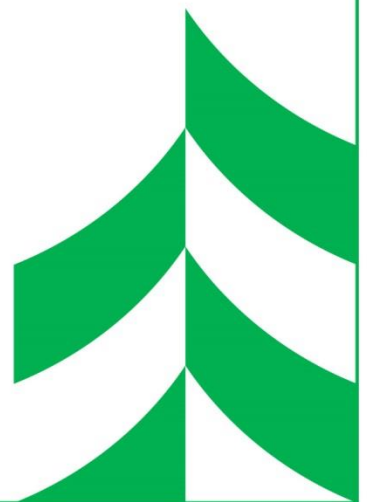


# Associated Connect<sup>®</sup>

Reference Guide: Remote Deposit



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# Getting Started

This manual guides you through Associated Bank's Remote Deposit (RD) Portal to image and deposit endorsed checks for your organization. Directions for installing the Scanner Driver and WebScan can be found in the Remote Deposit Getting Started Guide.

## Minimum System Requirements

### Operating system:

- Windows 10
- Windows 11
- Android 10 or Newer
- Apple iOS 14.5 or Newer
- Apple OS X El Capitan
- Apple MacOS Sierra (or Newer)

### Browser:

- Google Chrome
- Microsoft Edge
- Mozilla Firefox
- Apple Safari (Mac OS only)

Check scanner:	Check scanner approved by Associated Bank
Entitlement:	Provided by your Associated Connect Security Administrator.

## Currently Supported Scanners and Operating Systems












Manufacturer	Model	Windows 10/11	Mac Compatible
<b>Canon</b>	CR-25/50/55/80*	Yes	
	CR-120/150	Yes	
<b>Digital Check</b>	CX-30	Yes	
	TS-215*	Yes	
	TS-220/220e*	Yes	
	TS-230*	Yes	
	TS-240	Yes	
	TS-500	Yes	
	TS-4120*	Yes	
	Digital Check (Burroughs) SmartSource Professional/Pro Elite/Micro Elite	Yes	
<b>Panini</b>	MyVisionX*/MyVisionX 2P/*MyVisionX ROHS*	Yes	
	EverneXt	Yes	
	ml:Deal**		Yes
	VisionX	Yes	
	Vision neXt	Yes	
<b>RDM</b>	EC9100i	Yes	

\* No longer supported by manufacturer.

\*\*For Mac setups only. Requires Apple Branded USB-A(female) to USB-C (male) adapter “

## Portal Access

The Associated Connect portal allows users to access all Associated Connect services through an easy-to-use single sign-in. To access the portal, sign in to Associated Connect directly from Associated Bank's website at **AssociatedBank.com/Business** or **AssociatedBank.com/Commercial**. The portal has been divided into three sections.

Category	Icon	Definition
Banking		Account Details and Services (Includes Account Balances, Account Transfers, ACH Origination, Check Inquiry, Image Search Transaction Activity, Positive Pay, Stop Payments and Wire Transfers.)
		Account Summary Page (Includes Ledger Balance, Available Balance, Collected Available Balance, Float Next Business Day, Float 2+ Days and Transactions and Details for each account)
		ACH Filter
		Bill Pay
Cash Management		Lockbox
		Remote Deposit
		Checkview
		FX Manager
		Cash Ordering
		Trade Services
Transmission and Reporting		Export
		Document Center
		File Transfer

To access Associated Connect, you will be required to verify your identity through one of two methods:

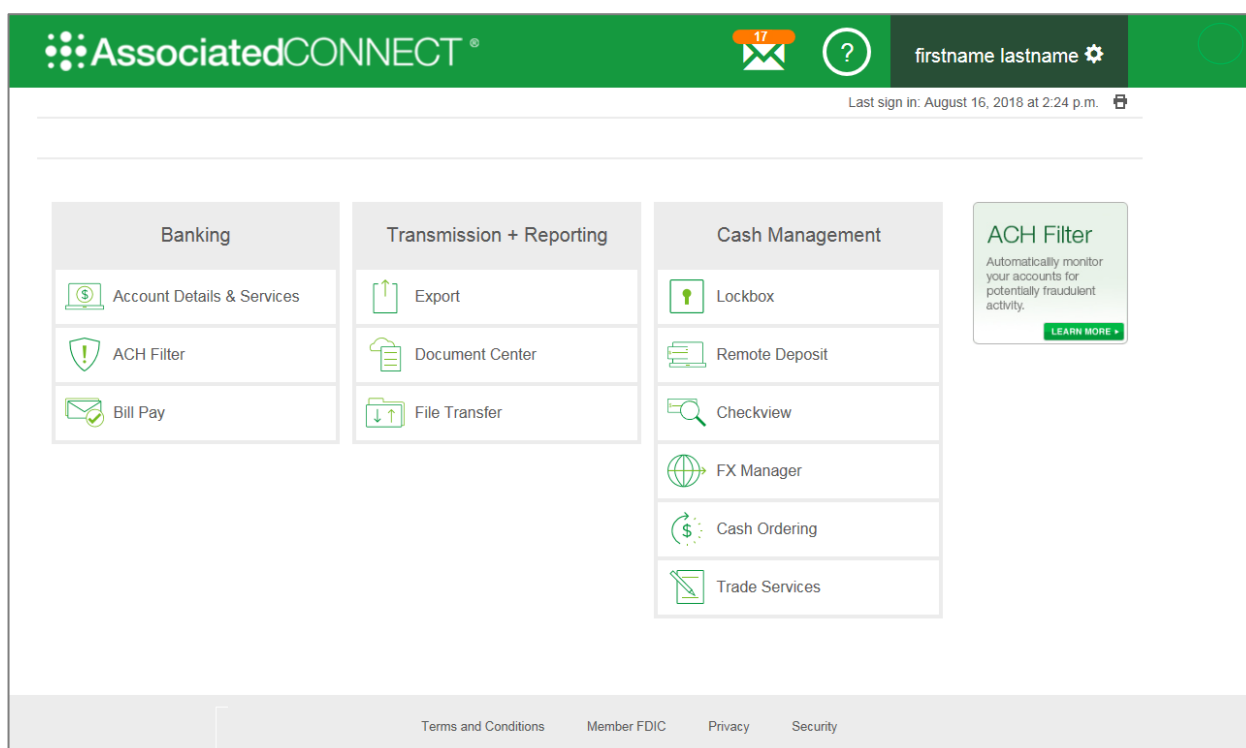
1. For clients who have access to high-risk services such as Bill Pay, ACH and Wire Transfers, you will sign in with your username and password, and then will be required to verify your identity through multi-factor authentication. Associated Connect users will be required to enter a unique access code generated by either a mobile or physical token to gain access to the portal. Additional information about how to set up, use and obtain a token from Associated Bank can be found in the Multi-Factor Authentication and Password Management Guide or by contacting Customer Care at 800-728-3501.
2. For clients who only have low-risk services, you will sign in with your username and password. Periodically, you will be asked a series of challenge questions to confirm your identity.

## Associated Connect Portal

The Associated Connect Portal is the first screen you will see after signing in. This provides access to all of your online banking services.

Under the Cash Management section, select the Remote Deposit Icon from the Associated Connect Portal.

**Note:** *The Remote Deposit application will open as a new pop-up window. If prompted, please allow pop-ups.*



## Using Remote Deposit

This section of the manual explains the Remote Deposit (RD) user interface and how to use it to accomplish daily tasks.

### WebScan/Scanner Driver – Download & Install

Before using Remote Deposit for the first time, you will need to install your scanner driver and WebScan. For assistance with these installs, follow the steps in the RD Getting Started Guide located within the Help section of the RD application.

**Note:** Associated Bank recommends using Google Chrome for WebScan installations.

### Roles

The Company Administrator in Associated Connect grants RD access to users. Company Administrators can go to Company Admin within Associated Connect to set up the user entitlements or access the Associated Connect Administration Guide for help.

The roles defined below include specific capabilities and tasks assigned to individual users within RD.


User Role	Description
AB Mobile Web Operator	User can capture deposits using a mobile browser
AB Desktop Operator	User can capture deposits on a desktop
AB Researcher	User can run reports and research your deposits
AB Approver	User can reject/approve deposits flagged for review
AB User Administrator	User that can add and remove other users

**Note:** \*Deposit approvals are used to split the responsibilities for creating and approving deposits to prevent errors and prevent one person from controlling the entire process. If a user is both an AB Operator and an AB Approver they will not be allowed to approve their own deposit. AB Approvers will only see pending deposits for accounts they are entitled to. Approvals can happen on any PC with appropriate internet access. A scanner installed or attached is not needed to approve deposits.

### Starting Remote Deposit

The home displays each time you access Remote Deposit. Depending on the access granted by your Associated Connect Security Administrator, you will see a number of tabs on the top navigation bar that take you to the different functions of RD. Simply select a tab to go to that function.





Home Approvals Research Reports Help

Welcome AB Client

Today is 03/31/2023 at 4:23:15 PM. AB Client, your last sign-in was on 03/30/2023 at 4:59:26 PM.  
For any additional information, please call Treasury Management Customer Care at 800-270-2707.  
Thank you.

Create Deposit

Location  
HQ

Account  
Select an Account

Control Total  
\$ 0.00

Create Tape Create Deposit

Deposits


Open 0 Pending 1 Recent 8

Submitted	Tracking #	Status	Location	Account Name	Item Count	Deposit Total
03/31/2023 4:20:32 ...	M002377826	Pending Merchant A...	HQ	Operating One	2	\$10.00

## Scanner and Time Zone Selection

If it is your first time accessing Remote Deposit, or you have changed scanner models, start by selecting your scanner.

Click the user icon in the upper right-hand corner and select User Profile from the dropdown.



Home Approvals Administration Research Reports Help

Welcome AB Client

Today is 03/02/2023 at 10:05:39 AM. AB Client, your last sign-in was on 03/01/2023 at 3:09:57 PM.  
For any additional information, please call Treasury Management Customer Care at 800-270-2707.  
Thank you.

Create Deposit

Location  
HQ

Account  
Select an Account

Control Total  
\$ 0.00

Create Tape Create Deposit

Deposits

Open 1 Pending 0 Recent 8

User Profile  
Log Out

Within User Profile, select your scanner model and local time zone from each dropdown; once completed, select Save at the lower right. When complete, click the 'House' icon in the upper left to return to the Home screen.

