

## DEPOSITPARTNER USER GUIDE

### Web Application

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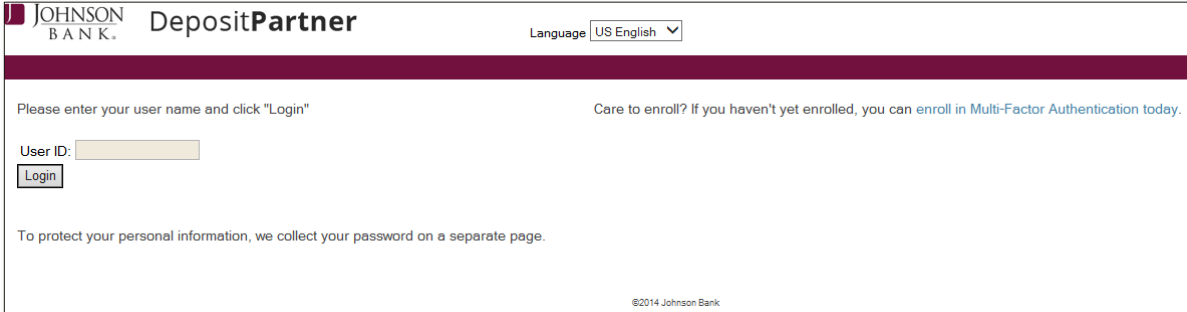
## OVERVIEW

This User Guide provides instructions for using the Johnson Bank DepositPartner Web Application. DepositPartner converts paper-based deposits to electronic format for delivery to Johnson Bank over a secure connection via the internet. It provides an easy-to-use tool for creating, managing and transmitting deposits.

After a deposit has been made using DepositPartner, checks must be stored in a fire resistant, locked area under dual control. An original scanned check may be requested from you by Johnson Bank in rare circumstances to receive credit for the item. After 30 days, it is the responsibility of the depositing company to destroy these checks in a safe and secure method either by shredding or burning.

## LOG IN

When DepositPartner is launched, the User ID Login box will display. After completing the steps below, DepositPartner will then launch and the Home Page will display.



To access DepositPartner, perform the following steps:

- Launch the application by clicking on the URL provided to the Administrator from Johnson Bank.
- Enter the User ID and click Login.
- If not enrolled or registered, complete the Multi-Factor Authentication process. (For more information please refer to the [Multi-Factor Authentication User Guide](#).)
- After enrolling in Multi-Factor Authentication, the password expired prompt will display upon first login and will need to be changed. The password expired prompt will occur every 90 days thereafter that. Passwords must be a minimum of 8 alphanumeric characters plus one symbol (i.e. @, #, \$, %, etc.).

## HOME PAGE

The Home Page gives quick access to all the available features within DepositPartner for creating and managing electronic deposits. The home page is organized into the following areas:

The screenshot shows the DepositPartner home page layout. A dark blue navigation bar at the top contains the Johnson logo, 'DepositPartner', and a menu with 'My Profile', 'Administration', 'Registration', 'Deposits', 'History', and 'Reports'. A 'Help | Logout test1 Merchant Company' link is also present. Below the navigation bar, the page is divided into several sections:

- Announcements:** Contains links for 'Holiday Message' and 'Important Information'.
- Important Information:** A text box providing instructions on handling return items and IRDs.
- My Open Deposits:** Displays 'No Open Deposits in History'.
- My Recent Deposits:** A table listing recent deposit transactions.
- Create Deposit:** A form with fields for 'Primary Deposit Account' (a dropdown menu) and 'Deposit Control Total' (a text box showing '\$0.00'), with a 'Proceed' button.

Callout boxes with arrows point to these sections: 'Announcements', 'Banner Bar', 'User Information/Logout', 'Messages', 'Deposit Creation', and 'Deposit Details'.

Captured/ProcessingDate	ItemCount	DepositTotal	Username	DepositId
6/17/2016 1:36:47 PM	2	\$750.00	test1	de68d6da-95ea-40ce-ac83-9add35d3ae03
6/16/2016 2:49:48 PM	2	\$500.00	test1	1cc894e2-9a01-45f1-98ba-73e8cf28a1e8
6/16/2016 2:46:10 PM	2	\$25.00	testuser2	557ea108-bd35-4d6e-adc2-4ad3b50bb2e8
6/15/2016 4:16:22 PM	2	\$200.00	test1	e612381d-91f7-4965-a9d5-fc5d2461ed96
6/15/2016 12:48:10 PM	6	\$100.00	test1	9a185f1e-7288-46da-bf67-3070d19d5c4c

## USER INFORMATION/LOGOUT

**USER INFORMATION/LOGOUT** - Lists the User Name, the Company Name, date and time of the last login, and the Logout link which is used to exit the application.

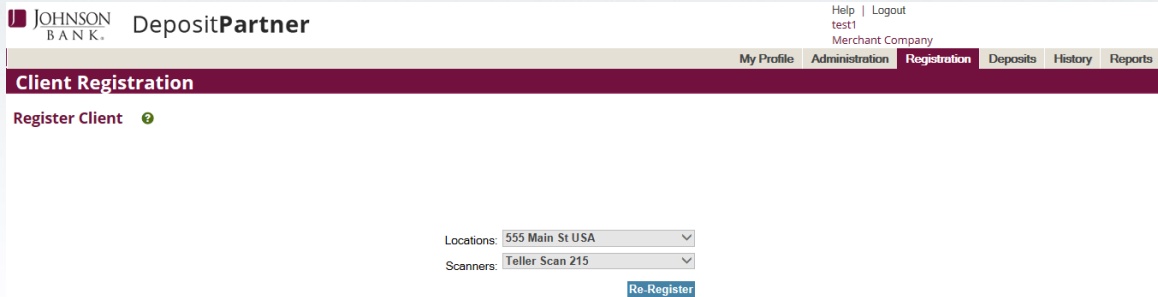
## BANNER BAR

The Banner Bar provides access to the following functionality:

**My Profile** – Select this option to reset the current login password, update contact phone numbers used for Multi-Factor Authentication, or update your email address at any time.

**Administration** (available to those in an Administrator and Supervisor role) – Select this option to create, edit, delete, reset passwords, and unlock DepositPartner users. For instructions on how to create, edit, or delete a user, refer to the User Administration section.

**Registration** (available to those in an Administrator, Supervisor, and Depositor role) – Select this option to display the Client Registration dialog, which allows users to register a new scanner or location if necessary. If a different scanner is being used than the current registered scanner or a new location is being used, a re-registration is required for the new model and/or location. To register a new model or location, select Re-Register and chose the Location and Scanner Model from the dropdown. Click the Register Client button when complete.



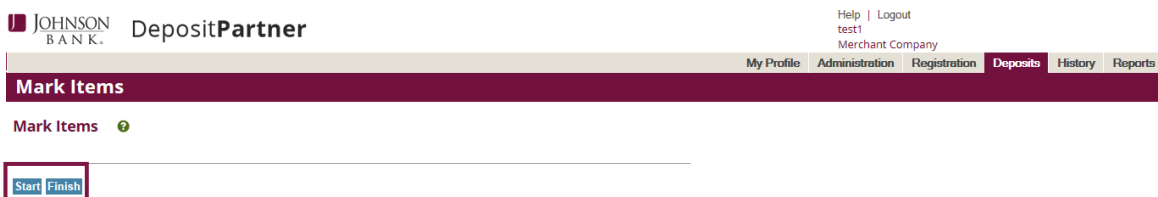
**Deposits** (available to those in an Administrator and Depositor role) – Select this option to create a new deposit and view recent and open deposits. For more information on how to create a new deposit, see [Creating a Deposit](#).

**History** (available to those in an Administrator, Reviewer or Depositor role) – Select this option to either search for captured items in transmitted electronic deposits or to access the Mark Item function which places an additional printed message on captured deposit items using supported scanners.

