Electronic Cash Letter

Implementation Guide

Version 2.0

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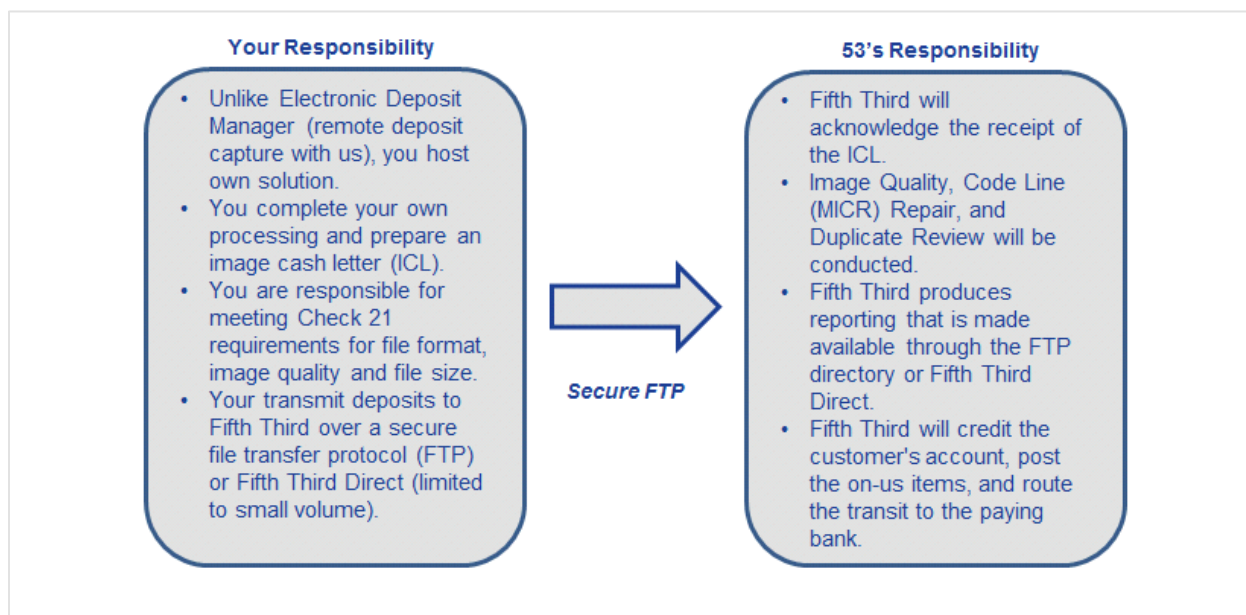FIFTH THIRD BANK

Introduction

When you receive and process a large number of checks and want to convert your paper processing to an electronic check-image system, clearly you need an efficient way to accelerate funds availability and reduce the costs associated with check-image processing.

With Fifth Third's Electronic Cash Letter Solutions, You Can:

- Streamline deposit preparation.

- Experience fewer rejects and adjustments.

- Reduce the costs, time and risks involved with transporting paper checks to the bank.

- Identify check returns more quickly, resulting in reduced collection risk.

How Image Cash Letter Works:

You can make deposits from multiple sites across the country and still maintain a single banking relationship. At your processing facility, simply have your staff or third-party processor scan paper checks and related payment information as images during the item capture process, thereby creating an electronic image cash letter. Then, via the Internet or a direct connection, send us your electronic image cash letter containing your mixed cash letter items. You electronically transmit an Image Cash Letter to Fifth Third for clearing, reducing the cost and time of sorting and shipping the checks.

With the ECL service, you can capture checks using an internal legacy check processing system, collect the images of these items into an industry standard ANSI X9.37 image cash letter, and then transmit the electronic items to Fifth Third Bank for deposit. You can elect to transmit a single image deposit file or multiple throughout the day. Keep in mind, Forward and Return cash letters may not be mixed within the same file.

When we receive the items, we will sort all items electronically and clear most efficiently through our extensive network.

