



*Remote Deposit Express*

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**Remote Deposit Express  
User Guide**

**May 2016, v06**



## Table of Contents

REMOTE DEPOSIT EXPRESS.....	1
USER GUIDE .....	1
TABLE OF CONTENTS .....	2
OVERVIEW .....	3
BEST PRACTICES & DAILY PROCEDURES .....	4
SERVICE STANDARDS.....	7
RDE MINIMUM WORKSTATION REQUIREMENTS.....	8
NEW BATCHES.....	9
COMMON CHECK WARNINGS AND MESSAGES.....	13
CLOSING & APPROVING THE BATCH.....	14
OPEN BATCHES.....	16
DELETING AN OPEN BATCH .....	17
TRANSACTIONS – ACCESS YOUR CHECK ARCHIVE .....	18
BATCH STATUS .....	18
CHECK COPIES.....	19
REPORTS .....	21
KEEPING YOUR SCANNER CLEAN .....	21



# Remote Deposit Express

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## Overview

Thank you for choosing Remote Deposit Express (RDE) from 1st Source Bank. RDE will save you time and effort by allowing you to make check deposits from your office and avoid trips to the bank.

This guide gives you easy-to-use instructions on how to access many of RDE's most commonly used features, and provides screen shots for easy convenience.

If you have any questions about RDE, you can reach us at:

Remote Deposit Express Customer Support

1st Source Treasury Services: 574-235-2003 or 1-800-399-5592 toll free

[TreasuryServices@1stsource.com](mailto:TreasuryServices@1stsource.com)

Monday - Friday (closed on federal holidays) 7:30 am - 6:00 pm ET



# Remote Deposit Express

## Best Practices & Daily Procedures

The following sections outline the key things to know and practice as a remote deposit user. The equipment you use and functionality provided by RDE makes your company an extension of 1st Source Bank. At 1st Source, we are focused on securely and accurately processing your transactions. The best practices below will help you to also keep this focus at your place of business.

### **Check Storage**

Per the agreement you signed to use remote deposit, the scanned checks must be stored in a locked, fireproof container. Once you have submitted your deposit, print out the summary report. Flip the report face down and place your checks in the center of the page. Fold the report page in thirds to create a wrap around your deposited checks. Take the bundle of checks to your secure location and store them for 90 days. You must keep the checks for 90 days because that is the window of time that 1st Source or another bank can request the original paper check as proof of payment. After 90 days has passed, it is safe to destroy the checks.

### **Check Destruction**

After 90 days, you have 10 business days to enter the checks into your document destruction process. In the same way you would destroy other sensitive information, the checks must be shredded or destroyed in a commercially acceptable manner. When you store your checks, write the destruction date on the bundle to remind you when the checks need to be destroyed.

### **Audit**

1st Source reserves the right to audit your check storage and destruction procedures. 1st Source may suspend service if storage and destruction policies are not adequate.

### **Information Breach**

As you know, you are responsible for safeguarding the information contained on the checks you receive. Since you may be keeping checks on hand longer with RDE than you would normally, it is very important that the checks are kept secure while in your possession. In the event that the checks or any information on the checks are obtained by unauthorized individuals, you may need to take action. Each state has slightly different regulations on safeguarding customer information and taking action in the case of a breach; so talk with your advisors and stay up to date on your responsibilities.

### **Data Storage and Online History**

The RDE site will archive a 24 month rolling history of all deposits. You can search for a specific item or a whole deposit batch as well as run reports on the stored data. If you are electronically filing the check images on your network it is very important that the network is secure and only authorized personnel have access to the electronic files.

## **Security**

All data and information entering into or accessed through the RDE system is encrypted with SSL 128 bit encryption. This includes the login page where users enter their Office, User ID and Password information. All sensitive data (account and routing number) is encrypted AES 256 bit encryption.

At your place of business, it is critical to have a secure network (especially if using a wireless network), firewall, virus protection, spy ware, keystroke protection and/or any other relevant form of systematic protection in your computing environment. All systems should be up-to-date.

## **Dual Controls**

RDE is a system that contains important information and we recommend that you institute appropriate dual controls at your company. Separation of duties forces at least two people to be involved in completing a task so no one person has control over all phases of a transaction. Dual controls help prevent, or decrease the risk of errors, and identify problems. Just as you may have one person issue a check and another person sign the check, you may want to consider having one person responsible for remote deposits and another person handling the accounts receivables. You can also consider having one person scan in the deposits and a second person review and approve those batches for deposit.

## **Duplicate Items**

You cannot scan a check into Remote Deposit Express more than once. If you have a check that was returned or did not get processed for some reason, contact 1st Source about the status of the item and how you should proceed.

## **Images & Non-conforming Images**

It is very important to submit clear images of your deposited checks. Make sure that you organize your checks by size and line up the leading edges of the checks when you place the batch in the scanner. This will help to ensure that the scanner gets a straight and clear image of the check. It will also help prevent checks getting stuck in the scanner. If your images are not straight or clear, they may not be accepted by 1st Source, other banks or the Federal Reserve. A rejected check is known as a non-conforming image. 1st Source will debit your account for any non-conforming images.

## **Unbalanced Batches**

You cannot deposit a batch of checks if the batch is out of balance. If you are getting a message that your batch is not balanced, recalculate the amount of your deposit and verify that all of your checks have been read correctly by the system. Edit and correct any items that need adjusting and then close the batch.



# **Remote Deposit Express**

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## ***Types of Checks***

You may deposit checks and drafts drawn on a United States chartered bank and written in United States Dollar currency. Money orders are also accepted but are often difficult for the scanner to read, so some manual editing may need to occur. All checks must be made payable to the name on your deposit account.

## ***Item and Deposit Limits***

Your RDE account is set up with a maximum daily deposit limit and a maximum single check limit. If the value of your deposits or an item exceeds these limits, you will need to call us to have your batch reviewed prior to depositing.

## ***Contingency***

If the RDE site is down or your scanner is not working, we will make every effort to get you up and running again as soon as possible. In the meantime, we recommend you take your deposits to the nearest banking center, mail in your deposits or wait until the system is operational.

