DOING BUSINESS

Online access to the images of the Lockbox Service

—

User Guide

NATIONAL BANK

Table of Contents

1. About this Document

1.1.   What is the Lockbox Service Web?

Lockbox Service Web refers to the application that enables Bank, Company or Lockbox users to access lockbox related financial and non-financial data and images on the web.

It allows users to search, view, print and download transactions and reports for processed lockbox transactions and associated images held in the archive during the retention period specified during client profile setup.

Special features include:

- post-dated item search
- search over multiple Lockbox profiles
- exception decisioning
- correspondence decisioning
- addition of transaction notes
- setup of email alerts
- access to reports

The data available to view will be permission based at either Bank, Company or Lockbox level. (See User Level Access section for details).

2. Glossary (things you need to know)

- **Additional Documents**: Refers to correspondence and envelopes.
- **CSV**: CSV stands for Comma Separated Values. It is a type of file where the different data fields are delimited by commas. Depending on your system configuration, CSV files may open as an Excel spreadsheet.
- **Dashboard** : The Dashboard is the page that Users will see when they first login, i.e. it will be the 'Home' page.
- **Dropdown List** : A list of options revealed when a field with a down arrow in it is selected.
- **Hover Over**: 'Hover Over' means to move your mousepointer over an item on a web page without clicking on it.
- **MICR**: Magnetic Ink Character Recognition. In the context of this document, this refers to the numbers and symbols printed on the bottom of a cheque. The MICR contains:
  1. Routing Transit Number (RT) – identifies the financial institution and branch.
  2. Account Number – identifies the account of the entity who issued the cheque.
  3. Serial Number – identifies a particular cheque, i.e. cheque number.
- **Quick Home**: A quick way to go back to the Home page (the first page you see after logging in), is to click the National Bank logo on the top left of any page.

- **Menu Bar**: Throughout this user guide you will find references to the 'Top Menu Bar', the Top Menu Bar displays at the top of every page and represents all the features that are available to the logged in User.
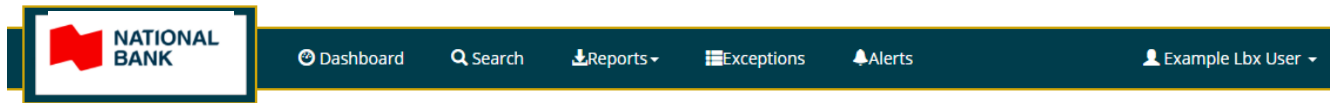
Or it may appear like this depending on the size of the screen being used to view the web application:

- **User/Maintenance Menu:** Throughout this user guide you will find references to the 'User/Maintenance Menu', this is used to describe the menu accessed by hovering over or clicking on the User Name on the top menu bar.

The User/Maintenance Menu options are permission based, i.e. options will be included or excluded based on user permission level, so each level of User will have different options.

3. Logging In & Out of the Lockbox Service Web

3.1. Logging In

A valid Username and Password are required to log in to the Web . Your Username and Password together will be provided by your System Administrator. To access the images click on the link Online Access to the Images of the Lockbox Service.

The first page displayed for the Lockbox Service Web is the Login page.

Type in your Username and Password (supplied by your System Administrator) and select the Login button to enter the Lockbox Service Web.

3.1.1 First Login, or if Password has expired

The first time you log in, or if your password has reached the Maximum Password Age*, you will be asked to change your password.
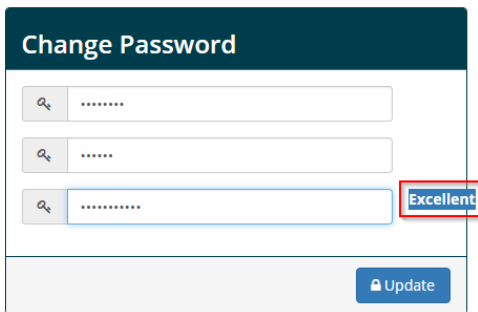
3.1.2 Change Password

To change your password, enter a new password using the complexity rules supplied by the Bank who owns the Lockbox(es) with regards to minimum length and combination of uppercase, lowercase, numeric and special characters within the password.

As you type your new password a tooltip will display informing you of your password strength. It is recommended that you make your password strength "Excellent" if possible.

A password must contain 8 characters and must contain 3 of the following 4 characters types:
Lower-case letters, upper-case letters, numbers and special characters (! ? @ $ * % # &).

When you have entered your new password twice to confirm, select the 'Update' button.

A message will display informing you that your password has been successfully changed. Select the logo at the top left of the page to continue to the Dashboard page.

If you have forgotten your Password (Forgot Password), contact your System Administrator for a Password reset.

3.2. Logging Out

It is recommended that Users always use the Log Out option rather than just closing down the web browser session while still logged in. Logging out allows the software to safely and securely close the User's session, shutting down the web browser does not.

To log out of the Lockbox Service Web hover over your user name in the top menu bar to reveal your User/Maintenance Menu. Select the 'Logout' option from the menu.
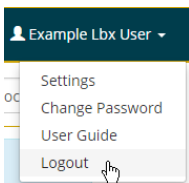
In addition to User activated Log Out, the Lockbox Service Web will automatically log out any User that has been inactive for a period of time. The default time period is 15 minutes of inactivity, however this will be configured to align with Bank guidelines.

4. User Level Access

There are three levels of Users that will have access to the Remittance Services Web. Each will have their own level of permissions which will determine what is displayed and enabled within the application:

1. **Bank Level Users** – can access data for all Companies belonging to the Bank and all Lockboxes belonging to each Company
2. **Company Level Users** – can access data for all Lockboxes (or a subset of lockboxes) belonging to a single Company
3. **Lockbox Level Users** – can access data for a single Lockbox

In addition, there will also be **Users** and **Administrators** for each level.

- **Users** - can view transactions
- **Administrators** - can view transactions, as well as manage Users belonging to their organization.

5. Dashboard

For Company and Lockbox Users and Administrators, the first page displayed after logging into the Lockbox Service Web will be the Dashboard.

The Dashboard provides a summary of Lockbox activity. Information displayed defaults to all Lockboxes associated to the logged in User. Bank/Company Users who have access to more than one Lockbox can select a single lockbox view, Lockbox Users will see information for one Lockbox.

Totals will display in the currency associated with the lockbox, either Canadian dollars (CAD) or US dollars (USD). If the dashboard is displayed for All Lockboxes, totals may be displayed in both CAD and USD.

Example of a dashboard showing multi-currency totals

# Above	Description
1	Company Users can choose to see the data for **All Lockboxes or a specific Lockbox** by selecting from the dropdown list. Lockbox Users will have access to only one Lockbox.
2	**Bank Broadcast Message** - up to 5 lines of messaging configured by a Bank Administrator.
3	**Today's Total** – total dollar amount of transactions processed today in real time. Total will include post-dated amounts that have matured today. **Click on Today's Total to drill down to the individual items that comprise this total. Items will be displayed on the Search Results page (see View Search Results section of this guide).**
4	**Postdates Due Tomorrow –** total dollar amount of post-dates maturing next business day, i.e. if today is a Friday, the total shown here will include all post-dates maturing for Saturday, Sunday and Monday combined. This will also take regional and national public holidays into account. **Click on Postdates Due Tomorrow to drill down to individual items that comprise this total. Items will be displayed on the Search Results page (see View Search Results section of this guide).**
5	**Daily Summary** - totals of transactions processed in the previous 5 days. **Hover over the bars in the bar chart to display the exact Total Deposit amount represented by the bar.**
6	**Weekly Summary** - totals of transactions processed in the previous 5 weeks. **Hover over the bars in the bar chart to display the exact Total Deposit amount represented by the bar.**

6. Search

The Search page enables a User to search transactions belonging to lockboxes they have access to.

You can access the Search page from the Top Menu Bar displayed at the top of all pages.

On selecting Search from the Top Menu Bar the Search page will display:

The following sections describes all the search features in detail.

6.1.   Search a Specific Lockbox or All Lockboxes*

* Lockbox Users can only search the single Lockbox they are associated to.

Bank/Company Users can search all Lockboxes or a single Lockbox for a Company by either selecting 'All Lockboxes' (default) or a specific Lockbox from the dropdown list:

6.2.   Saved Searches

The Lockbox Service Web allows Users to save favourite searches executed previously, and select them quickly from a dropdown list at the top of the search page.

Saved searches are specific to the User logged in.

If a search was saved while searching a single Lockbox, the search will only be available when searching that single Lockbox.

If a search was saved while searching All Lockboxes, the search will only be available when searching at All Lockbox level.

6.2.1   Select a saved Search from the dropdown list

Saved searches are displayed with most recently created searches at the top of the list, i.e. reverse chronological order.

To execute a previously saved search, select the search from the dropdown list at the top of the page.

As soon as the saved search is selected the search will execute automatically and the search results will display.

The Saved Search field may appear blank when first entering the Search page, however, Saved Searches will display when the down arrow is selected.

6.2.2 Edit a saved Search from the dropdown list

Previously saved searches can be edited. To edit a previously saved search, select the search from the dropdown list and then select the Edit button.

The search criteria associated to the selected search will display. Make your edits and then select the Search button. New search results will display.

You can permanently save edits made to the saved search. See Save a Search section below. The edited search will be saved as a new search, i.e. the original search will remain unchanged. If you no longer require the original Search it can be removed, see the Remove a Saved Search section below.

6.2.3 Remove a saved Search from the dropdown list

To remove a saved search from the list, highlight it and then select the Remove button.
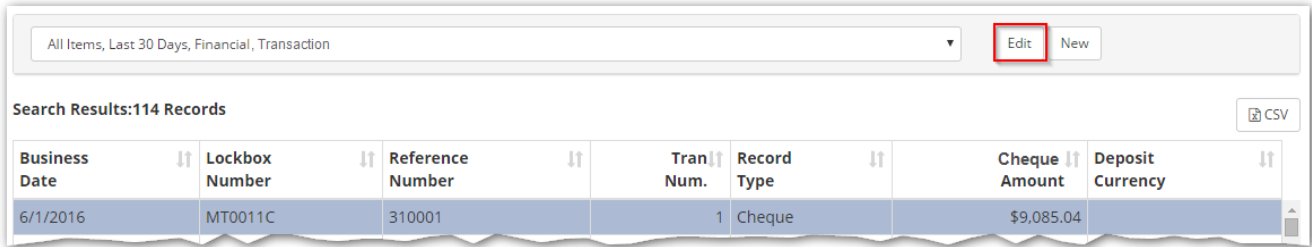
The Search will be removed automatically from the list.

6.2.4   Save a Search

To save a search, first execute a search, then from the Search Results page select the Edit button.

The search criteria along with a Save button will display.

If you do not see the Save button this may be because you have already created a Saved Search with the same search criteria. Duplicate searches cannot be saved.

Select the Save button to save the search just performed.

This search will only appear in the saved list for the User who saved it – it is a User specific search.

6.3.   Create a new Search

To create a new Search, select the New button. New

Search options will display with default selection of Search Type 'Transaction', Work Type 'Financial' and Date 'Today' applied.

