

Teller Deposits

Software, Hardware, Implementation and Management Bundle Program

In partnership with Digital Check Corp.

Implementing Teller Deposits at your front counter provides the capability to automatically capture, validate, endorse, proof, balance, and manage deposits from the moment they arrive at the teller window. The solution eliminates manual proofing and encoding, minimizes exceptions, provides instant evidence of the transaction, and can dramatically reduce your cost of research and adjustments. With fewer manual keying errors, Teller Deposits extends the processing day and speeds funds availability.

Using Teller Deposits, your tellers quickly scan paper checks, deposit slips, and remittance stubs using a device that captures the image, the courtesy and legal amounts, MICR line data, and all other necessary information. Cash amounts are converted to electronic entries, immediately displaying the document image and data on the teller's screen. Account numbers are automatically validated, and the amount of each transaction is balanced. If a transaction is not in balance, the system immediately highlights the errors and suggests steps to fix it – all within the few moments the teller is interacting with the accountholder. Transactions are instantly posted in the system, enabling tellers to provide real-time deposit receipts. There is no manual data entry to slow the process or introduce keying errors. Since errors are caught and corrected immediately, Teller Deposits provides ready-to-post transactions before the customer has even left the branch.

Key benefits of the Bundle Program:

- No Capital Expenditure Requirement
- Simple Monthly Billing Plan
- Includes: Fiserv software, Digital Check Expert Elite check scanner, ReceiptNOW Elite Ethernet 2-port receipt printer and five (5) years of Advance Unit Replacement (AUR) coverage for both the scanner and printer.
- Adding Branches or acquiring other banks? No Problem! Simply add additional bundles as needed.
- No need to store extra equipment at the branches.
- After contacting Fiserv Help Desk **800-998-3478** if a piece of equipment is found to be malfunctioning, the AUR coverage from Digital Check will provide a replacement scanner or printer via FedEx and a return label for your non-functioning device to replace what is not working. (Please see AUR process)

How the Program Works

- Simply order your Teller Bundle from Fiserv.
- Fiserv will coordinate the “Go-Live” with you.
- Both the scanner and printer come with a five (5) year AUR coverage for any covered replacement. Simply contact the Fiserv helpdesk at **800-998-3478** and if we cannot resolve your issue in the field, we will send you a replacement unit and instructions on returning the non-functioning unit.

Devices Offered

Teller Deposit offers batch feed scanners configured for USB operation or network operation via an Ethernet connection. You can also add a fast, quiet, and efficient stackable USB or network-enabled thermal receipt printer to your bundle.

Below are the bundled items and ordering part numbers:

Check Scanner	SSX1-ELITE-FS
Receipt Printer	SRNELITE-ETH2-E
Scanner Service	SSELT-POS-AE5-FISV
Printer Service	SRN2-POS-AE5-FISV

Batch-Feed Check Scanner



SmartSource Expert Elite

With SimpleSwitch Connectivity

The state-of-the-art in network-ready check scanning devices, backed by Digital Check's decades of experience working with virtual branch environments. Now equipped with Digital Check's unique SimpleSwitch connectivity, the Expert Elite can be operated as a traditional USB scanner and, with a press of the Smart Button, switched to operate as a network-enabled scanner via an Ethernet cable. As an embedded network device, it contains a processor and API inside the scanner itself for maximum ease of use. This batch-feed check scanner delivers higher speeds and increased capacity for high-volume teller environments.

ID card scanning at 600 dpi full-color capability for accurate capturing of security features.

Model #: SSX1-Elite-FS

Scanner Service Program

Order Number: SSELT-POS-AE5-FISV

Description: Advanced unit replacement -

60 months - Expert Elite - Fiserv Teller Bundle

Stackable Thermal Receipt Printer



ReceiptNOW Elite

This modular, stackable device fits underneath your scanner and prints premium, customizable receipts without taking up valuable counter space. Its high-speed thermal printing mechanism contains fewer moving parts for greater longevity than similar inkjet models. Ethernet configuration for direct connection to networked and virtual environments.

Model #: SRNELITE-ETH2-E

Printer Service Program

Order Number: SRN2-POS-AE5-FISV

Description: Advanced unit replacement- 60 months

ReceiptNOW Elite - Fiserv Teller Bundle

Teller Source Capture Bundle 5-Year Advanced Unit Replacement (AUR) Program

(Qualified models include: SmartSource® Expert Elite, and
ReceiptNOW® Elite –

SCANNER & PRINTER SERVICE REQUEST & RETURN PROCESS

AUR Request Process:

To initiate an AUR (Advance Unit Replacement) request, please contact Fiserv – Item Processing Client Services (IPCS) at 800-998-3478 to reach a helpdesk representative specially trained by Digital Check to quickly determine if the issue is hardware or software related. If it's determined that a replacement device should be issued, the Fiserv helpdesk representative will provide instructions on how to create an account and submit an AUR request via the Digital Check service portal. (Digital Check will require a brief description of the troubleshooting steps taken to help expedite the approval process). If there are issues with creating an account or logging in, please contact Digital Check Technical Support at: support@digitalcheck.com or 847-446-2285 and select the Support option.

