Associated Connect®

Reference Guide: Premier Lockbox Remote Deposit

Associated Bank

Table of Contents

Associated Connect Access

Associated Connect provides secure, single sign-on access to your business and commercial banking services through AssociatedBank.com/Business or AssociatedBank.com/Commercial.

Available Services

Once signed in, users can access a wide range of online banking functions:

Banking	Account Balances, ACH Origination Check Inquiry, Image Search, Positive Pay, Stop Payments, Transfers and Wire Transfers
Account Summary	View balances and transaction details
Cash Management	Bill Pay*, Cash Ordering, Checkview, FX Manager, Lockbox, Remote Deposit and Trade Services
Transmission and Reporting	Document Center, Export Tools and File Transfer

*Some services within the bill payment service have service charges. Please refer to the Business Fee Schedule or the applicable Checking Product Disclosure for details. (1276)

Sign-In and Security

Access to Associated Connect requires identity verification through one of two methods:

High-Risk Services	• Sign in with your username and password. • Verify identity using multi-factor authentication (MFA) with a unique access code from a mobile or physical token.
Low-Risk Services	• Sign in with your username and password. • Periodically answer challenge questions for identity confirmation.

For help with tokens, see the Multi-Factor Authentication and Password Management Guide or contact Customer Care at 800-728-3501.

Associated Bank does not charge a fee to download our digital applications; however, transactional fees may apply. Carrier message and data rates may apply; check your carrier's plan for details. Visit AssociatedBank.com/disclosures for Terms and Conditions for your service. (1406)

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Remote Lockbox Deposit

Remote Lockbox Deposit is an extension to our Wholesale Lockbox Service leveraging Remote Deposit Capture, which enables full transactions. Checks with all accompanying remittances or detail to be scanned and transmitted directly into an existing wholesale lockbox workflow.

Accessing Remote Lockbox Deposit

Follow these instructions to access the Remote Lockbox Deposit service:

1. Log into Associated Connect through your browser.
2. After launching the Lockbox Premier module from the online banking menu, the Remote Deposit Capture service will appear on the lockbox menu screen under Receivables.
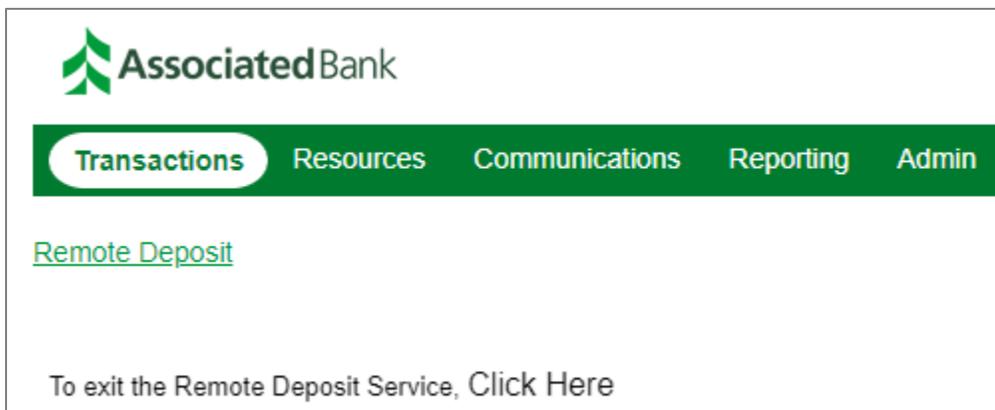
3. After selecting Remote Deposit Capture, the Login window displays.
4. In the Access Code field enter the code provided by your Bank Representative. The system can be instructed to store the Access Code, thus eliminating the need to enter it at each login session.
5. Select the box preceding the **Always Use This Access Code** option (below the Access Code field).

   Note: It will be necessary to enter the code again in the future should Remote Lockbox Deposit be accessed from a different PC, browser, browser version, et al. At such times, the Access Code field and this option will again be displayed in the Login window. Be sure to keep the code in a secure and easily accessible place.

6. Select **Submit**. The Remote Deposit Capture main window displays.

Remote Deposit Capture Main Window

The Remote Deposit Capture main window displayed upon successful login contains a menu of options available.
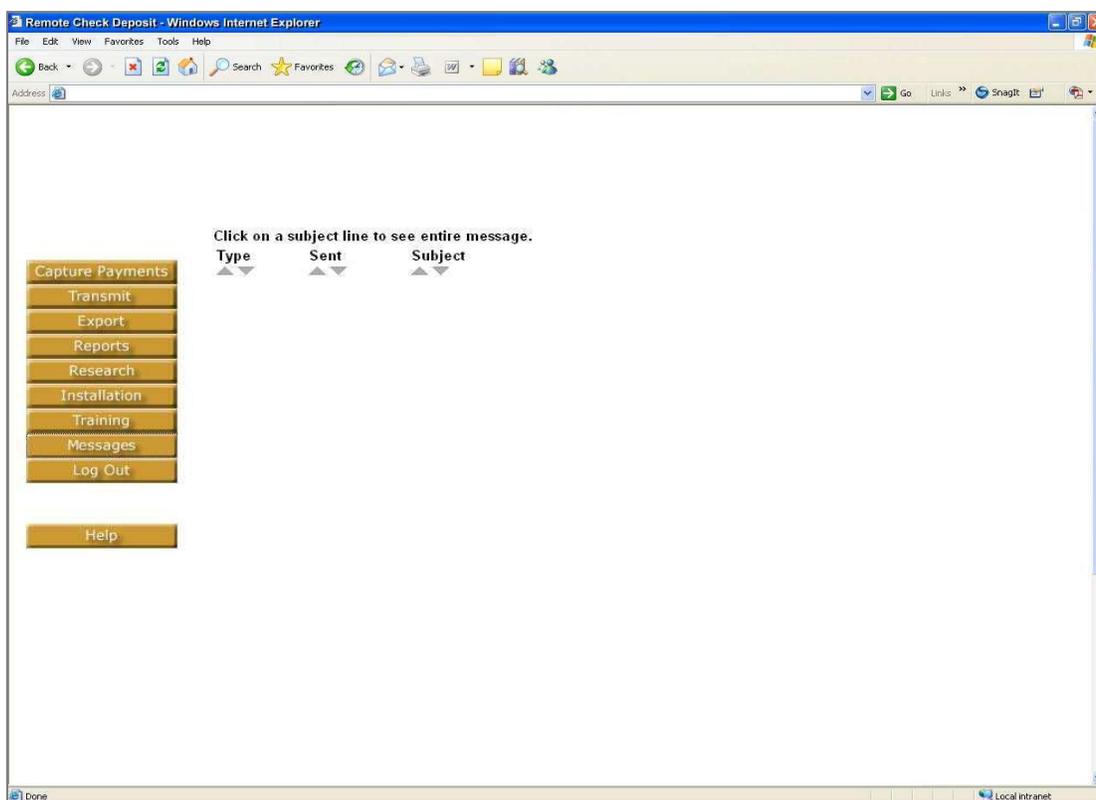
The following is a complete list of system options, followed by a brief description of each option's function.