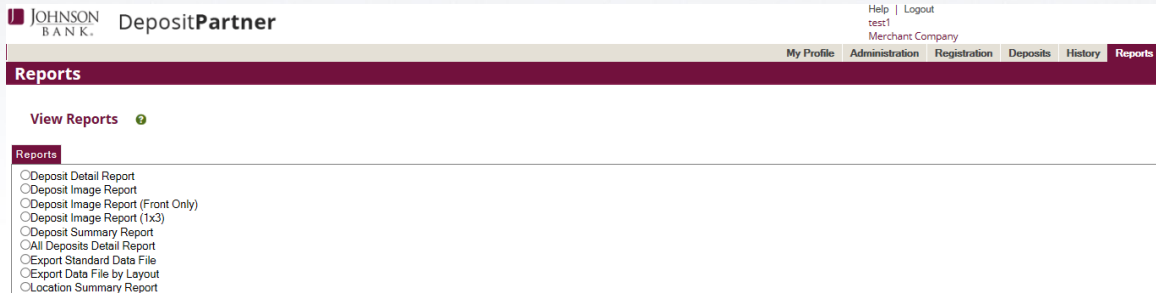
**Search Deposit History** - allows you to search for items in deposits processed using DepositPartner that have been transmitted within the last 35 days. For more information on finding items, Refer to the History section.

**Mark Items** - allows endorsement of physical items to show they have been processed. The default message is PROCESSED ELECTRONICALLY. If desired, the endorsement text can be revised. The purpose of this option is to alert other DepositPartner users at your company that items have already been electronically processed as a safeguard against duplicate capture.

**NOTE:** Place items in the scanner in a rear-facing position in order to mark them on the front of the check and click Start. Once the check is loaded click the Mark Items button. After all items have been marked, click the Finish button.

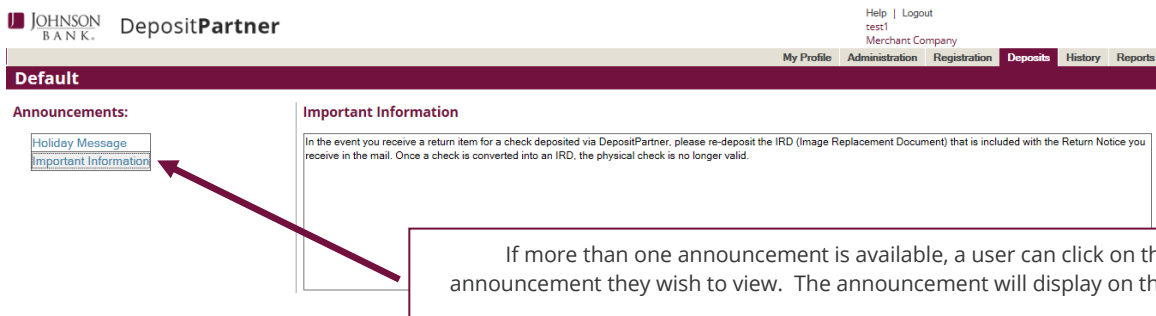


**Reports** (available to those in an Administrator, Reviewer, or Depositor role) - Select this option to access the Reports page. For more information on viewing reports, see page 13.



## ANNOUNCEMENTS AND MESSAGES

The Announcements and Message section shows important messages and information from Johnson Bank to all DepositPartner users in a Depositor and Administrator role. **NOTE: If there is more than one announcement from Johnson Bank available, toggle between the announcements by clicking on the message title in the Announcements section.**



If more than one announcement is available, a user can click on the announcement they wish to view. The announcement will display on the right.

## DEPOSIT DETAILS

This section gives a summary of deposits processed using DepositPartner within the past 35 days and contains data from deposits that have not yet been transmitted to Johnson Bank. Using a grid format, the Deposit Details section provides the following information for each deposit:

### My Open Deposits

	CapturedProcessingDate	ItemCount	DepositTotal	Username	DepositId
✘	6/15/2016 3:46:50 PM	2	\$200.00	test1	1cb33ddf-297a-403d-9b4d-2a0de621ff25

### My Recent Deposits

	CapturedProcessingDate	ItemCount	DepositTotal	Username	DepositId
	6/15/2016 12:48:10 PM	6	\$100.00	test1	9a185f1e-7288-46da-bf67-3070d19d5c4c

### My Open Deposits

- **CapturedProcessingDate** – The date and time the deposit was captured.
- **Item Count** – The number of items within a deposit.
- **Deposit Total** – The dollar amount input by a user as the control total, or the total of the deposit.
- **Username** – The user who created the deposit.
- **Deposit ID** – Each deposit is given a unique Deposit ID. The Deposit ID will help Johnson Bank locate the deposit quickly to assist with any questions.

### My Recent Deposits

- **CapturedProcessingDate** – The date and time the deposit was captured.
- **Item Count** – The number of items within a deposit including the virtual deposit ticket.
- **Deposit Total** – The dollar amount inputted by a user as the control total, or the total of the deposit.
- **Username** – The user that created the deposit.
- **Deposit ID** – Each deposit is given a unique Deposit ID. The Deposit ID will help Johnson Bank locate the deposit quickly to assist with any questions.

## CREATING A DEPOSIT

### STEP 1: CREATE DEPOSIT


Once the physical items in a deposit have been prepared for transmission to Johnson Bank, the deposit can be captured and transmitted electronically using DepositPartner.

***NOTE: Endorsing the backs of the checks is not necessary as DepositPartner is equipped with a Virtual Endorsement. DepositPartner will place an electronic endorsement on each item and will not physically spray on them.***

To create a new deposit, follow these steps:

- Total of all items to be included within the deposit to ensure that your total (Control Total \$) matches the Check Item Total \$ read by the scanner.
- Next to Primary Deposit Account, select the account the deposit will be going to.
- Enter the Deposit Control Total (the total amount of the deposit) and Click Proceed.

## Create Deposit

Primary Deposit Account:  

Deposit Control Total:

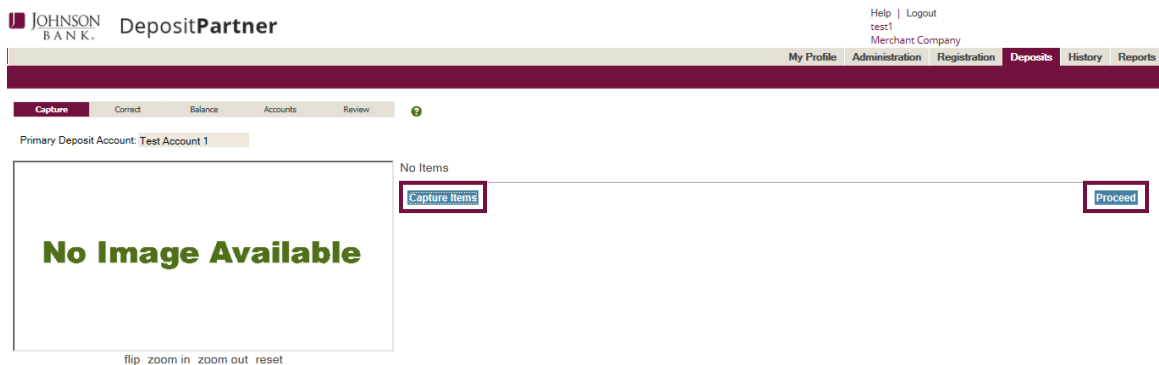
**Proceed**

### STEP 2: DEPOSIT WIZARD

Once a new deposit has been successfully started, the Deposit Wizard displays, which guides users through the necessary steps to create an electronic deposit. There are three steps within the Deposit Wizard necessary in creating an electronic deposit: *Capture, Correct, and Balance*.

When ready, click Capture Items and place the physical items prepared for deposit individually or in multiples (depending on scanner being used) into the scanner document tray facing the outside of the scanner.


