposits, select a **Start Date** and **End Date** at the top of the page.

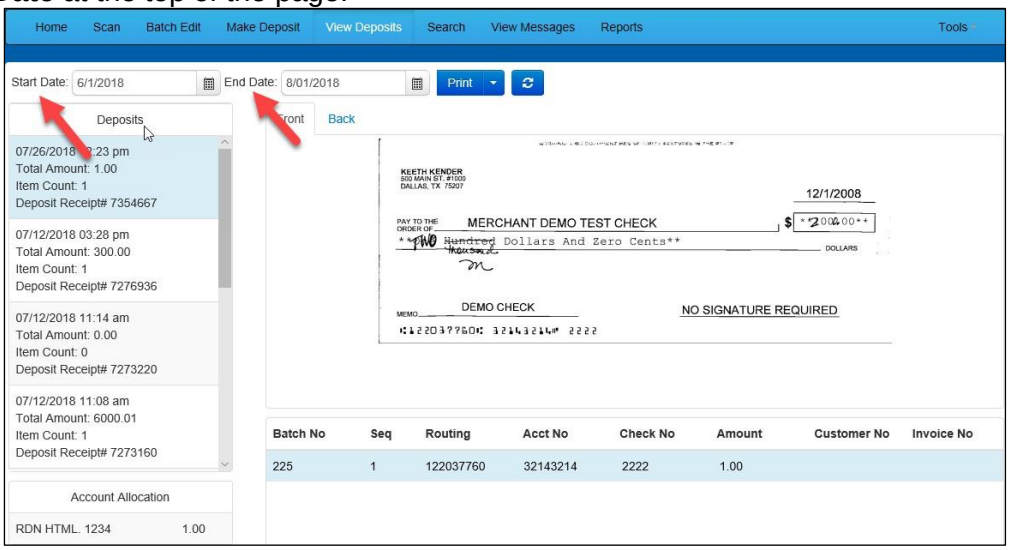


FIGURE 82 - BEGIN AND END DATES FOR VIEWING DEPOSITS

3. Select **Refresh** at the top of the page to view the deposit(s) within the date range.
4. To view the front and back side of a check image, select **Front** and **Back** from the tabs at the top of the image (shown below).

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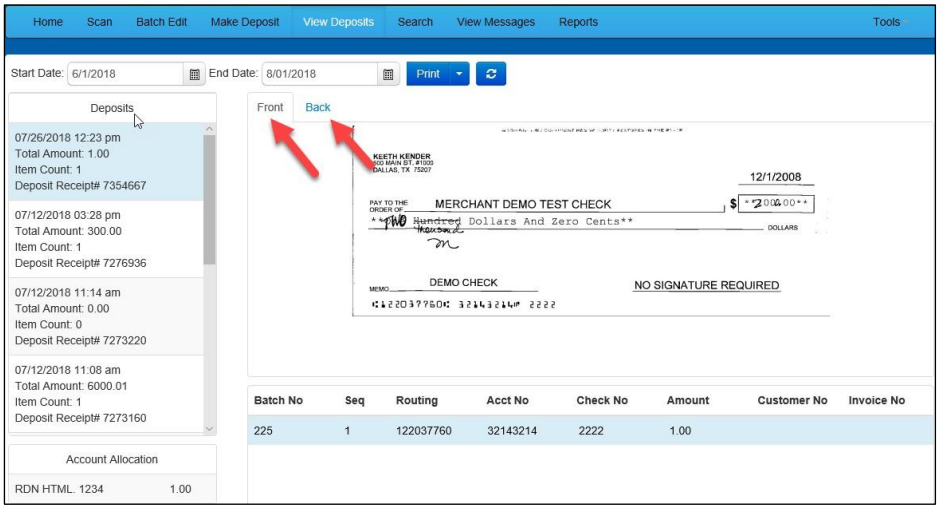

FIGURE 83 - FRONT AND BACK VIEW OPTIONS FOR A CHECK IMAGE

Printing Images of Items

1. From the *View Deposits* page, highlight which deposit to view from the left column. The item(s) for that deposit appear.

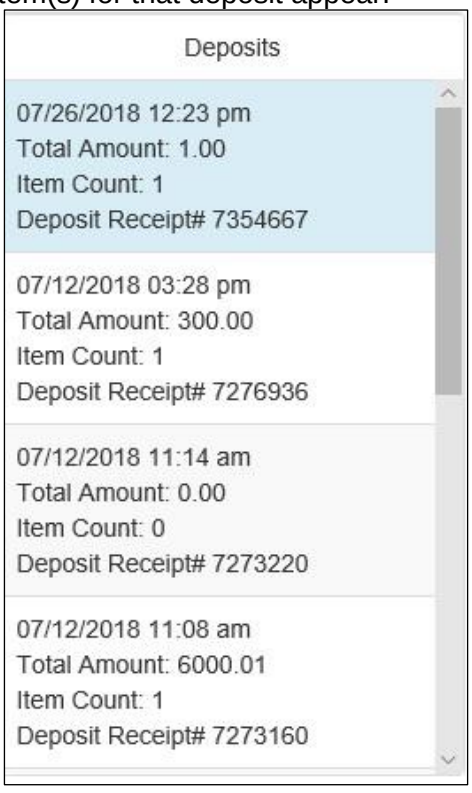

FIGURE 84 - VIEWING DEPOSIT ITEMS

2. At the top of the page, select one of several options for printing.

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- Select **Print** to print the front and back of the check currently highlighted.
- Select the drop-down menu next to *Print* and click **Print All** to print the front and back images of all the items in the deposit.
- Select the drop-down menu next to *Print* and click **Print All Fronts Only** to print only the front images of all the items in the deposit.

FIGURE 85 - PRINTING OPTIONS

3. From the **Print** option at the top of the page, select the drop-down menu next to *Print* and click **View Item Edits** to see which user(s) have edited transaction amounts for the deposit in the RDN application.