**Note:** Regardless of the time zone selected, Associated Bank's same business day deposit cut-off time for RD is 9 pm CST. As result, your virtual deposit tickets will be reflected in CST time zone.

The screenshot shows the 'Associated Bank' user profile interface. The top navigation bar includes 'Approvals', 'Research', 'Reports', and 'Help'. The main content area is titled 'AB' and contains the following fields:

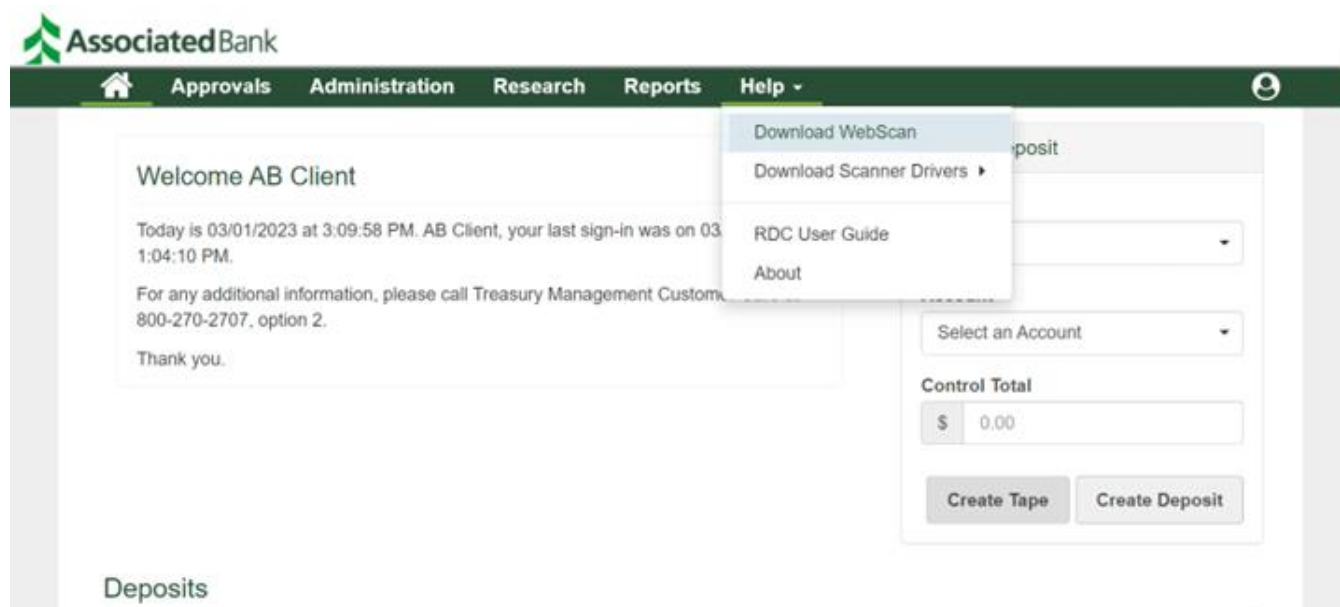
- Full Name: AB Client
- Email: @associatedbank.com
- Timezone: Central Standard Time (indicated by a blue arrow)
- Date Format: MMDDYYYY
- Time Format: h:mm:ss tt
- Scanner: Digital Check TS-240 (indicated by a blue arrow)
- Phone Numbers: 5555555555
- Locations: (dropdown menu)
- Accounts: (dropdown menu)

At the bottom right, there are 'Cancel' and 'Save' buttons.

## Getting Help Online

Associated Bank has a full library of online resources to assist you. Visit [AssociatedBank.com/TMResources](https://AssociatedBank.com/TMResources) to find training videos, FAQs, guides, and other helpful information.

From the RD Home screen, you can also access the Help menu, to find the scanner drivers, the WebScan application for download, and user guides.




## Creating Deposits

This section of the manual covers the user interface and procedures for creating and submitting a deposit(s).

### Deposit Page Features

The deposit page is divided into three sections: Create Deposit, Open Deposits and My Recent Deposits:

- **Create Deposit** is where you enter the data for a new deposit. Required fields are highlighted. The next steps explain in detail how to create a deposit.
- **My Open Deposits** are deposits which have not been submitted to the bank. From this list, you can add items to an open deposit or delete an open deposit. This will be covered in detail later in the manual.
- **My Recent Deposits** lists deposits that have been submitted to the bank. From here, you can run reports on these deposits. This will be covered in detail later in the manual.



AssociatedBank

Home Approvals Administration Research Reports Help

Welcome AB Client

Today is 02/22/2023 at 5:07:42 PM. AB Client, your last sign-in was on 02/22/2023 at 5:02:41 PM.  
For any additional information, please call Treasury Management Customer Care at 800-270-2707, option 2.  
Thank you.

Create Deposit

Location  
HQ

Account  
Operating One

Control Total  
\$ 1.00

Click to collapse fields

Location #  
12345

Memo  
Rent

Create Tape Create Deposit

Deposits

Open 0 Pending 0 Recent 6

Created	Tracking #	Status	Location	Account Name	Item Count	Deposit Total

1. Under Create Deposit, select the account you want to deposit the funds into. **This is a required field.**
2. Add the total amount of all items to deposit and enter it in the deposit control total. This number must be greater than zero and no larger than the predetermined daily deposit limit set for your company (the aggregate of all locations combined). The system uses this number to compare the total of the scanned items against its total and requires any difference to be corrected before you can submit the deposit. **This is a required field.**
3. When entering amounts, the system assumes two decimal places unless you specifically enter the decimal. For example, if you key in “10” and tab to the next field the system converts this to “0.10” – whereas if you key in “10.00.” the system interprets “10.00”.
4. If you exceed your daily deposit limit for all locations, you will receive an error message. To correct the error, you have the following options:
  - A. Remove some check items from your deposit to be within the parameters set for your company. OR
  - B. Delete the entire deposit and mail or physically submit to an Associated Bank branch. OR
  - C. Contact the Treasury Management Customer Care Center at 800-270-2707, option 2 to get a temporary limit change. This may require a wait period for approval.
5. The “Memo 1” field is optional. It allows up to 15 characters and will populate the virtual deposit ticket only.
6. The “Location #” field is also optional. It allows up to 8 numeric-only characters and will populate the virtual deposit ticket to assist with reconciliation.
7. Select Proceed to start the scanner. This will bring up the capture page.
8. If you are not able to select Create Deposit you may have exceeded your maximum daily deposit limit.

The screenshot shows the Associated Bank web interface. On the left, a welcome message for James Morrison is displayed, including the current date and time, and a reminder to call Treasury Management Customer Care at 800-270-2707, option 2. On the right, the 'Create Deposit' form is visible. It includes dropdown menus for 'Location' (Main Office) and 'Account' (2115). The 'Control Total' field is set to \$50,000, with a red error message below it stating 'The amount must be greater than \$0 and less than \$40,000.00'. At the bottom of the form are two buttons: 'Create Tape' and 'Create Deposit'.

To move forward, you have the following options:

- Remove some check items from your deposit to be within the parameters set for your company OR
- Delete the entire deposit and mail or physically submit to an Associated Bank branch. OR
- Contact Treasury Management Customer Care at 800-2707, option 2 to obtain a temporary limit change. This may require a wait period for approval.

## Capturing Items

The capture process is where the items are scanned into the system. You have now moved into the Capture screen. In capture mode, a list of scanned items is shown on the right side of the page and an image of the highlighted item is on the left.

The following steps take you through the capture process.

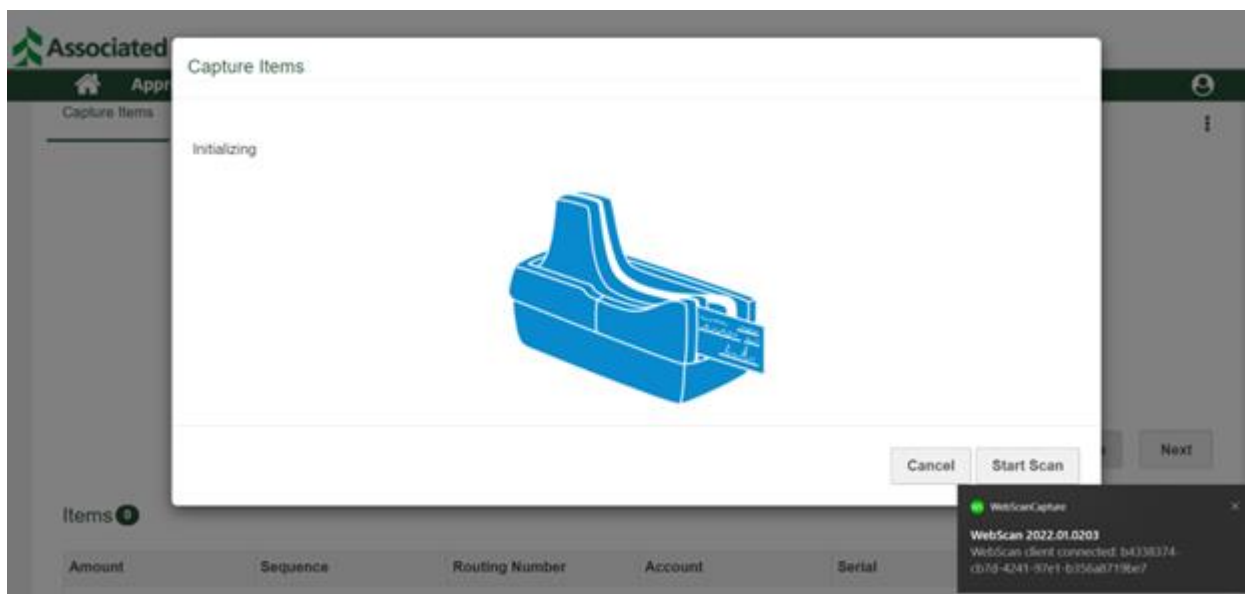
1. Make sure your scanner is powered on and connected to the PC. If you are using a multi-document feed scanner, jog the items so they are aligned properly. Before inserting the documents, select **Capture**.
2. Once the dialog box below appears, RD is ready to start scanning items. Place your checks in document feeder to begin scanning.
3. Feed the items into the scanner until all the items have been scanned. If a check gets jammed refer to the scanner user guide on how to clear jams on your model scanner. Once the jam is cleared, select **OK** to rescan the item.
4. Per Regulation CC, each check will have an indemnity sprayed on the back of each check scanned with the following verbiage:

### For Remote Deposit Only at Associated Bank

Adding the restrictive endorsement prevents a duplicate item from being presented, protecting the customer and the deposit bank.