TERMS AND CONDITIONS

(Applicable only to sales in the United States (excluding territories))

These Advanced Unit Replacement ("AUR") Terms and Conditions (these "Terms") are only valid for Digital Check® SmartSource® Expert Elite scanners and ReceiptNOW® Elite – Thermal network printers with USB – purchased with AUR services under the Fiserv Teller Source Capture Bundle and for which Digital Check Corp., a Delaware corporation with offices at 630 Dundee Rd., Suite 210, Northbrook, IL 60062 ("Digital Check"), has received a record of purchase of AUR services, together with the serial number(s) for the applicable product(s) purchased and shipped within the United States (excluding U.S. territories). For duly registered products, these Terms constitute a legal contract between Digital Check and the person or entity that purchased the product together with AUR services ("You"). AUR services are available for purchase pursuant to these Terms under the Fiserv Teller Source Capture Bundle for a term of up to five (5) years. AUR service coverage under the Fiserv Teller Source Capture Bundle must be purchased at the time of purchasing the scanner/printer or within 30 days thereof. The AUR coverage period begins on the date of purchase by Fiserv, or upon the date of installation by You if within six months from the ship date (proof of installation dates by You may be required).

You acknowledge that You have had the opportunity to read these Terms, including the terms, conditions, limitations, exceptions, and exclusions set forth herein. Unless revised by Digital Check with at least 30 days advance written notice to You, these Terms constitute the entire agreement with respect to the advanced device replacement of the specified purchased product, and no representation, warranty (express or implied), promise, or condition not contained herein shall modify these Terms. This is not a contract of insurance.

Returning a Device for Repair:

Under these Terms, Digital Check will include a prepaid return shipping label with each replacement device shipped. You are solely responsible for repackaging the faulty device, along with the power supply using the original container in which the replacement device arrived. You agree to return the faulty device within three (3) business days of receipt of the replacement. If the faulty device is unreturned, Digital Check reserves the right to bill you for the current replacement value. *Please do not return your inkjet cartridge or USB cable because you will not receive replacements for these items.

NOTE: THE ORIGINAL DEVICE WILL NOT BE RETURNED TO YOU FOLLOWING REPAIR. THIS IS A REPLACEMENT PROGRAM USING NEW OR FACTORY REFURBISHED DEVICES TO REPLACE DEFECTIVE DEVICES. YOU AGREE TO RECEIVE AND RETAIN A REFURBISHED REPLACEMENT PRODUCT INSTEAD OF THE ORIGINAL DEVICE. THE ORIGINAL DEVICE SHALL BECOME THE PROPERTY OF DIGITAL CHECK. EACH REPLACEMENT DEVICE WILL MEET THE SAME QUALITY STANDARDS AS A NEWLY PURCHASED PRODUCT. REPLACEMENT PRODUCTS MAY INCLUDE REMANUFACTURED OR REFURBISHED PARTS OR COMPONENTS.

Advanced Device Replacement:

Subject to these Terms, You will receive next-business-day replacement (two-business-day replacement if You are located in Alaska or Hawaii) in the event of a failure resulting from original defects in material or workmanship prior to the agreed end date as specified in your AUR purchase or renewal thereof. Return shipping of the malfunctioning device is also included, along with any parts, materials, and labor associated with repairing all covered defects.

Upon receipt of the replacement device, you are responsible for repackaging and returning the malfunctioning device back to Digital Check within three (3) business days using the packaging and prepaid return label included with the replacement device. Detailed instructions will be provided with the replacement device.

Digital Check owns and maintains a pool of replacement devices. When an AUR request is received and approved as covered by these Terms by 3PM ET on a business day, Digital Check will ship a replacement device from the replacement pool the same day with next business day (two business days if You are located in Alaska or Hawaii), prepaid freight.

NOTE: If the malfunctioning unit is not received by Digital Check within ten (10) days of Your receipt of the replacement unit, additional AUR requests from You may not be honored until the unit is re- turned. Units not returned within thirty (30) days of your receipt of the replacement unit will be billed to You at the then-current replacement value, and no additional AUR requests from You will be honored until all open invoices are paid or each malfunctioning unit is returned.

No Trouble Found (NTF) Repair Claims:

In the event a returned device is determined by Digital Check, in its sole discretion, to be in normal working condition, Digital Check reserves the right to charge You the then-current No Trouble Found (NTF) fee to cover the device inspection, restocking, and shipping and handling costs associated with the AUR request. Contact Your Digital Check representative for a schedule of fees for services not covered by these Terms. Digital Check may revise such fees from time to time.

