FIFTH THIRD

Electronic Deposit Manager (EDM) 5.0

Administration and User Guide

August 2026

Table of Contents

Introduction

Fifth Third Bank's Electronic Deposit Manager (EDM) allows you to capture check images, create a virtual deposit slip, and electronically transmit deposits to the bank until 10:00 p.m., ET. EDM provides robust reporting for multiple locations to aid in deposit reconcilement and tracking. Images are stored for 90 days, which reduces the need to create photocopies or research physical files.

EDM also allows you to download data and upload it to your accounting system, eliminating costly and time-consuming data entry.

Who Should Read this Manual?

This guide is intended for your company's Fifth Third Direct Administrator and the primary EDM users responsible for scanning checks and transmitting deposits. It explains how to administer users in EDM, Log In, Scan Checks, and Transmit Deposits to the bank. In addition, the Appendices provide helpful supplementary information and answers to commonly asked questions.

Technical specifications and instructions for your EDM Scanner Installation are provided in the separate **EDM Scanner Installation Guide**, which is intended for your technical resources.

EDM Deposit Capture & Transmission

Important: If the EDM Service **is not** setup in Fifth Third Direct (FTD) or if EDM Users **are not** assigned to the EDM Service in both FTD and EDM, please perform the steps outlined in Appendix A: EDM Role and User Creation in FTD before using EDM.

Process Overview

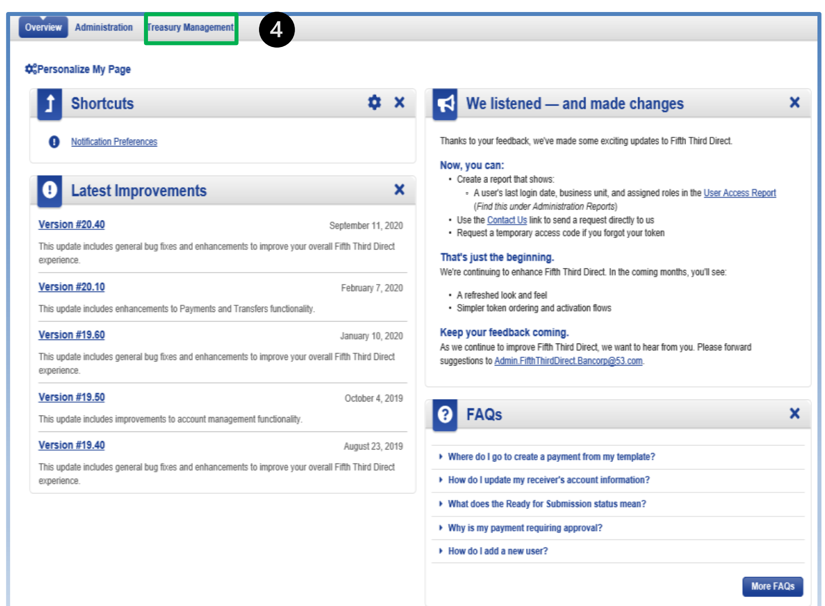
After your check scanner is successfully installed, the EDM Deposit Capture & Transmission process involves the following steps:

- User Configuration in both Fifth Third Direct and EDM
- Logging-In to EDM through Fifth Third Direct
- Creating Deposits
- Scanning Checks, Viewing Images, and Editing Errors
- Closing and Transmitting a Deposit
- Accessing Deposit and Image Reporting

Logging-In to Electronic Deposit Manager (EDM)

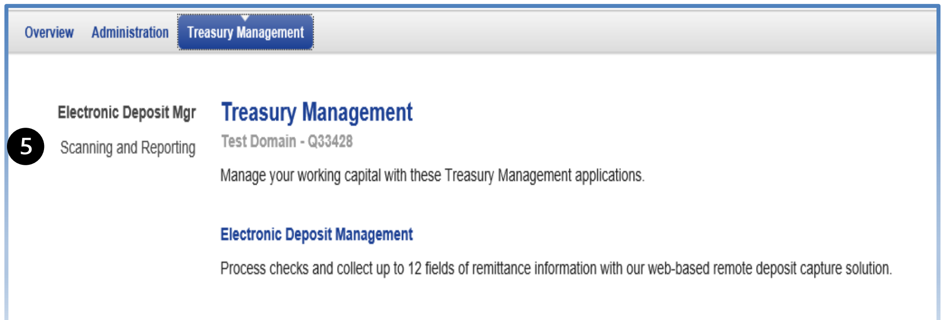
1. Access Fifth Third Direct using either of the following addresses or on your browser address bar: https://direct.53.com or https://express.53.com

2. Type your **User ID** and **Password** in the Log In screen.
3. Click the **Log In** button.



4. Click the **Treasury Management** tab on the **Fifth Third Direct** navigation bar.

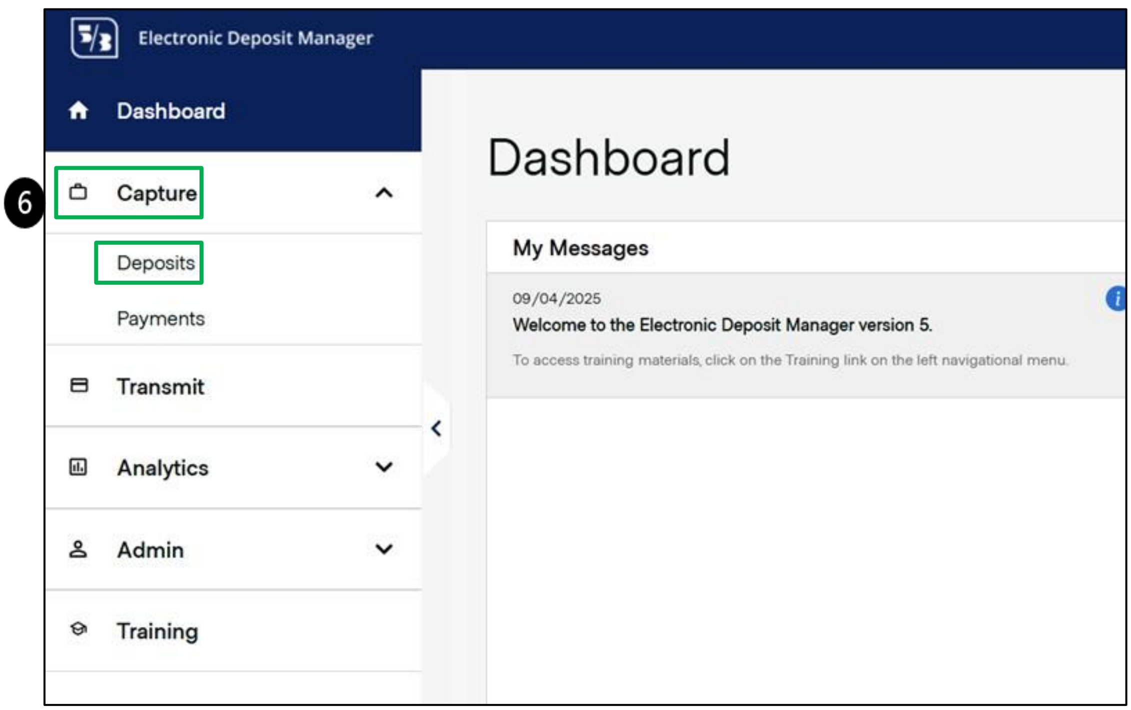
5. Click **Scanning and Reporting** under the **Electronic Deposit Mgr** menu.



The **EDM application** opens in a new tab or window with menu options on the left and a **Messages** window in the center. Your **System Administration** menu also appears on this screen.

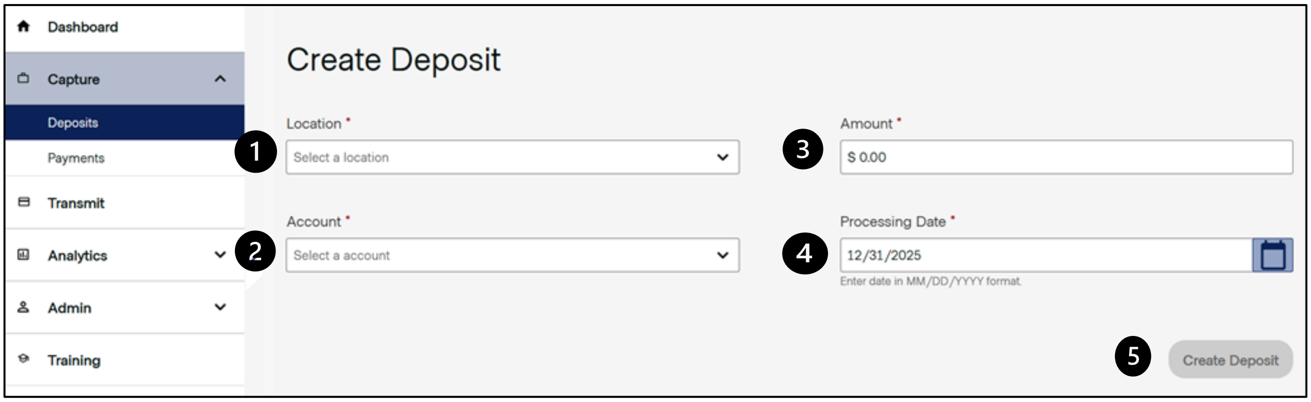
Note: If this screen does not appear, look for a popup blocked indicator in the address bar and click on it to allow popups from 53.com.

6. Click **Capture** from the left EDM menu, then Click Deposits in the drop-down menu.



Creating Deposits

This section explains how to create a deposit and generate a virtual deposit ticket.



1. Select the appropriate **Location** from the drop-down list.

   Note: If only one location is available, it is automatically displayed. This location identifier will appear on your EDM virtual deposit ticket.

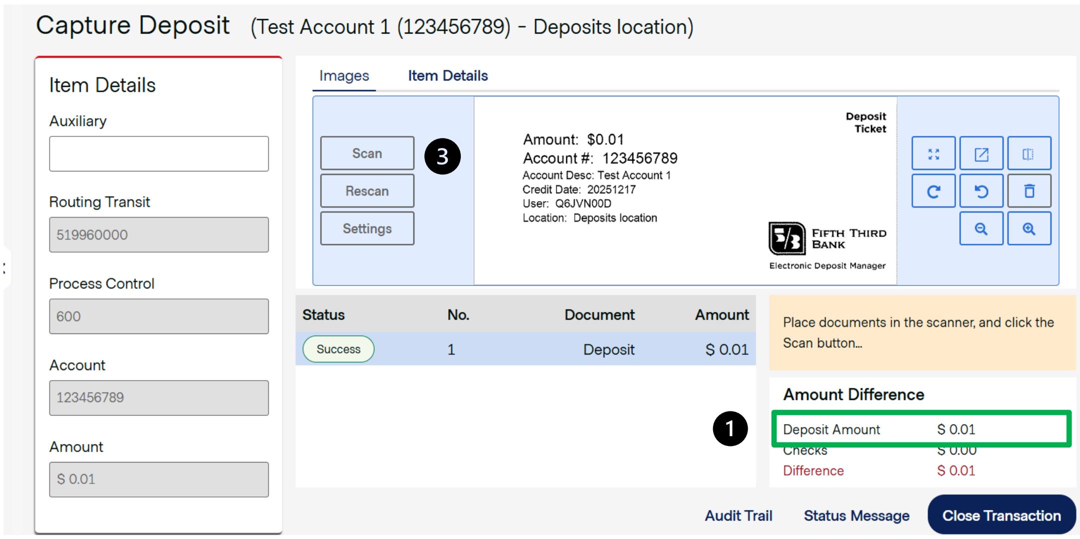
2. Select the appropriate deposit **Account** from the drop-down list.

   Note: If only one account is available, it is automatically displayed. This location identifier will appear on your EDM virtual deposit ticket.

3. Use your adding machine or calculator to add up all the checks in your deposit and type that total amount in the **Amount** field. This is your control total that EDM will use to balance to the total amount of the checks that are scanned.
4. Confirm that the current Processing Date is selected. It is best practice to use today's date.
5. Click **Create Deposit**. The following screen appears, and you can start scanning your checks.

Scanning Checks, Viewing Images, Editing Errors

1. Verify the deposit amount you entered in the bottom right hand of the screen and in the **Deposit** row at the top of the **Item List**.

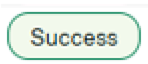


2. Place your checks in the scanner, ensuring they are facing the appropriate direction as indicated by the info graphic on the device. The number of checks in the scanner and speed at which they scan (DPM) depends on the type of scanner you are using.

3. Click the **Scan** button to initialize the scanner and begin scanning checks.

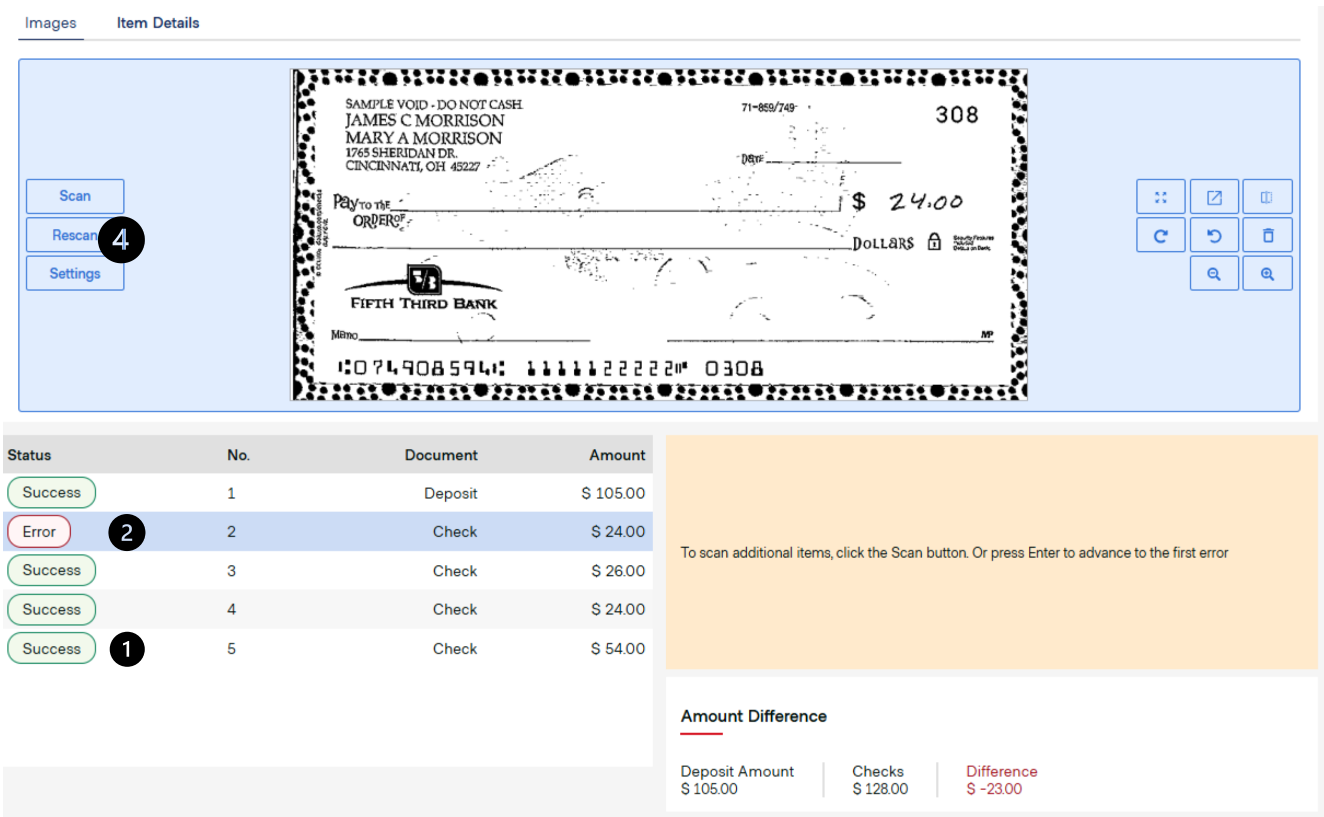
__Note:__ For Single Feed scanners, you will need to click the __Scan__ button after each check and click on the __Stop Scanning__ button when you are finished scanning unless configured for continuous feeding. Multi Feed scanners are usually configured when installed to continuously scan everything placed in the check hopper and will automatically stop scanning when the hopper is emptied.

4. The following describes the symbols that could appear in the **Status column** after you scan your checks.



1.Indicates that the image and all its required MICR fields were read successfully; no further processing or data entry is required.

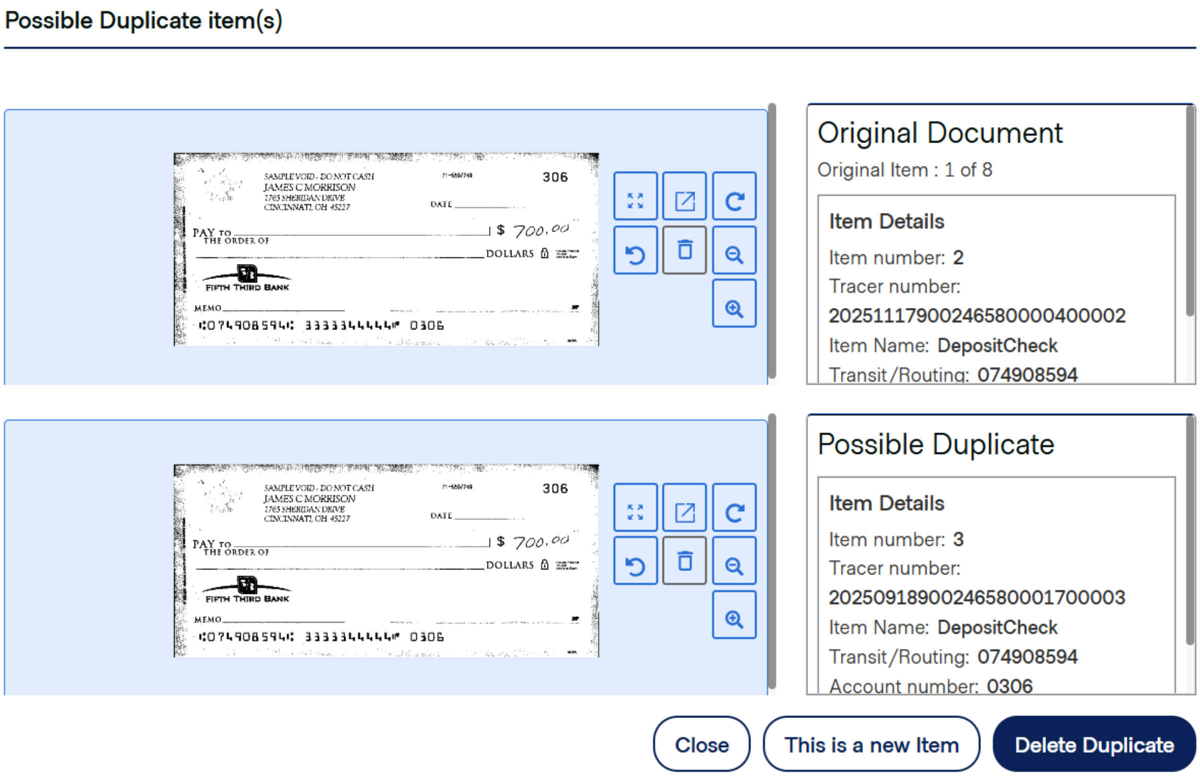
2. Indicates that an image failed for a specific reason. Click on the document that had the error and the reason will appear to the right in the orange area.

