# Commercial Remote Deposit
# Quick Reference - Deposit

**OLD NATIONAL BANK®**

## Documentation

Online help and manuals are available when you log in to Commercial Remote Deposit (CRD).

To open online help, click the question mark at the top right of the screen.

For installation instructions, see the CRD Install QRG or the additional documentation in the Commercial Remote Deposit section of the [Treasury Management Information Center](.).

## Log in to CRD

1. Open a browser.
2. Go to [https://oldnational.itms-online.com/OldNationalDefault.aspx](https://oldnational.itms-online.com/OldNationalDefault.aspx)
3. Enter your assigned user name and password and click Login.
4. In the navigation bar at the top of the page, click Deposit.

## Workflow

The workflow of CRD is: scan items > key data > balance batches > approve batches and/or authorize batches.

Depending on your configuration, you might be prompted to move through the entire workflow, or you might only see modules that apply to you.

## Scan a batch

1. On the Batch Status page, click Scan Items; the Scan Items page opens.
2. Select a Location and Account.
3. For Scanning Mode, select Batch Keying or Key Plus Keying.
4. Click Scan; the Batch Parameters page opens.
5. If prompted, enter:
   - batch control total
   - batch control number
   - transaction profile
6. Click Scan.
7. Load one or more items into the scanner according to the transaction profile you selected. When scanning remits, the remit must always be placed before the check(s) it applies to.
8. You can leave the batch open for more items, close the batch, or add a general document.

## Scan: Open Batch List

1. On the Batch Status page, click Scan Items.
2. Click View Batch List; the batch list opens, showing all your open batches.

## Scan: Edit open items

Select an item and click Edit Trans.
Or Select an item: a trash can icon appears in the row.

## Scan: Close batches

Users with the proper permission can close an entire batch from the batch list.
1. Select a batch.
2. Click Close Batch.
3. Click OK to confirm that you want to close the batch.

## Scan: Print details of transactions

1. Select an item.
2. Click Print, and then select one of the following (options appear only when available): Batch List, Item List, All Items, Merchant Receipt, Customer Receipt.

## Scan: View item images

1. Click an IRN link.
2. Click the Flip image button to view the back of the item.

## Scan: Close batches

1. On the Batch Status page, click Scan Items.
2. Click Close Batches.
3. Select the batches to close and click Close Batch(es). You might be prompted to deal with an unbalanced batch or other errors. See [Troubleshooting](.)

## Key data

In some configurations, CRD automatically opens the Data Entry page for the batch you are processing.
1. On the Batch Status page, click Key Data. The Key Data > Batch Selection page opens.
2. Click the check box next to a batch, and then click Select. Note: You can only key one batch at a time. The Data Entry page opens.
3. Enter values in the form.
4. Click Submit Data.
5. You can continue keying data, proceed to Balance Batches, or exit.

## Key: Reopen batches

- In the Data Entry page for an item, click Reopen, if permitted.
- Assign the batch to a user.

## Key: Delete items

- In the Data Entry page for an item, click Void Trans.

## Balance batches

In some configurations, CRD automatically opens the Batch Balancing page for the batch you are processing.
1. On the Batch Status page, click Balance Batches. The Balance Batches > Batch Selection page opens.
2. Highlight a batch and click Select. Note: You can only balance one batch at a time. The Batch Balancing page opens.
3. Enter check amounts and click Save.
4. Edit the Batch Control Total.
5. Click Save.
6. Continue balancing batches or proceed to Approve Batches.

## Balance: Edit closed items

1. Select an item.
2. Click Edit Item.
3. Make changes to the item.
4. Click Submit Data.

## Balance: Reopen batches

1. Click Reopen, if permitted.
2. Assign a user to the opened batch. You are prompted with the name of the last user who opened the batch. A dropdown list provides other users who you can assign the batch to.

## Balance: Delete items

1. Select an item.
2. Click Void Item.

# Approve batches

In some configurations, CRD prompts you to open the Batch Approval page.

1. On the Batch Status page, click Approve Batches.
2. Select the Approve Batches tab. The Approve Batches > Batch Selection page opens.
3. Click the check box next to accounts or batches, and click Select. The Batch Approval page opens showing the batches you chose.
4. Click the check box next to one or more batches and click Submit for Deposit.

## Approve: Suspend items temporarily

1. Select an item.
2. Click Suspend.
3. Enter a suspension reason and click OK.

## Approve: Edit items

1. Select an item.
2. Click Edit Item.
3. Make changes to the item.
4. Click Submit Data.
5. Click Exit.

## Approve: Void items

1. Select an item.
2. Click Void Item.
3. Click OK.

## Approve: Reopen batches

1. Select a batch.
2. Click Reopen, if permitted.
3. Assign the batch to a user.

# Troubleshooting

## Manage transaction profile mismatches

The Transaction Profile Mismatch dialog opens automatically, or you can open it in the Batch List by clicking Exception Handler.

- To view only items that have transaction profile mismatches, select the Exceptions option. To view all items, select All.
- To accept an exception, highlight the item and click Accept.
- To delete an item, select it and click Void.
- To move an item in a transaction, select it and click Move. Place the cursor below the place you want to move the item to, and click Complete Move.
  - To insert a virtual remit, select an item and click Insert Break. The virtual remit is inserted above the item.
- To split a transaction into two, select an item and click Insert Break. The break is inserted above the item.
- To change the type of an item (for example, from remit to check), select it and click Re-type As.

## Manage batch warnings

When CRD notifies you of a batch size warning:

- Click Continue to resume scanning.
- Click Stop to stop scanning.
- Select the Scanning Completed or Resume Scanning option and click OK.

## Manage batch limits

If CRD notifies you of a batch limit, click OK. You must close the batch.

## Manage duplicates

- To accept a duplicate item, click OK (if available).
- To change the check data, click Edit MICR (if available).
- To cancel the transaction, click Cancel.

## Manage check data misreads

Ensure that the data in the "Enter check data" line exactly matches the MICR line at the bottom of the check:

- Every question mark (?) must be replaced.
- To add or remove characters, click the Edit icon.
- To overwrite characters, click the Insert key on your keyboard.
- To insert a MICR symbol, click the symbol. (There are four MICR symbols just below the check data line.)
- To save your changes, click Submit Changes.

## Manage IQA failures

- To accept the check, click Accept (if available).
- To deposit the check at the bank manually, click Deposit at Bank.
- To cancel the transaction, click Cancel.

# Suspense Pool

1. On the Batch Status page, click Suspense Pool. The Suspense Pool Batch Selection page opens.
2. Select check boxes for batches you want to view.
3. Click Select. The Suspended Item Management page opens.

## Edit suspended transactions

1. On the Suspended Item Management page, select an item.
2. Click Edit Trans.
3. Make changes to the item.
4. Click Submit Data.

## Void suspended transactions

1. On the Suspended Item Management page, select an item.
2. Click Void Trans.
3. Click OK.

## Re-introduce suspended items

When you re-introduce suspended items, they do not return to the original batch.

To re-introduce a batch of suspended items together with a single batch control number, all items selected must be scanned by the same:

- Physical workstation
- WebClient user
- Location
- Account
- Scan mode
- Centralized Configuration settings
- Transaction profile
- Data entry form

Process:

1. On the Suspended Item Management page, select an item.
2. Click Resume.
3. Enter a reason.
4. Enter a batch control number.
5. Click OK.

# Need help?

If you have any problems, please contact TM Service 1-800-844-1720 or TMService@oldnational.com