General Flow of Image Exchange Network
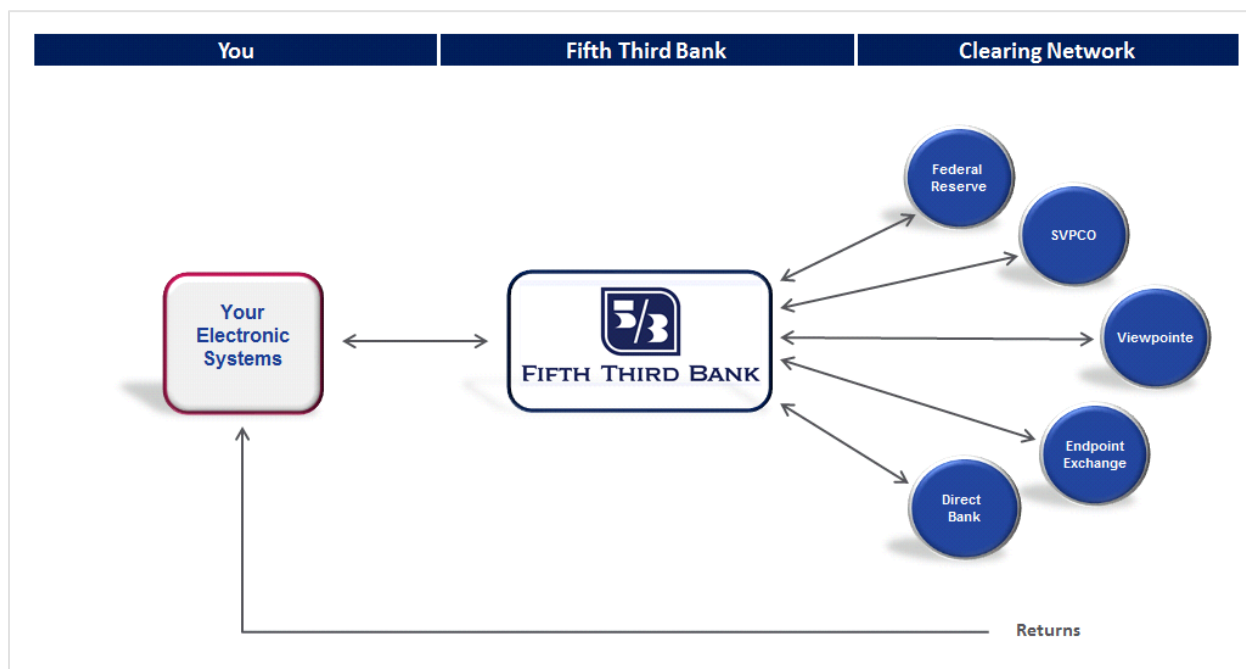
Key Features of the Product:

- Transit item clearing.

- Inclearings services.

- Return item routing.

- Archive services. All check images are stored in the Fifth Third Bank Image Archive. You can view images by setting up Fifth Third Direct: Transaction Inquiry as an additional service to see both deposits and Inclearings items.

- Single agent aggregation and settlement.

- File validation.

- Image quality validation.

- Duplicate detection.

Surely, you want an efficient way to accelerate funds availability and reduce the costs associated with check image processing and you want implementation to be simple.

An experienced Fifth Third implementation specialist will work with your organization to choose the best connectivity option, provide file specifications and assist you in developing the format of your Image Cash Letter transmission.

Who Should Read This Manual?

This manual is intended primarily for your employees who are managing and implementing Image Cash Letter services. This manual was created to help both the business side determine the right product, and the technical side of your organization understands how the product will work and integrate within your existing processes.

Boarding Conversion Team

The conversion process is potentially the most important component of Electronic Cash Letter Services. The process begins once we receive your signed Treasury Management Agreement and Terms and Conditions. Fifth Third's dedicated conversion team will work together with you to achieve a timely and accurate conversion. All parties will ensure that the correct features and data connectivity are validated and deployed. Fifth Third will facilitate the technical aspects of the conversion. You will benefit from Fifth Third data communications expertise as we help you establish the connection to Fifth Third, begin testing and move your cash letters into production.

Pre-Conversion Considerations

Fifth Third clients will need to be actively engaged in the conversion and testing processes. The conversion process may require dedicated IT resources to work through software installation, hardware deployment, and network communication evaluation and upgrades. Operationally, you will evaluate internal check deposit processes and risk concerns to ensure proper ongoing internal audit and risk compliance. We recommend that you identify a project lead to act as a primary contact with Fifth Third to ensure a smooth transition.

Pre-Conversion Check List

1. Select appropriate service and service options:

   - Connection method.

   - Day 1 or Day 2 posting.

   - Transit or mixed cash letter.

2. Identify IT resources to facilitate timely implementation of service. Identify a project team including a training group for all operational areas associated with this service.

3. Validate that your check processing system is capturing both the front and back of each check in TIFF 4G formats, or can be converted to this format.

4. Determine if your check processing system is capable of image quality analysis and/or usability validation according to industry specifications.

5. Validate that your processing system is capturing all fields in the check MICR line including dashes in the amount number field of the check.

Connectivity Options and Timeline

- There are a range of connectivity options, including Fifth Third Direct, Virtual Private Network (VPN) or leased line connections. We will consult with you on the best transmission option to meet your needs. The Data Exchange – Managed File Transfer Implementation Guide included in your welcome letter will aid in your decisions about the right communication method for you.

- For low volume cash letters, files through Fifth Third Direct: File Transfer method usually does not require much IT technical assistance. The timeline for file transmission is normally 8-12 weeks from the day the form is submitted to the day of implementation. The timeline is generally shorter using our Fifth Third Direct communication method. Custom development with VPN or Leased lines can be longer.

Implementations

Upon completion of the required documentation (agreements), your TM Relationship Manager will initiate a request to begin the implementation process. From that point, the Fifth Third Project manager will take you through the following implementation steps:

Pre-Implementation Planning Steps

Step 1: Determine third-party vendor and software readiness to meet technical requirements.

Inquire whether or not your software vendor and, if applicable, your third-party processor have experience in implementing ECL services. Verify that applicable vendors and your applications provide the ability to send and receive an image cash letter file that complies with the Federal Reserve Banks' Adoption of DSTU X9.37-2003 and meets image quality standards.

Fifth Third uses the X9 file format which is standard across the industry based on the American National Standards Institute (ANSI) organization. The file below provides a file specification and layout that details the required data elements.