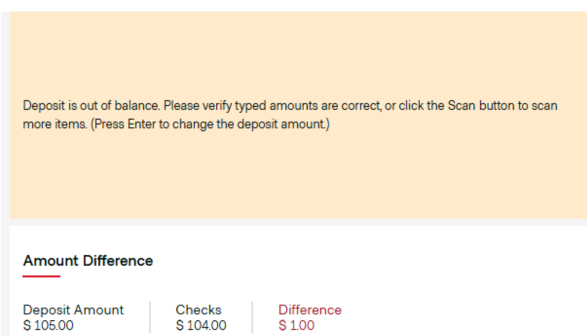


5. Click the **first highlighted field** in the list and type the corrected information, using the check image in the viewing panel.

Resolving a Potential Duplicate Deposit

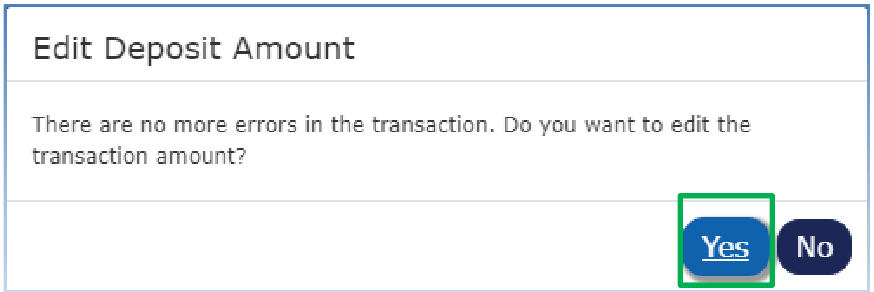
1. Review both items and click either Delete Duplicate or This is a New Item, depending on the resolution of your review.



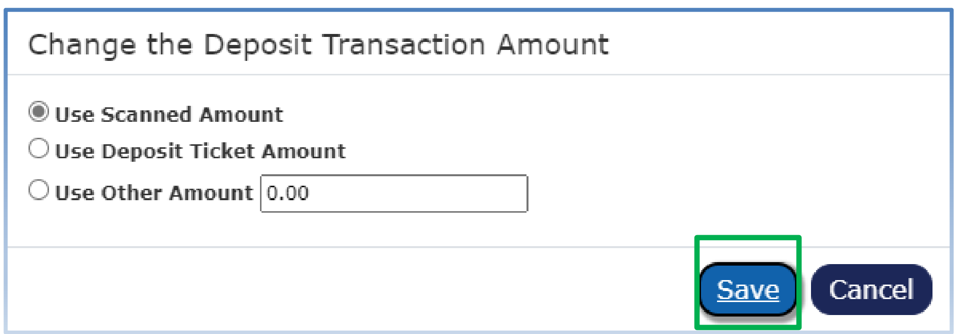


2. Press **Enter** to advance to the next item to correct until all items are corrected. If the ***Deposit is Out of Balance*** message appears in the information panel in the orange box, confirm all checks are scanned and each item displays the correct amount.

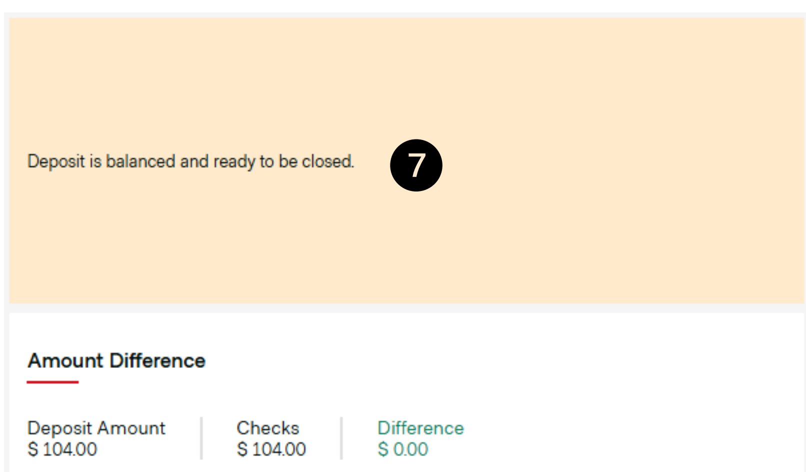
3. If all items are corrected and the deposit is still out of balance, press Enter on your keyboard. The following box will appear: Click **Yes.**



4. Select the **Deposit Transaction Amount** you want to use for this deposit and click **Save**.

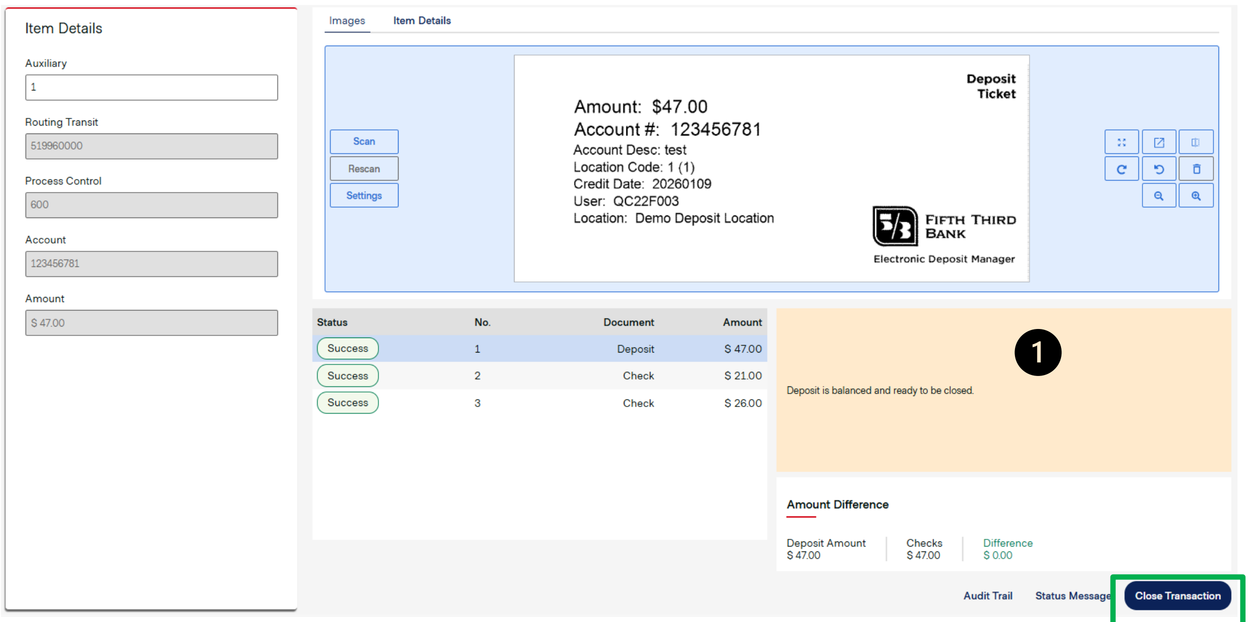


5. After all corrections are made, or if no item requires correction, the message **Deposit is Balanced and Ready to be Closed** will appear in the orange box to the right of the deposit listing. You can now proceed to [Closing and Transmitting a Deposit](#).

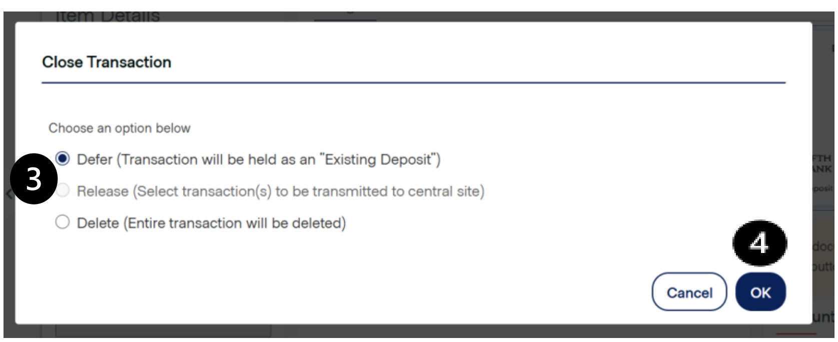


Closing and Transmitting a Deposit

1. Once the **Difference** between **Deposit Amount** and Checks is $0.00 and message states ***"Deposit is balanced and ready to be closed"*** after all batch items are corrected and balanced, the transaction is ready to be closed.



2. Click **Close Transaction.**



3. Select the appropriate option from the **Close Transaction** menu:

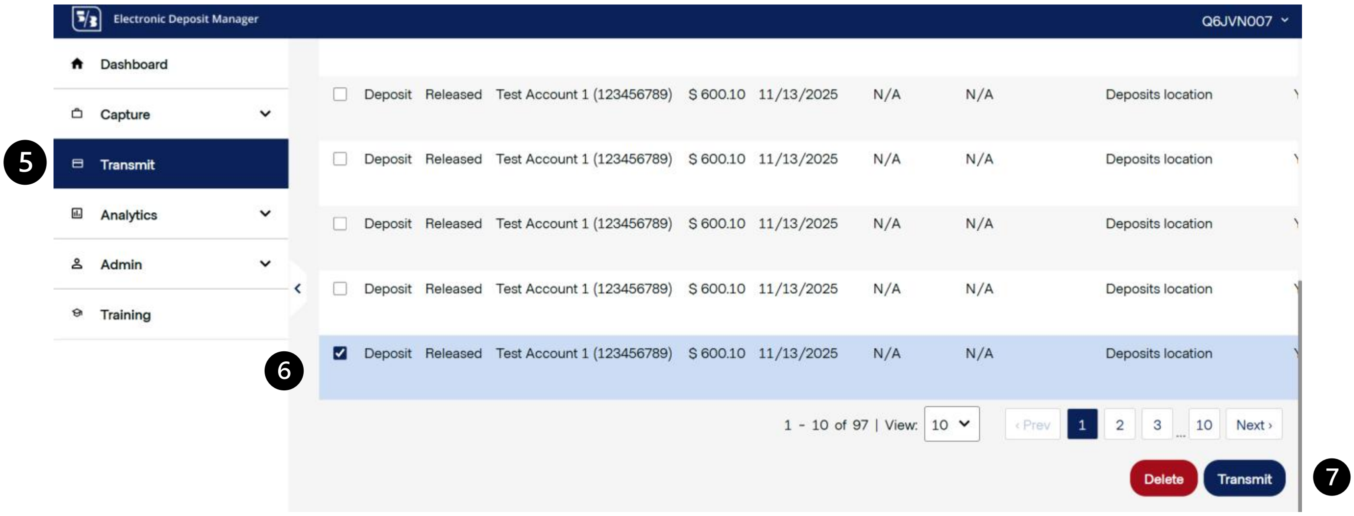
   Defer - add checks/release the deposit later. A deferred deposit can be viewed and continued on the initial Capture Deposit page and can be modified and/or released by any user with the appropriate EDM entitlement.

   Release (default) – Select if all items are balanced and deposit is ready to send to the bank.

   Delete - Cancel batch & recapture the deposit later.

4. Click the **OK** button.

5. **Transmit** screen should now be displayed. If it does not appear, select **Transmit** from left dashboard.

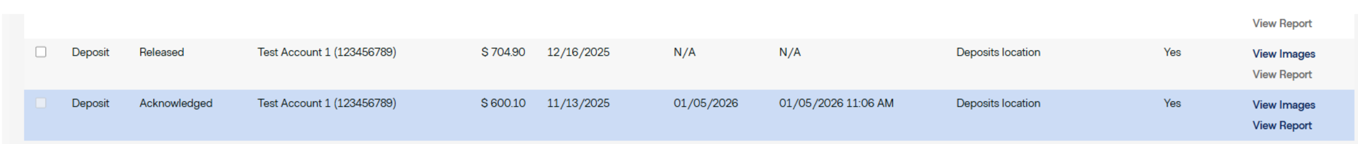


6. Select the **Deposit(s)** that are in **Released** status to transmit (your last deposit captured is selected by default). The row for your selected deposits will turn blue.
7. Click the **Transmit** button in the bottom right corner to send the deposit(s) to Fifth Third Bank. Once the deposit is transmitted, it cannot be changed or deleted.

   Note: Items received before the cut-off time (10 p.m., ET) are processed today for ledger credit to your designated deposit account. Funds availability will depend on the float schedule to which your deposit account is assigned.

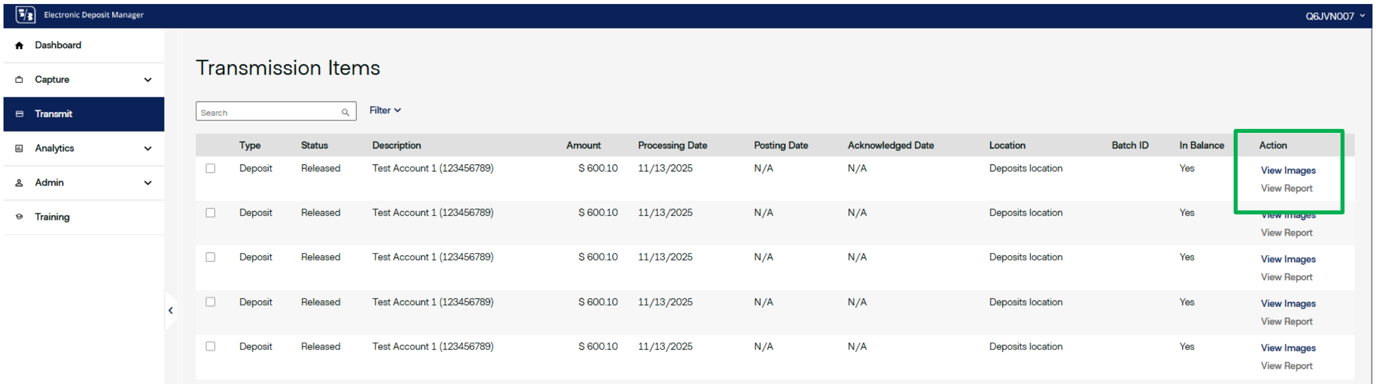
8. The status of your deposit will change to **Acknowledged** with a time stamp included. This indicates that the deposit was successfully accepted by EDM for processing. Your final confirmation will be your posted deposit transaction that you can see in our online reporting tools the next morning.

   NOTE: If you do not see that status change to Acknowledged, please call the Commercial Support Center (CSC) at 1-866-475-0729.



Accessing Deposit and Image Reports from the Transmit Window

After transmission, the **Transmit** window provides the shortcut links on the right that launch PDFs you can view, print, or save:



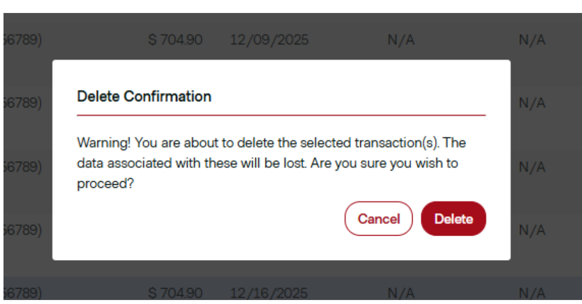
- **View Images** – opens a PDF file of the front/back images of all checks in the deposit. This option is available as soon as the deposit has been **Released.**
- **View Report** – opens the **Deposit Detail Report** (PDF file), containing a summary of all batch items. This option is only available after the transmission has been **Acknowledged** (Received) by the bank.

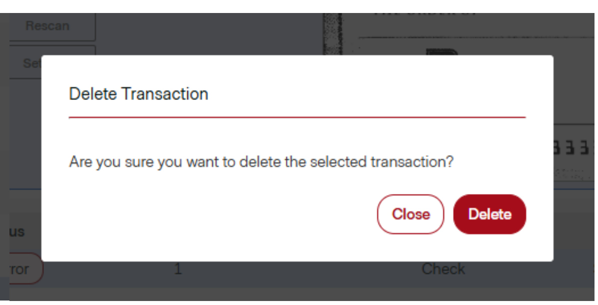
Note: Use the browser back button to exit a report.

Deleting a Deposit in Released Status

Prior to transmitting a deposit that is in **Released** status, you can also delete it.