Non-Warranty Repair (NWR) Claims:

In the event a returned device is determined by Digital Check, in its sole discretion, to be malfunctioning because of customer induced damage or other non-warranty related causes, Digital Check reserves the right to assess You with a flat rate repair fee, in addition to shipping and handling costs associated with the AUR request. Non-warranty related causes include (a) foreign objects, such as staples or paper clips, jammed in-side the device; (b) liquids found inside the device, such as white-out, liquid paper, or beverages; (c) excessive build-up of paper dust or debris resulting from not performing recommended cleaning; and (d) operating the device outside the recommended normal duty cycle or recommended electrical or environmental conditions. See "Exclusions" below for an expanded listing of non-warranty related items. If a device is determined to be non-repairable due to user negligence or abuse, you will be responsible for the costs associated with replacing the device.

Scanner Cleaning Requirements:

If You purchased AUR services with respect to a scanner, you are responsible for performing periodic cleaning of the scanner rollers, paper path, and scan heads to remove normal paper debris and other contaminants. Customized cleaning kits and cleaning cards are recommended and can be ordered from our [Online Store](#). Instructional videos and support and scanner documentation on how to properly care for your Digital Check scanner are also available on the [Support](#) page of our website. You may be charged a cleaning fee if you return a scanner that has not been periodically cleaned in accordance with recommended maintenance. Contact your Digital Check representative for a schedule of fees for services not covered by these Terms. Digital Check may revise such fees from time to time.

Exclusions:

These Terms exclude coverage of the following items and additional charges will apply. You are responsible for fees associated with excluded claims, including but not limited to cleaning, inspection, NTF, declined repairs, and customer induced damage.

- 1) Consumable or cleaning product items, such as inkjet cartridges, feed rollers, cleaning cards, cleaning swabs, canned air, etc.
- 2) Any AUR request for a product on which the serial number has been defaced, modified, or removed.
- 3) Damage, deterioration or malfunction resulting from:

- a) accident, misuse, neglect, fire, water, lightning, or other acts of nature, unauthorized product modification, or failure to follow instructions supplied with the product;
 - b) repair, or attempted repair, by anyone not authorized by Digital Check;
 - c) damage to, or loss of, any programs, data or removable storage media;
 - d) software or data loss occurring during repair or replacement;
 - e) any damage of the product due to improper packaging and shipment;
 - f) removal or installation of the product;
 - g) causes external to the product, such as electric power fluctuations or failure, acts of God, war, invasion or act of foreign enemy, terrorism, cyberattack, hostilities, civil war, rebellion, strikes, lockouts, labor disturbances, or civil commotion;
 - h) use of supplies or parts not meeting Digital Check's specifications;
 - i) normal wear and tear;
 - j) failure to following manufacturer's instructions, specifications, or user manuals;
 - k) failure to perform recommended periodic product maintenance;
 - l) cosmetic damage;
 - m) third party acts, including theft and vandalism;
 - n) any other cause not relating to an original product defect; or
 - o) damage to, or abuse of, the coating on the surface of the unit through inappropriate cleaning.
- 4) Removal, installation, and setup service charges.
 - 5) Digital Check provides no warranty for the third-party software.
 - 6) Replacements outside of the United States.
 - 7) Any product that has been serviced, repaired, refurbished, or exchanged other than pursuant to these Terms or our [Limited Product Warranty](#).
 - 8) Any product that has been transferred or resold by the original purchaser/end user

Client's Operational Responsibilities:

You are responsible for using the products and associated software that are the subject of these Terms in accordance with the manufacturers' instructions and in the proper operating environment.

Termination:

Digital Check may terminate these Terms at any time without penalty or providing You a refund if You fail to (a) make any payment identified by Digital Check as delinquent within ten (10) days of the date of written notice thereof to Client or (b) cure any other material default of Your obligations hereunder within thirty (30) days of the date of written notice thereof to Client.

Disclaimer and Limitation of Implied Warranties:

EXCEPT AS EXPRESSLY SET FORTH HEREIN, DIGITAL CHECK MAKES NO WARRANTY WHATSOEVER (WHETHER EXPRESS OR IMPLIED BY LAW, COURSE OF DEALING, COURSE OF PERFORMANCE, USAGE OF TRADE, OR OTHERWISE) WITH RESPECT TO THESE TERMS, THE PRODUCTS DESCRIBED HEREIN, OR THE SERVICES PERFORMED HEREUNDER, INCLUDING ANY (A) WARRANTY OF MERCHANTABILITY; (B) WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE; (C) WARRANTY OF TITLE; OR (D) WARRANTY AGAINST INFRINGEMENT. THERE ARE NO WARRANTIES, EXPRESS OR IMPLIED, WHICH EXTEND BEYOND THE DESCRIPTION CONTAINED HEREIN.