**Note:** If you are utilizing a scanner with a disabled ink cartridge, or a scanner that does not contain an ink cartridge an endorsement stamp can be purchased from Associated Bank at a subsidized cost by visiting

<https://associatedbank-rdscanners.com> to apply the restrictive endorsement manually.



**Note:** When utilizing WebScan, you will see the WebScan icon appear at the bottom right of the screen. This may take a few moments to connect. Please do not place the check into the scanner until connection is complete.

5. Once you are done scanning and select **Close** on the Capturing Items screen, WebScan will disconnect.
  6. After you scan all the items, select **Stop Scan** to continue processing the deposit. If Stop Scan does not respond (for example, if there was an error on the last item), select **Close** and confirm you want to quit scanning.
  7. When the scan is done, the list on the right side of the page will be populated with all of the scanned items, and the image of the first item will be displayed on the left. The process of creating your deposit has begun. It has been saved, but it is not ready for submission to the bank. If necessary, you could exit the program at this point and come back later to finish the deposit. These will be available on the Open Deposits tab.
- To view the image of the item, select the entry in the list. The image below shows the controls that allow you to review the back side of the check (flip), zoom in, zoom out or reset the image to the default size.
  - It is a good practice to quickly review the list of items to make sure that a routing number, account number & serial number were captured for each item. An item missing in any of these fields is considered a reject. Manual correction is not allowed for rejects. If they exist, remove them by selecting the three dots on the upper right section of the screen underneath the User Profile icon and then rescan them.

AssociatedBank

Home Approvals Administration Research Reports Help

Capture Items Correct Items Balance Deposit Select Accounts Review Deposit

Search

Sequence #2377867000010

Amount \$10.00

Sequence 2377867000010

Routing Number 075900575

Account 2132132113

Serial 00101

Capture Next

8. If you have no more items to scan, select **Next** to move to the next step in the process (balance if no errors or correct if errors occurred). If you want to scan more items, select **Capture**.

## Correction Process

The deposits page changes to correct mode when any of the following occur:

- Duplicate items were detected
- Items were missing amounts
- Items were rejected
- The amount of a single item exceeds its contracted limit.

If no errors were found, you go directly to the balance process. (See Chapter 2, Balance Process)

You will now enter the correction process on the deposits page upon selecting **Next**. This occurs after capturing items with errors. The two correctable errors that can occur are if the amount was not recognized or if the item was a duplicate. As stated earlier, rejected items cannot be corrected. They must be deleted and rescanned.

## Amount Recognition Correction

This section will guide you through correcting amount recognition errors. The deposits page changes to correct mode and, for amount recognition errors, displays the data shown below.

The screenshot shows the 'Correct Items' tab in the Associated Bank interface. The main area displays a check from JAMES C MORRISON dated 11/10/2022 for \$116.77. The check is payable to 'AB Client' and has the amount written as 'One hundred and sixteen and 77/100'. The MICR line at the bottom of the check is ⑆000106⑆ ⑆075900575⑆ ⑆1123123123⑆. To the right of the check image, the 'Amount' field is set to \$ 116.77, and the MICR fields are populated with the corresponding numbers. Below the check image, the sequence number #6005586000010 is shown. A 'Duplicate Item' warning is displayed in red text. At the bottom, an 'Exceptions' section lists two items: 'Customer Endorsement Not Usable' and 'Duplicate Item'. On the right side, there are three buttons: 'Remove', 'Verify MICR', and 'Accept'.

To correct the error, you have two options:

- Key in the amount from the image in the highlighted amount field and select **Accept**. OR
- Select **Remove Item** to delete the item from the deposit. You can either omit the item from the deposit or rescan the item. You can remove them by selecting the three dots on the upper right section of the screen underneath the User Profile icon.



## Duplicate Item Correction

There may be an occasion where an item errors because it is a duplicate of an item that has already been submitted to the bank. These items need to be carefully investigated to avoid the problems with submitting an item that has already been processed by the bank.

Correcting 2 of 2

Amount

\$ 10.00

MICR

IC 075900575 IC 2132132113 IF 00101

Click to expand fields

Remove Verify MICR Accept

Sequence #2349470000020

Duplicate Item Click to collapse

Captured 01/24/2023 12:00:00 Sequence #2349470000010

Exceptions

- The item has an exception(s) that cannot be corrected and must be removed.
- Duplicate Item

The new item is displayed on top and the duplicate item (the one previously submitted to the bank) is on the bottom. You can examine the images using the controls below each image to view back (flip) or zoom in on the image.

To correct the duplicate item error, you have two options:

1. Remove the item from the deposit by selecting **Remove Item**. If the item was rescanned by error or needs further investigation, removing the item will allow you to continue with the deposit.
2. Override the duplicate item error by selecting **Accept**.

## Reject Item Handling

An item will be rejected if the MICR line routing and/or account number cannot be read during scanning, if the item has an invalid routing number or if it is determined that the item is a foreign item. In cases where an item is rejected, the only option is to remove the item from the deposit and rescan it. If the item continues to reject, you will not be able to deposit it using Remote Deposit and will have to deposit using an alternative method.

## Single Item Limit Error

An item will reject if the predetermined single item check limit is exceeded. The item appears in the correction screen where you can remove the item. For single item check limit errors, you will see the message below. In this example, the limit was set to \$15,000 per item and the actual item was for \$30,000.

AssociatedBank

Approvals Research Reports Help

Capture Items Correct Items Balance Deposit Select Accounts Review Deposit

Correcting 1 of 1

Amount: \$ 30000.00

The amount must be greater than \$0 and less than \$15,000.00.

MICR: 000104 075900575 1123123123

Remove Verify MICR Accept

To correct the error, you have the following options:

- Remove the item and continue with the deposit. OR
- Contact the Treasury Management Customer Care Center at 800-270-2707, option 2 to get a temporary limit change. This may require a wait period for approval.

## Balance Process

The balance process compares the deposit amount calculated by totaling the scanned items to the deposit control total you entered when starting the deposit. If these two totals do not match, adjustments must be made so the totals are equal. The sections below explain how to process both balanced deposits and out-of-balance deposits.

For a balanced deposit, the virtual deposit ticket will be created and displayed with the depositor's name, deposit account, date, transit and amount. The difference between the checks amount and the deposit control total will be zero. Select **Submit** to go to the final review.

### Out-of-balance Deposits

When the total dollar amount of scanned items calculated by RD does not equal the amount you entered for the deposit control total, you have an out-of-balance deposit indicated by the amount in the difference field not being zero. This deposit cannot be submitted to the bank.

**Associated Bank**

Home Approvals Administration Research Reports Help

Capture Items Correct Items Balance Deposit Select Accounts Review Deposit

Sequence #2377867000010

All Items 1 Amount Edited 0 CAR Warnings 0

Amount	Sequence	Routing	Account	Serial	
\$ 10.00	2377867000010	075900575	2132132113	00101	<input type="checkbox"/>

Deposit Information

Debit Total \$10.00

Difference \$9.00

Control Total \$ 1.00

Capture Save Changes Select Accounts

To correct the out-of-balance condition, follow the steps below.

1. Double-check the deposit control total you entered to verify the total. If there was an error in the total, re-enter the total in the deposit Control Total field and **Save Changes**. If the difference is now zero, select **Select Accounts** and review the deposit before submitting it. If not, go to the next step.
2. If the difference is still not equal to zero, review the items by selecting on each row in the list and comparing the amount on the image to the amount field below. Correct the amount field and select **Save Changes**. The system will re-calculate the totals and update the difference. Continue reviewing the items until the difference is zero.
3. When the deposit is in balance, select **Select Accounts** to go to the final review.

Another reason you may not be able to submit is if you exceeded your maximum daily deposit limit.

**associatedconnect.fisglobal.com says**

Unable to submit this deposit. The merchant's daily hard limit has been reached.

OK

**Associated Bank**

Home Approvals Research Reports Help

Capture Items Correct Items Balance

Deposit Information

Location Main Office

Item Count 1

Date 03/13/2023 8:11:50 pm

Tracking Number M002398149

Control Total \$40,000.00

Accounts

2115 \$40,000.00

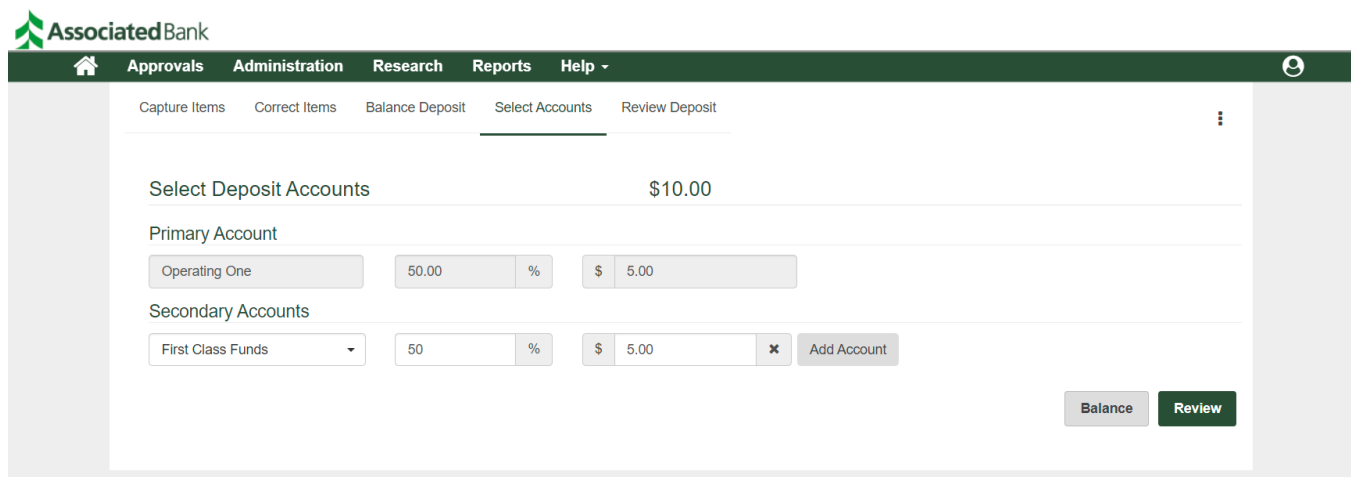
Select Accounts

To correct the error, you have the following options:

- Remove some check items from your deposit to be within the parameters set for your company OR
- Delete the entire deposit and mail or physically submit to an Associated Bank branch. OR
- Contact Treasury Management Customer Care at 800-2707, option 2 to obtain a temporary limit change. This may require a wait period for approval.