FIGURE 86 - VIEW ITEM EDITS OPTION

4. A list of edits made to the transaction will display, along with the *Date, User* who edited the transaction, the name of the field (*Field Name*) that was altered in the transaction, the *Before Value* of the field, and the *After Value* of the field.

Searching for an Item

1. To look for a specific item in the RDN application, select **Search** from the top of the page (shown below).

FIGURE 87 - SEARCH OPTION

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2. To search for specific item, complete the search criteria fields displayed. For a range of items between certain dates, complete only the **Start Date** and **Stop Date** fields.

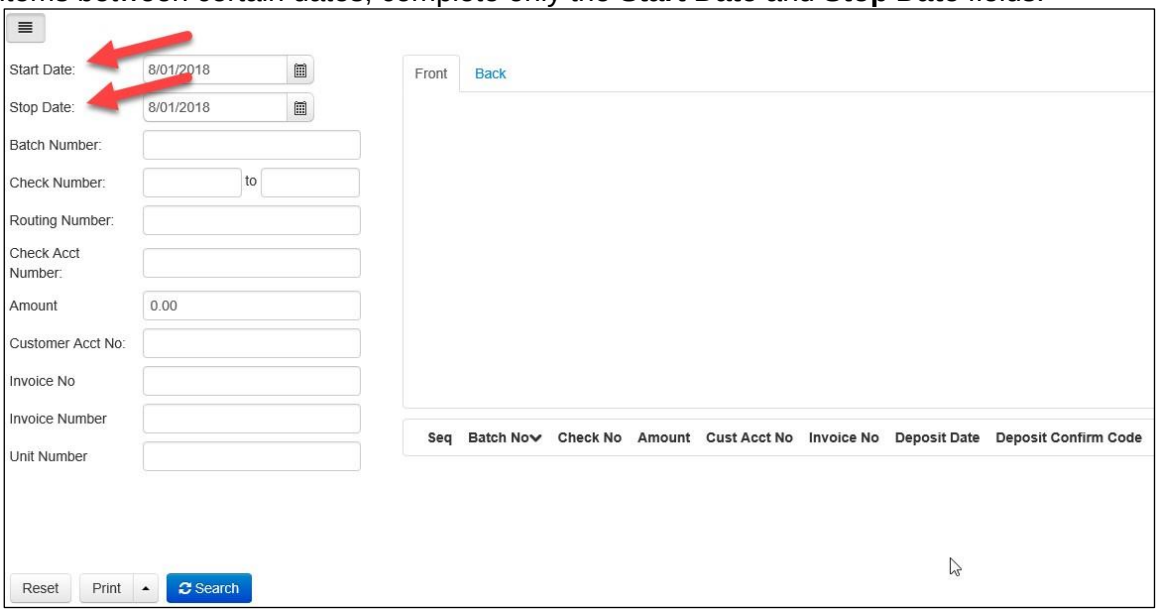

FIGURE 88 - SEARCH CRITERIA

3. Select the **Search** link from the bottom of the page.

FIGURE 89 - SEARCH LINK

4. The search results appear. Select an item to print, or hold the **Shift** key on your keyboard to highlight multiple items in the list.

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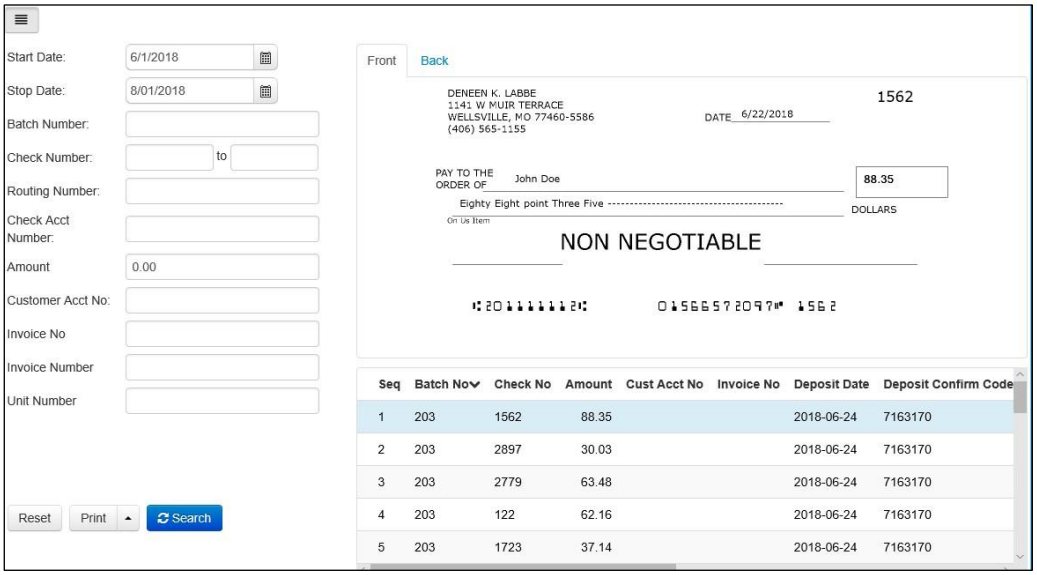

FIGURE 90 - HIGHLIGHTING SEARCH ITEMS

5. Select **Print** to print the front and back of a highlighted item. To print items, select the menu next to *Print* and then select **Print All**. Select **Print All Fronts Only** to print the front images of all items in the list.

FIGURE 91 - PRINT OPTIONS

NOTE: Any items that are voided in the application (see “Voiding a Transaction” in this document for more information) will not be reflected in the RDN application.

Application Reporting

Transaction Status Summary

The *Transaction Status Summary* can be found on the *Dashboard* once you log in to the application. It represents the total number of items and dollar amounts of all ACH, Check 21, credit card debits/credits, refunds, returns, and collection items for all locations being processed by a customer. It covers a rolling 60-day period and is broken down by a transaction’s current status within the system.

