

Introducing your new

Lockbox Plus

Client Manual



Updated 12.07.17



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WELCOME

Welcome to Lockbox Plus, an online lockbox service.

New Mexico Bank & Trust has designed this product to offer the business industry a real-time, online lockbox service with full image capture and retrieval capabilities. Our Remit Lockbox service facilitates the collection and posting of receivables. Lockbox Plus reduces the mail handling, manual data entry, operating costs and collection float involved with a typical lockbox service.

Lockbox Plus will:

- ▶ Allow accounts receivable information to be scanned from paper checks and remittance stubs.
- ▶ Transmit data directly to a customer's accounts receivable system.
- ▶ Enable same day acceptance or rejection of payments.
- ▶ Reduce time between receipt and deposit into the bank.
- ▶ Interface easily with all major banking networks and most accounting software packages.

This manual explains the Lockbox Plus application. It provides detailed instructions for getting started on the system and guidance for daily use.

Treasury Support can be reached from 9:00 a.m. to 5:00 p.m. CST Monday through Friday. For additional assistance, **877.251.1953**.

OVERVIEW

LOCKBOX PLUS GENERAL DESCRIPTION

Lockbox Plus provides technologically advanced remittance processing services. Developed by combining innovative technology and advanced automation systems within a state of the art processing facility, Lockbox Plus offers a superior lockbox service.

Checks and vouchers are processed through high speed scanners. Customer accounts receivable information is captured and transmitted directly to the customer's accounts receivable system. Check and voucher images and client summary reports can be viewed in real-time and saved from the Lockbox Plus website. Exception items can be reviewed online as well.

LOCKBOX PLUS PROCESS DESCRIPTION

Billers begin the lockbox process by requesting that their payers send payments to a specified Post Office Box. The P.O. Box address will be assigned by a New Mexico Bank & Trust Lockbox vendor.

Our 3rd party vendor will arrange for a bonded courier service to retrieve the mail from the designated PO Box. Once received at their operations site, mail is sorted and the contents are removed. Remittances are processed according to specifications as described on the Lockbox Plus Process Questionnaire, and passed through the lockbox equipment platform. This equipment allows for scanning and capturing of the **MICR (RE: Glossary)** from a check and the **OCR (RE: Glossary)** scan line from the voucher. Images of the front and back of checks and documentation are captured for viewing on the Lockbox Plus website and for transmission to the customer's accounts receivable system. Exception items can be reviewed online for same day resolution (**accepts RE: Glossary**) or can be returned to the customer (rejects). Checks are MICR encoded, endorsed and prepared for timely deposit and delivery to the client's bank.

LOCKBOX PLUS OPERATING ENVIRONMENT

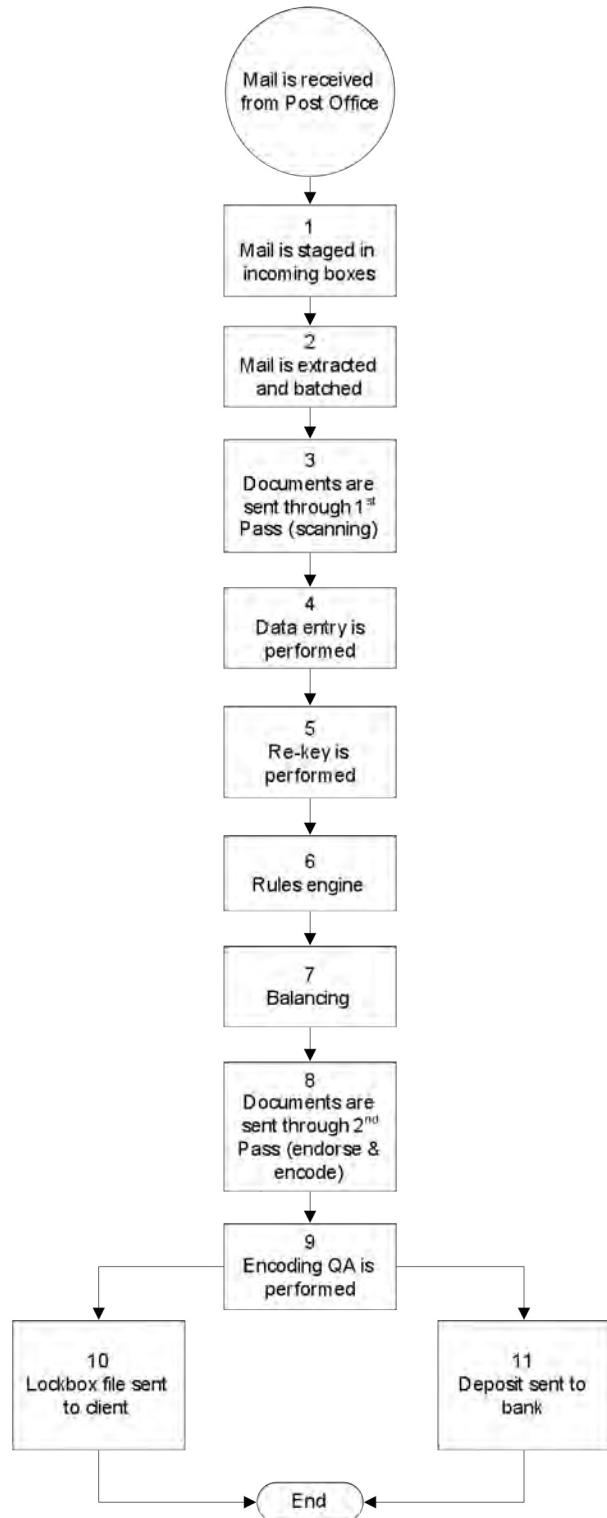
The Lockbox Plus application shall be operated in a browser-based environment using Microsoft Windows and Internet Explorer for online access. Online access on a system using Microsoft Windows and Internet Explorer 6.0 or higher is required. An Active X control must also be downloaded the first time the user attempts to view an image. Administrative privileges are needed to download the Active X control.