If these defaults are what you want to search by, execute the search by selecting the Search button.

If you want to create a different search, follow the instructions below to enter search criteria.

6.3.1   Select a Search Type

Select the Search Type required at either Transaction or Item level. A Search Type must always be selected.

Search Type: ● Transaction ○ Cheque ○ Invoice

- **Transaction** - When this option is selected, the results returned will include BOTH Cheque and Invoice information related to the payment. In other words, for a specific cheque payment the corresponding Invoice details will also be returned, and vice versa.
- **Cheque** - When this option is selected, the results returned will include only Cheque item information.
- **Invoice** - When this option is selected, the results returned will include only Invoice item information.

6.3.2   Select a Work Type

Select the Work Type of the Item(s) to be found. Work Type must always be selected. One work type can be searched at a time by selecting one of the buttons:

Work Type: ● Financial ○ Non-Financial ○ Post Date ○ Exceptions

The buttons represent the following types of Items:

- **Financial (default)** – transactions that contain negotiable cheques
- **Non-Financial** – transactions that do not contain negotiable cheques
- **Post Date** – can include both matured Post Date Items and Post Date Items pending maturity dependent on the date range specified
- **Exceptions** - includes both decisioned transactions and transactions pending decision
- **Pre-deposit -** transactions for external remittences (stubs only, from other Financial Institutions).

Items will be found that match to the Work Type selected. To view other Items within the Transaction that are not of the selected Work Type, i.e. all associated cheques, invoices, correspondence and envelope, Users should select the Transaction Details button from the Item Detail page. (See View Transaction Details for a selected Item section of this guide.

6.3.3   Select a Date or Date Range

A Date or Date Range must always be selected.

For Financial, Non-Financial and Exception Items the Date represents the business date on which an item was processed. Select one of the following buttons:

Date: ● Today ○ Yesterday ○ Last 30 Days ○ | Custom Date ▾ |

For Post-Dated Items the Date represents the Maturity Date. Select one of the following buttons:

Date: ● Today ○ Tomorrow ○ Next 30 Days ○ | Custom Date ▾ |

Custom Date Range - for Post-Dates this can potentially include both matured Post Date Items and Post Date Items pending maturity if any part of the date range is in the past.

If the **Custom Date Range** is selected the Date Range dialog box will be displayed. You can enter a date range by the following methods:

- Select the 'x' to clear the defaulted date and manually enter the date using the format mm/dd/yyyy
- Or select a date from the pop up calendar that automatically displays when you select the Custom Date field. The correct month can be found by using the '<<' and '>>' arrows to scroll through the months backwards or forwards
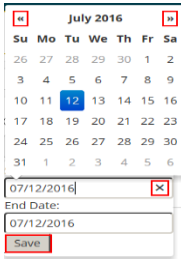
Select Save to save your Custom Date.

6.3.4   Select Lockbox Fields and Values to create additional search criteria (optional)

Creating a custom Search on one or more field(s) configured for Lockbox(es) is optional.

There is no limit to how many additional fields you search on.

You can build up a custom search condition by specifying the following:

1. Lockbox Field to search on from the dropdown list:
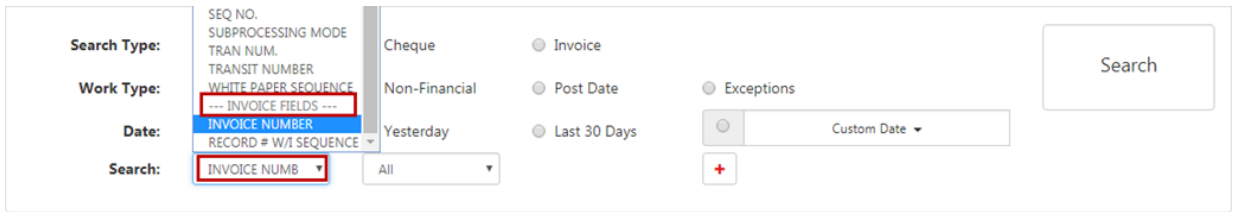
The available fields within the drop down menu are grouped under CHEQUE FIELDS or INVOICE FIELDS.

2. Logical Operator to search by:

• For amount/currency and date fields:	• For all other field types:
o Equal to	o Equal to
o Not Equal to	o Not Equal to
o Greater Than	o Begins with
o Greater Than or Equal to	o Ends with
o Less Than	o Contains
o Less Than or Equal to	

3. Value to search on:

For example, you may enter '1000.00' in which case using the example above, the search will find all Items where 'Cheque Amount is greater than $1000.00'.

4. Add additional search condition(s):

Select the '+' plus button if you want to add another search using another Lockbox field and value:

Another row will be displayed for you to specify:

You can keep selecting the '+' plus button to add more search conditions.

If you change your mind and want to remove one of the search conditions, you can select the '-' minus button against that row.

If you add custom search row(s) and do not enter all 3 values (Lockbox Field/Logical Operator/Value to Search) the Search will not execute. You will need to go back and enter all 3 values on each custom search row, or select the '-' minus icon to remove the row.

6.4. Execute the Search

When you have entered all your search criteria, select the 'Search' button.

The Search results will be displayed.

If you select the Search button and the search is not executed, you may not have entered all 3 values on one of the custom search rows, i.e. Lockbox Field, Logical Operator or Value to Search. You will need to enter all 3 values on each custom search row, or select the '-' minus icon to remove the row.

6.5. View Search Results

After specifying search criteria and selecting the Search button, search results will display all Items matching the search criteria along with the corresponding images.

The search results will be limited to the first 1000 records found.

For each Item found the system will always display the following information:

- Business Date (Processing Date), or Cheque Date for Post Dates
- Lockbox Number
- Reference Number (system assigned)
- Transaction Number (system assigned)
- Record Type ("Cheque" or "Invoice". Note : Envelopes and correspondence are classified as 'Invoices in the search results)
- Cheque Amount
- Exception Status (for searches on Exceptions only – indicates whether the item has been decisioned)
- Deposit Currency

Along with:

- Correspondence Indicator
- Processing Status (for Exceptions and Correspondences only – indicates the processing status of an item – Pending, In Progress or Closed. It will be Blank for non-correspondences.
- Modified By (for Exceptions and Correspondences only – indicates the last assigned user)
- Any custom lockbox fields that have been included in the search

The default sort order for search results is by Business Date descending, i.e. newest Business Date first.

# Above	Description
1	Shows the search criteria specified for the search.
2	Shows number of Item records found.
3	Users can export results to a CSV (Comma Separated Values) file. The fields included in the export will be the same as those in the search results. See Export Search Results section below.
4	Users can sort the search results by clicking on the up or down arrows of any column heading.
5	Users can scroll vertically up and down the list of search results. As each item is scrolled, the image associated to it will display. Users can also scroll horizontally along the search result columns to see all fields.
6	Users can manipulate the Item image: • Rear - see the rear of the image • Rotate – rotates the image 90° each time the Rotate button is selected, in case the image has got scanned the wrong way up • Zoom In/Out – zoom will increase/decrease each time the Zoom In/Out button is selected • Fit to Width - quickly go back to original size if zoom in/out has been used If the lockbox has been configured to capture images in colour – known as Hi Res in the Lockbox Service Web , an additional control will also be available to switch from colour (Hi Res) to black and white (B/W) and vice versa. Images will default to display in Hi Res. Or

7	Users can send the Item image to the printer. The image will display in PDF format in a separate window. See Print and/or Save the Image section.
8	Users can launch the Transaction Details View to see all details for the Transaction. See View Transaction Details for a selected Item section.
9	Users can edit the search criteria. **Selecting the 'Edit' button also allows the User to save the search.**
10	Users can create a new search. The old search results will not clear until the 'Search' button is selected for the new search.

If there are no records found that match your search criteria, a message "No matching records found" message will display.

6.6.   Export the Search Results

Search results can be exported to a CSV (Comma Separated Values) file. The data fields included in the export file will be the same as those displayed in the search results on the Search Results page, i.e. any custom field(s) included in the Search will also be exported to the CSV file. The file will be data only, no associated images for the records found will be included in the file.

To export Search results select the CSV button on the Search Results page:

A new window will open up with the CSV download file called "Results.csv" displayed in the bottom left corner:

6.7. Print and/or Save the Image

Selecting 'Print' on an Item Image or Transaction View results in a PDF format of the image or view opening in a separate window.

In the new window, Users can manipulate, save and/or print the PDF image using the PDF controls.
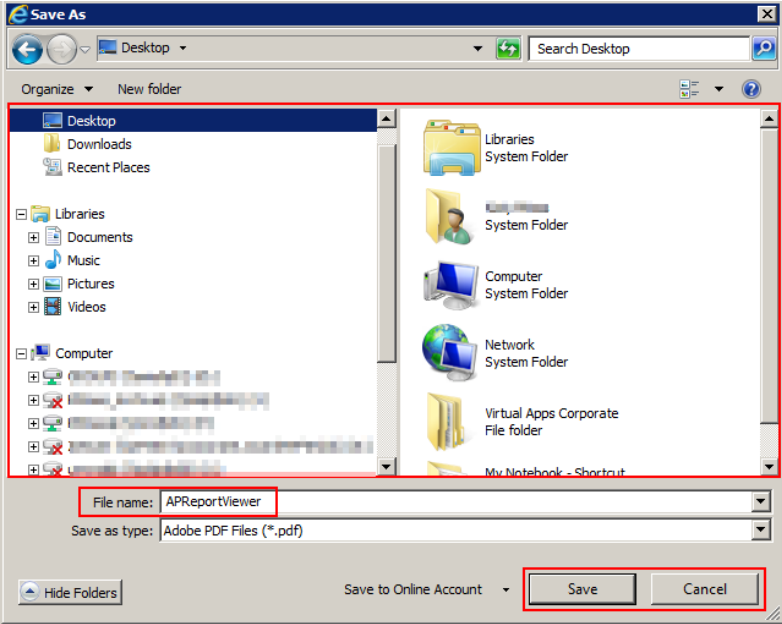
PDF controls will display differently depending on which internet browser you are using, the examples below show how the PDF window will appear in Google Chrome and Internet Explorer.
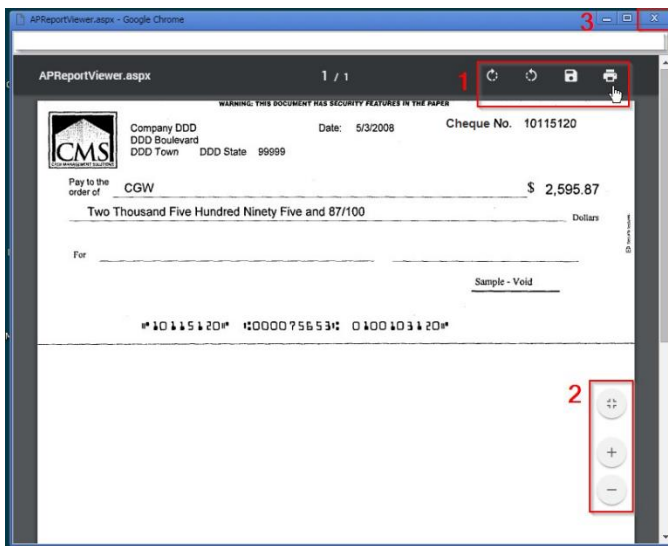
Google Chrome
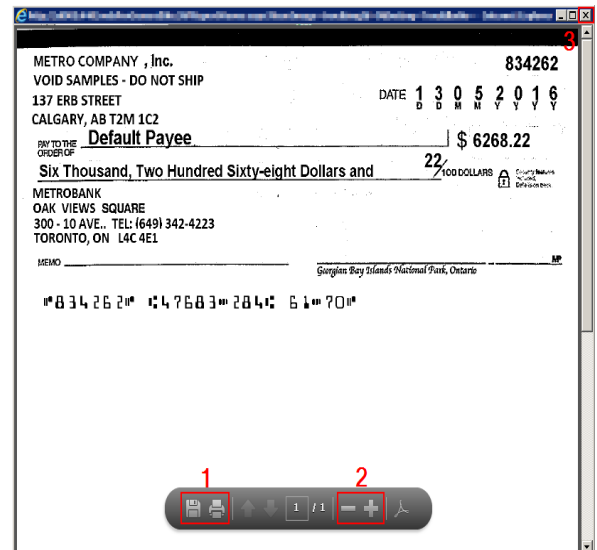
Internet Explorer

