



FIFTH THIRD

Electronic Deposit Manager (EDM) 5.0

Administration and User Guide August 2026

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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 reconciliation 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.

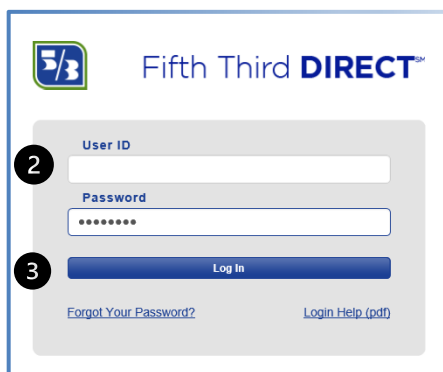
Process Overview

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)

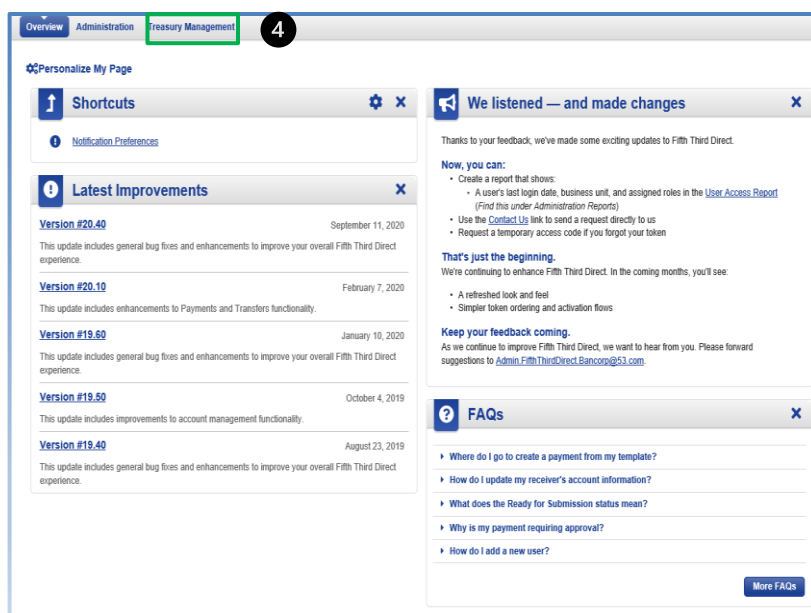
1. Access Fifth Third Direct using either of the following addresses or on your browser address bar:
<https://direct.53.com> or <https://express.53.com>



The login screen for Fifth Third DIRECT. It features the Fifth Third logo and the text "Fifth Third DIRECT". Below this, there are two input fields: "User ID" and "Password". A "Log In" button is positioned below the password field. To the left of the "Log In" button, there is a "Forgot Your Password?" link. To the right, there is a "Login Help (pdf)" link. Numbered callouts 2 and 3 point to the "User ID" and "Log In" button respectively.

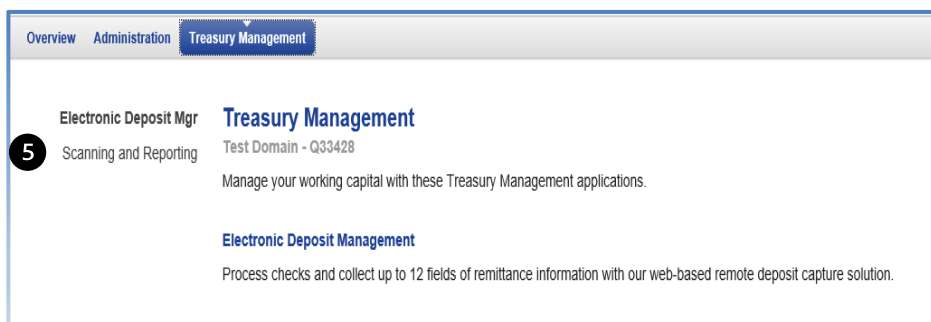
2. Type your **User ID** and **Password** in the Log In screen.
3. Click the **Log In** button.

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



The screenshot shows the Fifth Third DIRECT interface with the "Treasury Management" tab selected in the navigation bar. The main content area displays a "Personalize My Page" section with "Shortcuts" and "Latest Improvements". The "Latest Improvements" section lists several updates, including "Version #20.40" (September 11, 2020), "Version #20.10" (February 7, 2020), "Version #19.60" (January 10, 2020), "Version #19.50" (October 4, 2019), and "Version #19.40" (August 23, 2019). On the right side, there are two panels: "We listened — and made changes" and "FAQs". The "We listened" panel includes a "Now, you can:" section with bullet points and a "That's just the beginning." section. The "FAQs" panel lists several questions with expandable answers. Numbered callout 4 points to the "Treasury Management" tab in the navigation bar.

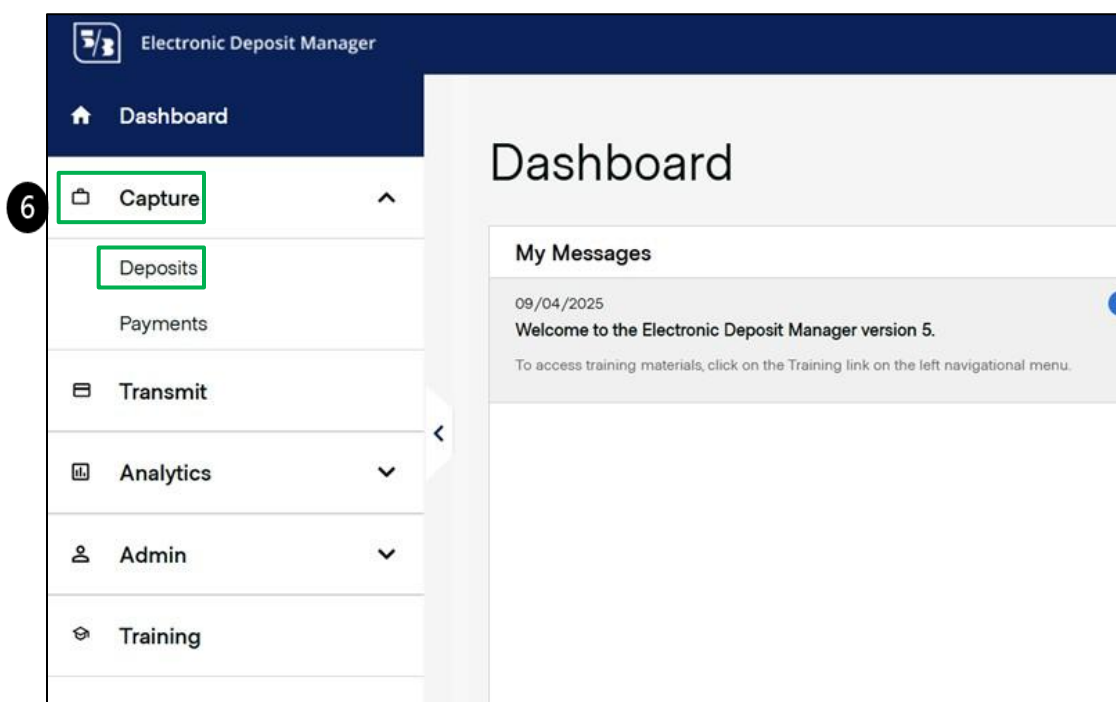
5. Click **Scanning and Reporting** under the **Electronic Deposit Mgr** menu.



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.

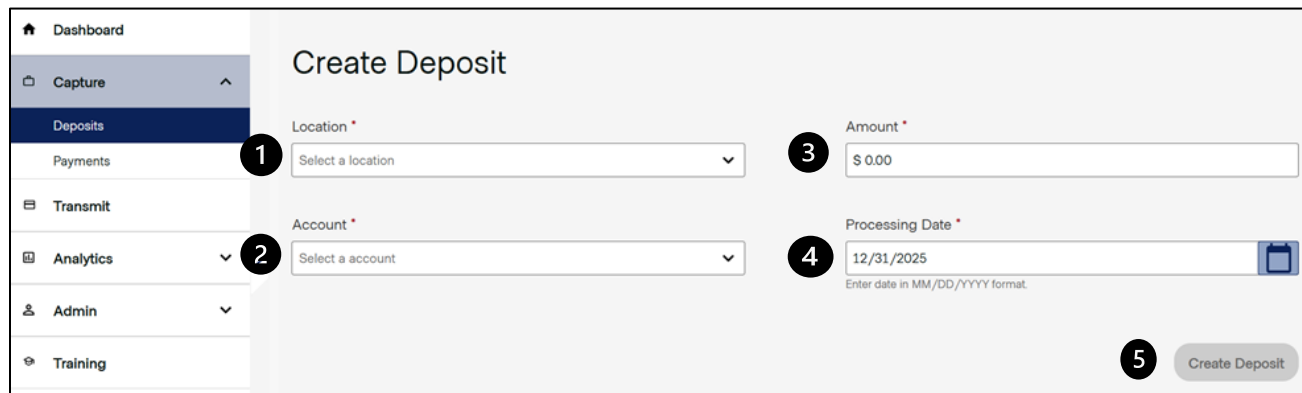
Note: If this screen does not appear, look for a popup blocked indicator in the address bar and click on it to allow popups from 53.com.

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**.

Capture Deposit (Test Account 1 (123456789) - Deposits location)

Item Details

Auxiliary

Routing Transit

519960000

Process Control

600

Account

123456789

Amount

\$ 0.01

Images Item Details

Scan 3

Rescan

Settings

Amount: \$0.01
Account #: 123456789
Account Desc: Test Account 1
Credit Date: 20251217
User: Q6JVN00D
Location: Deposits location

Deposit Ticket

FIFTH THIRD BANK
Electronic Deposit Manager

Status	No.	Document	Amount
Success	1	Deposit	\$ 0.01

Place documents in the scanner, and click the Scan button...

Amount Difference

Deposit Amount	\$ 0.01
Checks	\$ 0.00
Difference	\$ 0.01

Audit Trail Status Message Close Transaction

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.



Scanning...

Stop Scanning

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

Success

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

Error

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.

Images

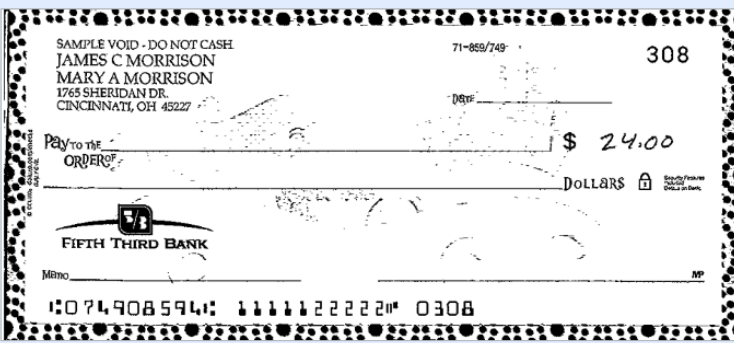
Item Details

Scan

Rescan

Settings

4



Status	No.	Document	Amount
Success	1	Deposit	\$ 105.00
Error	2	Check	\$ 24.00
Success	3	Check	\$ 26.00
Success	4	Check	\$ 24.00
Success	5	Check	\$ 54.00

1

2

To scan additional items, click the Scan button. Or press Enter to advance to the first error

Amount Difference

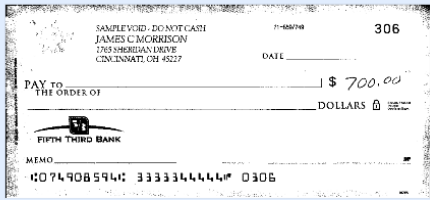
Deposit Amount	Checks	Difference
\$ 105.00	\$ 128.00	\$ -23.00

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

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

Possible Duplicate item(s)

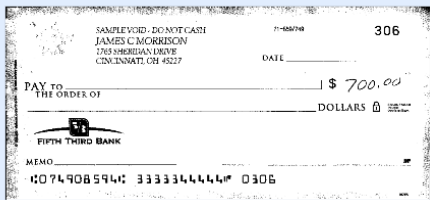


Original Document

Original Item : 1 of 8

Item Details

Item number: 2
Tracer number:
20251117900246580000400002
Item Name: DepositCheck
Transit/Routing: 074908594



Possible Duplicate

Item Details

Item number: 3
Tracer number:
20250918900246580001700003
Item Name: DepositCheck
Transit/Routing: 074908594
Account number: 0306

Close
This is a new Item
Delete Duplicate

Deposit is out of balance. Please verify typed amounts are correct, or click the Scan button to scan more items. (Press Enter to change the deposit amount.)

Amount Difference

Deposit Amount	Checks	Difference
\$ 105.00	\$ 104.00	\$ 1.00

- 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.

- 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**.

Edit Deposit Amount

There are no more errors in the transaction. Do you want to edit the transaction amount?

Yes
No

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

Change the Deposit Transaction Amount

☒ Use Scanned Amount
☐ Use Deposit Ticket Amount
☐ Use Other Amount

Save
Cancel

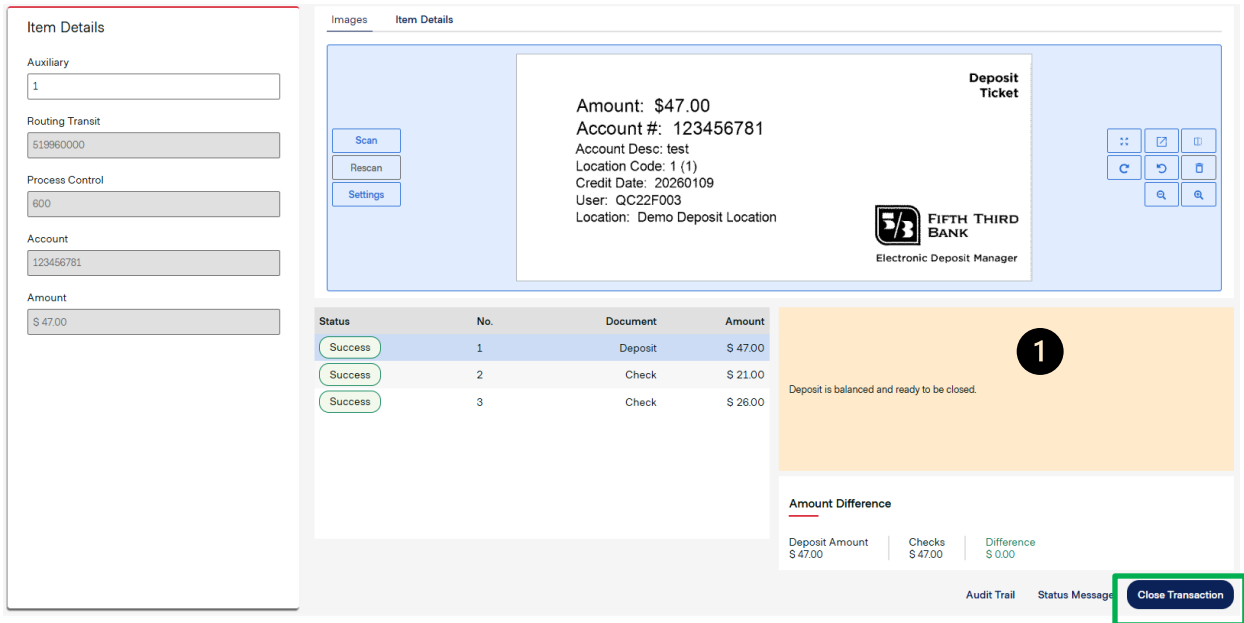
- After all corrections are made, or if no item requires correction, the message **Deposit is Balanced and Ready to be Closed** will appear in the orange box to the right of the deposit listing. You can now proceed to [Closing and Transmitting a Deposit](#).