> *Note: Only the options to which a user has been given access to are displayed in this menu. Any questions about missing options should be directed to your Bank Representative.*

Option	Description
Capture Payments	This option allows capture of documents along with payments.
Transmit	This option accesses the Transmit service, which is used to send payments to the bank, as well as build and send them in batches.
Reports	This option accesses the Reports service which is used to generate, view, and print various processing reports.
Installation	This option accesses the System Setup service which is used by the Security Administrator to establish and maintain system usage.
Log Out	This option logs the active user off the system, thus ending the session.

Bulletin Board Messages

The Bank site can send notifications to remote users and the main screen will display all available notifications to the user, upon login. The notifications have two priority levels: Alerts, which will appear first, and Messages.

Alerts ⚠ are displayed before messages

Messages ⓘ are the most common communication form

Note	Hyperlinks in a message are shown in blue and will open a new window when selected.

Click on a subject line to see entire message.

Type	Sent	Subject
ⓘ	9/24/2010	ABC Company Foreign Checks

Please be advised that foreign checks are NOT covered by the Check Clearing law for the 21st Century. Please follow your existing procedures for deposit or mail checks to:

ABC Company
Attn: Foreign and Domestic Check Collections 154-0599
500 Ross Street
Pittsburgh, PA 15262-0001.

ⓘ	9/24/2010	ABC Company Non-MICR Checks/Rejected Checks
ⓘ	9/24/2010	ABC Company Remote Check Deposit: New Adjustment Reporting Feature
ⓘ	9/24/2010	ABC Company Request for Deletions
ⓘ	2/24/2010	Scanner Purchases

Capturing Payments

Creating a Payment

Follow these instructions to create a payment:
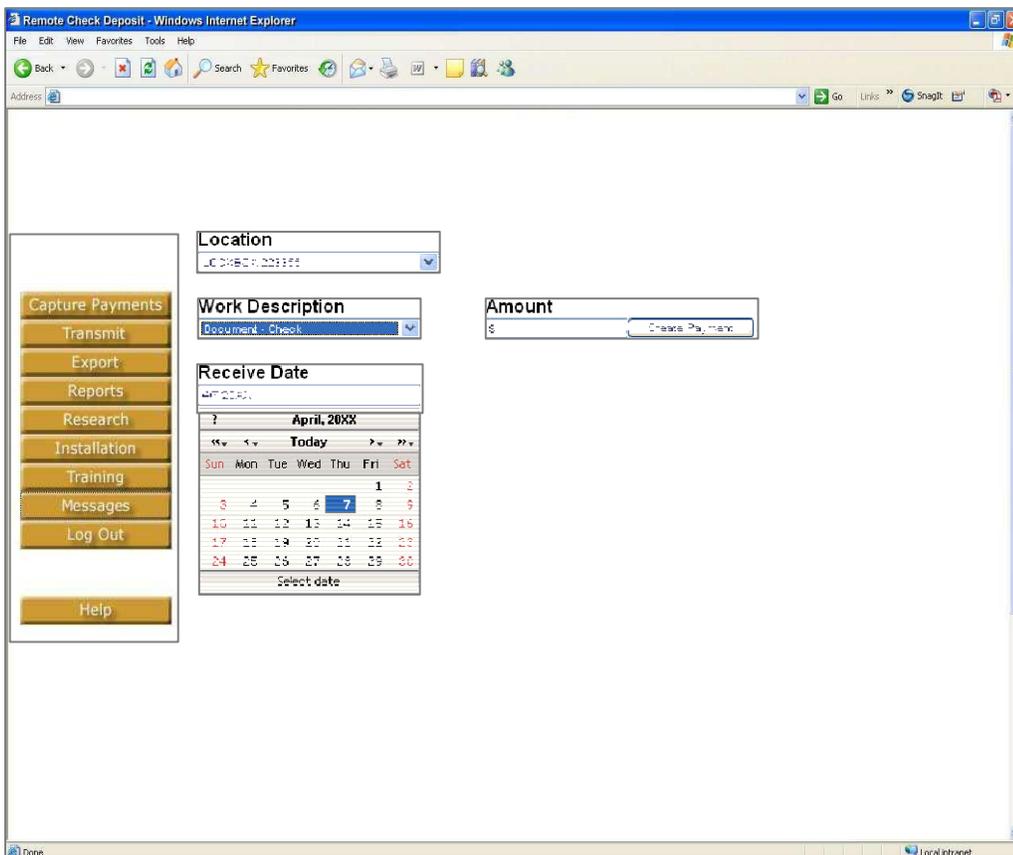
1. Access the Remote Deposit Capture system. The main window displays.
2. Select the **Capture Payments** button on the options menu. The Capture Payments window displays.
3. Select the Lockbox number/name by clicking the down arrow to the right of the location field and selecting a lockbox from the drop-down list that displays.
4. Select the down arrow to the right of the Work Description field and, from the drop-down list and select either **Check** or **Document-Check**. If you are scanning anything in addition to the check, you must select **Document-Check**.
5. Select the **amount field** and enter the total amount of the deposit being captured. Be sure to enter cents. If the amount has no cents, enter .00 after the amount.
6. The calendar will automatically default to today's date.
7. Select **Create Payments** button to the right of the amount field.
8. The Create/Edit Payments window will appear displaying the virtual Batch Header with its details displayed in a spreadsheet format. The details include the lockbox number, work description (either Check or Document-Check) and the amount of the payment. Generally, the Batch Header is listed as complete and checks can be scanned immediately.
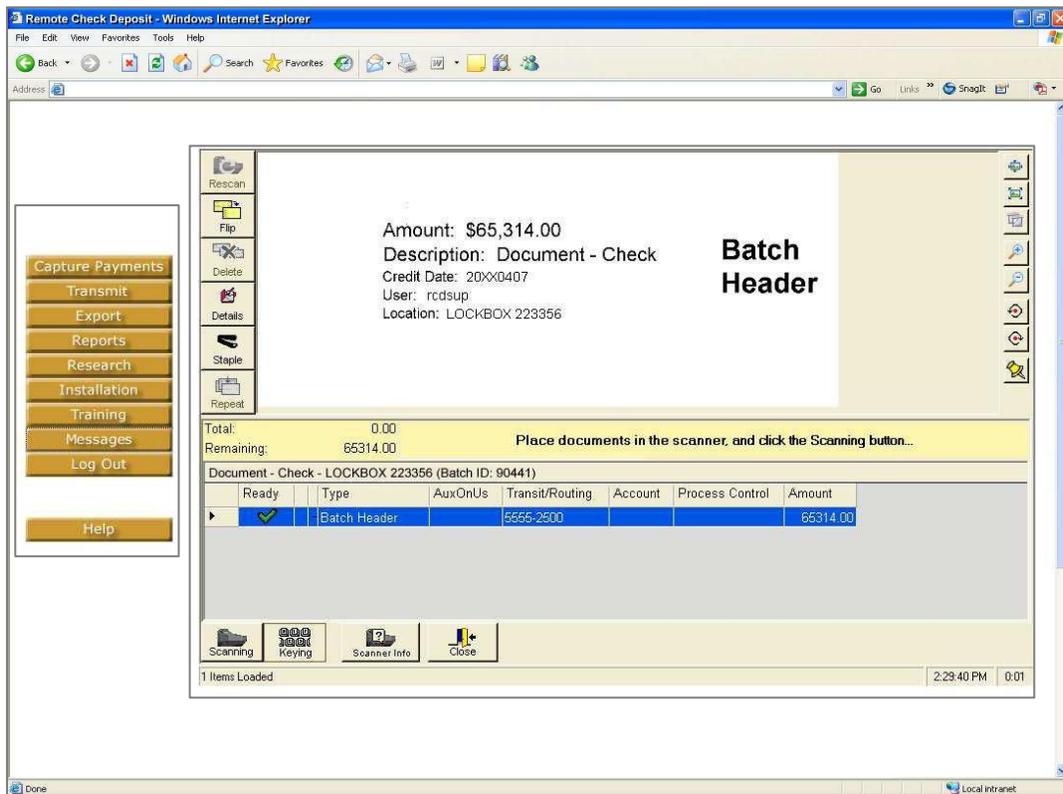
Note: *Any fields highlighted in yellow require manual input of data.*