## ***Batch Volume***

For quickest processing, we recommend depositing no more than 100 checks in a batch. There is no restriction to the number of batches that can be deposited, as long as you do not exceed your daily deposit limit.

## ***Equipment Maintenance***

You are responsible for periodically cleaning the scanner. It is important to keep your scanner free of dust so the images are clear and the machine does not jam. Your scanner will come with a manual and/or disc that contain cleaning instructions as well as some replacement parts.



# Remote Deposit Express

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## Service Standards

### ***Customer Service***

As your remote deposit provider, we are committed to delivering a quality service to you. The Remote Deposit Express website is available for deposits at any time and 1st Source specialists are accessible via phone and email for any question you may have. Our Customer Service Line is available Monday – Friday, 7:30 am - 6:00 pm ET.

### ***Message Board***

When you log in, take a moment to read any news or updates posted beneath the welcome message on the message board. This is where we will post any information about scheduled maintenance, federal holidays or updates that will affect your deposit activity.

### ***Maintenance***

There may be times where the site is down for maintenance. We will always try to complete maintenance at an off-peak time whenever possible and have the site back up promptly. Scheduled maintenance will be communicated to you through the message board on the site. We may also contact you by phone or email about unscheduled maintenance or any status changes with the site.

### ***Cut-off Times***

When your RDE account was established, a cut-off time was also set. The cut-off time is the deadline for same day deposits. Cut-off times are listed next to each deposit account on the Capture screen.

### ***Holidays & Non- Processing Days***

The banking industry does not process transactions on Federal Reserve Holidays or weekends. Although 1st Source is often open during these times and the RDE site is available for deposits, the transactions will not post until the next business day. You are free to do your banking on these days, just be aware when the money will go into your account. The following list contains the Federal Reserve Holidays that are non-processing days. Notifications will be posted on the RDE message board the day prior to the holiday.

- New Year's Day
- Martin Luther King, Jr. Day
- Presidents' Day
- Memorial Day
- Independence Day
- Labor Day
- Columbus Day
- Veteran's Day
- Thanksgiving Day
- Christmas Day

## RDE Minimum Workstation Requirements

### Workstations:

1GHz or higher CPU, 2GB RAM, USB 2.0 Port, keyboard, mouse, monitor

### Operating Systems:

- **Windows Vista 32-bit or 64-bit**
- **Windows 7 32-bit or 64-bit**
- **Windows 8 32-bit or 64-bit**
- **Mac OS X 10.7.3 or higher**

For check scanning, Mac OS is certified for use only with a Panini scanners (VisionX and I:Deal) or Ethernet-attached Magtek Excella or Excella STX scanners. The Magtek scanners do not require drivers to be installed on the Mac.

*Note about Virtual Environments: We acknowledge that many of the scanner drivers will work in a virtual Windows environment, using products like VMWare Fusion or Parallels Desktop, etc. Although many of our customers find they can run scanners successfully in this type of environment, most scanner manufacturers do not certify or support their drivers for use in virtual machines. Therefore, we cannot guarantee that your scanners will work in virtual environments, and any customer support for such environments will be on a best-effort basis.*

### Software:

- Adobe Reader version 10.0 or higher (free from Adobe)
- Java Runtime Environment (JRE) (web browser plug-in; free from Sun Microsystems)
- JRE 7u55 or higher

### Browsers:

- Microsoft Internet Explorer version 9 or higher
- Mozilla Firefox – 11.0 or higher
- Apple Safari – 5 or higher
- Google Chrome – 20 or higher

### Internet Connectivity:

Any broadband or DSL type Internet access, with a minimum of 128Kbps download speed. Dial up access may be used but system performance is not guaranteed.