NOTE: The function of the Enter key on your keyboard within the Lockbox Plus application differs from its use in legacy and DOS-based programs. The Enter key will not perform the same function as the Tab key by taking a user from line to line. The Enter key will submit data into the system for processing. It is recommended that users use the Tab key to move from text box to text box, as the Enter key will submit information that may not be completed and ready for final processing.

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FLOW CHART

Below is a flow chart that will help you generally understand the Lockbox process.



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HOW TO LOG IN TO LOCKBOX PLUS

1. Open an Internet Explorer browser.
2. Navigate to <https://receivables.nmb-t.com>.
3. Select **Client Login**.
4. Enter **Username** and **Password**.
 - a. Click **Submit**.

The screenshot shows a web browser window with a dark grey header bar containing navigation links: Home, Financial Institutions, Corporate Billers, Solutions, Locations, Client Login, and Contact Us. Below the header is a large white area with a light grey gradient background. In the center, the words "Client Login" are displayed in a dark grey font. Below this, there are two input fields: "User ID:" followed by a text input box, and "Password:" followed by another text input box. To the right of the "User ID:" field is a large grey arrow pointing towards it. To the right of the "Password:" field is a smaller grey arrow pointing towards it. Below these fields is a "Submit" button. At the bottom of the page, there is a horizontal line with five small links: About Us, Careers, Terms of Use, Privacy Policy & Security, and EFT Rights & Error Resolution Policy.

The Members Hub overview screen will appear after successfully logging in.

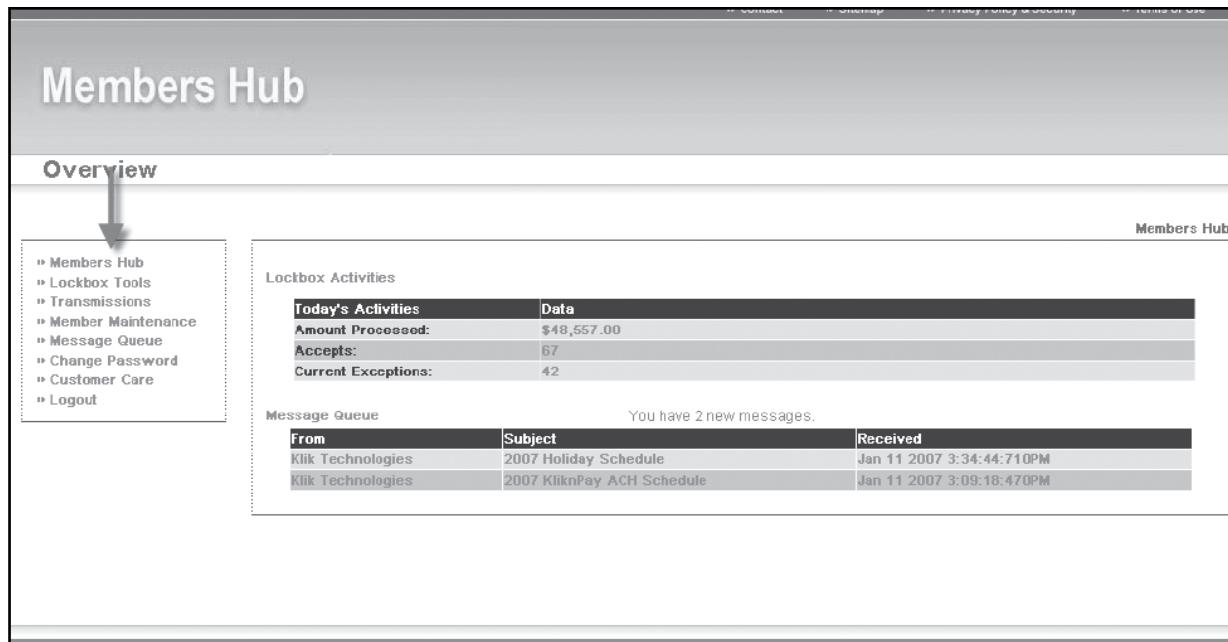
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THE MEMBERS HUB OVERVIEW SCREEN