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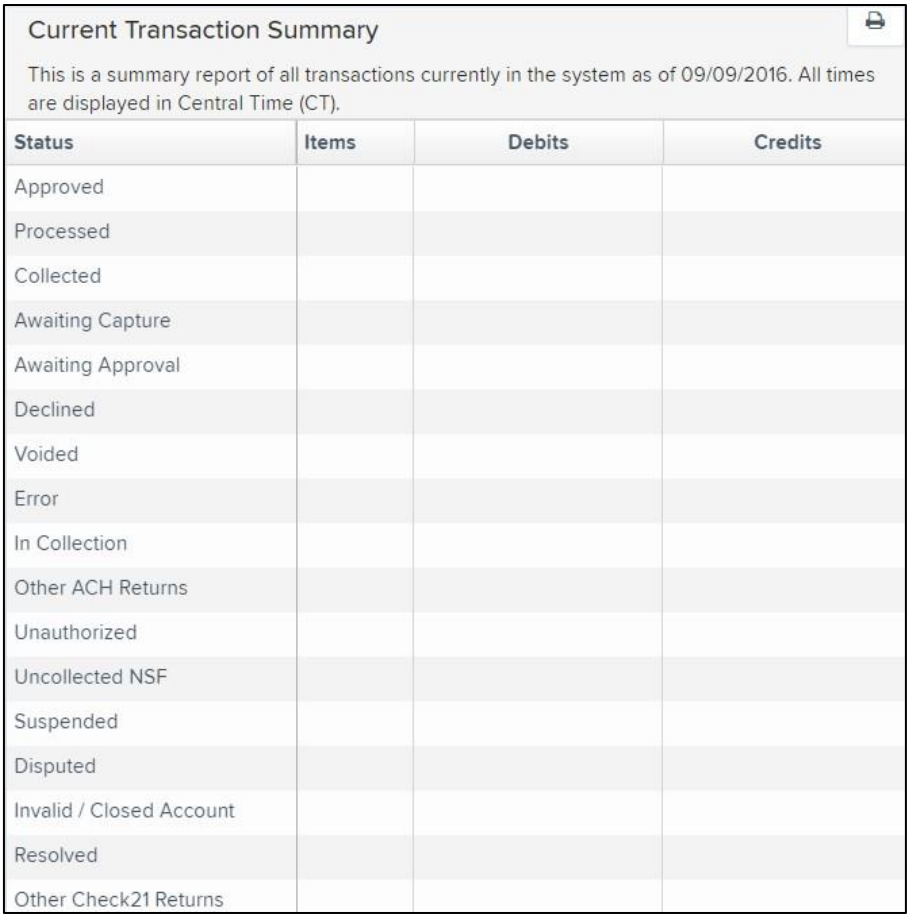

Current Transaction Summary

This is a summary report of all transactions currently in the system as of 09/09/2016. All times are displayed in Central Time (CT).

Status	Items	Debits	Credits
Approved			
Processed			
Collected			
Awaiting Capture			
Awaiting Approval			
Declined			
Voided			
Error			
In Collection			
Other ACH Returns			
Unauthorized			
Uncollected NSF			
Suspended			
Disputed			
Invalid / Closed Account			
Resolved			
Other Check21 Returns			

FIGURE 92 - SAMPLE CURRENT TRANSACTION SUMMARY

The *Current Transaction Summary* allows you to quickly identify any unusual activity regarding your transactions with any of the following status types:

- Declined
- Error
- In Collection
- Voided
- Uncollected NSF
- Suspended (requires financial institution's action to approve or void)
- Disputed
- Invalid/Closed Account

The following table provides a list and definition of all the transaction statuses within the system, for reference.

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Status	Definition
Approved	The transaction has been verified and will be processed at the designated cut-off time.
Processed	The transaction has been transmitted to the appropriate network (ACH or Check 21). Changes can no longer be made, and the transaction can no longer be voided.
Collected	(*ACH Only*) The transaction, originally returned NSF, has been re-presented to the Fed by ProfitStars, and funds were recovered.
Awaiting Capture	Status for credit card transactions only.
Awaiting Approval	The transaction has been verified, but the amount of the transaction exceeded the *Dual Authorization* limit of the user who created it. An authorized approver must review and then either approve or void the transaction.
Declined	The transaction has been declined by the EPS system and will not be processed. The transaction exceeded either *Dual Authorization* limits or *Velocity* limits.
Voided	The transaction has been voided and will not be processed. A transaction may not be voided once the item is in the *Processed* status.
Error	An internal error has occurred within the EPS system. Contact your first line of support.
In Collection	(*ACH Only*) The transaction, returned NSF, is in the process of being re-presented to the Fed by ProfitStars.
Other ACH Returns	The ACH transaction has been returned by the Fed. The transaction will be charged back.
Unauthorized	This includes the total number of transactions and total amount that have been returned with one of five Unauthorized Return Reason Codes (R05, R07, R10, R29, R51). **Note:** These R codes will no longer be included in the *Disputed* status totals.

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Status	Definition
Uncollected NSF	(*ACH Only*) The transaction was returned to ProfitStars NSF by the Fed, and funds could not be recovered.
Suspended	The transaction has been verified, but it has exceeded *Velocity* limits.
Disputed	(*ACH Only*) The transaction was returned to ProfitStars by the Fed because the account holder at the receiving financial institution has disputed its validity. The transaction will be charged back (reversed).
Invalid/Closed Account	(*ACH Only*) The transaction was returned to ProfitStars by the Fed because the account number at the receiving financial institution was invalid or because the account was closed.
Resolved	The transaction has been moved into a *Resolved* status by a user to indicate that no further action related to the transaction is required. Transactions can be moved into a *Resolved* status from a status of *Declined, Voided, Invalid/Closed Account, Disputed, Uncollected NSF, Error,* or *In Research*.
Other Check 21 Returns	The Check21 transaction has been returned by the Fed. The transaction will be charged back.

Transaction Status Report

A *Transaction Status* report is a pre-defined report listing all transactions within a specific status. It automatically generates when you click a status link from the *Current Transaction Summary*. For example, select **Approved**.