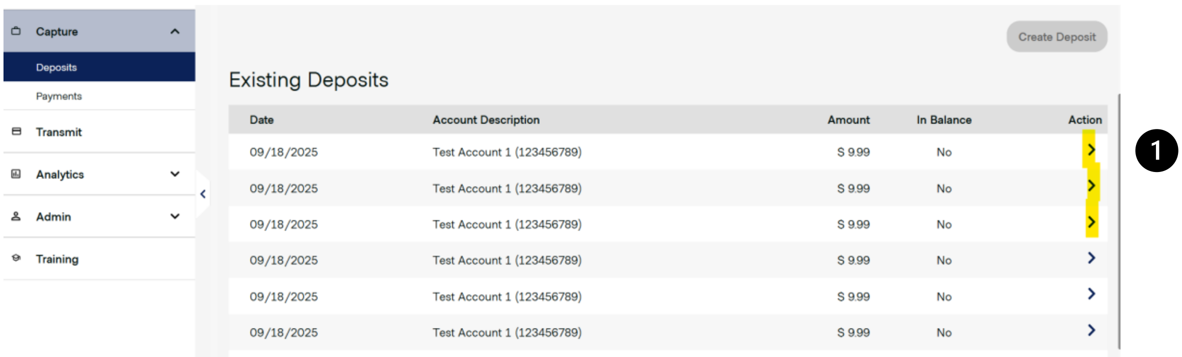
1. Select the row where the deposit appears, and it will turn blue.
2. Click **Delete** at the bottom right corner of the screen.
3. A confirmation pop up window will appear to confirm the deletion of the deposit, along with a final confirmation that you want to delete the selected transaction.





Editing or Deleting Deposits

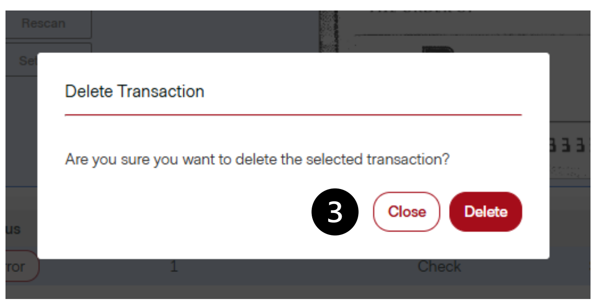
All scanned deposits that were not released to the Transmit screen (Deferred) will appear on the **Capture Deposit** screen in a table. If power is lost or if user logs out without finishing or closes browser, the deposit will automatically go to deferred status.



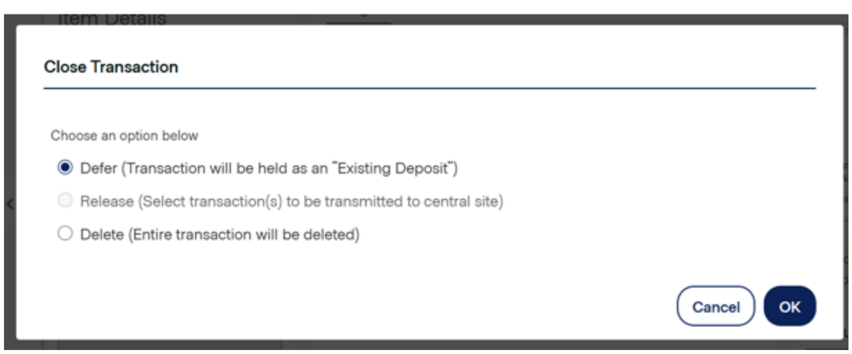
1. To edit or delete a deferred deposit, click **arrow under ACTION at the end of the row of the deposit that needs to be edited.** The **Capture Deposit** screen will appear.

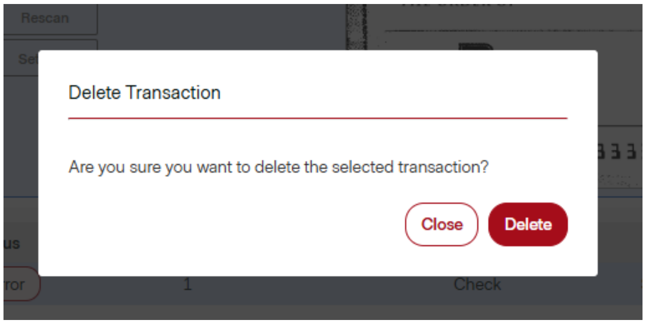
2. If changes are needed or any errors need to be corrected, complete the corrections on this screen, then click on **Close** at the bottom right corner of the screen. Click on **Release** and the **Transmit** screen will appear.

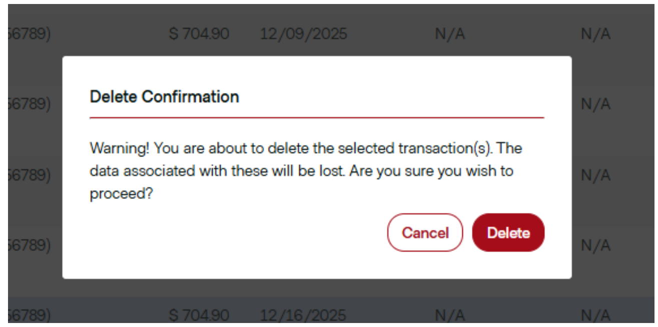
3. To **Delete** the deposit, click **Close** at the bottom right corner of the screen.



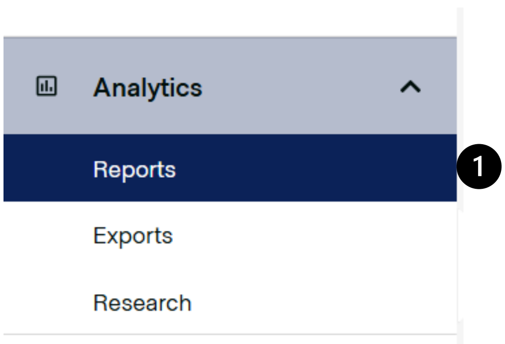
4. The following dialog box will appear. Use **Delete** to delete a deposit or **Release** to release an edited and balanced deposit.



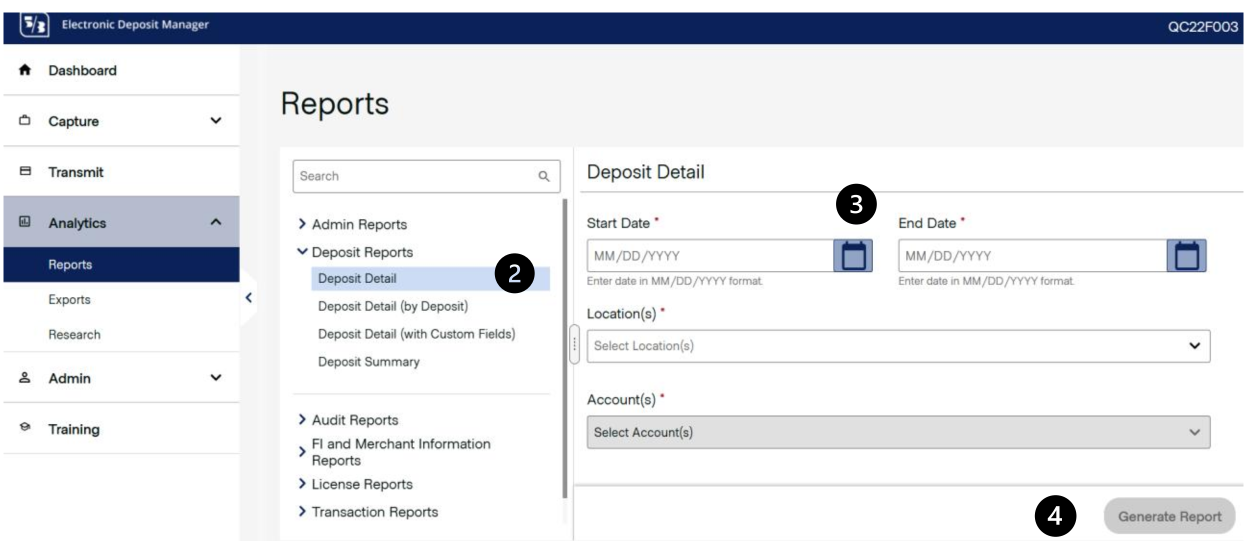




Running Reports from the Analytics Menu



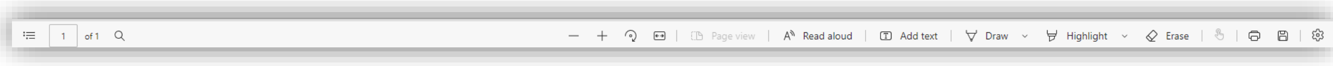
1. Select **Reports** from **Analytics** drop down on the left-hand menu.
2. Select the type of report you want to run from either the **Deposit Reports** or **Admin Reports** (with permissions) category.

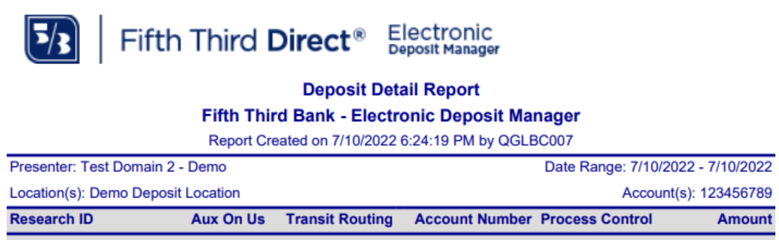


3. Enter your report criteria, including **Start Date**, **End Date**, **Locations** and **Accounts**. There is also a **Select All** checkbox to run the report for all locations and/or all accounts in the drop-down menu.

4. Click **Generate Report.**

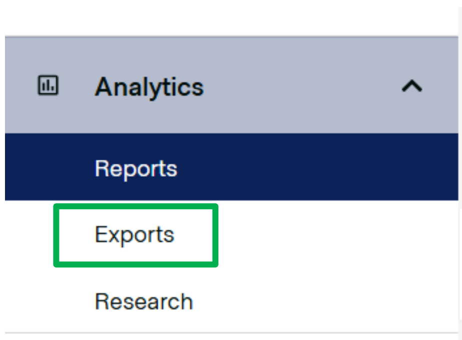
The report will appear on the screen in pdf format with menu bar and can be printed or saved.





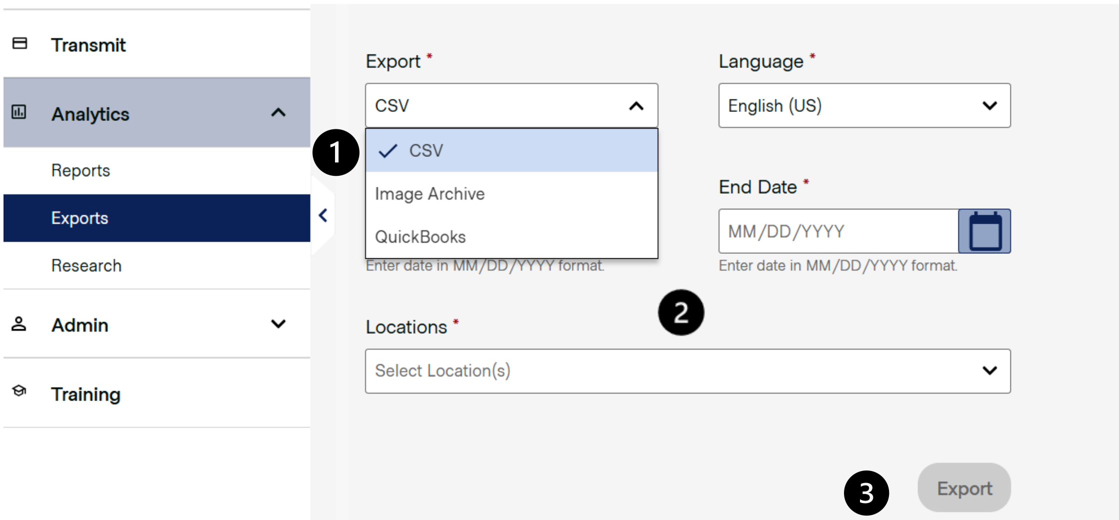
Running Exports from the Analytics Menu

First, select **Exports** from **Analytics** menu on the left.

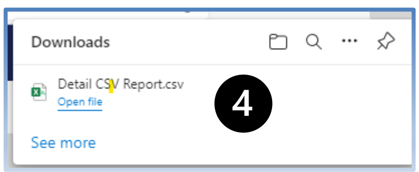


CSV Export

1. Highlight the **CSV (Comma-Separated Values)** row.
2. Enter your report criteria, including **Start Date**, **End Date Locations** and **Accounts**. There is also a **Select All** checkbox in the drop-down menu to run the report for all locations and/or all accounts.
3. Click **Export**.



4. A **Download** popup will appear in the corner of your screen with your requested file. When the download is complete, click **Open file**.



Below is a sample of an EDM CSV export file. Headers are not included in the file itself but is shown to the data that appears in each column shows below. Note that up to 12 custom fields can be set up. These can be at either the Deposit or individual check level and can also be designated as Required or Optional. These data fields would then need to be keyed by your EDM users prior to closing and releasing a deposit.

Electronic Deposit Manager Export File format

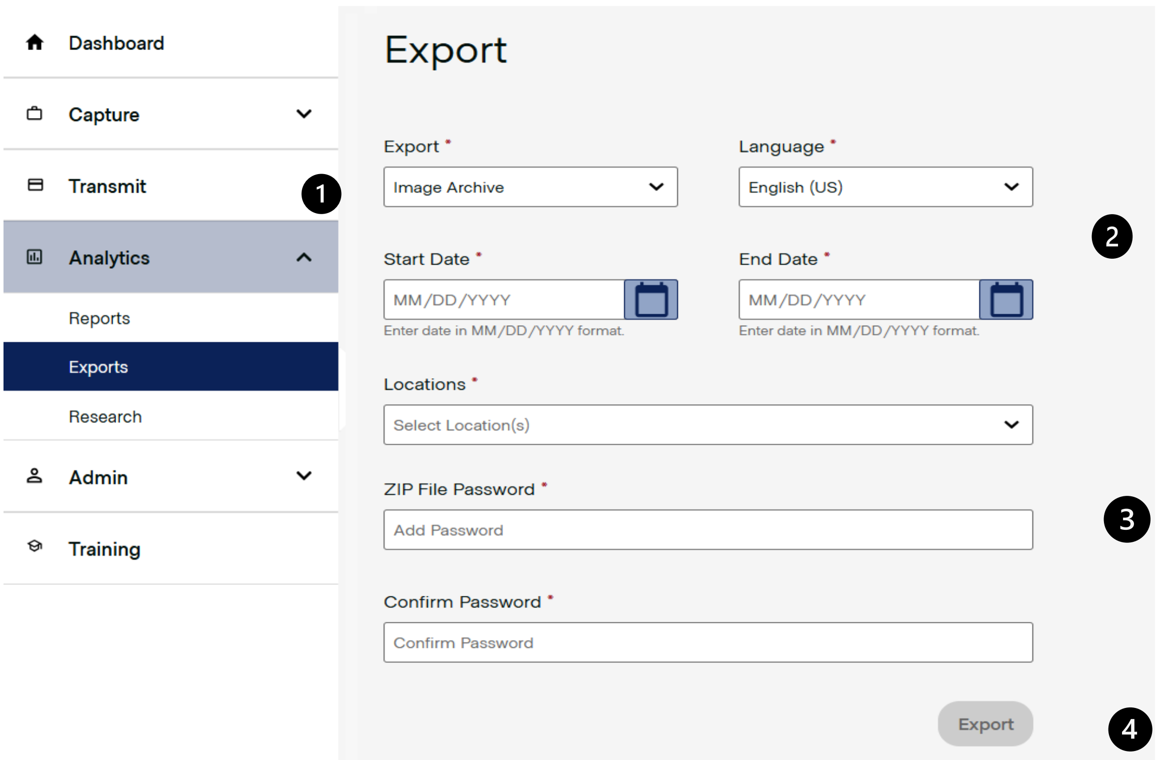
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
123456789	34	9/2/2008	15460.3	Q77K30**	2	1		519960000	123456789	600	09/02/2008	9/2/2008		
123456789	34	9/2/2008	53.53	Q77K30**	2	2	113663	74908594	1234567893		09/02/2008	9/2/2008	55000	616
123456789	34	9/2/2008	1000.53	Q77K30**	2	3	113669	74908594	1234567893		09/02/2008	9/2/2008	55001	617
123456789	34	9/2/2008	5.53	Q77K30**	2	4	113635	74908594	1234567893		09/02/2008	9/2/2008	55002	618
123456789	34	9/2/2008	10000.53	Q77K30**	2	5	113629	74908594	1234567893		09/02/2008	9/2/2008	55003	619
123456789	34	9/2/2008	1.53	Q77K30**	2	6	113752	74908594	1234567893		09/02/2008	9/2/2008	55004	617
123456789	34	9/2/2008	1730.53	Q77K30**	2	7	113638	74908594	1234567893		09/02/2008	9/2/2008	55005	619
123456789	34	9/2/2008	200.53	Q77K30**	2	8	113624	74908594	1234567893		09/02/2008	9/2/2008	55006	617
123456789	34	9/2/2008	638.53	Q77K30**	2	9	113660	74908594	1234567893		09/02/2008	9/2/2008	55007	619
123456789	34	9/2/2008	1205.53	Q77K30**	2	10	113620	74908594	1234567893		09/02/2008	9/2/2008	55008	618
123456789	34	9/2/2008	623.53	Q77K30**	2	11	113621	74908594	1234567893		09/02/2008	9/2/2008	55009	617

Column	Description	
A	Deposit Account number	
B	Location number	20 positions; numeric
C	Processing Date	
D	Dollar Amount	
E	User ID	
F	Deposit number	
G	Item number	
H	AuxOnUs (business check number)	
I	Routing & Transit number	
J	Account number	
K	Process Control number (personal check number)	
L	Acknowledge Date	
M	Posting Date	
N	Custom Field 1*	35 positions; alpha numeric; only appear in CSV export file, not other reporting
O	Custom Field 2	35 positions; alpha numeric; only appear in CSV export file, not other reporting

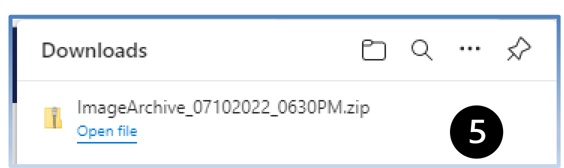
*Up to 12 Custom Fields are available for set-up

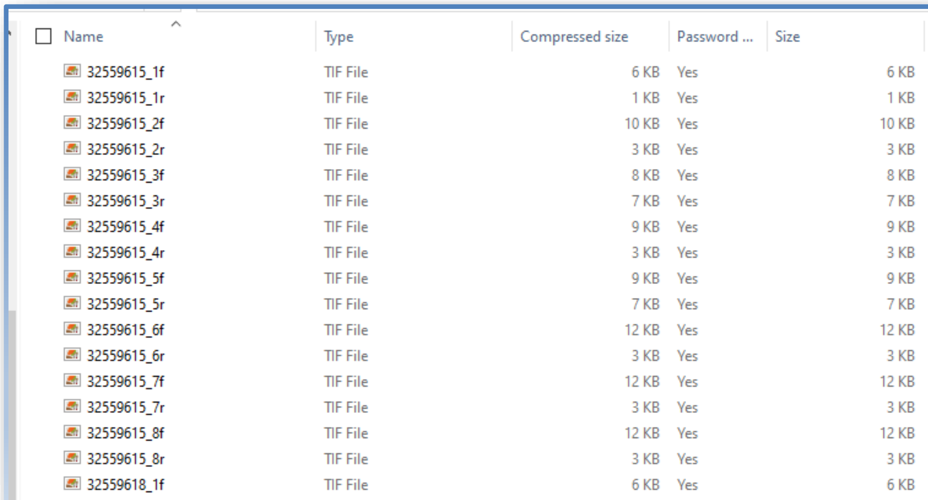
Image Archive Export

1. Select **Image Archive** from **Export** drop-down box.
2. Enter your export criteria, including **Start Date**, **End Date Locations** and **Accounts for** which you wish to export images. There is also a **Select All** checkbox within **Locations** and within **Accounts** drop down to run the report for all locations and/or accounts. The **Account** option will appear once **Location** is selected.



