



Image Research Center

User Guide

Revised 2/21

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1. Introduction

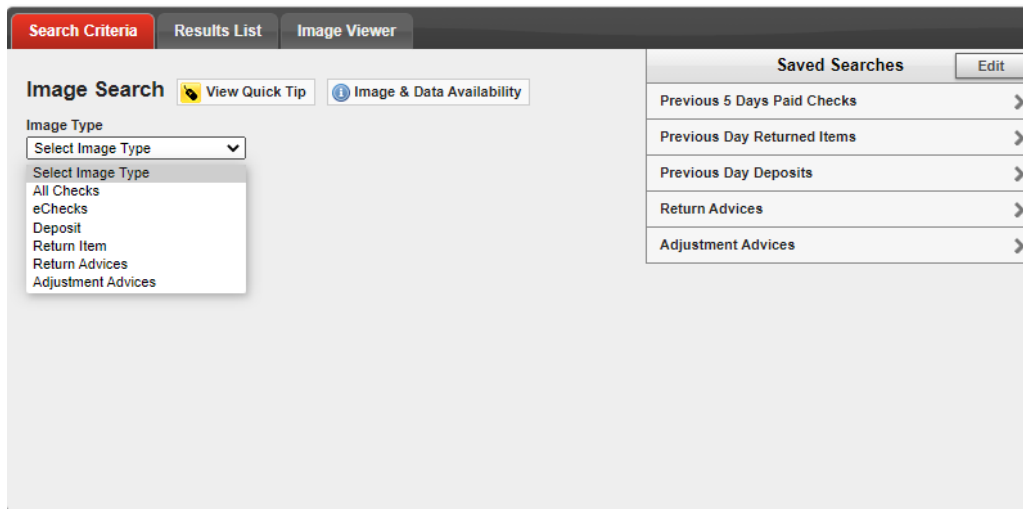
KeyNavigator’s Image Research Center allows you to easily and conveniently view images of paid checks, deposits / deposited items, return items / return advices and adjustment advices. Where applicable, the back of certain images can also be viewed.

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**.

2. Search Criteria

2.1 Image Search

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



- 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 3), 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.

Refine Search Criteria Each image type provides additional options to help refine search criteria. Many fields provide means to enter precise values or specify ranges. Relative dates can be selected to make saved searches reusable.

3. Results List

3.1 Search Results

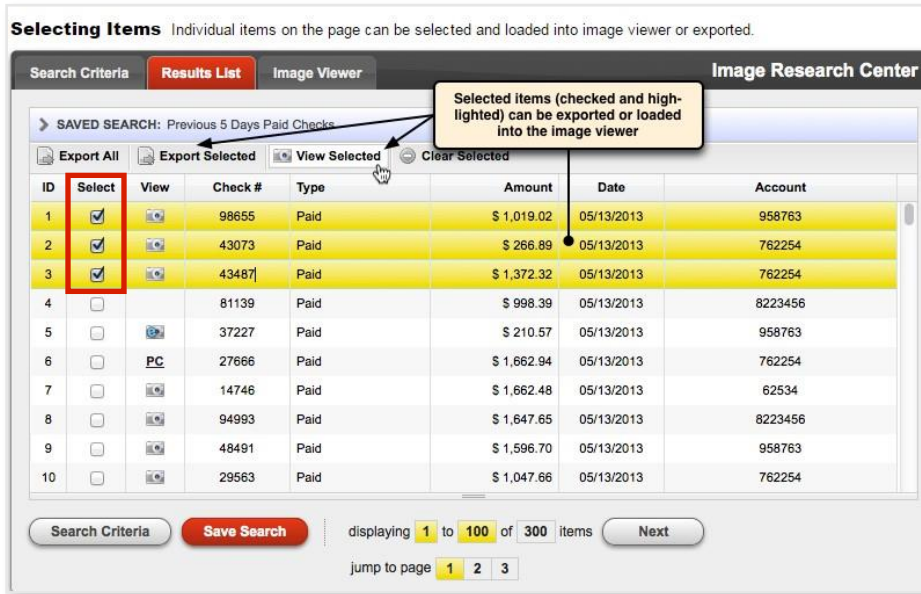
- Click on the **camera icons** (see arrow below) to view the images for each individual item.

