



Frequently Asked Questions

SunCapture Check Deposits

Sometimes the check scanning C21 software doesn't seem to load or open properly. What can I do to avoid these problems?

This problem is normally caused by issues with your computer's operating system or memory. We find that the memory issues are usually resolved if you periodically (at least weekly) reboot your computer to clear out any unnecessary programs still residing in memory. Sometimes you may receive an error message regarding a problem with the Event Viewer feature in your operating system. Click [here](#) for instructions on resolving problems with the Event Viewer.

Is a payee endorsement required on all deposited checks?

Although check laws and regulations do not require payee endorsements on most checks, your internal policies may require them. We have also found that some correspondent and payor banks may return items for a lack of endorsement. So we recommend a payee endorsement or an endorsement guarantee stamp to avoid any potential problems.

How do I know when all my deposit batches have been successfully transmitted to SunCorp for processing?

The best method for verifying batch transmissions is to review the summary reports available from the check scanning software. You can obtain these reports at any time, but a quick review of the reports at the end of the day is probably best. Someone should also be verifying the check deposit settlement entries on your SunCorp Cash Management Account on a daily basis.

Can I delete a batch of check deposits after I have already transmitted the batch to SunCorp?

If we have already released the files for processing, it is too late to delete the batch. However, if the batch has not been released, you can delete the batch from the check scanning software. The procedures for deleting batches in these situations are rather complicated. Click [here](#) for the complete instructions.

What do I need to do with all those adjustment entries I receive?

Here's a quick explanation of the most common adjustment entries:

PAID: An item that has been scanned twice – in other words, a duplicate. Offset the adjustment against the duplicate credit that should already be in one of your General Ledger accounts.

NCI: An item that was rejected due to poor image quality, and needs to be rescanned. If this item has been rejected more than once, please send the original check to SunCorp for manual paper processing.

NCH: An item was rejected because the MICR line does not match the image, or two check images are overlapping (piggy-backed). Just rescan the item.

ENC ERR: An item was submitted with the wrong amount – an encoding error. Make an adjustment accounting entry to a General Ledger or member account.

Our computer with the check scanning software has crashed. We need to reinstall the SunCapture software on the old computer or maybe a new computer. What do we do?

Don't attempt to reinstall the software before calling SunCorp. We will need to provide you with some instructions on how to install the software, and we need to update our database before the software will function properly. It may also take up to 24 hours to have your software license reactivated.



If you have any support questions about the SunCapture software or procedures for processing your check deposits, contact our Branch Capture support staff at 1-877-786-2677 extension 4750.