### Certified Scanners

#### **Panini**

VisionX 1F,50,75,100  
I:Deal

#### **Digital Check**

Tellerscan TS215, TS230, TS240 and 4120  
CheXpress CX30

#### **Burroughs/Unisys**

SmartSource Professional

#### **Epson**

Capture One

#### **Canon**

CR-180  
CR-55  
CR-25

#### **MagTek**

Excella STX  
Excella

#### **RDM**

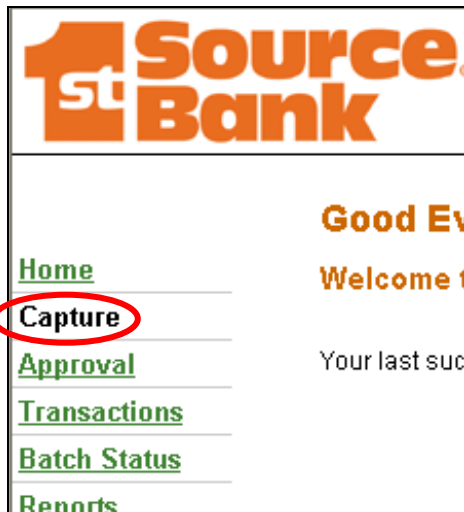
EC7000i



## New Batches

### Creating a New Batch

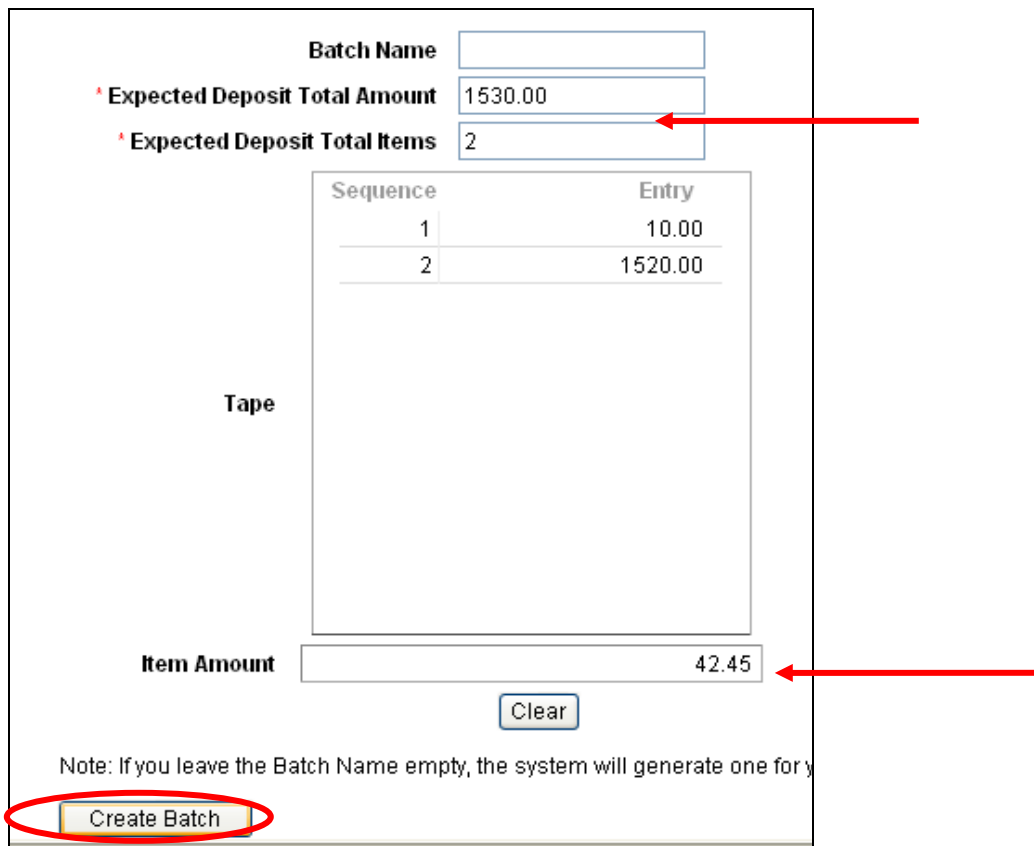
- 1) Prepare the checks you want to deposit by organizing them by size and removing the stub, paperclips, sticky notes, etc.
- 2) Log in to the RDE website – <https://remotedeposit.1stsource.com>.
  - o Please note that the password is case sensitive.
  - o If you have three unsuccessful log in attempts, your account will be locked and you will need to contact us to be reset.
- 3) Make sure your scanner is plugged into the power source and connected to your computer. Please reference the Operator Manual you received with your scanner.
- 4) If you are logging in for the first time, you will need to set up your security parameters and reset your password. The application will walk you through these screens.
- 5) Once on the Home Page, select **Capture** on the left hand side of the screen. The *Create New Batch/Select Deposit* screen appears.



- 6) You will see a table listing the accounts that have been set up to receive remote deposits. In the *Action* column, click **Select** for the account to which you want to deposit. The *Create New Batch/Batch Details* screen appears.

Cut-off Time	Action
6:00PM EST	Select

- 7) Enter the total dollar amount of the checks you are depositing in the *Expected Deposit Total Amount* field and enter the number of checks you are depositing in the *Expected Deposit Total Items* field; or you can use the *Item Amount* field at the bottom of the screen to type in your checks individually. If you select this option the *Expected Deposit Total Amount* and *Items Amount* fields will automatically populate. You can also include a description in the *Batch Name* field, but it is not required.
- 8) Select the **Create Batch** button. The *Create New Batch/Check Scanning* screen appears.