3. Create and record your Zip File Password. This needs to be at least 5 characters and you will need to create one every time you do an Image Archive Export. It will be needed to open your export file.
4. Click on **Export** at the bottom right.
5. This download pop-up box will appear in the corner of your screen. Click on **Open File**. You will see all the images from your selected Export criteria individually.

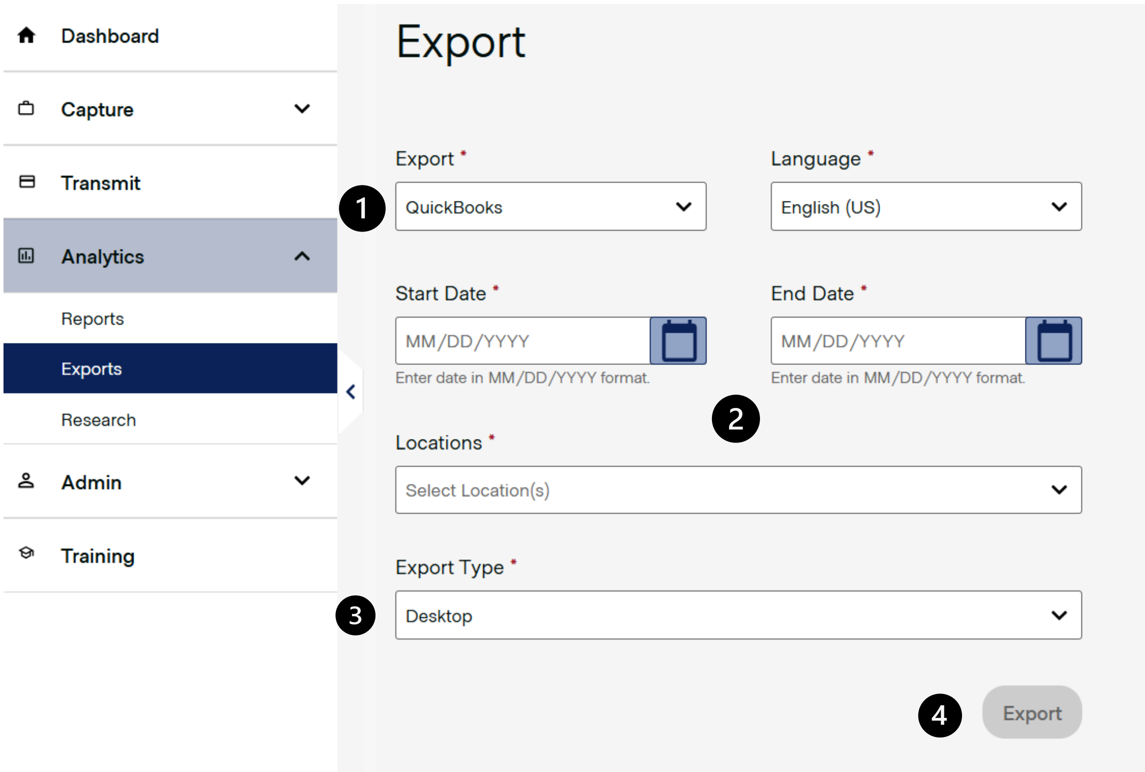


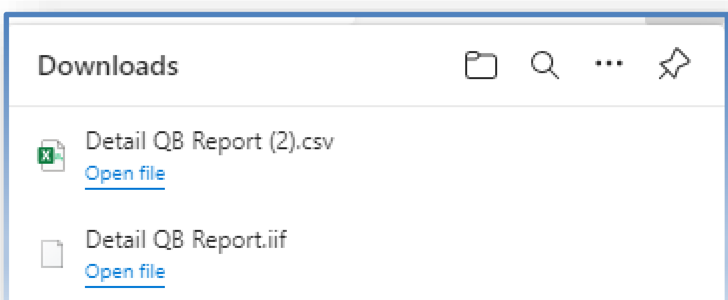


Name	Type	Compressed size	Password ...	Size
32559615_1f	TIF File	6 KB	Yes	6 KB
32559615_1r	TIF File	1 KB	Yes	1 KB
32559615_2f	TIF File	10 KB	Yes	10 KB
32559615_2r	TIF File	3 KB	Yes	3 KB
32559615_3f	TIF File	8 KB	Yes	8 KB
32559615_3r	TIF File	7 KB	Yes	7 KB
32559615_4f	TIF File	9 KB	Yes	9 KB
32559615_4r	TIF File	3 KB	Yes	3 KB
32559615_5f	TIF File	9 KB	Yes	9 KB
32559615_5r	TIF File	7 KB	Yes	7 KB
32559615_6f	TIF File	12 KB	Yes	12 KB
32559615_6r	TIF File	3 KB	Yes	3 KB
32559615_7f	TIF File	12 KB	Yes	12 KB
32559615_7r	TIF File	3 KB	Yes	3 KB
32559615_8f	TIF File	12 KB	Yes	12 KB
32559615_8r	TIF File	3 KB	Yes	3 KB
32559618_1f	TIF File	6 KB	Yes	6 KB

QuickBooks Export

1. Select **QuickBooks** from the drop down.
2. Enter your export criteria, including **Start Date**, **End Date Locations** and **Accounts**. There is also a **Select All** checkbox within **Locations** and **Accounts** to run the report for all locations and/or accounts. **Accounts** drop will appear once **Locations** is selected.
3. Select **Desktop** or **Online**, depending on the QuickBooks version to which you are exporting.
4. Click **Export.**

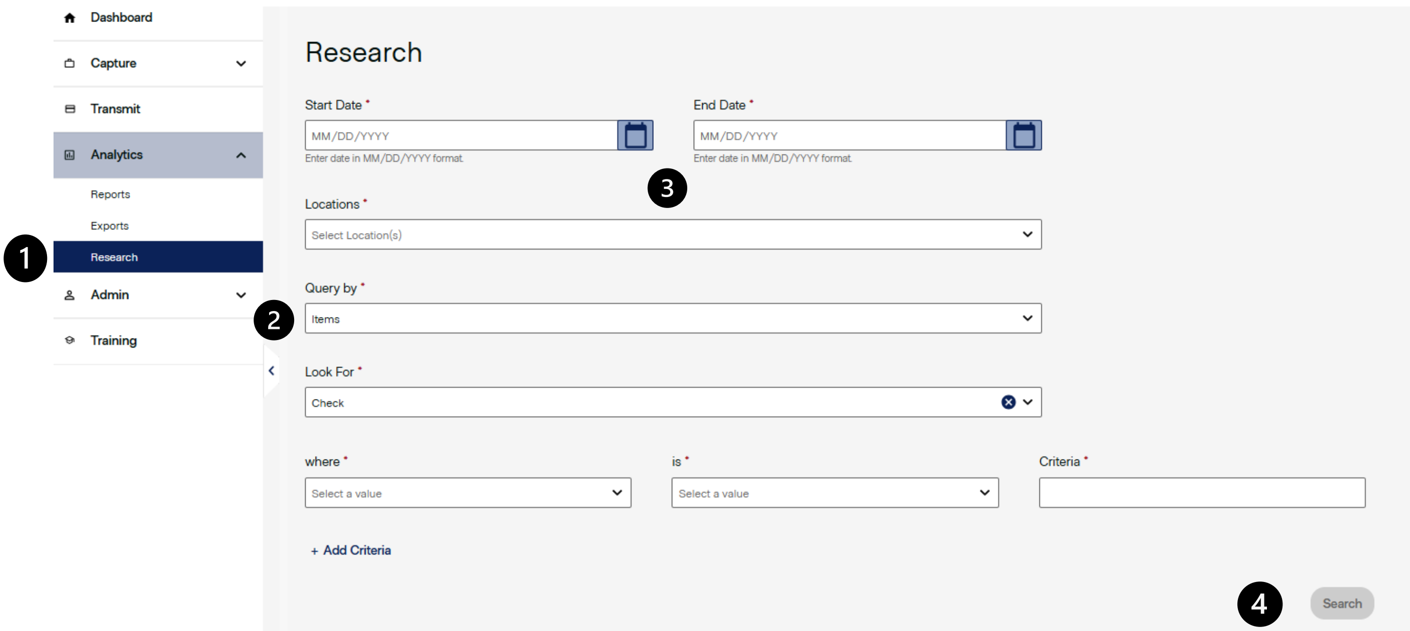




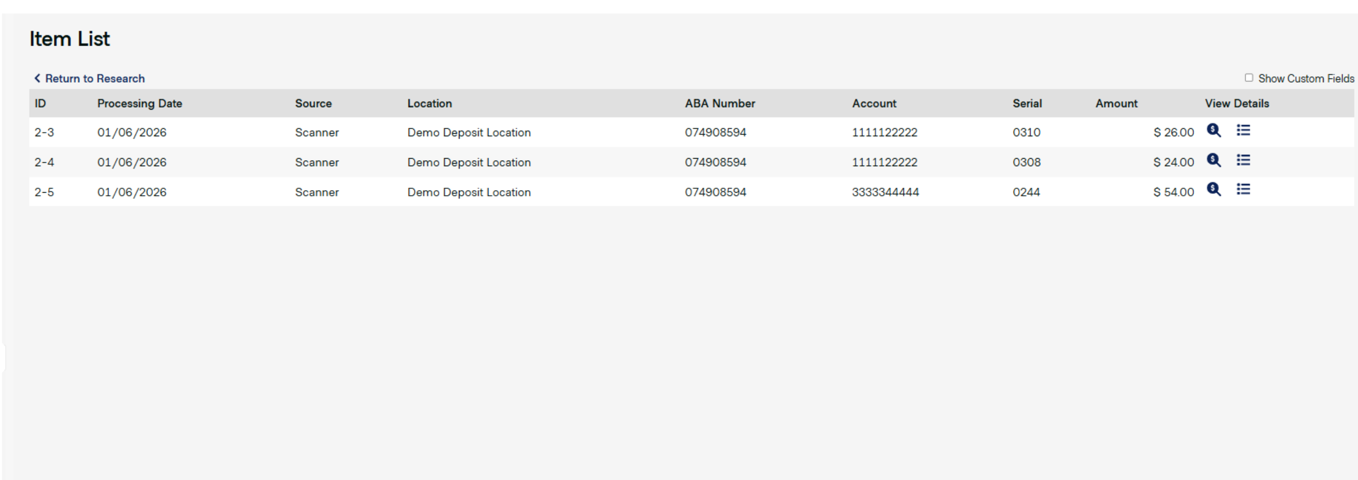
5. The QuickBooks Desktop option creates an ".iif" formatted file. The QuickBooks Online option creates a ".csv" file.

Performing Research from the Analytics Menu

1. Select **Research** under **Analytics** menu.
2. Select the type of search you need in the **Query by** section – **Items** will look for a specific deposited check. **Transmission** will look for a completed deposit.
3. Enter your search criteria, including **Start Date**, **End Date and Locations.** There is also a **Select All** checkbox to run the report for all locations and/or accounts in the drop-down menu. **Accounts** will appear once **Locations** are selected.



4. Click **Search.** The following **Search Results** screen will appear when you chose **Items Search**.



Item List

‹ Return to Research

Show Custom Fields

ID	Processing Date	Source	Location	ABA Number	Account	Serial	Amount	View Details
2-3	01/06/2026	Scanner	Demo Deposit Location	074908594	1111122222	0310	$ 26.00	
2-4	01/06/2026	Scanner	Demo Deposit Location	074908594	1111122222	0308	$ 24.00	
2-5	01/06/2026	Scanner	Demo Deposit Location	074908594	3333344444	0244	$ 54.00	

The **Export** option on **Item Search** will create the same CSV file format that is created when running a CSV export from the Analytics menu.

2-Mar	6/15/2022	Demo Deposit	42000314	53	186	$68.11
3-Mar	6/15/2022	Demo Deposit	42000314	53	721	$1,638.19
4-Mar	6/15/2022	Demo Deposit	42000314	53	190	$68.14
2-Feb	6/28/2022	Demo Deposit	42000314	53	190	$68.14
2-Jan	8/13/2022	Demo Deposit	74908594	3333344444	319	$180.00
3-Jan	8/13/2022	Demo Deposit	74908594	3333344444	318	$15.00
4-Jan	8/13/2022	Demo Deposit	74908594	3333344444	317	$65.37
5-Jan	8/13/2022	Demo Deposit	74908594	3333344444	316	$65.37
6-Jan	8/13/2022	Demo Deposit	74908594	3333344444	435	$500.00
7-Jan	8/13/2022	Demo Deposit	74908594	3333344444	434	$150.00
8-Jan	8/13/2022	Demo Deposit	74908594	3333344444	433	$2,000.00
2-Apr	8/13/2022	Demo Deposit	74908594	3333344444	229	$366.00
2-Jul	8/13/2022	Demo Deposit	74908594	1111122222	295	$11.00
2-Aug	8/13/2022	Demo Deposit	74908594	3333344444	240	$383.00
3-Aug	8/13/2022	Demo Deposit	74908594	3333344444	249	$949.00
4-Aug	8/13/2022	Demo Deposit	74908594	4444444444	315	$28.00
5-Aug	8/13/2022	Demo Deposit	74908594	3333344444	288	$19.91
6-Aug	8/13/2022	Demo Deposit	74908594	3333344444	315	$250.00
2-Mar	8/19/2022	Demo Deposit	42000314	53	736	$1,386.01
3-Mar	8/19/2022	Demo Deposit	42000314	53	734	$1,467.93
4-Mar	8/19/2022	Demo Deposit	42000314	53	731	$7,981.72

The following Search Results appear if you chose **Transmission**

Transaction List

< Return to Research

ID	Process Date	Source	Location	Status	Batch ID	Description	Amount	Item Count	View Details
2	01/06/2026	Scanner	Demo Deposit Location	Acknowledged		test	$ 104.00	4	

View PDF

1x2 Front & Rear | View PDF

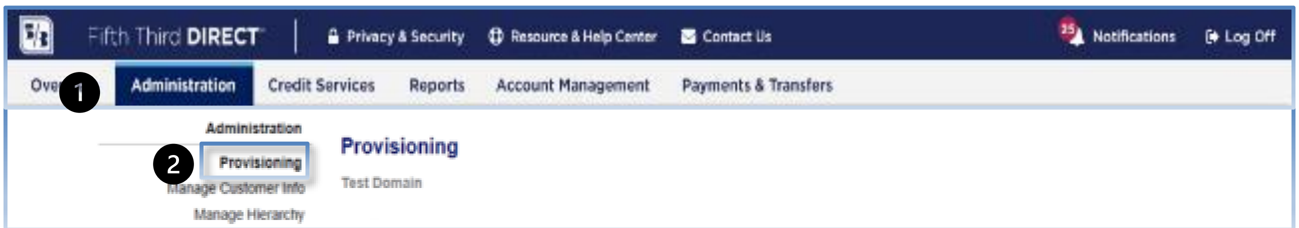
- ✓ 1x2 Front & Rear
- 1x2 Fronts only
- 1x3 Fronts only
- 2x4 Front & Rear
- 2x4 Fronts only
- 2x6 Fronts only

Each Deposit Transmission on your **Research Results** has a pdf **Transmission Report** that can be created. You can also select the paging format for the images from a dropdown on the right that will apply to all Transmission Reports displayed.

Appendix A: Fifth Third Direct EDM Service Assignment and User Creation

Assigning the Electronic Deposit Manager Service to EXISTING USERS in Fifth Third Direct

1. Log in to Fifth Third Direct using https://direct.53.com.
2. Click the **Administration** tab.
3. Select **Provisioning** from the Administration menu.

