

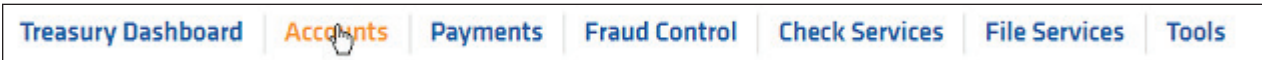
# Quick Reference Guide

## Returned and Redeposited Items

The Returned and Redeposited Items service provides previously deposited check return and redeposit information.

This service provides you with a detailed report of each returned check, and the return/redeposit reason. Images of each returned item can be accessed here by clicking on the items displayed on the detail report.

Returned Deposited items can be found under Accounts > Reports > Returned Items



### How to view the Return & Redeposited Item Summary Reports:

Returned Deposited Items Summary	
Date: August 15, 2019	
Redeposited Check Summary	
Account Number	Redeposited Items
██████████	0
██████████	0
██████████	0
<b>Total</b>	<b>0</b>
Returned Deposited Check Summary	
Account Number	Returned Deposited Items
██████████	0
██████████	1
██████████	0

### How to view a Returned Deposited Item Detail Report and Check Detail Report:

1. Select Detail at the bottom of the summary pages
2. To view the image select the blue dollar amount, under "amount"



Returned Deposited Items Detail					
Returned Deposited Items Detail <span style="float: right;">Print Help</span>					
There are no redeposited checks to report.					
Returned Deposited Check Detail					
Date	Maker	Reason	Agent	Status	Amount
08/15/2019		Stop Payment		Chargeback	\$587.08
<b>Total</b>					<b>\$587.08</b>
<span>Back</span> <span>Download</span> <span>Search</span>					

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## Returned and Redeposited Items

### How to search for and view a specific Returned or Redeposited Items and Images:

1. Under the summary screen you can select the search button (go back to summary report if needed)

2. Click Search



3. Select the Account to search

4. Enter a time period

5. Enter a start and end date

6. Enter Agent deposit number in "Agent" field if company has different locations

7. Click **Submit**

A search form with the following fields: 'Account' (dropdown menu with '- Please Select -'), 'Time Period' (dropdown menu with 'Today'), 'Start Date (mm/dd/yyyy)' (text input with '08/16/2019' and a calendar icon), 'End Date (mm/dd/yyyy)' (text input with '08/16/2019' and a calendar icon), and 'Agent' (text input). At the bottom are 'Back' and 'Submit' buttons.

### Tips:

- Images for returned items can only be seen here, the images are not available in Account Activity
- A personal reminder alert for daily report availability time can be set up for the Redeposit Report
- The Prior Day Detail report can be customized to pull in BAI code 566 (Return Deposited Item) then set up a daily Delivery report to an email address for when a Returned Deposited Check is available
- Returned items are available on SharePoint for 18 months

Updated 04/2021

If you have any questions, contact your Client Support Specialist.