## Selecting Accounts

The Select Deposits tab is leveraged when the depositor would like to separate a deposit into two or more accounts. The originally selected account will reflect as the 'Primary Account'. If desired, below the primary deposit information select an additional deposit account(s) and specify a percentage of the deposit to be allocated to this additional account. Once percentage has been specified, the dollar amount field will auto-calculate accordingly. When ready, click 'Review' at the bottom right.




The screenshot shows the 'Associated Bank' logo at the top left. Below it is a navigation bar with tabs: Home, Approvals, Administration, Research, Reports, and Help. The 'Select Accounts' tab is active. Below the navigation bar, there are sub-tabs: Capture Items, Correct Items, Balance Deposit, Select Accounts, and Review Deposit. The 'Select Accounts' sub-tab is selected. The main content area shows a form titled 'Select Deposit Accounts' with a total amount of '\$10.00'. Under 'Primary Account', there is a dropdown menu showing 'Operating One', a percentage field with '50.00', a percentage symbol, and a dollar amount field with '\$ 5.00'. Under 'Secondary Accounts', there is a dropdown menu showing 'First Class Funds', a percentage field with '50', a percentage symbol, a dollar amount field with '\$ 5.00', a close button (X), and an 'Add Account' button. At the bottom right, there are two buttons: 'Balance' and 'Review'.

## Final Review

This is the last review of the deposit before submitting it to the bank.

**IMPORTANT: When you select Submit, the deposit is sent to the bank.** If you want to add items to the deposit, select the **Deposits** tab to return to the beginning of the create deposit process.



AssociatedBank

Home Approvals Administration Research Reports Help ▾

Capture Items Correct Items Balance Deposit Select Accounts Review Deposit

🔍

🔍

🔄

🔄

**Merchant Capture Deposit Ticket**

LOB TEST METRO BUILDING INC  
Account Number: 12345  
Date: 02/23/2023 10:19:18 AM  
Amount: \$ 5.00

⑆500⑆⑆0367⑆ ⑆2345⑆ ⑆000000000000⑆

**Deposit Information**

Location	HQ
Item Count	1
Date	02/23/2023 10:19:18 am
Tracking Number	M002377867
Control Total	\$10.00

**Accounts**


Operating One	\$5.00
First Class Funds	\$5.00

Select Accounts Submit

## Finishing the Deposit

When you are ready to send the deposit to the bank, select **Submit**. When the deposit has been sent, the screen below will be displayed with the message “Deposit submitted successfully.”

**Note:** \*Dual approval instructions are provided later in this guide.



AssociatedBank

Home Approvals Administration Research Reports Help ▾

Capture Items Correct Items Balance Deposit Select Accounts Review Deposit

✔ The deposit was submitted successfully!

🔍

🔍

🔄

🔄

**Merchant Capture Deposit Ticket**

LOB TEST METRO BUILDING INC  
Account Number: 12345  
Date: 02/23/2023 10:19:18 AM  
Amount: \$ 5.00

⑆500⑆⑆0367⑆ ⑆2345⑆ ⑆000000000000⑆

**Deposit Information**

Location	HQ
Item Count	1
Date	02/23/2023 10:19:18 am
Tracking Number	M002377867
Control Total	\$10.00

**Accounts**

Operating One	\$5.00
First Class Funds	\$5.00

Receipt ▾

## Completing the Deposit

Within a few minutes of successfully sending the deposit, an email confirmation will be sent to the email address you indicated to the bank during set up.

### Confirmation Email Message

When the bank successfully receives the deposit, within minutes an email similar to the one shown below will be sent to the email address you indicated to the bank during setup.

**Note:** *The item total includes deposit ticket.*



LOB TEST METRO BUILDING INC  
Eliza Dolittle

We have received your deposit at **2/23/2023 1:29 PM (CST)**. This email is confirmation that the deposit below was received. Please verify this information and contact Treasury Management Customer Care directly at **800-270-2707, option 2**, if there are any errors.

Account: **\*\*\*\*\*2345**

Account Description: **Operating One**

Amount: **\$10.00**

**3** item(s) (including the virtual deposit ticket)

If your deposit is received after **9:00 P.M. (CST)**, it may be processed on the next business day.

This message was generated automatically. Please do not reply to this message.

## Open & Recent Deposits

### Open Deposits Tab

An open deposit is one that has not been submitted to the bank. All open deposits are listed on the deposits page. In the illustration below, there is one open deposit. To access it, simply select the link.



Created	Tracking #	Status	Location	Account Name	Item Count	Deposit Total
01/30/2023 10:29:03...	M002353401	Open	HQ	Mo Money Mo Probs	1	\$1.00
01/30/2023 10:30:10...	M002353403	Open	HQ	Mo Money Mo Probs	0	\$1.00
02/22/2023 4:18:42 ...	M002377811	Open	HQ	First Class Funds	0	\$1.00
02/22/2023 5:26:34 ...	M002377921	Open	HQ	Mo Money Mo Probs	1	\$1.00

You can perform the following actions on an open deposit:

- **Capture (add items), correct errors, balance and finish the deposit (submit to bank).** To perform any of these activities, select the deposit in the Open Deposits list. You will be placed in capture mode, see the Creating Deposits section of this guide for details on working with the deposit.
- **Delete the deposit.** If the deposit was created in error or you want to start over, simply select the **three dots** icon in the upper right-hand corner underneath the User profile icon.


### Recent Deposits Tab

Recent deposits are deposits which have been successfully submitted to the bank. Clicking on a recent deposit will automatically take you to the Research Tab to view the details of that deposit. Previously submitted deposit images are available for up to 365 days via both the **Research & Reports** tabs. After this time, they can be retrieved through Associated Bank's Checkview service or by contacting Associated Bank's Treasury Management Customer Care Center. You can also look up deposit amounts in Associated Connect.

## Dual Approvals- Submitting/Reviewing Deposits

### Confirmation that Deposit was Submitted for Review

An Operator submits a deposit for review. The deposit will then move to a Pending Review status and will move to the Pending Deposits tab within the depositor's main Create Deposit screen. This is where the deposit will remain until it is approved, rejected or deleted.



**Associated Bank**

Home Approvals Research Reports Help

Welcome AB Client

Today is 03/31/2023 at 4:23:15 PM. AB Client, your last sign-in was on 03/30/2023 at 4:59:26 PM.  
For any additional information, please call Treasury Management Customer Care at 800-270-2707.  
Thank you.

**Create Deposit**

Location: HQ

Account: Select an Account

Control Total: \$ 0.00

Create Tape Create Deposit


**Deposits**

Open 0 Pending 1 Recent 8

Submitted	Tracking #	Status	Location	Account Name	Item Count	Deposit Total
03/31/2023 4:20:32 ...	M002377826	Pending Merchant A...	HQ	Operating One	2	\$10.00

## Reviewing Pending Deposits

Upon login the approver will see a notification advising ‘There are merchant deposits awaiting review..’ with the total deposit dollar amount referenced and the approver will select the Approvals tab.



**Associated Bank**

Home Approvals Research Reports Help

**Alerts**

1 There are merchant deposits awaiting review totaling \$10.00.

Welcome AB Client

Today is 03/31/2023 at 5:09:23 PM. AB Client, your last sign-in was on 03/31/2023 at 4:42:19 PM.  
For any additional information, please call Treasury Management Customer Care at 800-270-2707.  
Thank you.

**Create Deposit**

Location: HQ

Account: Select an Account

Control Total: \$ 0.00

Create Tape Create Deposit


**Deposits**

Open 0 Pending 2 Recent 8

Created	Tracking #	Status	Location	Account Name	Item Count	Deposit Total
---------	------------	--------	----------	--------------	------------	---------------

Within the Approvals tab we see the deposits awaiting review in a list on the right and a filter option on the left.





Home

Approvals

Research

Reports

Help

Cut Off time: 3 Hours, 42 Minutes and 28 Second(s)

Deposits 1

<input type="checkbox"/>	Submit Date	Merchant	Location	Account Name...	Amount	Tracking Nu...	Risk
<input checked="" type="checkbox"/>	03/31/2023 5:0...	LOB TEST M...	HQ	Mo Money Mo Probs	\$10.00	M006001131	Low

Clear

Search

Approve

The approver can view each deposit in greater detail by clicking on the line item directly. When reviewing the deposit details the approver can review each check. The approver will select **Approve** or **Reject** and can enter a comment if desired. “Cut-off time” listed at the top of the screen displays countdown to the 9 PM CST Remote Deposit posting deadline.

**AssociatedBank**

Home Approvals Research Reports Help

Deposit Details (LOB TEST METRO BUILDING INC | M006001131)

Review Reasons

Deposit Information

Institution (801241) - Associated Banc-Corp

Merchant LOB TEST METRO BUILDING INC

Location HQ

Account Name Mo Money Mo Probs

Tracking No M006001131

Depositor JDEAN2

Show More

Comments

**Merchant Capture Deposit Ticket**

LOB TEST METRO BUILDING INC  
 Account Number: 666  
 Date: 03/31/2023 05:03:23 PM  
 Amount: \$ 10.00  
 Location #:12345

Sequence #6001131000001

Items 2

Status	Record ...	Source ...	Amount...	Sequenc...	Routing...	Tran Co...	Accoun...	Serial
Credit		Mobile ...	\$10.00	60011310...	500110387		666	
Debit		Mobile ...	\$10.00	60011310...	075900575		2132132...	00101

Back Reject Approve

If the deposit is approved, the approver is presented with confirmation that the deposit was approved successfully and the operator will no longer see the deposit in their Pending Deposits tab.

**AssociatedBank**

Home Approvals Research Reports Help

Capture Items Correct Items Balance Deposit Select Accounts Review Deposit

✓ The deposit was submitted for review successfully!

**Merchant Capture Deposit Ticket**

LOB TEST METRO BUILDING INC  
 Account Number: 12345  
 Date: 03/31/2023 04:20:30 PM  
 Amount: \$ 10.00

**Deposit Information**

Location HQ

Item Count 1

Date 03/31/2023 4:20:31 pm

Tracking Number M002377826

Account Operating One

Control Total \$10.00

Receipt

If rejected, the Approver must enter a deposit reject reason as shown below.