ECL X9 File Format Guide

Eligible and ineligible items: Checks, savings bonds and money orders are all eligible items. Canadian checks or other foreign items are ineligible and should not be included in your file.

Multiple Accounts: If you want to originate X9.37 files settling to multiple accounts, you need to include a 61 Credit Record. The X9 file format details the use of the 61 record.

We recommend endorsing the back of the physical checks in accordance with Reg CC as the Bank of First Deposit (BOFD). The BOFD information is also part of the X9 file that accompanies the item through processing. If sending Consolidated Returns to Fifth Third, a special routing # (RT: 042101132) is required to be sprayed or stamped on the back of the check. At a minimum, the 26 record of the X9 file should contain this consolidated returns routing #.

For more information on technical requirements, visit
http://www.FRBservices.org/servicesetup/check/check21_technical_information.html and reference the
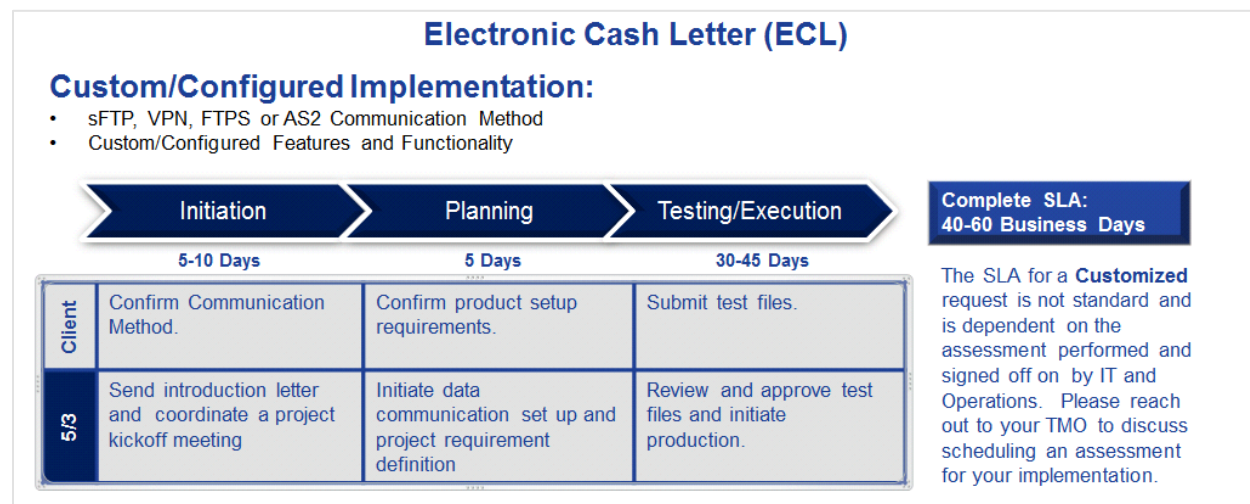*Image Cash Letter Customer Documentation and the Image Quality Assurance (IQA) Settings document.*

Step 2: Evaluate and implement an appropriate connectivity option.

Considerations for choosing a connection include the required file transfer rate, estimated daily volume, desired location for network connectivity points and contingency requirements. Be sure to allocate adequate lead time and resources to obtain, install and set up your chosen connection option.

There are multiple connectivity options for transferring image cash letter files. For more information, explore the *Data Exchange – Managed File Transfer Implementation Guide* referenced above.

- Determine and establish your method of data communication (or file transfer). The two most common file transfer methods most customers choose between are:
    - Fifth Third Direct (this is an internet product which requires a login ID and password).
    - SFTP (which is an FTP over SSH using SSH keys and requires a minimum of 4 weeks to set up and test).
- See the File Data Exchange - Managed File Transfer Implementation Guide to aid with your decisions. We do not offer a direct FTP into the server without a lease line installation, due to Bank security.

The timeline for file transmission used for ECL is normally 8-12 weeks from the day the form is submitted to the day of implementation. The timeline is generally shorter using our Fifth Third Direct communication method. Custom development with VPN or Leased lines can be longer.

Electronic Cash Letter (ECL)

Custom/Configured Implementation:
- sFTP, VPN, FTPS or AS2 Communication Method
- Custom/Configured Features and Functionality

	Initiation	Planning	Testing/Execution
	5-10 Days	5 Days	30-45 Days
Client	Confirm Communication Method.	Confirm product setup requirements.	Submit test files.
5/3	Send introduction letter and coordinate a project kickoff meeting	Initiate data communication set up and project requirement definition	Review and approve test files and initiate production.

Complete SLA: 40-60 Business Days

The SLA for a **Customized** request is not standard and is dependent on the assessment performed and signed off on by IT and Operations. Please reach out to your TMO to discuss scheduling an assessment for your implementation.

Step 3: Provide key information to your TM Sales Officer.

Your TMO will need to know your daily forward, return and receipt volumes, anticipated deposit deadlines, reporting needs and any processing situations unique to your financial institution or company.

Step 4: Execute applicable forms, agreements and credential modifications.

Your TMO or Implementation Manager will distribute the required forms and agreements via e-mail and will be available to assist you in their completion and submission to Fifth Third Bank.