9. To manually input data in a field, select the field and key in the information.

![Associated Bank]
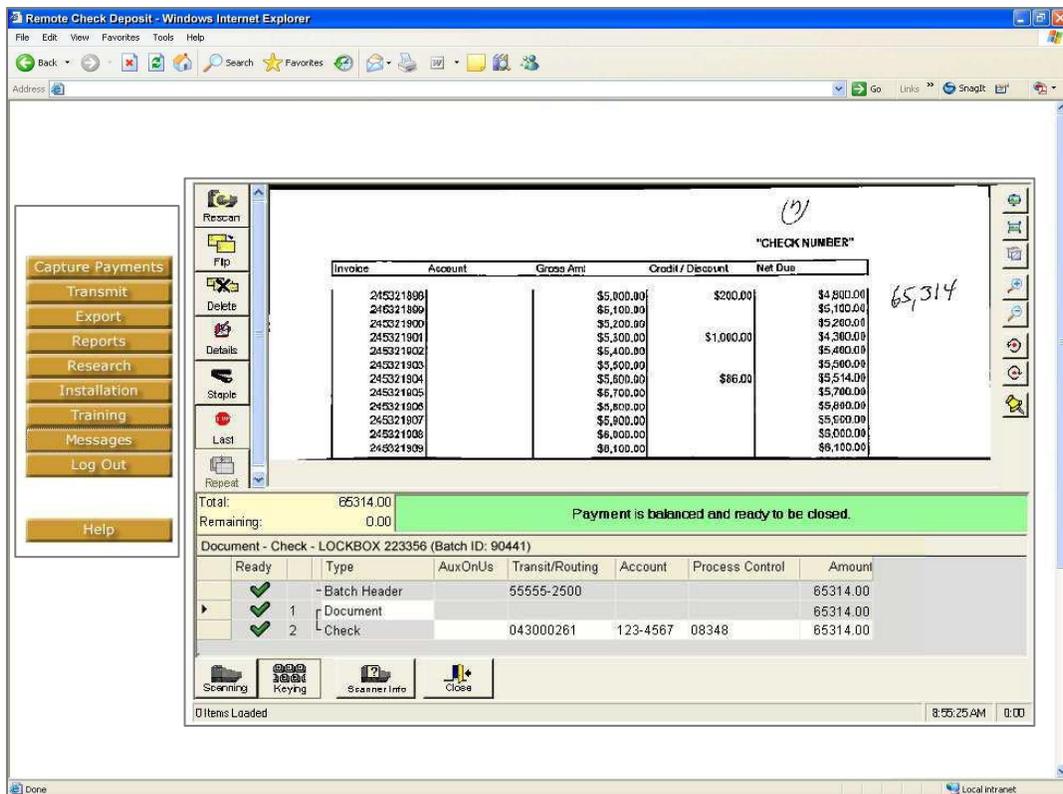
Scanning a Check or Transaction

Follow these instructions to scan a check(s) or transaction(s):

1. Review each individual check before loading in the scanner and remove any unsuitable ones (e.g., torn checks).
2. Load the checks or transactions to be scanned and ensure that the check is right side up and the MICR line is at the bottom. (If a check is upside down, the MICR line will be at the top where the scanner cannot read it properly.) When scanning documents, the documents are first followed by the check.
3. Select the **Scanning** button at the bottom of the Create/Edit Payments window.

Note: *If the system is configured to scan automatically as soon as the scanner detects the insertion of a check, this step is unnecessary.*

Clearing a Scanner Jam

Follow these instructions if checks, or documents get jammed in the scanner:

1. Select the **Scanner Info** button at the bottom of the Create/Edit Payments window. The Scanner Information window displays.
2. Select the **Free Track** button in the bottom left corner of the window. The scanner automatically frees the jammed check(s) or document(s) and runs it through the track. If this process does not free the checks or documents, refer to the scanner's instructions to manually clear the jam.

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Note: Jammed checks or documents must be re-scanned. Freeing the track only frees the checks or documents. It does not scan them. Do not tug jammed checks or documents out of the scanner. Doing so could cause an injury, damage the scanner, or tear the check.

Viewing an Image

When a check or document is scanned its image is immediately displayed in the window. The top-half of the window displays the electronic image of the scanned item.
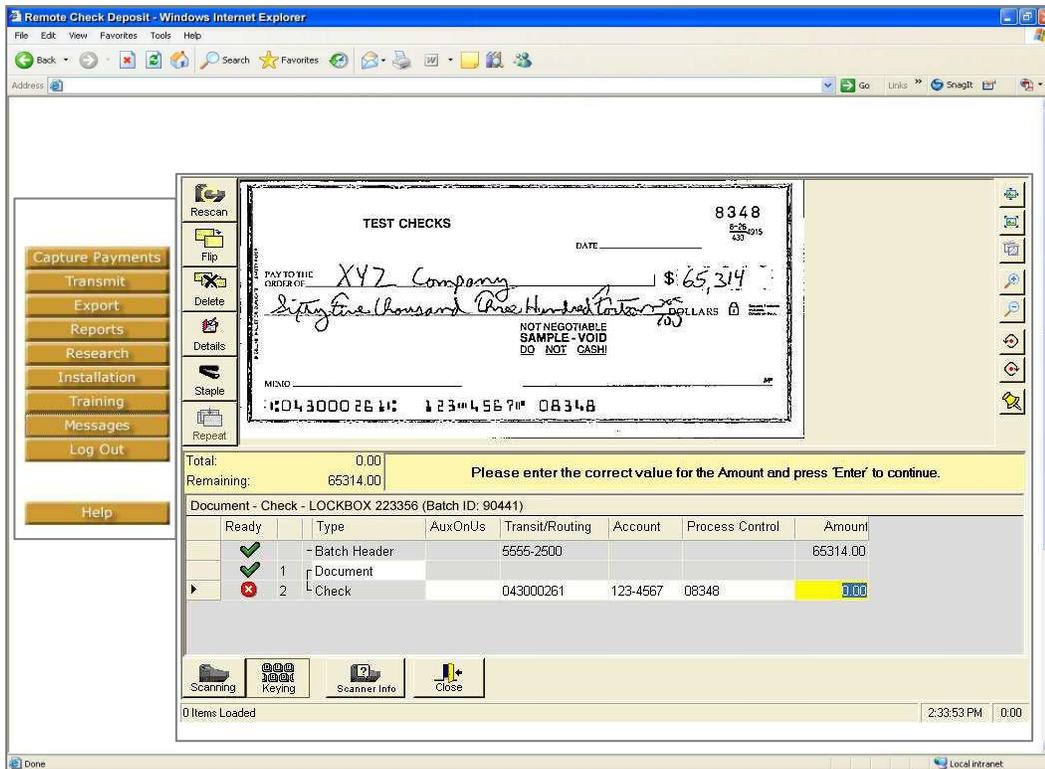
Once the check has been scanned, several additional actions can be done by utilizing the buttons on the left-hand side. Below is a brief description of each button.