Deposit is balanced and ready to be closed. 7

Amount Difference		
Deposit Amount \$ 104.00	Checks \$ 104.00	Difference \$ 0.00

Closing and Transmitting a Deposit

- 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.



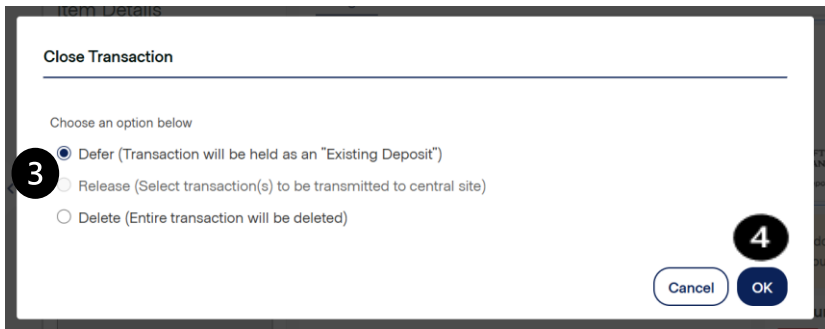
The screenshot shows the 'Item Details' page in the Fifth Third Bank Electronic Deposit Manager. On the left, there are input fields for Auxiliary (1), Routing Transit (\$19960000), Process Control (800), Account (123456781), and Amount (\$47.00). The main area displays a 'Deposit Ticket' with the following information: Amount: \$47.00, Account #: 123456781, Account Desc: test, Location Code: 1 (1), Credit Date: 20260109, User: QC22F003, and Location: Demo Deposit Location. Below the ticket is a table with columns: Status, No., Document, and Amount. The table contains three rows: a 'Success' status for item 1 (Deposit, \$47.00), and two 'Success' statuses for item 2 (Check, \$21.00) and item 3 (Check, \$26.00). A large orange box with a black circle containing the number 1 contains the text 'Deposit is balanced and ready to be closed.' At the bottom right, there is a 'Close Transaction' button highlighted with a green box and a black circle containing the number 2. Below this, an 'Amount Difference' section shows Deposit Amount \$47.00, Checks \$47.00, and Difference \$0.00.

Status	No.	Document	Amount
Success	1	Deposit	\$ 47.00
Success	2	Check	\$ 21.00
Success	3	Check	\$ 26.00

Amount Difference

Deposit Amount	Checks	Difference
\$47.00	\$47.00	\$ 0.00

- Click **Close Transaction**.



The screenshot shows the 'Close Transaction' dialog box. It has a title bar 'Close Transaction' and a subtitle 'Choose an option below'. There are three radio button options: 'Defer (Transaction will be held as an "Existing Deposit")' (selected), 'Release (Select transaction(s) to be transmitted to central site)', and 'Delete (Entire transaction will be deleted)'. At the bottom right, there are 'Cancel' and 'OK' buttons. A black circle containing the number 3 is next to the 'Defer' option, and a black circle containing the number 4 is next to the 'OK' button.

- Select the appropriate option from the **Close Transaction** menu:

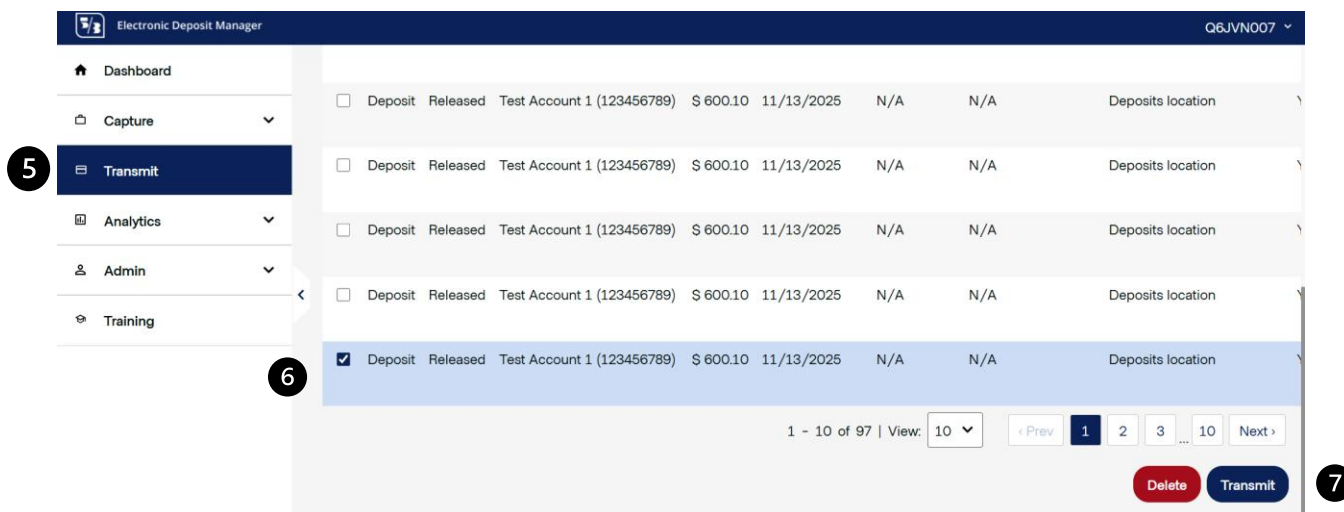
Defer - add checks/release the deposit later. A deferred deposit can be viewed and continued on the initial Capture Deposit page and can be modified and/or released by any user with the appropriate EDM entitlement.

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

Delete - Cancel batch & recapture the deposit later.

- Click the **OK** button.

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



Electronic Deposit Manager Q6JVN007

Dashboard

Capture

5 Transmit

Analytics

Admin

Training

☐	Deposit	Released	Test Account 1 (123456789)	\$ 600.10	11/13/2025	N/A	N/A	Deposits location
☐	Deposit	Released	Test Account 1 (123456789)	\$ 600.10	11/13/2025	N/A	N/A	Deposits location
☐	Deposit	Released	Test Account 1 (123456789)	\$ 600.10	11/13/2025	N/A	N/A	Deposits location
☐	Deposit	Released	Test Account 1 (123456789)	\$ 600.10	11/13/2025	N/A	N/A	Deposits location
☒	Deposit	Released	Test Account 1 (123456789)	\$ 600.10	11/13/2025	N/A	N/A	Deposits location

1 - 10 of 97 | View: 10 | < Prev 1 2 3 ... 10 Next >

Delete Transmit **7**

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.

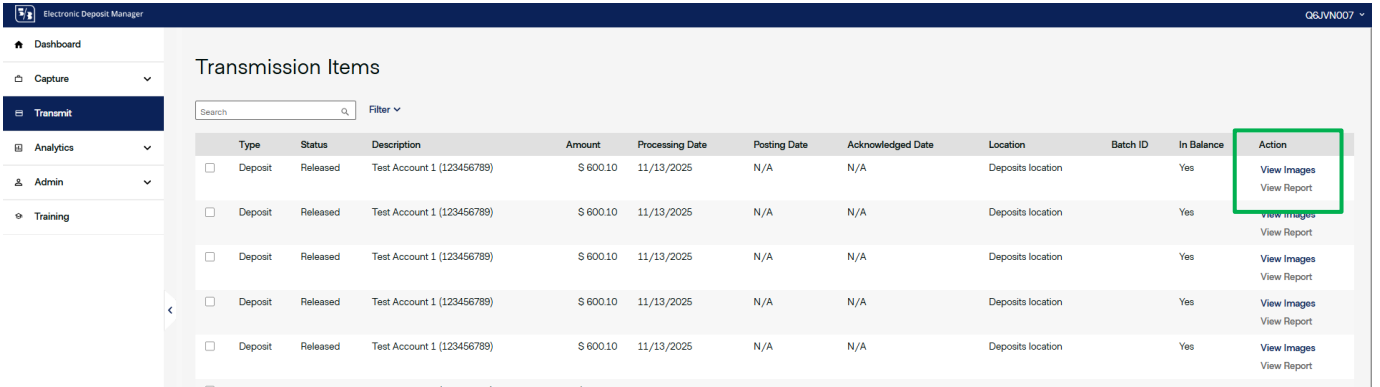
8. The status of your deposit will change to **Acknowledged** with a time stamp included. This indicates that the deposit was successfully accepted by EDM for processing. Your final confirmation will be your posted deposit transaction that you can see in our online reporting tools the next morning.

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

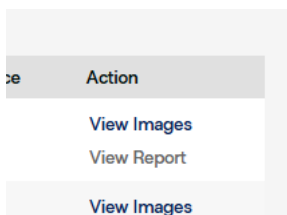
☐	Deposit	Released	Test Account 1 (123456789)	\$ 704.90	12/16/2025	N/A	N/A	Deposits location	Yes	View Report
☐	Deposit	Acknowledged	Test Account 1 (123456789)	\$ 600.10	11/13/2025	01/05/2026	01/05/2026 11:06 AM	Deposits location	Yes	View Images View Report

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:



Type	Status	Description	Amount	Processing Date	Posting Date	Acknowledged Date	Location	Batch ID	In Balance	Action
Deposit	Released	Test Account 1 (123456789)	\$ 600.10	11/13/2025	N/A	N/A	Deposits location		Yes	View Images View Report
Deposit	Released	Test Account 1 (123456789)	\$ 600.10	11/13/2025	N/A	N/A	Deposits location		Yes	View Images View Report
Deposit	Released	Test Account 1 (123456789)	\$ 600.10	11/13/2025	N/A	N/A	Deposits location		Yes	View Images View Report
Deposit	Released	Test Account 1 (123456789)	\$ 600.10	11/13/2025	N/A	N/A	Deposits location		Yes	View Images View Report
Deposit	Released	Test Account 1 (123456789)	\$ 600.10	11/13/2025	N/A	N/A	Deposits location		Yes	View Images View Report



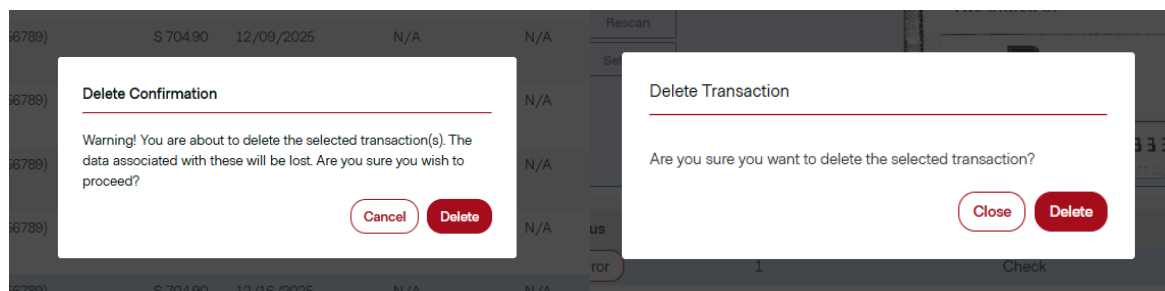
- **View Images** – opens a PDF file of the front/back images of all checks in the deposit. This option is available as soon as the deposit has been **Released**.
- **View Report** – opens the **Deposit Detail Report** (PDF file), containing a summary of all batch items. This option is only available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

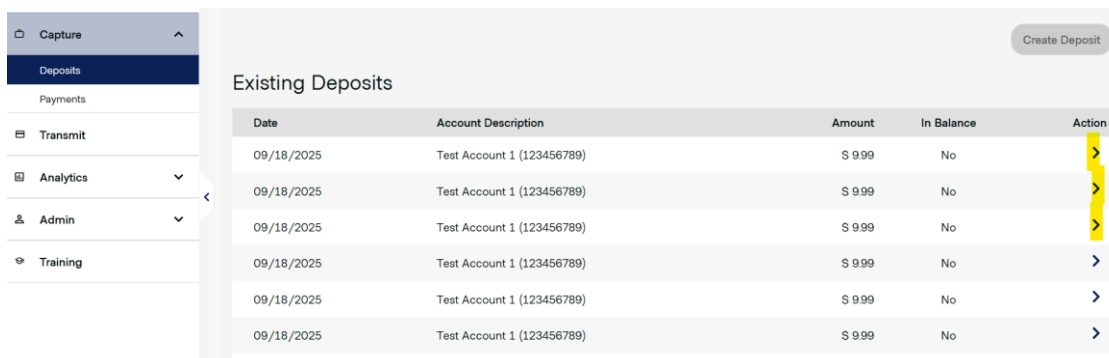
Prior to transmitting a deposit that is in **Released** status, you can also delete it.

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.



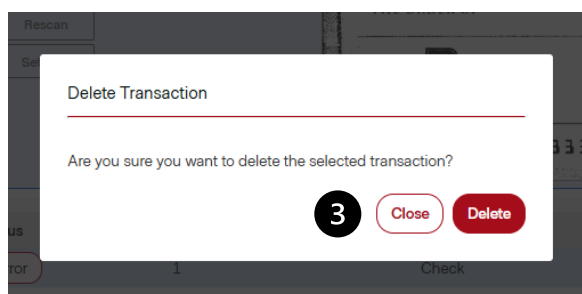
Editing or Deleting Deposits

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.

