

Client360

Deposit Solutions Special Processing Guide

November 2024



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Introduction

Client360 provides intuitive navigation through a simplified user interface and artificial intelligence (AI) boosted search features. With each inquiry, Client360 gets smarter and moves the client and the supporting service associate more quickly to resolution. Product-specific service menus provide a clearer path to inquiry creation and reduce the number of requests for clarification and supporting documentation.

Client360 Features

- An easy-to-use interface with intuitive navigation and options for quick answers.
- Access to how-to videos for select products.
- Contact information for the Fiserv relationship management team on the home page.
- An interactive Chabot for fast support.
- AI-boosted search results based on client unique products and specific queries.
- Searchable Technical Documentation, Knowledge Articles, and more.

Overview

This Deposit Solutions Special Processing Guide provides information for Fiserv clients who utilize Deposit Solutions Special Processing for IP Research / Adjustment requests and to submit a request for Outgoing Return Services.

This Guide complements the Client360 User Guide. Please consult the User Guide for basic Portal usage, such as signing in, searching Knowledge, and managing Inquiries.

Deposit Solutions Special Processing

Many clients initiate special processing when opening inquiries for key Deposit Solutions products as described below.

Research and Adjustments

Research and adjustment requests are initiated with New Inquiry selection options below:

- Product: **Deposit Returns, or Fiserv Clearing Network, or Inclearings Deposits**
- Inquiry Type: **IP Research / Adjustment**
- Category: **FRAS Automation**

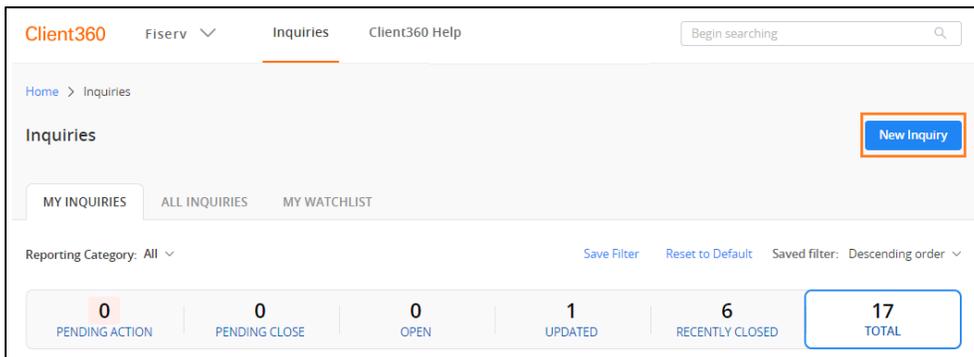
Return Items

Return Item requests are initiated with New Inquiry selection options below:

- Product: **Outgoing Return Services**
- Inquiry Type: **Service**
- Category: **Submit Return Item Form**

How to submit a Research / Adjustment request

- From the Inquiries page, select **New Inquiry**.



- Select or complete the form fields described below and select **Next**.

- Product: **Deposit Returns, or Fiserv Clearing Network, or Inclearings Deposits**
- Inquiry Type: **IP Research / Adjustment request**
- Inquiry Urgency: **4 - Low**
Note: Inquiry Urgency does not impact handling time for the Research / Adjustment request.
- Short Description: Provide a brief description of the research or adjustment request.

- Category Selection options **FRAS Automation** are pre-selected. Select **Next**.

- Select or complete the Additional Information fields with information needed to fulfill the research / adjustment request and select **Create Inquiry**.

Additional Information

<input type="text" value="Type *"/>	<input type="text" value="Nature of Request *"/>	<input type="text" value="REPORTING SOURCE -- None --"/>
<input type="text" value="Transaction Date *"/>	<input type="text" value="Dollar Amount *"/>	<input type="text" value="Check Number *"/>
<input type="text" value="Primary Item Seq Number *"/>	<input type="text" value="Secondary Item Seq Number"/>	<input type="text" value="REQUEST FOR * -- None --"/>
<input type="text" value="RUSH REQUEST -- None --"/>	<input type="text" value="Account Number *"/>	<input type="text" value="WILLINGNESS TO BE CONTACTED * -- None --"/>

Inquiry Details

8000 characters left

Sensitive Comment

8000 characters left

Attachment [Add Attachment](#)

- The information is transferred to FRAS and the inquiry automatically closes. Resolution Notes include the new, corresponding FRAS Reference Number and a contact number where questions about the adjustment/research request are to be directed (1-800-998-3478).