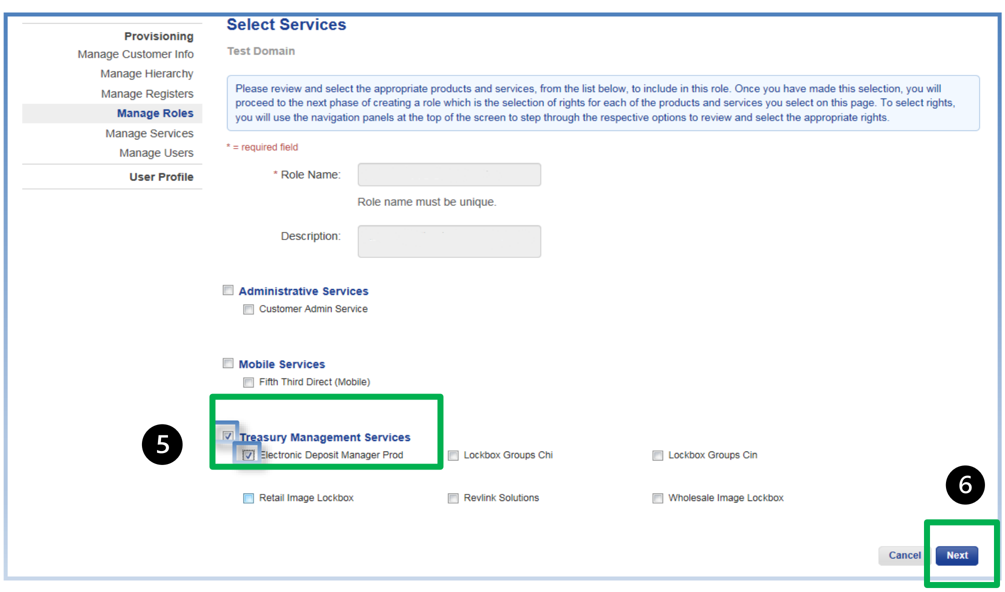


The Provisioning screen appears. Select **Manage Roles**.

4. The **Role Management** screen appears. Choose **Electronic Deposit Manager** from the available role templates dropdown list. Click on **Create Role**.

The **Select Services** screen appears.

5. Confirm that the **Treasury Management Services** and the **Electronic Deposit Manager Prod** checkboxes are already checked.
6. Click the **Next** button.

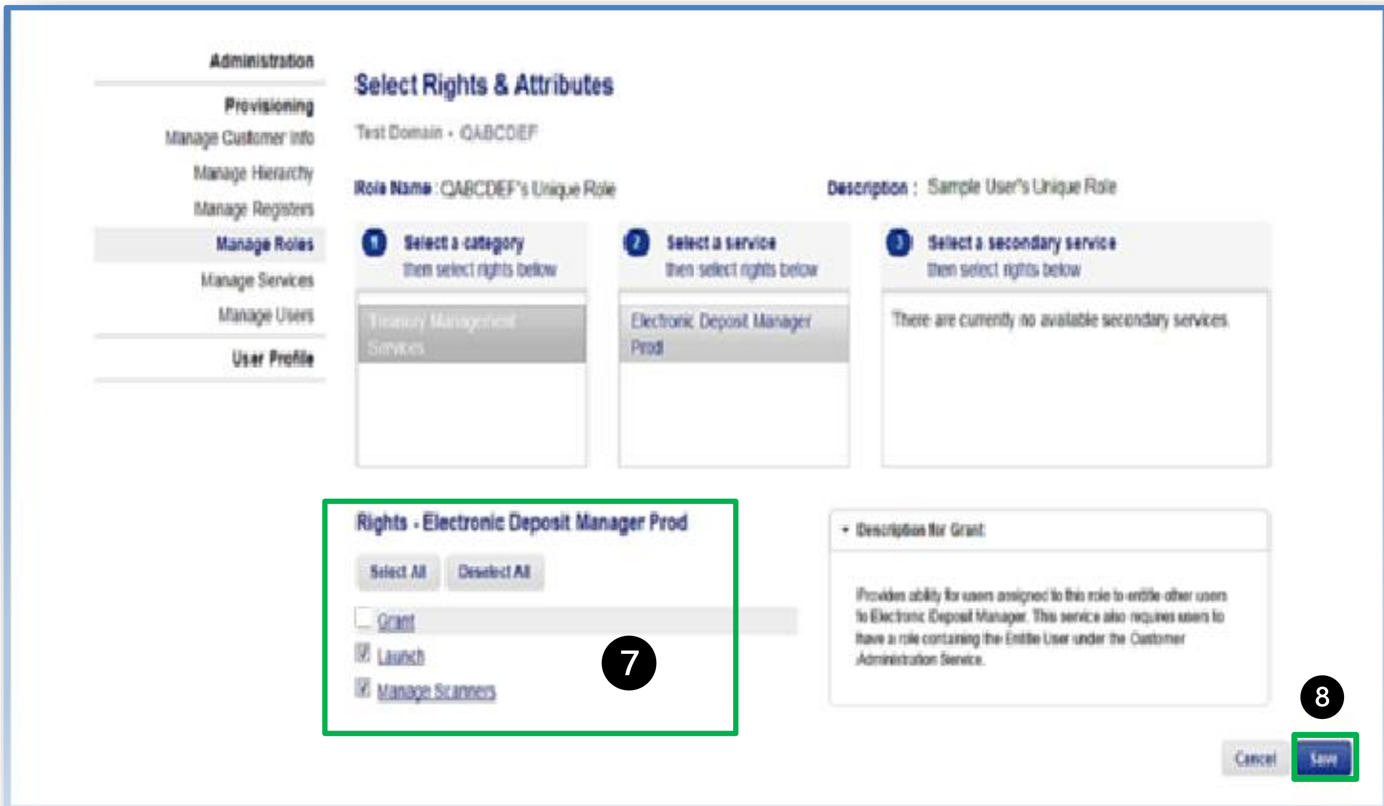


The **Select Rights & Attributes Screen** appears.

7. Confirm that **Launch** and **Manage Services** checkboxes are checked for the User in the **Rights – Electronic Deposit Manager Prod** section.

Note: Additional and more specific user roles that can be further assigned within the EDM module are covered in the EDM User Roles Setup section.

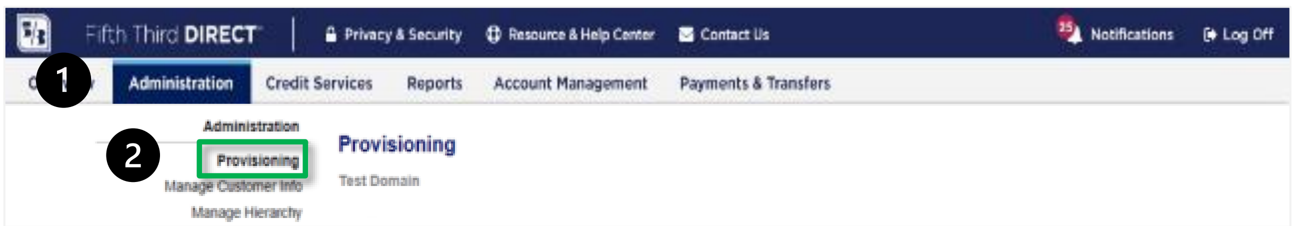
8. Click **Save.**



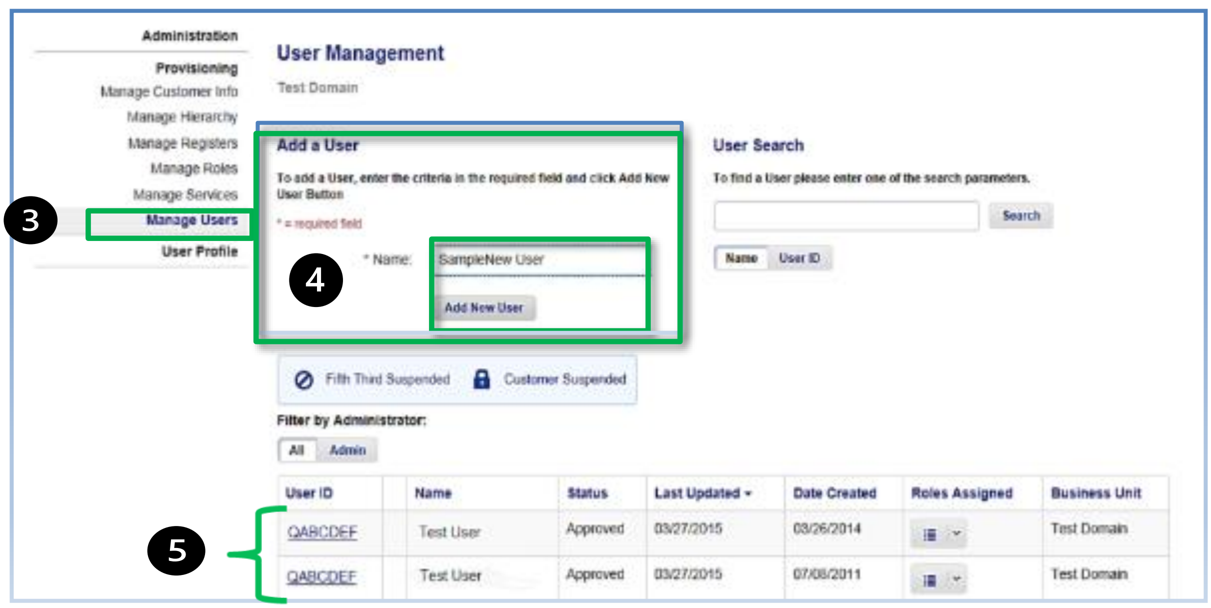
Creating NEW EDM Users in FTD

The Fifth Third Direct Administrator needs to create new EDM users within Fifth Third Direct before the more detailed user rights can be assigned within the EDM module.

1. Click the **Administration** tab.
2. Select **Provisioning** from the Administration menu.

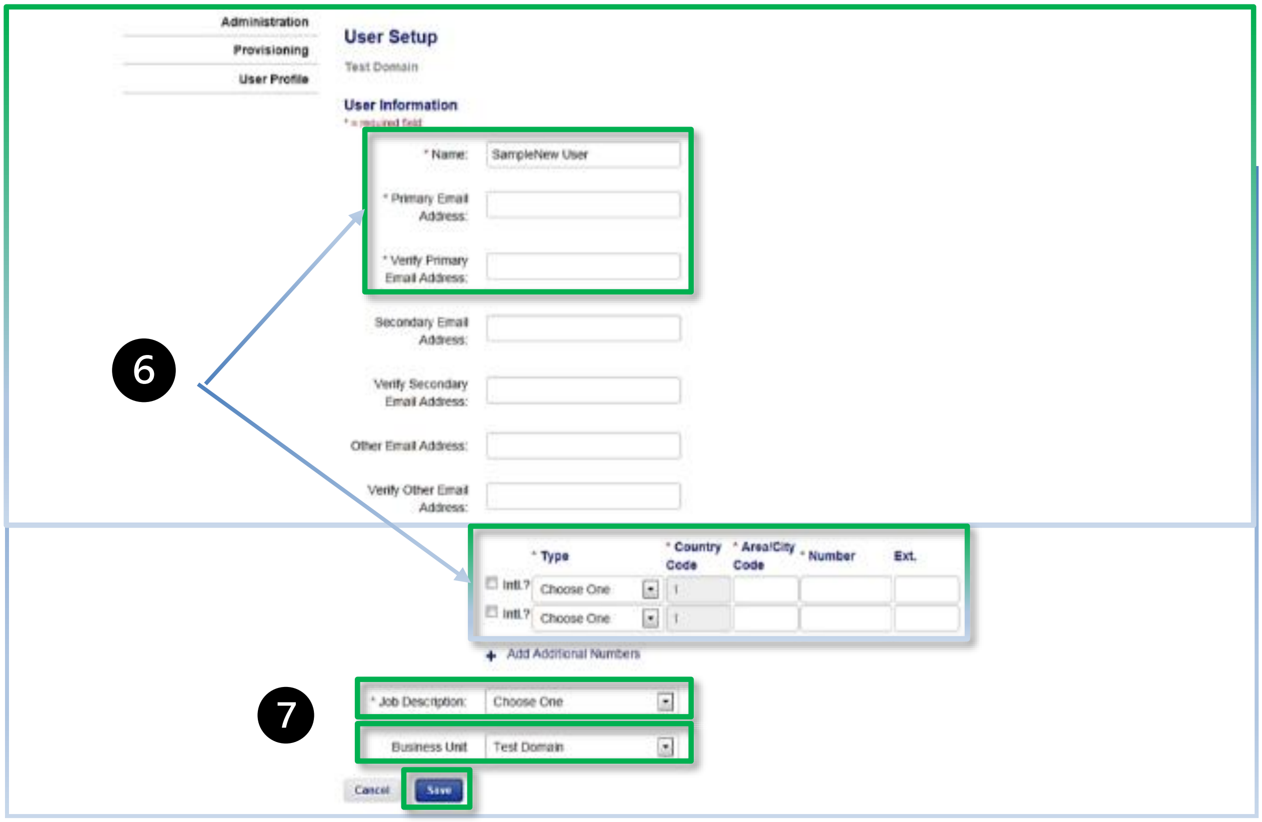


The **User Management** screen appears.



3. Select **Manage Users** from the Provisioning menu and determine if you need to **Add** or **Edit** a User:
4. Type the **New User's Name** and click **Add New User.**
5. Or, to edit an existing User, click the **User ID** of the existing user you would like to edit from the user list.

Whether you are adding a New User or editing an Existing User, the next screen that appears will be the **User Setup** screen.



6. Enter or Edit the **User information** in the required fields (denoted by a red asterisk *).
7. Select a **Job Description and** the appropriate **Business Unit.**

   Note: If you need to add a new Business Unit during the process, you can always reassign a user to a new Business Unit at any point in the future through Hierarchy Management.

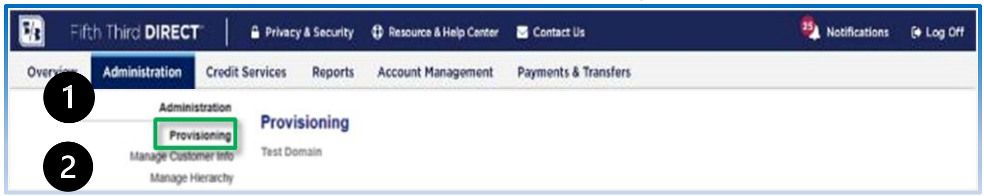
8. Click the **Save** button.

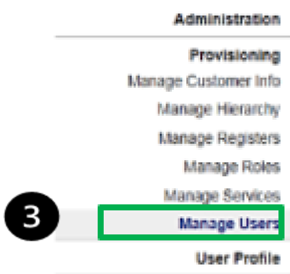
Proceed to Assigning a User to Electronic Deposit Manager in FTD.

Assigning a User to Electronic Deposit Manager in Fifth Third Direct (FTD)

The FTD Administrator must **also** assign EDM Users to Roles before Users can perform any functions.

1. Click the **Administration** tab on the Navigation bar.
2. Select **Provisioning** from the Administration menu.

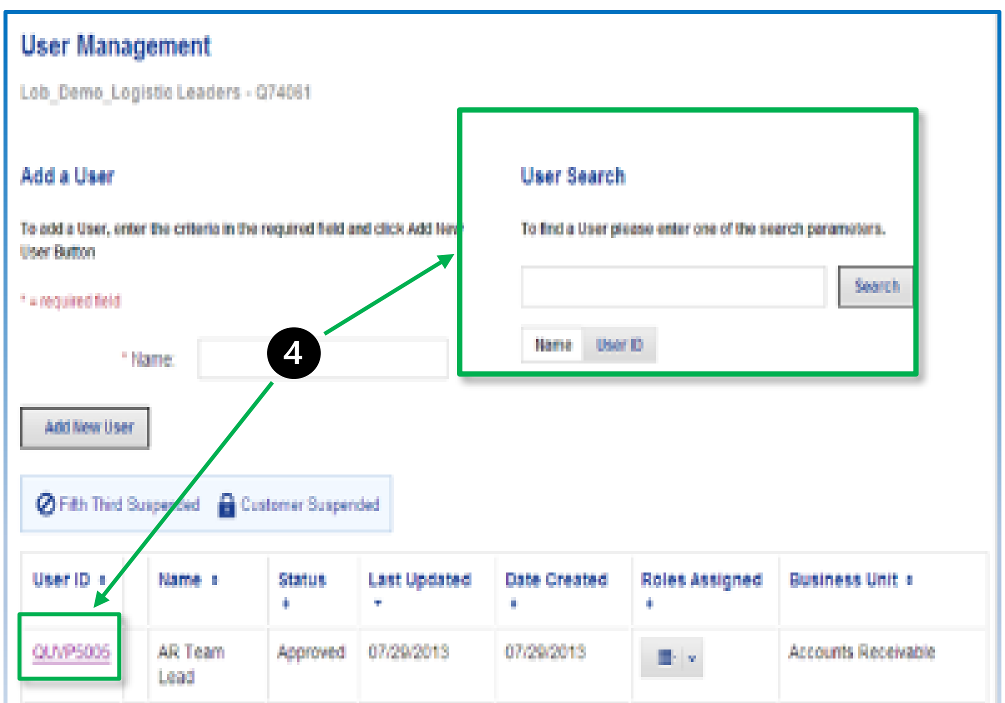




The **User Management** screen appears.

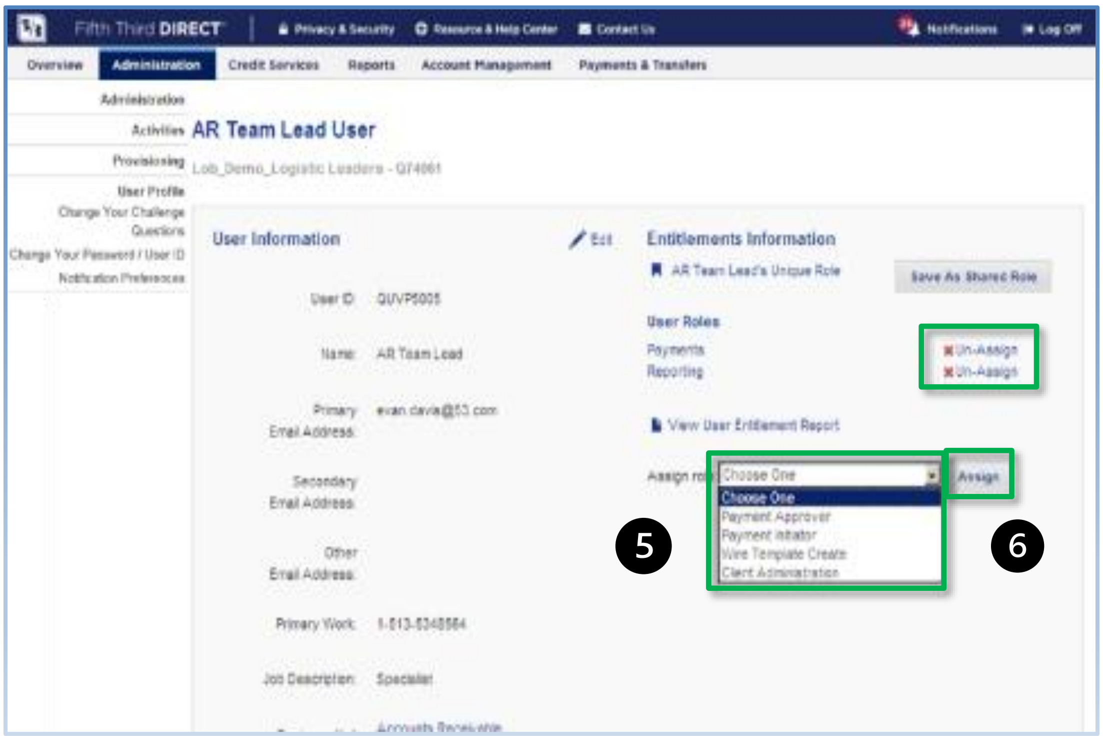
3. Select **Manage Users** from the Provisioning menu.