## Reason to reject deposit

**Reject reason**

**Comment**

Select One ...

- Balancing problem
- Capture error
- Deposit Out of Balance
- Duplicate Check
- Exceeds Deposit Limit
- Exceeds Item Limit
- Exceeds Multi-Day Item Count Limit
- Exceeds Multi-Day Limit

Cancel
Reject

The Operator logs in and accesses the Open Deposits tab to check the deposit status. If rejected, the following rejection notice is posted.

Home
Approvals
Research
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Help

Alerts

- 2 There are pending merchant deposits to review totaling \$25,100.56
- 6 You have deposits that have been rejected totaling \$16,620.00
- 6 You have deposits from a previous day still pending review totaling \$18,241.50

Welcome Jenny Roward

Today is 01/31/2023 at 10:46:20 AM. QAJROW4, your last login was on 01/26/2023 at 4:30:16 PM.

For any additional information, please call 800-270-2707, option 2.

Thank you.

Create Deposit

Location  
Select a Location

Account  
Select an Account

Control Total  
\$ 0.00

Create Tape Create Deposit


Deposits

Open 6 Pending 3 Recent 6

Created	Tracking #	Status	Location	Account Name	Item Count	Deposit Total
08/05/2022 11:50:38...	M002209432	Rejected	QA Local 1	QA JR Test Win10	2	\$3,100.00
12/13/2022 2:33:55...	M002315076	Rejected	QA Local 2	QA JR Test Win10	2	\$1,300.00
12/15/2022 11:25:06...	M002316865	Rejected	QA Local 2	QA JR Test Win10	2	\$5,000.00
12/15/2022 11:26:14...	M002316868	Rejected	QA Local 1	QA JR Test Win10	2	\$4,320.00
12/19/2022 11:01:30...	M002319065	Rejected	QA Local 1	QA JR Test Win10	2	\$1,200.00
12/19/2022 11:02:52...	M002319068	Rejected	QA Local 1	QA JR Test Win10	2	\$1,700.00






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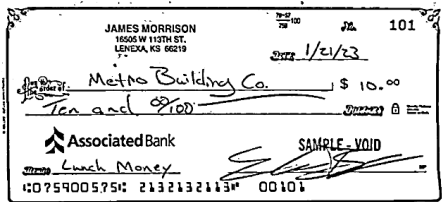
The Operator accesses the rejected deposit and selects View Comments in the upper right.



Approvals Research Reports Help

Capture Items Correct Items Balance Deposit Select Accounts Review Deposit



Sequence #2377826000010

View Comments


Remove Deposit

Capture Next

Items 1

Amount	Sequence	Routing Number	Account	Serial	
\$10.00	2377826000010	075900575	2132132113	00101	<input type="checkbox"/>

Operator may contact the Approver to discuss and the deposit can be resubmitted with comments. Once confirmed, the operator resubmits the deposit for review. The Approver then accesses the Approvals tab, reviews and approves.



Approvals Research Reports Help

Merchant LOB TEST TEST AD MORTGAGE INC

Location Main Office

Account Name 2113

Tracking No M002354043

Depositor USURA

Status Merchant Pending

Source Desktop

Submitted 01/30/2023 3:44:48 pm

Daily Limit \$9,999,999,999.99

Deposit Amount \$50.00

Deposit Limit \$9,999,999,999.99

Item Limit \$99,999,999.99

Item Count Limit 99999

Show Less

Add a comment for approving a deposit


Comment

Cancel Approve

Back

Status	Record ...	Source ...	Amount...	Sequenc...	Routing...	Tran Co...	Accoun...	Serial
--------	------------	------------	-----------	------------	------------	------------	-----------	--------





Depending on your company's requirements, you may want to generate certain reports for each deposit. To quickly generate reports on the deposit just submitted, select the report options of your choice by selecting the "Receipt" icon after successfully submitting your deposit. This report can be saved or printed.



Home Approvals Administration Research Reports Help

Capture Items Correct Items Balance Deposit Select Accounts Review Deposit

✓ The deposit was submitted successfully!

**Merchant Capture Deposit Ticket**

LOB TEST METRO BUILDING INC  
Account Number: 12345  
Date: 02/23/2023 10:19:18 AM  
Amount: \$ 5.00

⑆500⑆ ⑆10387⑆ ⑆2345⑆ ⑆0000000500⑆

**Deposit Information**

Location	HQ
Item Count	1
Date	02/23/2023 10:19:18 am
Tracking Number	M002377867
Control Total	\$10.00

**Accounts**


Operating One	\$5.00
First Class Funds	\$5.00

Deposit Detail  
Image Report (1x3 Front Only)  
Image Report (Front + Back)  
Image Report (Front Only)

Receipt

## Reporting

Remote Deposit has several reports and report formats to produce the information and data regarding deposits. To access reports, select the **Reports** tab as shown below.



Home Approvals Research Reports Help

Report

Select a Report

- All Deposits Detail
- Deposit Detail
- Deposit Summary
- Deposit Summary by Location
- Image Cash Letter Report
- Image Report (1x3 Front Only)
- Image Report (Front + Back)
- Image Report (Front Only)

Create

To run a report, select the **Report** dropdown. A list of report options will be displayed; selecting a report from the list will populate the report Criteria menu. Enter in the desired criteria and select **Create** to generate your Deposit report.

The Image Cash Letter Report will appear on the report list, however, this report is not applicable as this service is not available within the Remote Deposit portal today.

## Summary of Reports

	All Deposits Detail	Deposit Detail	Deposit Summary	Deposit Summary by Location	Image Report (1x3 Front Only)	Image Report (Front + Back)	Image Report (Front Only)	Location Summary	Pending and Rejected Deposits Summary	Deposit Receipt Detail	User Summary
Creation Date	X	X	X	X	X	X	X	X	X	X	X
Merchant Name			X	X	X	X	X	X	X	X	X
Deposit Account Number	X	X	X	X	X	X	X	X		X	X
Deposit Status			X		X	X	X			X	
Routing Number	X	X									
Item Amount	X	X								X	
Location	X	X	X	X	X	X	X	X	X	X	
Deposit Tracking Number	X	X	X	X	X	X	X		X	X	
Item Type	X	X								X	
Serial No.	X	X								X	
Deposit Status	X	X		X	X	X	X				
Merchant Name	X	X									
Total Debits			X	X	X	X	X		X		
No of Debits			X	X							
Deposit Total					X	X	X	X	X		X
Account Summary	X										
Deposit Image Front of Deposit Ticket and Check					X	X					
Summary by Location				X				X	X		
Custom Fields	X	X	X	X	X	X	X			X	

## Researching Deposits and Customized Query

Select the Research tab followed by the Location, Start Date and End Date of the information you want to include. Within the expanded dropdown select the checkbox to include (or not include) Custom Fields. It is recommended that 'Decimal' be selected as the amount format, 'mm/dd/yyyy' as the date format and 'Comma' as the delimiter to best view the report in an Excel-based file type. The checkboxes at the bottom should remain checked as they will ensure the report contains column headers and any fields containing quotes.

**Associated Bank**

Home Approvals **Research** Reports Help

Start Date: 02/22/2023

End Date: 02/24/2023

Click to expand fields

Clear Add Field Search

**Export Options**

Amount Format: Decimal  
1234.00

Date Format: mm/dd/yyyy  
04/02/1999

Delimiter: Comma

☒ Export Column Names

☒ Fields with Quotes

Deposit M002377823 with 1 debit(s) for \$10.00 was submitted on 02/23/2023 1:29:20 pm

**Items 6**

Seque...	Accou...	Serial ...	Routin...	Amoun...	Tracki...	Locati...	Accou...
237782...	12345		500110...	\$7.50	M0023...	HQ	Operating One [9]
237782...	777		500110...	\$2.50	M0023...	HQ	First Class
237782...	213213...	00101	075900...	\$10.00	M0023...	HQ	Operating One [9]
237786...	12345		500110...	\$5.00	M0023...	HQ	Operating One [9]
237786...	777		500110...	\$5.00	M0023...	HQ	First Class
237786...	213213...	00101	075900...	\$10.00	M0023...	HQ	Operating

**Credits 4 \$20.00      Debits 2 \$20.00**

Select the data columns to be exported on the right-hand side of the screen then proceed to the vertical 3 dots choose 'Select Columns'.

**Associated Bank**

Approvals Research Reports Help

My Query

Start Date: 02/22/2023

End Date: 02/24/2023

Click to expand fields

Clear Add Field Search

Export Options

Amount Format: Decimal  
1234.00

Date Format: mm/dd/yyyy  
04/02/1999

Delimiter: Comma

☒ Export Column Names

Deposit M002377867 with 1 debit(s) for \$10.00 was submitted on 02/23/2023 11:07:36 am

