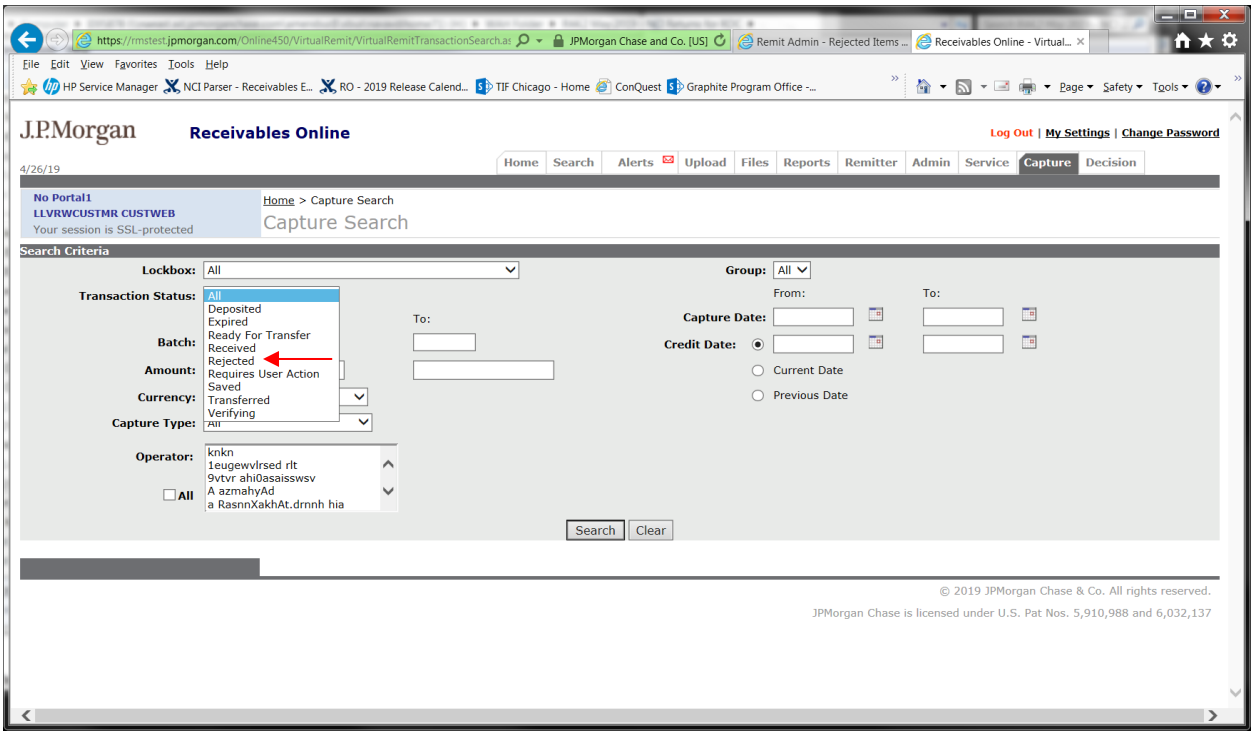
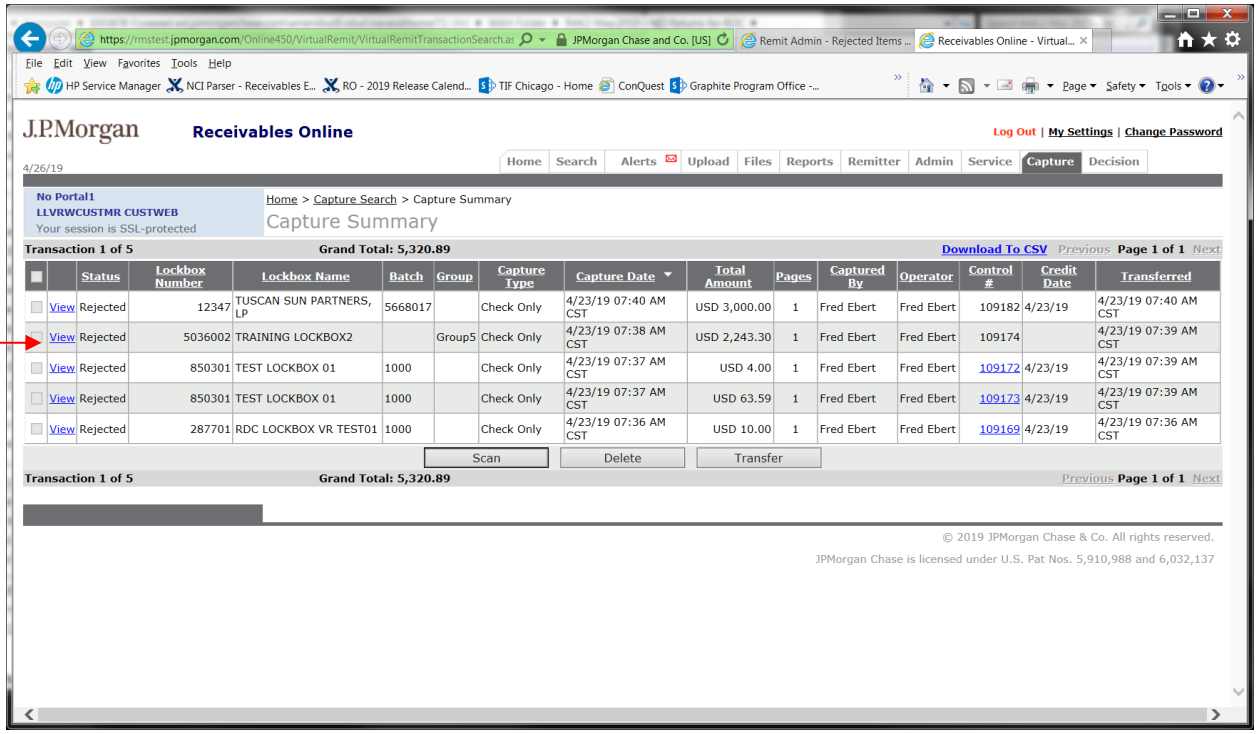
Remote Deposit Capture (RDC) Non-Conforming Images / Duplicate Notice Return Notification

