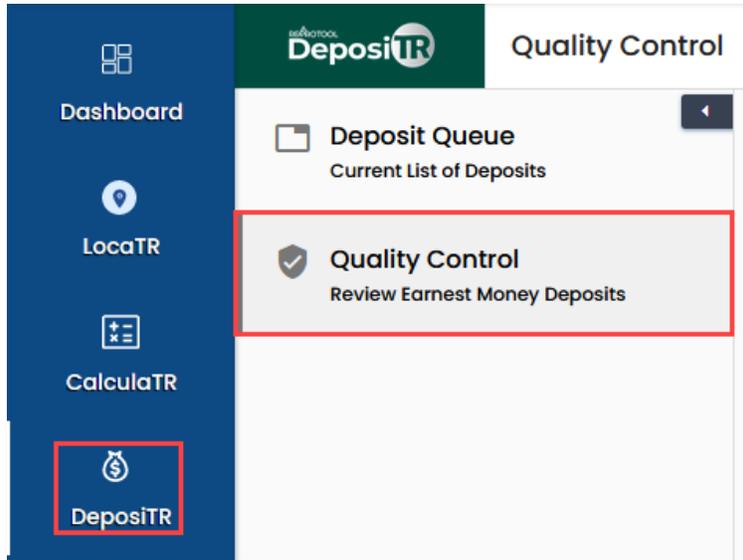


# Quality Control (QC) Guide

**Quality Control** screens can be accessed via **REProTool** on the main navigation bar and the **DeposiTR** sub navigation bar.



Users with the **Quality Control** user role will have access to the **Quality Control** screens. Sections for **Submitted**, **On Hold**, **Approved** and **Rejected** will display with any deposits in those states listed below.

Submitted							
No.	Name	Email	Realtor	Amount	Type	Submitted	Actions
1	Jane Fell	<a href="mailto:smcadam@4tier.com">smcadam@4tier.com</a>	Garth McPhie	\$50.00	ACH	05/25/2023 08:12 AM	<a href="#">✎</a> <a href="#">↓</a>
2	Eli Newell	<a href="mailto:elinewell@4tier.com">elinewell@4tier.com</a>	Shannon McAdam	\$500.00	ACH	05/26/2023 10:44 AM	<a href="#">✎</a> <a href="#">↓</a>
3	Dianna Jones	<a href="mailto:tdeposit@4tier.com">tdeposit@4tier.com</a>	Gordon Covey	\$20.00	RDC	05/31/2023 03:31 PM	<a href="#">✎</a> <a href="#">↓</a>

On Hold							
No.	Name	Email	Realtor	Amount	Type	Submitted	Actions
1	Duncann Williams	<a href="mailto:twilson333@4tier.com">twilson333@4tier.com</a>	Garth McPhie	\$20.00	ACH	05/25/2023 07:59 AM	<a href="#">✎</a> <a href="#">↓</a>

Approved							
No.	Name	Email	Realtor	Amount	Type	Last Update	Actions
1	Jen Lee	<a href="mailto:jlee55@4tier.com">jlee55@4tier.com</a>	James Knowles	\$840.00	ACH	06/05/2023 04:41 PM	<a href="#">↓</a>

Rejected							
No.	Name	Email	Realtor	Amount	Type	Last Update	Actions
1	Jen Lee	<a href="mailto:jlee55@4tier.com">jlee55@4tier.com</a>	Susan Smith	\$150.00	ACH	06/01/2023 08:50 AM	<a href="#">↓</a>
2	Lavendar Jones	<a href="mailto:tdeposit@4tier.com">tdeposit@4tier.com</a>	Mike Allens	\$12.00	RDC	05/31/2023 03:45 PM	<a href="#">↓</a>

To open the Quality Control screens, select the **Update** option in-line with a deposit in the Submitted list or On Hold list.

No.	Name	Email	Realtor	Amount	Type	Submitted	Actions
1	Jane Fell	<a href="mailto:smcadam@4tier.com">smcadam@4tier.com</a>	Garth McPhie	\$50.00	ACH	05/25/2023 08:12 AM	 
2	Eli Newell	<a href="mailto:elinewell@4tier.com">elinewell@4tier.com</a>	Shannon McAdam	\$500.00	ACH	05/26/2023 10:44 AM	 
3	Dianna Jones	<a href="mailto:tdeposit@4tier.com">tdeposit@4tier.com</a>	Gordon Covey	\$20.00	RDC	05/31/2023 03:31 PM	 

Different options for **Quality Control** will display based on the **deposit type**.