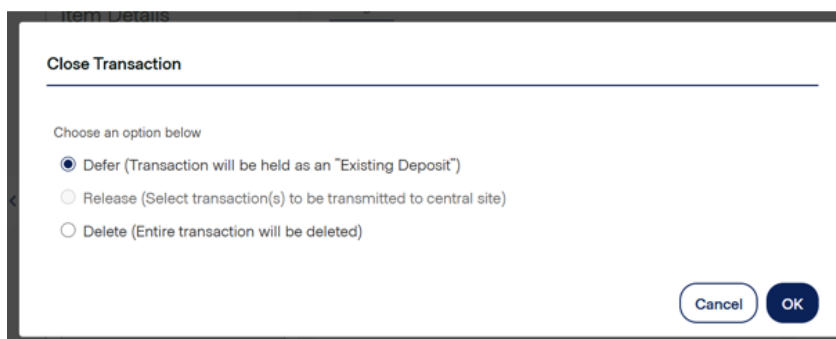


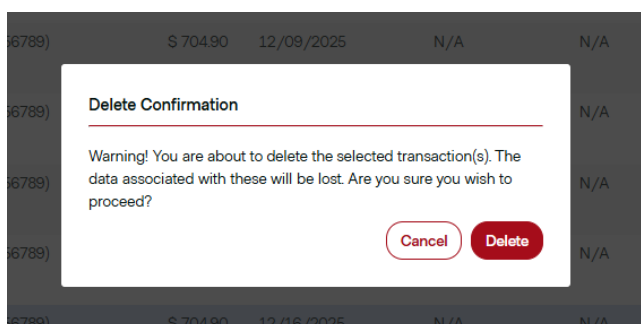
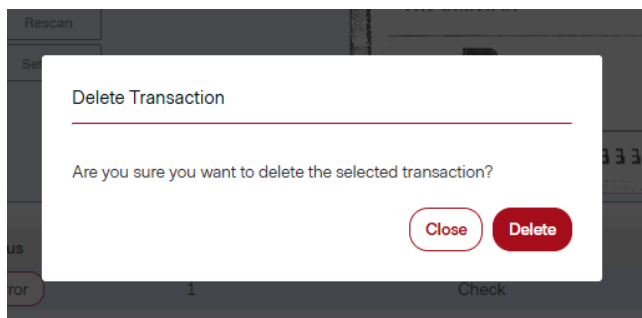
Date	Account Description	Amount	In Balance	Action
09/18/2025	Test Account 1 (123456789)	\$ 999	No	>
09/18/2025	Test Account 1 (123456789)	\$ 999	No	>
09/18/2025	Test Account 1 (123456789)	\$ 999	No	>
09/18/2025	Test Account 1 (123456789)	\$ 999	No	>
09/18/2025	Test Account 1 (123456789)	\$ 999	No	>
09/18/2025	Test Account 1 (123456789)	\$ 999	No	>

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.

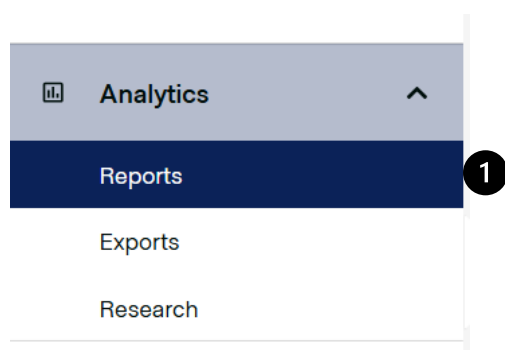


4. The following dialog box will appear. Use **Delete** to delete a deposit or **Release** to release an edited and balanced deposit.

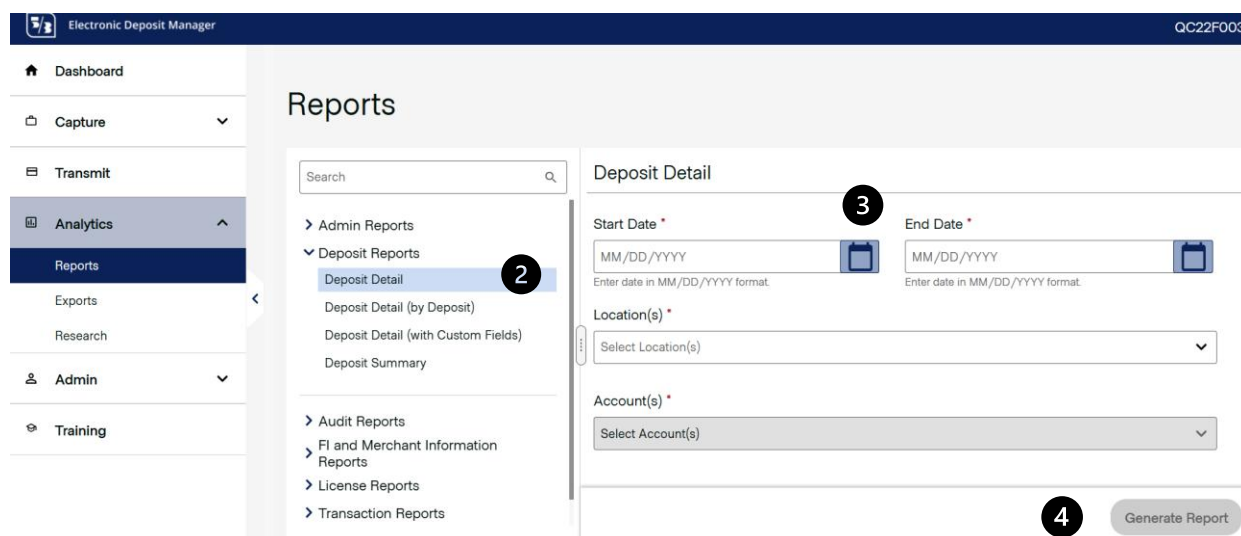




Running Reports from the Analytics Menu



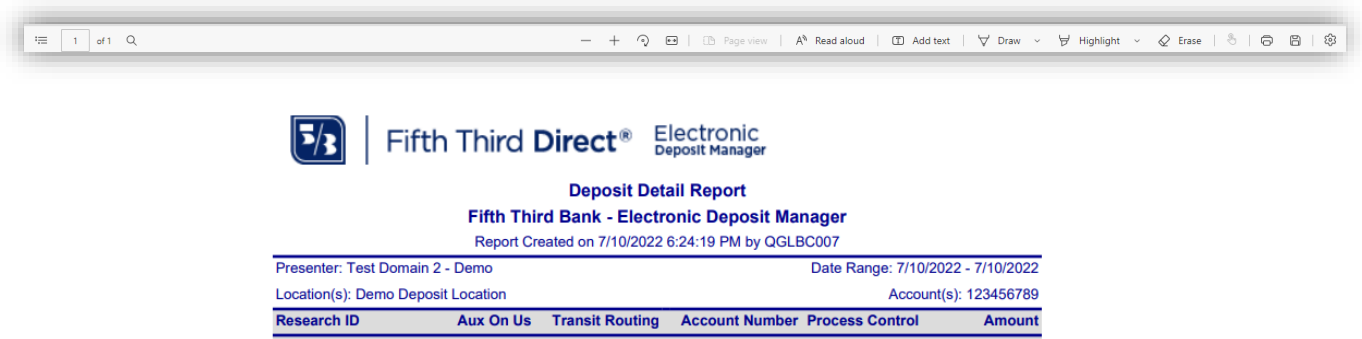
1. Select **Reports** from **Analytics** drop down on the left-hand menu.
2. Select the type of report you want to run from either the **Deposit Reports** or **Admin Reports** (with permissions) category.



Administration and User Guide

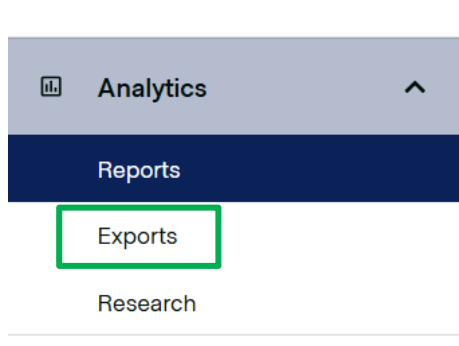
3. Enter your report criteria, including **Start Date**, **End Date**, **Locations** and **Accounts**. There is also a **Select All** checkbox to run the report for all locations and/or all accounts in the drop-down menu.
4. Click **Generate Report**.

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



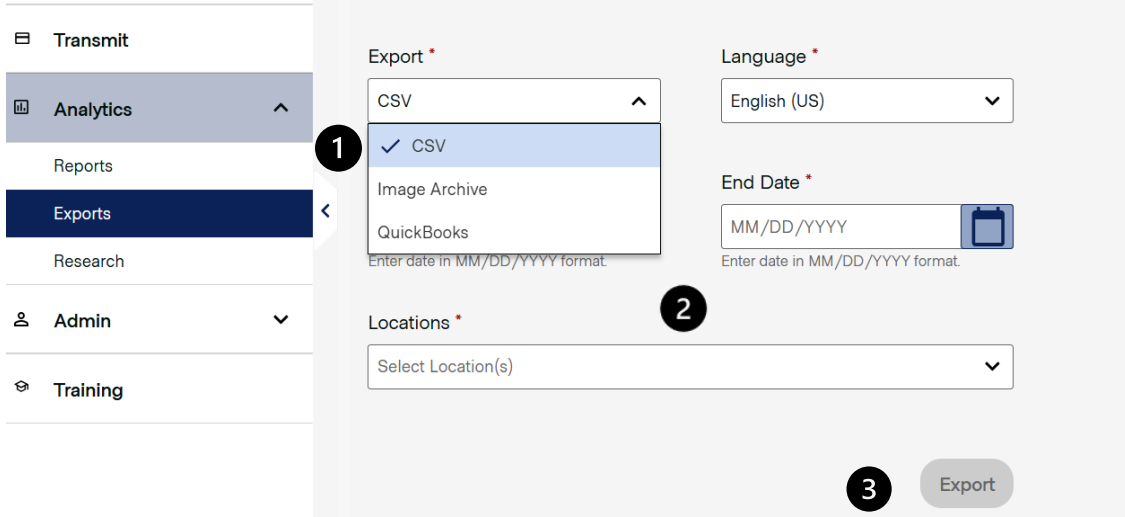
Running Exports from the Analytics Menu

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

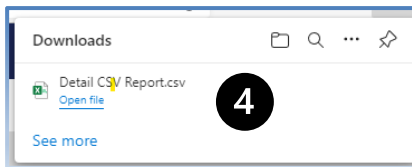


CSV Export

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**.



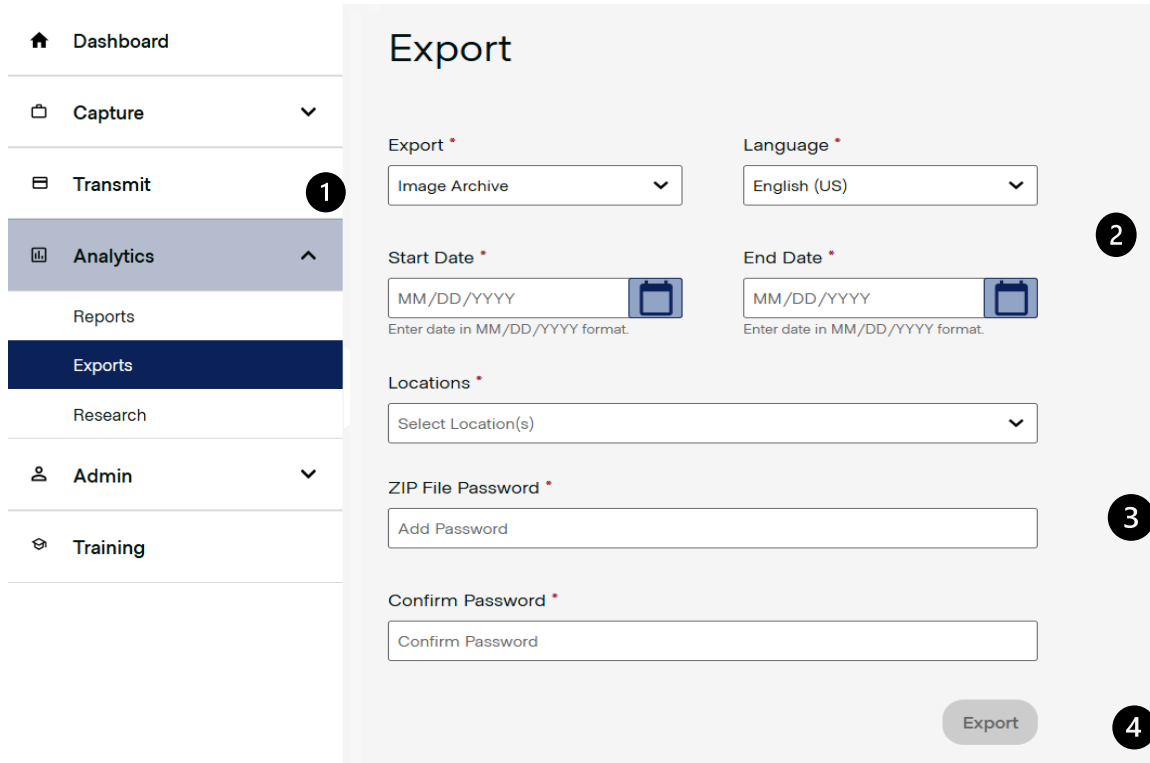
Administration and User Guide

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

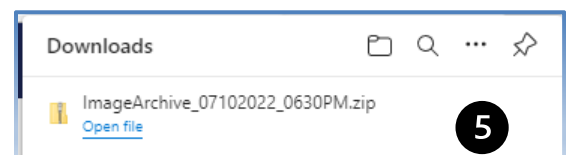
1. Select **Image Archive** from **Export** drop-down box.
2. Enter your export criteria, including **Start Date**, **End Date**, **Locations** and **Accounts** for which you wish to export images. There is also a **Select All** checkbox within **Locations** and within **Accounts** drop down to run the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



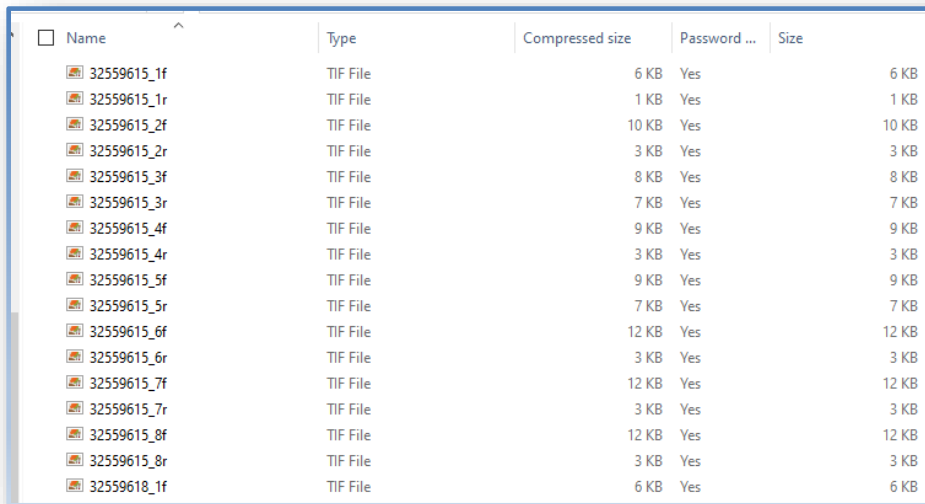
The screenshot shows the 'Export' form in the Fifth Third Bank interface. On the left is a navigation menu with 'Analytics' selected. The main form has the following fields:

- Export ***: A dropdown menu with 'Image Archive' selected. (Callout 1)
- Language ***: A dropdown menu with 'English (US)' selected. (Callout 2)
- Start Date ***: A date input field with a calendar icon. Below it, text says 'Enter date in MM/DD/YYYY format.' (Callout 2)
- End Date ***: A date input field with a calendar icon. Below it, text says 'Enter date in MM/DD/YYYY format.' (Callout 2)
- Locations ***: A dropdown menu with 'Select Location(s)' selected. (Callout 2)
- ZIP File Password ***: A text input field with 'Add Password' placeholder text. (Callout 3)
- Confirm Password ***: A text input field with 'Confirm Password' placeholder text. (Callout 3)
- Export**: A button at the bottom right. (Callout 4)

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.