# Above	Description
1	Rotate anticlockwise/clockwise 90° (Chrome), Save, and Send to Printer controls. Selecting the Save icon ▢ opens up a Windows Explorer dialog box where Users can select the folder where the file will be saved, edit the File Name and Save the file. Users can also choose to cancel the Save by selecting the Cancel button. Selecting the Send to Printer icon 🖨 opens up a Print System Dialog window (appearance differs dependent on the internet browser being used) where Users can specify the destination printer, the number of copies to print, and Print the file. Users can also choose to cancel the Print by selecting the Cancel button.
2	Fit to page (Chrome), and Zoom in/out controls. Selecting Fit to Page (Chrome) adjusts the image size so that the full document is displayed within the viewing window. Selecting the icon again reverts image back to its original size.
3	To close the window select the 'X' at top right of the window.

Images can also be saved by right mouse clicking on the Image on the Lockbox Service Web page and selecting 'Save Image As….'

6.8. View Transaction Details for a selected Item

Whereas the Search Results present individual items matching the search criteria, the Transaction Details page presents all Items within a transaction.

The Transaction Details page can only be accessed from the Search Results page by highlighting the Item (a coloured bar highlights the selected Item) and selecting the 'Transaction Details' button.

Search Results:12 Records   CSV

Business Date	Lockbox Number	Reference Number	Tran Num.	Record Type	Cheque Amount	Deposit Currency
5/6/2016	MT0011C	510004	1	Cheque	$134.00	CAD
5/6/2016	MT0011C	510004	1	Invoice	$0.00	CAD
5/6/2016	MT0011C	510008	1	Cheque	$3,284.00	CAD
5/6/2016	MT0011C	510008	1	Invoice	$0.00	CAD
5/6/2016	MT0011C	510008	2	Cheque	$52.00	CAD
5/6/2016	MT0011C	510008	2	Invoice	$0.00	CAD
5/6/2016	MT0011C	510018	1	Cheque	$58.44	CAD

| Transaction Details | | Rear | Rotate | Zoom In | Zoom Out | Fit to Width | Print |

The Transaction Details page displayed will present the first image of the selected/highlighted transaction.

The following describes the features available by section in the order they appear on the page.

6.8.1 Go back to Search Results

Select the Search Results button at the top of the page at any time to go back to the previous search results page and view other Items that were found for the search criteria.

6.8.2 Transaction Details
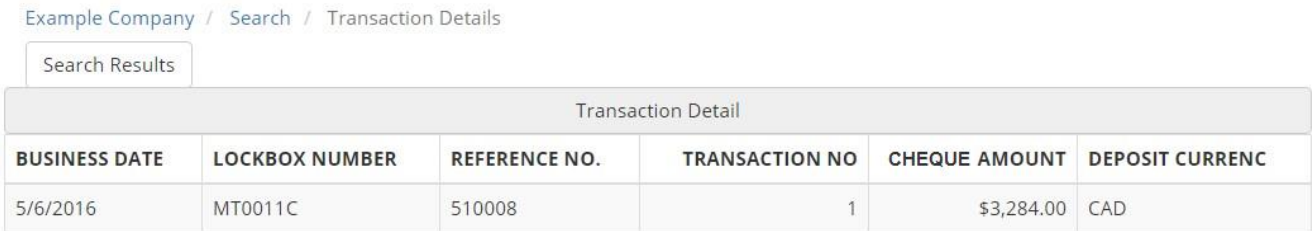
The Transaction Details section shows a summary of the Transaction including Business Date, Lockbox Number, Batch Reference Number and any other fields that have been configured to be displayed here.

For Transactions that were previously marked as Exceptions but have now been decisioned, an additional audit message will display .

For example:

Item Accepted . Exception decisioned at 5/30/2016 on 12:27 PM by kx01

6.8.2.1 Accepted transactions:

For *Accepted* transactions, User will be able to view the original Exceptioned transaction using the button *Exception Item* as highlighted below. User can access the button by performing Financial search and navigating to the Transaction Details page of the decisioned transaction.
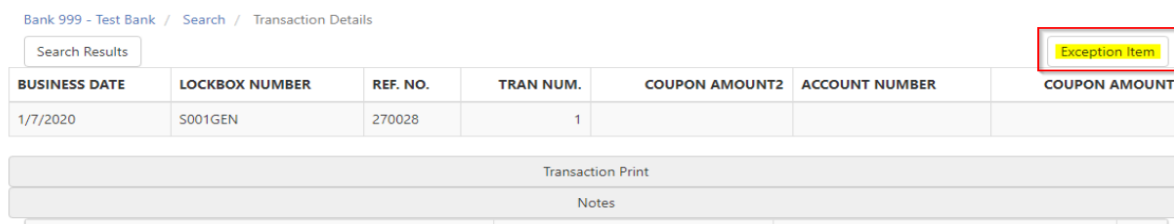
From here the User can use the button *Deposited Item* as highlighted below to go back to the decisioned transaction.

Bank 999 - Test Bank / Search / Transaction Details

Search Results   Deposited Item

BUSINESS DATE	LOCKBOX NUMBER	REF. NO.	SUBBATCH NUMBER	EXCEPTION TYPE	EXCEPTION STATUS	TRAN NUM.	COUPON AMOUNT	ACCOUNT NUMBER	COUPON AMOUNT2
1/7/2020	S001GEN	270005		CHEQUE ONLY/WITH NO INVOICE	Accepted	2			

Transaction Print

This view will give the user the information regarding when exactly the transaction was processed (deposited).

Accepted exception decisions will be processed on the same business day if received before the lockbox cut off time 2 PM.

6.8.2.2   Matured Postdates:

For Postdate item that has matured, the User is able to see the matured transaction using the *Deposited item* button in the Transaction details page as shown below.

Companies / Bank 999 - Test Bank / Search / Transaction Details

Search Results   Deposited Item

BUSINESS DATE	LOCKBOX NUMBER	REF. NO.	TRAN NUM.	CHEQUE DATE
1/1/2020	S001GEN	32006	1	1/2/2020

Transaction Print

On the matured transaction details page, the user can go back to the post-dated item using the *Post Date Item* button as shown below:

Or the user can view the original Postdate item using the *Post Date* Item button in the transaction details page.

Companies / Bank 999 - Test Bank / Search / Transaction Details

Search Results   Post Date Item

BUSINESS DATE	LOCKBOX NUMBER	REF. NO.	TRAN NUM.
1/2/2020	S001GEN	42000	1

The user can navigate back to the matured transaction using the *Deposited Item* button.

Companies / Bank 999 - Test Bank / Search / Transaction Details

Search Results   Deposited Item

BUSINESS DATE	LOCKBOX NUMBER	REF. NO.	TRAN NUM.	CHEQUE DATE
1/1/2020	S001GEN	32006	1	1/2/2020

Transaction Print

6.8.3   Transaction Print

Transaction Print

◉ All Documents   ○ Cheques Only   ○ Invoices Only   ☐ Include Rear Images   Print

The Transaction Print section shows the available print options for the Transaction documents. The documents will be printed together with the data line summary of the Transaction – this is known as the Transaction Consolidated View.

Users can choose to print either All Documents (cheques, invoices and additional documents such as correspondence and envelope for the Transaction), Cheques Only or Invoices Only. With additional options to also Include Rear Images and print in Colour (depending on Lockbox configuration). Note: The screenshot at the beginning of this section shows a Transaction that does not have Colour Images available.

Select the Print button to open the Transaction Consolidated View. This consolidated view will include the following in PDF format in a separate window:

- Header Line comprising of Lockbox Number, Batch Reference Number and Business Date
- Images selected, i.e. All Documents, Cheques Only, or Invoices Only, Rear Images, Colour Images (if available)
- Data line for each document type comprising of the data fields displayed on the Transaction Detail page for Cheques and Invoices. Additional Documents (Correspondence and Envelopes) will not have a data line.

Users can manipulate, save and print the PDF image using the controls as described in the Print and/or Save the Image section of this guide.

6.8.4   Notes*

*Depending on permissions, Users may or may not see Notes for the Transaction. If enabled, Users can either View only, or View & Create Notes, for the Transaction depending on permissions.

If View & Create Notes is enabled for the User, Notes of up to 100 characters can be created by typing the Note in the free format field and selecting the Add Note button.

Notes			
Transaction Comment	**Date Added**	**Commented By**	
Add a Note here...			Add Note

Each time a note is saved the system will record the Date/Time the Note was created and the Name of the User who created the Note.

A Note cannot be updated or edited after it has been saved by the creator. Any additional comments should be added in a new Note.

Notes can be deleted by the creator of a Note.

All notes added by users on a transaction will be visible to those users with View Notes permissions.

6.8.5   Cheques

The Cheques section shows a summary of Cheque fields and the associated Cheque Image(s).

The fields to display on this page are configured per Lockbox during Lockbox setup by the Symcor onboarding team, so may appear slightly different to the screenshots below.