There are several ways to view RDC Returns through Receivables Online.

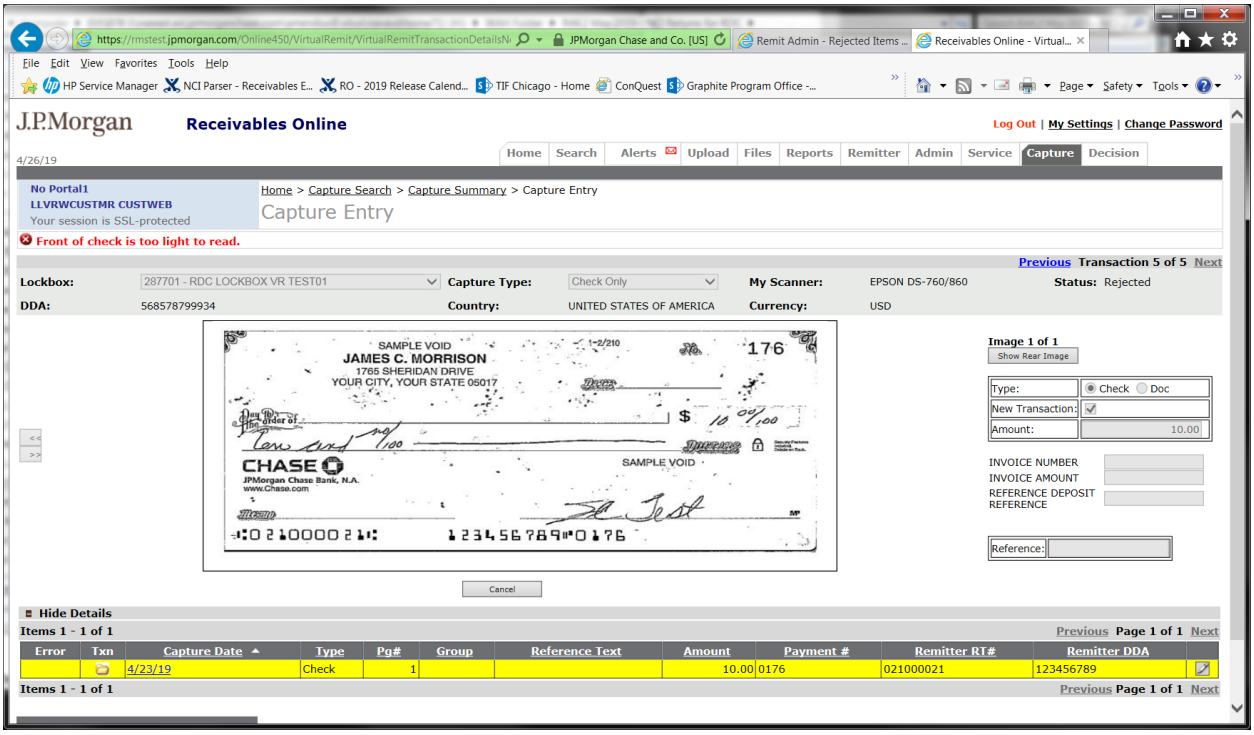
I. **Capture Search** – Click on “Capture” tab, select “Capture Search”, select “Rejected” from Transaction Status Drop-Down. Filter