



Image Research Center

User Guide

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Introduction

KeyNavigator's Image Research Center allows you to easily and conveniently view images of paid checks, deposits/deposited items, return items/return advices, and adjustment advices. Where applicable, the back of certain images can also be viewed.

The Image Research Center provides a single page that contains separate tabs for selecting Search Criteria, viewing the Results List, and using the Image Viewer.

Search Criteria

Image search

- Begin your search by selecting the desired image type to view.

The screenshot shows the 'Image Search' section with a dropdown menu for 'Image Type' that is open, listing options: All Checks, eChecks, Deposit, Return Item, Return Advices, and Adjustment Advices. To the right, under 'Saved Searches', there is a list of saved search criteria: Previous 5 Days Paid Checks, Previous Day Returned Items, Previous Day Deposits, Return Advices, and Adjustment Advices, each with a right-pointing arrow and an 'Edit' button.

- Some of the Image Types will have different filters to use after selecting the type of image to view:
 - Check type
 - eCheck type
 - Deposit type
 - Return type
- Select account (up to three), date, and amount filters.
- Select **Search** to generate the Results List. You can also click **Save Search** for future use. You can create and save searches for all the image type options. You may delete saved searches at any time using the edit button.

The screenshot shows the 'Refine Search Criteria' section with various filters. The 'Image Type' is set to 'All Checks'. The 'Check Type' is set to 'Paid'. The 'Account' section shows '3 Selected'. The 'Date' section has a 'Custom Date' dropdown. The 'Date From' section shows 'between' with dates '06/01/2013' and '06/26/2013'. The 'Amount' section has an 'equal to' dropdown. The 'Check Num' section has a 'less than' dropdown. A calendar for June 2013 is displayed. Callouts highlight: 'Refine image types further with additional options', 'Many fields provide options to specify values precisely or within ranges to help refine search results', and 'Enter dates manually or use the popup date picker'. The 'Search' and 'Save Search' buttons are highlighted with red boxes.

Results List

Search results

- Click on the camera icons (see below) to view the images for each individual item.

Image Research Center

Search Criteria **Results List** Image Viewer

SAVED SEARCH: Previous 5 Days Paid Checks

Export All Export Selected View Selected Clear Selected

ID	Select	View	Check #	Type	Amount	Date	Account
1	☐		XXXXX	Paid	\$ 1,019.02	05/13/20XX	123456
2	☐		XXXXX	Paid	\$ 266.89	05/13/20XX	123456
3	☐		XXXXX	Paid	\$ 1,372.32	05/13/20XX	123456
4	☐		XXXXX	Paid	\$ 998.39	05/13/20XX	123456
5	☐		XXXXX	Paid	\$ 1,647.65	05/13/20XX	123456
8	☐		XXXXX	Paid	\$ 805.08	05/13/20XX	123456
13	☐		XXXXX	Paid	\$ 866.45	05/13/20XX	123456
14	☐		XXXXX	Paid	\$ 1,415.30	05/13/20XX	123456
15	☐		XXXXX	Paid	\$ 549.99	05/13/20XX	123456

Search Criteria Save Search displaying 1 to 100 of 300 items Next

jump to page 1 2 3

Selecting items

- Mark the checkbox in the **Select** column to select an item. Individual items on the page can be selected and loaded into the Image Viewer or exported.

Image Research Center

Search Criteria **Results List** Image Viewer

SAVED SEARCH: Previous 5 Days Paid Checks

Export All Export Selected View Selected Clear Selected

ID	Select	View	Check #	Type	Amount	Date	Account
1	☒		XXXXX	Paid	\$ 1,019.02	05/13/20XX	123456
2	☒		XXXXX	Paid	\$ 266.89	05/13/20XX	123456
3	☒		XXXXX	Paid	\$ 1,372.32	05/13/20XX	123456
4	☐		XXXXX	Paid	\$ 998.39	05/13/20XX	123456
5	☐		XXXXX	Paid	\$ 1,647.65	05/13/20XX	123456
8	☐		XXXXX	Paid	\$ 805.08	05/13/20XX	123456
13	☐		XXXXX	Paid	\$ 866.45	05/13/20XX	123456
14	☐		XXXXX	Paid	\$ 1,415.30	05/13/20XX	123456
15	☐		XXXXX	Paid	\$ 549.99	05/13/20XX	123456

Search Criteria Save Search displaying 1 to 100 of 300 items Next

jump to page 1 2 3

Results List

Export options

- You can export items into the following formats (export options and limits vary by image type):
 - CSV Data Only
 - PDF with images
 - ZIP with images

Returned items

- Returned items may be selected and viewed in the Image Viewer, or select the item type to view details for the return.