If a deposit is being QC'ed by another user, it will display in yellow with a lock. Locked deposits can only be accessed by the initial **Quality Control** user unless unlocked by an admin.

No.	Name	Email	Realtor	Amount	Type	Submitted	Actions
1	Jane Fell	<a href="mailto:smcadam@4tier.com">smcadam@4tier.com</a>	Garth McPhie	\$50.00	ACH	05/25/2023 08:12 AM	 
2	Eli Newell	<a href="mailto:elinewell@4tier.com">elinewell@4tier.com</a>	Shannon McAdam	\$500.00	ACH	05/26/2023 10:44 AM	 
3	Dianna Jones	<a href="mailto:tdeposit@4tier.com">tdeposit@4tier.com</a>	Gordon Covey	\$20.00	RDC	05/31/2023 03:31 PM	 

No.	Name	Email	Realtor	Amount	Type	Submitted	Actions
1	Duncann Williams	<a href="mailto:twilson333@4tier.com">twilson333@4tier.com</a>	Garth McPhie	\$20.00	ACH	05/25/2023 07:59 AM	 

No.	Name	Email	Realtor	Amount	Type	Submitted	Actions
1	Jane Fell	<a href="mailto:smcadam@4tier.com">smcadam@4tier.com</a>	Garth McPhie	\$50.00	ACH	05/25/2023 08:12 AM	 
2	Eli Newell	<a href="mailto:elinewell@4tier.com">elinewell@4tier.com</a>	Shannon McAdam	\$500.00	ACH	05/26/2023 10:44 AM	 
3	Dianna Jones	<a href="mailto:tdeposit@4tier.com">tdeposit@4tier.com</a>	Gordon Covey	\$20.00	RDC	05/31/2023 03:31 PM	 

 **Deposit is Locked** ✕

Reference No: 3OPL-T7KS-R65P-V59S

Selected deposit is Locked by user kaylas@4tier.com. If you believe the deposit is in this status by error, please contact your administrator to have the deposit reviewed for unlock.

Ok

To cancel out of the **Quality Control** screens, click the “X” in the upper right corner of any deposit. This will also unlock the deposit so another user may **QC** it. Any changes made will not be saved when canceling the review.

Stella Stars – \$200.00  
RDC Transaction

Reject Hold Approve



**Cancel Review?** ×

Reference No: EENM-EMZU-DUFX-CNVO

---

Are you sure you want to cancel this review?

*\*All changes will be undone, and deposit will be unlocked.*

---

No **Cancel Review**

# Remote Deposit Capture (RDC)

**Quality Control** for a **Remote Deposit Capture** will display the front and back check images with a list of questions you will need to verify and answer.

The screenshot shows the DepositIR interface for a Remote Deposit Capture (RDC) transaction. On the left, there are navigation tabs: "Deposit Queue" (Current List of Deposits) and "Quality Control" (Review Earnest Money Deposits). The main area is titled "test test - \$85.00" and "RDC Transaction". It features a "Detail" tab and a "Notes" tab. Below the tabs, the following information is displayed:

- Reference No: 47RK-823Y-R14T-HTJQ
- Contract Property: 88598 Test St Aurora, CO 80016

There are two columns of questions, each with "Yes" and "No" radio button options:

1. Is the check readable?  
 Yes  No
2. Is the payor name on the check **test test**?  
 Yes  No
3. Is the check properly **dated**?  
 Yes  No
4. Is the check made out to title agency **4Tier Software, LLC**?  
 Yes  No
5. Are the check numerical and written amounts the same, and is it written for **\$85.00**?  
 Yes  No
6. Is the check signed?  
 Yes  No
7. Are the ABA/Routing and Account numbers correct?  
 Yes  No

Below the questions are two input fields: "Routing Number" and "Account Number", both containing redacted information. Question 8 is partially visible:

8. Is the deposit coming from an international bank account?  
 Yes  No

On the right side, there is a "Front" view of a check image. The check is from "eTRCO, LLC" and is payable to "ACC-ET Accounting". The amount is \$27.29. The check is dated 2/2/2022 and signed by "Bjo M...". At the top right of the interface, there are buttons for "Reject", "Hold", and "Approve". At the bottom, there is a "Page 1 of 2" indicator and a copyright notice: "RE/ProTool © 2023 - All rights reserved".