by Lockbox, Capture Date, or by any other available field.



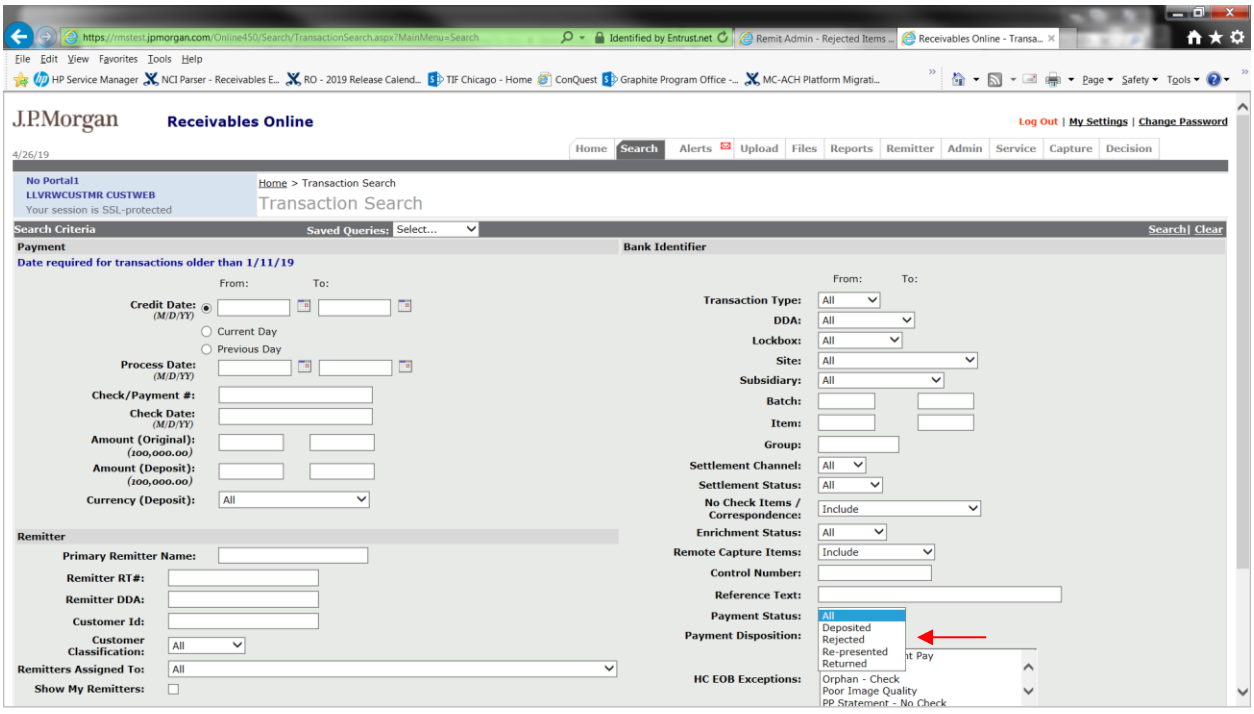
Capture Summary will display Rejected Status for RDC Rejected Items. Click on “View” hyperlink to see the Rejected image and Reject Reason.



