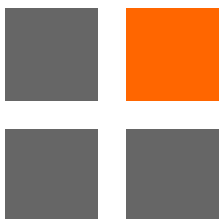




## **Client360**

### **Deposit Solutions Research-Adjustment / Return Item Guide**



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# Version Control Summary

Version	Date	Description (What's added/changed)
1.0	5/6/22	-
1.1	5/31/22	Added link to Return Items Form

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# Introduction

Fiserv is pleased to announce a new service experience designed to make finding answers and getting support for Fiserv solutions easier than ever before. Client360 is the new service Portal for logging inquiries and will replace the ServicePoint Portal as the primary online support tool.

Client360 provides intuitive navigation through a simplified user interface and artificial intelligence (AI) boosted search features. With each Inquiry, Client360 will get smarter and move the client, and the service associate supporting the client, more quickly to resolution. Solution-specific service menus provide a clearer path to create an Inquiry and reduce the number of times the client has to clarify a request.

## Client360 Features

- An easy-to-use interface with intuitive navigation and options to get answers quickly
- Access to how-to videos for select products
- An interactive chatbot to quickly provide support
- AI-boosted search results based on the client's unique products and specific queries
- Searchable support documentation, knowledge articles, and more
- New integrated tools to enable account representatives and other associates on the service teams to provide improved support

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## Overview

This Client360 Guide provides information for Fiserv clients who utilize Deposit Solutions Special Processing such as IP Research / Adjustment Requests and Return Item Forms. This Guide serves as a companion to the Client360 User Guide – please consult the User Guide for information regarding basic usage of the Portal including logging in, searching knowledge, and managing Inquiries.

## Deposit Solutions Special Processing

Many clients utilize special processing features for key Deposit Solutions products.

IP Research / Adjustment Requests are submitted for three products:

- Deposit Returns
- Fiserv Clearing Network
- Inclearings Deposits

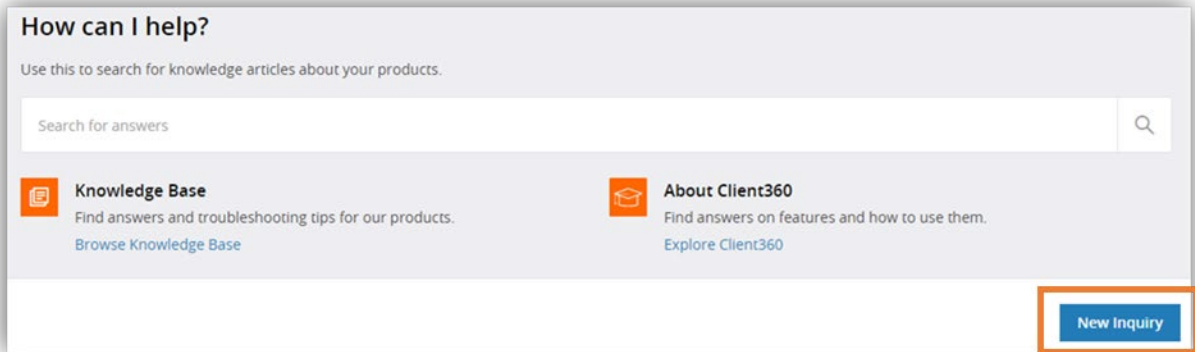
Return Item Requests are submitted for:

- Outgoing Return Services

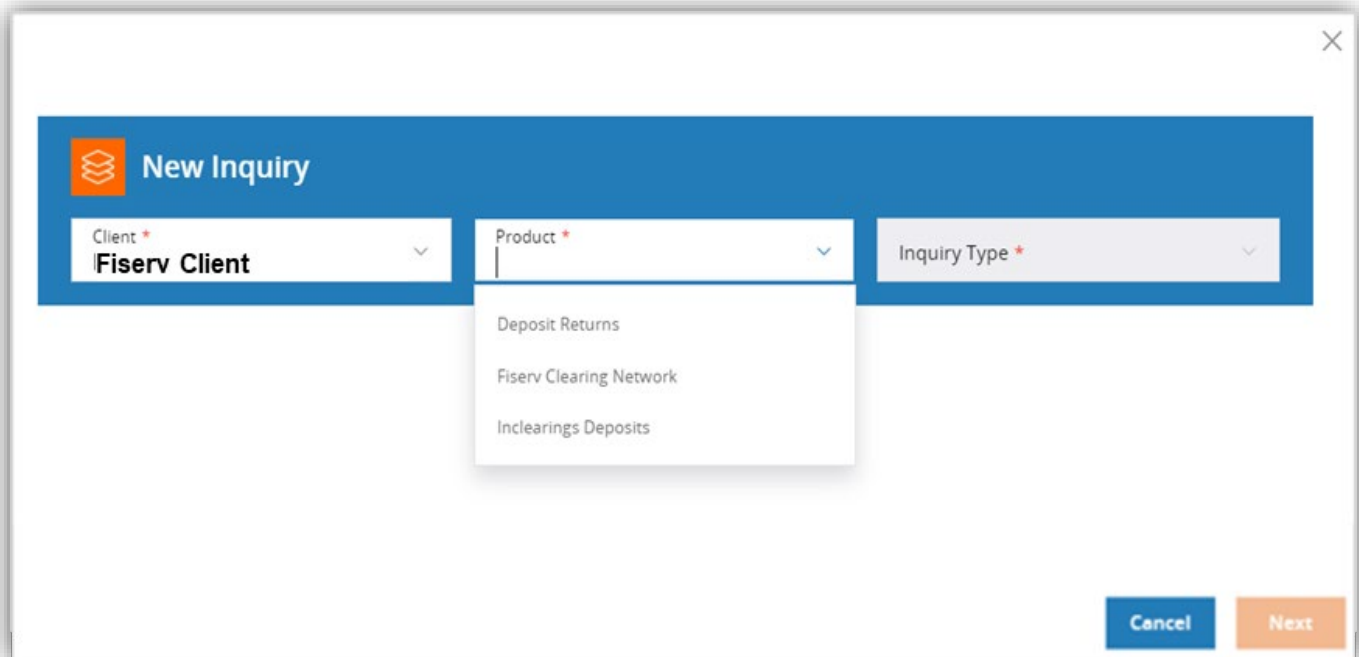
The following sections contain detailed steps complete these special processing requests.

# How to Submit an IP Research / Adjustment Request

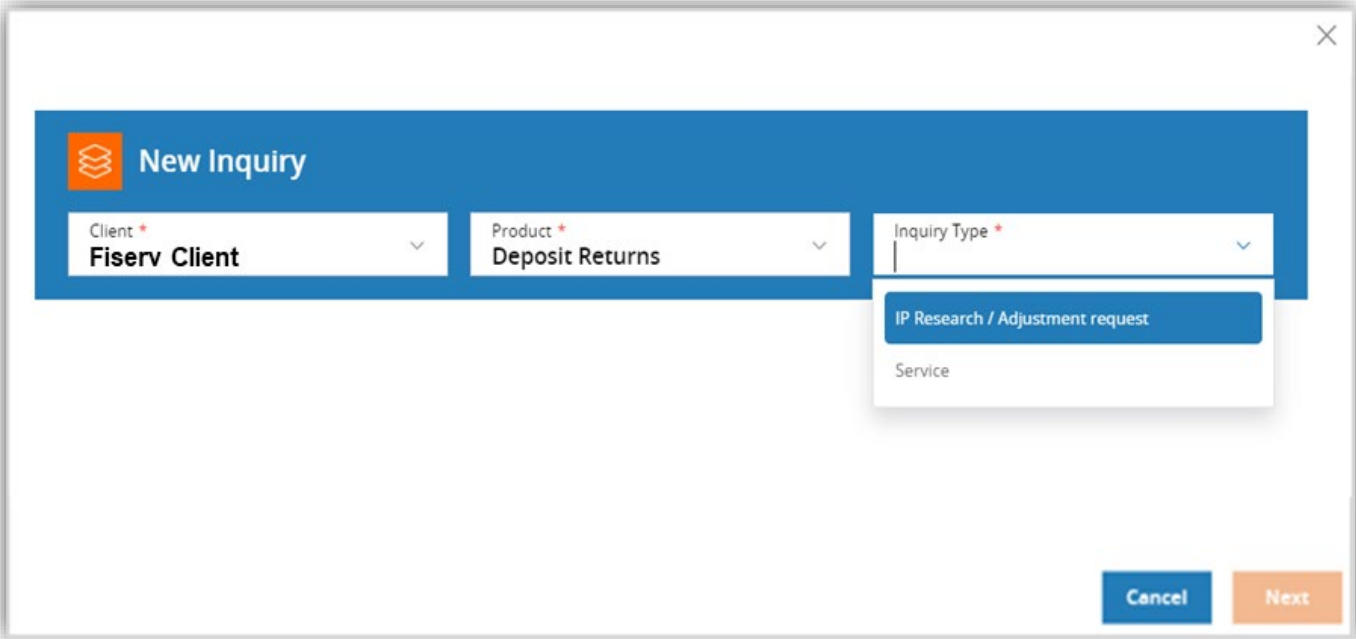
1. Select New Inquiry.