Button	Description
Rescan	Scans an illegible item again.
Flip	Displays the opposite side of the scanned image. If the front is displayed, clicking this button displays the back, and vice versa.
Delete	Deletes the scanned image of a check and its associated documents and adjusts the remaining balance accordingly.
Details	Accesses the Item Details window which displays a variety of details about the scanned check and its scan process (e.g., MICR [Code] line information).

In the center of the window is the total amount, expected amount, and a running tally as each check is scanned. Ideally these amounts will match once all the checks are scanned.

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In the bottom-half of the window are the Batch Header and check details, displayed in spreadsheet format. Some check details are captured automatically when checks are scanned; others may require manual entry. Automatically captured details include the transit/routing number, account number, and serial number (when available). In cases where data does not automatically capture in these fields, the user will be required to adjust. Any fields not automatically captured will be highlighted in 'yellow'. The system will always attempt to capture the check amount automatically however, because this detail is subject to variability and may have to be manually entered (e.g., the amount may be handwritten).

Preceding each transit/routing number is one of the following icons:

 This indicates that the check was scanned successfully.

 This indicates that the check required some form of correction.

Beneath the item details is another series of buttons that pertain to the details that make up the payment and the payment itself.

Button	Description
Scanning/Keying	Activates the type of function to be performed: either scanning or keying. These functions cannot be performed simultaneously.
Scanner Info	Accesses the Scanner Settings dialog box where the default settings can be adjusted or reset.
Close	Accesses the Close Batch window where a decision on the payment's destination is determined.

Correcting Scanner MIRC Data

Corrections can be made to values that either did not scan legibly or were interpreted incorrectly. These corrections are made in the spreadsheet below the image. Editable fields include the dollar amount, check serial number, T/R number, and account number. The payment also needs to balance, with the total amount of the scanned checks equaling the control total previously entered in the amount field.

To correct details where the scanner was unable to record it properly you can enter the correct data and press the **Enter** key on the keyboard. All fields shaded in yellow must be completed. This process must be repeated for each adjustment.

When all data changes are complete, the payment can be closed.

Controlling Image Quality

As checks are scanned it is critical to capture clear and complete images, as they may be needed in the future to verify a check's amount, date, signature, etc.

Remote Deposit Capture detects missing data from critical areas of the check, such as a signature or date, and brings them to the attention of the user immediately. The system is also designed to oversee the legibility of the captured images. The system can be set to automatically clean up images as checks are scanned, or to accommodate the manual lightening or darkening of images by the system user.

To have the system automatically clean up images as they are scanned, follow these instructions:

1. Before loading the checks in the scanner, click the **Scanner Info** button at the bottom of the Create/Edit Payment window.
2. In the Image Brightness section in the middle of the window, click the white box preceding the **Use Auto Clean Mode** option. A check displays in the box and Front/Rear Brightness adjustment scales are disabled.
3. Select the **OK** button at the bottom of the window to finish. Selecting **Cancel** abandons the operation.

Rescanning a Check

Follow these instructions to rescan a check:

1. Locate the check to be rescanned and click on its amount in the Amount field.
2. Select the **Rescan** button to the left of the image. The Rescan Item window displays both the front and rear images of the check simultaneously. To ***automatically clean up the image***, click the white box preceding the Automatic Clean Image option. A check appears in the box and all other options will be disabled. To ***manually clean up the image***, remove the check in the white box preceding the Automatic Clean Image option. All other options will be enabled.
3. Insert the check in the scanner.
4. Select the **Rescan** button at the bottom of the window. The check is re-scanned and then displayed in the window. If the check needs to be cleaned up manually adjust the brightness of either the front/rear image, or both, by clicking and dragging the arrows on the brightness scales to the right of the respective images.
5. Once satisfied with the appearance, select **Apply** at the bottom of the window. If results are still not satisfactory, reload the check in the scanner and click the **Rescan** button at the bottom of the window. Selecting **Delete** removes the check from the deposit batch but alters the balance of the deposit.
6. When complete, select **OK** at the bottom of the window to update the batch of images.

Enlarging and Reducing a Scanned Image

Areas of the image can be enlarged for better on-screen readability if needed. Follow these instructions to enlarge an area of an image, or reduce it:

1. Position the mouse over the area you wish to enlarge.
2. Click and hold the left mouse button on the area you want to enlarge, and then drag the mouse. The area will enlarge once you release the mouse.
3. To reduce an enlarged area, double-click in the enlarged area.

Handling Duplicate Items

Remote Deposit Capture helps maintain the integrity of deposits by automatically checking for duplicate checks as images are captured. The system reviews specific criteria as it looks for duplicates across payments, batches, and dates. Duplicate detection protects against fraud and accidental inclusion of the same checks in multiple deposits.

When the system detects a check that seems to match a previously processed check, the Possible Duplicate Item window activates automatically and displays the recently detected check and the possible duplicate check for comparison.

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The current image with its details displayed to the right is in the top half of the window. In the bottom half of the window is a possible duplicate item with check details displayed to the right of it.