Cheques

TRANSIT NUMBER	CHEQUE ACCOUNT	CHEQUE SERIAL	CHEQUE AMOUNT
51316212	61	024	$3,284.00

Rear | Rotate | Zoom In | Zoom Out | Fit to Width | Print

BancTec (Canada), Inc.
VOID SAMPLES - DO NOT SHIP
LARKHALL ST.
ST. JOHN'S, NL   A1B 2C3

DATE 0 1 0 6 2 0 1 6

PAY TO THE
ORDER OF   Default Payee $ 3284.00

Three Thousand, Two Hundred Eighty-four Dollars and _____ 0 /100 DOLLARS

BANK
WHITE OAKS SQUARE
12240 - 137th AVE., TEL: (780) 441-6510
EDMONTON, AB T5L 4Y4

MEMO _____   Georgian Bay Islands National Park, Ontario

⑈024⑈ ⑆51316⑈212⑆ 61⑈

Users can manipulate the Item image:

- Rear - see the rear of the image, including the electronic virtual endorsement if required by the Bank
- Rotate – rotates the image 90° each time the Rotate button is selected, in case the image has got scanned the wrong way up
- Zoom In/Out – zoom will increase/decrease each time the Zoom In/Out button is selected
- Fit to Width - quickly go back to original size if zoom in/out has been used

Selecting the Print button will result in the Cheque Image opening in PDF format in a separate window. Users can manipulate, save and print the PDF image using the controls as described in the Print and/or Save the Image section of this guide.

6.8.6 Invoices

The Invoices section shows a summary record for each invoice in the Transaction and the associated Invoice Image.

The fields to display on this page are configured per Lockbox during Lockbox setup so may appear slightly different to the screenshots below.

Invoices

INVOICE DATE	INVOICE NUMBER	INVOICE AMOUNT
5/6/2016	36	3284.00

Rear | Rotate | Zoom In | Zoom Out | Fit to Width | Print

COMPANY   Sum = 3284.00
LBX: x

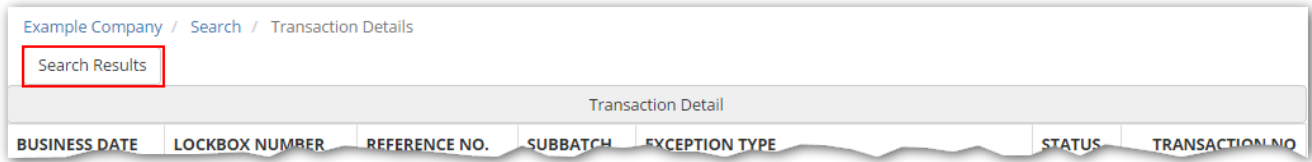Date   Invoice Num   Amount

05/06/2016   36   3284

Users can manipulate the Item image:

- Rear - see the rear of the image
- Rotate – rotates the image 90° each time the Rotate button is selected, in case the image has got scanned the wrong way up
- Zoom In/Out – zoom will increase/decrease each time the Zoom In/Out button is selected
- Fit to Width - quickly go back to original size if zoom in/out has been used

Selecting the Print button will result in the Invoice Image opening in PDF format in a separate window. Users can manipulate, save and print the PDF image using the controls as described in the Print and/or Save the Image section of this guide.

6.8.7 Additional Documents

If there are additional documents, for example correspondence or envelopes, for the Transaction the Additional Document header bar will display. Select this to see the available additional documents.

Additional Documents					
Document Type					
Whitepaper					
Rear	Rotate	Zoom In	Zoom Out	Fit to Width	Print
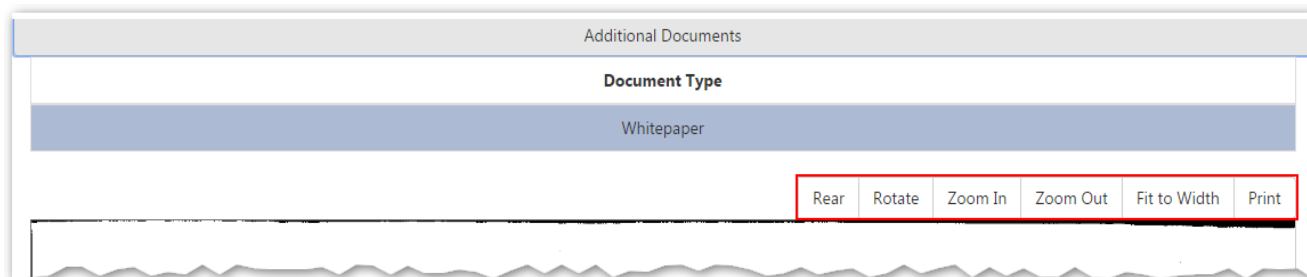
Users can select the individual Whitepaper record, to display the document image.

Users can manipulate the Item image:

- Rear - see the rear of the image
- Rotate – rotates the image 90° each time the Rotate button is selected, in case the image has got scanned the wrong way up
- Zoom In/Out – zoom will increase/decrease each time the Zoom In/Out button is selected
- Fit to Width - quickly go back to original size if zoom in/out has been used

Selecting the Print button will result in the Image opening in PDF format in a separate window. Users can manipulate, save and print the PDF image using the controls as described in the Print and/or Save the Image section of this guide.

6.8.8 Expand or Collapse the Sections on the Page

The Transaction Details page has multiple sections. The different sections of the page can be expanded or collapsed by clicking on the header bar of each section, this may come in useful if you are interested in particular sections of the transaction and want to minimize the other sections. A header bar is the long bar across the top of each section, examples are Transaction Details, Transaction Print, Notes, Cheques, Invoices and Additional Documents.

For example, the first screenshot below shows Transaction Print section expanded after User clicks on Transaction Print header bar:

Transaction Print	
○ All Documents ○ Cheques Only ○ Invoices Only ☐ Include Rear Images	Print
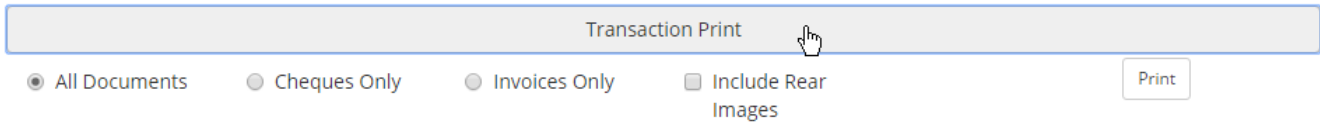
The second screenshot shows Transaction Print section collapsed after User clicks on Transaction Print header bar:

Transaction Print
Notes
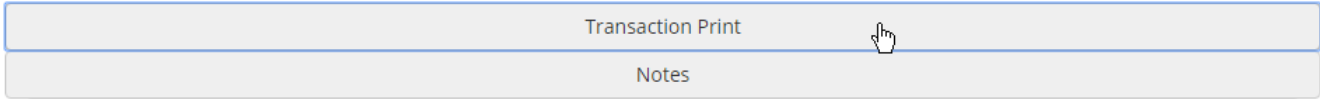
7. Exceptions Decisioning*

*Exception decisioning capabilities will only be available to authorized Company and Lockbox Users with permissions to decision Exceptions. Permission will be granted by system administrators on individual User Profiles. Bank Users and unauthorized Users will not be able to view exceptions, and will not see the option in the top menu bar.

Transactions that meet certain Exception business rules will be marked for Exception decisioning during Lockbox processing.

Exception business rules, e.g. "Cheque amount does not balance to invoice amount", "No Account/Invoice number provided" or "Unacceptable Payee", and the email notification address for exceptions are configured within the core system for each Lockbox during customer profile setup. It is recommended that customers provide a group email address that they can update at their end due to changes in staff to avoid unnecessary update requests to the Symcor onboarding team.

The transactions that are marked for exception decisioning will be presented as an Exception in the Lockbox Service Web to authorized users. Authorized Users will then make the decision to 'Accept' or 'Reject' the transaction.

7.1. Decision an Exception (Accept or Reject)

To see details of an Exception Transaction and perform decisioning on it, i.e. Accept or Reject it, select any of the available fields for the Transaction from the Exception Transactions page.

Example Company / Exception Lockboxes / Transactions

Lockbox KM01 Contains 5 Transactions

Search: B6

BUSINESS DATE	LOCKBOX NUMBER	REFERENCE NUMBER	SUBBATCH NUMBER	EXCEPTION TYPE	TRAN NUM.	MODIFIED BY
7/11/2016	KM01	110066		B6 - Out of balance	4	
7/6/2016	KM01	310010		B6 - Out of balance	1	

Previous **1** Next

Example Company / Exception Lockboxes / Transactions / Completion

1 Exception Detail

2 Reject
3 Accept

Business Date	Lockbox Number	Ref No	Trans No	Exception Code
7/6/2016	KM01	310010	1	B6 - Out of balance

4 Transaction Print

5 Item List

Select	Amount
CHQ	$764.37
REM	$764.54

Credit Total:
$764.37

Debit Total:
$764.54

Balance:
($0.17)

6 Prev Item | Next Item

7 B/W Rear | Rotate | Zoom In | Zoom Out | Fit to Width

METRO COMPANY , Inc.
VOID SAMPLES - DO NOT SHIP
137 ERB STREET
CALGARY, AB T2M 1C2

441

DATE 0 6 0 7 2 0 1 6

PAY TO THE ORDER OF Default Payee $ 764.37

Seven Hundred Sixty-four Dollars and   37/100 DOLLARS

METROBANK
OAK VIEWS SQUARE
300 - 10 AVE.. TEL: (649) 342-4223
TORONTO, ON L4C 4E1

MEMO _____

Georgian Bay Islands National Park, Ontario

⑈441⑈ ⑆85853⑈268⑆ 66917⑈0843⑈
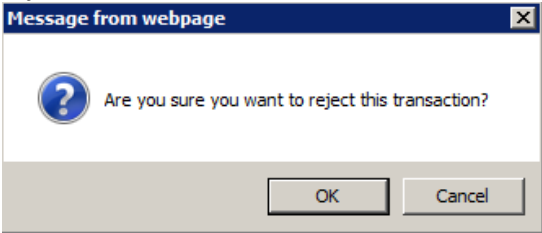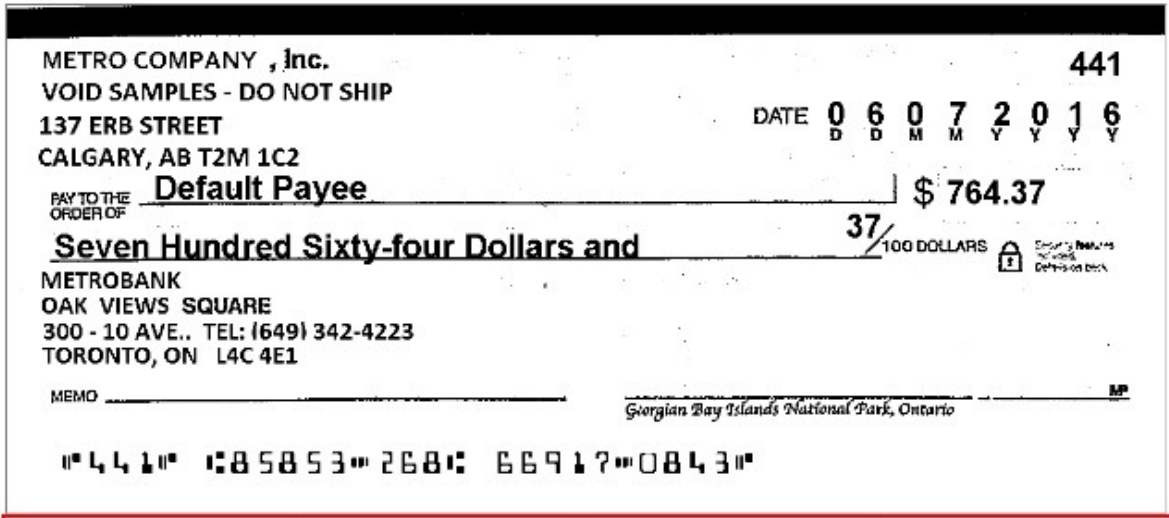
	TRANSIT NUMBER	CHEQUE ACCOUNT	CHEQUE SERIAL	CHEQUE AMOUNT
8	85853-268	66917-0843	441	764.37