Step 5: Establish a dedicated implementation team.

Designate a project lead to serve as the primary contact throughout the implementation process and team members from all affected functional areas, such as technology, business and operational areas.

Implementation Steps

Step 1: Receive Introductory Email

The Fifth Third assigned Product Fulfillment Specialist will send you a "Introductory" email with critical implementation information including: X9 file format, supported File Transfer Protocols (FTP), Data Exchange Guide and a FTPs setup document.

Step 2: Complete the Data Exchange Worksheet (found in your Welcome Letter)

Evaluate and request required data connectivity.

Step 3: Establish and Test Connectivity with Fifth Third

Step 4: Begin Format Testing and/or User Acceptance Testing

For Financial Institutions, we may also send you an Inclearings file (from us to your Financial Institution). In that case we will generally use the same communication method as for the forward send file and test at the same time.

Test Requirement for all customers setting up ECL:

- You will need to send 5 successful files with the number of items per file indicative of production volume. The goal is to simulate a week's worth of production files.
- Unit testing requires the files to successfully pass connectivity and file format edits.
- UAT requires the files to successfully pass file content, formatting, and image quality edit.
- You must have less than 1% error rate though Item Correction and IQA review to pass these tests.

Step 5 – Establish a Production Date

File Size and Timing

There is no limit to the number of files you can send to the Bank, however, our recommendation is that you stagger them by at least 15 minutes to ensure each is received. The maximum number of items per file is 40,000. Bundles should contain multiple items. We recommend around 250-300 items per bundle.

Quality Requirements

Most check imaging deposit solutions include an "Image Quality Assurance (IQA)" feature. There are no industry standards for Image Quality Assurance; however, there are generally accepted factors that are required by Fifth Third. These include attributes such as missing or torn corners, image pixel values, and item height. Fifth Third will assess your Electronic Cash Letter file image quality during implementation to help optimize your IQA processes or procedures.

You are responsible for the quality and accuracy of each Check Image you create and for insuring that the corresponding MICR data matches the correct Check Image and Check. All Check Images you send must meet the image specifications and code documents provided in this Implementation Guide or other setup materials. You acknowledge that Fifth Third will not review or verify any data or dates in the Check Images in your ECL File, nor will Fifth Third review or be responsible for any restrictive endorsements or other similar information on any Check Image.

In addition to all warranties and covenants provided by Applicable Law with respect to presentment and collection of Checks, you represent and warrant with respect to each Check Image submitted to Fifth Third that:

1. the Check is properly payable to you (or, in the case of Financial Institution Customers, Checks on which you are the Bank of First Deposit ("BOFD")) and you have the legal authority to accept and negotiate each Check you transmit or present to Fifth Third;

2. each Check was properly endorsed (in the case of remotely deposited Checks, on the physical item with a restrictive endorsement, e.g., "For Deposit Only via Remote Deposit Capture");

3. the Check has not been altered;

4. the Check Image accurately represents all of the information on the front and back of the Check, all such information is legible on the Check Image and the MICR-line information is accurate;

5. the control total accompanying each transmission is accurate and equals the sum of the individual Checks in the applicable file;

6. no person will receive presentment of the original Check, a substitute check based on an original Check, or a paper or electronic representation of the original Check; and

7. Your internal controls are sufficient to secure and ensure your use of the Service is in compliance with these Implementation Guidelines, and you have a process to test and assess the effectiveness of your internal controls.

If an Electronic Cash Letter file item does not meet Fifth Third's image quality standards, we will attempt to repair the item. If we cannot repair the item, Fifth Third will notify you via electronic reporting that an item or items have been rejected. A standard debit is issued to your account for each rejected item. The amount of rejected items will be adjusted back to your totals and the amount of the rejected items will be debited from your settlement account.

Image Quality Requirements:

Fifth Third utilizes a two-pass process for identifying "suspect items" and deciding whether the item is acceptable for presentment to the paying bank, or whether the items are Non-Conforming Images (NCIs). The Image Quality Analysis (IQA) includes tests for: DPI (dots per inch), document length, document height, missing corners, streaks, darkness, noise, brightness, contrast, focus, skew, E13b MICR font integrity, and MICR match. You must adhere to Fed IQA specs:

- Baseline image quality: An individual item must have corresponding front and back images.

- Black and white TIFF files only (no JPEG files).

- Each image segment must be able to be decompressed.

- ANSI X937 Standards requires an image size to be 200 or 240 DPI.

- The data size for each image segment must fall within the range of acceptable for image data:

- Length minimum   -   3 in

- Length maximum   -   20 in

- Height minimum   -   2 in

- Height maximum   -   15 in

- Fatal exceptions (ex. required records are missing, dates).

- Quality exceptions (skewed images).

- Fatal Error: Cash letter business date must be less than two business days from date of transmission.

We can reject files if 50 or more items do not fall in these specs.

File Verification

Fifth Third's electronic cash letter service performs file validation to ensure proper formatting and balancing. Improperly formatted or unbalanced cash letters are automatically rejected. Fifth Third will work with clients to determine the most effective methods for reporting rejected electronic cash letters. One of the options available for receiving this information is through an automated echo file that will be initiated once an electronic cash letter is received. This file will contain the number of items and cash letter amount.