**NOTE:** *If a jam is encountered while scanning, a prompt to clear the jam will display. Remove the item(s) that are jammed and clear the system prompt. Find the next item(s) to scan and place them back in the scanner document tray to continue scanning.*



JOHNSON BANK. DepositPartner

Help | Logout  
test1  
Merchant Company

My Profile Administration Registration Deposits History Reports

Capture Correct Balance Accounts Review 

Primary Deposit Account: Test Account 1

No Items

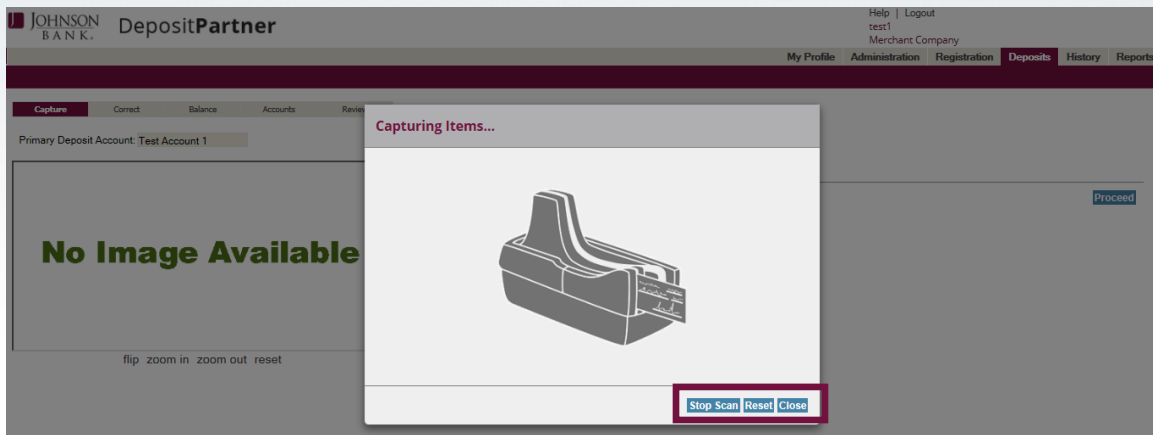
**No Image Available**

flip zoom in zoom out reset

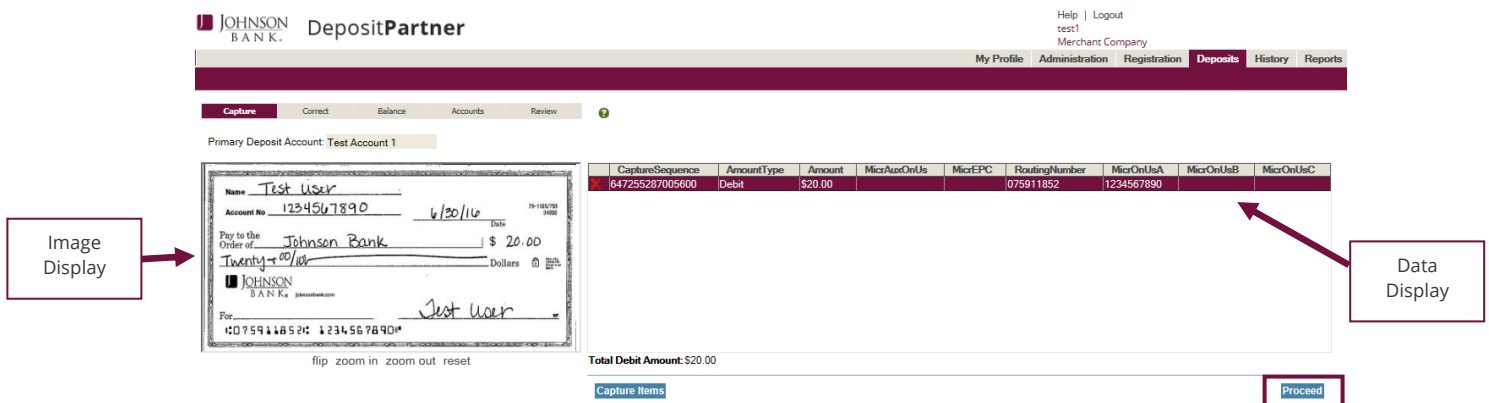
**Capture Items** **Proceed**

**STEP 1: CAPTURE SCREEN** - The Capture Screen displays the number of items scanned. Once all items have been scanned, click the stop scan button at the bottom of the page to get back to the Capture Screen. Once all items have been reviewed on the Capture screen, click Proceed at the bottom of the page.





The Capture Screen is divided into two sections.



- **Image Display** – Shows both the front and rear image of a selected deposit item and provides basic options for zooming in/out of the displayed image.
- **Data Display** – Presents detail data values specific to each captured items. Data is presented in a spreadsheet-style format, where each row represents specific item details and each column represents a data field value associated with the item captured, including:
  - **Capture Sequence** - This field contains the sequence number of the particular item. Each item is given a unique sequence number that is endorsed on the back of the items as they are captured.
  - **Amount Type** – This field identifies the captured item as a Credit or Debit.
  - **Amount** – This field shows the dollar amount the system captured while the item was being scanned.
  - **MicrAuxOnUs** – This field displays the serial number of the item of large business checks.
  - **MicrEPC** – This field will always be blank.

- **Routing Number** – This field displays the routing transit number of the item.
- **MicrOnUsA** – This field displays the account number of the item.
- **MicrOnUsB** – This field will always be blank.
- **MicrOnUsC** – This field displays the serial number of the item of small business or consumer checks.

**STEP 2: CORRECT SCREEN** - Once the physical items of a deposit are captured, if there are any items that reported a Courtesy Amount Recognition (CAR) failure during the capture process, the Correct Screen will appear. Items that need attention will appear one at a time, with options to correct the dollar amount or remove an item. If there are no items that reported a failure, the Balance Deposit screen will appear.

The screenshot shows the 'Correct Items' interface. On the left is a check image for 'Test User' dated 6/5/16 for \$19.00. On the right, there are three exception categories: 'Amount Recognition Failed' (with an input field for 'Enter Correct Amount' set to \$0.00), 'Image Quality Exceptions' (with a 'No Image Quality Errors' message), and 'Rejected Item Exception' (with an 'Item Passed' message). At the bottom, there are 'Accept' and 'Remove Item' buttons. Numbered callouts 1-5 are placed over the interface to highlight key features.

- **1** – Provides the ability to correct the failure.
- **2 & 3**– Indicates whether the item failed the IQA, Dream, CAR/LAR or duplicate item test<sup>1</sup>. This field will need to be reviewed before correcting an item to identify why the item failed.

*NOTE: If the analysis reads **Critical: No MICR**, remove the item and attempt to scan the item upside down. If this item fails again for the same reason, this item cannot be accepted will need to be taken to the nearest Johnson Bank branch location.*

- **4** – If an item must be removed (i.e. piggyback, foreign item, scanned by accident, etc.), simply click on the Remove Item button and the item will be removed from that deposit. A piggyback will need to be removed and taken to the nearest Johnson Bank branch location. Foreign items must be removed and taken to the nearest Johnson Bank branch location. The Control Total \$ can be adjusted on the Balance Adjustment pop up box after performing all steps needed to transmit a deposit.

<sup>1</sup> IQA, Dream, CAR/Lar are defined in the glossary section of this manual.

- **5** – Once an error has been fixed for a failed item, click on the **Accept** button to proceed to the next item.

**STEP 3: BALANCE SCREEN** – Once all the items within a deposit have been captured, and corrected if needed, the Balance screen will appear.

- **Balance Adjustment** – If the Deposit Control Total \$ (deposit amount entered by a user) does not match the Deposit Items Total \$ (deposit amount read by the scanner), adjust the Deposit Control Total \$ to match the Deposit Items Total \$ and then click Balance Deposit. Once the deposit is in balance, click the **Proceed** button.  
**Note:** You can view any checks that were edited or checks that may have not been read correctly by the scanner by clicking the dropdown menu and selecting **Edited Items** or **Suspect Item Amounts**.

Primary Deposit Account: 4 days are better

All Items	Suspect Item Amounts	Edited Items	Amount	MicrAccOnUs	MicrEPC	Routing Number	MicrOnUsA	MicrOnUsB
			Debit	\$8.97	0016911061	121100782	035629618	
			Debit	\$43.17		275981378		08000479388
			Debit	\$70.00	401938	075911832	1000413382	
			Debit	\$108.04		071925538	1104938	

Deposits: \$0.00  
Debits: \$230.18  
Difference: \$229.18

**Balance Deposit** **Proceed**

- **Finish Deposit** - The Deposit Ready screen shown below will open. The item displayed on the Deposit Ready screen is called a Virtual Deposit Ticket. This replaces the deposit tickets that would have been used if the deposit was brought to the bank. The Deposit Ready screen has two options: **Finish Deposit or Edit**.