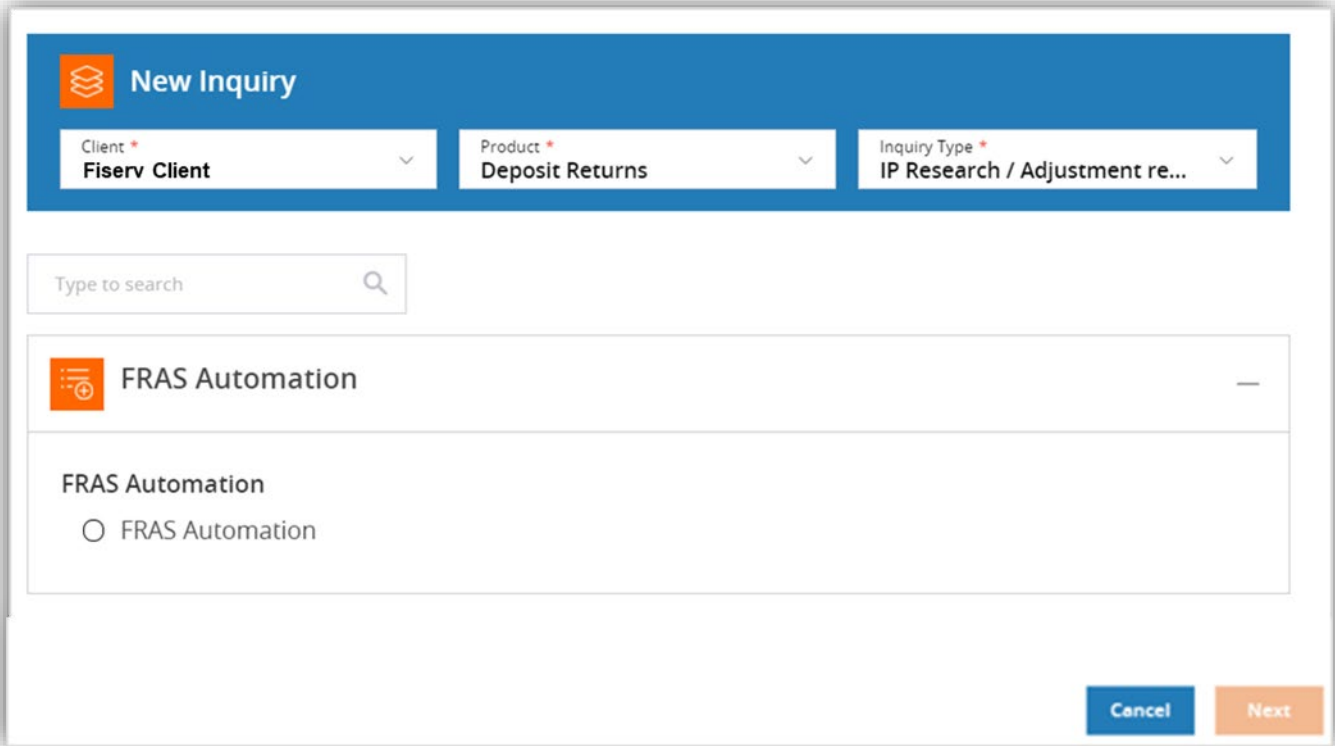
2. Select the Product.
  - a. Deposit Returns
  - b. Fiserv Clearing Network
  - c. Inclearings Deposits