Image Research Center

Search CriteriaResults ListImage Viewer

Image Type: Return Items Return Type: Paid Account: Multiple Accounts Date Returned: Previous Day

Export All Export Selected View Selected Clear Selected

ID	Select	View	Type	Check #	Amount	Return Date	Maker	Return Reason
1	☐		Chargeback	xxxxxx	\$ 5,411.00	10/22/20XX	Test User 1	Uncollected Funds
2	☐		RCK1	xxxxxx	\$ 8,475.00	10/22/20XX	Test User 1	Frozen/Blocked Ac
3	☐		Paper Redeposit	xxxxxx	\$ 8,278.00	10/22/20XX	Test User 2	Uncollected Funds
4	☐		RCK2	xxxxxx	\$ 6,531.00	10/22/20XX	Test User 3	Uncollected Funds
5	☐		RCK1	xxxxxx	\$ 8,964.00	10/22/20XX	Test User 4	Uncollected Funds
6	☐		RCK2	xxxxxx	\$ 6,762.00	10/22/20XX	Test User 4	Account Closed
7	☐		Chargeback	xxxxxx	\$ 5,808.00	10/22/20XX	Test User 2	No Account
8	☐		Paper Redeposit	xxxxxx	\$ 6,282.00	10/22/20XX	Test User 6	Account Closed
9	☐		RCK1	xxxxxx	\$ 5,934.00	10/22/20XX	Test User 4	Account Closed
10	☐		Paper Redeposit	xxxxxx	\$ 7,290.00	10/22/20XX	Test User 3	NSF

Search Criteria Save Search displaying 1 to 36 of 36 items

Results List

Deposits

- View deposited items by image or deposit ticket information.
- Deposit ticket images can display electronically generated tickets (remote deposit capture) or scans of handwritten deposit tickets (branch deposits).

Image Research Center

Search Criteria **Results List** Image Viewer

Image Type: Deposits Deposit Type: Tickets Account: Accounts Payable - 1238787787 Date(s): Previous Day

Export All Export Selected View Selected Clear Selected

ID	Select	View	Serial/Location #	Amount	Date	Deposit Account	Seq #	Total Items
1	☐		xxxx	\$ 6,851.00	10/23/20XX	xxxxxxxx	1	48
2	☐		xxxx	\$ 5,457.00	10/23/20XX	xxxxxxxx	2	5418
3	☐		xxx	\$ 5,350.00	10/23/20XX	xxxxxxxx	3	2124
4	☐		xxxx	\$ 5,347.00	10/23/20XX	xxxxxxxx	4	707
5	☐		xxxx	\$ 5,469.00	10/23/20XX	xxxxxxxx	5	3252
6	☐		xxx	\$ 5,619.00	10/23/20XX	xxxxxxxx	6	2398
7	☐		xxxx	\$ 7,584.00	10/23/20XX	xxxxxxxx	7	6408
8	☐		xxx	\$ 7,284.00	10/23/20XX	xxxxxxxx	8	4953
9	☐		xxxx	\$ 6,953.00	10/23/20XX	xxxxxxxx	9	1581

Search Criteria Save Search displaying 1 to 20 of 20 items

Adjustment advices

- View adjustment advices and corresponding check images for adjustments processed by the Research and Adjustments department. The **Reason Code** of the adjustment will be provided.

Image Research Center

Search Criteria **Results List** Image Viewer

Export All Export Selected View Selected Clear Selected

ID	Select	View	Date	Account	Check Number	Reason Code	Amount	Location Number
1	☐		03/13/20XX	xxxxxxxxxxxx	xxxxx	Amount Verification Adjustment	\$ 1,019.02	xxxxxxxx
2	☐		03/13/20XX	xxxxxxxxxxxx	xxxxx	Encoding Error	\$ 654.44	xxxxxxxx
3	☐		03/13/20XX	xxxxxxxxxxxx	xxxxx	Duplicate Entry	\$ 813.14	xxxxxxxx

Search Criteria Save Search displaying 1 to 1 of 1 item

Image Viewer

Selected items will appear in the **Image Viewer**. You have the option to print or return to the search results.

Image Research Center

Search CriteriaResults List**Image Viewer**

> Image Type: All Checks Check Type: Paid Account: Accounts Payable - xxxxxxxx Date(s): Previous Day

displaying 1 of 3 selectedNextBackPrint

ABC Company
123 Main Street
City, State 12345
012-345-6789

12345

DATE 5/26/2008

PAY TO THE ORDER OF Test User 1 \$ 328.00

Three hundred twenty eight DOLLARS

FOR Test User 1

000907 100000000121 0000 000000*

Account
xxxxxxxxxx

Check #
xxxxx

Amount
\$328.00

Date
10/04/2012

Image and Data Availability

Images and data are available for the following time periods:

Image Research Center				
Image and Data Availability				
Image Type	Data Available		Images Available	
	From Date	To Date	From Date	To Date
Checks & eChecks	7 Years Prior	Previous Day	90 days prior	Previous Day
With Long Term Access			7 Years Prior	
Deposits	7 Years Prior	Previous Day	90 Days Prior	Previous Day
With Long Term Access †			7 Years Prior	
Return Items	12 Months Prior	Current Day *	12 Months Prior	Current Day *
Return Advices	7 Years Prior	Current Day *	7 Years Prior	Current Day *
Adjustment Advices	August 2018	Previous Day	August 2018	Previous Day

† Some accounts can be set up for long term image access. For more information on access to images, contact your Treasury Services Representative or KeyBank's Commercial Banking Services at 1-800-539-9039.

* Return Check Item & Check Advices are available after approximately 3pm Eastern on Business Days.