Deposit Ready For Processing

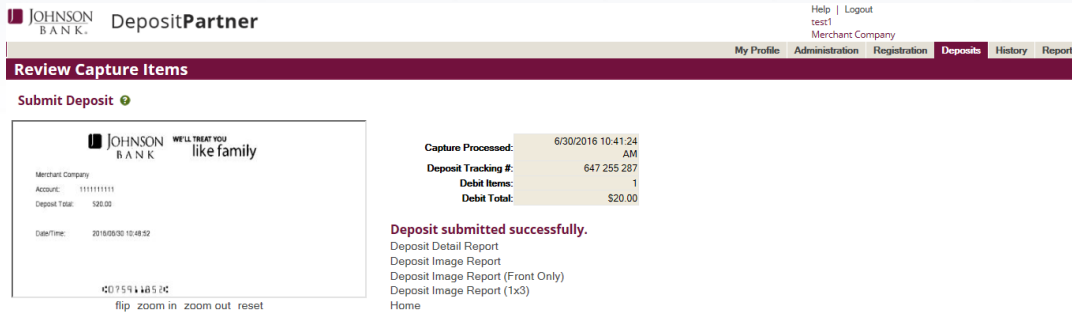
Capture Processed: 6/30/2016 10:41:24 AM  
Deposit Tracking #: 647 255 287  
Debit Items: 1  
Debit Total: \$20.00

Account: Test Account 1

**Finish Deposit**

- **Finish Deposit** – Sends the electronic deposit to Johnson Bank for processing.
- **Edit** – Allows the deposit to be edited to scan other checks and/or adjust the Deposit Control Total.

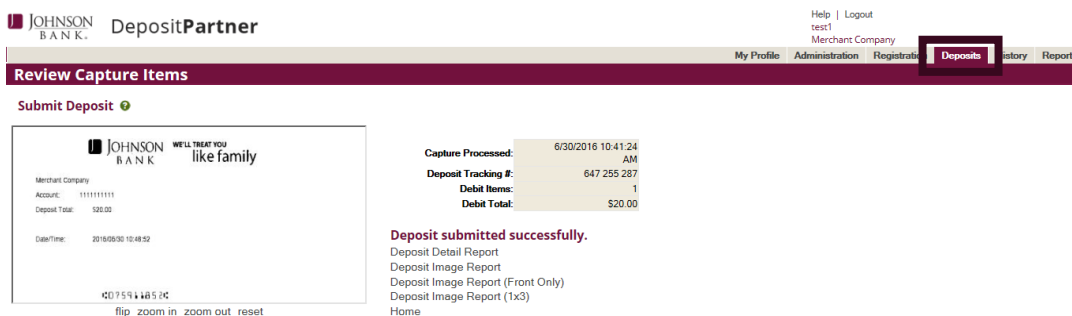
Once the deposit has been sent to Johnson Bank, the following screen will appear:



The screenshot shows the 'Review Capture Items' page in the DepositPartner application. The page header includes the Johnson Bank logo and 'DepositPartner' text. A navigation bar contains links for 'My Profile', 'Administration', 'Registration', 'Deposits', 'History', and 'Reports'. The 'Deposits' tab is active. Below the header, there is a 'Submit Deposit' button. The main content area displays a confirmation message: 'Deposit submitted successfully.' To the left, there is a preview of the deposit capture screen showing 'JOHNSON BANK' and 'WELL TREAT YOU like family' branding, along with account details and a date/time stamp. To the right, a summary table shows: 'Capture Processed: 6/30/2016 10:41:24 AM', 'Deposit Tracking #: 647 255 287', 'Debit Items: 1', and 'Debit Total: \$20.00'. Below the confirmation message, there are links for 'Deposit Detail Report', 'Deposit Image Report', 'Deposit Image Report (Front Only)', and 'Deposit Image Report (1x3)', along with a 'Home' link.

**NOTE:** If the status displays anything other than *Deposit submitted successfully*, please contact the Treasury Management Support Center at 877.236.2739. Monday – Friday during normal business hours.

- **Submit Deposit Later** – To submit the deposit at a later time, from the Deposit Balance screen, either logout of the DepositPartner application or select the Deposits Tab to return to the Home Page.



This screenshot is identical to the one above, showing the 'Review Capture Items' page. The key difference is that the 'Deposits' tab in the navigation bar is highlighted with a red box, indicating it is the active tab.

- The deposit will be listed in the All Deposits section on the Home Page under My Open Deposits. Click on the **CapturedProcessingDate** link for the specific deposit to start the transmission process.

JOHNSON BANK. DepositPartner

Help | Logout  
test1  
Merchant Company

My Profile Administration Registration Deposits History Reports

**Default**

Announcements:  
[Holiday Message](#)  
[Important Information](#)

**Important Information**  
 In the event you receive a return item for a check deposited via DepositPartner, please re-deposit the IRD (Image Replacement Document) that is included with the Return Notice you receive in the mail. Once a check is converted into an IRD, the physical check is no longer valid.

**My Open Deposits**

Captured/ProcessingDate	ItemCount	DepositTotal	Username	DepositId
X 6/30/2016 10:52:22 AM	2	\$12.00	test1	a0efddd3-2304-4e07-84b6-e5362a6ceba4

Create Deposit

Primary Deposit Account: [Please select account](#)  
 Deposit Control Total: \$0.00

[Proceed](#)

## REPORTS

There are 11 different reports available within DepositPartner. Choose a report by selecting the radial button next to the requested report.

JOHNSON BANK. DepositPartner

Help | Logout  
test1  
Merchant Company

My Profile Administration Registration Deposits History Reports

**Reports**

[View Reports](#)

**Reports**

- Deposit Detail Report
- Deposit Image Report
- Deposit Image Report (Front Only)
- Deposit Image Report (1x3)
- Deposit Summary Report
- All Deposits Detail Report
- Export Standard Data File
- Export Data File by Layout
- Location Summary Report

Once the report type has been selected, the report criteria page will open. Enter the requested information, such as date, account number, location, etc. and click View Report to view the results or click Export to CSV to have the results open in a csv file.

JOHNSON BANK. DepositPartner

Help | Logout  
test1  
Merchant Company

My Profile Administration Registration Deposits History Reports

**Reports**

[View Reports](#)

**Reports** **Criteria**

Report: [Deposit Detail Report](#)  
 Date:   
 Deposit Description: [Select a Deposit](#)  
 Include Custom Fields:   
 Tab View  Window View

[View Report](#) [Export to CSV](#)

A description of available reports are as follows:

- **Deposit Detail Report** – Contains details for a specifically selected deposit in the specified date (The default is for the current day's deposit only).

Images are available through DepositPartner for 35 days. If retention beyond 35 days is required, Johnson Bank recommends saving the Deposit Detail Report each time a deposit is processed. Reports first must be exported by either selecting the Export to CSV from the report criteria page or by using the Save Icon on the View Report page and then saved to a location on the PC that will retain the report.

**An example of an electronic retention:** A shared drive that all users and/or approved employees can access with a folder named DepositPartner. Within the folder, create sub-folders for each month of the year. Each time a deposit is processed, the report could be saved in the corresponding folder with a file name of the deposit date. This will depend on the number and frequency of your deposits.

Shared drive – H

Folder – DepositPartner

Sub-folder – Jan 07, Feb 07, etc.

File named – 0106 (January 6th) H:\DepositPartner\Jan 07\0106.pdf

- **Deposit Image Report** –Details the actual images of a deposit and contains the following information:

- Transmission Date
- Deposit account nickname chosen at the time of set up
- Deposit Status
- Location
- Customer Name
- Deposit Total
- Deposit Tracking No.
- Deposit Date
- No of Debits
- Front/back image of each item
- Capture Sequence #
- Dollar amount of each item
- Serial number of each item

The **Deposit Acct:** is the account that was selected when creating a New Deposit. The **Deposit Status** will read **Received** if the deposit is shown in the My Recent Deposits section on the homepage.