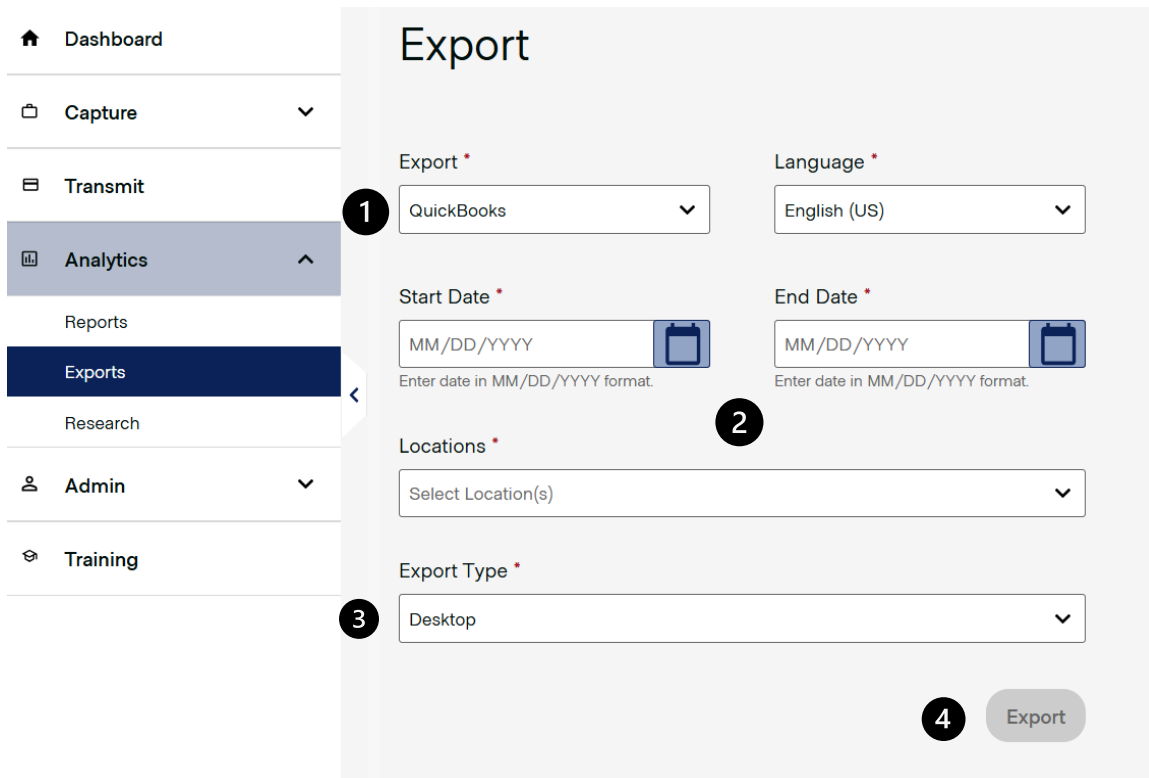
Administration and User Guide



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

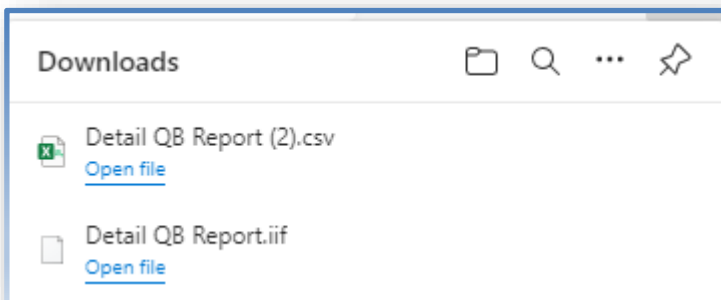
1. Select **QuickBooks** from the drop down.
2. Enter your export criteria, including **Start Date**, **End Date**, **Locations** and **Accounts**. There is also a **Select All** checkbox within **Locations** and **Accounts** to run the report for all locations and/or accounts. **Accounts** drop will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



The screenshot shows the 'Export' page in a web application. On the left is a navigation menu with items: Dashboard, Capture, Transmit, Analytics (expanded), Reports, Exports (selected), Research, Admin, and Training. The main content area is titled 'Export' and contains several form fields:

- 1** points to the 'Export' dropdown menu, which is set to 'QuickBooks'.
- 2** points to the 'End Date' field, which includes a date picker icon.
- 3** points to the 'Export Type' dropdown menu, which is set to 'Desktop'.
- 4** points to the 'Export' button at the bottom right.

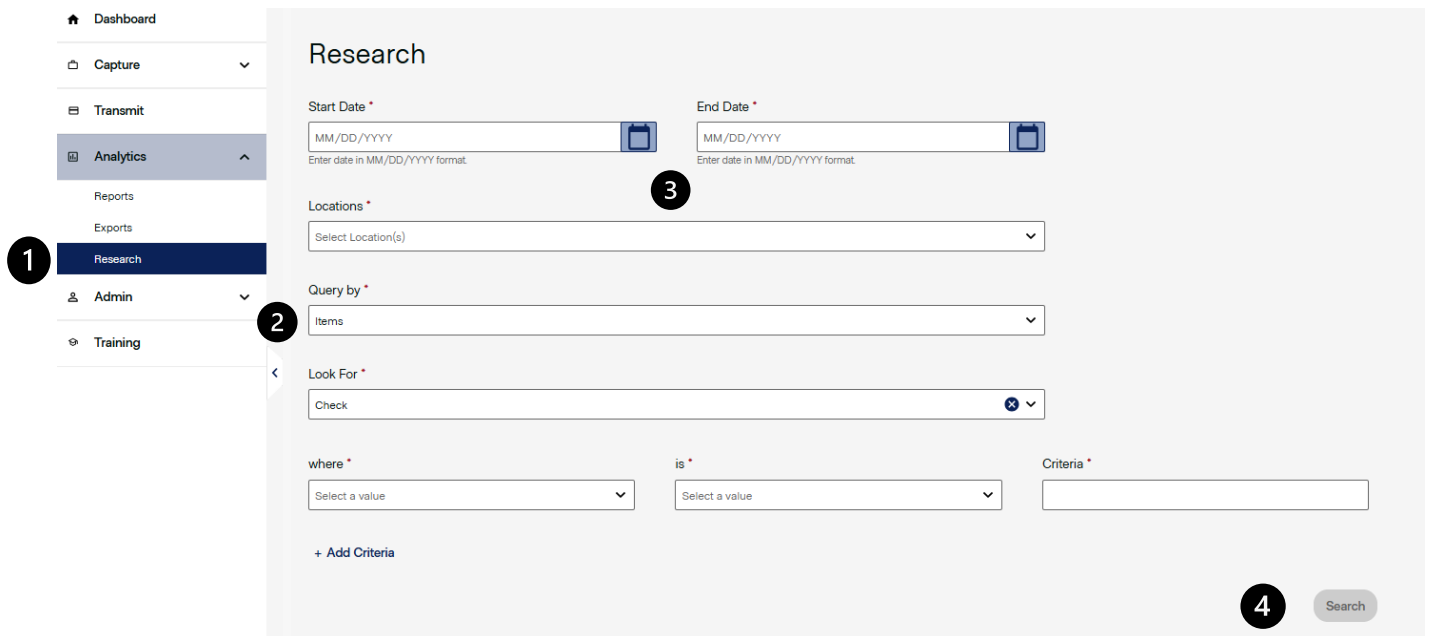
Other visible fields include 'Language' (set to 'English (US)'), 'Start Date' (with a date picker), and 'Locations' (a dropdown set to 'Select Location(s)').



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.



The screenshot shows the 'Research' interface. On the left is a navigation menu with 'Analytics' expanded, and 'Research' selected (callout 1). The main area is titled 'Research'. It contains several input fields: 'Start Date' and 'End Date' (both with date pickers and callout 3), 'Locations' (a dropdown menu), 'Query by' (a dropdown menu with 'Items' selected, callout 2), 'Look For' (a dropdown menu with 'Check' selected), and 'where' (a dropdown menu). There are also 'is' and 'Criteria' fields. A '+ Add Criteria' button is at the bottom left. A 'Search' button is at the bottom right (callout 4).

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

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](#)

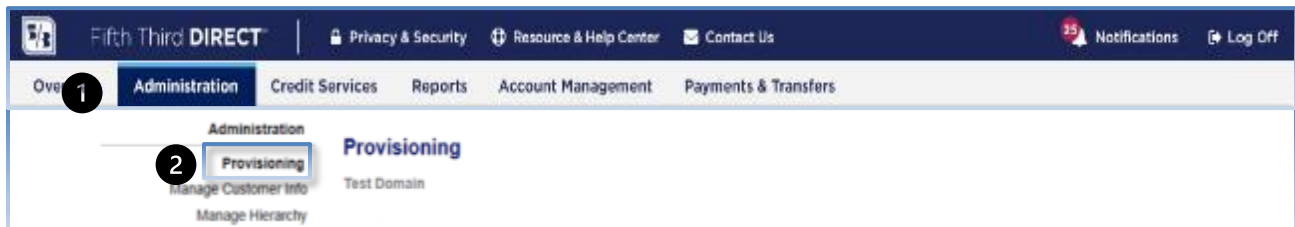
ID	Process Date	Source	Location	Status	Batch ID	Description	Amount	Item Count	View Details
2	01/06/2026	Scanner	Demo Deposit Location	Acknowledged		test	\$ 104.00	4	View PDF 1x2 Front & Rear 1x2 Front & Rear 1x2 Fronts only 1x3 Fronts only 2x4 Front & Rear 2x4 Fronts only 2x6 Fronts only View PDF

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.

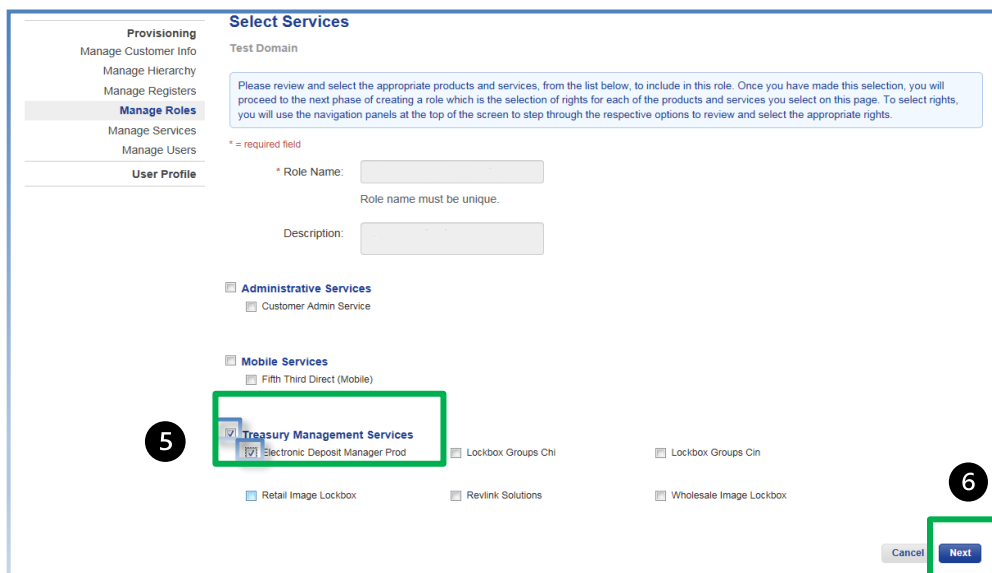


The Provisioning screen appears. Select **Manage Roles**.

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.



Provisioning
Manage Customer Info
Manage Hierarchy
Manage Registers
Manage Roles
Manage Services
Manage Users
User Profile

Select Services
Test Domain

Please review and select the appropriate products and services, from the list below, to include in this role. Once you have made this selection, you will proceed to the next phase of creating a role which is the selection of rights for each of the products and services you select on this page. To select rights, you will use the navigation panels at the top of the screen to step through the respective options to review and select the appropriate rights.

* = required field

* Role Name:
Role name must be unique.

