Resolve a Duplicate Check

To resolve a duplicate check, complete the following steps:

1. Click **Cancel** to cancel the duplicate check. A **Login ID and Password** dialog box appears.
2. Click **Accept** to continue processing the check. Click **Edit MICR** to correct the Magnetic Ink Character Recognition (MICR) line as shown in Figure 1.

**Figure 1. Duplicate Check Detected**

3. Click **Cancel** or **Cancel All**. A **Transaction cancelled successfully** dialog box appears.

**Application Tip**

Click **Cancel** to cancel one duplicate check. Click **Cancel All** to cancel all pending checks in the batch.

4. Click **OK**. The **Check Scan – Perform Check Scan** page appears.

**Application Tips**

- The **Login ID and Password** dialog box only appears if a **Check Capture Supervisor (CCS)** or **Check Capture Lead Operator (CCLO)** is accepting a duplicate check for a **Check Capture Operator (CCO)**. If a **CCLO** scanned the check, additional authorization is not required.
- A **CCS** or **CCLO** must authorize a MICR line code correction.
- As the **CCS** or **CCLO**, you can opt to make a MICR code line correction. If you do, look at the MICR line image closely to ensure all the characters are correctly entered in the code line Correction box.
Additional Buttons

- Click **Previous** to return to the previous page.
- Click **Return to Home** to return to the OTCnet Home page.