# Above	Description
1	**Exception Detail** – displays summary fields for the Transaction which will always contain the following information on the selected Exception item: • Business Date

		• Lockbox Number • Reference Number • Transaction Number • Exception Code
2		**Reject Button** – selecting the Reject Button will reject the whole Transaction from further processing, i.e. it is not possible to accept some items and reject other items within a transaction. When the Reject button is selected a dialog box will display asking the User to confirm or cancel the rejection: Message from webpage ☒ ❓ Are you sure you want to reject this transaction? OK Cancel Selecting OK will result in the Transaction being rejected and disappearing from the Exceptions listed for the Lockbox. (The rejected Exception can be viewed via Search when the Exception work type is selected). Rejecting a Transaction will change the Processing Status of the Exception to Closed. Selecting Cancel results in the Transaction not being rejected, the Exception will continue to be listed for the Lockbox.
3		**Accept Button** – selecting the Accept Button will allow the whole Transaction to continue being processed, i.e. it is not possible to accept some items and reject other items within a transaction. It will also change the Processing Status of the Exceptioned item to Closed. ⚠️ For multi-cheque transactions, the first item that meets the exception criteria will result in the transaction being exceptioned. This may mean that other items within the transaction may have met the exception criteria but will not have been reviewed/flagged. When reviewing multi-cheque transactions that have been exceptioned, please ensure all items are reviewed before accepting. Once accepted, the transaction will be processed with no further review. The Accepted Transaction will be batched and passed through Lockbox processing again. ℹ️ Accepted exception decisions will be processed on the same business day if received before the lockbox cut off time 2 PM. Selecting the Accept button will result in the Transaction being accepted (decisioned) and disappearing from the Exceptions listed for the Lockbox. **NOTE:** There will be no chance to cancel the action.
4		**Transaction Print** – allows the ability to print details of the Transaction.

	Selecting the Print button will display the selected image(s) in PDF format in a separate window. See the Print and/or Save the Image section in this guide.
5	**Item List** – displays: • Cheque amount(s) and all Invoice amount(s) for the Transaction • Credit Total (single cheque amount or sum of all cheque amounts), • Debit Total (single invoice amount or sum of all invoice amounts) • Balance (Debit Total minus Credit Total) for the Transaction
6	**Item Image** – displays Image and Data for the first Item in the Transaction by default. Subsequent Items can be viewed by selecting the 'Next Item' button. Users can navigate backwards and forwards through all the Items within the Transaction by selecting the Previous Item or Next Item buttons. **Additional documents, such as Envelopes and Correspondence, will not be displayed on the Exception Completion page. They will be included in an 'All Documents' Print however.**
7	**Image Manipulation** – Users can manipulate the Item image.
8	**Item Data –** Different data fields will be displayed for Cheques and Invoices. (The example above this table shows the Cheque view only). **Cheque fields cannot be modified, Invoice fields can be modified.** **For Cheque data fields:** METRO COMPANY , Inc. 441 VOID SAMPLES - DO NOT SHIP 137 ERB STREET DATE 0 6 0 7 2 0 1 6 CALGARY, AB T2M 1C2 PAY TO THE ORDER OF Default Payee $ 764.37 Seven Hundred Sixty-four Dollars and 37/100 DOLLARS METROBANK OAK VIEWS SQUARE 300 - 10 AVE.. TEL: (649) 342-4223 TORONTO, ON L4C 4E1 MEMO Georgian Bay Islands National Park, Ontario ⑈441⑈ ⑆85853⑈268⑈ 66917⑈0843⑈ TRANSIT NUMBER: 85853-268 CHEQUE ACCOUNT: 66917-0843 CHEQUE SERIAL: 441 CHEQUE AMOUNT: 764.37 The following data fields will always display and will be read only:

- MICR Transit Number
- MICR Account Number
- MICR Serial Number
- Cheque Amount

For Invoice data fields:

```
COMPANY                          Sum = 764.54
LBX: KM Lockbox A

Date            Invoice Num      Amount

6/6/16          1234567          734.17
7/6/16          1234567          30.37
```

	INVOICE DATE	INVOICE NUMBER	INVOICE AMOUNT
—	06/06/2016	1234567	734.17
—	07/06/2016	1234567	30.37

Add Record

- The data fields displayed in the correction panel at the bottom of the image will be those configured to be captured (keyed) from the Invoice during core processing (they may be different from those in the image above).
- Users can add, update or delete any of the data field values displayed in the correction panel, on one or more rows of invoice data.
- Replace an amount by zero in the "**Net Amount**" field for one or more invoice.
- Users can add one or more rows of Invoice data by selecting the 'Add Record' button .
- There will be format validation on the data entered, which will match the format validation used during Lockbox processing, for example, a date field must be in the specified date format.
- There are data field-level validations in place when processing Exception transactions.

Attention it is always better to correct the values in the displayed rows of the invoice . If you click on "add Record", a duplicate coupon image will appear when you search for this transaction.

7.2. Exception Notification

When a Transaction is marked for Exception Decisioning two things occur:

1. An email is sent to the Customer supplied group email address, with subject line "EXCEPTION ITEMS". All Users defined within the group email address will receive the notification as it is assumed all recipients are authorized to decision Exceptions for the Lockbox in which the Transaction was found.

2. In the Lockbox Service Web, a number in a bubble will display next to the Exceptions option on the top menu bar.
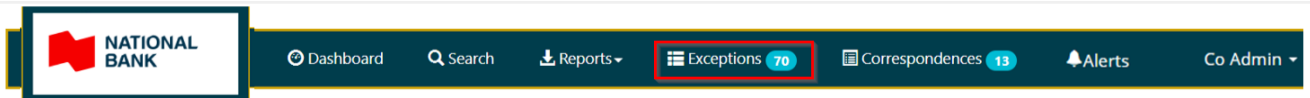
7.3. Select a Lockbox with Exceptions

To access the Exceptions, select the Exceptions menu option from the top menu bar. The Select Exception Lockbox page will display showing a list of Lockbox (es) associated to the User that have undecisioned Exceptions.

Users can search and sort the data.

# Above	Description
1	**Search** - Users can search for a particular Lockbox by typing at least 1 character in the Search box. The Search will automatically execute against the Lockbox Number, Description and Exception Count fields and present the records found that match. Removing the Search characters from the Search box will result in all Lockboxes with undecisioned Exceptions displayed again.

| 2 | **Sort** – By default, the page displays with records sorted in ascending Lockbox Number order. Users can adjust the sort order of all records found by selecting the Up and Down Arrows at the top of any column heading. |
| 3 | **Page Through** - Users can page through Lockboxes by using the Previous/Next/Page Number option at the bottom of each page. 10 Lockboxes display per page. |

To access a Lockbox and see all Exceptions for it, select any of the available fields for the Lockbox.

7.4. View Exceptions for a Lockbox

The Exception Transactions page will display listing of all undecisioned Exceptions for the selected

Lockbox that are either assigned to the current user (processing status is In Progress) or are available to be worked on (in Pending processing status)

Except Admin User, no other User can view Exceptions that are assigned to other users. ***Modified By* column is only available for an Admin User**. An Admin User will be able to view all the undecisioned Exceptions irrespective of who it is assigned to. An Admin User will be able to unassign Exceptions so that other users can pick the same Exceptions.

A message will display at the top of the page containing the count of Active Transactions found with Exceptions for the selected Lockbox.

Data found can be searched and sorted.

	/ Exception Lockboxes / Transactions							
				Lockbox KM0112C Contains 1 Transaction		Previous	1	Next
	Search: Date/Batch							
	BUSINESS DATE	LOCKBOX NUMBER	REF. NO.	SUBBATCH NUMBER	EXCEPTION TYPE	TRAN NUM.	Processing Status	MODIFIED BY
☐	7/31/2019	KM0112C	370036		UNBALANCE TRANSACTION/CHEQUE AMOUNT DO NOT BALANCE TO INVOICE AMOUNT	1	In Progress	ccnbtester ccnbtester
	Update Status ▼							

# Above	Description
1	Users can search the Exception Transactions by typing at least 1 character in the Search box. The Search will automatically execute against any of the fields displayed and present the records found that match. Removing the Search characters from the Search box will result in all Transactions for the Lockbox displaying again.
2	By default, the list of Exception Transactions is sorted by the first column data field in ascending order, e.g. if the first column data field is Business Date, as in the example above, then all records found will be sorted by ascending Business Date. Users can adjust the sort order of all records found by selecting the Up and Down Arrows at the top of any column heading.
3	Users can page through Exception Transactions by using the Previous/Next/Page Number option at the bottom of each page. Up to 10 Exception Transactions will display per page.
4	Users can select multiple records of Exceptions using checkboxes in order to change the processing status.
5	User can change the processing status of selected Exceptions to Pending or In-Progress using the Update Status Dropdown menu.

7.5. Assign/Un-Assign Exception and Changing Processing Status

Assigning a Pending Exception by Clicking on a record: When the User clicks any Exception record that is in *Pending* status, then that Exception transaction gets automatically assigned to the User and its processing status will change to *In Progress*. The Exception transaction will now be locked to the User. Once locked, no user other than the current user and the Admin User will be able to see the same Exception transaction in their Exception module (except in concurrent user scenario). This will ensure that only one user can process a transaction at a time. For the Admin User, the *Modified By* column will reflect the current user's name.

Changing Processing Status: The User can change the processing status of multiple Exception records by selecting them using the checkboxes available and then using the *Update Status* dropdown (refer to above screenshot – #4 and #5).

Whenever the User changes the status of Exceptions using check boxes, the system will warn the User that the user's action will change the status of the selected Exceptions to a new status and if the user is Okay to proceed.