Description:

☐ **Administrative Services**
☐ Customer Admin Service

☐ **Mobile Services**
☐ Fifth Third Direct (Mobile)

☒ **Treasury Management Services**
☒ Electronic Deposit Manager Prod
☐ Retail Image Lockbox
☐ Revlink Solutions

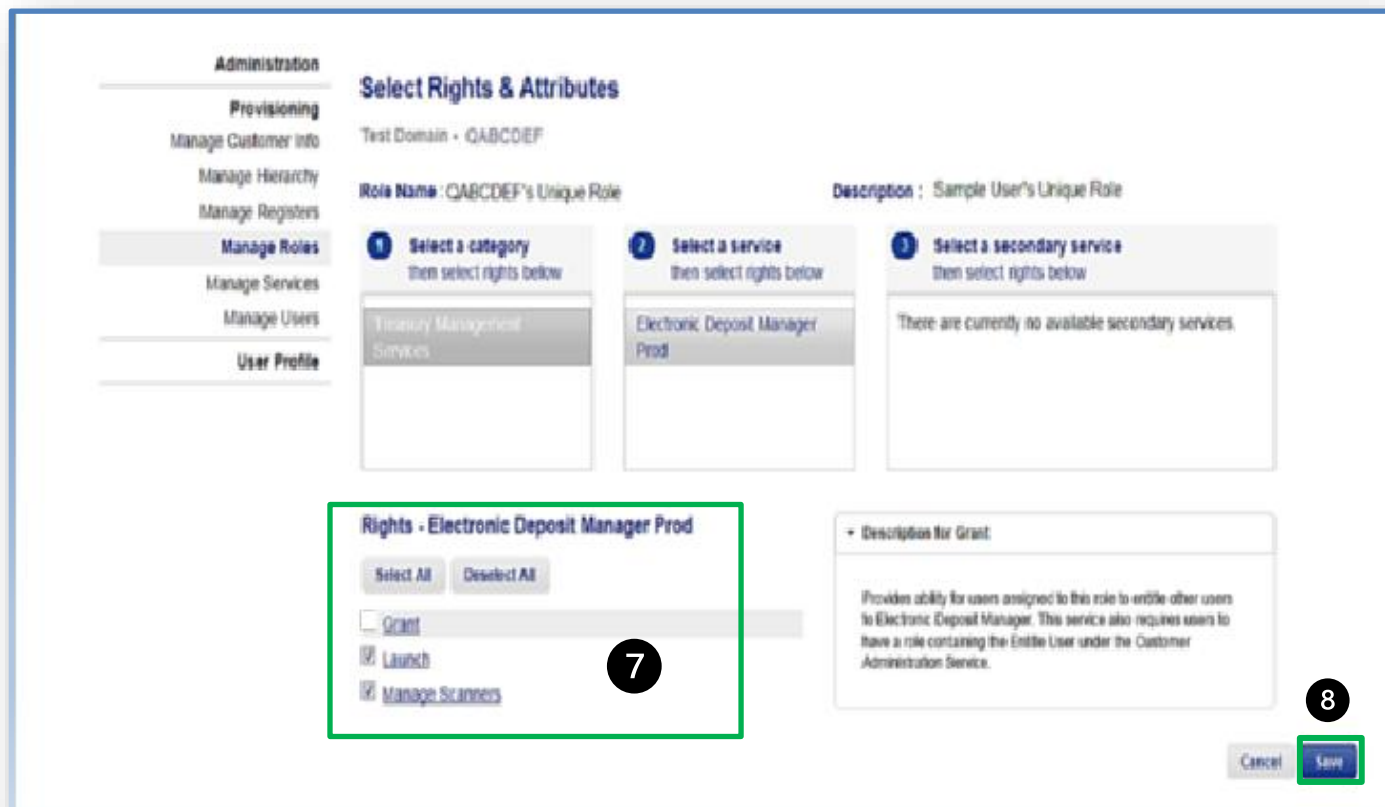
☐ Lockbox Groups Chi
☐ Lockbox Groups Cin
☐ Wholesale Image Lockbox

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**.



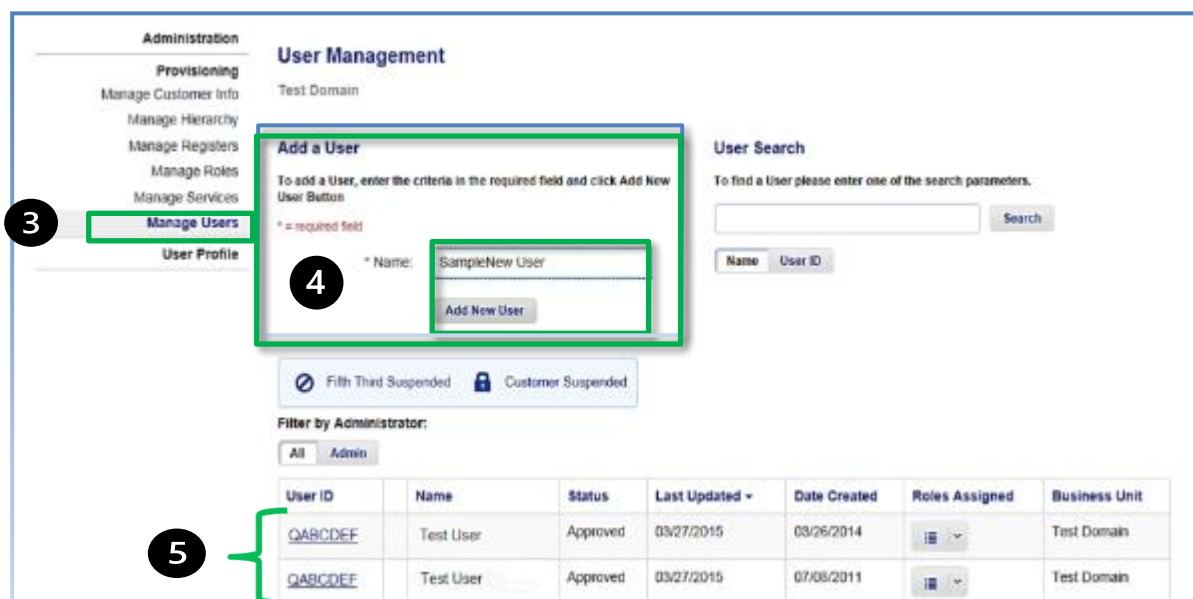
Creating NEW EDM Users in FTD

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.

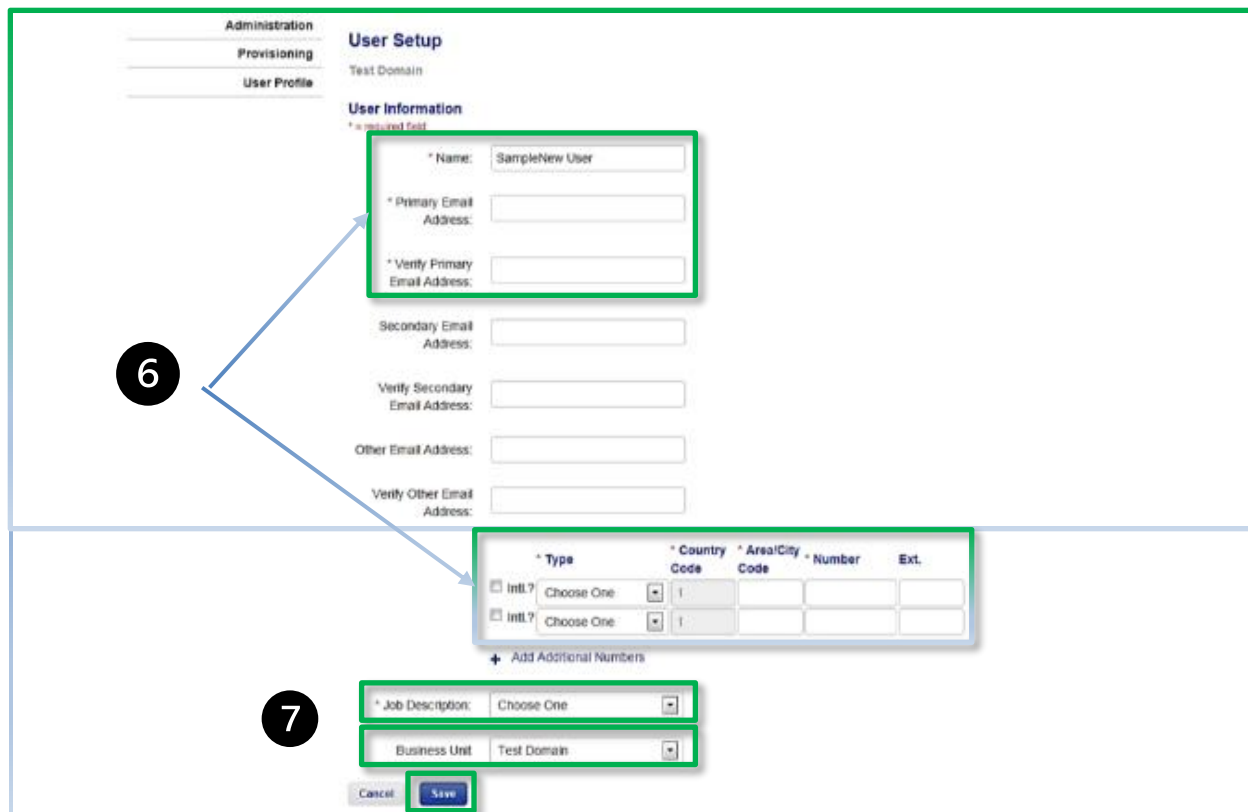


The **User Management** screen appears.



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.



The screenshot shows the 'User Setup' screen with a sidebar on the left containing 'Administration', 'Provisioning', and 'User Profile'. The main area is titled 'User Setup' and 'Test Domain'. Under 'User Information', there are several fields: '* Name:' (containing 'SampleNew User'), '* Primary Email Address:', '* Verify Primary Email Address:', 'Secondary Email Address:', 'Verify Secondary Email Address:', 'Other Email Address:', and 'Verify Other Email Address:'. A green box highlights the first three fields, with a blue arrow pointing to it from a circle containing the number '6'. Below these are two rows of phone number fields: '* Type' (with 'Int'l?' and 'Choose One' dropdowns), '* Country Code' (with '1' in the input), '* Area/City Code' (with '1' in the input), '* Number' (with '1' in the input), and 'Ext.'. A green box highlights the 'Job Description' dropdown (set to 'Choose One') and the 'Business Unit' dropdown (set to 'Test Domain'), with a blue arrow pointing to them from a circle containing the number '7'. At the bottom are 'Cancel' and 'Save' buttons, with the 'Save' button highlighted by a green box.

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.

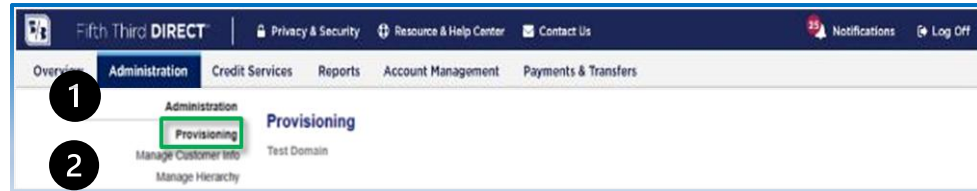
8. Click the **Save** button.

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.

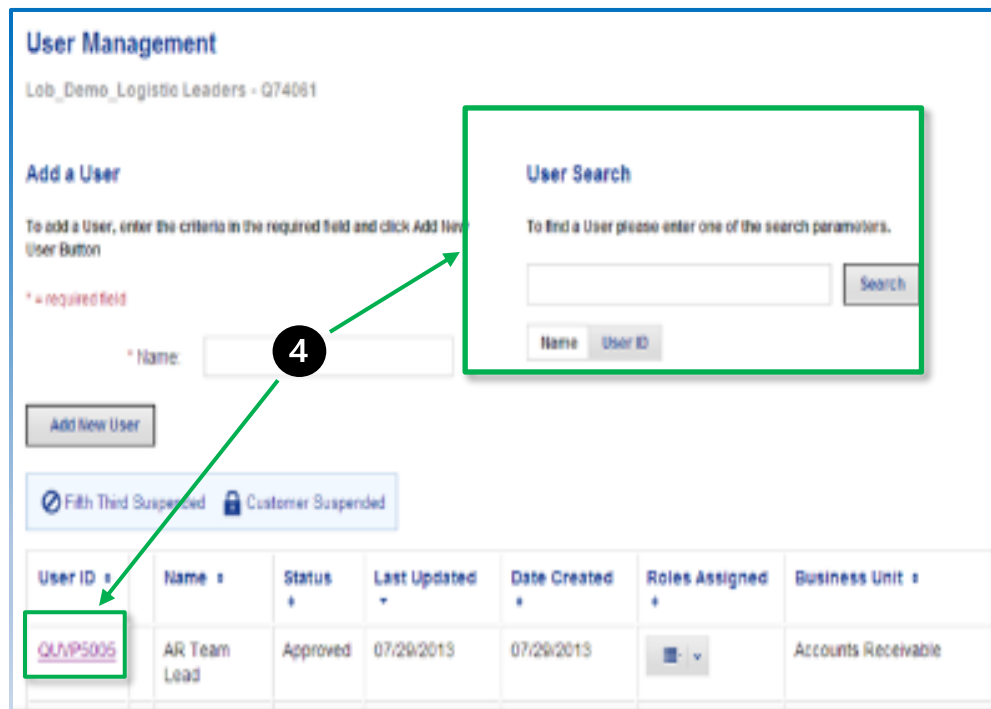
1. Click the **Administration** tab on the Navigation bar.
2. Select **Provisioning** from the Administration menu.



The **User Management** screen appears.

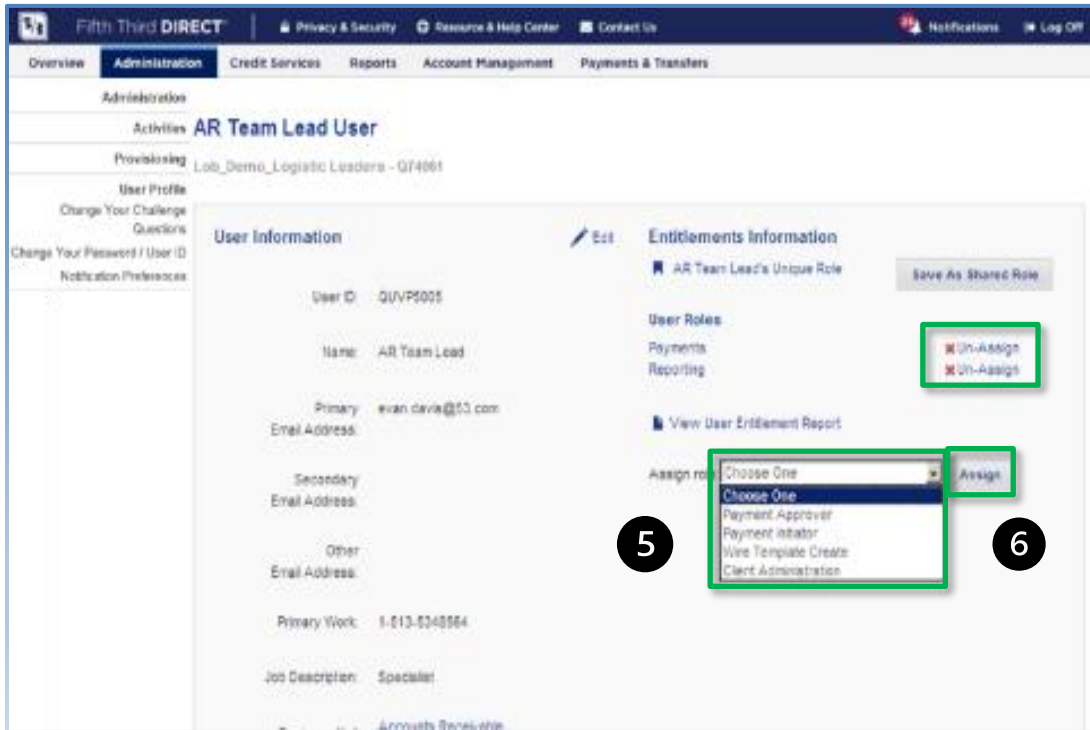
3. Select **Manage Users** from the Provisioning menu.

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.