1. Compare the current image and its details with the possible duplicate and determine whether the images are identical.
2. At the very bottom of the window is the following question: ***Is this a duplicate item?***
    A. If the current check is a duplicate, selected the **Yes** button. The check and associated documents are automatically removed from the deposit.
    B. If the current check is not a duplicate, select the **No** button. The current check remains in deposit.
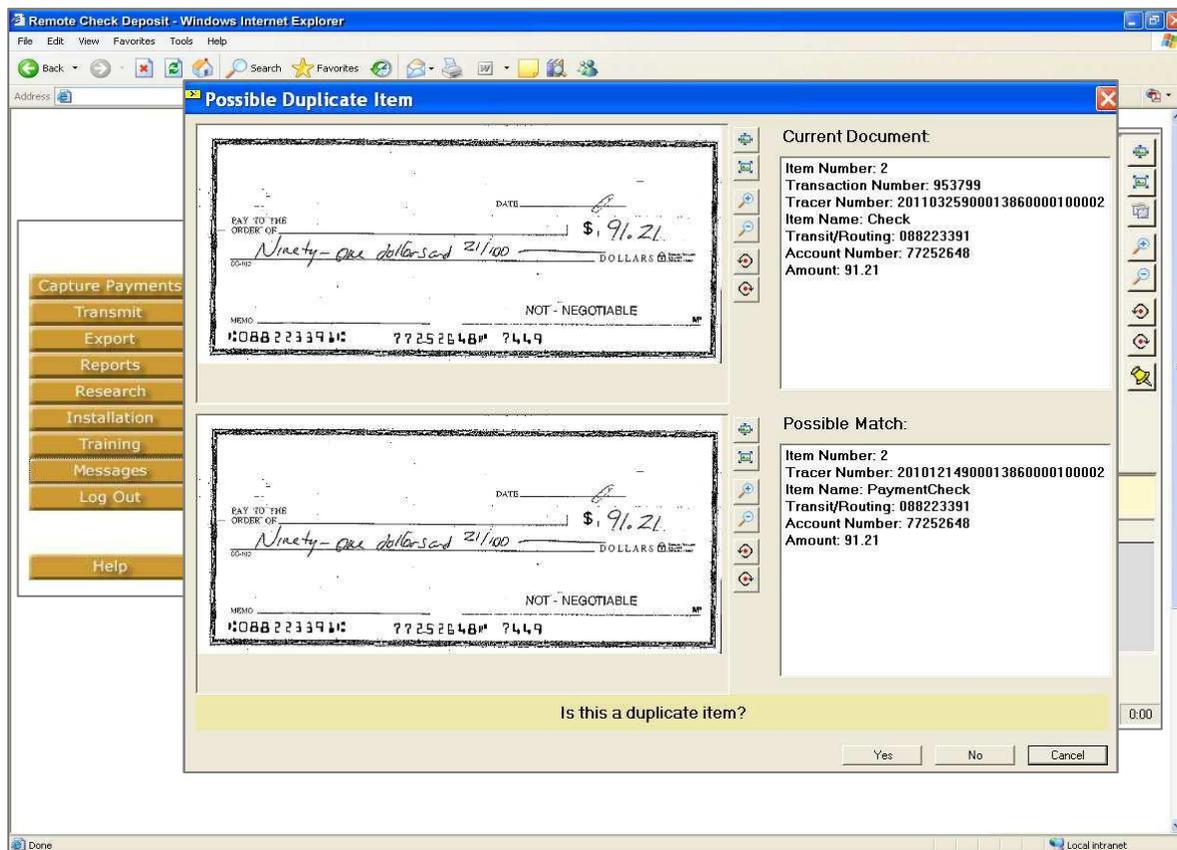
Balancing a Payment

During processing situations may occur that could cause the payment to be out of balance. If the payment is out of balance after the last check is scanned and its amount entered, the following message will display: ***Payment is out of balance***. To determine the cause of the imbalance:

1. Verify that no checks are missing from the payment. If a check is missing locate the missing check, load it in the scanner, and select the **Scanning** button and adjust the control total to reflect the check's absence.
2. Verify that each check is scanned individually. Occasionally, multiple check may scan as one and produce a false image. If this is the cause:
    A. Delete the false image.
    B. Remove the checks and documents from the batch and separate them from one another.

C. Load the first check and documents in the scanned and select the **Scanning** button.
D. Once the first check and documents are properly scanned, load the second check and associated documents in the scanner and select the **Scanning** button.

3. Verify the amount entered for each check is accurate. If the amount is incorrect in the spreadsheet below the image click on the amount that was entered, type the correct amount, and press the **Enter** key on the keyboard to register the change.

4. Verify that the payment amount entered in the Amount field of the previous window (the control total) was correct. The amount entered is displayed in the middle of the window between the image display area and the payment spreadsheet. If the payment amount is incorrect, follow these instructions:

    A. Press the **Enter** key on the keyboard.
    B. The following message displays: ***There are no more errors in the transaction. Do you want to edit the transaction amount?*** Select **Yes**. Selecting **No** will abandon the operation.
    C. The Transaction Amount dialog box displays the total of the amounts entered for checks in the Transaction Amount field. If this is the correct amount, select the **OK** button. If this is not the correct amount type the correct amount in the field and select the **OK** button. Selecting **Cancel** abandons the operation.
    D. The Transaction Amount dialog box will close automatically, and the following message displays in the window: ***Payment is balanced and ready to be released.***
    E. Close the payment.

Item Dollar Limits and Deposit Amounts Limits

The Remote Lockbox service can limit the amount of a single check, the deposit amount of a transaction, and/or the number of items in a transaction based on the user's role. If your user's role is configured to have any of these limits and an item or transaction exceeds the limits, you will receive an error that prevents you from releasing the transaction.

Maximum Deposit Amount Exceeded

If a user attempts to create a payment over the established limit, a message will appear, and the system will not permit the user to continue. If a user changes the payment amount in the capture screen and the payment amount is greater than the established limit, an error message will display in the message window and the user will be prevented from releasing the transaction. If the total amount of all captured items exceeds the maximum payment amount, an error message will display in the message window and the user will be prevented from releasing the transaction.

Maximum Item Count Exceeded

If the user exceeds the maximum item count, an error message will display in the message window and the user will be prevented from releasing the transaction. If the item count exceeds the maximum limit upon error correction, the user will receive an error message and will be prevented from releasing the transaction.

Maximum Item Amount

If the amount of a single item exceeds the maximum allowed amount, the amount field for that item will be flagged as an error and message will display in the message window and the user will be prevented from releasing the transaction.

Transmit Amount Limit

If the location exceeds its Daily Transmit Limit, no one at that location will be able to transmit additional transactions for that day. To check daily limits, select the **View Daily Deposit Totals** link on the Transmit Page.

Force Item Level Review during Payment Balancing

Item-level review requires the capture user to review each item in a transaction when the transaction does not balance to ensure valid amounts for each item. If the operator verifies each check and the transaction still does not balance, the user can change the payment amount.

1. Press the **Enter** key to review the first unbalanced item in the transaction.
2. Review each item by pressing the **Enter** key to advance through the amount fields.

*Note: Pressing **Enter** on the item's amount marks that item as reviewed.*

If the user changes the amount of an item and the transaction becomes balanced, a review is no longer required for the remaining items.

If the user reviews and balances the transaction and then scans another item, deletes an item or changes the amount of an item making the transaction unbalanced item review will be required again. Any item amounts that were already reviewed will not require additional review.

Once all items are reviewed, if the transaction is still unbalanced, the user may change the payment amount. Press the **Enter** key after reviewing the last item and accept either the scanned amount or enter a new amount for the Payment Batch.

Once all payment items have been captured, corrected and the transaction is in balance, you are ready to release the transaction for transmission to the central processing site. Select the **Close** button. You will be prompted to release the transaction. Make sure that the **Release** option is selected and select **OK**.

Releasing the transaction will automatically Transmit (if this feature is enabled) or move it into the Transmit module where it can be manually transmitted.

Closing a Payment

The payment can be closed when all checks have been scanned, all MICR data fields are complete, image quality has been adjusted satisfactorily, and the payment amount balances.

Follow these instructions to close a payment:

1. Select the **Close** button at the bottom of the window. The Close Batch dialogue box displays.

2. Select one of the following options by clicking the button preceding it:
   A. **Defer**: payment data is saved for editing later. Payment is not eligible for transmission.
   B. **Release**: Payment is complete and ready to be transmitted to the bank.
   C. **Delete**: Payment is deleted from the system in its entirety.