3. Select IP Research / Adjustment Request under Inquiry Type. A menu will appear below the drop downs.



4. Select FRAS Automation, then select Next.





5. Complete the on-line form and add any attachments.

### New Inquiry

Client * Fiserv Client	Product * Deposit Returns	Inquiry Type * IP Research / Adjustment request
Category 1 * FRAS Automation	Category 2 * FRAS Automation	Category 3 * FRAS Automation

#### Additional Information

Type -- None --	Nature of Request * -- None --	Reporting Source -- None --
Transaction Date	Dollar Amount	Check Number
Primary Item Seq Number	Secondary Item Seq Number	Request For -- None --
Rush Request -- None --	Account Number	Urgency * 4 - Low
Willingness to be contacted * -- None --		

#### Inquiry Description

Short Description \*  
160 characters left

Inquiry Description \*  
8000 characters left

#### Sensitive Comment

8000 characters left

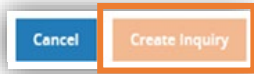
  

#### Attachments

Add Attachment

Back Cancel Create Inquiry

6. Select Create Inquiry.



Note:

After the adjustment is processed by the FRAS system, an email notification will be received and added to the inquiry information as follows:

“Your case was received, processed, and automatically closed. For all inquiries, please contact IP Client Services at 1-800-998-3478 using your Reference Number: *system will provide number.*”

IS ItemProcessingRequest Service Comments (client visible) • 2021-12-31 19:52:31

Your case was received, processed, and automatically closed.  
For all inquiries, please contact IP Client Services at 1-800-998-3478 using your  
Case Reference Number: 428597.