For some of the questions, selecting **No** will display a message informing you that the **deposit must be rejected**. Other questions will require you to correct the information in the provided field.

This close-up shows the "test test - \$85.00" RDC Transaction interface. The "Detail" tab is selected. The questions are the same as in the previous screenshot. In this view, the "No" radio button for question 1 is selected. A red-bordered warning message is displayed below question 1:

**⚠ Deposit must be rejected...**

This close-up shows the "test test - \$85.00" RDC Transaction interface. The "Detail" tab is selected. The questions are the same as in the previous screenshot. In this view, the "No" radio button for question 2 is selected. A text input field labeled "Payor Name Correction \*" is displayed below question 2.

If all items are correct, you will be required to enter an **order number** from your production system prior to approving the deposit and select the **Trust Account** if multiple are present.

test test - \$85.00  
RDC Transaction

Detail Notes

1. Is the check readable?  
 Yes  No

2. Is the payor name on the check correct?  
 Yes  No

3. Is the check properly dated?  
 Yes  No

4. Is the check made out to the correct payee?  
 Yes  No

5. Are the check numerical and written amounts the same, and is it written for **\$85.00**?  
 Yes  No

6. Is the check signed?  
 Yes  No

7. Are the ABA/Routing and Account numbers correct?  
 Yes  No

Routing Number  
107006428

Account Number  
1010012472

8. Is the deposit coming from an international bank account?  
 Yes  No

9. Enter the **Order Number** from your production system:  
Order Number \*  
123456

10. Select the **Agency Trust Account** to be used for the Earnest Money Deposit:  
Agency Trust Account \*  
TESTING BANK - xxxxx6789

Once all items are answered and the **order number** has been entered, the deposit can be **approved**. You will receive a confirmation modal to verify you want to approve the deposit.

test test - \$85.00  
RDC Transaction

Detail Notes

Reference No: 47RK-823Y-RI4T-HTJQ  
Contract Property: 88598 Test St Aurora, CO 80016

1. Is the check readable?  
 Yes  No

2. Is the payor name on the check correct?  
 Yes  No

3. Is the check properly dated?  
 Yes  No

4. Is the check made out to the correct payee?  
 Yes  No

5. Are the check numerical and written amounts the same, and is it written for **\$85.00**?  
 Yes  No

6. Is the check signed?  
 Yes  No

7. Are the ABA/Routing and Account numbers correct?  
 Yes  No

Routing Number  
██████████

Front

etrco, LLC  
Parker, CO 80134  
PAY TO THE ORDER OF ACC-ET Accounting United States  
Two and 00/100 Dollars  
DATE 2/9/2022  
\$ 2.00  
2729

Approve?

Reference No: 47RK-823Y-RI4T-HTJQ

Approve deposit with Order Number **123456** and Account Number **xxxxx6789** ?

Cancel Proceed

Page 1 of 2

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When the approval is successful, you will receive a message and the deposit will display in the **Approved** section on the **Quality Control** screen.

**Update Submitted**  
Deposit status: Deposited

**On Hold**

No on hold earnest money deposits found..

**Approved**

Filter

No.	Name	Email	Realtor	Amount	Type	Last Update	Actions
1	test test	<a href="mailto:tcwilson63@4tier.com">tcwilson63@4tier.com</a>	Susan	\$85.00	RDC	06/27/2023 10:43 AM	⬇
2	Duncann Williams	<a href="mailto:twilson333@4tier.com">twilson333@4tier.com</a>	Garth McPhie	\$20.00	ACH	06/14/2023 01:54 PM	⬇
3	Rehzeria Void	<a href="mailto:rhezvoid@4tier.com">rhezvoid@4tier.com</a>	Susan Smith	\$750.00	ACH	06/14/2023 01:09 PM	⬇
4	test test	<a href="mailto:twilson233@4tier.com">twilson233@4tier.com</a>	Susan	\$500.00	ACH	06/13/2023 01:45 PM	⬇

When placing a deposit on **Hold**, you will be required to enter a **Hold Reason**.