   *Note: Payment changes cannot be made once the **Release** is selected. If there is uncertainty about transmitting the payment, select **Defer** until you are able to verify if the payment should be transmitted.*

3. Select **OK**. Selecting **Cancel** abandons the operation.

Deleting a Payment or Item

A deposit, or item(s) contained in it, can be deleted up to the point of actual transmission.

Deleting a Payment

A payment can either be deleted from the Capture Payments Window or the Transmission Items Window.

Deleting a Deferred Payment from the Capture Payments Window

Follow these instructions to delete a deferred payment from the Capture Payments Window:

1. Access the **Remote Deposit Capture** system within the Receivables drop-down.
2. Select the **Capture Payments** button on the Options menu. The **Capture Payments** window displays.
3. In the Existing Payments spreadsheet (lower right corner of the window), locate the payment to be deleted and select the entry.
4. When the payment is highlighted, the Create Payment button (above Existing Payments spreadsheet) changes to the Edit Payment button. Select the **Edit Payment** button. The **Create/Edit Payment** window displays.
5. Review the payment details and contents to ensure the correct payment was selected. If the wrong payment was selected, defer the payment and select the correct one.
6. Select the **Close** button. The **Close Batch** dialog box displays.
7. Select the button preceding the Delete option and select **OK**. If you select **Cancel** the operation will be abandoned. Select **Defer** if the wrong payment was selected.
8. The following message displays after selecting **OK** : *Are you sure you want to Delete? The entire Batch of work will be deleted.* Select **Yes**. If you select **No**, the operation will be abandoned.

![Associated Bank logo]

9. The **Capture Payments** Window displays again. The payment and its contents are immediately removed from the system and are no longer accessible from the **Existing Payments** spreadsheet.

Deleting a Payment from the Transmission Items Window

Follow these instructions to delete a deferred payment from the Capture Payments window:

1. Access the **Remote Deposit Capture** system.
2. Select the **Transmit** button on the Options menu.
3. In the Transmission Items spreadsheet at the top of the window, locate the payment to be deleted and click on its entry. Ensure that the correct payment is selected before deleting.

    *Note: Once the payment is deleted, it cannot be retrieved. If there is any uncertainty about deleting the payment, abandon the **Delete** operation from this window and perform it from the **Capture Payments** window where the payment details and its contents can be reviewed before deletion. To abandon the operation at this point, select the **Capture Payments** button on the Options menu.*

4. When the payment is highlighted, the Delete button (bottom left corner of window) is enabled. Select **Delete**.
5. The **Confirm Delete** window appears displaying the following message: ***You are about to delete the selected transactions. The data associated with these will be lost. Are you sure you wish to proceed?*** Select **Yes**. Selecting **No** will abandon the operation.
6. If you select Yes in the **Confirm Delete** window the payment and its contents are immediately removed from the system and are no longer accessible from the Transmission Items spreadsheet.

Deleting a Check in a Payment

A check can be deleted from any payment that has not yet been transmitted to the bank. It can be deleted at the time the payment is being created or when a payment is edited.

Note: Batch Headers cannot be deleted individually and can only be deleted when the entire payment is being deleted.

Follow these instructions to delete an item from a payment:

1. Access the **Create/Edit Payment** window in Remote Deposit Capture.
2. In the bottom half of the window, locate the check to be deleted and click on its entry in the spreadsheet. The check's image will display in the top part of the window.
3. Review the check's image and details to be sure the correct image is being deleted.

    *Note: Once a check is deleted from a payment, it cannot be retrieved. The check must be re- scanned and added to the payment through the **Edit Payment** function. To review the check's details, select the **Detail** button which is located right of the displayed image in the top half of the window. The **Item Details** window displays a host of details about the check that cannot be determined from examining its image alone.*

4. When certain that the check is to be deleted, select the **Delete** button to the right of the image in the top half of the window.
5. The following message displays: ***This item will be deleted. This item will need to be physically removed from the transaction. Are you sure you want to continue?*** Select **Yes**. Selecting **No** will abandon the

![Associated Bank logo]

operation.

After selecting Yes, the check is immediately removed from the payment. The image of the next check in the payment displays in the top half of the window and the deleted check's entry in the spreadsheet in the bottom half of the window disappears.

Note: Be sure to remove the physical check from the batch of checks making up the payment.

As the removal of the check puts the payment out of balance, the payment must be balanced before it can be transmitted.

Editing a Deferred Payment

Sometimes situations arise that require the editing of a deferred payment. For example, a check may need to be removed from a payment. Follow these instructions to edit a deferred payment:

1. Access the **Remote Deposit Capture** system.
2. Select the **Capture Payments** button on the Options menu. The **Capture Payments** window appears.
3. Locate the payment to be edited and click on its entry in the **Existing Payments** spreadsheet located in the lower right corner of the window.
4. When the payment is highlighted the **Create Payment** button, located above the **Existing Payments** spreadsheet, changes to the **Edit Payments** button. Select the **Edit Payments** button.
5. The **Create/Edit Payments** window appears displaying the details of the selected payments. Edit the payment as necessary. If the wrong payment was selected defer the payment and select another from the **Existing Payments** spreadsheet.
6. Once the edits are complete, select the **Close** button at the bottom of the window. The **Close Batch** dialog box is displayed.
7. Select the button preceding the release options and select **OK**. Selecting **Cancel** abandons the operation.

The transmission window then displays. In the transmission items spreadsheet at the top of the window, an entry appears for the newly edited payment indicating that the payment is ready to be released to the bank.

Note: In no case can released payments cannot be edited. If they have not yet been transmitted to the bank, they can be deleted.

Transmitting Payments

Once a payment is released, it is ready to be transmitted to the bank. Follow these instructions to transmit a payment to the bank:

1. Access the **Remote Deposit Capture** system.
2. Select the **Transmit** button in the Options menu. The Transmission Items window appears.

3. The Transmission Items spreadsheet at the top of the window displays the following information for each payment it contains:

    Transaction Type: the type of work that was captured.

    Status: the current state of the payment, which can be either of the following:

    a. **Acknowledged:** payment has already been successfully transmitted to the bank.
    b. **Release:** payment is ready to be transmitted to the bank.
    c. **Description:** this defines whether the payment is a check only or a document and check.
    d. **Deposit Amount:** the total amount of the payment.
    e. **Processing Date:** the date on which the scanning of the checks began.
    f. **Posting Date:** the date on which the payment was posted to the account.
    g. **Acknowledge Date:** the date on which the bank acknowledged receipt of the payment it is posting to the account.

        Note: Depending on now close to the cutoff time the payment was received, this date may be the same as the Posting Date.

    h. **In Balance**: indicated whether the payment amount is the same as with the total amount of the check it contains, as indicated by one of the following:
    i. **True**: the payment amount is in balance with the total amount of the checks it contains.
    j. **False**: the payment amount is not in balance with the total amount of the checks it contains.

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In the spreadsheet, locate the payment to be transmitted and select the entry. The Transmit and Delete buttons in the lower half of the window are enabled.

By default, all payments are displayed in the spreadsheet regardless of status. In the bottom half of the window below the Transmit and Delete buttons are the spreadsheet filter options. **Show All Transactions** is the default selection.