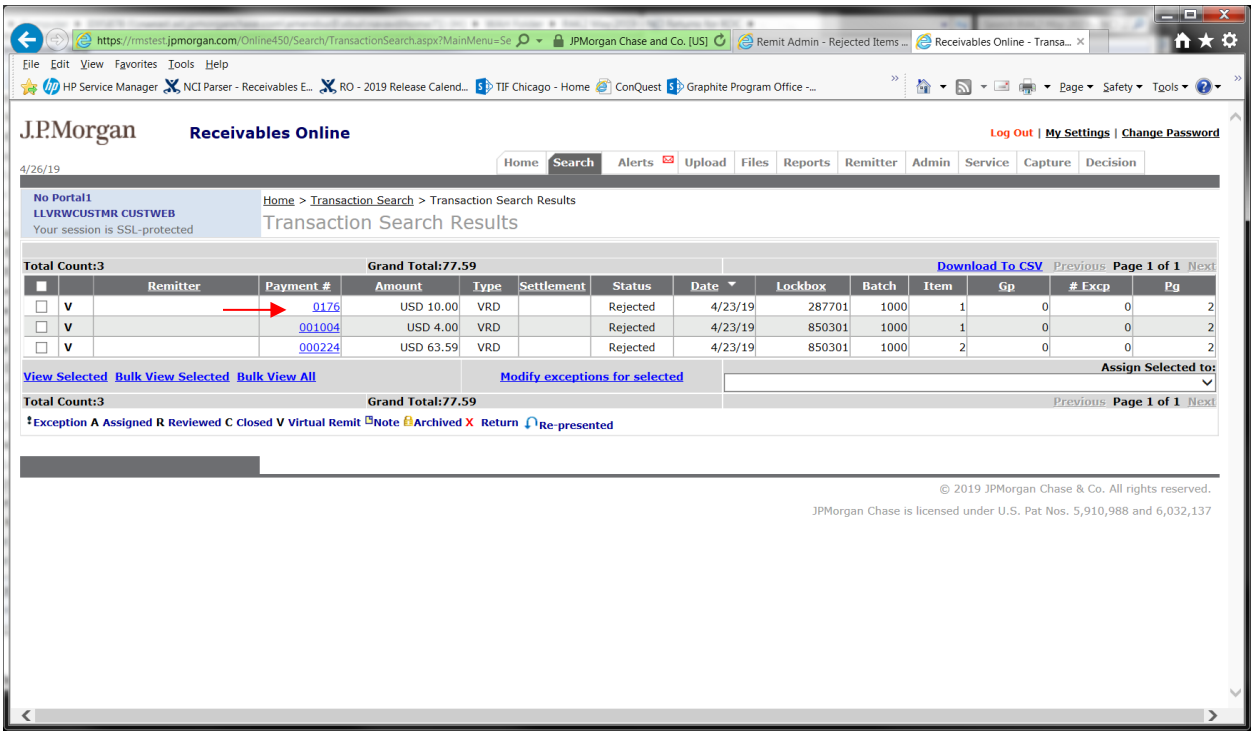
The Rejected item is displayed along with the Reject Reason.