The list will contain items that have been processed within the last 60 days and will give you access to individual transaction information. The report can be printed or saved (exported) into a Microsoft® Office Excel® spreadsheet (.xlsx), a tab-delimited file (.tsv), or a comma-delimited file (.csv).

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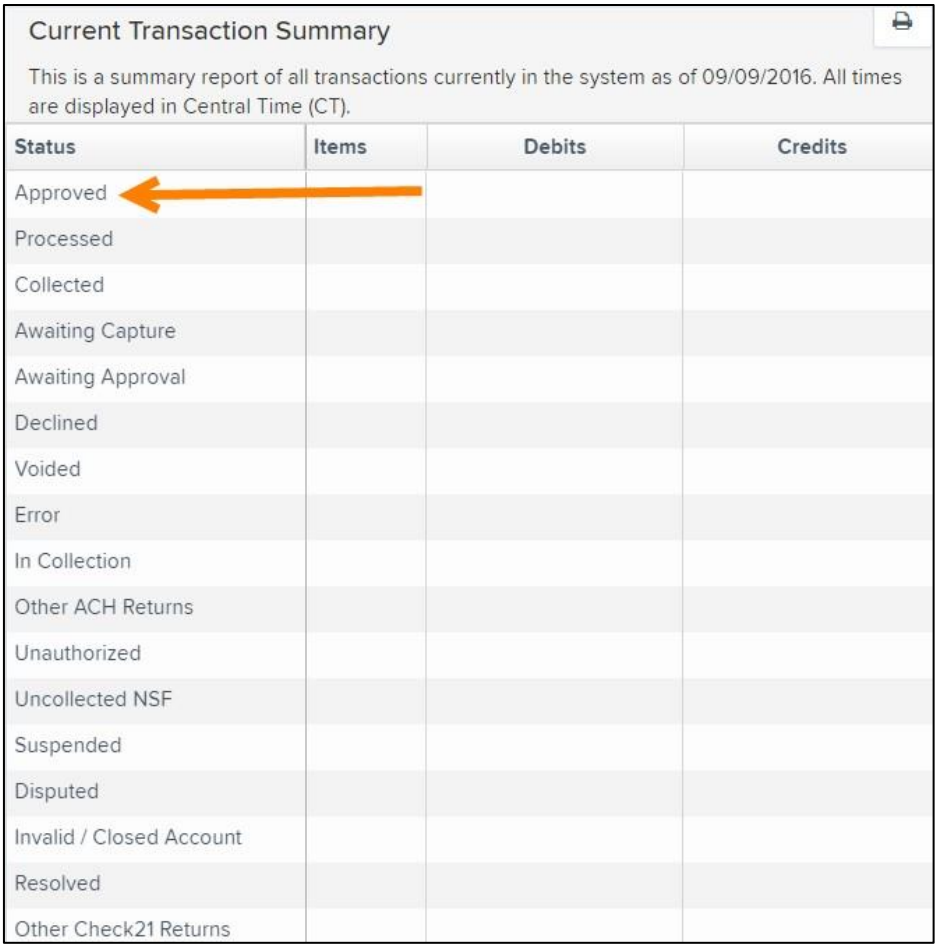

FIGURE 93 - CURRENT TRANSACTION SUMMARY WITH APPROVED OPTION

1. A list of the first 25 (default value) transactions are displayed, although you may navigate through pages of results to locate more transactions. To view details for a transaction, select the **View** link in the far left column for that transaction.

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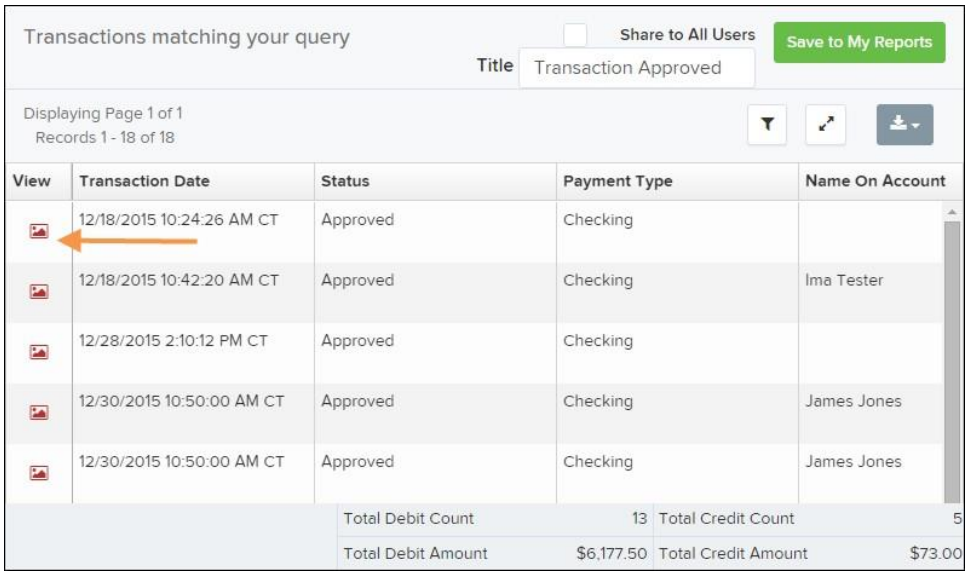