- To display released payments only (meaning those eligible for transmission), select the button by the **Show Just Released** option.
- To display released and recently transmitted payments, select the button preceding the **Show Released and Recently Transmitted** option.
- Select the **Transmit** button

The following message will display: ***Transmission now in progress.***

Once the transmission is complete, the payment's status changes to Acknowledged, dates appear in both the Posting Date and Acknowledged Date fields, and the transmission details appear in the box at the bottom of the window (right of the buttons and filter options).

Reporting

The Reporting service of **Remote Deposit Capture** provides a wide spectrum of reports ranging from payment/item data to user login history. Below are complete details and instructions on how to generate reports.

Generate a Report

Follow these instructions to generate a report.

1. Access the **Remote Deposit Capture** system.
2. Select the **Reports** button on the Option menu. The **Report Criteria** window is displayed.
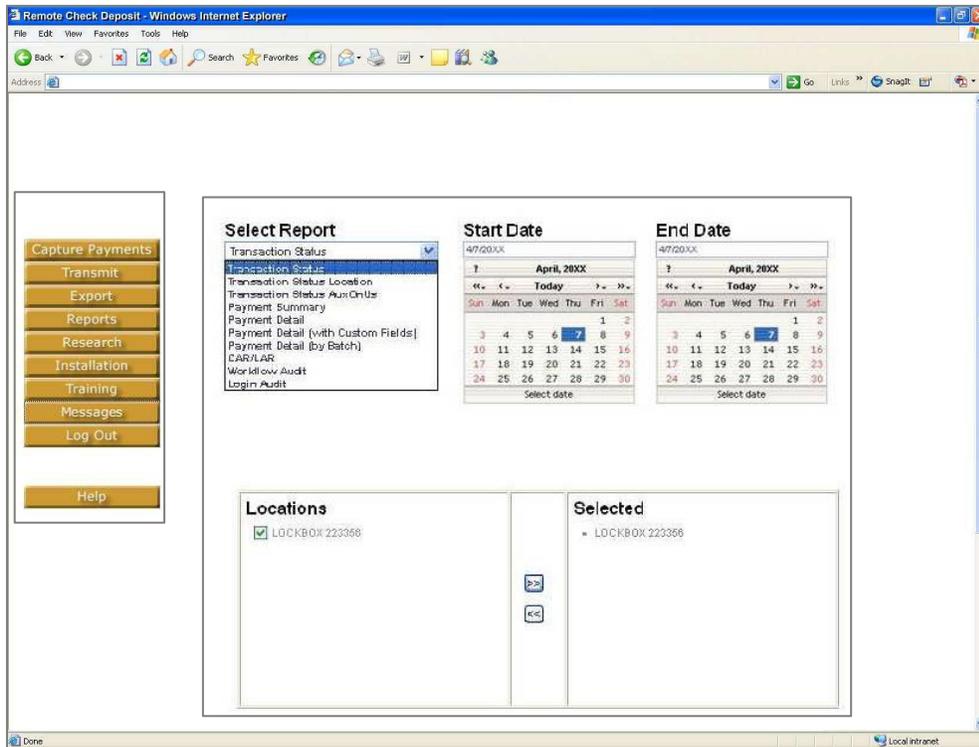
3. In the **Select a Report** field, click the down arrow and select the report to be generated from the drop-down list that displays. The window then displays the criteria needed to generate the selected report.

4. Enter a start and end date for the report. Report data can be generated for a single day or a range of dates. Dates can be entered manually or by using the interactive calendar.
    A. **Manually:** To enter a date manually, highlight the date in the field and enter the desired date in either 1 or 2-digit month, 1 or 2-digit day, 4-digit year format separated by backward slashes (e.g., 1/15/200X for January 15, 200X).
    B. **Interactive Calendar:** To enter a date using the interactive calendar select the arrow buttons at the top of the calendar to locate the desired month and year. The selected month's dates display in the bottom of the calendar. Select the desired date.

    Note: When generating a report for a single date, ensure that the same date is entered in both the start and end date fields.

5. Depending on the report selected in the **Select a Report** field, some or all the specifications below must be defined. The available location will be your lockbox number on all reports.

6. In the Available Locations box, select the desired lockbox number(s) by clicking the white box preceding the specific lockbox number(s). A check displays in the box indicating the selection and the location's designation is added to the box on the right.
    A. *Use **Select All** (>>) to select all lockboxes and adds them to the box on the right.*
    B. *Use **Deselect All** (>>) to remove them, and places them back in the Available Locations box on the left.*

7. The login user's permission defines the user's access to the specific location. In the Login Users box, select the desired user(s) by clicking the white box preceding the specific user(s) name.

Note: *This specification is applicable only to the **Login Audit Report**.*

8. In the Action Types box, select the desired action(s) by clicking the white box preceding the action's title. A check displays in the box indicating the selection and the action type is added to the box on the right.

Note: *These specifications are applicable only to Workflow Audit Report and remains inaccessible until the date and location specifications have been defined.*

  A. **Action types:** This specification defines the types of functions or actions that may have been performed in **Remote Deposit Capture** for the specified user(s).
  B. **Available users:** This specification defines the user(s) with access to the specified location(s) whose functional activity is to be reported on. This specification remains inaccessible until the date and location specifications have been defined.

9. Once the date and location specifications have been defined, select the **Get Users** button. The list of available users will be displayed.
10. In the Available Users box, select the desired user(s) by clicking the white box preceding the specific user's system name. A check displays in the box indicating the selection and the user's name(s) is added to the box on the right.
11. Select the **Generate Report** button at the bottom of the window.
12. The selected report is generated according to the specifications set and displays in the same window.

Transaction Status Report

This report presents summarized data on the status of the transactions in the system falling within the specified date range.

1. The first portion of the report presents an actual transaction count by status. The presentation is both textual, providing definitive numbers for each status, and graphical, presenting the findings in the color- coded columnar graph.
2. The middle of the report showcases a percentage breakdown by status, using a color-coded pie chart.
3. The last portion of the report presents a summary of the data presented above. Its details include the presenter, the transaction status, the actual transaction count broken down by status (summarizing the first portion of the report's findings), and the transaction percentage broken down by status (summarizing the middle of the report's findings).

To view the report in a PDF file in Acrobat® Reader®, select **View PDF** at the top of the window.

Transaction Status Location Report

This report presents summarized data on statuses of the transactions in the system falling within the date range specified for each selected location. Its details include the location, transaction status, actual transaction count broken down by status, and transaction percentage broken down by status.

To view the report in a PDF file in Acrobat reader, select **View PDF** at the top of the window.

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Payment Detail Report

This report presents detailed data on all payments in the system falling within the specified date range for each location that was selected.

At the top is the report criteria entered when the report was generated. The following details are then presented for each location: lockbox number, user ID, payment item count, payment amount, process date, acknowledgment date and time, and batch ID. The following details are then presented for the payment and each item contained in it: research ID, doc type, and amount. At the bottom of the report is the total item count and payment amount.

To view the report in a PDF file in Acrobat Reader, select **View PDF** at the top of the window.

CAR/LAR Report

This report presents the optical character recognition statistics. For each workstation, the report shows the total number of items on which CAR (courtesy amount recognition) and LAR (legal amount recognition) were attempted, and divides those attempts into successes or failures (meaning the details were recognizable or not). The report then presents the success rate by percentage.