Batch Name

\* Expected Deposit Total Amount

\* Expected Deposit Total Items

Sequence	Entry
1	10.00
2	1520.00

Tape

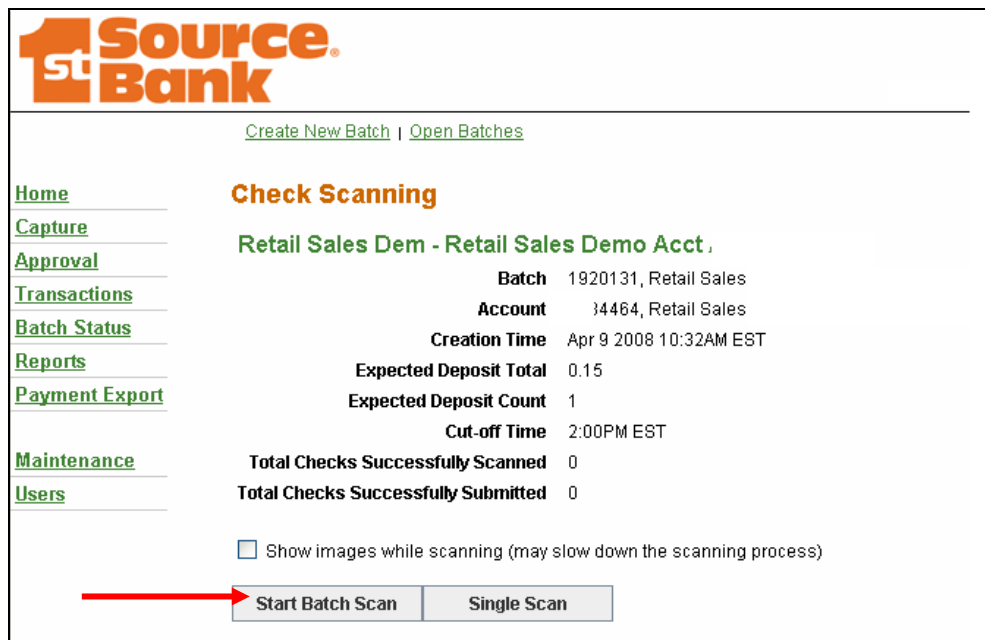
Item Amount

Note: If you leave the Batch Name empty, the system will generate one for you

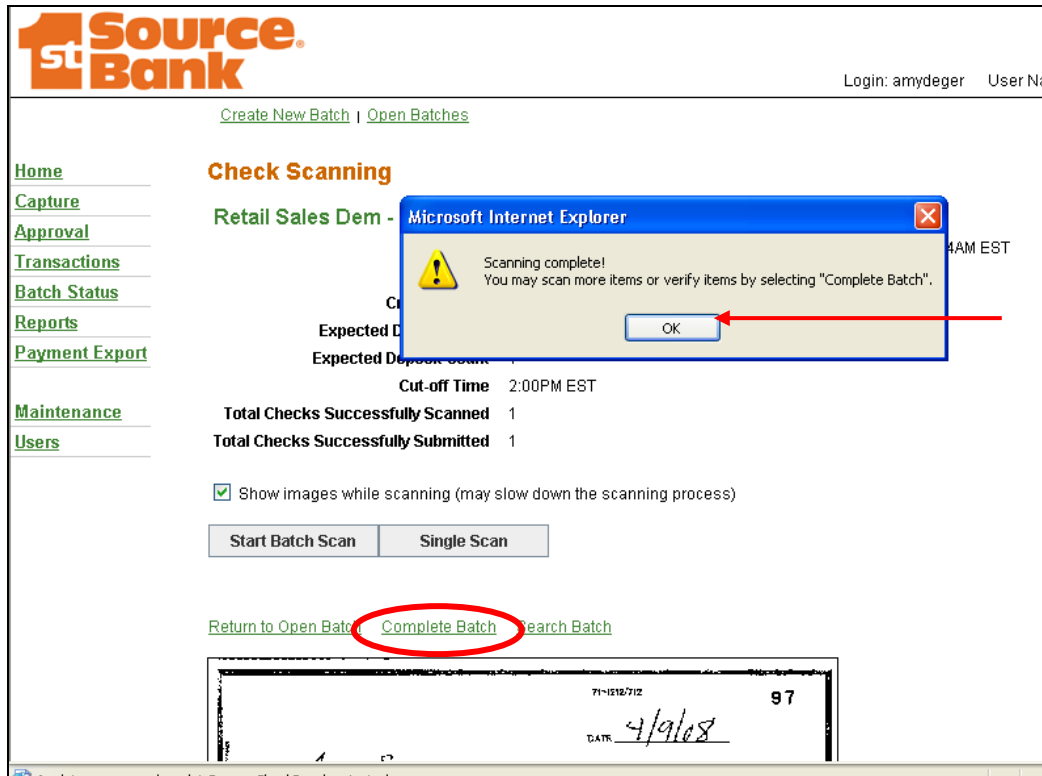
\* Note: If you are creating a batch for the first time, you may be prompted to "run" an additional program to complete the scanner driver installation. Follow the prompts and your scanner will initialize.

## Scanning Checks

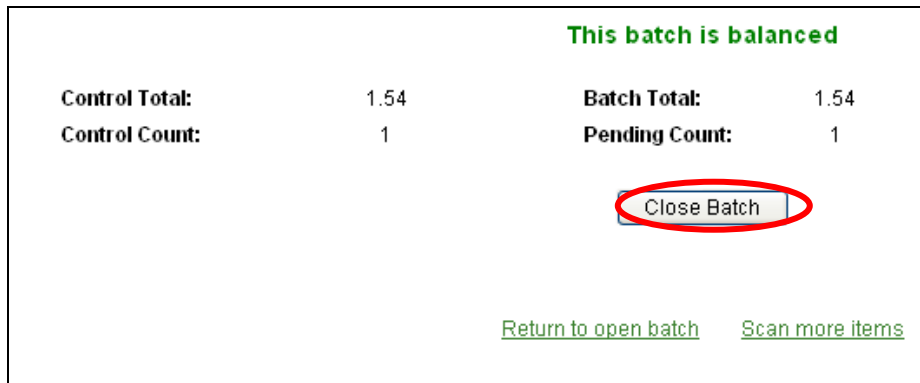
- 1) Place your check(s) in your scanner's check feeder. Each scanner model works differently. We will review how to load your particular scanner during training. Feel free to call us for a refresher on using your scanner. For all models it is important to load your checks neatly in the machine to ensure a good image and read.
- 2) To scan a new batch, select **Start Batch Scan**. To scan one check, select **Single Scan**. Once you make your selection, scanning will begin automatically. Again, each scanner model works differently and we will review how to load your particular scanner during training.



- 3) When scanning is complete, a confirmation message appears.



- 4) Select **OK**. The *Create New Batch/Check Scanning* screen reappears.
- 5) Select the green **Complete Batch** link under the scanning buttons.



- 6) If the batch is balanced, select Close Batch or Close and Approve. If you have any errors or duplicate items in the batch, you will see a screen with the image of the check(s) in question. You will need to make the requested edits in order to move forward.

## Common Check Warnings and Messages

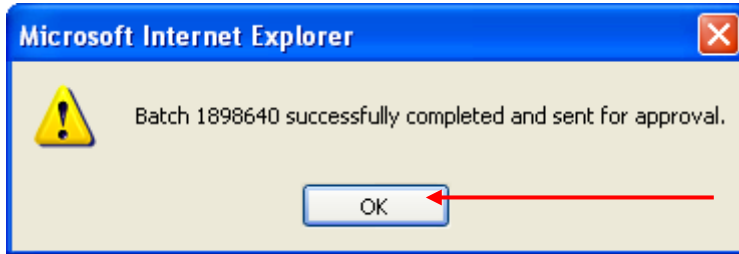
The scanners have a dual goal of reading your checks and filtering out potentially fraudulent items, so do not be alarmed if you are asked to review and/or complete information for checks. Some common edits you may be asked to make:

- 1) Complete the amount – Checks are read based on the position of the information on the check. If the information, such as the amount, is outside of the area that the application is looking to read it, it will ask you to type in the amount. You may also need to enter the amount if the ink quality is poor or if there is a distinct background pattern on the check.
- 2) Edit the MICR – MICR is the Magnetic Ink Character Recognition which is the ink and format of the key clearing numbers along the bottom of your check. These include the routing, account and check numbers. These numbers are displayed in yellow boxes under the check image. If any of the boxes are blue or green, look for a “?” in the number sequence. Reference the original check to see what number is missing, then remove the “?” and type in the number.
- 3) Warnings – If basic check information cannot be confirmed by the scanner, it may display a warning that the signature, date, and/or legal amount might be missing. Reference the original check to see if this information is properly displayed on the check and if so, click the **Submit** button. If not, you may want to delete the check and contact the check writer to get a corrected check.
- 4) Edit may significantly alter the check – There are a few checks that fall completely outside of the standard check formatting allowances and cannot be edited on the normal page. You will need to click the **Advanced Edit** button to confirm the check information. Call us with questions on these items.
- 5) Piggy back items – If two or more checks are pulled through the scanner at the same time, you may get a message about a piggy back item. You will need to click the **Delete** button at the bottom of the item screen and then rescan the checks individually.
- 6) Document skew – It is very important to send your checks through the scanner nice and straight so that your images meet the image quality standards. If the check is crooked, delete the item and rescan it taking care to send the check through straight.