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DepositPartner

Help | Logout  
test1  
Merchant Company

My Profile Administration Registration Deposits History Reports

Reports

View Reports

Save

Reports Criteria View

Tools Fill & Sign Comment

JOHNSON BANK  
DepositPartner

**Deposit Detail Report**

Transmission Date:	6/30/2016 10:49:42 AM	Merchant Name:	Merchant Company	Deposit Date:	6/30/2016 10:48:52 AM
Account:	Test Account 1	Deposit Total:	\$20.00	No of Debits:	1
Deposit Status:	Received	Deposit Tracking No.:	647 255 287	Submitted By:	test1
Location:	555 Main St USA	Created By:	test1		

Capture Sequence	Export Sequence	Debit/Credit	Item Amount	Serial No.	Account No.	Routing Number	Analysis Status	Override Indicator
647255287005591	4149160	Credit	\$20.00	111111111	111111111	075911852		False
647255287005600	4149170	Debit	\$20.00		1234567890	075911852	NotApplicable	True

- **Deposit Image Report (Front Only)** – This option shows the same details as the Deposit Image Report but will exclude the images of the back of the checks deposited.

- **Deposit Image Report – Single Item** – This option shows the same details as the Deposit Image Reports but will display the deposit with a format of 1 single item image, front and back per page.
- **Deposit Image Report (1x3)** – This option shows the same details as the Deposit Image Report; however, displays front images only and in a 1-column, 3-row layout (providing larger images per page).
- **Deposit Summary Report** – Lists all the deposits (processed) created within the date range specified. This report provides the following details:
  - Start Date & End Date
  - Merchant Name
  - Location
  - Deposit Timestamp
  - Deposit Total
  - Deposit account nickname chosen at the time of setup
  - Number of Debits
  - Deposit Status
  - Captured By
  - Submitted By
  - Deposit Tracking No.
- **All Deposits Detail Report** – In addition to the information provided on a Deposit Detail Report, the All Deposits Detail Report includes the information for each deposit within the chosen date but will only display a single deposit at a time. Use the next page button to scroll through the deposits submitted in the chosen specified date.
- **Amount Limit Exception Report** – Displays all deposits and their corresponding items that have exceeded the configured soft amount limit for the company. Johnson Bank reviews limits on a regular basis and adjusts as necessary. Deposits are not stopped if limits are exceeded.
- **Export Standard Data File** – Allows deposit data to be exported in a CSV format.
- **Export Data File by Layout** - Provides the option to export DepositPartner deposit details as a CSV file.
- **Location Summary Report** – Provides detailed summary of all deposits captured on a given date or date range by location.

**NOTE:** If a deposit is transmitted before 7pm CT during a normal business day and does not display on this report by the next business day, please contact the Treasury Management Support Center at 877-236-2739.

## HISTORY

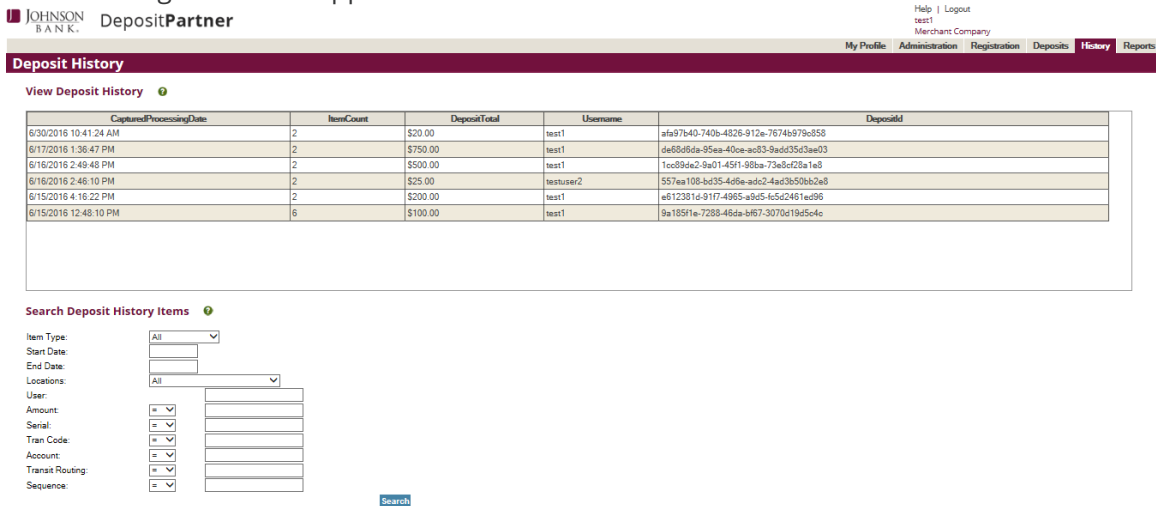
This feature allows the ability to search for transaction history completed within DepositPartner from the past 35 calendar days.

When Finding Items, remember:

- DepositPartner archives the items using the MICR information at the bottom of the item. For example, check number 9999 on the MICR line will need to be listed if searching by serial number in order to find the item.
- The Serial number field accepts a maximum of 9 characters.

To Find Items, click the History Tab.

The following screen will appear:



JOHNSON BANK. DepositPartner Help | Logout  
test1  
Merchant Company

My Profile Administration Registration Deposits **History** Reports

**Deposit History**

View Deposit History

Captured/ProcessingDate	ItemCount	DepositTotal	Username	DepositId
6/30/2016 10:41:24 AM	2	\$20.00	test1	a1e97b40-740b-4826-912e-76746979e858
6/17/2016 1:36:47 PM	2	\$750.00	test1	4e6866de-95ea-40ce-ae83-9aed35d3ae03
6/16/2016 2:49:48 PM	2	\$500.00	test1	1cc98de2-9a01-49f1-98ba-73e9e2f28e1e3
6/16/2016 2:46:10 PM	2	\$25.00	testuser2	557ea108-bd35-4d6e-ade2-4ac3b50bb2e8
6/15/2016 4:16:22 PM	2	\$200.00	test1	e612381e-91f7-4965-9b65-4e5d2461e096
6/15/2016 12:48:10 PM	6	\$100.00	test1	9a189f1e-7288-46da-b6b7-3070e119d5e4e

Search Deposit History Items

Item Type:

Start Date:

End Date:

Locations:

User:

Amount:

Serial:

Tran Code:

Abscort:

Transit Routing:

Sequence:

Input any information regarding the item/deposit being searched for, click Search. If found, the item will appear.

## USER ADMINISTRATION

*Available only to those in an Administrator and/or Supervisor Role*

This allows the following functions:

- Create a New User (Admins only)
- Delete an Existing User (Admins only)
- Edit Users
  - Change Email address
  - Change User Role(s)
  - Change Assigned Deposit Accounts
  - Update/Change Phone Numbers
- Enabled/Disable a User
- Reset a User password
- Add email notification for deposit summary



## Creating a New User

An Administrator is the only role that can create Users.

- Click on Administration and select the Create User link.

- In the opened data fields, enter the following information:

1. User Name and User E-mail address.  
**NOTE:** The User Name should be unique to the User. Once the User Name has been added, it cannot be changed.
2. Assign the User Role(s) by checking the boxes to the under roles.  
**NOTE:** See the User Roles section for more information regarding how they are applied to the deposit workflow.
3. Assign the Deposit Account(s) by checking the boxes under Accounts.
4. Select a default location and scanner for the user.
  - i. If adding a **Panini ml:Deal** network scanner, another dropdown box will appear labeled "Host Name". Enter 192.168.1.1 or 192.168.4.1. This will depend on the IP address of the scanner.
  - ii. If adding a **Panini EvernXt** network scanner, another dropdown box will appear labeled "Host Name". Enter 192.168.101.1. This will depend on the IP address of the scanner (located on the LCD display).
5. The Geolocation field is reserved for future use.
6. Click the Create User button to add the User.

- The new user will display automatically within the User Administration list.
- The new user will receive an e-mail with their temporary password to be used during their first login. **NOTE:** *Temporary passwords are valid for 14 days.*

### Editing a User

An Administrator and/or Supervisor can modify a user's information, including email address, phone numbers, assigned Deposit Account(s), assigned user role(s), assigned default location, assigned default scanner and Deposit Activity Emails.