Results List Search results appear in their own tab in a grid with many options for viewing and exporting both data and images. Search criteria remains as set in the first tab and can be viewed or modified by clicking the tab.

ID	Select	View	Check #	Type	Amount	Date	Account
1	<input type="checkbox"/>		98655	Paid	\$ 1,019.02	05/13/2013	958763
2	<input type="checkbox"/>		43073	Paid	\$ 266.89	05/13/2013	762254
3	<input type="checkbox"/>		43487	Paid	\$ 1,372.32	05/13/2013	762254
4	<input type="checkbox"/>		81139	Paid	\$ 998.39	05/13/2013	8223456
5	<input type="checkbox"/>		37227	Paid		13/2013	958763
6	<input type="checkbox"/>	PC	27666	Paid		13/2013	762254
7	<input type="checkbox"/>		14746	Paid	\$ 1,662.48	05/13/2013	62534
8	<input type="checkbox"/>		94593	Paid	\$ 1,647.65	05/13/2013	8223456
9	<input type="checkbox"/>		48491	Paid	\$ 1,596.70	05/13/2013	958763
10	<input type="checkbox"/>		29563	Paid	\$ 1,047.66	05/13/2013	762254

3.2 Selecting items

- Mark the **check box** in the **Select** column to select an item. Individual items on the page can be selected and loaded into the image viewer or exported.



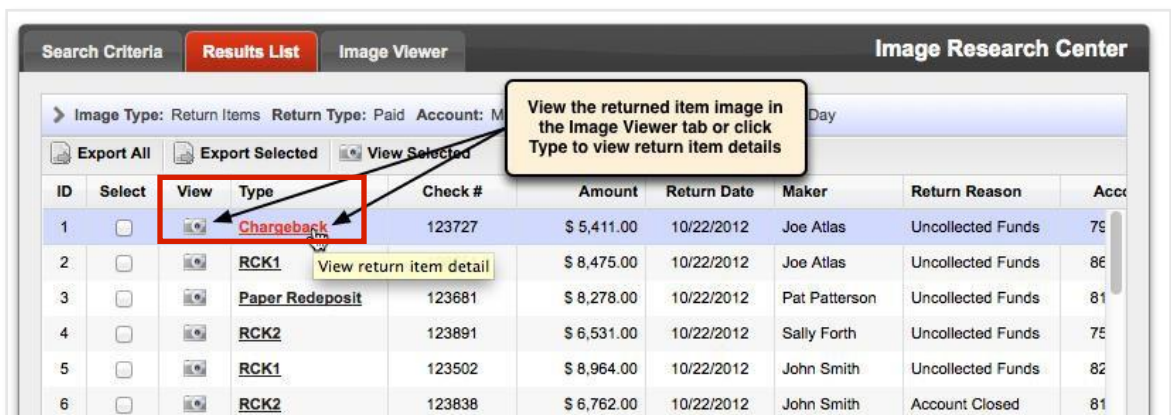
3.3 Export Options

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

3.4 Returned Items

- Returned items may be selected and viewed in the **image viewer** or select the item **type** to view details for the return.



3.5 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).

ID	Select	View	Serial/Location #	Amount	Date	Deposit Account	Seq #	Total Items
1	<input checked="" type="checkbox"/>		3577	\$ 6,851.00	10/23/2012	79422054	1	48
2	<input type="checkbox"/>		1665	\$ 5,457.00	10/23/2012	84548482	2	5418
3	<input type="checkbox"/>		732	\$ 5,457.00	10/23/2012	84548482	3	2124
4	<input type="checkbox"/>		4174	\$ 5,457.00	10/23/2012	84548482	4	707
5	<input type="checkbox"/>		4199	\$ 5,457.00	10/23/2012	84548482	5	3252
6	<input type="checkbox"/>		657	\$ 5,457.00	10/23/2012	84548482	6	2398
7	<input type="checkbox"/>		2652	\$ 7,584.00	10/23/2012	76056096	7	6408
8	<input type="checkbox"/>		290	\$ 7,264.00	10/23/2012	74040376	8	4953
9	<input type="checkbox"/>		6147	\$ 6,953.00	10/23/2012	81890648	9	1581
10	<input type="checkbox"/>		3154	\$ 6,684.00	10/23/2012	84790497	10	4979