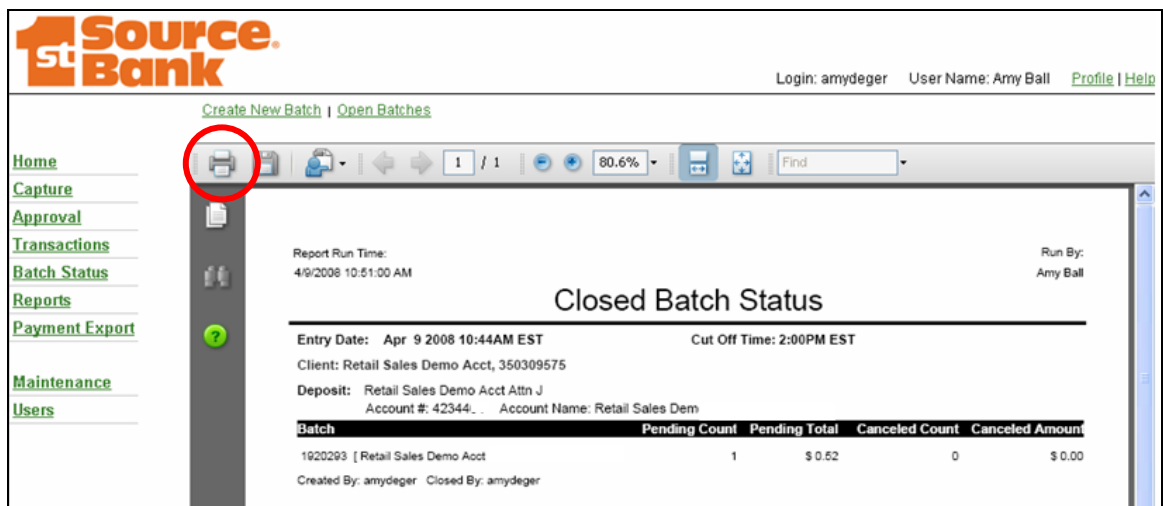
## Closing & Approving the Batch

### Closing the Batch

- 1) A confirmation message appears once the batch has been closed. Select **OK** and then **Complete Batch**.

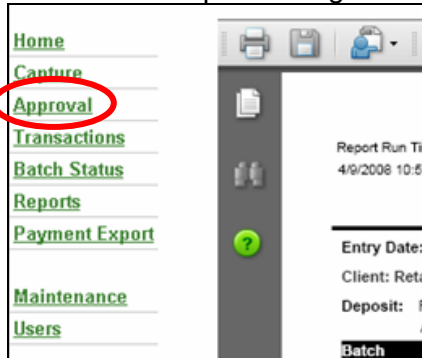


- 2) The *Closed Batch Status* report appears.
- 3) Print this report and use it to bundle your checks for storage. Checks should be stored in a secure location (i.e. a locked, fireproof safe) for 90 days and then destroyed. Refer to the Best Practices & Daily Procedures section in the back of this guide for more detail.



## Approving the Batch

- 1) On the left side of the screen, select **Approval**. This step moves your deposit over to the bank for processing.



- 2) The *Batches Pending Approval* screen appears.
- 3) Confirm that the number and dollar amount of the pending items looks correct. If you have multiple accounts, confirm you have deposited the correct checks into the correct account. You can view pending items by clicking **View Items**. If any edits have been done on the batch we recommend reviewing the batch before approving. If you need to make any edits, click the **Return** link to return you batch to an **Open** status. Find your reopened batch under **Capture, Open Batches**.
- 4) On the Batches Pending Approval screen, select **Approve**. A confirmation message will then appear. Select **OK**.

### Batches Pending Approval

Depositor: Retail Sales Demo Acct

Deposit:

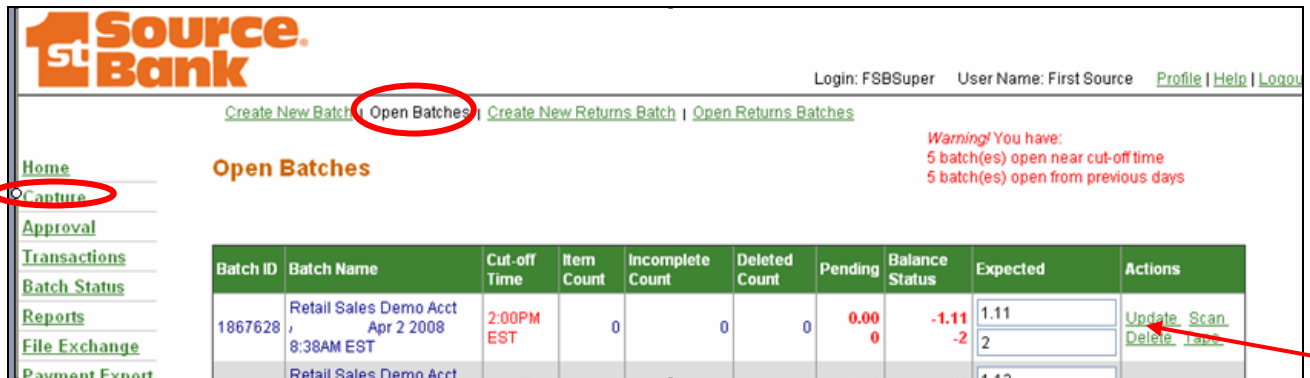
Batch ID	Batch Name	Account Number	Batch Creator	Cut-off Time	Edited	Pending	Deleted	Expected	Actions
18998640	Retail Sales Demo Acct Attn J : Apr 7 2008 9:29AM EST	42344	FSBSuper	2:00PM EST	No	1.54 1	0.00 0	1.54 1	<a href="#">View Items</a> <a href="#">Audit</a> <a href="#">Return</a> <a href="#">Approve</a>