Courtesy Amount
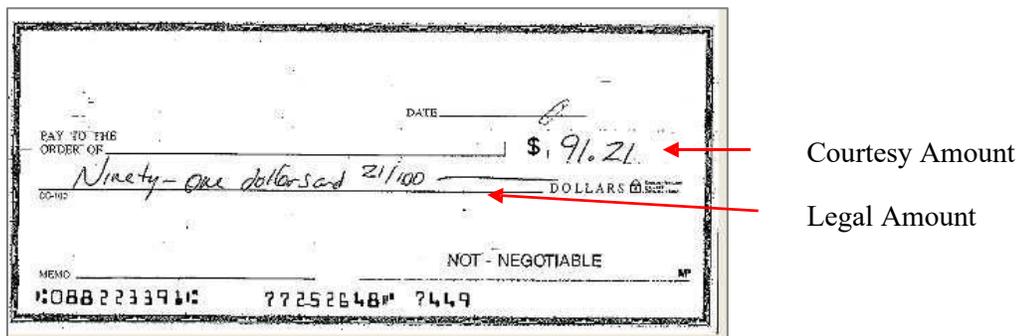
Legal Amount

CAR/LAR reduces the labor required to key amounts by reading the courtesy and legal amounts written on checks. Amounts that do not match will be flagged for verification.

To view the report in a PDF file in Acrobat Reader, select **View PDF** at the top of the window.

Login Audit Report

The Login Audit report presents detailed information on system access by the selected users in the specified date range. At the top the report criteria specified for the report generation is displayed. The rest of the report is a chronologically ordered log of system access activity by each user selected. Details include the date and time of an event (access activity), a description of the event, and the user's system User Name and Login Name.

To view the report in a PDF file in Acrobat Reader, select **View PDF** at the top of the window.

Workflow Audit Report

The Workflow Audit report presents detailed information on system activity by the selected user for the selected activities in the specified date range. The top of the report displays the report criteria specified for the report's generation.

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The rest of the report is a chronologically ordered log of system activity by each user selected. Details include the date and time of an activity, the location where the activity occurred or the location affected by the activity (depending on how locations are set up on the system), the Tracer ID, a description of the activity, the user's system User Name, and, for update activity, the old data and the updated data that has replaced the old.

To view the report in a PDF file in Acrobat Reader, select **View PDF** at the top of the window.

Interactive Training Module

Interactive training lessons can be accessed at any time from within the **Remote Deposit Capture** application.
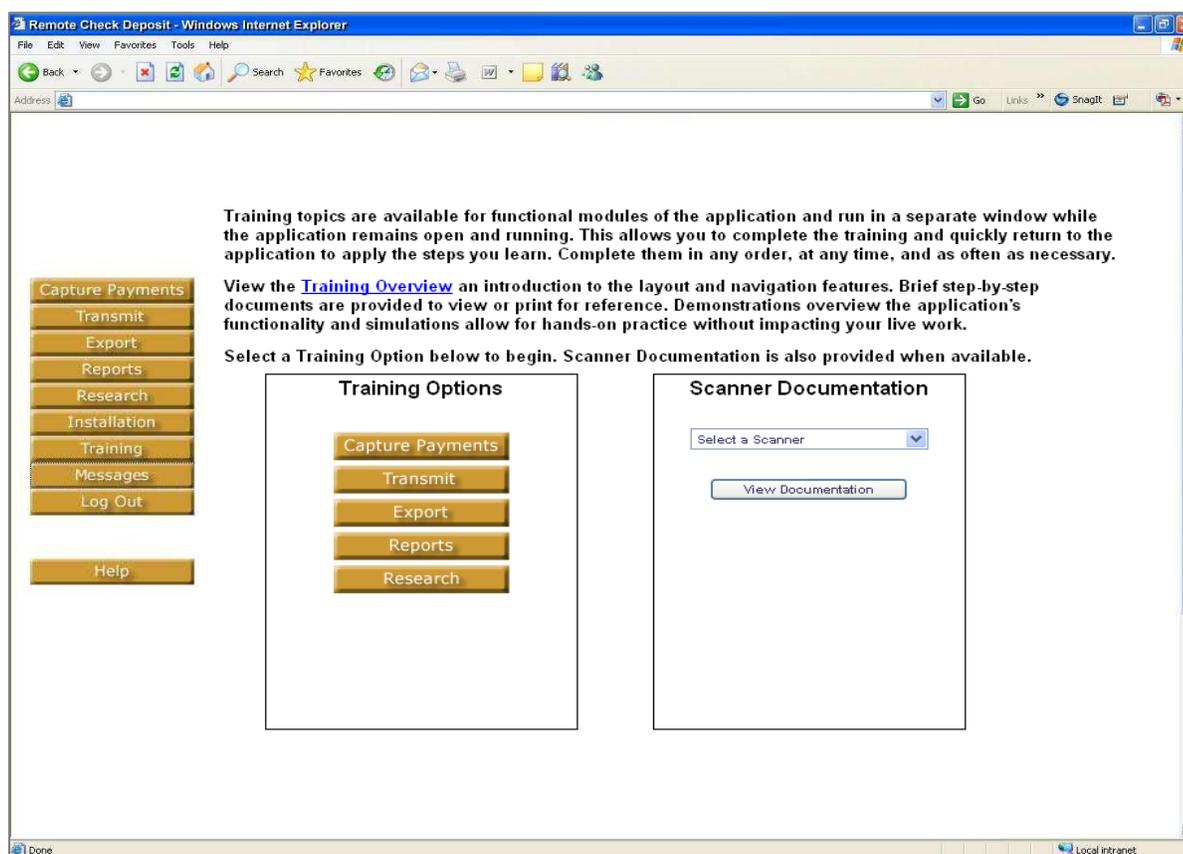
1. From the main menu, select the **Training** button.
2. Select the **Training Overview** link in the page description for a brief introduction to the lessons.
3. Select one of the **Training Options** from the center of the screen to view the training lessons for the selected topic.

Scanner documentation is also available from this screen. Select the relevant scanner from the dropdown list and select **View Documentation**.

Note: *The available Training Operations correspond to the menu options available for your user entitlements. For example, if only the Capture Payments and Transmit buttons are available, training options only display for those modules.*

![Associated Bank logo]

Training Options may be provided for: Capture Payments, Transmit, Report and Configuration. By selecting one of the Training Options (e.g. Capture Payments), the user is directed to the training module displaying a menu of training lessons. The training module opens in a new window, allowing the application to continue to run while training is accessed. Select a training lesson (e.g. Capture Payment Transaction) to be directed to the training content for that topic.

- The **Menu** button returns the user to the previous Training menu page. The other button options are displayed on the following pages.
- The **Steps** button opens a separate window with a PDF quick reference document (1-2 pages) of the step-by-step process that the user can view, print or save.
- The **Demo** button opens a separate window with a demonstration of the process.
- The **Try It** button opens a separate window with a simulation of the process that the user must interact with correctly to progress through the simulation.

Once you have finished viewing the selected training lesson, a new topic could be selected, or you can return to the **Remote Deposit Capture** application and continue processing. Training topics can be accessed in any order, at any time, and as often as desired