FIGURE 94 - SAMPLE TRANSACTION STATUS REPORT, VIEW INDICATED

2. The *Transaction Details* page appears, including the **Show Events** and **Show Audit History** options.

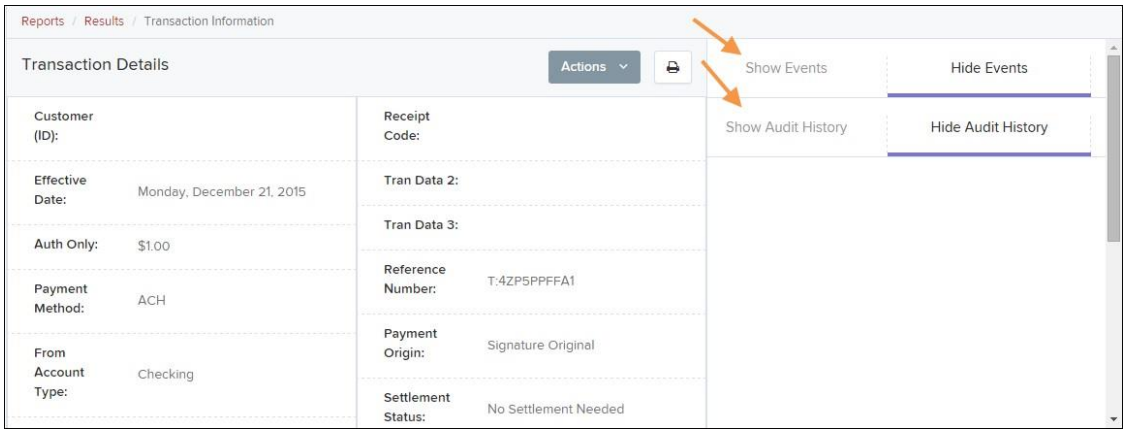

FIGURE 95 - TRANSACTIONS DETAILS PAGE WITH SHOW EVENTS AND AUDIT HISTORY OPTIONS

Editing a Transaction

Transactions may be edited by their effective date and/or amounts or voided until they are processed. Once processed at the designated cut-off time, transactions will be deposited as entered. Any edits performed after file transmission will not be reflected in the file *View, Audit History, or Event History.*

1. Log in, and then select a status from the *Current Transaction Summary*. For example, click the **Approved** status link.
2. Select the **View** link next to the transaction you would like to edit.

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3. The *Transaction Details* page appears. To edit the amount, select **Edit** next to the *Sale* field.

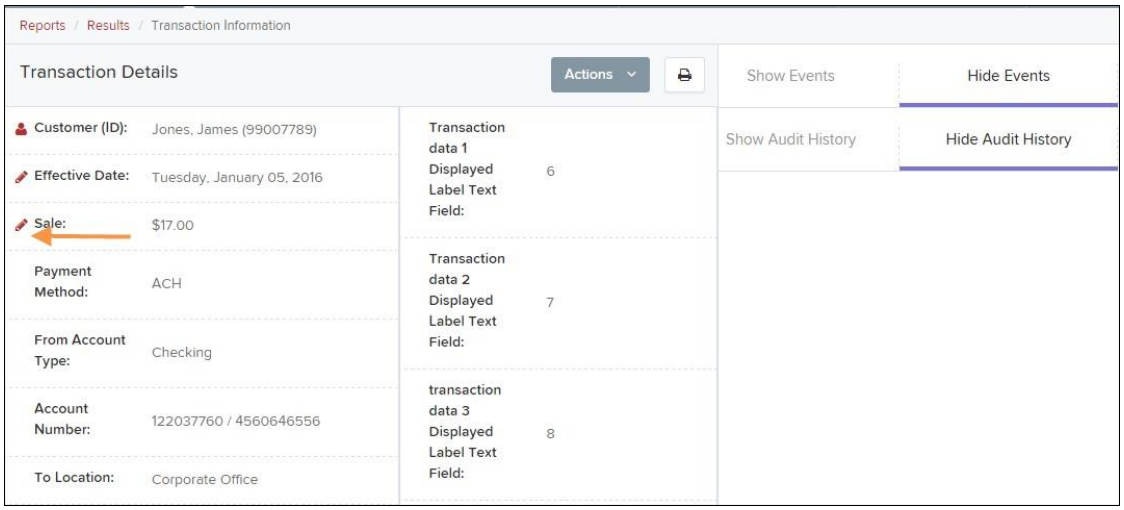

FIGURE 96 - TRANSACTION DETAILS PAGE WITH EDIT OPTION

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. Select the green check when finished.

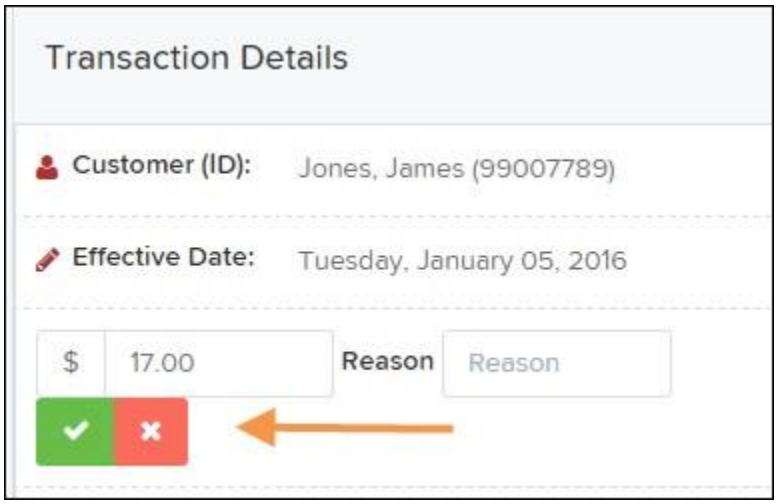

FIGURE 97 - REASON FOR EDITING SALE AMOUNT AND EDITING CONFIRMATION OPTIONS

5. To change the date the transaction will be processed, select **Edit** next to the *Effective Date* field. Enter the date from the calendar option. Enter a **Reason** for the change and select the green check when finished.

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FIGURE 98 - EDITING AN EFFECTIVE DATE

Voiding a Transaction

1. Log in and then select a status from the *Current Transaction Summary* that has not yet been processed. For example, click the **Approved** status link.
2. A report of approved transactions appears. Select the **View** link next to the transaction you would like to void.
3. The *Transaction Details* page appears. Select **Actions | Void**.

FIGURE 99 - VOIDING A TRANSACTION

4. The system will ask you to confirm voiding the transaction. Select **Void**. The transaction will be voided and appear as a *Voided* status on the *Current Transaction Summary* page until it is resolved (see next section).