**Blair Collins - \$10.00**

RDC Transaction

**Reject** **Hold** **Approve**

Detail Notes

Reference No: JZVM-G4

Contract Property: 55625 Py

1. Is the check readable?  
 Yes  No
2. Is the payor name on the check...  
 Yes  No
3. Is the check properly **dated**?  
 Yes  No
4. Is the check made out to title ag...  
 Yes  No
5. Are the check numerical and wr...  
 Yes  No
6. Is the check signed?  
 Yes  No
7. Are the ABA/Routing and Account numbers correct?  
 Yes  No

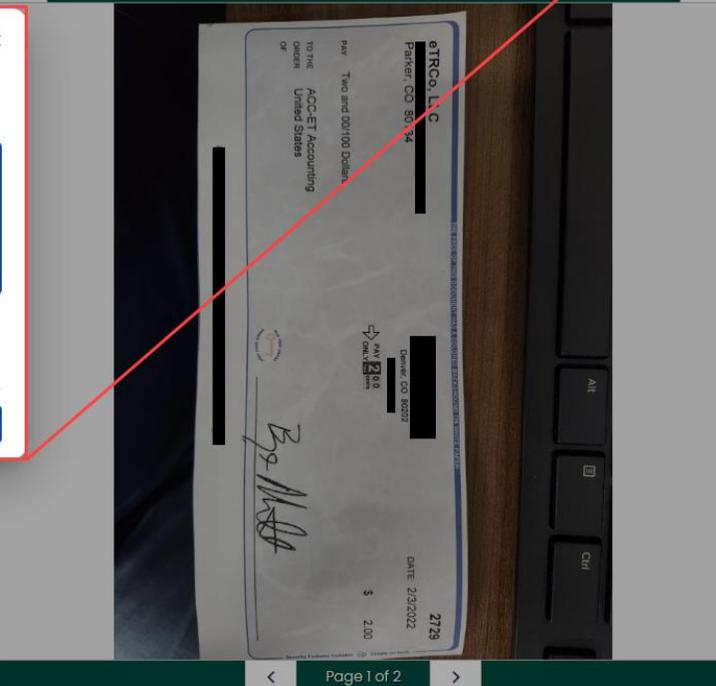
Routing Number  
██████████

**Enter a Reason**  
Deposit Status Update to OnHold

Please enter a reason for update to **OnHold** status:

**\*\*Note:** Reason(s) entered will be included in email notifications that may be seen by the Consumer, Realtor, or Others involved in the deposit process.

**Front**



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When the hold is successful, you will receive a message and the deposit will display in the **On Hold** section on the **Quality Control** screen.

Submitted							
No.	Name	Email	Realtor	Amount	Type	Submitted	Actions
1	test test	<a href="mailto:twilson44@4tier.com">twilson44@4tier.com</a>	test	\$20.00	ACH	06/13/2023 11:48 AM	<a href="#">✎</a> <a href="#">↓</a>
2	Derek Jones	<a href="mailto:derekj@4tier.com">derekj@4tier.com</a>	Alex Samuels	\$75.00	ACH	06/14/2023 02:00 PM	<a href="#">✎</a> <a href="#">↓</a>
3	Kate Avvey	<a href="mailto:katherineav@4tier.com">katherineav@4tier.com</a>	James Stones	\$85.00	RDC	06/14/2023 02:34 PM	<a href="#">✎</a> <a href="#">↓</a>
4	test test	<a href="mailto:test67889@4tier.com">test67889@4tier.com</a>	susan	\$520.00	ACH	06/14/2023 04:31 PM	<a href="#">✎</a> <a href="#">↓</a>
5	Test Test	<a href="mailto:test635215@4tier.com">test635215@4tier.com</a>	Sue	\$67.00	ACH	06/14/2023 04:36 PM	<a href="#">✎</a> <a href="#">↓</a>

On Hold							
No.	Name	Email	Realtor	Amount	Type	Submitted	Actions
1	Blair Collins	<a href="mailto:blairc@4tier.com">blairc@4tier.com</a>	Sam Deals	\$10.00	RDC	06/14/2023 02:29 PM	<a href="#">✎</a> <a href="#">↓</a>

When selecting **Reject** on a deposit, you will be required to enter a **Rejection Reason**.

The screenshot shows the RE/ProTool interface for a deposit. The deposit details are as follows:

- Transaction: Blair Collins - \$10.00 (RDC Transaction)
- Reference No: JZVM-G4
- Contract Property: 55625 Py

The deposit is currently in the "Submitted" state. The "Reject" button is highlighted with a red box. A dialog box titled "Enter a Reason" is open, prompting the user to enter a reason for the update to "Rejected" status. The dialog box contains the following text:

**Enter a Reason**  
Deposit Status Update to Rejected

Please enter a reason for update to **Rejected** status:

Rejection reason.

**\*\*Note:\*\*** Reason(s) entered will be included in email notifications that may be seen by the Consumer, Realtor, or Others involved in the deposit process.