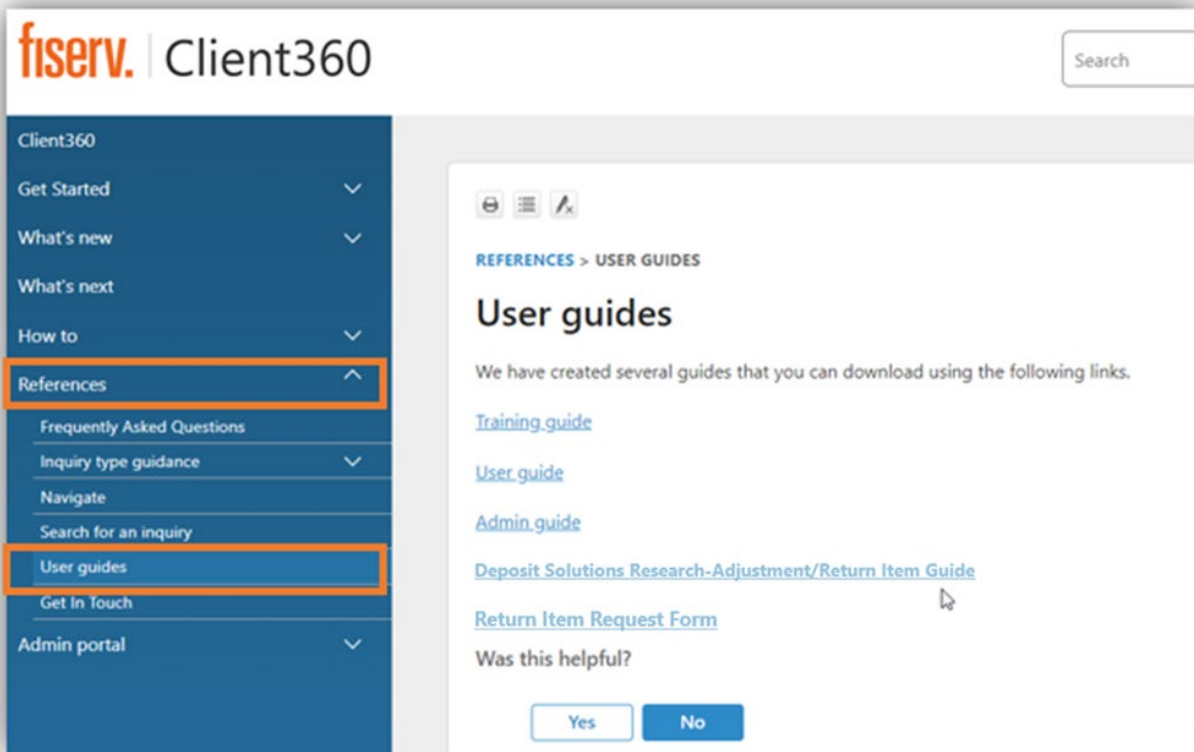
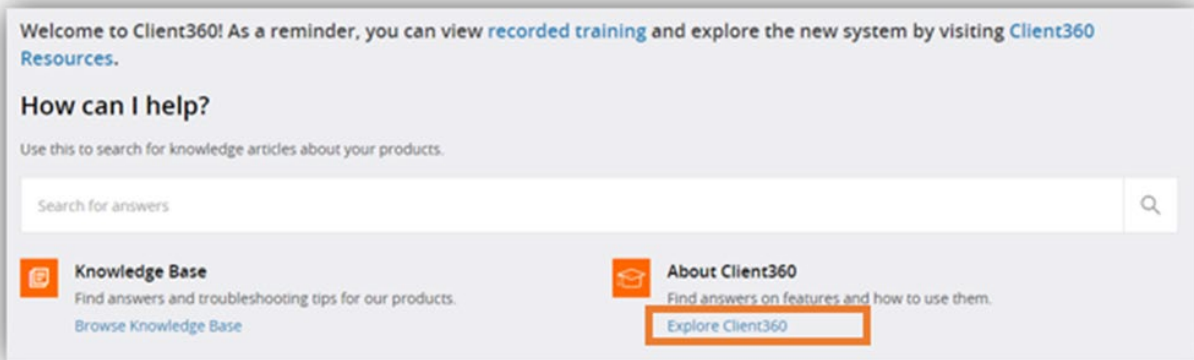
# How to Submit a Return Item Request

1. Download the Return Item Request form.

The form can be found by through the Client360 Portal by selecting Explore Client360 on the home page and navigating to the References section.

The form can also be accessed directly through the following URL:

<https://virtualtrainer.fiservapps.com/TrainGuides/Client360/Content/client/ref-guide.htm?tocpath=References%7C5>