The screenshot displays the 'User Information' screen for 'AR Team Lead User'. The left sidebar contains navigation links: Overview, Administration (selected), Credit Services, Reports, Account Management, and Payments & Transfers. Below these are links for User Profile, Change Your Challenge Questions, Change Your Password / User ID, and Notification Preferences. The main content area is divided into 'User Information' and 'Entitlements Information'. The 'User Information' section includes fields for User ID (QUVP005), Name (AR Team Lead), Primary Email Address (evan.davis@f3.com), Secondary Email Address, Other Email Address, Primary Work (1-813-5348564), and Job Description (Specialist). The 'Entitlements Information' section shows 'AR Team Lead's Unique Role' with a 'Save As Shared Role' button. Under 'User Roles', there are 'Payments' and 'Reporting' roles, each with a red 'Un-Assign' link. Below this is a 'View User Entitlement Report' link. The 'Assign role' dropdown menu is open, showing a list of roles: 'Choose One', 'Payment Approver', 'Payment Initiator', 'Wire Template Create', and 'Client Administration'. The 'Assign' button is highlighted. Circled numbers 5 and 6 indicate the steps to select a role and click the Assign button, respectively.

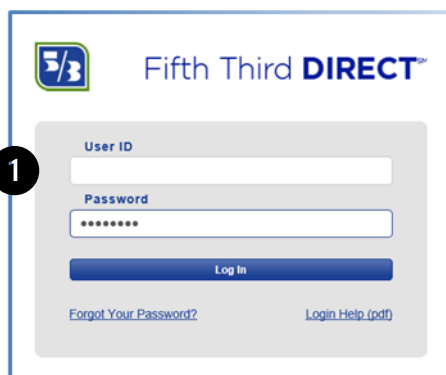
Note: You can remove Roles from a user by clicking the **x Un-Assign** link next to the Role you want to remove.

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

Fifth Third **DIRECT**™

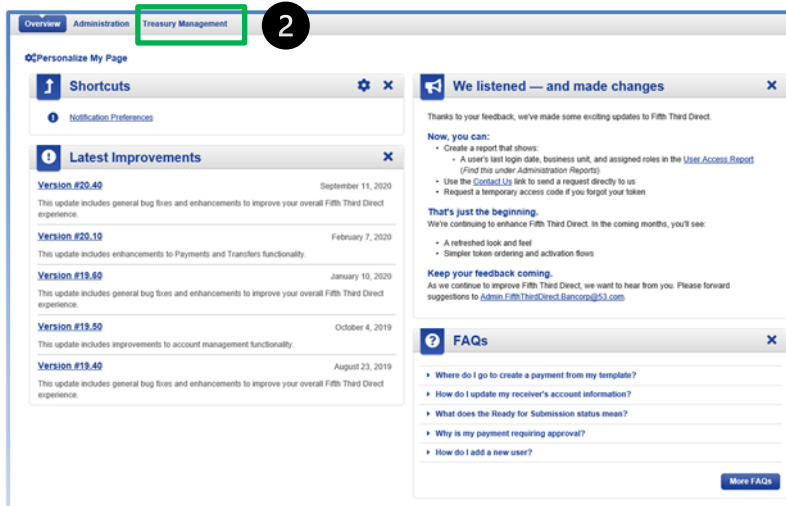
User ID

Password

Log In

[Forgot Your Password?](#) [Login Help \(pdf\)](#)

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.



2

Overview Administration **Treasury Management**

Personalize My Page

Shortcuts

Notification Preferences

Latest Improvements

Version #20.40 September 11, 2020
This update includes general bug fixes and enhancements to improve your overall Fifth Third Direct experience.

Version #20.10 February 7, 2020
This update includes enhancements to Payments and Transfers functionality.

Version #19.60 January 10, 2020
This update includes general bug fixes and enhancements to improve your overall Fifth Third Direct experience.

Version #19.50 October 4, 2019
This update includes improvements to account management functionality.

Version #19.40 August 23, 2019
This update includes general bug fixes and enhancements to improve your overall Fifth Third Direct experience.

We listened — and made changes

Thanks to your feedback, we've made some exciting updates to Fifth Third Direct.

Now, you can:

- Create a report that shows:
 - A user's last login date, business unit, and assigned roles in the [User Access Report](#) (Find this under Administration Reports)
 - Use the [Contact Us](#) link to send a request directly to us
 - Request a temporary access code if you forget your token

That's just the beginning.

We're continuing to enhance Fifth Third Direct. In the coming months, you'll see:

- A refreshed look and feel
- Simpler token ordering and activation flows

Keep your feedback coming.

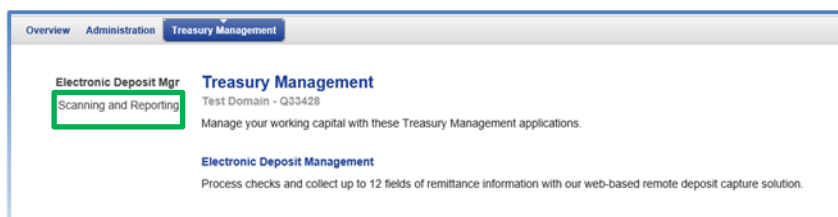
As we continue to improve Fifth Third Direct, we want to hear from you. Please forward suggestions to Admin.FifthThirdDirect.Bancorp@53.com

FAQs

- Where do I go to create a payment from my template?
- How do I update my receiver's account information?
- What does the Ready for Submission status mean?
- Why is my payment requiring approval?
- How do I add a new user?

More FAQs

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



3

Overview Administration **Treasury Management**

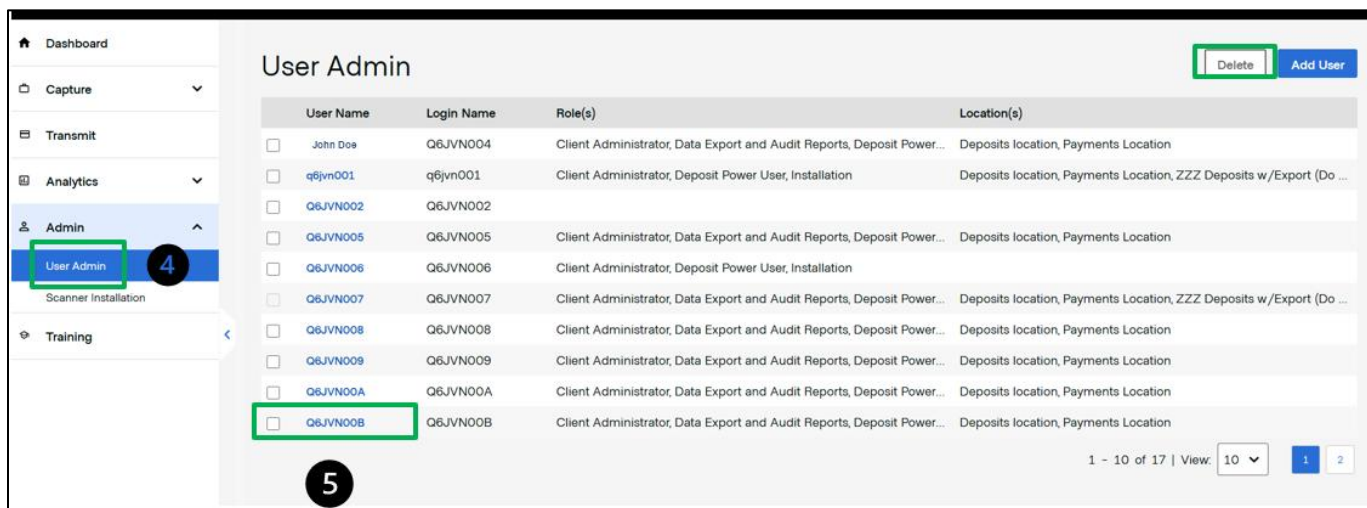
Electronic Deposit Mgr

Scanning and Reporting

Treasury Management
Test Domain - Q33428
Manage your working capital with these Treasury Management applications.

Electronic Deposit Management
Process checks and collect up to 12 fields of remittance information with our web-based remote deposit capture solution.

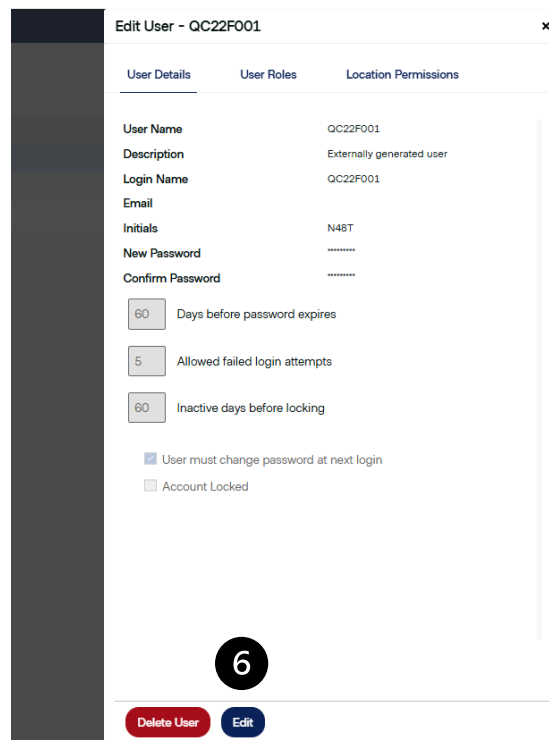
The **EDM module** opens in a new window with the **Admin** menu options on the left hand side.



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.



Administration and User Guide

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

Edit User - QRRHXOER

User Details User Roles Location Permissions

User Name *

QRRHXOER

This is your account name

Description

Externally generated user

Login Name *

QRRHXOER

This is used for logging into the system

Email Address *

email@not.set

Initials

OF55

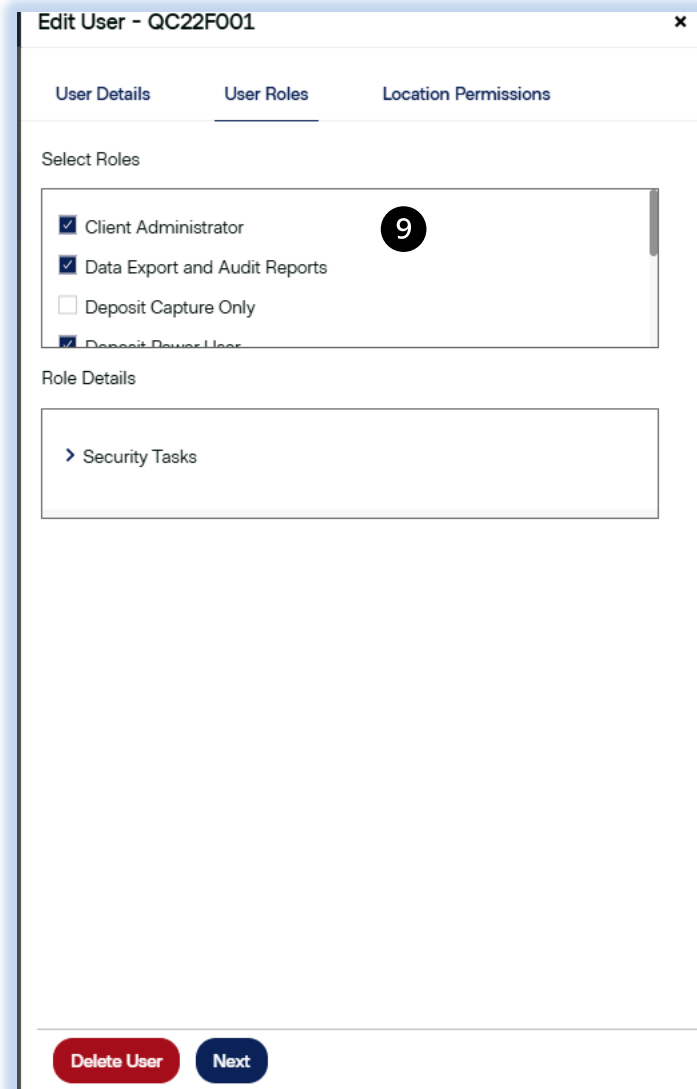
☒ No Password (User can login only via SSO)

New Password *

Delete User

Next

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



Edit User - QC22F001 x

User Details **User Roles** Location Permissions

Select Roles

- ☒ Client Administrator 9
- ☒ Data Export and Audit Reports
- ☐ Deposit Capture Only
- ☒ Deposit Power User

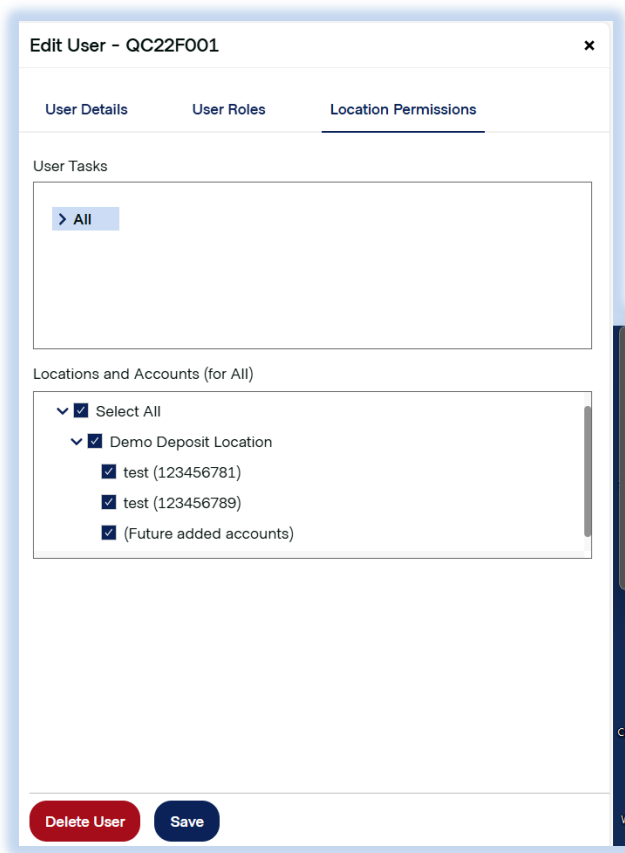
Role Details

> Security Tasks

Delete User Next

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.