Changing Status to Pending: The User can release assigned Exception items back to the available pool of Exception by setting its processing status to "*Pending*" (using the Update Status dropdown menu). This will result in all of the Exception items to be released and there will be no user name under Modified By column (Modified Be column is only for Admin user). Thereafter, other authorized Exception users (having access to the same lockbox) will now be able to see the released Exceptions in their Exception module and assign it to themselves. This will ensure that only one user can process any transaction at a time. Similar locking behavior will happen when the processing status is changed to In *Progress.*

Changing Status to In Progress: If the user marks the status to be *In Progress* (using the Update Status dropdown menu) for Pending exceptions, then the selected Exception items selected will be assigned to the current user and the Processing Status will show In Progress. The Modified By column (for Admin) should reflect the current user name. The Exception is now locked/assigned to the current user. No user other than the admin and the current user, will be able to see it in their Exception module (*except in Concurrent user scenario – refer edge case scenario*)

Concurrent users assigned to the same lockbox: When there are concurrent users logged in at the same time and one user has already started working on a *Pending* Exception. Technically, now the Exception item is assigned to the first user and the *Processing Status* will reflect *In progress* for the User. However, the second concurrent user will continue to see the same Exception in *Pending* status until he clicks it or tries to change its status using dropdown. When the second user clicks it, a notification will be displayed in the Completion page of the Exception - "The Transaction is Already Assigned to Another User. Please Select another Transaction.'' Exception record will disappear from the second user's view upon going back to the Exception listing page.

➢ Exception items that are marked as *Closed* can be searched on the Main search by selecting the search field "*Processing Status*" is equal to "*Closed*"
➢ Any user other than the Admin shall not see any Exception that is assigned to another user (except in Concurrent user scenario)

8.   *Correspondences*

Transactions that has correspondences on them will be marked for Correspondence review during Lockbox processing. The transactions that are marked for correspondence review will be presented in the Online access to the images under Correspondences module. In this module, users will be able to select and process correspondences.

8.1.   Correspondence Menu

In the Online access to the images , a number in a bubble will display next to the *Correspondences* option on the top menu bar.
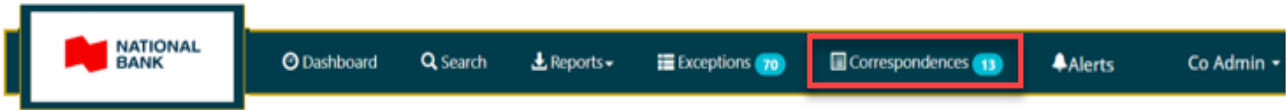
8.2. Select a Lockbox with Correspondences

To access the correspondences, select the Correspondences menu option from the top menu bar. The Select correspondence Lockbox page will display, showing a list of Lockbox(es) associated to the User that has active correspondences.
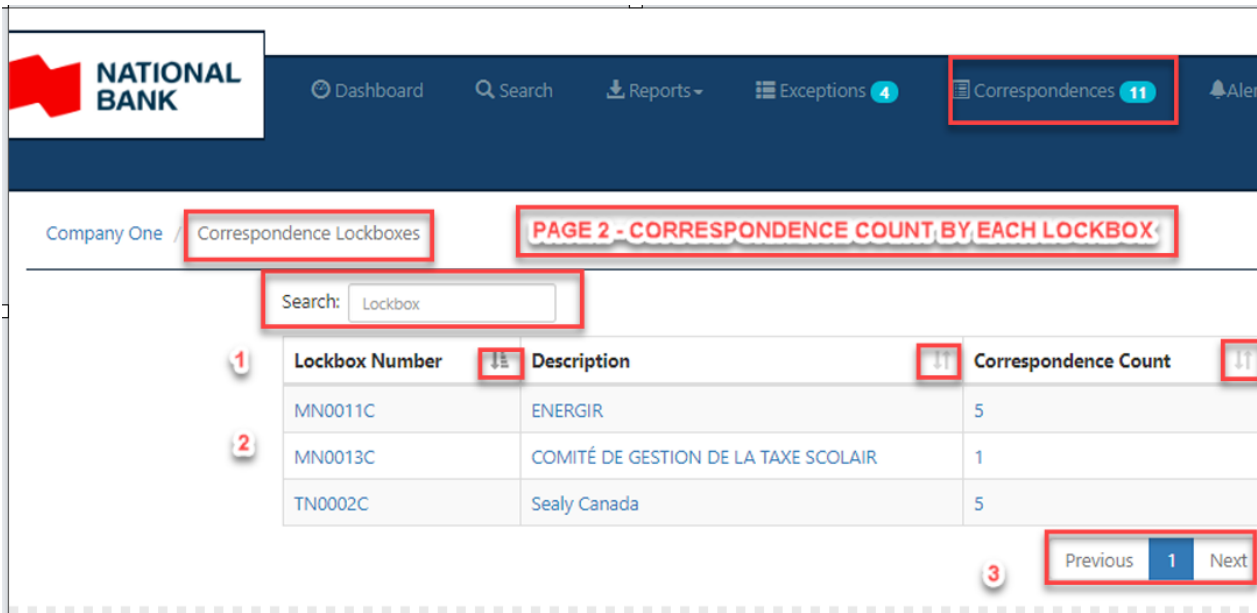
Users can search and sort the data.

# Above	Description
1	**Search** - Users can search for a particular Lockbox by typing at least 1 character in the Search box. The Search will automatically execute against the Lockbox Number, Description and Correspondence Count fields and present the records found that match. Removing the Search characters from the Search box will result in all Lockboxes with active Correspondences displayed again.
2	**Sort** – By default, the page displays with records sorted in ascending Lockbox Number order. Users can adjust the sort order of all records found by selecting the Up and Down Arrows at the top of any column heading.

3	**Page Through** - Users can page through Lockboxes by using the Previous/Next/Page Number option at the bottom of each page.

To access a Lockbox and see all correspondences for it, select any of the available fields for the Lockbox.

8.3. Listing of Correspondences for a Lockbox

The correspondence transactions page will display listing of records (cheques and invoices) which are associated with active correspondences for the selected Lockbox. The images of the correspondences can be viewed by clicking on these records and navigating to Transaction details page (as discussed in later section)

A message will display at the top of the page containing the total count of items which contain correspondences or are marked as correspondence, so as to notify the User about associated correspondences on White Papers and Envelopes (under the Additional Documents section in Transaction Details page).

Data found can be searched and sorted.

# Above	Description
1	Users can search the Correspondences by typing at least 1 character in the Search box. The Search will automatically execute against any of the fields displayed and present the records found that match.
	Removing the Search characters from the Search box will result in all Transactions for the Lockbox displaying again.
2	By default, the list of Correspondences is sorted by the first column data field in ascending order, e.g. if the first column data field is Business Date, as in the example above, then all records found will be sorted by ascending Business Date.
	Users can adjust the sort order of all records found by selecting the Up and Down Arrows at the top of any column heading.
3	Users can page through correspondences by using the Previous/Next/Page Number option at the top of each page.
4	Users can select multiple records of correspondences using checkboxes in order to change the processing status
5	User can change the processing status of selected correspondences using the Update Status Dropdown menu.
	User will be able to change the processing status to In-Progress, Pending and Closed.

Modified By column is only available for the Admin User. The Admin User will be able to view all the active correspondences irrespective of who it is assigned to. Only an Admin can unassign correspondences assigned to users. This will enable re-assignment of the correspondences to other users. *Correspondence Number* column will mark the sequence of correspondences in a transaction

To access an item and view its image, select any of the available fields for the Lockbox as shown below. This will navigate the user to the *View Correspondence* page where the User can view the image of the related item and can navigate further to the *Transaction Details* page for viewing all the associated correspondences in the transaction.

8.4. Assign/Un-Assign Correspondence and Changing Processing Status

Assigning a Pending Correspondence by Clicking on a record: When the User clicks any correspondence record that is in *Pending* status, then that correspondence along with any other correspondence records of the same transaction gets automatically assigned to the User and its processing status will change to *In Progress*. The correspondences will now be locked to the User. Once locked and assigned, no user other user other than the current User and the Admin User will be able to see the same correspondence in their correspondence module (except in Concurrent user scenario where two users login at the same time). For the Admin User, the *Modified By* column will reflect the current user's name. Once assigned, no other user other than the Admin and the current user can un-assign the correspondence record.

Changing Processing Status using Dropdown: The User can change the processing status of multiple correspondence records by selecting them using the checkboxes available and then using the Update Status dropdown (refer to steps in #4 and #5).

Whenever the user changes the status of correspondences using check boxes, the system will warn the user that the user's action will change the status of the selected correspondences to a new status and if the user is Okay to proceed.

For example: When the User tries to change the status of correspondences to *Pending*, a warning is displayed as shown in the below screenshot:
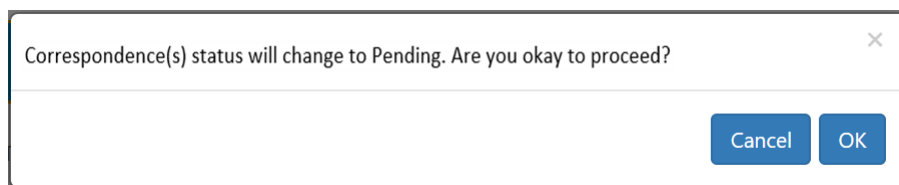
Changing Status to Pending: A User can release assigned correspondence items back to the available pool of correspondences by setting its processing status to "Pending" (using the Update Status dropdown menu). This will result in all of the correspondence items (In Progress status) of the selected transactions to be released and there will be no user name under Modified By column. This will ensure that only one user can process a transaction at a time. Similar locking behavior will happen when the processing status is changed to *Closed* or In *Progress*. . *Only an Admin can unassign correspondences assigned to other users by changing the status to Pending. This will enable re-assignment of the correspondences from one user to another.* Once in Pending status, other authorized users having access to the same lockboxes, will now be able to see the released correspondences in their correspondence module and assign it to themselves.

Changing Status to In Progress: For *Pending* correspondences, if the user marks the status to be In Progress, then all the correspondence items of the selected transactions will be assigned to the current user and the Processing Status will show *In Progress*. The Modified By column will reflect the current user's name. The correspondence is now locked/assigned to the current user. No user other than the admin and the current user, will be able to see it in their correspondence module (*except in Concurrent user scenario – refer Concurrent users trying to work on same correspondence by clicking*). The *Modified by* column shall now reflect the current user's name.

Changing Status to Closed: If the user marks the status to be *Closed*, then all the correspondence items of the selected transactions will disappear from the user's correspondence listing view and the total count of active correspondences will reduce. Correspondence items marked as *Closed* can be searched on the main search by using the search field "*Processing Status*" and setting its value as "*Closed*"

No User other than the Lockbox Admin will be able to see any correspondence that is assigned to another user (Except in concurrent user scenario). Lockbox Admin users can perform all the action that are performed by LBX Users/Company Users with restricted access. They can also unassign and close Correspondences that is already assigned to other users. Lockbox User/Company user with restricted access can only un-assign and close correspondence that are assigned to themselves.

Concurrent users trying to work on same correspondence by clicking: When there are concurrent users logged in at the same time and one user has already started working on a Pending correspondence. Technically, now that correspondence is assigned to the first user and the Processing Status will reflect in-progress for the User. However, the second user will continue to see the same correspondence in *Pending* status until he clicks it. When the second user clicks it, a notification will be displayed - "Transaction is Already Assigned to Another User". After the second user acknowledges the notification, the user's view is refreshed and the row containing the correspondence record will disappear.

8.5. *Searching Correspondences*

Correspondence search is available for all work types: *Financial, Non-Financial, Postdate* and *Pre-Deposit*.