Fifth Third also maintains item-level validation that reviews each item's image quality. Items which fail image quality validation are automatically adjusted from each cash letter. You will be notified through Fifth Third Direct or on your direct connection directory of items which have failed image quality validation and therefore must be rescanned.

Conditions Identified for File or Transaction Rejection:

Failure to include mandatory information at the control record level or adhere to the identified file format will result in the rejection of an incoming file. A rejection occurs when the Bank is unable to process an incoming image cash letter file. You will not receive credit for a file that rejects until the problems with the file are fixed and the file is successfully processed.

The following file level exceptions will be considered fatal and will result in the rejection of file without credit being passed to the depositor:

- Failure by the File Header Record to identify the file as being in DSTU X9.37-2003 format as required by the Federal Reserve Bank.

- Failure to include and/or properly sequence any mandatory control level record types.

- Failure to include and/or properly sequence any conditional record types (e.g. the Detail/Return Detail Addenda Records), when required.

- Failure to balance Item Counts or Dollar Amounts in the Control Records (Bundle values must balance to the Cash Letter values and Cash Letter values must balance to the File values).

- Inclusion of any big endian (Motorola) byte order TIFF image.

- Inclusion of an image whose Image View Data Record (type 52) exceeds 250,000 bytes.

- Any future dated file.

Fatal Error Exceptions and Thresholds for Image Cash Letters

Fatal Error Exceptions and Thresholds for Image Cash Letters
Cash letter business date must be within two business days.
Threshold value equal to 0.010 * the number of 25 records in the file. If the threshold value is less than 100, then it will be set to 100.
If the number of detail items (items with a '*' in any MICR field) exceeds the threshold value, then the file is rejected.
If the number of missing images exceeds 20, the file will be rejected.
If the number of truncation indicator errors exceeds 100 the file will be rejected.
If the number of validation errors exceeds 1% the file will be rejected.
If the number of bad images exceeds 50 items the file will be rejected.
If image first two bytes are not equal to 0x4949 then image is bad.

Fatal Error Exceptions and Thresholds for Image Cash Letters
If image is not little endian (the order in which the bytes are stored in memory), then image is bad.
If file header offset is invalid, then image is bad.
If entries value is invalid, then image is bad.
If any of the Image tags below are outside the following parameters the image is bad: • 256 – value of 256 / value of 282 is greater than 20 or less than 3 • 257 – value of 257 / value of 283 is greater than 15 or less than 1.75 • 259 –not equal to 4 • 262 – not equal to 0 • 282 –not equal to 200 or 240 • 283 – not equal to 200 or 240
Error count incremented when invalid Aux On Us fields or missing account numbers are found.
If any of the batch, cash letter or file control totals do not match computed values the file will be rejected.
If the number of fuzzy duplicates (an item that has the same MICR information with another item but the item sequence number is different) exceeds the pre-defined threshold (see below) the file will be rejected. Fuzzy duplicate threshold is 500. If the number of items in the file is less than 500, then fuzzy threshold is compute as 0.75 * number of 25 records in the file.
If the number of pure duplicates exceeds the pre-defined threshold the file will be rejected; pure duplicate threshold is 5.
If the cash letter is a duplicate file, the second file will be rejected.

Reject Notification

If a file is rejected or confirmed, notification is sent to the sender of the transmission in the method that was agreed upon during your setup consultation – either via Fifth Third Direct or to each site via your direct communication method.

Forward Presentment and Availability

Deadline for Transmission based on AM/PM Posting:

Commercial Clients and Financial Institutions have slightly different deadlines for ledger posting based on their specific needs:

Type of Posting	Deadline	Ledger Posting	Availability
AM (Commercial Client)	12 AM	Same-day (Day 1)	100% On Us Same-day Transit on % split for Day 1 and 2
PM (Financial Institutions)	2 AM/8 PM on Sun	Next-day (Day 2)	100% On Us next-day Transit on % split for Day 2 and 3

Cutoff times apply to all bank processing days: (Monday-Friday, excluding holidays). Cash Letters sent on Friday after cutoff times will be processed as the next business days' work…i.e., on Monday.

Day 1 and Day 2 Ledger Credit Posting:

- A day 1 posting commercial customer will have their deposit post on the same day it was processed (M-F). So if you send your deposit tonight, it will post tonight. However, when the posting platform rolls to the next day, those deposits are no longer present in the posting platform and therefore are not included in any intraday reporting totals the following morning.

- A day 2 posting Financial Institution customer will have their deposit post the business day after it is processed. So if you send your deposit tonight, it will post tomorrow (M-F). When the posting platform rolls to the next day, the day 2 deposits will remain, and will be included in reporting via intraday release.

The availability experience for day 1 and day 2 posting customers will be the same. Deadlines indicated are based upon receipt by Fifth Third.