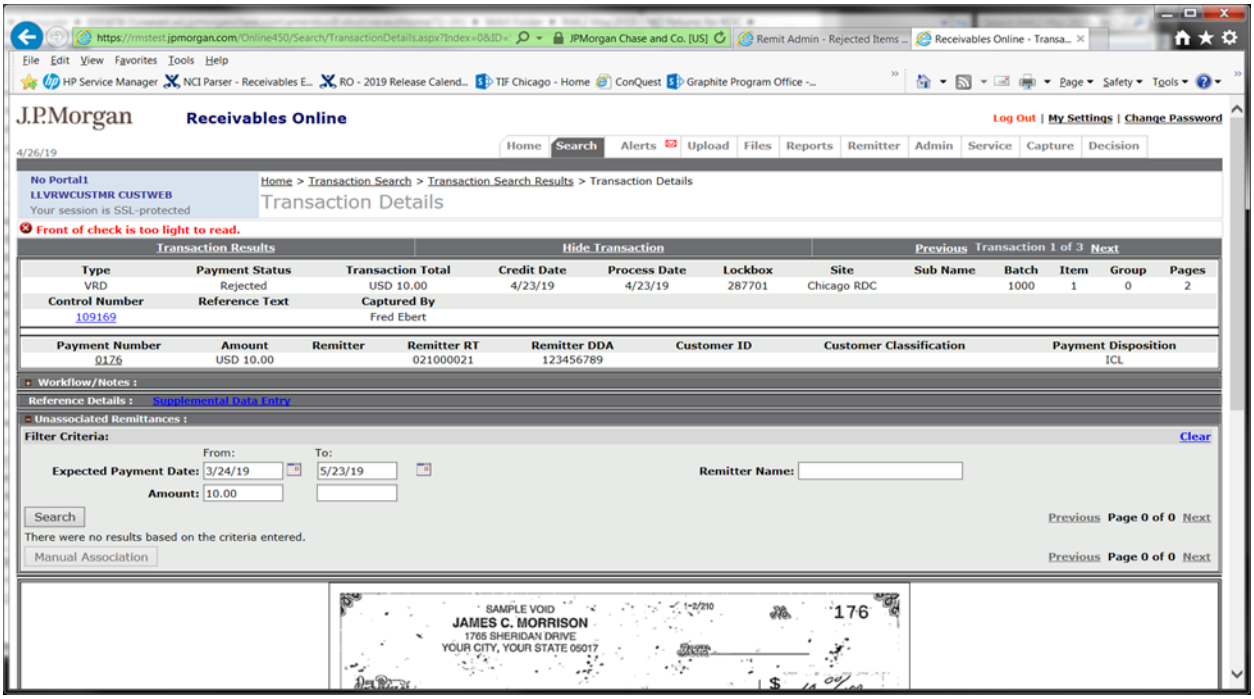
II. **Transaction Search** – Click on "Search" tab, select "Transaction Search, select "Rejected" from "Payment Status" Drop-Down. Filter by Lockbox, Capture Date, or by any other available field.



Transaction Search Results will display Rejected Status for RDC Rejected Items. Click on “Payment #” hyperlink to see the Rejected image and Reject Reason.



The Rejected item is displayed along with the Reject Reason.



III. Reports:

The following standard reports that include Payment Status will include NCI & Duplicate item Returns in report output:

- **CSV+ Detail**
- **Extended Detail**
- **Payment Detail**
- **Virtual Remit Activity Summary**
- **Virtual Remit Operator Summary**

IV. Alert Maintenance – Capture Notification:

Capture Notification is a subscription-enabled service that will send an alert when an RDC item has moved to “Rejected” or “Requires User Action” status. These messages are retained in your Alert inbox for 14 days.