FIGURE 100 - CONFIRM VOID OPTION

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Resolving a Transaction

Resolving a transaction means indicating a reason why the transaction was voided for communication and auditing purposes. Once a transaction has been voided, it will appear in the *Voided* status, where you can opt to resolve the transaction.

1. Log in to the application and then select the **Voided** status from the *Current Transaction Summary* on the *Dashboard* page of the application.

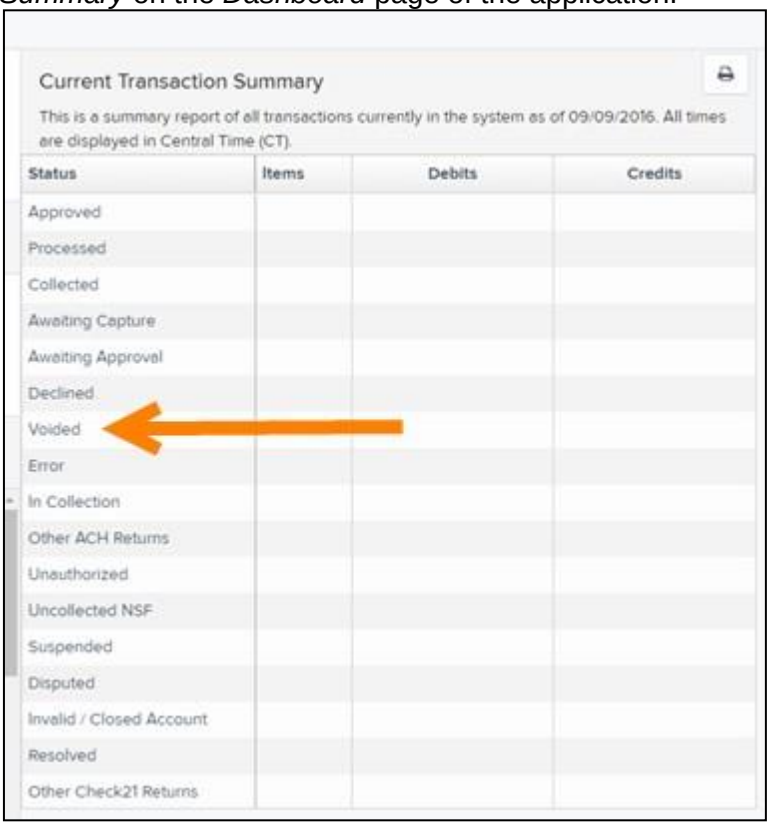

FIGURE 101 - VOIDED STATUS LINK

2. Select **View** for the transaction you wish to resolve, as shown below.

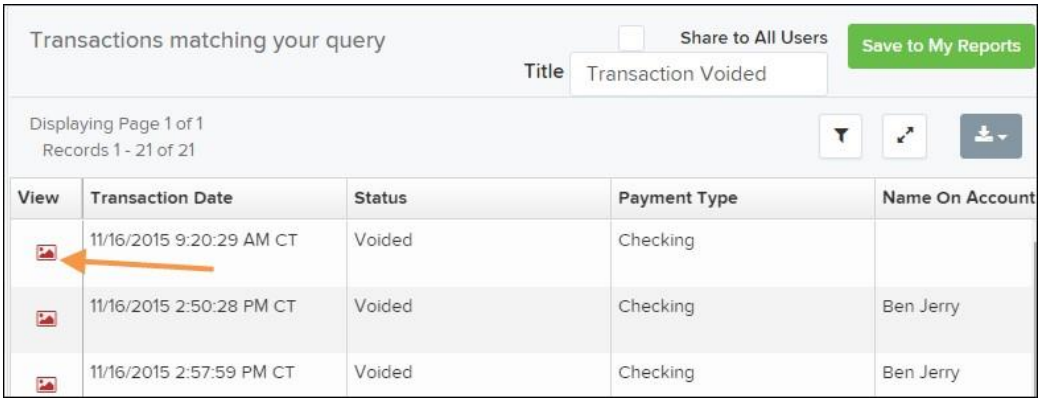

FIGURE 102 - VIEW ICON

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3. From the *Transaction Details* page, select **Actions**. Enter a reason for resolving the transaction. For example, the transaction was deposited in the wrong account. Select **Resolve**. The transaction will now appear under the *Resolved* status in the *Current Transaction Summary*.

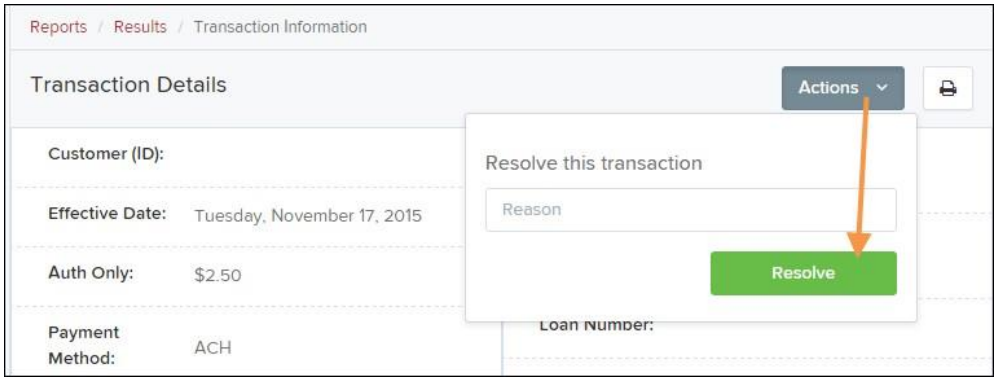

FIGURE 103 - MARK TRANSACTION RESOLVED OPTION

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The Reports Page

The *Reports* tab grants you access to a number of reports available to run.

- **Standard Reports** – Provides a list of reports with pre-set filters to show specific items. For example, the **Show Items Detected as Duplicate Transactions** option generates information about all of the transactions that have been flagged as duplicate items in any number of deposits.