The Members Hub Overview screen contains the navigation menu, today's lockbox activities and the message queue. The below section describes each of these areas.

THE NAVIGATION MENU

- The navigation menu is located on the left side of the screen.
- All menu items, except Members Hub and Logout ,have sub-menus associated with them. All menu and sub-menu items will be described later in this document.
- If you navigate away from the Members Hub Overview screen, you may click **Members Hub** from the navigation menu to return to the overview screen.
- When your session is complete, you may click **Logout** from the navigation menu to end your session.



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THE LOCKBOX ACTIVITIES SECTION

The Lockbox Activities section of the Members Hub Overview screen displays today's transaction totals. As each transaction batch is completed, data and images are posted online for your review, and the totals in this section are updated.

- ▶ **Amount Processed** – This is the total dollar amount of all accepted checks. You may click on the amount to view details about the accepted transactions. Viewing accepts will be described later in this document.
- ▶ **Accepts** – This is the total number of remit transactions processed today. You may click on the number to view details about the accepted transactions. Viewing accepts will be described later in this document.
- ▶ **Current Exceptions** – This is the total number of rejected transactions still awaiting a response from the customer from today. You may click on the number to view details about the rejected transactions. Viewing rejects will be described later in this document.

The screenshot shows the Members Hub Overview page. At the top right are links for Contact, Sitemap, Privacy Policy & Security, and Terms of Use. Below that is the Members Hub logo. The main content area has a title 'Overview' and a 'Members Hub' link at the top right. On the left is a sidebar with links: Members Hub (selected), Lockbox Tools, Transmissions, Member Maintenance, Message Queue, Change Password, Customer Care, and Logout. A large arrow points to the 'Lockbox Activities' section. This section contains a table titled 'Today's Activities' with three rows: Amount Processed (\$48,557.00), Accepts (87), and Current Exceptions (42). Below this is a 'Message Queue' section with a table showing two new messages from Klik Technologies: '2007 Holiday Schedule' received on Jan 11 2007 3:34:44:710PM and '2007 KliknPay ACH Schedule' received on Jan 11 2007 3:09:10:470PM.

Today's Activities	Data
Amount Processed:	\$48,557.00
Accepts:	87
Current Exceptions:	42

Message Queue		
From	Subject	Received
Klik Technologies	2007 Holiday Schedule	Jan 11 2007 3:34:44:710PM
Klik Technologies	2007 KliknPay ACH Schedule	Jan 11 2007 3:09:10:470PM

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ACCEPTED TRANSACTIONS

Accepted transactions have been processed according to client specifications and are set to be deposited to the designated bank account. This section describes how to view the detail surrounding accepted transactions.

1. From the Members Hub Overview screen, perform one of the following:
 - a. From the Lockbox Activities section, click on the **Amount Processed**.
 - b. From the Lockbox Activities section, click on the **Number of Accepts**.
 - c. From the left Navigation Menu, click **Lockbox Tools**. Then click **Accepts**.

The screenshot shows the Members Hub Overview screen. At the top right, there are links for Contact, Sitemap, Privacy Policy & Security, and Terms of Use. The main title is "Members Hub". Below it, the word "Overview" is displayed. On the left, a vertical navigation menu lists: Members Hub, Lockbox Tools (with a red arrow pointing to it), lockbox reports, lockbox ticker, accepts (with a red arrow pointing to it), current exceptions, and lockbox search. Below the menu, there are two main sections: "Lockbox Activities" and "Message Queue". The "Lockbox Activities" section contains a table with four rows: Today's Activities, Amount Processed (\$48,557.00), Accepts (67), and Current Exceptions (42). The "Message Queue" section shows a message from Klik Technologies with subject "2007 Holiday Schedule" received on Jan 11 2007 at 3:34:44:710PM, and another message from Klik Technologies with subject "2007 KliknPay ACH Schedule" received on Jan 11 2007 at 3:09:18:470PM. A note says "You have 2 new messages." At the bottom of the page, there is a footer bar with icons for Home, Help, Logon, and Logoff.