Items 6

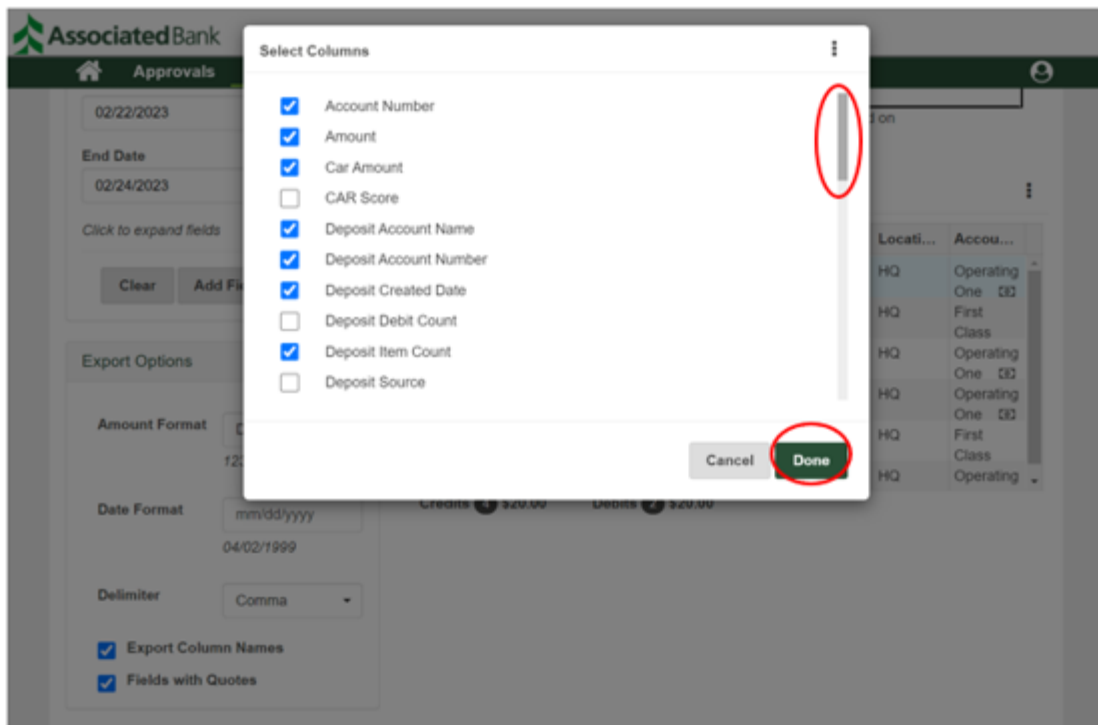
Su...	Mer...	Lo...	Tra...	De...	Us...	De...	De...	Ac...	Am...
02/...	LO...	HQ	M0...	Co...	AB...	3	\$10...	123...	\$5...
02/...	LO...	HQ	M0...	Co...	AB...	3	\$10...	777	\$5...
02/...	LO...	HQ	M0...	Co...	AB...	3	\$10...	213...	\$10...
02/...	LO...	HQ	M0...	Co...	JD...	3	\$10...	213...	\$10...
02/...	LO...	HQ	M0...	Co...	JD...	3	\$10...	123...	\$7...
02/...	LO...	HQ	M0...	Co...	JD...	3	\$10...	777	\$2...

Credits 4 \$20.00 Debits 2 \$20.00

Select Columns  
Export Results  
Print Selected Item  
Print Deposit  
Print Deposit and Images  
Deposit Tape  
View Deposit

A pop out menu appears with a list of potential checkboxes & column names. Leverage the scroll bar to select all the columns you want to see on the report. Once all columns are selected, click 'Done' on the lower right.





RD supports exporting customized queries to a comma separated value (CSV) format that is useful for archiving or processing data in other systems.

**CSV** – a comma separated values file, images are not exported in this format. This is a text file with the first row containing the column names and subsequent rows containing the deposit detail data. Each element is separated by a comma.

## Save a Customized Query

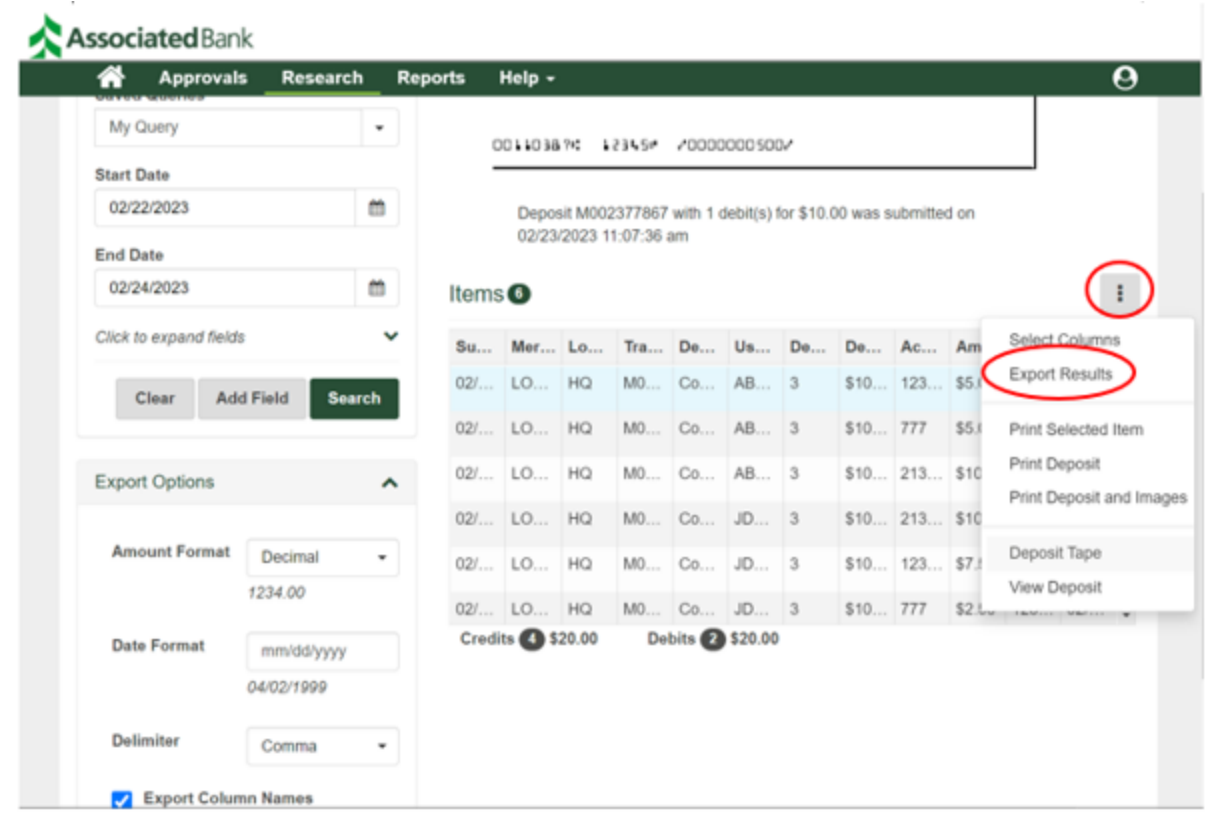
The screenshot shows the 'Research Options' interface. On the left, there are search criteria fields: 'Institution Name' (set to '(801241) - Associated Banc-Corp'), 'Merchant' (set to 'LOB TEST METRO BUILDING INC'), 'Saved Queries' (a dropdown menu with 'My Query' selected), 'Start Date' (02/22/2023), and 'End Date' (02/24/2023). Below these are 'Clear', 'Add Field', and 'Search' buttons. At the bottom left is the 'Export Options' section with an 'Amount Format' dropdown set to 'Decimal'. On the right, a 'Merchant Capture Deposit Ticket' for 'METRO BUILDING INC' is displayed, showing account number 12345, timestamp 02/23/2023 10:19:18 AM, and amount \$ 5.00. A deposit summary states: 'Deposit M002377867 with 1 debit(s) for \$10.00 was submitted on 02/23/2023 11:07:36 am'. Below this is an 'Items' table with 10 columns: Sub., Merc., Dep., Loca., Trac., Post., Dep., User., Dep., and Dep. The table contains 6 rows of data. A red circle highlights the three vertical dots next to the 'Research Options' header, and a blue arrow points to the 'Save' option in the resulting dropdown menu. Another red circle highlights the 'My Query' option in the 'Saved Queries' dropdown.

Sub.:	Merc.:	Dep.:	Loca.:	Trac.:	Post.:	Dep.:	User.:	Dep.:	Dep.:
02/2...	LOB...	Oper...	HQ	M00...	5005	Com...	ABN...	3	\$10.00
02/2...	LOB...	First...	HQ	M00...	5005	Com...	ABN...	3	\$10.00
02/2...	LOB...	Oper...	HQ	M00...	5005	Com...	ABN...	3	\$10.00
02/2...	LOB...	Oper...	HQ	M00...	5007	Com...	JDE...	3	\$10.00
02/2...	LOB...	Oper...	HQ	M00...	5007	Com...	JDE...	3	\$10.00
02/2...	LOB...	First...	HQ	M00...	5007	Com...	JDE...	3	\$10.00

Once the query has been customized the search criteria can be saved for future use. First enter a report name in the 'Saved Queries' field. Once this has been entered select the 3 vertical dots next to 'Research Options'. If query should be accessed at user level, select 'Save'. If query will be referenced by other users within a company, select 'Save to Merchant'.

Choose the vertical 3 dots on the right side of the screen and select 'Export Results'.

Choose the vertical 3 dots on the right side of the screen and select 'Export Results'.



The screenshot shows the Associated Bank Research interface. On the left, there are search filters for 'My Query', 'Start Date' (02/22/2023), and 'End Date' (02/24/2023). Below these are 'Clear', 'Add Field', and 'Search' buttons. The 'Export Options' section on the left includes 'Amount Format' (Decimal), 'Date Format' (mm/dd/yyyy), and 'Delimiter' (Comma), with a checked 'Export Column Names' option. The main area displays a deposit summary: 'Deposit M002377867 with 1 debit(s) for \$10.00 was submitted on 02/23/2023 11:07:36 am'. Below this is a table of items with columns: Su..., Mer..., Lo..., Tra..., De..., Us..., De..., De..., Ac..., Am... The table shows several rows of transaction data. On the right side of the table, a vertical ellipsis menu is open, with 'Export Results' highlighted. Other options in the menu include 'Select Columns', 'Print Selected Item', 'Print Deposit', 'Print Deposit and Images', 'Deposit Tape', and 'View Deposit'.

Su...	Mer...	Lo...	Tra...	De...	Us...	De...	De...	Ac...	Am...
02/...	LO...	HQ	M0...	Co...	AB...	3	\$10...	123...	\$5...
02/...	LO...	HQ	M0...	Co...	AB...	3	\$10...	777	\$5...
02/...	LO...	HQ	M0...	Co...	AB...	3	\$10...	213...	\$10...
02/...	LO...	HQ	M0...	Co...	JD...	3	\$10...	213...	\$10...
02/...	LO...	HQ	M0...	Co...	JD...	3	\$10...	123...	\$7...
02/...	LO...	HQ	M0...	Co...	JD...	3	\$10...	777	\$2...

Credits 4 \$20.00      Debits 2 \$20.00

The exported report will reflect in the lower left portion of the screen if you are using a browser other than Edge. If you are using Edge you will notice the exported report will reflect in upper right corner of your screen. Select it and click 'Open when done'.