4. Locate the **User** in User List and click the **User ID** link or use the **User Search** field to search for the User.



The **User Information** screen will appear.

5. Select the role to which the **Electronic Manager Prod** service was assigned from the Assign Role drop-down list.
6. Click the **Assign** button.



Note: You can remove Roles from a user by clicking the **x** **Un-Assign** link next to the Role you want to remove.

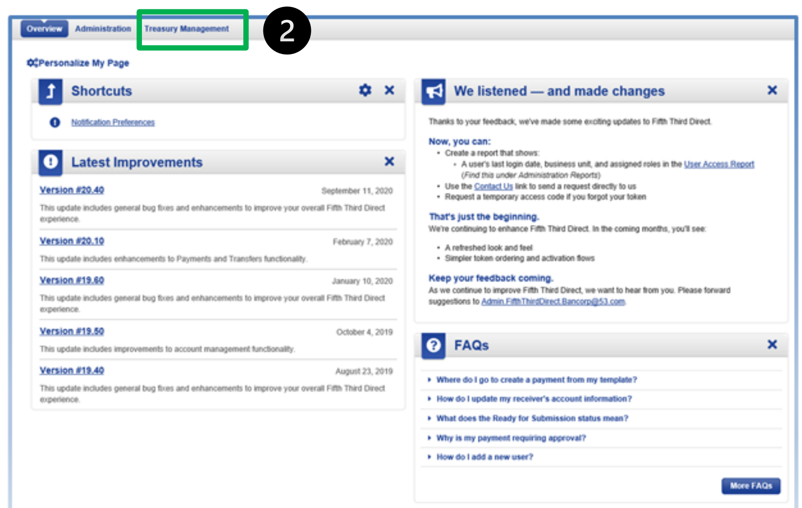
Appendix B: EDM User Setup & Configuration

Configuring a User in the EDM Module

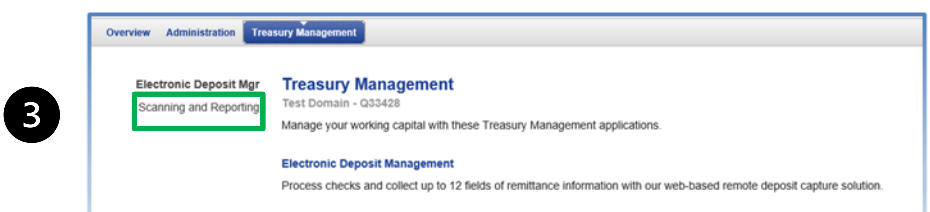
Note: This procedure can only be performed by the Fifth Third Direct user who is also the **EDM Administrator.** This person may be different from your company's Fifth Third Direct portal Administrator.

Login to EDM through Fifth Third Direct using the following address: https://express.53.com.

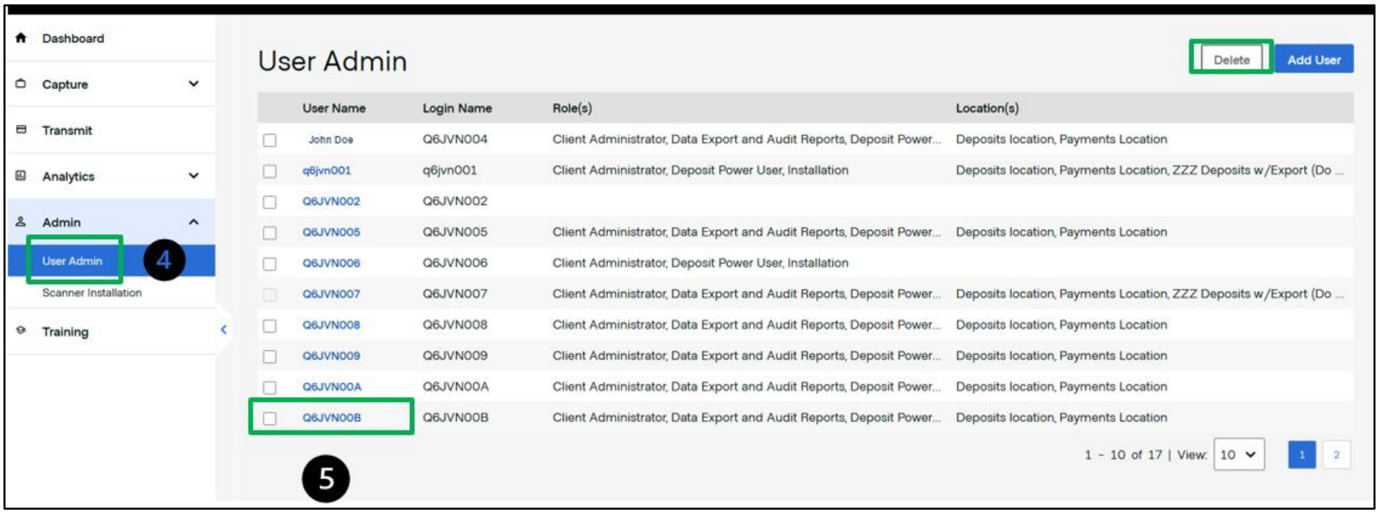
1. Type your **User ID** and **Password** in the Log In screen and Click the **Log In** button.
2. Click the **Treasury Management** tab on the Navigation bar.



3. Click **Scanning and Reporting** under the **Electronic Deposit Mgr** menu



The **EDM module** opens in a new window with the **Admin** menu options on the left hand side.

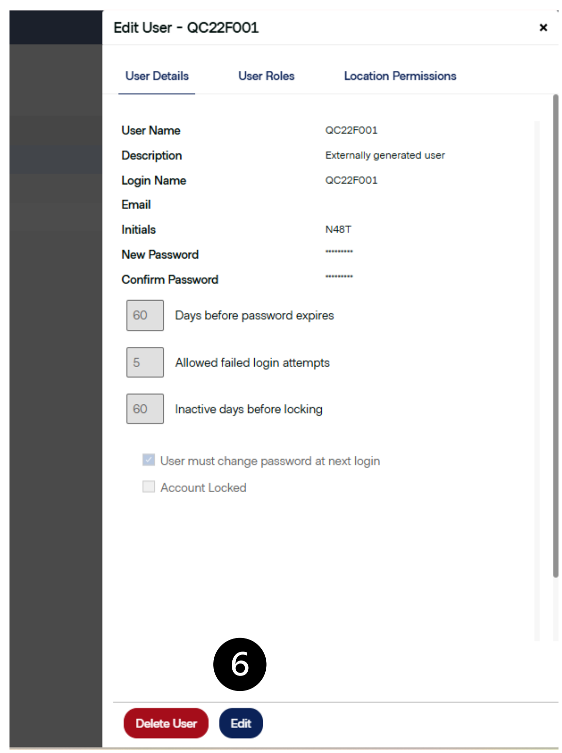


4. Select **User Admin** from the menu. The User Admin screen appears. All users need to be set up in Fifth Third Direct **so you will never use the Add User option** on this screen. While not required, we do recommend that you use **Delete** because when users are deleted from Fifth Third Direct, they are **not** systematically deleted from EDM.

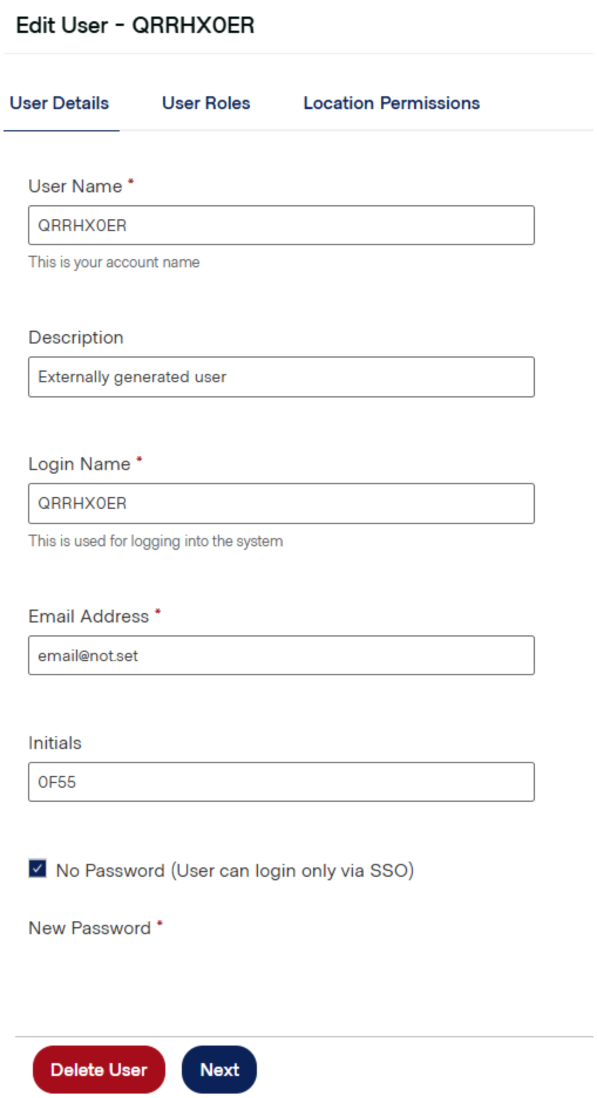
You will see a table of your EDM users as you established in Fifth Third Direct.

5. Select the user you need to entitle to EDM by clicking on the user name highlighted in blue.

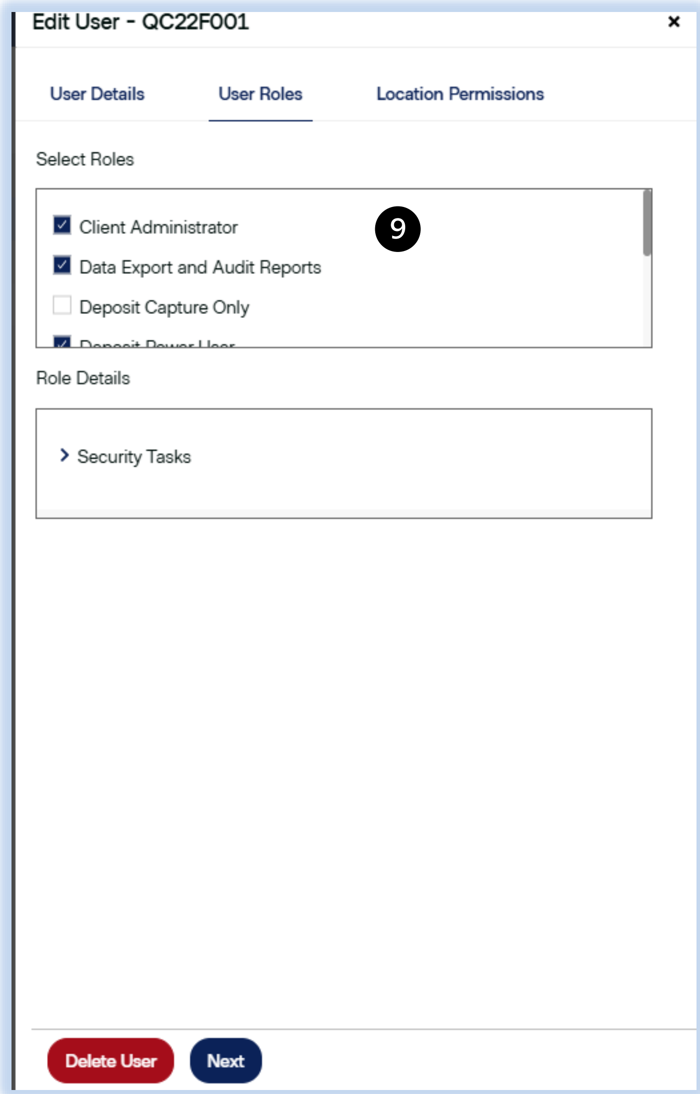
6. Click on the **Edit** button on the bottom right.



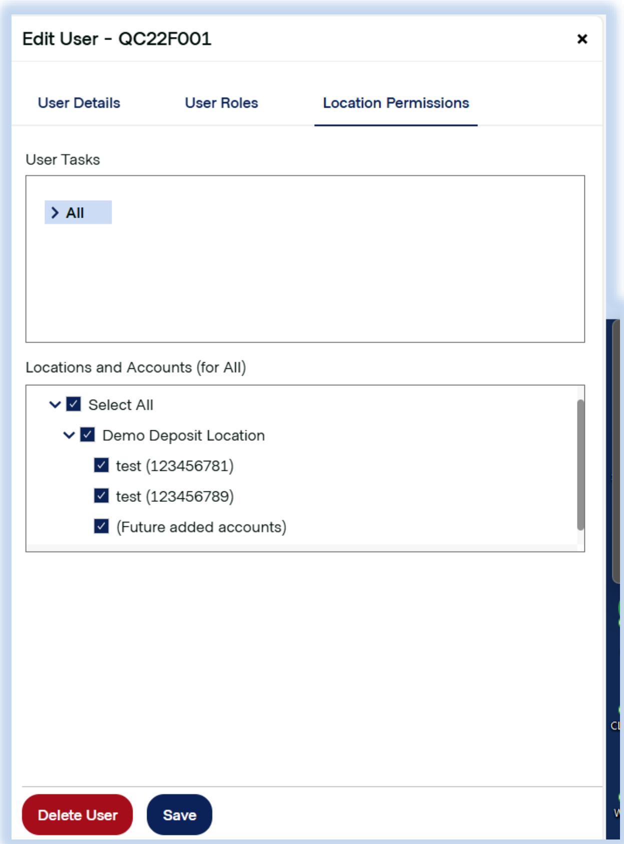
7. Check the box that says, “No Password”. Enter email address of email@not.set, Then click **NEXT** at bottom of screen.



8. The next screen is the **user roles screen** where you grant permissions.



9. For each user select the appropriate roles under **Select Roles** by clicking on the box next to the role.
10. Once completed, click **Next** at the bottom of the screen.



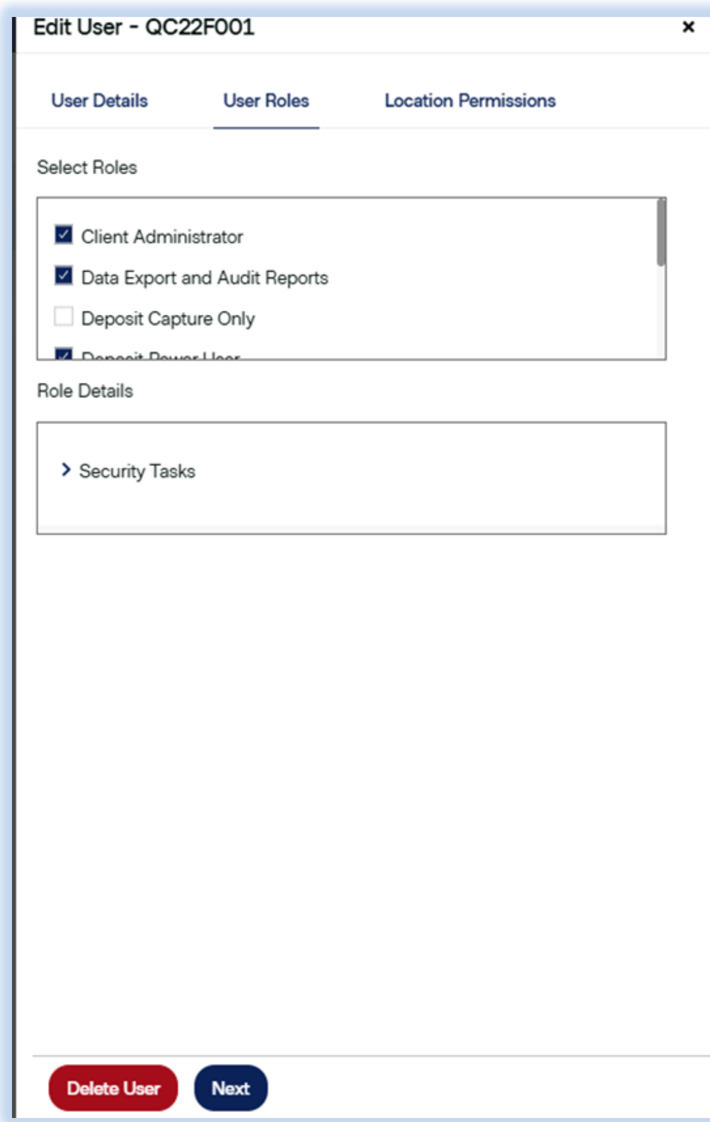
11. Click on the word “ALL” in the **User Tasks** Box.
12. From here, expand **Locations** and choose which locations and/or which accounts within the location the user can scan deposits to.
13. Finally, click **Save** at the bottom of the screen once all permissions have been granted.

Configuring a User in the EDM Module

1. The **Edit User** screen appears. Use the checkboxes next to the EDM User roles that you wish your user to have. Please see the below table of EDM User Roles for more information.