The screenshot shows the Johnson Bank DepositPartner User Administration interface. At the top, there is a navigation bar with 'Administration' selected. Below the navigation bar, there is a 'User Administration' section with a search box and a table of users. The table has columns for 'Delete', 'Edit', 'Unlock', 'Enable/Disable', 'Reset Password', 'User Name', 'Last Password Changed Date', 'Is Locked Out', 'Email', and 'Creation Date'. The 'Edit' icon in the first row is highlighted with a red box.

Delete	Edit	Unlock	Enable/Disable	Reset Password	User Name	Last Password Changed Date	Is Locked Out	Email	Creation Date
			<input checked="" type="checkbox"/>		astfridayot	7/30/2018 10:56:00 AM	False	cschulz@johnsonbank.com	7/30/2018 10:56:00 AM

- To edit User Properties, click on Administration and the User Administration. Locate the User that needs to be modified.
- Click the Edit icon in the row of the user that needs to be modified.
- Make the necessary modifications.
  - To modify a user's e-mail address, enter it in the in the E-mail field.
  - To modify a user's phone number, enter it in the provided phone number field(s).
  - To assign/un assign Role(s), select/unselect the appropriate role(s).
  - To assign/un assign Deposit Account(s), select/unselect the appropriate account(s).
  - To assign/un assign Scanner(s)/Location(s), select/unselect the appropriate scanner and/or location.
    - If assigning a **Panini ml:Deal** network scanner, another dropdown box will appear labeled "Host Name". Enter 192.168.1.1 or 192.168.4.1. This will depend on the IP address of the scanner.
    - If assigning a **Panini EverneXt** network scanner, another dropdown box will appear labeled "Host Name". Enter 192.168.101.1. This will depend on the IP address of the scanner.
  - Select the Save button when complete.

### Delete an Existing User

Only those in an Administrator role can delete users. To delete an existing user, click the Delete icon in the row of the user to be removed. Click OK to complete the action.

**Note:** It is suggested to review user access at least annually and remove users that no longer require access to the DepositPartner system.

JOHNSON BANK. DepositPartner Help | Logout  
test1  
Merchant Company

My Profile **Administration** Registration

**Administration**

User Administration ?

Delete	Edit	UnLock	Enable/Disable	Reset Password	User Name	Last Password Changed Date	Provider Name	Is Online	Password Question	Is Locked Out	Comment
<input checked="" type="checkbox"/>		<input type="checkbox"/>	<input checked="" type="checkbox"/>	Reset	tester5	6/30/2016 11:01:31 AM	WebServiceMembershipProvider	False		False	

### Setting User Access

Administrators and/or Supervisors can prevent a user from logging into the application or can restore access by selecting or unselecting the Enable/Disable box in the row of the user the access needs to be removed/restored.

JOHNSON BANK. DepositPartner Help | Logout  
test1  
Merchant Company

My Profile **Administration** Registration

**Administration**

User Administration ?

Delete	Edit	UnLock	Enable/Disable	Reset Password	User Name	Last Password Changed Date	Provider Name	Is Online	Password Question	Is Locked Out	Comment
<input checked="" type="checkbox"/>		<input type="checkbox"/>	<input checked="" type="checkbox"/>	Reset	tester5	6/30/2016 11:01:31 AM	WebServiceMembershipProvider	False		False	

### Resetting Passwords

Administrators and/or Supervisors can reset users' passwords by selecting the Reset Password link in the row of the selected user. This will automatically send an email to the user which will include the temporary password.

**NOTE:** Temporary passwords are valid for 14 days.

JOHNSON BANK. DepositPartner Help | Logout  
test1  
Merchant Company

My Profile **Administration** Registration

**Administration**

User Administration ?

Delete	Edit	UnLock	Enable/Disable	Reset Password	User Name	Last Password Changed Date	Provider Name	Is Online	Password Question	Is Locked Out	Comment
<input checked="" type="checkbox"/>		<input type="checkbox"/>	<input checked="" type="checkbox"/>	Reset	tester5	6/30/2016 11:01:31 AM	WebServiceMembershipProvider	False		False	

### Deposit Activity Emails

Administrators and/or Supervisors can set up Deposit Email Notifications at a User or Company level and choose what time of the day or week for those notifications to be received.


- Select the user you are setting up notifications for.

- Choose the check box next to *User Report* for a *User Summary* and/or *Merchant Report* for a *Company Summary*.
- Select the Frequency; Daily or weekly
- Select the time of the notification and click the Save icon.

My Profile Administration Registration Deposits History Report

---






User Administration
Reset Duplicate History
Deposit Activity Emails

Deposit Activity Emails 

External Email Recipients:

Email Frequency:  Send Time:  :

Save
Reset

User Name	Email	User Report	Merchant Report	Email Frequency	Send Hour	Send Minute	Send AM/PM	Save
fridaysarempal	<input type="text"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Daily <input type="text" value="v"/>	3 <input type="text" value="v"/>	00 <input type="text" value="v"/>	PM <input type="text" value="v"/>	
depositmanager	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	None <input type="text" value="v"/>	3 <input type="text" value="v"/>	00 <input type="text" value="v"/>	PM <input type="text" value="v"/>	
depositor	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	None <input type="text" value="v"/>	3 <input type="text" value="v"/>	00 <input type="text" value="v"/>	PM <input type="text" value="v"/>	
reviewer	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	None <input type="text" value="v"/>	3 <input type="text" value="v"/>	00 <input type="text" value="v"/>	PM <input type="text" value="v"/>	
supervisorrole	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	None <input type="text" value="v"/>	3 <input type="text" value="v"/>	00 <input type="text" value="v"/>	PM <input type="text" value="v"/>	

A Merchant Report can be sent to external recipients that are not users on the DepositPartner system. Multiple email addresses can be used by separating each email address with a comma.

### User Roles

User roles grant or restrict access to the available functions within the DepositPartner application.

The following table lists the functionality available for each user role:

**NOTE:** The deposit accounts which are assigned to administrator and/or supervisor users are the only accounts these users may add to or remove from other users' accounts.

Role:	Privileges:
<b>Administrator</b> *This role is established by Johnson Bank	<ul style="list-style-type: none"> <li>• User Administration:               <ul style="list-style-type: none"> <li>Add New/Delete existing</li> <li>Assign/Remove User Roles</li> <li>Modify User Information</li> <li>Assign/Remove Deposit Account Access</li> <li>Enable/Disable a User</li> <li>Reset User Password</li> <li>Unlock User</li> </ul> </li> <li>• Register Scanner/ Location</li> <li>• View Reports</li> </ul>

	<ul style="list-style-type: none"> <li>• View Deposit History</li> <li>• View/Run Queries</li> <li>• Mark items</li> <li>• Deposit creation and submission</li> <li>• View Open Deposits</li> <li>• View Recent Deposits</li> </ul>
<b>Supervisor</b>	<ul style="list-style-type: none"> <li>• Register Scanner/Location</li> <li>• Modify/Unlock Users <i>(cannot view Administrators or other Supervisors)</i></li> <li>Assign/Remove User Roles</li> <li>Modify User Information</li> <li>Assign/Remove Deposit Account Access</li> <li><b>NOTE: Can only assign deposit account access to accounts the supervisor has access to.</b></li> <li>• Enable/Disable a User</li> <li>• Reset User Password</li> </ul>
<b>Reviewer</b> *For all deposit accounts	<ul style="list-style-type: none"> <li>• View Reports</li> <li>• View Deposit History</li> <li>• View / Run Queries</li> <li>• Mark items</li> </ul>
<b>Depositor</b> *For own deposits only	<ul style="list-style-type: none"> <li>• Deposit creation and submission</li> <li>• View History</li> <li>• View Reports</li> <li>• View / Run Queries</li> <li>• View Open Deposits</li> <li>• View Recent Deposits</li> <li>• Mark Items</li> <li>• Register Scanner/Location</li> </ul>
<b>Deposit Manager</b>	<ul style="list-style-type: none"> <li>• Submit Open Deposits</li> </ul>

## SCANNER MAINTENANCE

Over time, ink, dirt and dust particles will collect on the scanner rollers and document track. Therefore, it is necessary to clean these areas on a regular basis to assure reliable performance. Tips for performing preventative maintenance are to:

- Periodically inspect the entire document track area. The use of a flashlight will enhance the visual inspection between scan heads and throughout the document track.