Day 1 File	Tuesday	Wednesday	Thursday
File Received	F		
Posting	P		
Availability	OU	A1	A2

Day 2 File	Tuesday	Wednesday	Thursday
File Received	F		
Posting		P	
Availability		A0	A1

F	File Received
P	File Posts (Ledger Credit)
OU	On Us - Day-0 Availability Granted
A0	Day-0 On Us and Transit Availability Granted
A1	Day-1 Transit Availability Granted
A2	Day-2 Transit Availability Granted

Credits and Adjustments:

Bank credit for each cash letter appears on your statement as "Deposit". Adjustments may have a number of variations. Here are a few examples as they would appear on your statement:

- Image Quality (NCI) DB Adj ##-## Orig Date: xx/xx/xx (Day 1 adjustment)
- Encoding error DB Adj ##-## Orig Date: xx/xx/xx.
- Single Non-Overlay DB Adj ##-## Orig Date: xx/xx/xx.
- Posted Twice DB Adj ##-## Orig Date: xx/xx/xx.
- Debit Adjustment to Deposit.

You must meet Fifth Third's data and image specifications. You are responsible for any losses associated with poor image quality, defective data elements associated with the deposit as recorded by you, double presentment (based on your own negligence), failure to properly store or destroy originals or inability to produce a better copy or the original if requested.

Testing

Test Requirement for Checks:

Once connectivity is established and prior to going live, an Electronic Cash Letter is submitted for file and item level acceptance testing (UAT). Testing and implementation will include a checkpoint to verify crediting to your account.

We recommend that you send actual check images rather than a test deck so that the files can be fully tested as if they are in production. Special attention will be given to image and MICR quality processes. Any issues with the files will be communicated to you via email so that you can make corrections and resend.

Multiple file and test iterations are expected to optimize the process – we require 5 successful X9 files to be sent to fully approve UAT.

IQA Specifications - Error Conditions to be found on the FITB 9203 QA Rejects Report

IQA Test	Test Description	Acceptable Parameter	"Failure Condition" Description
Image Size - Length	**Document length:** The length of the document may be above or below expected values. The length is calculated by dividing the horizontal pixel count by the pixel density (dots per inch). If the length of the document image is not within 3 to 20 inches, the image will be rejected. Excess length could be due to two or more documents piggy backing one another while being feed horizontally during the scanning process.	Minimum: 3 inches Maximum: 20 inches	Below Minimum Size or Above Maximum Size
Image Size - Height	**Document height:** The height of the document may be above or below expected values. The height is calculated by dividing the vertical pixel count by the pixel density (number of dots in an inch). If the height of the document image is not within 2 to 15 inches, the image will be rejected. Excess height could be due to two or more documents piggy backing one another while being fed vertically during the scanning process.	Minimum: 2 inches Maximum: 15 inches	Below Minimum Size or Above Maximum Size
Item Correction Image	An item may be presented for MICR Codeline Correction but the image of the item is unable to be referenced during item correction due to	Usable image and valid MICR data	Invalid or Incomplete MICR Data – Unable to

IQA Test	Test Description	Acceptable Parameter	"Failure Condition" Description
Quality	poor quality or the MICR data may be invalid, such as an invalid Routing Transit number, so the item is rejected.		Repair From Image
MICR Integrity	Packaged along with a document image is the MICR codeline data read from the document by the acquiring device. Analysis is performed to compare the supplied codeline with one Image Quality Analysis recognizes from the document front image as part of the analysis process.	RT matches image	MICR Integrity Failure – MICR Data and Image Do Not Match

TIFF Tag Analysis

The ANSI X9.100-181 TIFF Image Format for Image Exchange standard, as well as other standards, defines TIFF 6.0 as an image format scheme that will support interoperability for check image exchange processing between financial institutions without the need of special agreement. Although TIFF is a defined specification, it is very flexible and is designed to accommodate a variety of uses. In addition, some TIFF field values can have different interpretations. Therefore, this flexibility can cause some TIFF readers, internal TIFF editors and image applications to experience problems when they encounter a condition which they are not designed to handle.

Many TIFF readers in use in the financial industry do not support all interpretations of TIFF generated by the diverse range of check image capture devices and software platforms. In addition, as automated recognition and quality analysis becomes more common throughout the industry, some variations such as upside down or reversed image video can cause failures within these processes as well as printing and viewing concerns.

As many new scanning devices and applications are being developed for check imaging, a central purpose of this standard is to provide guidance to the financial industry by defining the most commonly supported and least problematic uses of TIFF fields and their values for the exchange of images within the financial industry.

TIFF Test	Test Description	Acceptable Parameter	"Failure Condition" Description
Single Page TIFF	Each TIFF image file shall contain a single image view. Thus each TIFF image file shall contain only one IFD (Image File Directory).	1 image file directory	Front-Black/White (FBW) image is not a single page TIFF. Rear-Black/White (RBW) is not a single page TIFF.