Buttons: Cancel, Update

The background shows a check image with the following details:

- TO THE ORDER OF: [Redacted]
- ACCT: [Redacted]
- DATE: 2/9/2022
- AMOUNT: \$ 2.00
- Signature: [Handwritten Signature]

Page 1 of 2

When the rejection is successful, you will receive a message and the deposit will display in the **Rejected** section on the **Quality Control** screen.

 **Update Submitted**  
Deposit status: Rejected 

### Approved

Filter

No.	Name	Email	Realtor	Amount	Type	Last Update	Actions
1	test test	<a href="mailto:tcwilson63@4tier.com">tcwilson63@4tier.com</a>	Susan	\$85.00	RDC	06/27/2023 10:43 AM	
2	Duncann Williams	<a href="mailto:twilson333@4tier.com">twilson333@4tier.com</a>	Garth McPhie	\$20.00	ACH	06/14/2023 01:54 PM	
3	Rehzeria Void	<a href="mailto:rhezvoid@4tier.com">rhezvoid@4tier.com</a>	Susan Smith	\$750.00	ACH	06/14/2023 01:09 PM	
4	test test	<a href="mailto:twilson233@4tier.com">twilson233@4tier.com</a>	Susan	\$500.00	ACH	06/13/2023 01:45 PM	

### Rejected

Filter

No.	Name	Email	Realtor	Amount	Type	Last Update	Actions
1	Blair Collins	<a href="mailto:blairc@4tier.com">blairc@4tier.com</a>	Sam Deals	\$10.00	RDC	06/14/2023 02:30 PM	
2	Shannon Test	<a href="mailto:stwilson23@4tier.com">stwilson23@4tier.com</a>	Susan	\$12.00	RDC	06/14/2023 10:31 AM	
3	test test	<a href="mailto:twilson3245@4tier.com">twilson3245@4tier.com</a>	sam	\$200.00	ACH	06/13/2023 01:24 PM	

## eCheck (via ACH Network)

**Quality Control** for an **eCheck** will display the entered deposit information.

**Frey Jones - \$578.00** ✕

eCheck (via ACH Network) 🗑️ Reject ⏸ Hold 👍 Approve

Detail	Notes
<b>Reference No:</b>	QUZN-Y985-Q420-39VC
<b>Title Agency:</b>	4Tier Software, LLC
<b>Realtor:</b>	Susan Smith
<b>Contract Property:</b>	55158 Anima Dr Aurora, CO 80016
<b>Name:</b>	Frey Jones
<b>Amount:</b>	578.00
<b>Routing Number:</b>	302075018
<b>Account Number:</b>	xxxxx9685
<b>Account Type:</b>	Personal Savings
<b>Account Owner:</b>	Frey Jones

1. Enter the **Order Number** from your production system:

Order Number \*

2. Select the **Agency Trust Account** to be used for the Earnest Money Deposit:

Agency Trust Account \*

If all items are correct, you will be required to enter an **order number** from your production system prior to approving the deposit and select the **Trust Account** if multiple are present.

**Frey Jones - \$578.00** ✕

eCheck (via ACH Network) 🗑️ Reject ⏸ Hold 👍 Approve

Detail	Notes
<b>Reference No:</b>	QUZN-Y985-Q420-39VC
<b>Title Agency:</b>	4Tier Software, LLC
<b>Realtor:</b>	Susan Smith
<b>Contract Property:</b>	55158 Anima Dr Aurora, CO 80016
<b>Name:</b>	Frey Jones
<b>Amount:</b>	578.00
<b>Routing Number:</b>	302075018
<b>Account Number:</b>	xxxxx9685
<b>Account Type:</b>	Personal Savings
<b>Account Owner:</b>	Frey Jones

1. Enter the **Order Number** from your production system:

Order Number \*

T - 987654

2. Select the **Agency Trust Account** to be used for the Earnest Money Deposit:

Agency Trust Account \*

TESTING BANK - xxxxx6789

Once all items are answered and the **order number** has been entered, the deposit can be **approved**. You will receive a confirmation modal to verify you want to approve the deposit.