## Open Batches

### Adding Check(s) to an Open Batch

- 1) Prepare the additional checks you want to deposit by counting the number of checks to be scanned and adding the dollar amounts of the checks.
- 2) Log in to the RDE website.
- 3) Select **Capture** on the left hand side of the screen. The *Create New Batch/Select Deposit* screen appears.
- 4) Within the secondary navigation near the top of the screen, select **Open Batches**.
- 5) Locate the batch that you want to update. In the *Expected* fields, enter the new batch total and the number of checks.
- 6) Select **Update** in the *Actions* column. The new numbers remain in the *Expected* fields, and appear in the *Balance Status* column. The *Pending* numbers will update.



Warning! You have:  
5 batch(es) open near cut-off time  
5 batch(es) open from previous days

Batch ID	Batch Name	Cut-off Time	Item Count	Incomplete Count	Deleted Count	Pending	Balance Status	Expected	Actions
1867628	Retail Sales Demo Acct Apr 2 2008 8:38AM EST	2:00PM EST	0	0	0	0.00 0	-1.11 -2	1.11 2	Update Scan Delete
	Retail Sales Demo Acct							1.12	

### Scanning Checks

- 1) Select **Scan** under the Actions column. The *Check Scanning* screen appears.
- 2) Scan in your checks, complete and close your batch.

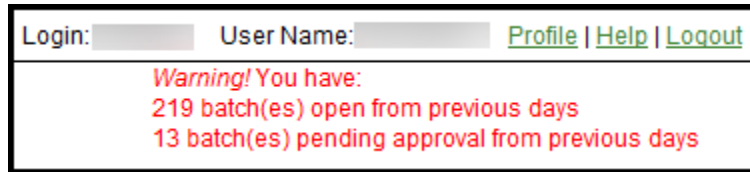
### Approving the Batch

- 1) On the left hand side of the screen, select **Approval**. The *Batches Pending Approval* screen appears.
- 2) On the *Batches Pending Approval* screen, select **Approve** in the *Actions* column. A confirmation message will then appear.

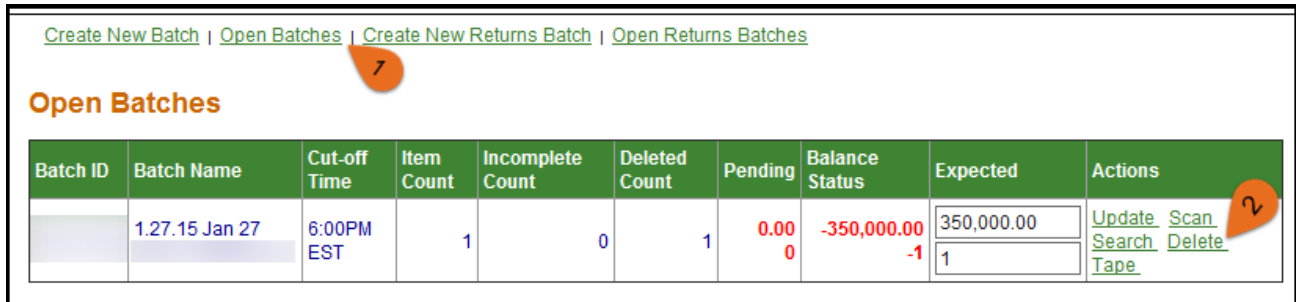


## Deleting an Open Batch

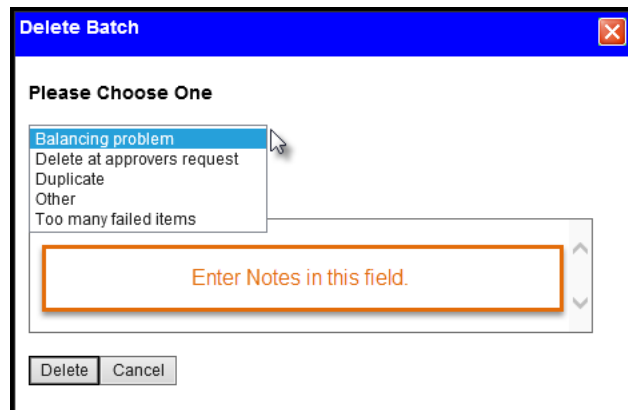
You may receive a warning that you have batches open from previous days. Check your records to verify that the open batch needs to be deleted.



- 1) Select **Capture** on the left hand side of the screen. The *Create New Batch/Select Deposit* screen appears.
- 1) Within the secondary navigation near the top of the screen, select **Open Batches**.
- 2) Locate the batch that you want to delete.