TIFF Test	Test Description	Acceptable Parameter	"Failure Condition" Description
257-Image Length	Evaluates the image length TIFF tag (tag 257) and ensures the value within the TIFF image is not zero. A zero image length is invalid.	> 0	FBW image TIFF 257-ImageLength tag is missing. FBW image TIFF 257-ImageLength tag equals 0. RBW image TIFF 257-ImageLength tag is missing. RBW image TIFF 257-ImageLength tag equals 0.
259-Compression	Evaluates the compression TIFF tag (tag 259). For a black and white image, the value of this tag must be 4.	4	FBW image TIFF 259-Compression tag is missing. FBW image TIFF 259-Compression tag is not equal to 4. RBW image TIFF 259-Compression tag is missing. RBW image TIFF 259-Compression tag is not equal to 4.
262-Photometric Interpretation	A bi-level image contains two colors – black and white. TIFF allows an application to write out bi-level data in either a white-is-zero or black-is-zero format. The field that records this information is called photometric interpretation. Also known as the color space of the image data.	0	FBW image TIFF 262-PhotometricInterpretation tag is missing. FBW image TIFF 262-PhotometricInterpretation tag not equal to 0. RBW image TIFF 262-PhotometricInterpretation tag is missing. RBW image TIFF 262-PhotometricInterpretation tag not equal to 0.
282-X Resolution	TIFF tag X Resolution (tag 282) provides the resolution value of the	200 or 240	FBW image TIFF 282-XResolution tag is missing. FBW image TIFF 282-XResolution tag is

TIFF Test	Test Description	Acceptable Parameter	"Failure Condition" Description
	image in the horizontal direction. It must be either 200 or 240.		not equal to 200 or 240. RBW image TIFF 282-XResolution tag is missing. RBW image TIFF 282-XResolution tag is not equal to 200 or 240.
283-Y Resolution	TIFF tag Y Resolution (tag 283) provides the resolution value of the image in the horizontal direction. According to X9.100-181, it must be either 200 or 240.	200 or 240	FBW image TIFF 283-YResolution tag is missing. FBW image TIFF 283-YResolution tag is not equal to 200 or 240. FBW image TIFF 283-YResolution does not equal XResolution. RBW image TIFF 283-YResolution tag is missing. RBW image TIFF 283-YResolution tag is not equal to 200 or 240. RBW image TIFF 283-YResolution does not equal XResolution.

Production

Forward Send:

You may send multiple cash letters per day. Transmitting images as you scan them assures that your deposited items are in the landing zone and on their way to clearing. You can include multiple cash letters within a single file. Details on constructing the file can be found in the X9 specification documents we provide to you in this document.

You should retain files for at least 10 days. This would allow for retransmission if there were any issues with processing the files.

Notification Method:

Fifth Third will send an acknowledgement to the sending institution with the time stamp of this receipt. Any files received after the established deadline will be processed the next business day in the same posting environment.

You can retrieve confirmations of your file transmission from Fifth Third Direct Reports and Statements or via the method you used to send the file – outbound directory – within 30 minutes after we receive the file. We do not send email notifications of file confirmations.

The following steps should be utilized when sending ECL files to Fifth Third Bank:

- Transmit cash letter file to Fifth Third Bank.

- Within 30 minutes of transmitting the file to Fifth Third, a Receive Acknowledgement Report will be posted to your appropriate production directory or Fifth Third Direct.

- Open the report and confirm the details match the file transmitted.

IF…	Then
30 minutes has passed and you do not see an Acknowledgement Report	Contact our Commercial Support Center (see Support section below).
Acknowledgement Report details match the file details you sent and report indicates file was accepted	No further action is needed.
Acknowledgement Report indicates file was rejected	Review reject reason(s), make corrections, and resend your file.

Reporting

There are a number of reports available to you on a daily basis. Please consult the attached user guide for details about each report. ECL Reports Guide

Frequently Asked Questions

Product

What are "On Us" Checks?

- "On Us" checks are those that are deposited to the same bank they are drawn on. In this case, it is checks deposited at Fifth Third, where the check writer is a Fifth Third Bank customer.

What are Transit Items?

- Transit Items are checks processed by Fifth Third Bank but drawn on another financial institution. Transit includes items received as Original Paper, Substitute Check / IRD, and Truncated image items. Fifth Third is the settlement and clearing agent for your checks going to the other financial institution.

What are Inclearings?

- Checks drawn on Fifth Third Bank for which another institution is the "Bank of First Deposit". In other words, these are checks written by customers of Fifth Third, but deposited at other financial institutions. This includes checks received via clearinghouses, from the Fed, or in direct presentment. It also includes disbursement checks, and On-Us Checks deposited by correspondent customers.

Preparing Image Cash Letter Deposits

Is the ICL required to be in balance prior to submission to Fifth Third?

- Yes. The total amount of checks must equal the deposit amount. The dollar amount of each check must be recorded in the electronic deposit file.

Can financial institutions capture the dollar amount of an item without keying it in?

- Many capture systems have software that reads the image and populates the item value field. However, you should include a proof process to ensure that all items have a dollar amount and the file is balanced.

On a cash letter, what character recognition or amount recognition does Fifth Third perform?

- Fifth Third does not perform amount recognition on these items in your ECL. Items presented in an ECL will already have been designated with the amount by the original acceptor/ processor of the item. We accept the amount as determined by the originator of the file.

Does Fifth Third require the depositing financial institution to guarantee the Electronic Cash Letter quality?

- The depositing financial institutions assume all risks and liabilities as specified by Check 21 warranties and liabilities legislation. Please refer to the Electronic Cash Letter Service Terms, "Your Representations and Warranties" section for further information.

What is the expectation for file and bundle sizes?

- Fifth Third would prefer 250-300 items in a bundle. Bundles of 250 items are most common, but there is no restriction except that there are multiple items in a bundle.