## Download the Report in CSV Format

**AssociatedBank**

Home Approvals Research Reports Help

Start Date: 02/22/2023

End Date: 02/24/2023

Click to expand fields

Clear Add Field Search

Export Options

Amount Format: Decimal  
1234.00

Date Format: mm/dd/yyyy  
04/02/1999

Delimiter: Comma

☒ Export Column Names

☒ Fields with Quotes

Deposit M002377823 with 1 debit(s) for \$10.00 was submitted on 02/23/2023 1:29:20 pm

Items 6

Se...	Ac...	Ser...	Ro...	Am...	Tra...	Lo...	Car...	De...	De...	De...	De...
237...	12345		500...	\$7.50	MU...	HQ	U	Operat One	123...	02/...	3
237...	777		500...	\$2.50	M0...	HQ	0	First Class	123...	02/...	3
237...	213...	001...	075...	\$10...	M0...	HQ	10	Operat One	123...	02/...	3
237...	12345		500...	\$5.00	M0...	HQ	0	Operat One	123...	02/...	3
237...	777		500...	\$5.00	M0...	HQ	0	First Class	123...	02/...	3
237...	213...	001...	075...	\$10...	M0...	HQ	10	Operat One	123...	02/...	3

Credits 4 \$20.00 Debits 2 \$20.00

RD Research Query.csv

Show all

Associated Bank

Approvals Research Reports Help

Research Options

Merchant Capture Deposit Ticket

RD Research Query

Byers, Elizabeth

File Home Insert Draw Page Layout Formulas Data Review View Automate Help

Clipboard Font Alignment Number Styles Cells Editing Analysis

Deposit Item Count

Sequence	Account Num	Serial	Routing Num	Amount	Tracking N	Locatio	Car Amour	Deposit Account Name	Deposit Account Num	Deposit Crea
2377823000001	12345		500110387	7.5	M002377F	HQ	0	Operating One	12345	20/22/2023
2377823000002	777		500110387	2.5	M002377F	HQ	0	First Class Funds	12345	20/22/2023
2377823000010	2132132113	101	75900575	10	M002377F	HQ	10	Operating One	12345	20/22/2023
2377867000001	12345		500110387	5	M002377F	HQ	0	Operating One	12345	47/22/2023
2377867000002	777		500110387	5	M002377F	HQ	0	First Class Funds	12345	47/22/2023
2377867000010	2132132113	101	75900575	10	M002377F	HQ	10	Operating One	12345	47/22/2023

RD Research Query

Ready Accessibility: Unavailable

Average: 3 Count: 7 Sum: 18 Display Settings

Amount Format: Decimal

The exported data will then populate allowing you to review and assimilate into reporting. Once completed select the 'house shaped' icon in the upper left to return to the main 'Create Deposit' screen within the Remote Deposit portal.

## Ecommerce Site Ordering

Below is a quick overview of the products available for order through the Remote Deposit Ecommerce website. Please visit [www.associatedbank-rdscanners.com](http://www.associatedbank-rdscanners.com) to view options, create an account and place an order.

### Scanner Options

Product	Scanner	Volume	Speed
Remote Lockbox	Cannon DR-240	Low	Single Feed
Remote Deposit	Digital Check CX30	Low	Single Feed
Remote Deposit	Digital Check TS240	Medium	High Speed – 50 dpm
Remote Deposit	Digital Check TS240	High	High Speed – 75 dpm
Remote Deposit	Digital Check TS240	High	High Speed – 100 dpm
Remote Deposit	Panini Vision X	High	High Speed – 100 dpm

### Consumable Options

Product	Consumable	Scanner Compatibility
Remote Lockbox	Canon DR-C240 Exchange Roller Kit	Canon DR-C240
Remote Deposit	Check Scanner Cleaning Cards (25/Box)	Digital Check TS240 (all speeds), Digital Check CX30, Panini Vision X
Remote Deposit	Digital Check Absorbent Felt Pad	Digital Check TS240 (all speeds)
Remote Deposit	Digital Check Discriminator Roller	Digital Check TS240 (all speeds)
Remote Deposit	Inkjet Print Cartridge – HP C6602A, Black*	Digital Check CX30, TS240 (all speeds) and Panini Vision X.
Remote Deposit	Panini Vision X MICR O-Ring (Two/package)	Panini Vision X
Remote Deposit	Panini Vision X Supply Kit (contains one Feeder Roller, one Separator Roller, and one Feeder O-Ring.)	Panini Vision X
Remote Deposit	Associated Bank Endorsement Stamp	Any scanner that lacks an ink jet cartridge

\*Only for inkjet scanner models

### Accessory Options

All the scanners come with the power supplies, power cords, USB cables and ink cartridges. Additional power supplies are available for purchase if needed.

Product	Accessory	Scanner Compatibility
Remote Deposit	Cable, USB A/B, v2.0, 6' Black	Digital Check TS240 (all speeds)
Remote Deposit	Digital Check TS240 Power Supply/Power Cord	Digital Check TS240 (all speeds)
Remote Deposit	Digital Check CX30 Power Supply/Power Cord	Digital Check CX30

Remote Deposit	Cable, USB A to Mini B, 6' Black	Digital Check CX30
Remote Deposit	Panini Vision X Power Supply	Panini Vision X
Remote Deposit	Panini Vision X Power Cord	Panini Vision X
Remote Deposit	Panini Vision X Black Extension Feeder	Panini Vision X

## Warranty Options

	Warranty*	Digital Check TS240	Digital Check CX30	Panini Vision X
Newly purchased scanners	<b>One, two or three Year Next Day Advanced Exchange Warranty</b> The customer calls the Benchmark Service Center and a refurbished replacement unit is shipped overnight to replace the defective unit. The defective unit is placed in the box and returned to the Service Center within five days using the return shipping label. The Service Center pays for the next day air shipping and return shipping to the Service Center.	✓	✓	✓
	<b>One or two Year Extended Depot Warranty (extension to one year mfg. warranty)</b> The customer sends a defective unit to the Service Center. The unit is generally repaired or replaced within seven-10 business days and returned to the customer. The customer pays shipping to the Service Center and the Service Center pays return shipping via ground. This is the standard manufacturer warranty program.	✓	✓	✓
Already deployed scanners	<b>One Year Next Day Advanced Exchange Warranty</b> The customer calls the Benchmark Service Center and a refurbished replacement unit is shipped overnight to replace the defective unit. The defective unit is placed in the box and returned to the Service Center within five days using the return shipping label. The Service Center pays for the next day air shipping and return shipping to the Service Center.	✓	✓	✓
	<b>One Year Depot Extension Warranty (extension to one year mfg. warranty)</b> The customer sends a defective unit to the Service Center. The unit is generally repaired or replaced within seven-10	✓	✓	✓

	business days and returned to the customer. The customer pays shipping to the Service Center and the Service Center pays return shipping via ground. This is the standard manufacturer warranty program.			
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\*For more details on what the warranties include, visit the ecommerce site.

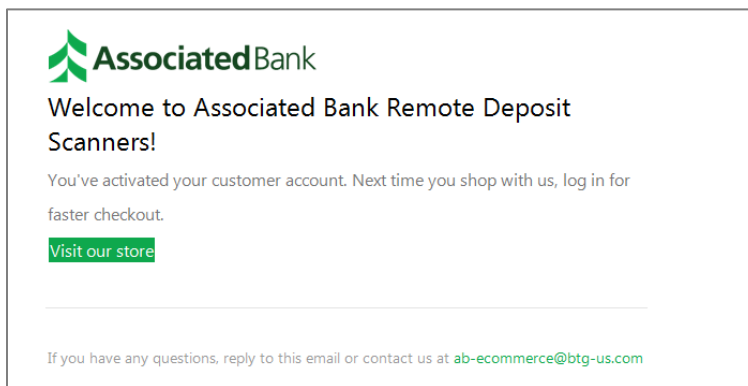
## Create an Account

To create an account go to [www.associatedbank-rdscanners.com](http://www.associatedbank-rdscanners.com). Prior to ordering from this site, it is required that clients create an account. At the time of initial visitation to the site, select **Create an Account** at the top right of the page.

Enter the information required for whom in the business is responsible for the scanner and ordering additional equipment or warranties.

**Note:** Your login will be the email address entered.

You will receive an email to validate the new account.



## Ordering Scanners, Consumables, Accessories, or Warranties

Go to [www.associatedbank-rdscanners.com](http://www.associatedbank-rdscanners.com) and sign in to your account with the email and password created.

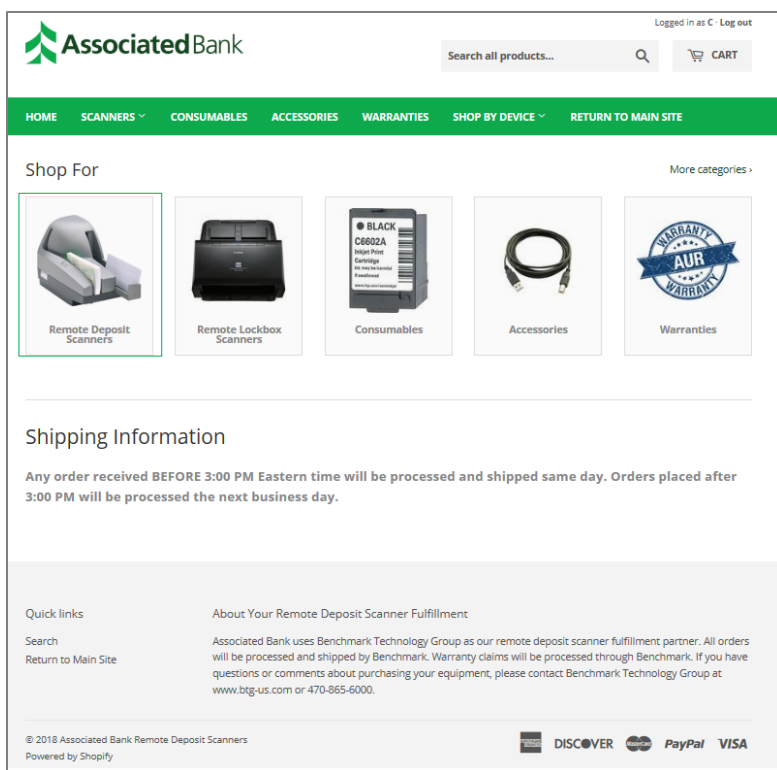
The My Account screen will appear first, which will show previous orders.

Depending on the type of item you wish to purchase, select the appropriate header from the home page:

**Scanners, Consumables, Accessories, or Warranties.**

**Note:** If purchasing a scanner, choose Remote Deposit Scanners, as shown in the picture below. Do not choose Remote Lockbox Scanners. Specifications are provided in the description for each scanner.





Once an item is selected, a quantity can be entered to add to the user's cart. Select **CHECKOUT**.