The User can create a custom search for Correspondences by setting the value for "Correspondence Indictor" Field as "equal to" X. When you have entered all your search criteria and selected the custom date range, click the 'Search' button. Search results will be displayed as shown below.

Additionally, the User can search by *Processing Status* field to directly search Correspondences with a specific *Processing Status*.

When the user searches with Correspondence indicator is equal to X l, three additional columns named Correspondence Indicator, Processing Status and Modified By will appear in the search results table. The fields are sortable.

Processing Status column can be empty or have three values – Pending, In-Progress and Closed. Modified By represents the last assigned user for the item.

The User can view the images of various correspondence items by clicking through the records.

The view will not always reflect the most updated processing status. For example, in a scenario when there are multiple users concurrently logged in, the processing status of a correspondence can show pending for one User while it is already being worked on by another User. But when the User chooses to Print or export the details into a CSV the most updated value for *Processing Status* and *Modified By* will be reflected and it may not match the values that is being shown in the search results.

Searching Correspondences on White Paper and Envelopes: In order to search and review any correspondence on White paper and Envelopes , the User will need to click the ***Transaction Details*** link on the top of highlighted image (refer section : *View Transaction Details of a selected Item*). The User will be navigated to the *Transaction Details* page. After landing on Transaction Details page, the user will need to scroll to the *Additional Documents* section in order to access all the correspondences that are available on White Paper and Envelopes and any other additional documents.

Correspondence processing for Exceptions and Post Dates:

Correspondence processing for Exceptions will be performed after transaction are accepted and become available under the Financial Search.

Correspondence processing for Postdated items will be performed on captured date and not on the maturity date. *Only on the day of capture, the User will receive the new correspondence in the Correspondence module for review.* User will also be able to search correspondence by setting work type as Post Date, choosing custom business dates and setting Correspondence indicator to X or All. On and after the day of maturity of the postdated item, the User will also be able to search the same correspondence under financial work type in a different batch by selecting appropriate custom business dates and setting Correspondence indicator to X or All.

9. Alerts (View) *

*Alerts will be available to Company and Lockbox Users with appropriate permissions only. Bank Users will not have access to view Alerts.

One or more Alerts can be set up on one or more fields for a Lockbox to send an email and create an Alert record when an Item is processed that matches the Alert criteria. See the Alerts Maintenance section in this guide for more details.

Each Alert is linked to the specific email address of the User who creates the Alert in the Lockbox Service Web. Only that User will be able to view the Alert. Example Alerts are "Cheque Amount is greater than $1000" and "Cheque Number is equal to 00123456".

9.1. Alert Notification

When an Item triggers an Alert two things occur:

1. An email notification, with the subject line "** LOCKBOX *<specific Lockbox Number>* ALERT! ** - *<specific Alert Name>*", is sent to the email address of the User who set up the Alert.

2. In the Lockbox Service Web, a number in a bubble will display next to the Alerts option on the top menu bar.

The number in the bubble represents how many unread Alerts are waiting to be viewed by the User.

An Alert is linked to a single User . As Alerts are viewed the number in the bubble next to the Alerts option on the top menu bar will increment down. If all Alerts have been read then the number in the bubble will no longer display.

9.2. View Alert Notifications in the Web

To access the Alerts page, select the Alerts option from the top menu bar.

The Alerts page will be displayed with all Items that have triggered an Alert for all Lockboxes the User has access to listed in descending Business Date order, i.e. the newest Alerts will appear at the top of the list, the oldest at the end of the list.

Alerts that have been previously viewed will be listed along with any new Alerts. Alerts that have been viewed will remain on the system for 90 days. Users do not have the ability to delete Alerts.

New Alerts not previously viewed will be identified in **bold text**, much like an email inbox.

The following information is displayed for each Item:

Users can search and sort the data.

: Example Co / Alerts

1 Search: [Search]

2 Alert Name	Business Date	Lockbox Number	Type	
CA > 0	**5/19/2017**	**RA0001**	**Financial**	**View Transaction**
CA > 0	**5/19/2017**	**RA0001**	**Financial**	**View Transaction**
$200	**5/19/2017**	**RA0001**	**Financial**	**View Transaction**
$200	**5/19/2017**	**RA0001**	**Financial**	**View Transaction**
200$	**5/19/2017**	**RA0001**	**Financial**	**View Transaction**
200$	**5/19/2017**	**RA0001**	**Financial**	**View Transaction**
$200	**5/19/2017**	**RA0001**	**Financial**	**View Transaction**
$200	5/19/2017	RA0001	Financial	View Transaction
My Alert	**5/19/2017**	**RA0002**	**Financial**	**View Transaction**
My Alert	**5/19/2017**	**RA0002**	**Financial**	**View Transaction**

3 Previous | 1 | 2 | 3 | 4 | 5 | ... | 234 | Next

# Above	Description
1	Users can search Alerts by typing at least 1 character in the Search box. The Search will automatically execute against any of the fields displayed and present the records found that match.

	Removing the Search characters from the Search box will result in all Alerts for the User displaying again.
2	By default, the list of Alerts is sorted by Business Date in descending order, i.e. the newest Alert will be listed first. If there are multiple Alerts for a Business Date, the order in which the Alerts were triggered on that date will come into play in descending order. Users can adjust the sort order of all records found by selecting the Up and Down Arrows at the top of any column heading on the page.
3	Users can page through Alerts by using the Previous/Next/Page Number option at the bottom of each page. Up to 10 Alerts will display per page.

If there are no records found, a message will display:

Example Company / Alerts

No Alerts Found.   ✕

9.2.1 View Transaction Details for an Alert

To access the transaction information for a selected Alert item, click on the View Transaction link for that Alert.

Alert Name	Business Date	Lockbox Number	Type	
My Alert	5/19/2017	RA0002	Financial	**View Transaction**
My Alert	5/19/2017	RA0002	Financial	**View Transaction**

Previous **1** Next

The Alert Transaction Detail page will display.

For multi-cheque transactions where an item has triggered an alert, when viewing the transaction detail, the user may have to scroll through the transaction items (by selecting "Next Item") until the item is found that triggered the alert.

The Transaction Details page has multiple sections, the following describes the features available by section in the order they appear on the page.

9.2.1.1 Go back to Alert List

Select the Alert List button at the top of the page at any time to go back to the previous Alert List page and view other Alerts that were found for the User.

Example Company / Alerts / Transaction Details

Alert List

Transaction Detail

BUSINESS DATE	LOCKBOX NUMBER	REFERENCE NO	TRANSACTION NO	CHECK AMOUNT	INVOICE AMOUNT	NET AMT	DEPOSIT CURRENC

9.2.1.2   All other sections of the page

See Transaction Details, Transaction Print, Notes, Cheques, Invoices, Additional Documents and Expand or Collapse the Sections on the Page sections in this guide for details on the features available on the Alert Transaction Details page.

10.   Reports

Reports are generated at Lockbox level. Before accessing any report, Users will need to select a Lockbox by following the instructions below.
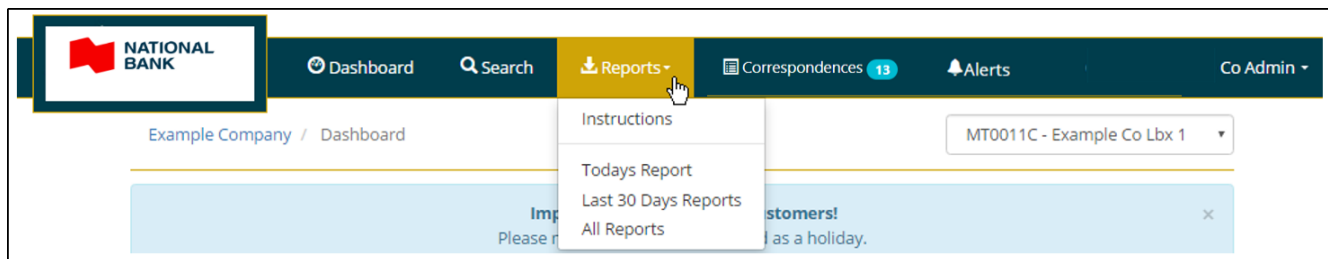
10.1. Select a Lockbox (Bank only)*

Bank Users must select a Lockbox from the dropdown list at the top of the Dashboard or Search pages.

*Lockbox Users will have access to only one Lockbox so will not need to select.

10.2. View Report Menu Options

Once a Lockbox has been selected, hover over the Reports option in the top menu bar to see the Report options available.

10.3. Standard Reports

Standard Reports consist of automatically generated and subscription only reports for each Lockbox.

Standard Reports will be generated each business day and made available for Users to download and View/Save/Print from the Lockbox Service Web.

The following is a list of all Standard Reports for the Lockbox Service Web.

Report	Type	Customer must subscribe to receive	Provided automatically	Description
Daily Activity Report	**TXT/PDF – no Images**	**No**	**Yes**	**This report is generated only if batches are processed for the Lockbox for a Business Date. It provides a detailed list of all items processed for a Lockbox.**

Reject Report	PDF – includes Images	No	Yes	This report is generated only if Rejected Transactions exist for the Lockbox for a Business Date. It lists each Transaction that was rejected during lockbox processing.
No Deposit Report	TXT/PDF – no Images	Yes	No	This report is generated only if the Lockbox is subscribed to receive it, and no batches are processed for the Lockbox for a Business Date.
Unmatched Item Report	TXT/PDF – no Images	Yes	No	This report is generated only if the Lockbox is subscribed to receive it, and unmatched transactions exist for the Lockbox for a Business Date. It lists each Transaction where Cheque Amount did not match the Invoice Amount.
All Items Report	PDF – includes Images	Yes	No	This report is generated only if the Lockbox is subscribed to receive it, and batches were processed for the Lockbox for a Business Date. It lists images of all items processed for a Lockbox. This is available for Wholesale clients only.
Cash Detail Report	TXT/PDF – no Images	No	Yes	This report is generated only if cash batches are processed for the Lockbox for a Business Date. It provides a list of each replacement cheque amount equal to each cash transaction processed for a Lockbox.

Reports can be viewed by first selecting a Lockbox, then following the instructions below.

10.3.1 Select a Report Date Range

The Standard Reports for each Lockbox can be selected based on the Business Date on which the report was generated.

Selecting 'All Reports' results in all reports for all Business Dates being displayed up to the Lockbox Service Web data retention limit configured during client profile setup.

After a Lockbox has been selected, hover over the Reports option on the top menu bar to reveal the Date Ranges available.
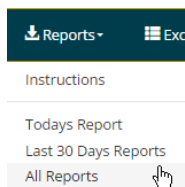
Select an option from the list. The Reports page will display.

10.3.2 Search and Sort the available Reports

The Reports page will automatically list all standard Reports that were created within the selected Date Range.

Selecting 'All Reports' results in all Reports for all Business Dates being displayed up to the Lockbox Service Web data retention limit configured during client profile setup.