Edit User - QC22F001

User Details User Roles Location Permissions

User Tasks

> All

Locations and Accounts (for All)

- ☒ Select All
 - ☒ Demo Deposit Location
 - ☒ test (123456781)
 - ☒ test (123456789)
 - ☒ (Future added accounts)

Delete User Save

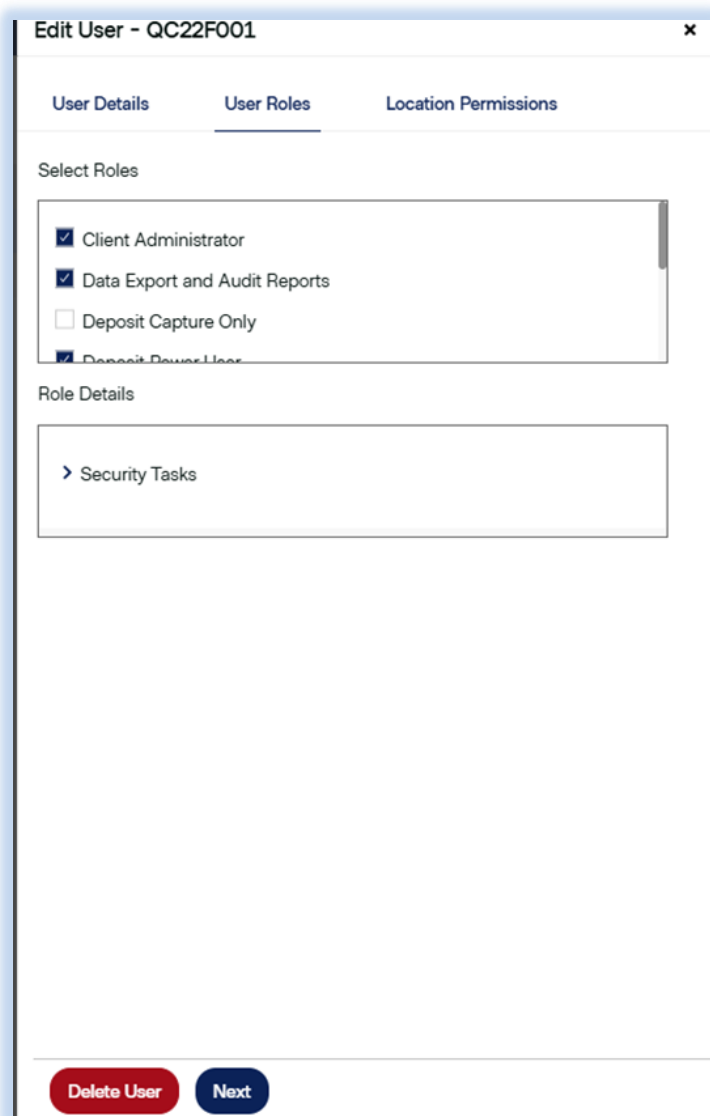
11. Click on the word “ALL” in the **User Tasks** Box.
12. From here, expand **Locations** and choose which locations and/or which accounts within the location the user can scan deposits to.
13. Finally, click **Save** at the bottom of the screen once all permissions have been granted.

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).



Edit User - QC22F001

User Details **User Roles** Location Permissions

Select Roles

- ☒ Client Administrator
- ☒ Data Export and Audit Reports
- ☐ Deposit Capture Only
- ☒ Deposit Power User

Role Details

> Security Tasks

Delete User **Next**

Administration and User Guide

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

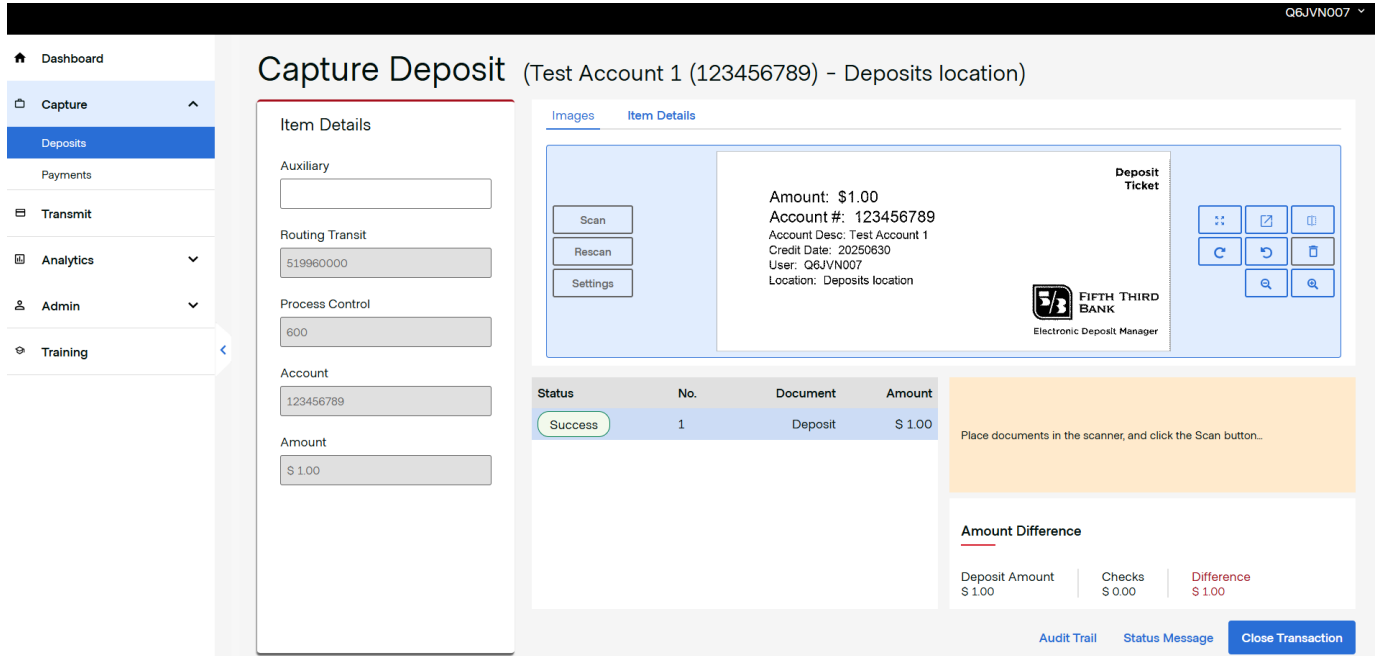
Note: Locations drive a User's Account access as well. If your EDM set up has one location with multiple deposit accounts, your User will be able to deposit to all accounts from their assigned location.

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.

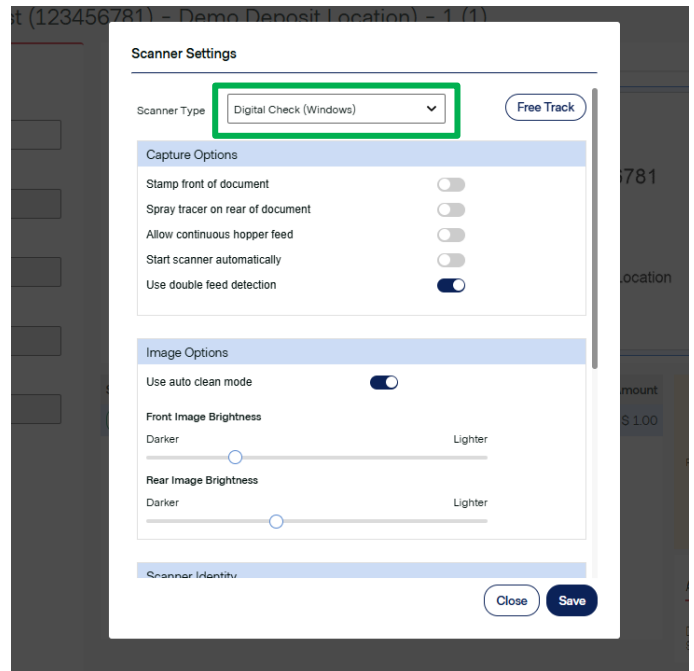
Appendix C: Scanner Settings

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



The screenshot shows the 'Capture Deposit' interface for 'Test Account 1 (123456789) - Deposits location'. The left sidebar contains navigation links: Dashboard, Capture (selected), Deposits, Payments, Transmit, Analytics, Admin, and Training. The main area is divided into 'Item Details' and 'Images' tabs. The 'Item Details' tab shows fields for Auxiliary, Routing Transit (519960000), Process Control (600), Account (123456789), and Amount (\$1.00). The 'Images' tab displays a 'Deposit Ticket' with the following information: Amount: \$1.00, Account #: 123456789, Account Desc: Test Account 1, Credit Date: 20250630, User: Q6JVN007, and Location: Deposits location. Below the ticket is a table with columns: Status, No., Document, and Amount. The table shows a single row with Status 'Success', No. '1', Document 'Deposit', and Amount '\$ 1.00'. At the bottom right, there is a section for 'Amount Difference' showing Deposit Amount \$1.00, Checks \$0.00, and Difference \$1.00. A 'Close Transaction' button is visible at the bottom right.

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.



The screenshot shows the 'Scanner Settings' dialog box. The 'Scanner Type' dropdown is set to 'Digital Check (Windows)' and is highlighted with a green box. The 'Free Track' button is visible. The 'Capture Options' section includes: Stamp front of document (off), Spray tracer on rear of document (off), Allow continuous hopper feed (off), Start scanner automatically (off), and Use double feed detection (on). The 'Image Options' section includes: Use auto clean mode (on), Front Image Brightness (slider between Darker and Lighter), and Rear Image Brightness (slider between Darker and Lighter). The 'Scanner Identity' field is empty. 'Close' and 'Save' buttons are at the bottom right.

Administration and User Guide

#	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.

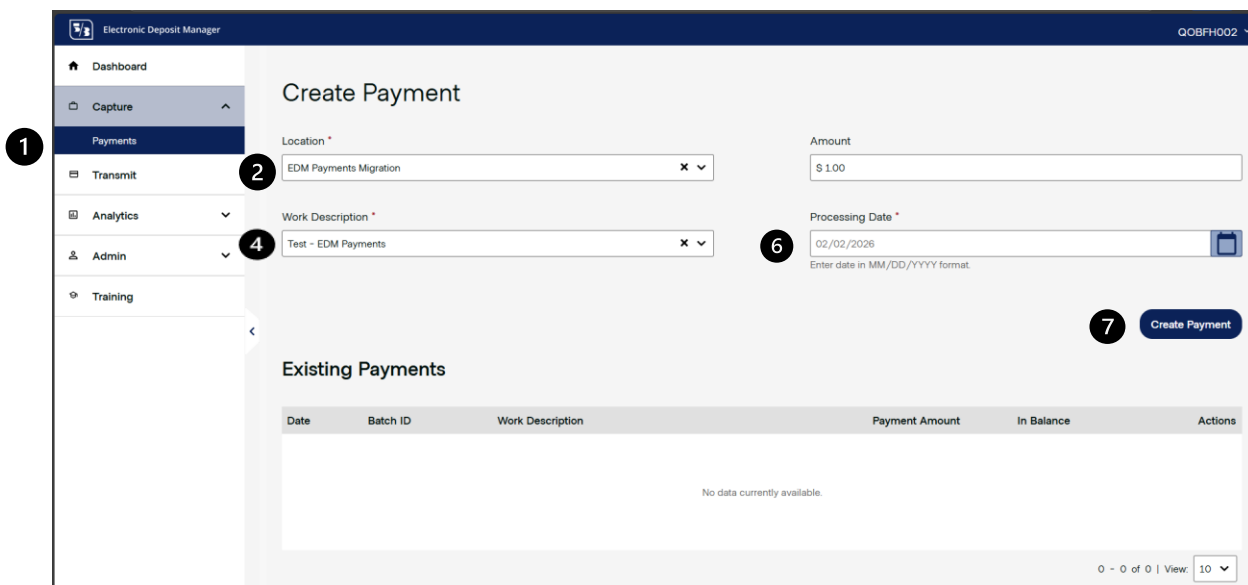
Appendix D: Capture Payments (Optional)

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.



Administration and User Guide

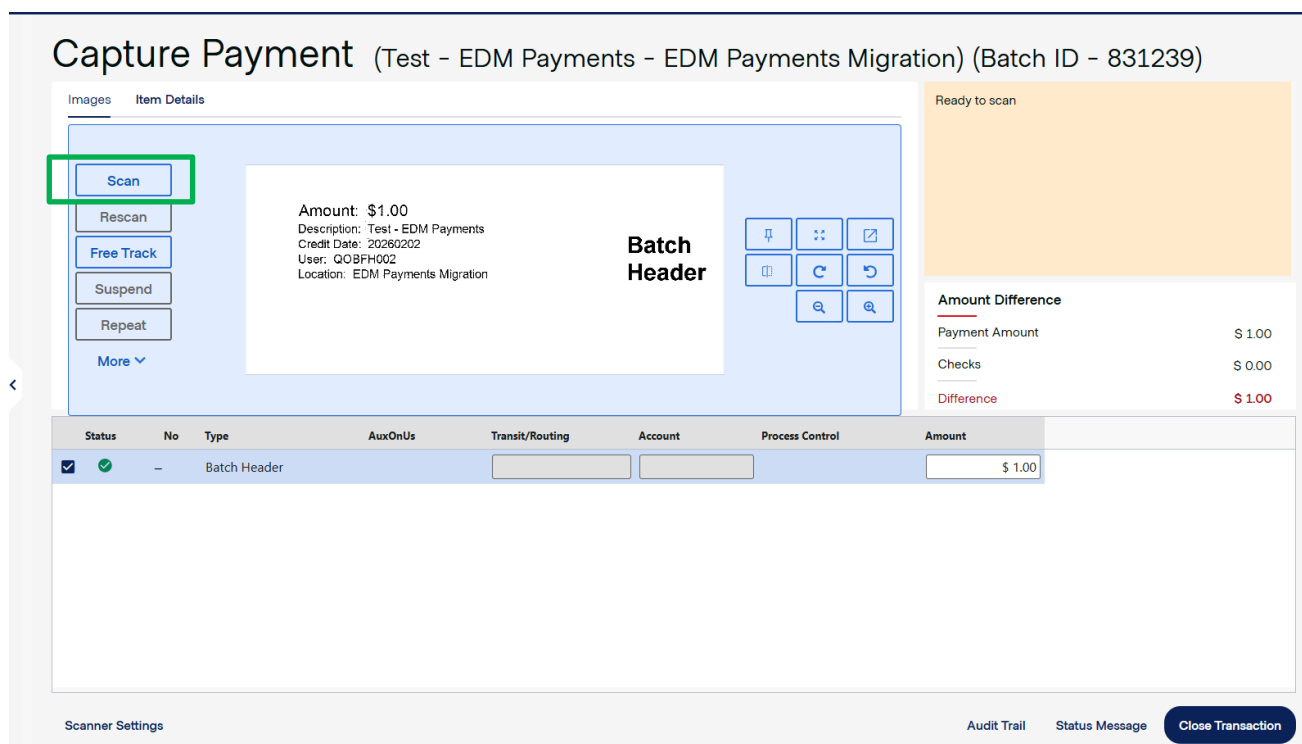
8. Prepare your documents for placement in the scanner:
 - a. Detach any checks attached to a stub.
 - b. Align the documents with Remittance first, then corresponding check, repeating for each transaction set.

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.