Limitation of Liability:

DIGITAL CHECK'S TOTAL LIABILITY UNDER THESE TERMS RELATING TO ALL CLAIMS THAT YOU MAKE PURSUANT TO THESE TERMS SHALL NOT EXCEED THE LESSER OF (A) THE ACTUAL AMOUNT YOU PAID FOR THE PRODUCT AND (B) \$10,000.

Digital Check will not be liable for any other damages, whether incidental, special, consequential, punitive, or otherwise, and whether direct or indirect, even if advised of the possibility of such damages, including: (a) loss of, or damage to, data from any cause; (b) loss of use, loss of time, loss of revenues, lost profits, loss of business opportunity, loss of goodwill, loss of savings, interference with business relationships, diminution of value, inconvenience, service interruptions, procurement of substitute services, or other commercial or intangible loss; (c) any bodily injury, death, or property damage arising out of the use, operation, or maintenance of the product or associated software; (d) damage to other property caused by any defects in the products or associated software, or (e) any claim against you by any other party.

These Terms give You specific legal rights, and You may also have other rights which vary from locality to locality. Some localities do not allow limitations on implied warranties and/or do not allow the exclusion of incidental or consequential damages, so the above limitations and exclusions may not apply to you. These Terms are otherwise governed by the laws of the State of Illinois, without reference to rules governing choice of law.

Disputes:

You acknowledge and agree that the above limitations of liability, together with the other provisions in these Terms that limit liability, are essential terms and that Digital Check would not be willing to grant You the rights set forth in these Terms but for your agreement to the above limitations of liability. Most of Your concerns about the product can be addressed by contacting Digital Check Support (email support@digitalcheck.com, call 1-847-446-2285). In the event we cannot resolve any dispute relating to these Terms, then we both agree that any controversy or claim arising out of or relating to these Terms shall be settled exclusively by arbitration before a single arbitrator administered by the American Arbitration Association (the "AAA") in accordance with its Commercial Arbitration Rules and Mediation Procedures. We both give up the right to resolve any controversy or claim arising out of or relating to these Terms in court, whether in front of only a judge, or in front of a judge and a jury. We agree to arbitrate solely on an individual basis and agree that these Terms do not permit class arbitration, or any claims brought as a plaintiff or class member in any class or representative arbitration proceeding. Neither the AAA nor the arbitrator shall have the power to consolidate more than one person's claims or to otherwise preside over any form of a representative or class proceeding. A judgment upon the award rendered by the arbitrator may be entered in any court having jurisdiction thereof.

No action related to these Terms may be brought more than two (2) years after the cause of action first accrued.

Other Provisions:

Digital Check will NOT be liable or responsible to You or be deemed to have defaulted under or breached these Terms, for any failure or delay in fulfilling or performing its obligations hereunder when such failure or delay results from causes or circumstances beyond its reasonable control. Any failure or delay by Digital Check in exercising any right or remedy hereunder will not constitute a waiver of future exercise of that right or remedy. The waiver of any right or remedy will be effective only if in writing and signed by Digital Check. Digital Check may assign these Terms, or assign the right to receive payments, without Your consent.

Digital Check may subcontract any services described in these Terms to third parties selected by Digital Check. You may not assign or otherwise transfer these Terms or any of Your rights or obligations under these Terms without Digital Check's prior written consent, and any purported assignment or transfer in violation hereof is null and void. These Terms will be binding upon, and inure to the benefit of, the parties and their respective permitted successors and assigns.

These Terms do not and are not intended to confer any rights or remedies upon any person or entity other than You. These Terms may be modified only in writing signed by Digital Check. Each provision of these Terms is severable, and if a provision is declared invalid, illegal, or unenforceable in any jurisdiction, such provision shall be deemed severed from these Terms in such jurisdiction such that the rest of these Terms will remain in effect, and such invalidity, illegality, or unenforceability will not affect any other provision of these Terms or invalidate or render unenforceable such provision in any other jurisdiction.

We may provide any notice to you under these Terms by sending a message to the email address you provided at the time You submitted an AUR request through Digital Check Support or our [Service Portal](#). To give Digital Check notice under these Terms, You must contact Digital Check by sending a message via email at support@digitalcheck.com. All notices sent by email will be effective when sent.

Acceptance of the AUR Program Agreement Terms and Conditions:

By purchasing a Digital Check scanner with AUR service coverage, Fiserv and/or the end-user customer agrees to the terms and conditions outlined in this agreement. As a result, no additional agreement is required by the customer to initiate AUR program coverage.