



Errors Guide

The table below illustrates possible errors and/or exceptions that may occur when making a mobile deposit.

Error Message Text	Button
Cannot read check. Please retake the photo. Hold the camera steady and ensure all four corners are visible	Retake
Could not find endorsement on back of check. Make sure check is endorsed and retake the photo.	Retake
This check has already been submitted. We cannot accept it again.	New Deposit
Poor lighting or contrast detected. Please retake the photo with good lighting.	Retake
Cannot read account data on bottom of check. Please retake the photo. Ensure the camera is in focus and all four corners are visible.	Retake
Significant rotation or angle detected. Please retake the photo. Hold phone flat above check and keep all four corners visible.	Retake
It appears you submitted 2 images of front of check. Please retake both front and rear photos.	Retake
The amount you enter did not match the amount detected. Please re-enter amount and retake photo.	New Deposit

Exception message	Reason for Exception
You do not have any eligible Mobile Deposit accounts.	The account keyed is not set up for Mobile Deposit.
Please enter the check amount.	Continue was selected before an amount was entered.
Enter only numbers (dollars and cents) for the deposit amount.	Continue was selected when an invalid amount was entered.
You have exceeded the maximum cumulative deposit amount allowed in one day.	The deposit exceeds the daily threshold amount for deposits.
You have exceeded the maximum amount allowed for a single deposit.	The deposit amount exceeds the threshold amount for a single deposit.
Your image upload has failed. Please retake the photo or try again later.	The deposit fails image validation.
We were not able to complete your deposit at this time. Please try again with a new deposit.	The deposit fails due to an unknown Merchant Deposit systems error.