Capture Payment (Test - EDM Payments - EDM Payments Migration) (Batch ID - 831239)

Images Item Details

Scan (highlighted)

Rescan

Free Track

Suspend

Repeat

More ▾

Batch Header

Amount: \$1.00
Description: Test - EDM Payments
Credit Date: 20260202
User: QOBFH002
Location: EDM Payments Migration

Ready to scan

Amount Difference

Payment Amount	\$ 1.00
Checks	\$ 0.00
Difference	\$ 1.00

Status	No	Type	AuxOnUs	Transit/Routing	Account	Process Control	Amount
✓	✓	-	Batch Header				\$ 1.00

Scanner Settings

Audit Trail Status Message **Close Transaction**

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:

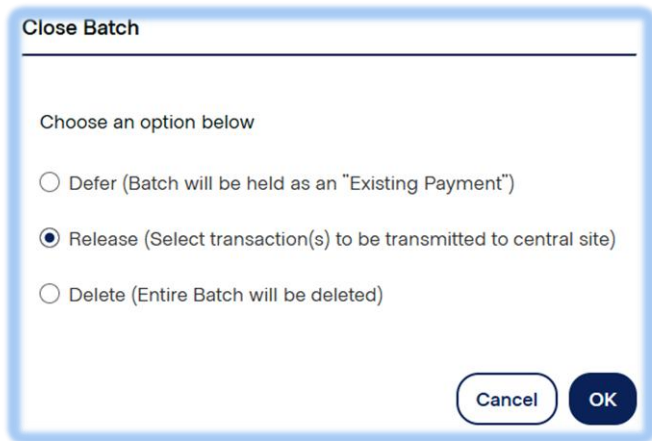
- a. Review the items in the list for errors listed in the top right orange box.
- b. Correct any misreads.
 - If all checks read correctly, recalculate your batch total and ensure captured amount is correct.
 - If correct and you want to adjust your batch amount control total, press **Enter on your 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.

A screenshot of a 'Close Batch' dialog box. The title bar says 'Close Batch'. Below the title bar, it says 'Choose an option below'. There are three radio button options: 'Defer (Batch will be held as an "Existing Payment")', 'Release (Select transaction(s) to be transmitted to central site)' (which is selected), and 'Delete (Entire Batch will be deleted)'. At the bottom right, there are two buttons: 'Cancel' and 'OK'.

16. After clicking **Release**, the Transmit screen displays with your batch is highlighted.

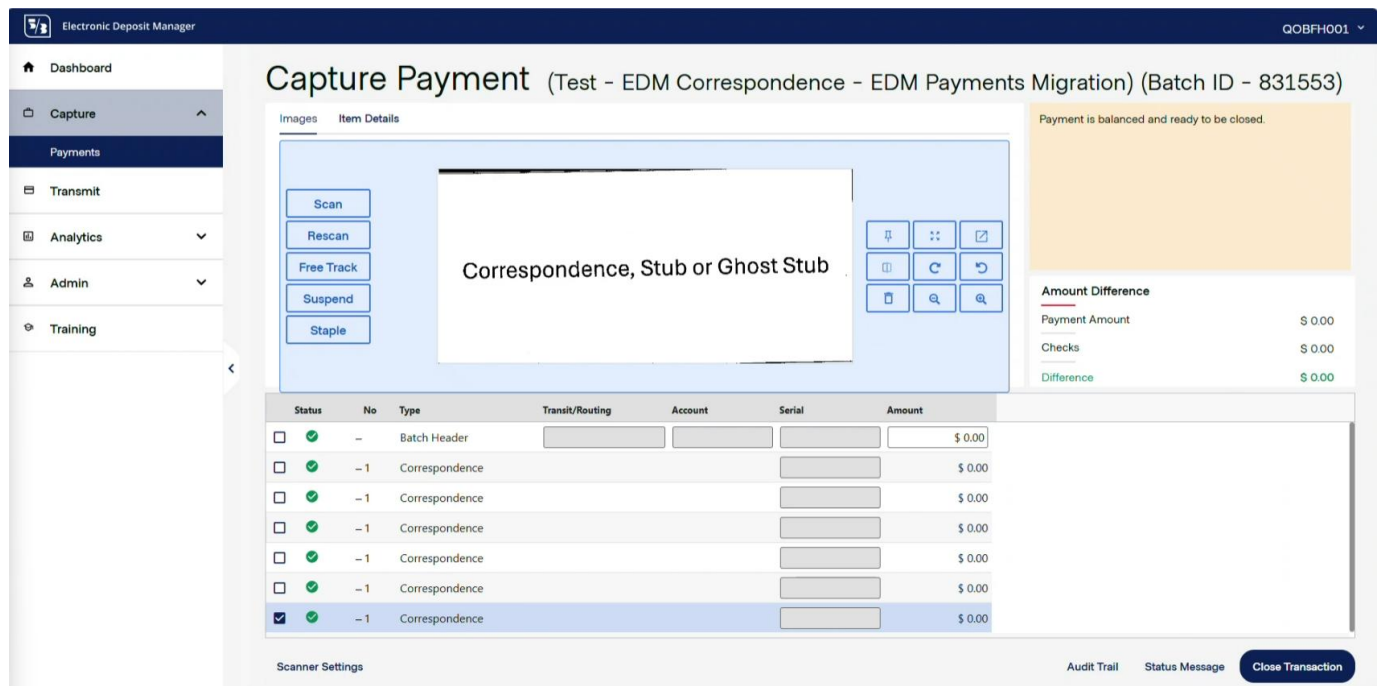
17. Click the **Transmit** button to send your batch to your lockbox.

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.

Search Filter											
Type	Status	Description	Amount	Processing Date	Posting Date	Acknowledged Date	Location	Batch ID	In Balance	Action	
☐ Payment	Acknowledged	Test - EDM Correspondence	\$ 0.00	02/04/2026	02/04/2026	02/04/2026 3:54 PM	EDM Payments Migration	831553	Yes	View Images View Report	
☐ Payment	Acknowledged	Test - EDM Payments	\$ 38.25	02/04/2026	02/04/2026	02/04/2026 3:54 PM	EDM Payments Migration	831589	Yes	View Images View Report	
1 - 2 of 2 View: 10 1											Delete Transmit

Scanning Documents Only

- 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.
- Click the **Create Payment** button to the right of the screen to begin your batch.
- Arrange all Remittance or Correspondence pages in a stack, ensuring pages are in order for multiple page documents.
- 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.
- 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.
- 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.
- If your batch has errors:
 - Review the items in the list for errors described in the message box in the upper right.
 - Correct any misreads.



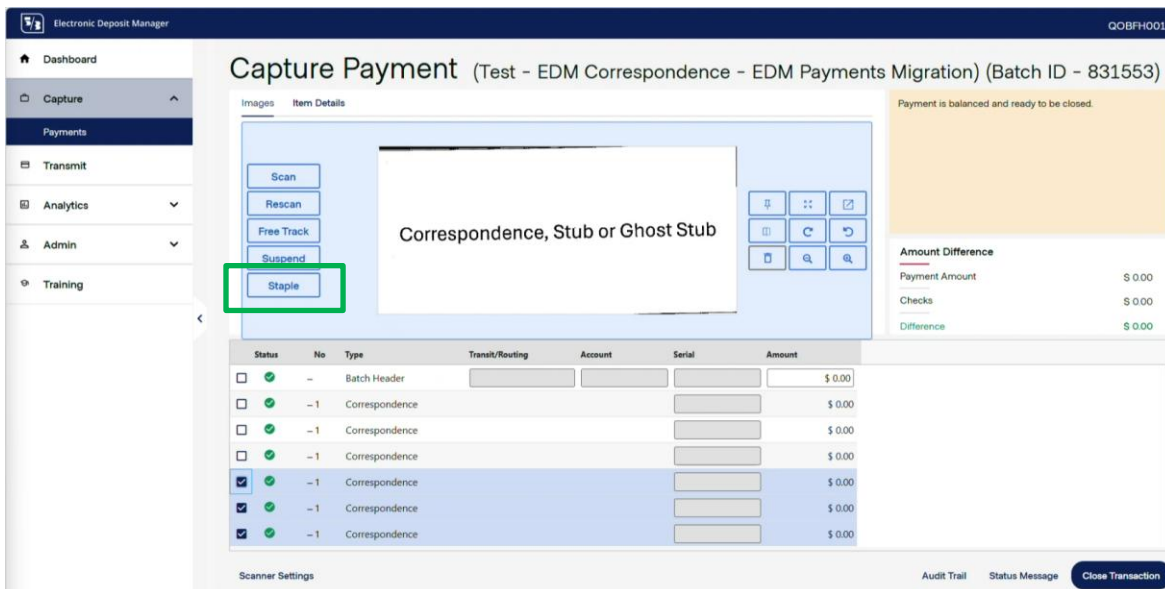
8. Once all errors are corrected, the message in the on the top right will state “payment is balanced and ready to be closed”, indicating you to proceed.
9. If you need to group your transactions together using the Staple function, follow the procedures in the Document Only Stapling Process.

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



Electronic Deposit Manager

Dashboard

Capture

Payments

Transmit

Analytics

Admin

Training

Capture Payment (Test - EDM Correspondence - EDM Payments Migration) (Batch ID - 831553)

Images Item Details

Scan

Rescan

Free Track

Suspend

Staple

Correspondence, Stub or Ghost Stub

Payment is balanced and ready to be closed.

Amount Difference

Payment Amount \$ 0.00

Checks \$ 0.00

Difference \$ 0.00

Status	No	Type	Transit/Routing	Account	Serial	Amount
☐	✓	-	Batch Header			\$ 0.00
☐	✓	-1	Correspondence			\$ 0.00
☐	✓	-1	Correspondence			\$ 0.00
☐	✓	-1	Correspondence			\$ 0.00
☒	✓	-1	Correspondence			\$ 0.00
☒	✓	-1	Correspondence			\$ 0.00
☒	✓	-1	Correspondence			\$ 0.00

Scanner Settings

Audit Trail Status Message Close Transaction

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:

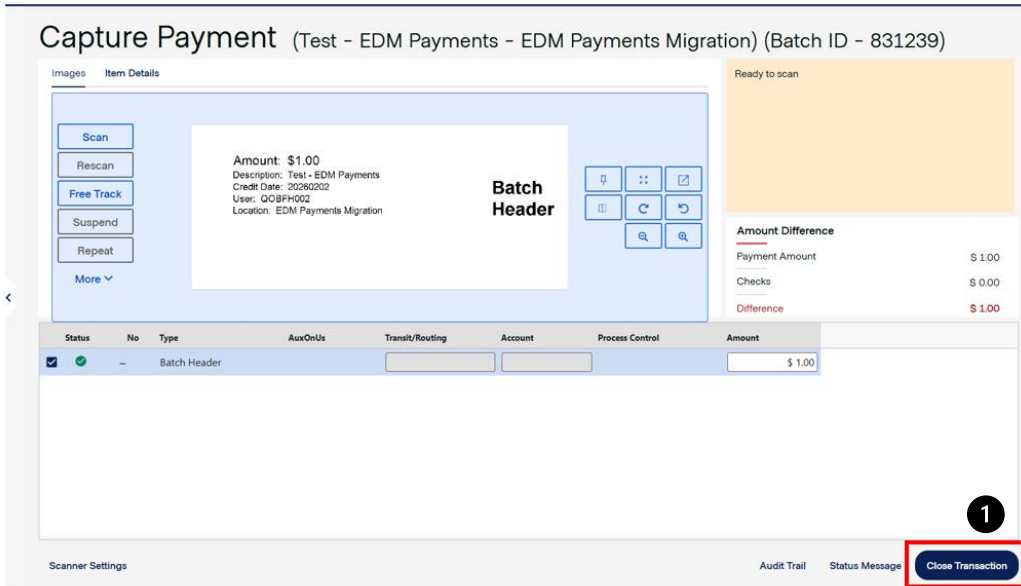
- a. Select the last item.
- b. Click the Staple button again.

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.

Status	No	Type	Tr
☐	✓	-	Batch Header
☐	✓	-1	Correspondence
☐	✓	-1	Correspondence
☐	✓	-1	Correspondence
☒	✓	1-1	Correspondence
☒	✓	1-2	Correspondence
☒	✓	1-3	Correspondence

Release Batch of Payments and Checks

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



Capture Payment (Test - EDM Payments - EDM Payments Migration) (Batch ID - 831239)

Images Item Details

Scan
Rescan
Free Track
Suspend
Repeat
More ▾

Batch Header

Amount: \$1.00
Description: Test - EDM Payments
Credit Date: 20260202
User: QOBPH002
Location: EDM Payments Migration

Ready to scan

Amount Difference

Payment Amount	\$ 1.00
Checks	\$ 0.00
Difference	\$ 1.00

Status	No	Type	AuxOnUs	Transit/Routing	Account	Process Control	Amount
☒		-	Batch Header				\$ 1.00

Scanner Settings Audit Trail Status Message **Close Transaction**

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.

Close Batch

Choose an option below

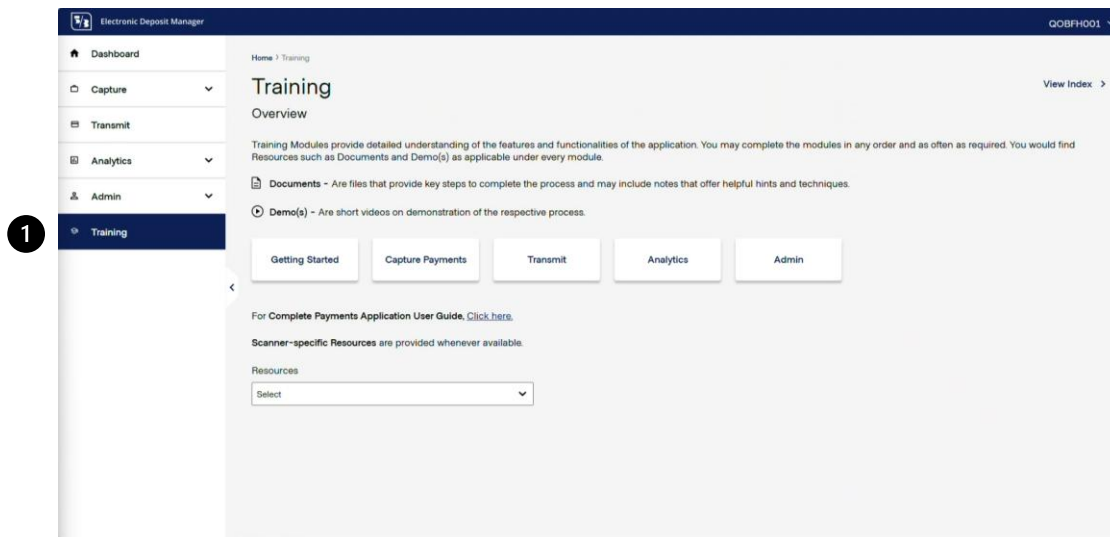
- ☒ Defer (Batch will be held as an "Existing Payment")
- ☐ Release (Select transaction(s) to be transmitted to central site)
- ☐ Delete (Entire Batch will be deleted)

Cancel OK

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.