**Frey Jones - \$578.00**  
eCheck (via ACH Network)

Detail Notes

Reference No: QUZN-Y985-Q420-39VC  
Title Agency: 4Tier Software, LLC  
Realtor: Susan Smith  
Contract Property: 5515R Anima Dr Aurora, CO 80016  
Name:  
Amount:  
Routing Number:  
Account Number:  
Account Type:  
Account Owner:

**1. Enter the Order Number**

Order Number \*  
T-987654

**2. Select the Agency Trust Account to be used for the Earnest Money Deposit:**

Agency Trust Account \*  
TESTING BANK - xxxxx6789

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When the approval is successful, you will receive a message and the deposit will display in the **Approved** section on the **Quality Control** screen.

**Update Submitted**  
Deposit status: Approved

**On Hold**  
No on hold earnest money deposits found...

**Approved**

Filter

No.	Name	Email	Realtor	Amount	Type	Last Update	Actions
1	Frey Jones	freyj@4tier.com	Susan Smith	\$578.00	ACH	06/30/2023 11:46 AM	↓
2	test test	tcwilson63@4tier.com	Susan	\$85.00	RDC	06/27/2023 10:43 AM	↓

When placing a deposit on **Hold**, you will be required to enter a **Hold Reason**.

The screenshot shows a web interface for a deposit. At the top, there's a header "Resend Check - \$300.00" and "eCheck (via ACH Network)". On the right, there are three buttons: "Reject", "Hold", and "Approve". The "Hold" button is highlighted with a red box. A modal dialog titled "Enter a Reason" is open, showing a text input field with "ACH hold reason" and a note: "\*\*Note: Reason(s) entered will be included in email notifications that may be seen by the Consumer, Realtor, or Others involved in the deposit process." Below the input field are "Cancel" and "Update" buttons. The background shows a list of details for the check, including Reference No., Title Agency, Realtor, Contract Property, Name, Amount, Routing Number, Account Number, Account Type, and Account Owner.

When the hold is successful, you will receive a message and the deposit will display in the **On Hold** section on the **Quality Control** screen.

The screenshot shows a notification at the top right: "Update Submitted Deposit status: OnHold". Below it, there are two tables. The first table is titled "Submitted" and has columns: No., Name, Email, Realtor, Amount, Type, Submitted, and Actions. The second table is titled "On Hold" and has the same columns. The first row in the "On Hold" table is highlighted with a red box.

No.	Name	Email	Realtor	Amount	Type	Submitted	Actions
1	Stella Stars	steallas@4tier.com	Don Dalton	\$200.00	RDC	06/27/2023 02:38 PM	<a href="#">edit</a> <a href="#">download</a>

No.	Name	Email	Realtor	Amount	Type	Submitted	Actions
1	Resend Check	shatara.nomriel@gmail.com	Don Dalton	\$300.00	ACH	06/29/2023 09:47 AM	<a href="#">edit</a> <a href="#">download</a>

When selecting **Reject** on a deposit, you will be required to enter a **Rejection Reason**.

The screenshot shows a web interface for managing a deposit. At the top, there's a header "Resend Check - \$300.00" and "eCheck (via ACH Network)". On the right, there are buttons for "Reject", "Hold", and "Approve". A modal window titled "Enter a Reason" is open, showing a text input field with "ACH rejection reason" and a note: "\*\*Note: Reason(s) entered will be included in email notifications that may be seen by the Consumer, Realtor, or Others involved in the deposit process." Below the input are "Cancel" and "Update" buttons. The background shows a "Detail" section with fields like Reference No., Title Agency, Realtor, Contract Property, Name, Amount, Routing Number, Account Number, Account Type, and Account Owner. There are also instructions for entering an Order Number and selecting an Agency Trust Account.

When the rejection is successful, you will receive a message and the deposit will display in the **Rejected** section on the **Quality Control** screen.

The screenshot shows a notification "Update Submitted" with "Deposit status: Rejected". Below it is a table titled "Rejected" with a filter input. The table has columns: No., Name, Email, Realtor, Amount, Type, Last Update, and Actions. The first row is highlighted with a red border and contains: 1, Resend Check, shatara.nomriem@gmail.com, Don Dalton, \$300.00, ACH, 06/29/2023 09:48 AM, and a download icon. The second row contains: 2, Blair Collins, blairc@4tier.com, Sam Deals, \$10.00, RDC, 06/14/2023 02:30 PM, and a download icon.

No.	Name	Email	Realtor	Amount	Type	Last Update	Actions
1	Resend Check	shatara.nomriem@gmail.com	Don Dalton	\$300.00	ACH	06/29/2023 09:48 AM	↓
2	Blair Collins	blairc@4tier.com	Sam Deals	\$10.00	RDC	06/14/2023 02:30 PM	↓