- There is no restriction on the number of bundles in a cash letter.

- Fifth Third allows for a maximum of 40,000 items in a file. (A file can have multiple cash letters).

- The file cannot be larger than 2 GB.

Transmitting Electronic Cash Letter Deposits

How long does it take to complete the Electronic Cash Letter file transfer via FTP or VPN if the file has 5,000 check items?

- There are many things to consider in an end-to-end file transfer. The file transfer architecture, presence or absence of competing traffic and file size. Transferring 5,000 checks of 25,000 bytes each would upload in minutes on a shared frame relay T1, and seconds on a 10 megabyte point-to-point DS3.

How secure are the connectivity options?

- Our file transfer options use message authentication, data encryption, and session encryption to help ensure the security of your data.

Processing Associated With Electronic Cash Letter Deposits

What is a nonconforming image?

- A nonconforming image is one that does not meet Fifth Third's requirements for image quality or usability. Depositing institutions should take action to correct nonconforming images and redeposit the items.

How are nonconforming images deposited?

- You can choose to re-scan and resubmit the item, deposit the item at one of our branches or mail the item.

Could Fifth Third require the depositing bank to present the original check from the Electronic Cash Letter?

- Yes, Fifth Third may ask to review the physical check in case of a dispute regarding the item.

Settlement of Electronic Cash Letter Deposits

What is the settlement process?

- Similar to paper cash letter deposit processing, we will credit your Fifth Third account based on the availability schedule provided in this document.

Returns and Adjustments

How will returns be processed when we are the Bank of First Deposit (BOFD)?

- Paying banks usually return a substitute check. When the paying bank receives the item as a substitute check, it is processed through the same return workflow as any other paper item. If the paying bank received the item as an image, they may return the image.

Can Fifth Third send an outbound Return clearing file (i.e., exceptions from in-clearings)?

- Fifth Third Network can support outbound return clearing for financial institution customers. An FI must be able to create an X9 format Image Clearing (ICLR) file and send it to Fifth Third via Fifth Third Network. We cannot create the X9 file for the FI. Fifth Third will sort the file and clear via least-cost channel. Fifth Third does not edit records on the file; the return reason, BOFD, etc. provided by the FI are not altered.

Can Fifth Third send an inbound returns file?

- Fifth Third does not support inbound returns for financial institution customers at this time. These are returned directly by the Fed.

Does the Financial Institution need to be image-enabled to receive returns?

- No. Fifth Third offers an Electronic Data and Image File Returns Reporting Transmission Service. Files are created each evening and transmitted to you early the next business day. The data transmission contains information about the prior day's returns. The file may be received with accompanying images.

What is the process for Electronic Cash Letter research and adjustments items?

- Simply alert Customer Service of your question or suspected discrepancy and we'll do the research on your behalf.

What is the disaster recovery plan for Fifth Third's Electronic Cash Letter process?

- Planning for business resiliency is an important added value of doing business with Fifth Third. We have a regular schedule of disaster recovery planning and exercises. Fifth Third fully owns and maintains a back-up data processing "hot site" in Grand Rapids, Michigan. This site is approximately 400 miles respectively from Fifth Third's Cincinnati, Ohio primary processing and data warehouse facilities.

- The "hot site" is equipped with sufficient processing capacity, disk storage, input/output devices, and offsite file storage space to support the requirements of Fifth Third's critical applications. The Grand Rapids site is linked to Cincinnati, for communication purposes.

- Recovery procedures are tested at the Cincinnati and Grand Rapids sites on a periodic basis and the results of these tests are analyzed and used to continually improve the effectiveness of the recovery procedures.

What if we would like to receive an incoming Electronic Cash Letter from Fifth Third?

- We look forward to increasing our number of outbound Electronic Cash Letters. Please inquire with your Fifth Third Bank representative

Boarding & Implementations

Will I need technical resources or project management resources to support Implementation?

- Yes, you will need both to prepare the file format and to execute the implementation of the communication protocol and file send. Technical resources will need to be supplied by your team.

How would I handle sending multiple DDAs?

- Through the use of 61 records and the use of an X9 file format. You can present multiple credit records (electronic deposit tickets) and associated deposited checks within an aggregated file.

Support

If you have questions related to the report and/or receipt of files, please have the following information ready when you call one of our support numbers below:

- ACRO - Fifth Third ACRO is usually a shortened version of your customer name.
- Dollar amount and item count of file.
- Time file was sent.

Financial Institution Customer Service

Toll free phone: **(800) 344-5300**
Hours / Days: **Monday through Friday, 7 a.m. to 10 p.m., ET**
(Closed on weekends and government-observed holidays)

Commercial Support Center (CSC)

Toll free phone: **(866) 475-0729 option 5, then option 4**
Hours / Days: **Monday through Friday, 7 a.m. to 10 p.m., ET**
(Closed on weekends and government-observed holidays)

After Hours Support

Toll free phone: **(866) 475-0729 option 5, option 4, and then option 1**
Hours / Days: **After 10 p.m., ET**

Technical Support

Toll free phone: **(859) 655-0600 option 2**
Hours / Days: **Monday through Sunday, 24 hours a day**

Questions? Please call 866-475-0729 or email CommercialSupport@53.com for assistance.