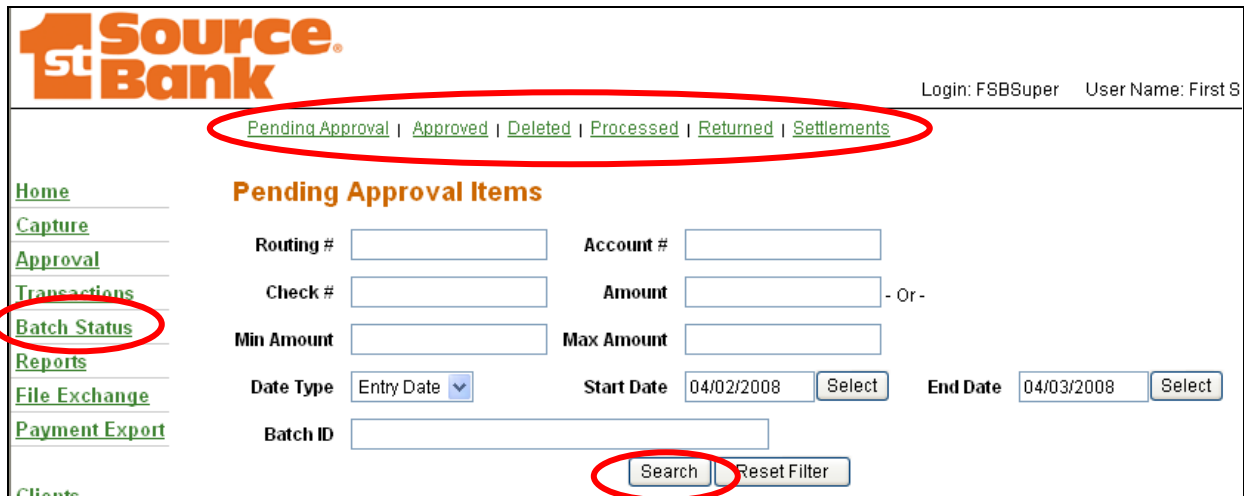
- 3) Select **Delete** in the *Actions* column. You will receive a request to verify that you want to delete the batch. Select **OK**.
- 4) Select reason for deleting from drop-down menu and add comment if desired.



- 5) Select **Delete** button. Warning should decrease or disappear.

## Transactions – Access Your Check Archive

- 1) On the left hand side of the screen, select **Transactions**. Typically, you will want to click the **Processed** link at the top of the page to search in your checks that have been deposited.
- 2) Enter applicable search criteria in each field and set the date range. Select **Search**.
- 3) The search results for the criteria entered are displayed below.



Source St Bank

Login: FSBSuper User Name: First S

[Pending Approval](#) | [Approved](#) | [Deleted](#) | [Processed](#) | [Returned](#) | [Settlements](#)

[Home](#)  
[Capture](#)  
[Approval](#)  
[Transactions](#)  
[Batch Status](#)  
[Reports](#)  
[File Exchange](#)  
[Payment Export](#)  
[Clients](#)

### Pending Approval Items

Routing #  Account #   
 Check #  Amount  - Or -  
 Min Amount  Max Amount   
 Date Type  Start Date   End Date    
 Batch ID

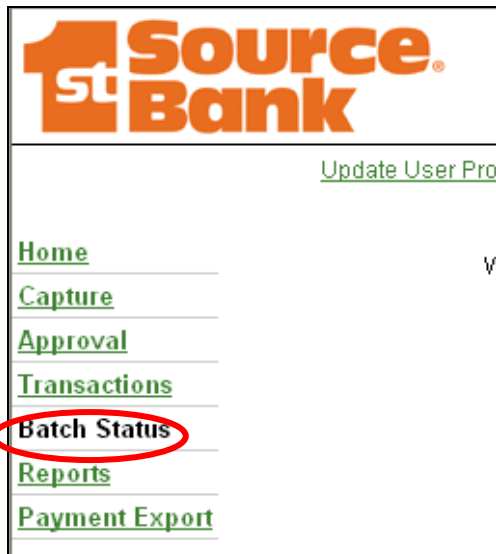
## Batch Status

- 1) On the left hand side of the screen, select **Batch Status**. The *Batch Status* screen appears.
- 2) The *Batch Status* screen automatically defaults to the current date. If you would like to see a different time period, just adjust the **Start Date** and **End Date** and click **Search**.
- 3) To view actions taken on a batch, select **Audit** in the *Audit* column. **Note:** In the *Status* column, depending on the status of the batch in the batch process, the following will appear.
  - **Open**—Batch open
  - **Pending**—Batch closed, but not yet approved
  - **Approved**—Batch approved and submitted to bank
  - **Processed**—Bank received deposit for final processing

## Check Copies

If you retain copies of your checks for your records, Remote Deposit can run a report of the check images for you; eliminating the need to manually create copies. The directions for printing the PDF report of the check images are:

- 1) After approving the batch, click on **Batch Status**.



- 2) In the **Processed** or **Approved** column (whichever matches the status of the batch), click the link that displays the item amount and total.

	Approved	Deleted	Processed	Expected	Status
	<a href="#">25,740.00</a>	0.00	<a href="#">25,740.00</a>	25,740.00	Processed
	<a href="#">10</a>	0	<a href="#">10</a>	10	

- 3) This will bring you to a screen that lists all of the checks in that deposit.
- 4) Click **Select All** or check off the items you wish to include in the reports  
NOTE: If there are more than 10 checks in the batch, at the bottom of the page click the link for **Rows per Page** and select **All**.
- 5) Click **Print Selected Check** at the bottom of the screen

**Batch Status**

**Approved Items**

**Direct Banking C - payroll**

Batch 27662, payroll Apr 17 2008 1:19PM EST

Account 1234567, Direct Banking Co

Cut-off Time 2:00PM EST

ACH Amount 0.00      IEN Amount 1,488.66

ACH Items 0      IEN Items 5

Routing #       Account #

Check #       Amount

Network

**Total DR: 1,488.66**

<input type="checkbox"/>	Routing #	Account #	Check #	Amount	Pay Date	Approval Date	Entry Date	Actions
<input type="checkbox"/>	071212128	423 3-4	0126	47.32	04/17/2008	04/17/2008	04/17/2008	<a href="#">View</a> <a href="#">Audit</a>
<input type="checkbox"/>	071212128	423 3-4	0129	89.10	04/17/2008	04/17/2008	04/17/2008	<a href="#">View</a> <a href="#">Audit</a>
<input type="checkbox"/>	071212128	423 3-4	0130	1,120.00	04/17/2008	04/17/2008	04/17/2008	<a href="#">View</a> <a href="#">Audit</a>
<input type="checkbox"/>	071212128	423 3-4	0127	32.24	04/17/2008	04/17/2008	04/17/2008	<a href="#">View</a> <a href="#">Audit</a>
<input type="checkbox"/>	071212128	423 3-4	0128	200.00	04/17/2008	04/17/2008	04/17/2008	<a href="#">View</a> <a href="#">Audit</a>