2. Complete and save the Return Item Request form.

## Returns Item Request Form

---

**Financial Institution Number:**

---

**Institution Name (with City and State):**

---

**Date:**

---

**Time:**

---

**Authorized By:**

---

**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.**

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**FRB RETURN CODES:**

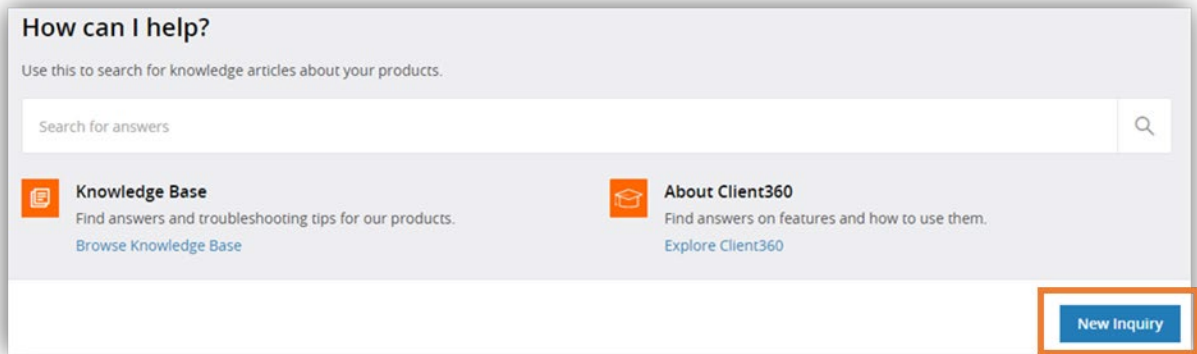
A - NSF - Not Sufficient Funds	I - Endorsement Missing	Q - Not Authorized	Y - Duplicate Presentment
B - UCF - Uncollected Funds Hold	J - Endorsement Irregular	R - Branch/Account Sold (Wrong Bank)	Z - Forgery
C - Stop Payment	K - Signature(s) Missing	S - Refer to Maker	3 - Warranty Breach (Rule 8 & 9) *
D - Closed Account	L - Signature(s) Irregular	T - Item Cannot be Represented	4 - RCC Warranty Breach (Rule 8) *
E - UTLA Unable to Locate Account	M - Non-Cash Item (Non-Negotiable)	U - Unusable Item	5 - Forged and Counterfeit Warranty Breach (Rule 9) *
F - Frozen/Blocked Account	N - Altered/Fictitious Item	V - Do Not Use	6 - Retired/Ineligible Routing No.
G - Stale Dated	O - Unable to Process (e.g. Mutilated Item)	W - Cannot Determine Amount	00 - Pay Item
H - Post Dated	P - Items Exceeds Dollar Limit	X - Refer to Image	

\* These codes are reserved for return items beyond the 24 hour window.

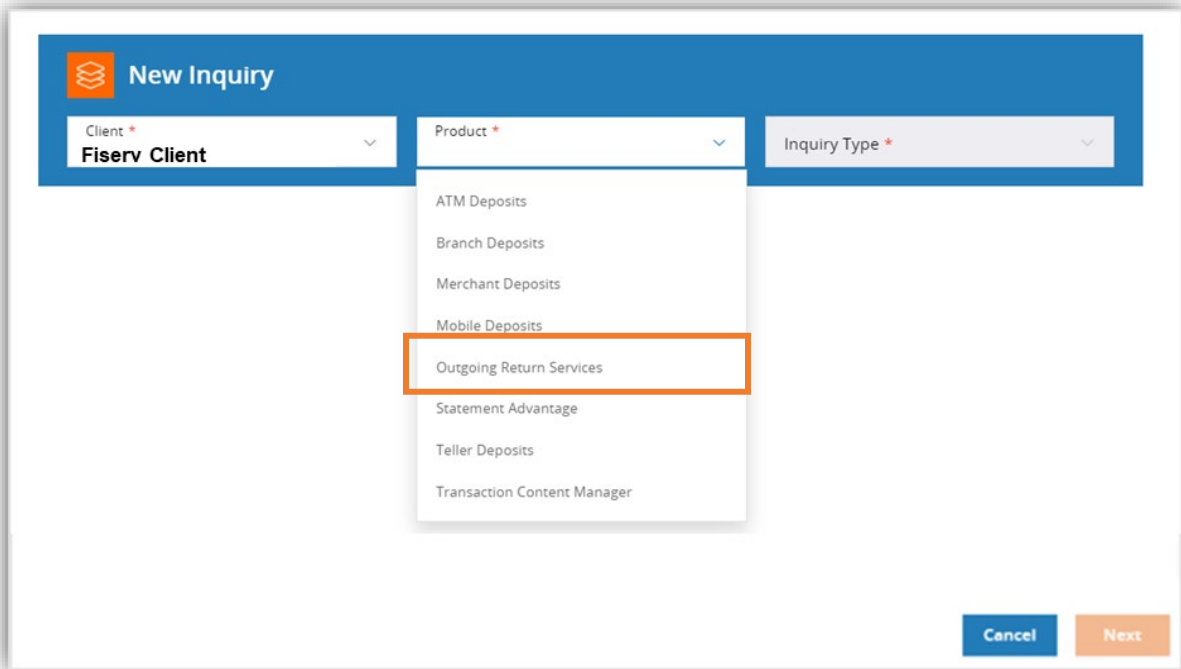
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PAGE 1 OF 1