Deposit: Items Sequence #: 3577 Total Amount: \$6,851.00 Total Items: 48

ID	Select	View	Seq #	Amount	Date	Debit Account	Routing #	Serial/Location #
1	<input type="checkbox"/>		1	\$ 217.00	10/23/2012	48889988	26583746	4055
2	<input type="checkbox"/>		2	\$ 2,359.00	10/23/2012	21601878	34066138	1308

3.6 Adjustment Advices

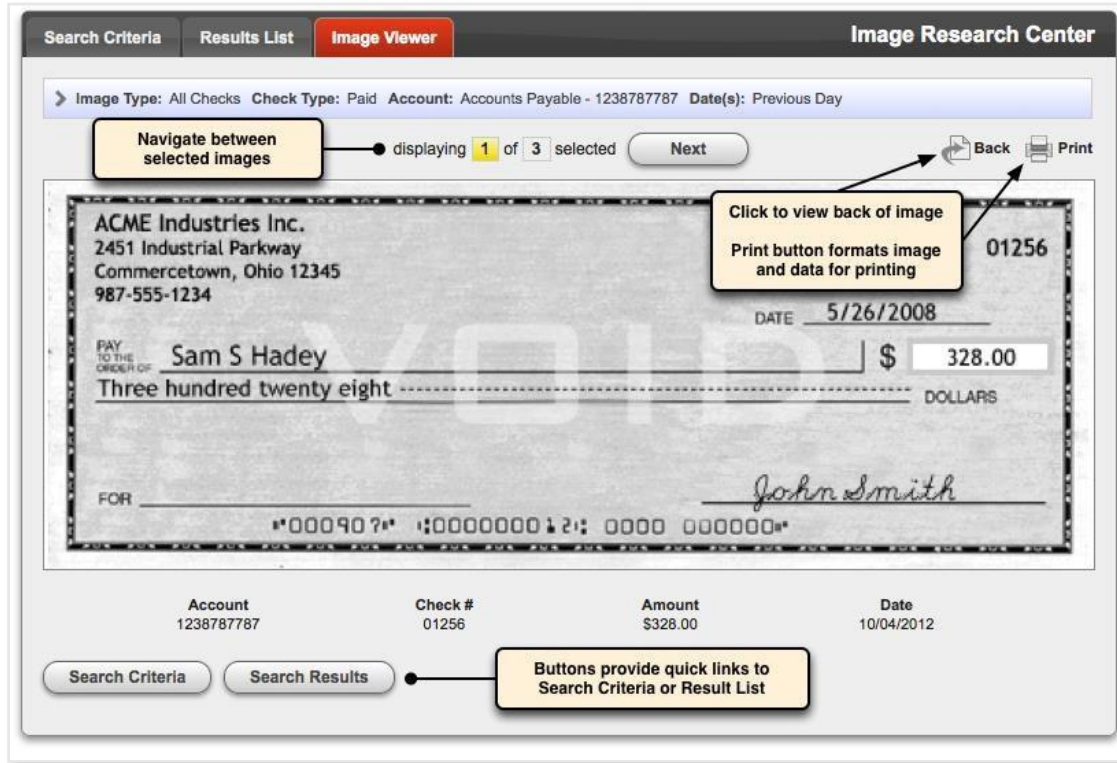
View adjustment advices and corresponding check images for adjustments processed by the Research & Adjustments department. The Reason Code of the adjustment will be provided.

ID	Select	View	Date	Account	Check Number	Reason Code	Amount	Location Number
1	<input type="checkbox"/>		03/13/2020	1238787787	98655	Amount Verification Adjustment	\$ 1,019.02	123456
2	<input type="checkbox"/>		03/13/2020	55287514	98102	Encoding Error	\$ 654.44	876543
3	<input type="checkbox"/>		03/13/2020	81092754	93241	Duplicate Entry	\$ 813.14	123456

displaying 1 to 1 of 1 item

4. Image Viewer

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



5. 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
<i>With Long Term Access</i>			<i>7 Years Prior</i>	
Deposits	7 Years Prior	Previous Day	90 Days Prior	Previous Day
<i>With Long Term Access †</i>			<i>7 Years Prior</i>	
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.