The next screen will ask for the shipping address to send the item(s). If applicable, you can also enter a Coupon Code at this time.

**Note:** Sales tax and shipping cannot be waived with a coupon code. Tax exempt entities can provide a copy of their tax-exempt letter to Associated Bank to waive sales tax.

Once you select your item(s) and shipping method, then continue to the Payment Method. You will have the option to pay via credit card (Visa®, Mastercard®, American Express®, Discover®), PayPal® or purchase order.

**Note:** See [Paypal Payment Method](#) and [Purchase Order Payment Method](#) sections for further information on these payment types.

Once the order has been completed, you will receive a confirmation of the order, as well as a confirmation email.





## PayPal Payment Method


Within the Payment Method screen, you have an option to pay with PayPal.





### Payment

All transactions are secure and encrypted.


☐ Credit card








After selecting complete order, clients will be redirected to the PayPal login page to continue and complete the payment.



### Pay with PayPal

With a PayPal account, you're eligible for free return shipping, Purchase Protection, and more.

☐ Stay logged in for faster checkout   
Not recommended on shared devices.

# Privacy Policy

## SECTION 1: WHAT INFORMATION DO WE COLLECT?

We collect information from you when you register on the site, place an order, enter a contest or sweepstakes, respond to a survey or communication such as e-mail, or participate in another site feature.

When ordering or registering, we may ask you for your name, e-mail address, mailing address, phone number, credit card information or other information. You may, however, visit our site anonymously.

We also collect information about gift recipients so that we can fulfill the gift purchase. The information we collect about gift recipients is not used for marketing purposes.

Like many websites, we use "cookies" to enhance your experience and gather information about visitors and visits to our websites. Please refer to the "Do we use 'cookies'?" section below for information about cookies and how we use them.

## SECTION 2: HOW DO WE USE YOUR INFORMATION?

We may use the information we collect from you when you register, purchase products, enter a contest or promotion, respond to a survey or marketing communication, surf the website, or use certain other site features in the following ways:

- To personalize your site experience and to allow us to deliver the type of content and product offerings in which you are most interested.
- To allow us to better service you in responding to your customer service requests.
- To quickly process your transactions.
- To administer a contest, promotion, survey or other site feature.
- If you have opted-in to receive our e-mail newsletter, we may send you periodic e-mails. If you would no longer like to receive promotional e-mail from us, please refer to the "How can you opt-out, remove or modify information you have provided to us?" section below. If you have not opted-in to receive e-mail newsletters, you will not receive these e-mails. Visitors who register or participate in other site features such as marketing programs and 'members-only' content will be given a choice whether they would like to be on our e-mail list and receive e-mail communications from us.

## SECTION 3: HOW DO WE PROTECT VISITOR INFORMATION?

We implement a variety of security measures to maintain the safety of your personal information. Your personal information is contained behind secured networks and is only accessible by a limited number of persons who have special access rights to such systems, and are required to keep the information confidential. When you place orders or access your personal information, we offer the use of a secure server. All sensitive/credit information you supply is transmitted via Secure Socket Layer (SSL) technology and then encrypted into our databases to be only accessed as stated above.

## SECTION 4: COOKIES

Our site uses cookies. Cookies are small files that a site or its service provider transfers to your computer's hard drive through your Web browser (if you allow) that enables the site's or service provider's systems to recognize your browser and capture and remember certain information. For instance, we use cookies to help us remember and process the items in your shopping cart. They are also used to help us understand your preferences based on previous or current site activity, which enables us to provide you with improved services. We also use cookies to help us compile aggregate data about site traffic and site interaction so that we can offer better site experiences and tools in the future.

We may contract with third-party service providers to assist us in better understanding our site visitors. These service providers are not permitted to use the information collected on our behalf except to help us conduct and improve our business.

You can choose to have your computer warn you each time a cookie is being sent, or you can choose to turn off all cookies. You do this through your browser (like Netscape Navigator or Internet Explorer) settings. Each browser is a little different, so look at your browser Help menu to learn the correct way to modify your cookies. If you turn cookies off, you won't have access to many features that make your site experience more efficient and some of our services will not function properly. However, you can still place orders over the telephone by contacting customer service.

#### SECTION 5: DISCLOSURE TO OUTSIDE PARTIES

We do not sell, trade, or otherwise transfer to outside parties your personally identifiable information unless we provide you with advance notice, except as described below. The term "outside parties" does not include Benchmark Technology Group. It also does not include website hosting partners and other parties who assist us in operating our website, conducting our business, or servicing you, so long as those parties agree to keep this information confidential. We may also release your information when we believe release is appropriate to comply with the law, enforce our site policies, or protect ours or others' rights, property, or safety.

However, non-personally identifiable visitor information may be provided to other parties for marketing, advertising, or other uses.

#### SECTION 6: HOW TO OPT-OUT, REMOVE OR MODIFY INFORMATION

To modify your e-mail subscriptions, please let us know by modifying your preferences in the "My Account" section. Please note that due to email production schedules you may receive any emails already in production.

To delete all of your online account information from our database, sign into the "My Account" section of our site and remove your shipping addresses, billing addresses & payment information. Please note that we may maintain information about an individual sales transaction in order to service that transaction and for record keeping.

#### SECTION 7: THIRD PARTY LINKS

In an attempt to provide you with increased value, we may include third party links on our site. These linked sites have separate and independent privacy policies. We therefore have no responsibility or liability for the content and activities of these linked sites. Nonetheless, we seek to protect the integrity of our site and welcome any feedback about these linked sites (including if a specific link does not work).

#### SECTION 8: CHANGES TO OUR PRIVACY POLICY

If we decide to change our privacy policy, we will post those changes on this page. Policy changes will apply only to information collected after the date of the change. This policy was last modified on August 6, 2003.

#### SECTION 9: QUESTIONS AND FEEDBACK

We welcome your questions, comments, and concerns about privacy. Please send us any and all feedback pertaining to privacy, or any other issue.

#### SECTION 10: ONLINE POLICY ONLY

This online privacy policy applies only to information collected through our website and not to information collected offline.

#### SECTION 11: TERMS AND CONDITIONS

Please also visit our Terms and Conditions section establishing the use, disclaimers, and limitations of liability governing the use of our website.

#### SECTION 12: YOUR CONSENT

By using our site, you consent to our privacy policy.

## Refund Policy

Any returns must be pre-authorized and include a Returned Merchandise Authorization (RMA) number on the outside of the box for the item(s) to be accepted by the Benchmark Receiving department. Any products that do not have an authorized RMA number are subject to be refused on delivery and may be returned to the sender at sender's expense.

We accept returns for exchange or refund 7 calendar days after delivery of the product. At our sole discretion after 7 calendar days, we will offer an exchange or credit only. Items must be in "new, unaltered and unused condition" to be eligible for a refund. Definition of new, unaltered and unused condition is:

- Without showing signs of wear or damage in any way
- Within 7 calendar days of the delivery date (after 7 days no returns are allowed)
- Must not be a special order or a custom order
- Unless noted that it cannot be returned or has a different return policy time period other than that 7 days noted in that item's particular item description.

If an item is received damaged or is incorrectly shipped by us please contact Customer Support immediately. Items that are defective and shipped from us or items that you did not order but received from us will qualify for a credit or a cash refund.

Refunds are contingent upon inspection of item(s) once we receive it.

There is a 15% restocking fee for returned items that are not being exchanged and are not damaged. Again you MUST contact us within 7 days if you intend to return ANY item back to our store. Items returned to us AFTER 7 days and WITHOUT contacting us will NOT be refunded.

Customer is responsible for all shipping costs if seller is not at fault.

## Terms of Service

PLEASE READ THE FOLLOWING TERMS AND CONDITIONS OF USE CAREFULLY BEFORE USING THIS WEBSITE. All users of this site agree that access to and use of this site are subject to the following terms and conditions and other applicable law. If you do not agree to these terms and conditions, please do not use this site.

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#### Typographical Errors

In the event that a Benchmark Technology Group product is mistakenly listed at an incorrect price, Benchmark Technology Group reserves the right to refuse or cancel any orders placed for product listed at the incorrect price. Benchmark Technology Group reserves the right to refuse or cancel any such orders whether or not the order has been confirmed and your credit card charged. If your credit card has already been charged for the purchase and your order is cancelled, Benchmark Technology Group shall issue a credit to your credit card account in the amount of the incorrect price.

#### Term; Termination

These terms and conditions are applicable to you upon your accessing the site and/or completing the registration or shopping process. These terms and conditions, or any part of them, may be terminated by Benchmark Technology Group without notice at any time, for any reason. The provisions relating to Copyrights, Trademark, Disclaimer, Limitation of Liability, Indemnification and Miscellaneous, shall survive any termination.

#### Notice

Benchmark Technology Group may deliver notice to you by means of e-mail, a general notice on the site, or by other reliable method to the address you have provided to Benchmark Technology Group.

#### Miscellaneous

Your use of this site shall be governed in all respects by the laws of the state of Georgia, U.S.A., without regard to choice of law provisions, and not by the 1980 U.N. Convention on contracts for the international sale of goods. You agree that jurisdiction over and venue in any legal proceeding directly or indirectly arising out of or relating to this site (including but not limited to the purchase of Benchmark Technology Group products) shall be in the state or federal courts located in Fulton County, Georgia. Any cause of action or claim you may have with respect to the site (including but not limited to the purchase of Benchmark Technology Group products) must be commenced within one (1) year after the claim or cause of action arises. Benchmark Technology Group's failure to insist upon or enforce strict performance of any provision of these terms and conditions shall not be construed as a waiver of any provision or right. Neither the course of conduct between the parties nor trade practice shall act to modify any of these terms and conditions. Benchmark Technology Group may assign its rights and duties under this Agreement to any party at any time without notice to you.

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Harassment in any manner or form on the site, including via e-mail, chat, or by use of obscene or abusive language, is strictly forbidden. Impersonation of others, including a Benchmark Technology Group or other licensed employee, host, or representative, as well as other members or visitors on the site is prohibited. You may not upload to, distribute, or otherwise publish through the site any content which is libelous, defamatory, obscene, threatening, invasive of privacy or publicity rights, abusive, illegal, or otherwise objectionable which may constitute or encourage a criminal offense, violate the rights of any party or which may otherwise give rise to liability or violate any law. You may not upload commercial content on the site or use the site to solicit others to join or become members of any other commercial online service or other organization.