The reports will be displayed in Business Date descending order by default, i.e. the newest Reports will display at the top of the list.

The information displayed for each Report will include:

Users can search and sort the reports found.

# Above	Description
1	Users can select a Report by typing at least 1 character of the Business Date, Type or Description in the Search box. The Search will automatically execute and present the records found that match. Removing the Search characters from the Search box will result in all records displaying again.
2	By default, the list of Reports is sorted by Business Date in descending order, i.e. the newest reports will be at the top of the list. Users can adjust the sort order of all records found by selecting the Up and Down Arrows at the top of any column heading.
3	Users can page through Reports by using the Previous/Next/Page Number option at the bottom of each page. 10 Reports will display per page.

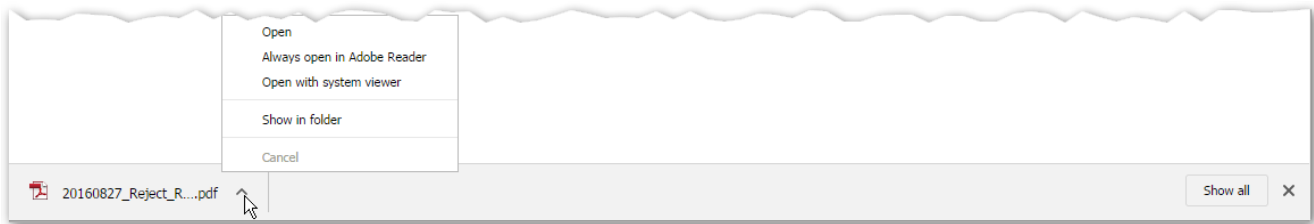### 10.3.3 Download and View/Save/Print a Report

To View/Print/Save a Report select the Download link at the end of the row for the specified Report.

The file will display as a download in the bottom left of the page. Double click the file name to open it, or select the down arrow to see other options:

The file will open in a new window for viewing.

- **If the file type is PDF**, i.e. the last 3 characters of the file name are '.pdf', use the PDF controls in the document to manipulate the file contents, Save the file to a specified folder location or send the file to a printer. See Print and/or Save the Image section in this guide.

- **If the file type is TXT**, i.e. the last 3 characters of the file name are '.txt', use the top menu options in the document window to manipulate the file contents, e.g. find a value, save the file to a specified folder location or send the file to a printer.

  To Save or Print the file, select the File option from the top menu in the document window, a dropdown menu will display. From the dropdown menu:
  - o Select Save As to send the file to a specified location
  - o Select Print to send the file to a printer

  Select 'X' in the top right corner of the document window to close the TXT file.
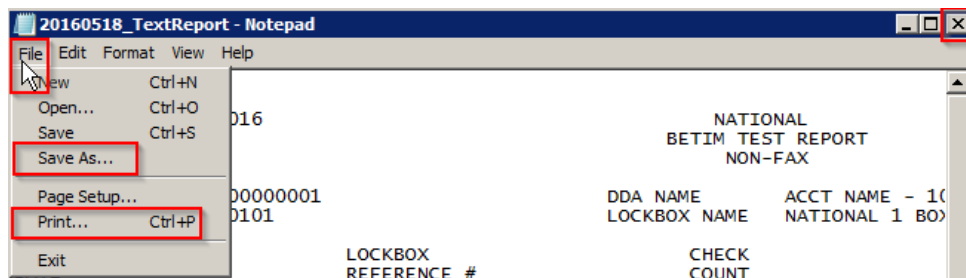
10.4. Custom Reports

Users can create custom Reports manually from the Lockbox Service Web by selecting Search from the top menu bar to navigate to the Search page, executing a Search and exporting the Search results into a CSV file. See the Search and Export the Search Results section in this guide for further details.

11.   User/Maintenance Menu*

*This section describes menu options available to all Users of the Lockbox Service Web. Administrators will see additional administrative options.

The User/Maintenance Menu is displayed when the User hovers over their User Name in the right hand side of the top menu bar.
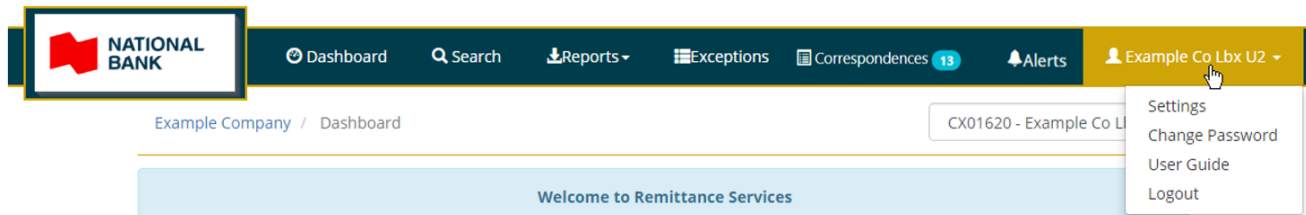

The User/Maintenance Menu will offer different menu options to the top menu bar. The options in the User/Maintenance Menu contain **general menu options** available to all Users, and also a **permission based menu option, i.e. Alerts (Administration)**.

11.1. General Menu Options

11.1.1 Settings
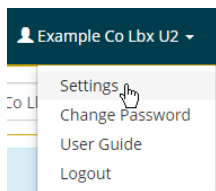
Users can select the Settings option to change Language preference French/English in order to view the Lockbox Service Web in that language. Select the language option preferred and then select the logo top left to return to the Home page.
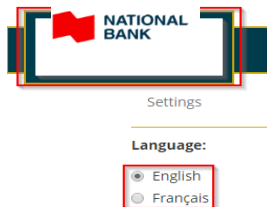
The language preference, once updated, remains in place until another language is selected on the Settings page, i.e. the User can log in and out of the Lockbox Service Web and the language preference will remain the most recently selected language option.
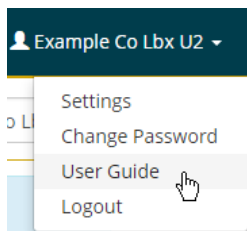
11.1.2 Change Password
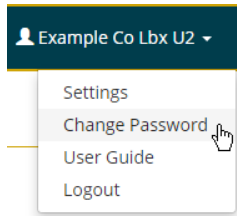
Users can select the Change Password option to change their password at any time on the Change Password page.

See the Change Password section of this guide for advice on password rules to make your password as strong as possible.

11.1.3 User Guide

Users can select the User Guide option to view this guide in PDF format in a separate window. Use the PDF window controls to manipulate, save and print the PDF image using the controls as described in the Print and/or Save the Image section of this guide.

11.1.4 Logout

See the Logging Out section in this Guide.

11.2. Permission Based Menu Option – Alerts Maintenance*
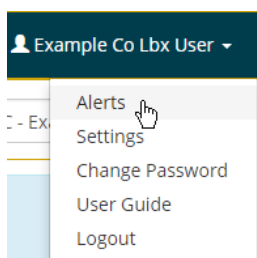
* Alerts will only be available to Company and Lockbox Users with permissions. Permission will be granted by system administrators on individual User Profiles. Bank Users will not have access to Alerts and will not see the menu option.

Users can select the Alerts option to maintain Alerts, i.e. view, add, update and delete Alerts.

Alerts can be set up on one or more Lockbox fields to trigger when an item is processed that matches the Alert criteria.

See the Alerts (View) section in this guide for more details on how Alert notifications will be received and viewed in the Lockbox Service Web**.**

11.2.1 Select a Lockbox (Company users only)*

*Lockbox Users will have access to only one Lockbox so will not need to select.

Alerts are set up at a Lockbox level. Company Users must select a Lockbox from the dropdown list at the top of the Alerts maintenance page.

If no Lockbox is selected a message will display on the page:

Alerts Maintenance	All Lockboxes ▾
To Add/Edit an Alert, please select a Lockbox.	×

The User must select a Lockbox from the dropdown list at the top of the page to continue.

Alerts Maintenance	All Lockboxes ▾
	All Lockboxes
	MT0011C - Example Co Lbx 1
To Add/Edit an Alert, please select a Lockbox.	CX01620 - Example Co Lbx 2
	KM01 - Example Co Lbx 3

11.2.2 View, Edit and Delete Alerts

Once a Lockbox has been selected, the Alerts Maintenance page will be displayed, pre-populated with all existing Alerts for the Lockbox.

For each Alert found the system will always display the following information. And the default sort order for Alert results is by Alert Criteria Lockbox Field Name alphabetical order, i.e. Alerts where the Lockbox Field starts with 'A' will appear at the top of the list, and those starting with 'Z' will appear at the bottom of the list.

Users can search and sort the data.

# Above	Description
1	Users can add an Alert – see the Add Alerts section below.
2	Users can search Alerts by typing at least 1 character in the Search box. The Search will automatically execute against any of the fields displayed and present the records found that match. Removing the Search characters from the Search box will result in all records displaying again.
3	By default, the list of Alerts is sorted by the creation date in descending order, i.e. the oldest Alert will be listed first.
4	Users can select the Status to set the value to Enabled or Disabled. • Enabled means the Alert is active and will trigger Alert notifications. • Disabled means that the Alert is inactive and will not trigger Alert notifications.
5	Users can edit an Alert Name and Alert Recipient by selecting the Edit button. Selecting the Edit button will result in the Alerts Edit page being displayed:

- **Name** - Amend the Name of the Alert.
- **Criteria** - is greyed out and is read only.
- **Cancel** - selecting the Cancel button will reverse all updates made and take the User back to the Alerts Maintenance page.
- **Save** – selecting the Save button will save all updates made and take the User back to the Alerts Maintenance page.

6	Users can delete an Alert by selecting the Delete button. Selecting the Delete button will result in a dialog box displaying
7	Users can page through Alerts by using the Previous/Next/Page Number option at the bottom of each page. Up to 10 Alerts will display per page.

11.2.3 Add Alerts

Users can add Alerts by selecting the Add Alert button at the top of the Alerts Maintenance page.

The Add Alert page will display with the following fields empty and ready for information to be entered:
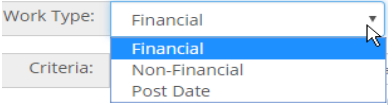
# Above	Description
1	Users should select the down arrow in the **Work Type** field to display a dropdown list of all Work Types available: Financial, Non-Financial and Post-Date. A single Work Type should be selected from the list. The default value for this field is Financial.
2	**Alert Criteria** must be entered using one or more of the Lockbox fields configured for the Lockbox. See Select Lockbox Fields and Values to create additional search criteria section for instructions on how to build up Alert Criteria.
3	• Select the **Cancel** button to cancel the new Alert and return to the Alerts Maintenance page. • Select the **Add** button to add the Alert. The Alerts Maintenance page will display with the newly added Alert displayed in the list of existing Alerts sorted by Alert Criteria Lockbox Field Name order, i.e. A-Z order. **Alert Name and at least one Alert Criteria where all 3 Criteria fields have a value, must be specified. If you have not entered all required fields the system will display a message at the top of the page and not allow the Alert to be added, e.g.** Criteria not specified.