- Remove any staples, paper clips and rubber bands that may have accumulated during use.
- Do not use White Out on scanned documents. The White Out can rub off of the documents onto the scanner's camera faceplate and distort the images.
- Have a can of compressed air available to blow out the document track on a regular basis.
- Inspect the quality of the captured images on a regular basis. If the quality does not appear to be related to dirt or debris, contact the Treasury Management Support Center at 877.236.2739 to determine if the scan heads can be recalibrated.
- Purchase cleaning kits to have on hand for regular cleaning maintenance. Cleaning kits and other accessories can be ordered through the bank. To order supplies please see page 30 of this guide for instructions.

## SCANNER CLEANING PROCEDURES

Suggested cleaning maintenance is every 3,000 items or if the image quality is compromised.

- Launch DepositPartner and click on New Deposit. Continue as if making a deposit. Enter .01 for the deposit total, but make sure not to transmit the deposit to Johnson Bank.
- Insert a new cleaning card in the hopper - **hold onto the card.**
  - Initiate feeding while holding the card firmly to prevent the card from actually feeding through the scanner.  
**NOTE:** *A paper jam error message will occur. When this occurs, remove the cleaning card and close out of the error message to continue the cleaning process.*
  - Flip the card over and run the same procedure again. This ensures that the main entry drive roller and the double feed rollers are properly cleaned.  
**TIP:** Getting the rollers to scrub on the cleaning card is the most important part of the cleaning procedure. Rollers with a severe buildup of ink and dirt will require use of the cleaning swabs. These are used to manually scrub all of the mail drive rollers.
- Flip the card top to bottom and scan the card again, this time letting it move through the scanner into the exit pocket.

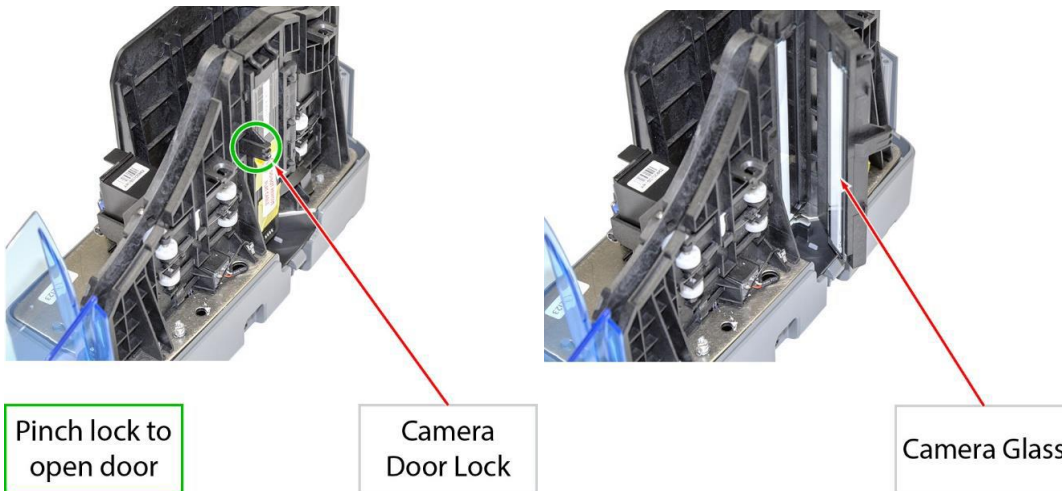
- Turn the card around and repeat the same process of scanning the card several times on the reverse side until the cleaning card does not pick up additional ink and debris.
- After completing the cleaning process, cancel the transaction and discard the used cleaning card.

### **CLEANING SCAN-HEAD**

**NOTE:** This is only performed when document images are unclear, distorted or have a dark line laterally through every image.

#### **CX30 SCANNER**

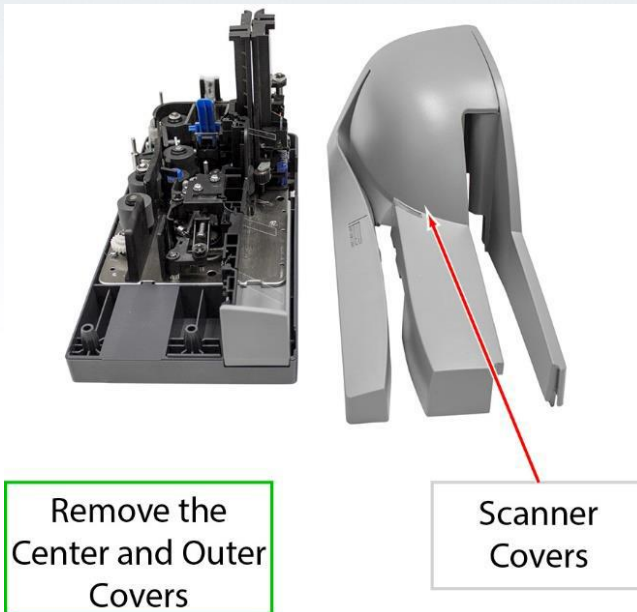
- Remove the top-center cover
- See below image for opening the scan-head outer door.



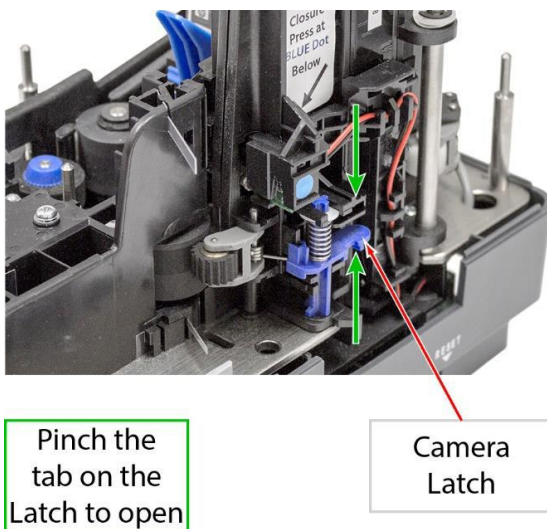
- The glass area can be wiped with an alcohol swab, or damp cloth to remove any residue on the camera area.
- Do not use any sharp, metal objects or you could scratch the glass.
- Close the scanner door and replace the top-center cover.

#### **TS 240 SCANNER**

- Remove the outer and center covers



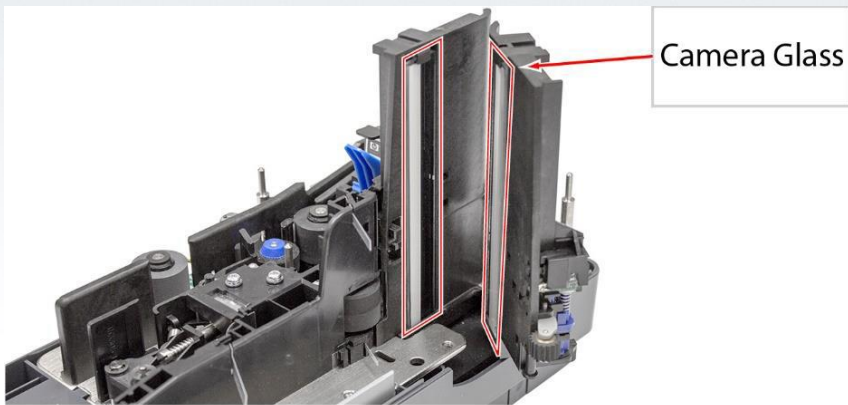
- Unscrew the nylon screw and gently open the scanner camera faceplates



**Note:** The alcohol swabs are typically used to clean off the four main drive rollers, but can also be used on the scanheads if you have a tough buildup on the glass.

- Use the cleaning swab or a clean cloth to wipe the camera faceplate (the two white strips and both sides of the camera faceplate section of the scanner).





Carefully wipe the  
Camera Glass

- Reassemble the scanner components by replacing the nylon screw and the covers.