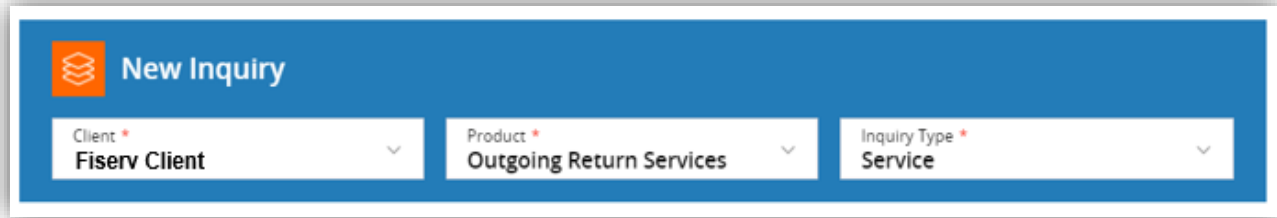
3. Select New Inquiry.



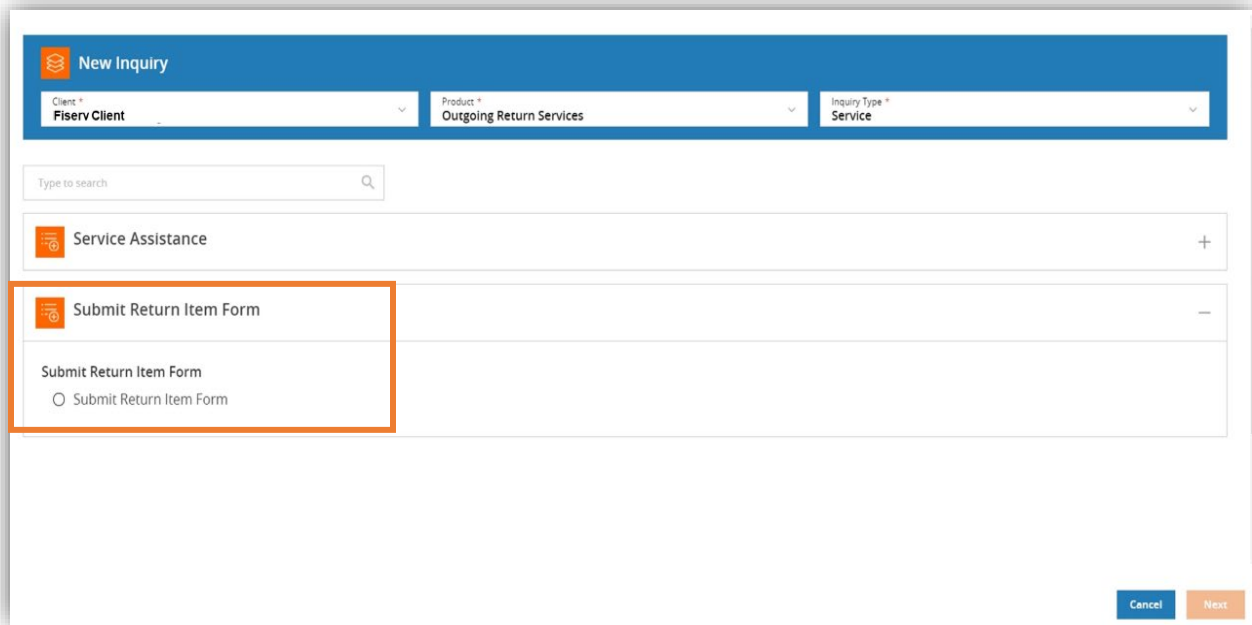
4. Select Outgoing Return Services under Product.



5. Select Service under Inquiry Type.



6. From the menu, select Submit Return Item Form and then select Next.



7. Fill in inquiry description information and attach the Return Item Form.

**New Inquiry**

Client \*  
Fiserv Client

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 Description**

Short Description \*  
160 characters left

Inquiry Description \*  
8000 characters left

**Sensitive Comment**

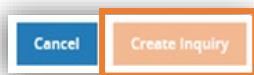
8000 characters left

**Attachments**

Add Attachment

Back Cancel Create Inquiry

8. Select Create Inquiry.



The Return Item Form will be reviewed and processed by the service team.



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