2. From the Accepts screen, you can view summary information on the payments set for deposit, including:
 - a. Entity Name
 - b. Lockbox Number
 - c. Payor's Account ID
 - d. Voucher Amount
 - e. Check Amount
 - f. Payor's Bank Account Number
 - g. Route Transit Number
 - h. Due Date
 - i. Process Date
 - j. Check **DIN (RE: Glossary)**
 - k. Voucher DIN

NOTE: A sort can be performed by clicking on any of the column headers.

3. Click  to view transaction detail including:
 - a. Images of the front and back of the check.
 - b. Images of the front and back of the voucher.

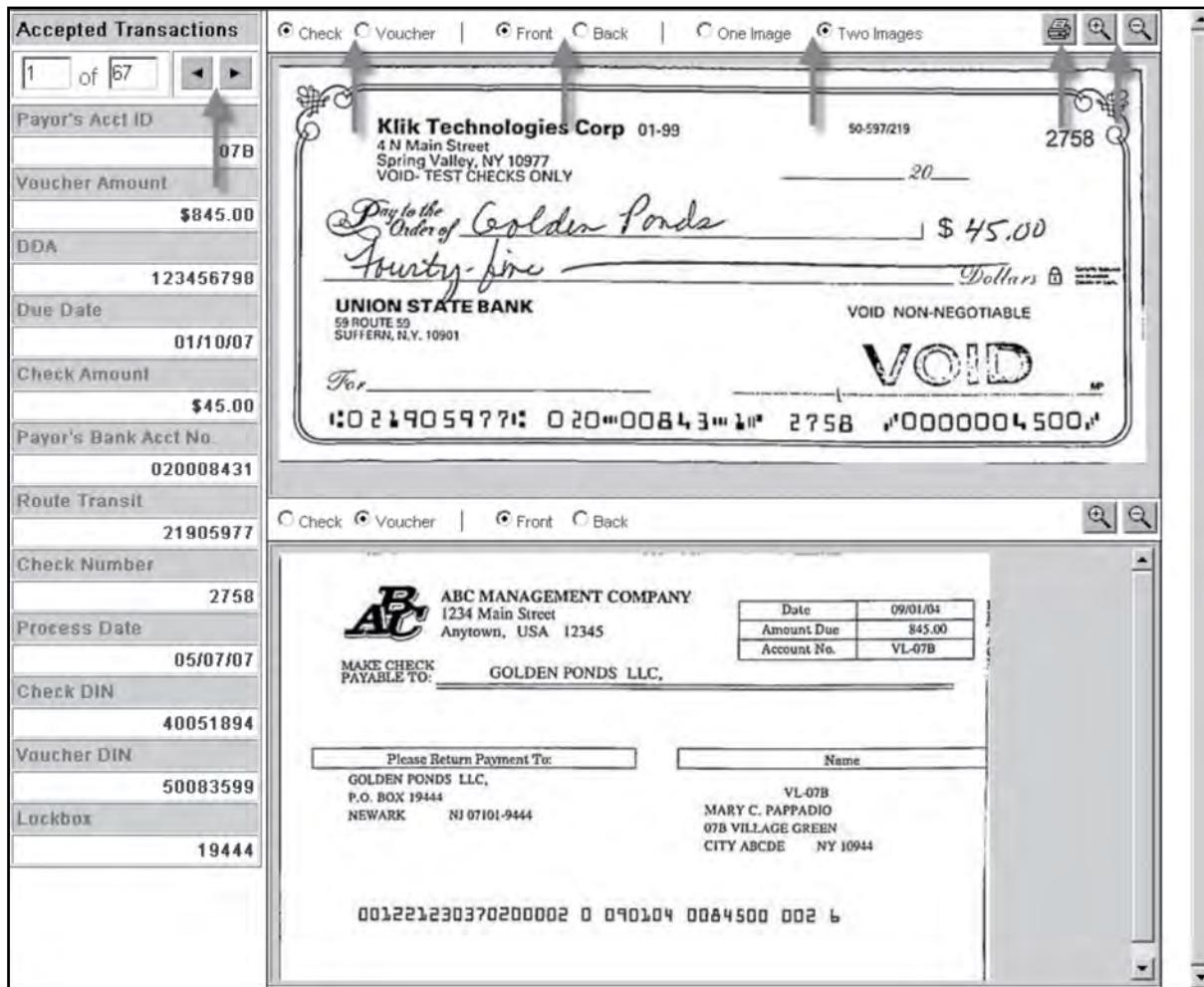
NOTE: The first time you click the magnifying glass, you will be prompted to install the Active X control. If you do not have administrative rights you will see little red x's wherever the images should be displayed.