   Note: A User can be an admin within EDM and NOT be an admin within Fifth Third Direct.

   Also, Admins can configure themselves in EDM (and need to do so prior to scanning for the first time).



About EDM User Roles

Role	Definition	Capture Deposits	Capture Payments
Specialized Roles (NOTE: Specialized Roles can be assigned to any User.)			
Client Administrator	User is able to configure other users in EDM.	X	X
Audit and Export User (Transaction status reports, transaction status location reports, Detail CSV, CAR/LAR, Login Audit and Workflow Audit)	User is entitled to special reports designed for centralized monitoring of deposit activity and data export. User only has access to view and export information for locations to which the Client Administrator grants them entitlements.	X	X
Installation	User is able to install scanner drivers for the entire organization.	X	X
Capture Deposit Roles			
Deposit Power User	User is entitled to Deposit Capture, Transmission, Reports, and Research capabilities.	X	
Deposit Capture Only	User is able to capture deposits only.	X	
Deposit Reporting	User is able to view deposit reports (summary & detail).	X	
Deposit Research	User is able to search for, view, and print deposit and deposited item related information.	X	
Deposit Transmission Only	User is able to view released deposits and transmit them to Fifth Third Bank.	X	
Capture Payment Roles			
Payment Power User	User is entitled to Payment Capture, Transmission, Reports, and Research capabilities.		X
Payment Capture Only	User is able to capture payments only.		X
Payment Reporting	User is able to view payment reports (summary & detail).		X
Payment Research	User is able to search for, view, and print payments and payment items.		X
Payment Transmission Only	User is able to view released payment batches and transmit them to Fifth Third Bank.		X

Configuring a User in the EDM Module Using Account Level Security

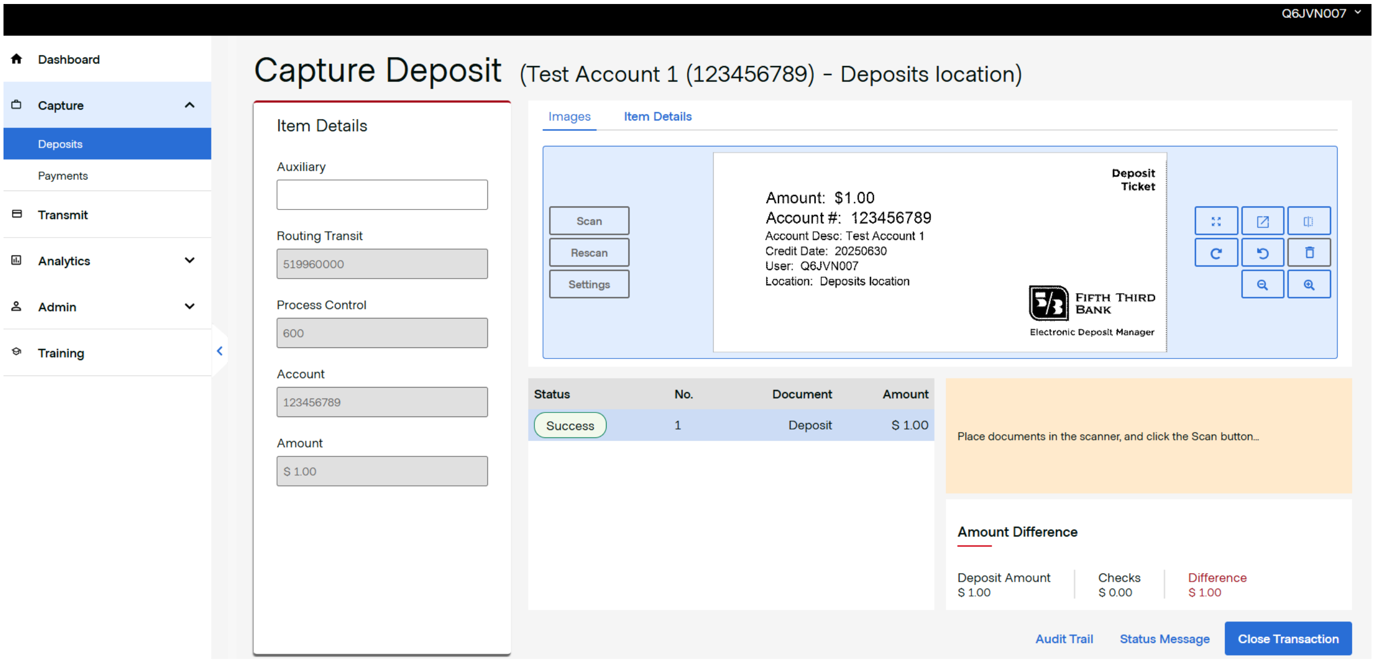
Note: Locations drive a User's Account access as well. If your EDM set up has one location with multiple deposit accounts, your User will be able to deposit to all accounts from their assigned location.

Note: If you would prefer to break out user entitlement to specific accounts, please contact your Fifth Third representative to assist with the needed changes to your EDM setup for this option.

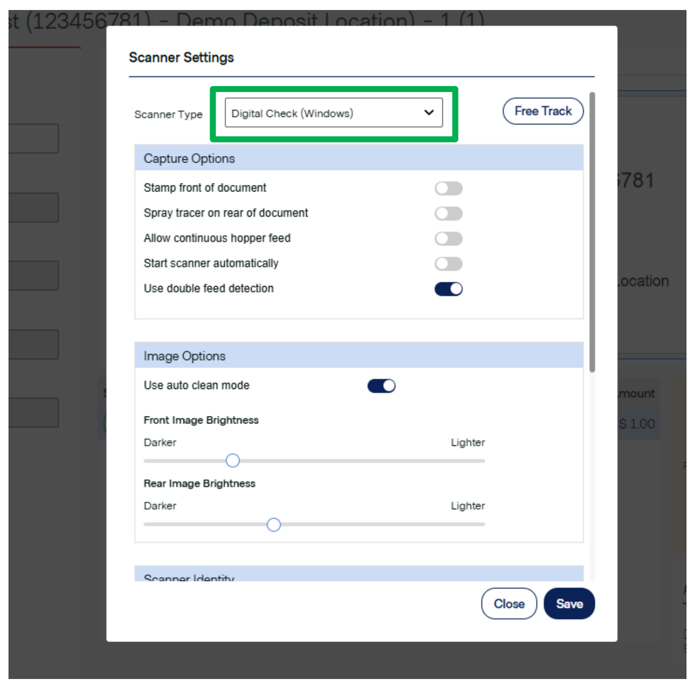
See **Configuring a User** in the EDM Module for more information on setting up User using Account Level security.

Appendix C: Scanner Settings

1. Access your scanner settings from the center of the Capture Deposit Screen.



2. Be sure the scanner showing in the **Scanner Type** dropdown matches the scanner you are using.
3. Review the remainder of the settings on the screen using the chart below to troubleshoot any other scanner settings that could prevent the scanner from working.



#	FIELD	DESCRIPTION
1	Scanner Type	This tells the type of scanner you are using and should match the drivers that were downloaded.
2	Spray Tracer on rear of document	This will put a trace number on the back of the check. This requires that the scanner be equipped with an Ink Jet and is not recommended as the tracer number is also available on EDM reporting.
3	Stamp Front of document	This will stamp “Electronically Deposited” on the front of the check. (Your scanner must be equipped with a franker for this option to work.)
4	Start scanner automatically	When this feature is turned on, the scanner will pull checks through without needing to click on the ‘Scan’ button on the screen.
5	Allow continuous hopper feed	Items can be continuously fed to the scanner without having to click “Scan” each time. This feature is helpful if you have multiple checks to deposit at one time using a single feed scanner.
6	Use double feed detection	Allows the scanner to detect if multiple checks were grabbed/scanned at once
7	Use Auto Clean mode	Scanner will automatically adjust to present the best images. If this option is on the customer will not be able to adjust the brightness.
8	Front Image/Rear Image Brightness	Allows you to adjust the brightness of the images
9	Scanner Identity	This field is for network scanners.

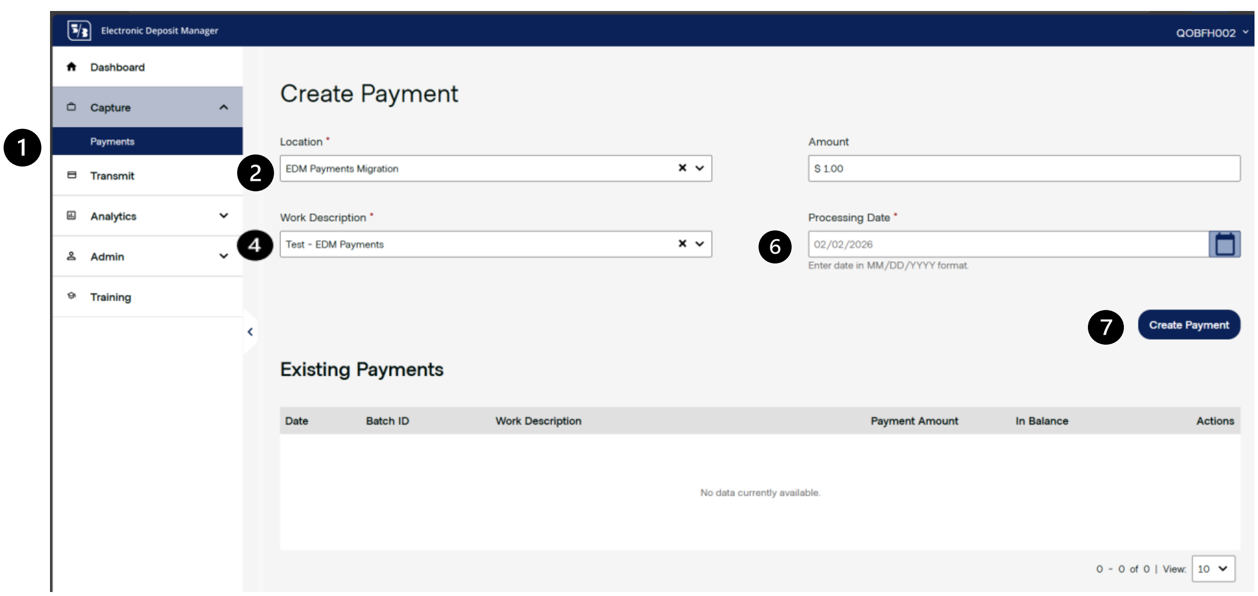
Appendix D: Capture Payments (Optional)

The integrated EDM Payments function enables you to scan checks and remittance documents (coupons or full page) to your Fifth Third Bank Lockbox and include them with your data file or your post-from-image batches on Integrated Search. If you do not already have a Lockbox set up and want to use the EDM Payments function, please contact the bank representative from who you requested the EDM service for more information.

Scanning Documents and Checks

1. Click Capture on the left menu and click on Payments.
2. Select the appropriate **Location/Lockbox** from the Location drop-down list.

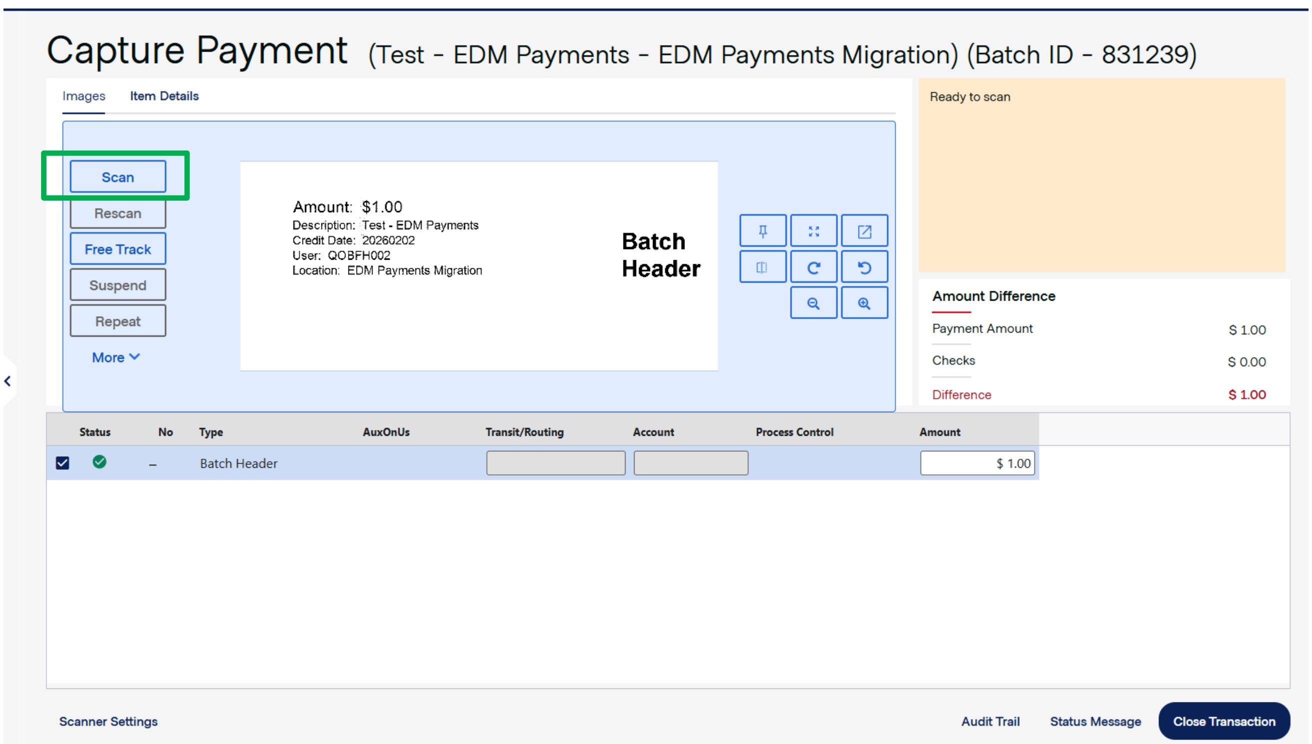
   Note: If only one location is applicable, it is automatically chosen/displayed.
3. Select the **Work Description** from the Work Description drop-down list, using the following list as a guide. Work description selections will vary, depending on which ones are set up for your organization.
4. For EDM Payments with Wholesale Lockbox, the available document types are:
   - **Check and Documents:** Use when scanning Checks Only or Remittances and Checks.
   - **Documents**: Use when scanning Remittances Only or Correspondence Only.
5. The **Processing Date** field will always default to current date. Do not change this date.
6. Type the total amount of the checks in the **Amount** field. This will be the total amount of the batch when transmitted.
7. Click the **Create Payment** button. The Capture Payment screen displays.



8. Prepare your documents for placement in the scanner:
   a. Detach any checks attached to a stub.
   b. Align the documents with Remittance first, then corresponding check, repeating for each transaction set.

      Note: The check serves as the break for each transaction set.
   c. Lay Remittances on side with top of document at the front and check behind lengthwise, so the MICR line/bottom of the check is flat along the bottom of the stack when Remittances are on their side. For best results, align checks to the front of the documents.

      Note: For Wholesale Lockbox EDM Payments you must have a document and a check, so you may use a Replacement Document as a “ghost” document when a coupon is missing. Request this document during implementation or contact Commercial Support Center if you need examples of these documents.
9. Once a stack of work is aligned, place in right-hand scanner slot with the first document facing out.
10. Click the **Scan** button located to the left of the Batch Header Image.



Note: The scanner must initialize on your first batch, which may take a few seconds. When the scanner is initialized, it begins pulling documents through the track and images appear on the screen.

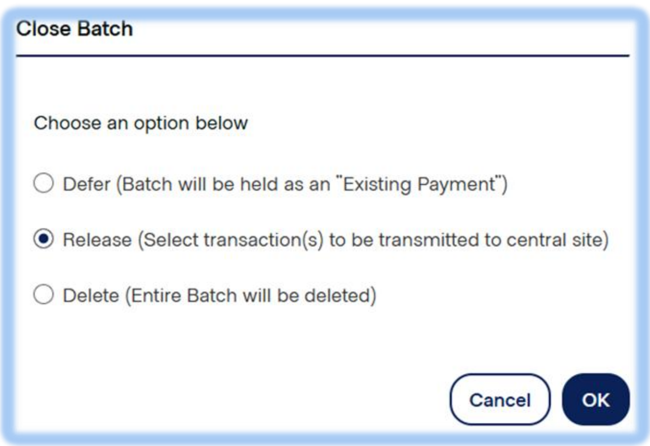
11. When scanning is complete, the message box on the top right of the screen will tell you if you had any errors and if your deposit is in balance with the batch amount you entered.
12. Check to see if your batch is balanced:

- If balanced, skip to **Step 14**.
- If deposit is out of balance or errors exist, then continue to **Step 13.**

13. If your batch does not balance/errors exist:
    a. Review the items in the list for errors listed in the top right orange box.
    b. Correct any misreads.
        - If all checks read correctly, recalculate your batch total and ensure captured amount is correct.
        - If correct and you want to adjust your batch amount control total, press **Enter on your keyboard, click the continue button and click ok.**

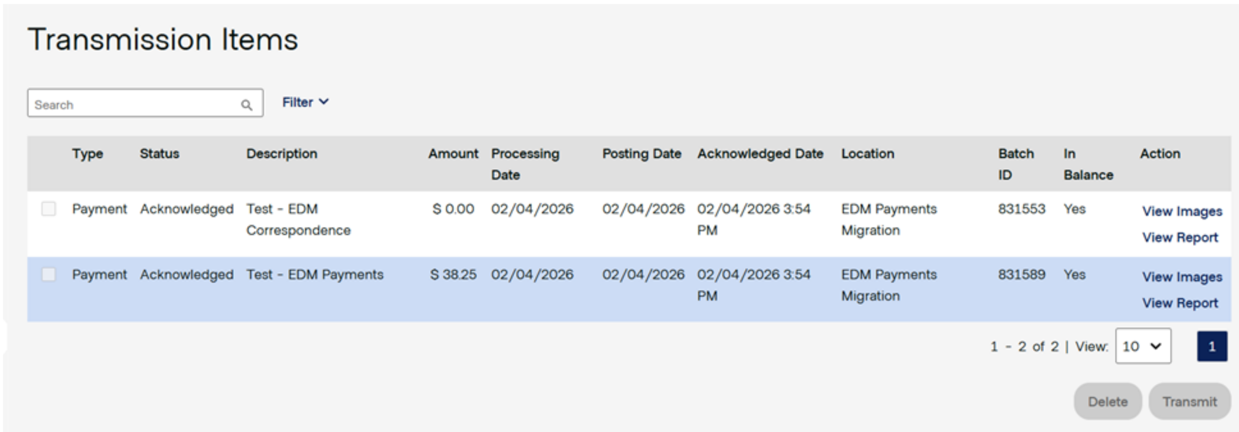
    Note: A box pops-up. Follow the options to adjust your batch total. Once all errors are corrected, the message box in the upper right reflects payment is balanced and ready to be closed, indicating the totals are in balance.
14. Once your batch is ready to send, click the **Close Transaction** button.
15. Click **Release** if ready to send.