NOTE: For any *Standard Report*, the pre-set filters can be customized to fit your needs by altering the report filters.

- **My Reports** – Allows you to customize a report based on your informational needs. You may save this report as a template for future use, and it will be available only to your profile as a user.
- **Shared Reports** – Allows you to customize a report and save it as a template available for other users to access and use. Only the person who created this report template can delete it.
- **Credits and Debits to Your Merchant Settlement Account** – Identifies deposits made within a date range and displays individual transaction amounts making up the deposit, with details of each transaction.

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Using the Report Builder Utility

The report builder utility can be used to create one-time queries and custom recurring daily, weekly, and monthly reports for bookkeeping, historical research, and problem solving.

There are two options when creating a customized report: **New Report** and **New Shared Report**. While both are customizable, the shared report is available to other users who have access to the system. Other users will be able to pull the shared report and use its settings to generate information. Only the user who created the shared report can delete it.

1. Log in to the application, and then select **Reports** from the left main menu.

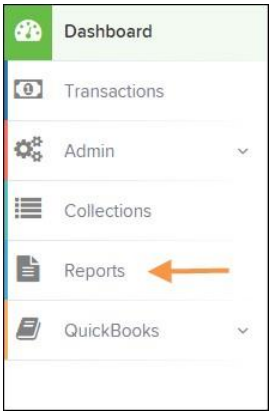

FIGURE 104 - REPORTS TAB

2. Click **New Report** or **New Shared Report**, if it will be available to others.

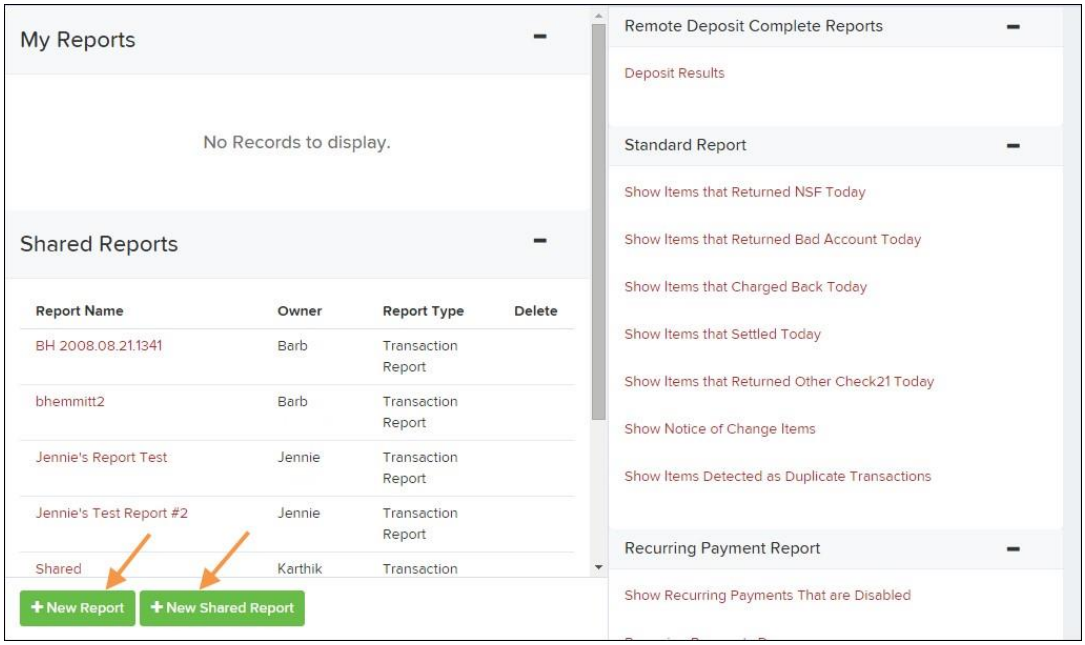

FIGURE 105 - REPORT BUILDER OPTIONS FOR NEW REPORTS

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3. The *Report* page appears. In the top bar, enter a **Title** for the report. Fill in the report criteria in each of the four sections: *Report Type, Date Range, Advanced,* and *Report Column* headers.