FRAS will send email notification to acknowledge the adjustment/research request has been received, when to expect processing to complete, the corresponding reference number and a phone number to call with questions about the adjustment/research request.

- After the adjustment/research request has completed, FRAS will send email notification of completion, related documentation (encrypted), and expected settlement date.

Note: If you do not receive email notification from FRAS, check email spam/trash folders and/or engage the local network administration team to investigate if FRAS email notification has been restrained within a firewall or other security control system.

How to submit a Return Item request

1. Download the [Return Item Request form](#).
Note: the form can be located in the [Client360 Help](#) section named References > User Guides.
2. Complete and save the Return Item Request form.

Returns Item Request Form						
Financial Institution Number: <input style="width: 90%;" type="text"/>						
Institution Name (with City and State): <input style="width: 90%;" type="text"/>						
Date: <input style="width: 90%;" type="text"/>						
Time: <input style="width: 90%;" type="text"/>						
Authorized By: <input style="width: 90%;" type="text"/>						
Additional Returns: Complete the information below to add or delete an item (within 28 days of current day's processing)						
ACCOUNT NUMBER	CHECK #	AMOUNT	SEQUENCE NUMBER	POSTING DATE	RETURN REASON	
					Select Value	
					Select Value	
					Select Value	
					Select Value	
					Select Value	
					Select Value	
					Select Value	
					Select Value	
Reason Changes: complete the information below to change a reason code						
ACCOUNT NUMBER	CHECK #	AMOUNT	SEQUENCE NUMBER	POSTING DATE	NEW RETURN REASON	
					Select Value	
					Select Value	
					Select Value	
					Select Value	
					Select Value	
					Select Value	
					Select Value	
					Select Value	
Note: This does not guarantee that items can be paid or changed.						
FRB RETURN CODES:						
A - NSF - Not Sufficient Funds B - UCF - Uncollected Funds Hold C - Stop Payment D - Closed Account E - UTLA Unable to Locate Account F - Frozen/Blocked Account G - Stale Dated H - Post Dated	I - Endorsement Missing J - Endorsement Irregular K - Signature(s) Missing L - Signature(s) Irregular M - Non-Cash Item (Non-Negotiable) N - Altered/Fictitious Item O - Unable to Process (e.g. Mutilated Item) P - Items Exceeds Dollar Limit	Q - Not Authorized R - Branch/Account Sold (Wrong Bank) S - Refer to Maker T - Item Cannot be Represented U - Unusable Item V - Do Not Use W - Cannot Determine Amount X - Refer to Image	Y - Duplicate Presentment Z - Forgery 6 - Retired/Ineligible Routing No. 00 - Pay Item			
PAGE <u> 1 </u> OF <u> 1 </u>						

3. From the Inquiries page, select **New Inquiry**.

4. Select or complete the form fields described below and select **Next**.

- Product: **Outgoing Return Services**
- Inquiry Type: **Service**
- Inquiry Urgency: **4 - Low**
Note: Inquiry Urgency does not impact handling time, for the Return request.
- Short Description: Provide a brief description of the return request.
- Category Selection options: **Submit Return Item Form**.

5. Complete the **Inquiry Details** field, select **Add Attachment** and attach the completed Return Item Request form completed in Step 2. Select **Create Inquiry**.

New Inquiry

CLIENT NAME *
Fiserv

PRODUCT *
Outgoing Return Services

INQUIRY TYPE *
Service

CATEGORY 1 *
Submit Return Item Form

CATEGORY 2 *
Submit Return Item Form

CATEGORY 3 *
Submit Return Item Form

INQUIRY URGENCY *
4 - Low

SHORT DESCRIPTION *
Return Item Request

Inquiry Details

INQUIRY DETAILS *
Return Item Request - Form Attached

7965 characters left

Sensitive Comment

8000 characters left

Attachment

Add Attachment

Cancel Create Inquiry

The return item form will be reviewed and processed by the appropriate service team.

Document Updates

Date	Version	Change
5/6/2022	1.0	Initial publication of the guide.
11/1/2024	2.0	Document updated to reflect UI changes.

About the Deposit Solutions Special Processing Guide

Documentation Version 2.0