    Note: Click **Defer** if you want to defer and add more items to this batch later. You can edit this batch later from the **Capture Payments** main menu screen.



16. After clicking **Release**, the Transmit screen displays with your batch is highlighted.
17. Click the **Transmit** button to send your batch to your lockbox.

    Note: After the status reflects acknowledged, you can then click on the **View Images or View Report** link to the right to view any items sent.

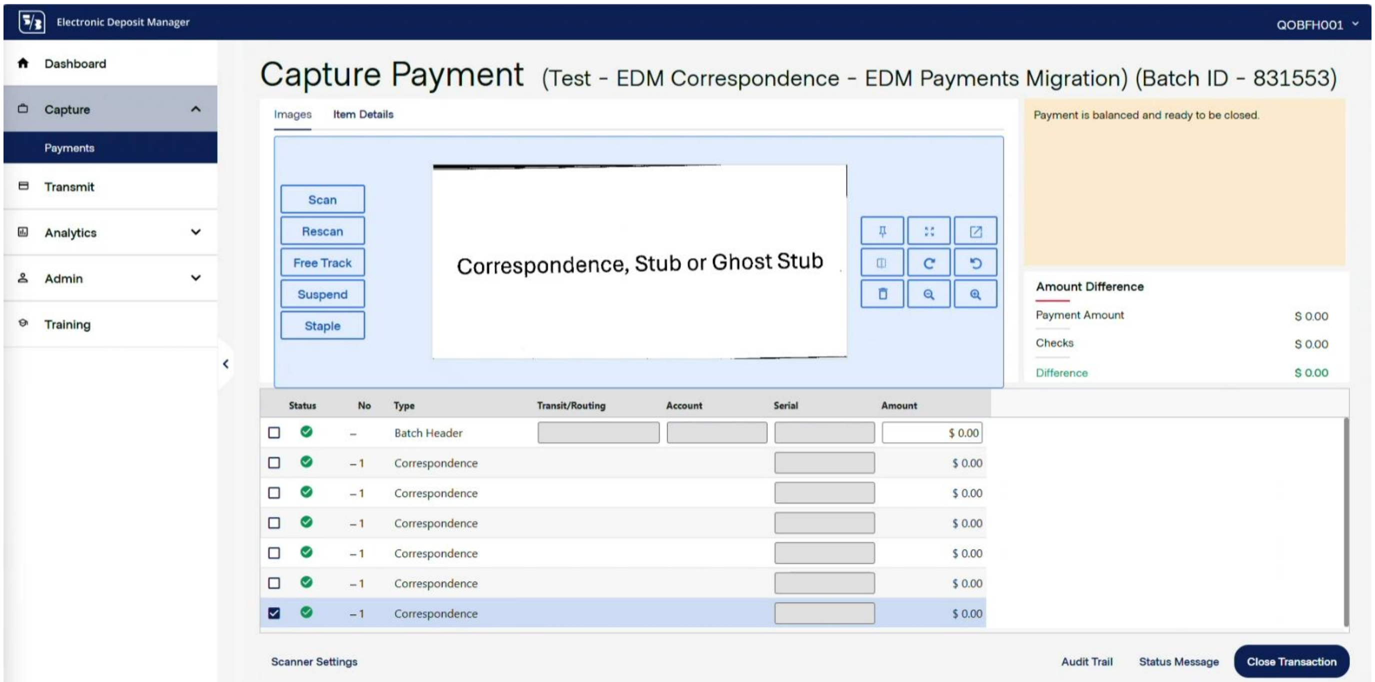


Scanning Documents Only

1. Start your transaction on the Capture Option on the left menu and click on Payments. screen.

   Note: You do not need to enter an amount in the Amount field, since you are not depositing checks.
2. Click the **Create Payment** button to the right of the screen to begin your batch.
3. Arrange all Remittance or Correspondence pages in a stack, ensuring pages are in order for multiple page documents.
4. Place documents in the right-hand scanner slot with the first document facing out and the document stacked on its side, long ways, with the top of the document at the front of the scanner feeder.
5. Click the **Scan** button.

   Note: The scanner initializes for your first batch, which may take a few seconds. After the scanner initializes, it begins pulling documents through the track and images appear on the screen.
6. The message box on the right of the screen informs you if there are any errors:
   - If errors exist, continue to Step 7.
   - If there are no errors, skip to Step 8.
7. If your batch has errors:
   a. Review the items in the list for errors described in the message box in the upper right.
   b. Correct any misreads.



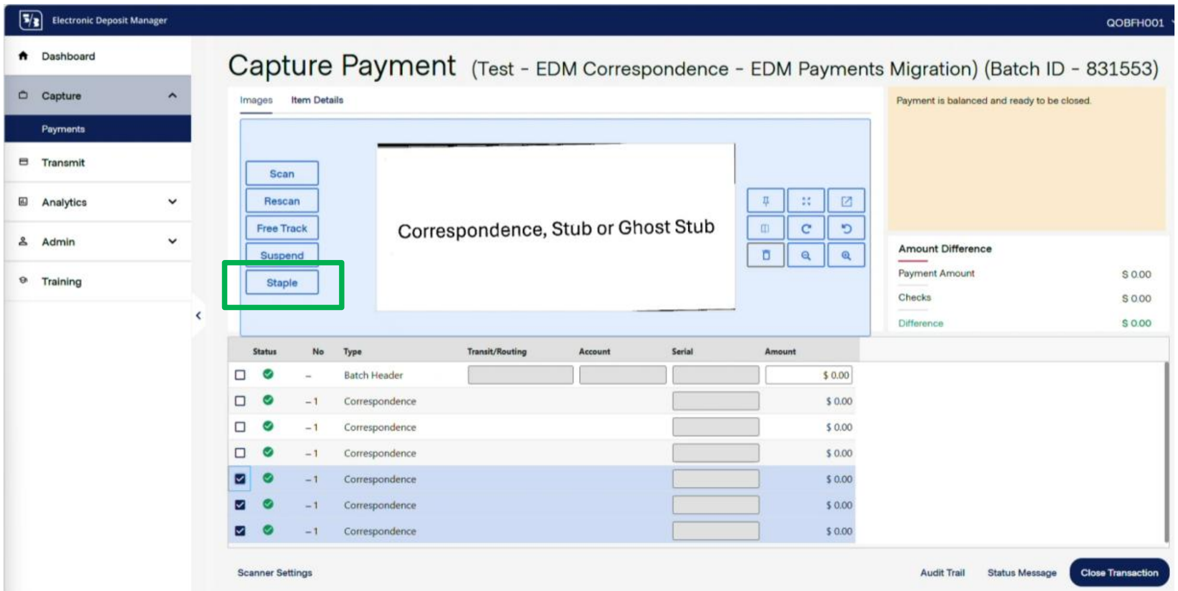
8. Once all errors are corrected, the message in the on the top right will state “payment is balanced and ready to be closed”, indicating you to proceed.
9. If you need to group your transactions together using the Staple function, follow the procedures in the Document Only Stapling Process.

Document Only Stapling Process

Note: If you are not at the last document scanned, move back to the last document. It is easiest if you start at the bottom and view each document moving up the list to staple and break the transactions. Single Document pages do not need to be stapled.

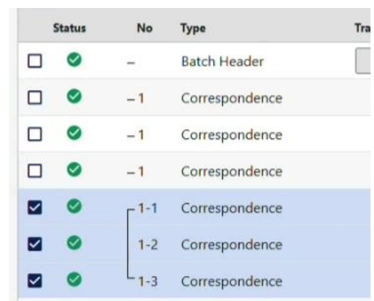
1. **Green Check Marks** appear next to each page scanned.
2. Click the **group box** at the far left of each item.

3. Select the 2nd page to staple 2 pages together



4. Click the **Staple** button.

   Note: This attaches this item or group of items below to the item above. Brackets and numbering (e.g., 1-1, 1-2) appear, providing visual confirmation of the grouping.

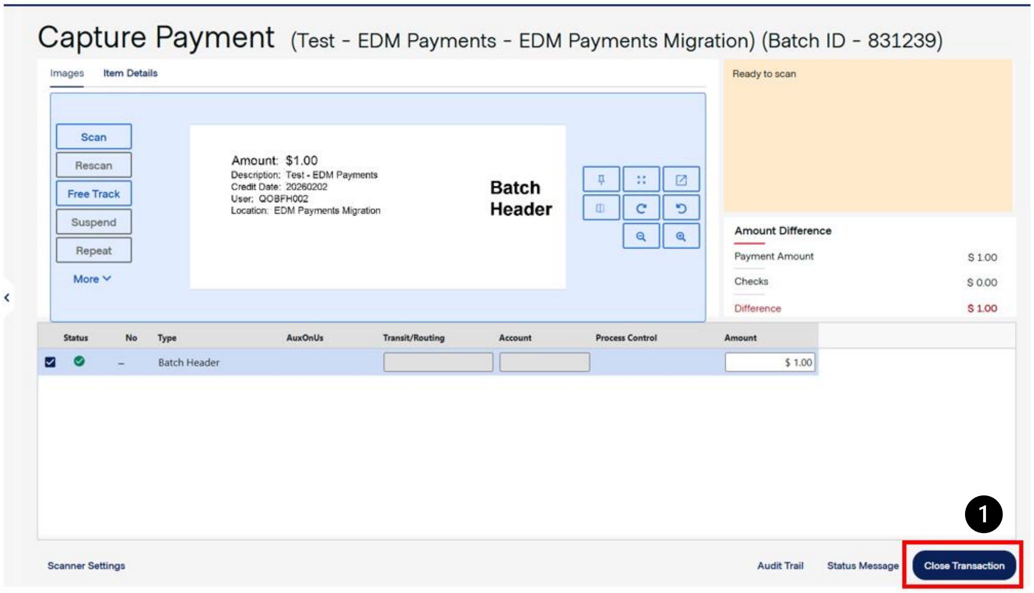


5. Click the **Yes** button in the Please Confirm dialog box to confirm you want to combine the items into one transaction.
6. To **Un-staple** an item that has been stapled incorrectly:
   a. Select the last item.
   b. Click the Staple button again.

      Note: This will remove the last item from the stapled bundle. Also, when unstapling, ensure the batch header is not selected or it will show an error message.

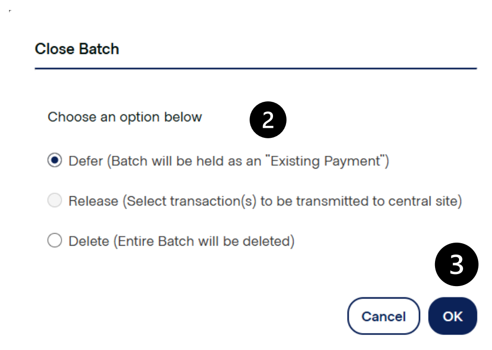
Release Batch of Payments and Checks

1. Click the **Close Transaction** button at the bottom of your screen once your batch is complete.



2. Select the **Release** radio button if ready to send.

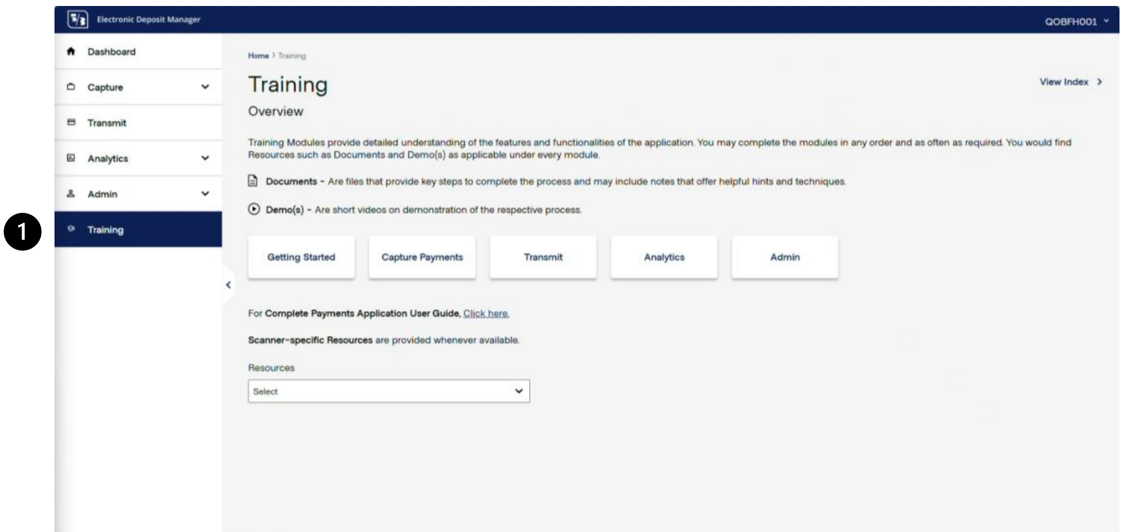
   Note: Select the **Defer** radio button if you want to defer the batch and add more items later. You can edit this batch from the Capture Payments main menu screen later.
3. Click the **OK** button.
4. The Transmit screen appears with your batch highlighted.
5. Click the **Transmit** button to send your batch to your lockbox.



Appendix E: Training

Training

1. Click the **Training** link in the Scanning and Reporting menu to access the EDM Training site for more information about using EDM.



Appendix F: Other Error Conditions

Issue/Symptom	Resolution
User can log into Fifth Third Direct Portal but is locked out of EDM/receives an error message.	the EDM Module has a **separate** 60-day window that will lock a user out if the user has not accessed the EDM module within that time. Please call our Client Support Center at (866) 475-0729, option 1, and option 2 for Electronic Deposit to get unlocked.
Unable to connect to the Fifth Third Direct website with a **407 proxy error**.	Work with your organization's IT department to ensure that the firewall and proxy is configured to allow both outbound and inbound internet traffic to flow through the following ports and IP address. **IP address: 216.82.178.59** **Port Numbers: 80 & 443**
User experiences a "**407 proxy not found error**" when they attempt to create a deposit prior to the deposit ticket displaying.	Your IT department may have a Microsoft ISA server that is managing their network security. Work with your IT team to troubleshoot.
Check scanner is not responding, and user has a HP printer connected via a USB cable to their PC.	Users should power off the HP printer and the EDM scanner should work properly.
User is receiving an error message during scanner installation, indicating the User does not have admin rights to proceed with the installation.	The user does not have administrator rights to the PC. Work with your IT department to get scanner drivers installed.
User is experiencing a problem where the scanner is not recognized by the PC that is being used for both 5/3 EDM and remote deposit capture services for another bank.	Ensure that the application associated with the other bank is not running when attempting to scan checks into 5/3 EDM. In addition, there could be a conflict between the scanner driver used by EDM and the scanner driver needed for the other bank's remote capture software. You may need to use two separate workstations to deposit to each bank.

Appendix G: Frequently Asked Questions

Who do I contact with general questions?

If at any time you should need assistance, please contact Fifth Third Bank's Commercial Support Center at (866) 475-0729, option 1, option 2 for Electronic Deposit/Check Scanners. You may call Monday through Friday, 7 a.m. – 10 p.m. (EST).

What is the cutoff time for deposits?

Checks can be deposited up to 10 p.m., EST for same-day processing. Deposits sent on non-banking days, weekends and holidays will be processed on the next business day.

How long can I store data in the EDM system?

EDM retains data and images for 90 days as a standard retention period.

How long should I keep my checks?

As outlined in the EDM section of your Treasury Management Terms and Conditions, you are required to maintain your original checks for at least 14 calendar days after scanning the check image for deposit. You are also responsible for securing all scanned checks and related data, so they are not available to unauthorized persons or used for unauthorized or improper purposes.

Many customers store checks in envelopes organized by date and can be easily retrieved for secure destruction on a regular schedule.

Can I add fields of data to include in my export?

EDM can capture up to 12 additional data fields (in addition to the check MICR line) to accompany a check or deposit ticket. These can then be exported on the data file.

You can define those fields and whether to make them required or optional at either the check or deposit ticket level. Contact your Fifth Third Relationship Team and they can have this setup for you.

Do I have to endorse my checks before depositing them?

You have the option of placing a virtual endorsement on the back of your checks when they are sent to the bank through EDM. As a standard offering, you may print the following types of endorsements:

- **Generic:** "Pay to the order of Fifth Third Bank for deposit only"
- **Generic with Account**: "Pay to the order of Fifth Third Bank for deposit only # 123456789 #"
- **Company Specific:** "Pay to the order of Fifth Third Bank for deposit only – Your Company Name"
- **Company Specific with Account**: "Pay to the order of Fifth Third Bank for deposit only # 123456789 # - Your Company Name"

It is possible to print the location # or a consolidated returns R&T number as well, just contact your Fifth Third Relationship Team and they can have this setup for you.

If I am a Financial Institution, can Fifth Third be setup as the bank of first deposit (BOFD)?

Yes, you may specify either Fifth Third Bank as the BOFD or your institution as the BOFD. This will be part of your original EDM setup specifications.

How often should I clean my scanner?

You should clean your scanner with a cleaning card after each 5,000 scans at minimum for the best use of your scanner.

You should clean your scanner with cleaning swabs every 10,000 scans.

Visit www.53scanners.com to view cleaning videos for both Digital Check and Panini check scanners.