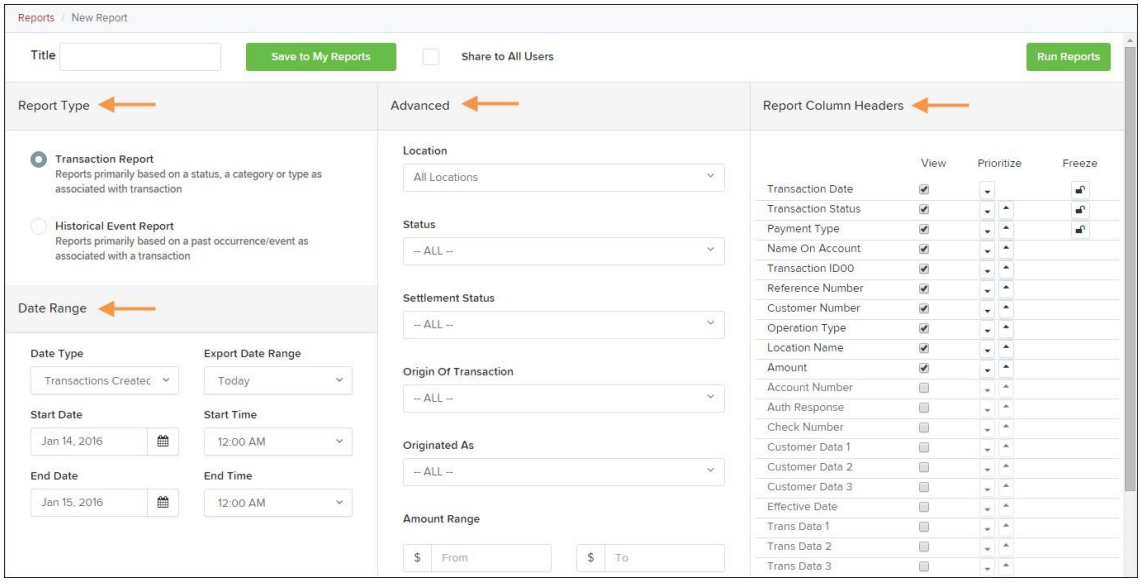

FIGURE 106 – FOUR SECTIONS IN REPORT BUILDING

- **Report Type** - Designate if your report will be a **Transaction Report** based upon the current status of a transaction, or a **Historical Event Report** based upon past events a transaction has been through in the system.
- **Date Range** - In the *Date Type* field, select either **Transactions Created** or **Effective Dates** for the report, which will determine if the report displays transactions based upon the date they were created versus the date they took effect.
- Select a pre-specified date range using the **Export Date Range** option (ideal for recurring reports), or specify your own date range with the **Start Date** and **Start Time** and the **End Date** and **End Time** fields.

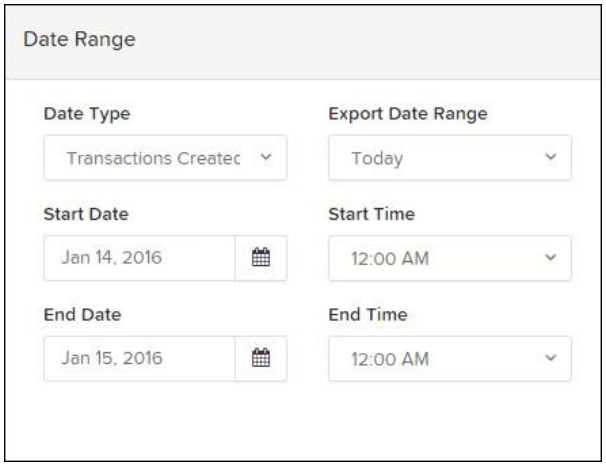

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FIGURE 107 - DATE RANGE SECTION

NOTE: If you are creating a *Historical Event Report*, a custom date range will be unavailable.

- **Advanced Filters** section, specify the **Location** and **Status** of the transaction you wish to have in your report.
- **Settlement Status**: Whether a transaction has been deposited. Designate a single status or multiple statuses by selecting the appropriate check box(es).
- **Origin of Transaction**: Determines how the transaction was received and will be coded. You may designate a single origin for the report or multiple origins by selecting the check box next to each option.
- **Originated As**: Specifies how the transaction will be processed. You may designate a single type or multiple types.
- **Account Type**: Determines the type of transaction the report will display. You can select a specific account type or select **ALL**.
- **Operation**: This option specifies what process a transaction has been through. You may designate one process or select **ALL**.
- **Authority Response Code**: This option represents the types of return responses that can be received for a transaction. Select a specific response code or select **ALL**.
- **Amount Range**: The **From** and **To** options allow you to look for transactions with a specific amount or between amount values in decimal format (XX.XX).
- **Report Column Headers** – This section allows you to organize how the report displays.
- Select the **View** check box next to any fields to have them show on the report.
- Under **Prioritize**, use the arrows to change the order in which information appears. For example, select the upward arrow to have a field listed before others, or the select the downward arrow to have other fields listed before it.
- Use **Freeze** to lock fields when viewing a report. This will hold certain fields in view while you explore the rest of the report information.

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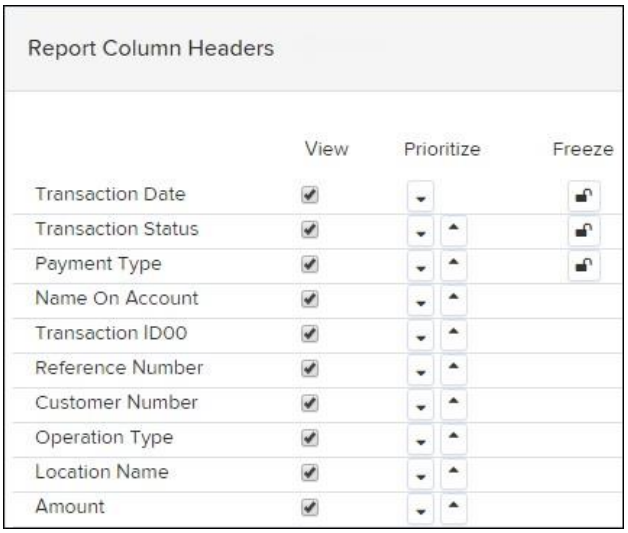

FIGURE 108 - REPORT COLUMN HEADERS SECTION

4. At this time, you may choose to select the **Share to All Users** check box if you want to have this report available for other users to view. If you selected **New Shared Report** previously, this box will already be selected.

Alternatively, you may wish to save the report for your own use at a later time by selecting **Save to My Reports**. This option will both save the report and generate a report to view.

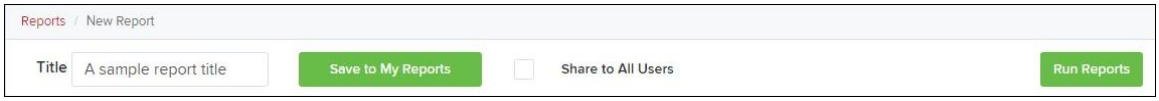

FIGURE 109 - SAVE AND RUN REPORT OPTIONS

The report displays results.

- Use the filters to change the report and select **Run Reports** again, or you can print/export the report, as needed.
- Column headers in the report are selectable for organization. Select a column header to organize the report based on that column's information, in either ascending order (designated by an upward arrow) or descending order (designated by a downward arrow).
- Select **View** to the left of an item to view more details about the transaction.
- To change the report template, adjust the report filters as desired, and select **Save to My Reports**, which will save the filter options as a template for later use.

NOTE: Be sure to select the **Share to All Users** check box if you wish to save the report for others to use.

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Additional Reports

For information on additional reports available to you, please review the *User Reports Handbook*.

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