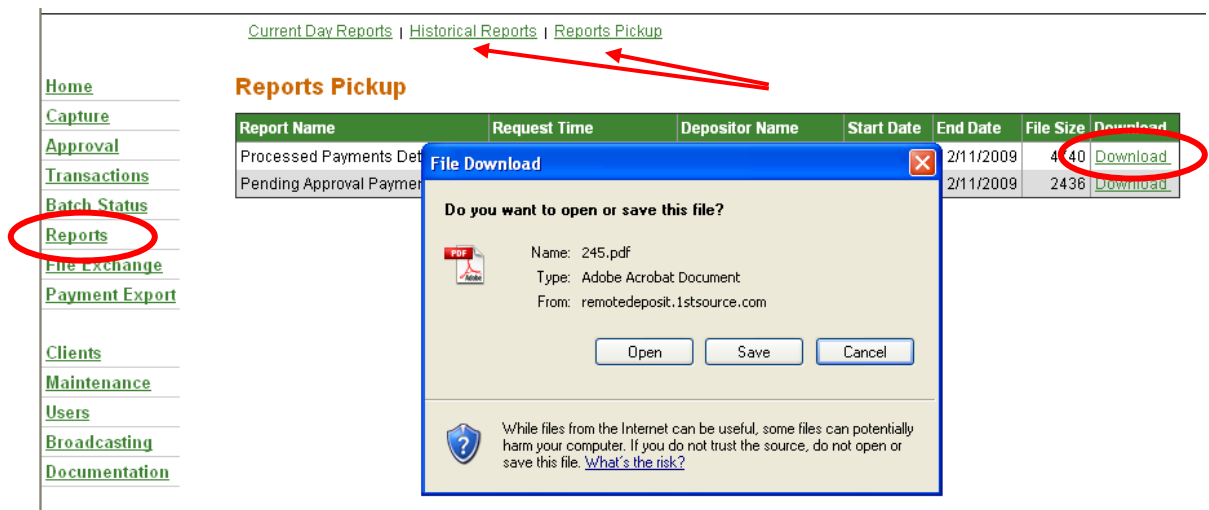
6) The PDF report will be generated. You can Print or Save the file for your records.

The screenshot shows a PDF viewer interface with a toolbar at the top. The main content area displays four scanned checks from Source Bank. Each check is dated Jan 3, 2007, and has a 'VOID' stamp. The checks are as follows:

- Check 126: Payable to Kable, amount \$47.32.
- Check 129: Payable to Best Buy, amount \$89.10.
- Check 130: Payable to John Smith, amount \$1,120.00.
- Check 128: Payable to Macy's, amount \$200.00.

## Reports

- 1) On the left hand side of the screen, select **Reports**. The *Reports* screen appears.
- 2) The system automatically displays current day, “General” reports. Click the report link and then click the **Reports Pick Up** link to **Download** your report.
- 3) To access archived reports (*remember that the system keeps a 24 month rolling history of your remote transactions*), click on the **Historical Reports** link at the top of the page. Set the date range and click the report link.
- 4) Click the **Reports Pick Up** link to **Download** your report.
- 5) Adobe will launch and you will be promoted to **Open** or **Save** the PDF report file. (*If you do not have Adobe, head to [www.adobe.com](http://www.adobe.com) and download Adobe Reader for free*).



The screenshot shows the 'Reports Pickup' section of the Source Bank interface. A table lists reports with columns for Report Name, Request Time, Depositor Name, Start Date, End Date, File Size, and Download. Two 'Download' links are circled in red. A 'File Download' dialog box is open, asking 'Do you want to open or save this file?' with fields for Name (245.pdf), Type (Adobe Acrobat Document), and From (remotedeposit.1stsource.com). The dialog has 'Open', 'Save', and 'Cancel' buttons. A warning message at the bottom states: 'While files from the Internet can be useful, some files can potentially harm your computer. If you do not trust the source, do not open or save this file. [What's the risk?](#)'

## KEEPING YOUR SCANNER CLEAN

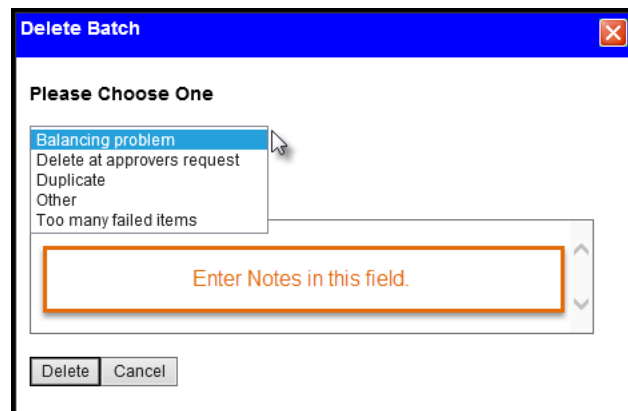
Your scanner, like any machine, should be kept free of dust. Keeping your scanner covered will reduce the amount of dust build-up. Using compressed air inside your scanner is an easy way to keep it in good working order.

In addition to compressed air, the use of specially designed cleaning cards is recommended as needed. To use a cleaning card:

- 1) Remove Check Scanner Cleaning Card from pouch.



- 2) To clean the magnetic head and lens plates, insert cleaning card into hopper as you would insert a standard check, create a new batch for \$1.00 and allow card to pass through the scanner. Reuse the card by flipping it top to bottom and repeating the process several more times.
- 3) When finished with Step 2, hold onto the trailing end of the card to clean the drive rollers,
- 4) Dispose of card.
- 5) Delete the batch, select "Other" and, in the comment section, type the word "cleaning."



Cleaning cards can be ordered through [www.paniniportal.com](http://www.paniniportal.com) or [www.possupply.com](http://www.possupply.com) or the website for your specific scanner.