#### **PANINI MI:DEAL**

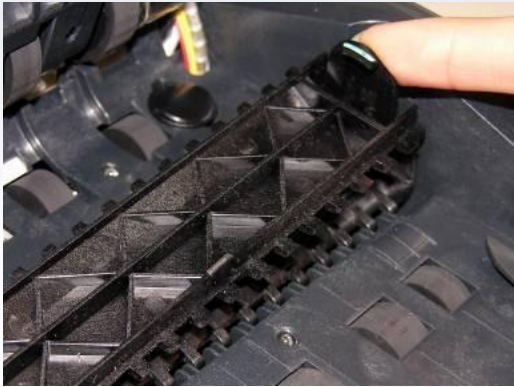
- **Cleaning Inside of Unit:** Remove paper dust and small debris from device by using low pressure canned air or a dusting brush designed for use on electronic equipment.
- **Cleaning Outside of Unit:** The outside cabinetry can be cleaned to remove finger marks and dust with a damp cloth and mild soap.

#### *Cleaning the Contact Image Sensors*

- Gently open the front image camera.
- Manually rotate the CIS support, positioning the camera on the bottom.



- Open the rear CIS support by pressing the right tab in and lifting up.



- Hold the CIS support to clean the camera lens.



- Remove any debris and dust. Clean the Contact Image Sensors with a soft, lint-free cloth dampened with Isopropyl Alcohol or with eye glass cleaner.

## IQA ERRORS

IQA stands for Image Quality Assurance. Every item that is run through DepositPartner will have the image run through IQA testing. Each IQA error has its own assurance level. If an item does not pass that level, the image will fail and the user will need to determine what action to take with the item. The IQA error will display in the Analysis section of the Correction Screen. Below is a list of all IQA errors, their definitions, and the action that needs to be performed on the item to correct it.

IQA Error	Definition	Corrective Action
<b>Amount Recognition Failed</b>	Item dollar amount could not be read.	Enter the written dollar amount on the check in the <i>Amount</i> box located in the Input Fields section on the Correct screen. Click the <i>Accept</i> button once complete.
<b>Critical: No MICR</b>	The scanner could not read the MICR line information.	Remove the item and try to rescan the item upside down. If the same error message is receive, bring the item to the nearest Johnson Bank location.
<b>Image Format Error</b>	Image is not recognized as a valid TIFF, or the TIFF tags are not correct.	Remove the item from the system and rescan it upside down.
<b>Front/Back Image Format Error</b>	The TIFF tags for the front/back are invalid, missing or the resolution is not 200 or 240 dpi.	Remove the item from the system and rescan it upside down.
<b>Front/Back Image Data Error</b>	The front/back image cannot be decoded. The Group IV compressed data has an error and the image failed decompression.	Remove the item from the system and rescan it upside down.
<b>Too Few DREAM Characters</b>	Not enough MICR characters can be read from the image. DREAM reads less than nine MICR characters.	Remove the item from the system and rescan it upside down.

IQA Error	Definition	Corrective Action
<b>Too Many DREAM Characters</b>	Too many MICR characters were read from the image. DREAM reads more than 60 MICR characters.	Remove the item from the system and rescan it upside down.
<b>DREAM Reject Percentage Too High</b>	Too many of the successfully-read MICR characters are rejected characters. More than 50% of the MICR characters need to be good to pass the test.	Remove the item from the system and rescan it upside down.
<b>Front/Back Density Too High</b>	The front/back image is predominantly black, resulting in a very poor image. If more than 50% of the image pixels are black, it is a bad image.	Remove the item from the system and rescan it upside down.
<b>Front/Back Density Too Low</b>	The front/back image is predominantly white, resulting in a nearly black image. If the image density is lower than 3%, then it is virtually white.	Remove the item from the system and rescan it upside down.
<b>Excessive Skew</b>	The image has been rotated excessively (results in black diagonal corners on display and in statements). If the image is skewed more than 2.3 degrees from the baseline MICR line, it is considered excessive.	Remove the item from the batch on the system. Continue key correcting or click Cancel if you receive the unbalanced screen. Click on Capture and rescan the item.
<b>Front/Back Image Too Narrow</b>	The front/back image is not wide enough (may be dropped). The image is considered too narrow if the image is less than the minimum width of 5.5 inches.	Use the Replace Image Option and rescan the item.

IQA Error	Definition	Corrective Action
<b>Front/Back Image Too Wide</b>	The front/back image is too wide (possible capture device threshold error or piggyback). The image is considered too wide if it is greater than 9.2 inches.	Use the Replace Image Option and rescan the item.
<b>Front/Back Image Too Short</b>	The front or back of the image is too short (possible capture device threshold error, torn document, or a zip-strip ran through the capture device by itself). The image is considered too short if the image is less than 2.4 inches.	Use the Replace Image Option and rescan the item.
<b>Front/Back Image is Too Tall</b>	The front/back image is too tall (possible capture device threshold error or gross piggyback situation). The image is considered too tall if the image is greater than 4.45 inches.	If there is a piggyback then you need to remove the items from the system and rescan them one by one.
<b>Front/Back Image Data Too Small</b>	The resulting Group IV compressed data is too small, usually implying a nearly all white or all black document. The front image is considered too small if the compression ratio is less than .00606. The back image is considered too small if the compression ratio is less than .00364.	Use the Replace Image Option and rescan the item

IQA Error	Definition	Corrective Action
<p><b>Front/Back Image Data Too Large</b></p>	<p>The resulting Group IV compressed data is too large, implying a very, very busy document that may be unreadable. The image looks like snow with many black dots. The image actually increases in size when compressing. The image is considered too large if the compression ratio is greater than 1.5.</p>	<p>Use the Replace Image Option and rescan the item.</p>
<p><b>Front/Back Image Has Streaks</b></p>	<p>The front/back image has horizontal black banding across its surface. Usually, it is a capture device camera problem (stuck pixel in the camera). The image is considered too have a streak if there is a perfectly horizontal non-breaking line of black pixels from the absolute right side of the document one pixel wide.</p>	<p>Use the Replace Image Option and rescan the item.</p>
<p><b>Front/Back Ratio Excessive</b></p>	<p>This implies that the dimensions of the front and back images do not match up. Either the front or the back image usually has an edge detection problem. The front to back ratio is considered excessive if the width or height of the image is more than .5 inches different.</p>	<p>Use the Replace Image Option and rescan the item.</p>

IQA Error	Definition	Corrective Action
<b>May Be Wrong Image</b>	The image-read MICR line does not appear to match the supplied data for the image. If the DREAM-read MICR line does not match the supplied MICR data by at least 60%, it may be the wrong image.	View the image and the system read MICR line to make sure they match. If they do match just ignore the error. If they do not match, remove the item and rescan it.
<b>Duplicate Item</b>	This means that the item has already been ran through DepositPartner. It may have been credited to your account already.	Pull the item from the batch of work and verify if it has been transmitted for credit.

## SUPPLIES

You can order the following DepositPartner supplies by completing the Supply Order Form located at <https://www.johnsonbank.com/business/clients>. Supplies will be delivered in two business days.

- Scanner Ink Cartridge
- Scanner Cleaning Kit (25 cards, 6 swabs)
- 100 check Disposal Bags

## **GLOSSARY**

**CAR** (Courtesy Amount Recognition) – CAR is a program within the software that reads the numeric dollar amount of each item.

**DREAM** (Dynamic Reject Entry Automation Module) – DREAM is a program within the software that reorients a check (i.e., if an item is backwards or up-side down, DREAM will “flip” the item to look correct).

**IQA** (Image Quality Assurance) - Every item that is run through DepositPartner will have the image run through IQA testing. Each IQA error has its own assurance level. If an item does not pass that level, the image will fail and the user will need to determine what action to take with the item.

**LAR** (Legal Amount Recognition) – LAR is a program within the software that reads the written dollar amount of an item.

**MICR** (Magnetic Ink Character Recognition) – Numbers and characters found on the bottom of checks (usually containing the check number, TR # and account number).

**Piggyback** – Two items that scanned together, one on top of the other.

**TR #** (Transit Routing Number) – This is a number defined by the Federal Reserve to identify what Financial Institution a check was drawn on. This number is located in the MICR line.