Accepts												Lockbox Tools > Accepts
Accepts for 5/7/2007: 67 Click on the Column header to sort by that column												
Detail	Entity	Lockbox Number	Payor's Acct ID	Voucher Amount	Check Amount	Payor's Bank Acct Number	Route Transit	Due Date	Process Date	Check DIN	Voucher DIN	
 Golden Ponds	19444	07B		\$845.00	\$45.00	020008431	21905977	01/10/07	05/07/07	40051894	50083599	
 Golden Ponds	19444	07B		\$845.00	\$800.00	020008431	21905977	01/10/07	05/07/07	40051895	50083599	
 Golden Ponds	19444	07C		\$845.00	\$1,690.00	020008431	21905977	01/10/07	05/07/07	40051896	50083602	
 Golden Ponds	19444	07D		\$845.00	\$1,890.00	020008431	21905977	01/10/07	05/07/07	40051896	50083603	
 Golden Ponds	19444	07E		\$845.00	\$1,500.00	020008431	21905977	01/10/07	05/07/07	40051897	50083605	
 Golden Ponds	19444	07F		\$845.00	\$1,500.00	020008431	21905977	01/10/07	05/07/07	40051897	50083606	
 Harbour Hills	19444	0305		\$985.00	\$2,060.00	020008431	21905977	01/10/07	05/07/07	40051898	50083608	
 Harbour Hills	19444	0306		\$1,075.00	\$2,060.00	020008431	21905977	01/10/07	05/07/07	40051899	50083609	
 Harbour Hills	19444	0304		\$1,294.25	\$294.25	020008431	21905977	01/10/07	05/07/07	40051099	50083611	
 Harbour Hills	19444	0304		\$1,294.25	\$1,000.00	020008431	21905977	01/10/07	05/07/07	40051900	50083611	
Page 1 of 7 Showing 1 - 10 of 67												
first previous next last												

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4. From the Accepted Transaction Detail screen:

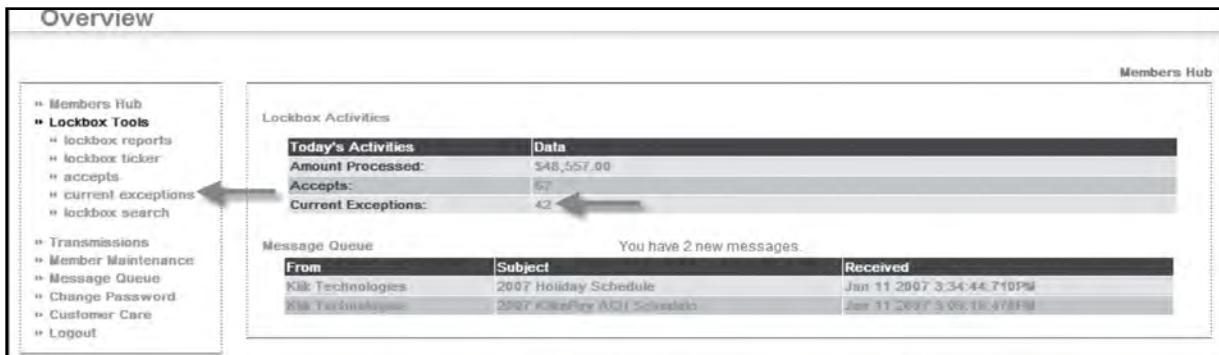
- a. You can display the check and voucher, front and back by choosing the corresponding radio buttons  .
 - You have the option of viewing one or two images at a time by choosing the corresponding radio buttons  .
- b. You can zoom in or zoom out on the image by clicking  or  .
- c. You can print the image by clicking  .
- d. You can access the previous or next transaction by clicking  or  .



EXCEPTION TRANSACTIONS

Exception transactions (rejects) have not been processed because they did not meet client specifications. This section describes how to view the detail surrounding exceptions, and how to accept, hold or reject them to management.

1. From the Members Hub Overview screen, perform one of the following:
 - a. From the Lockbox Activities section, click on the **Number of Rejects**.
 - b. From the left Navigation Menu, click **Lockbox Tools**. Then click **Current Exceptions**.



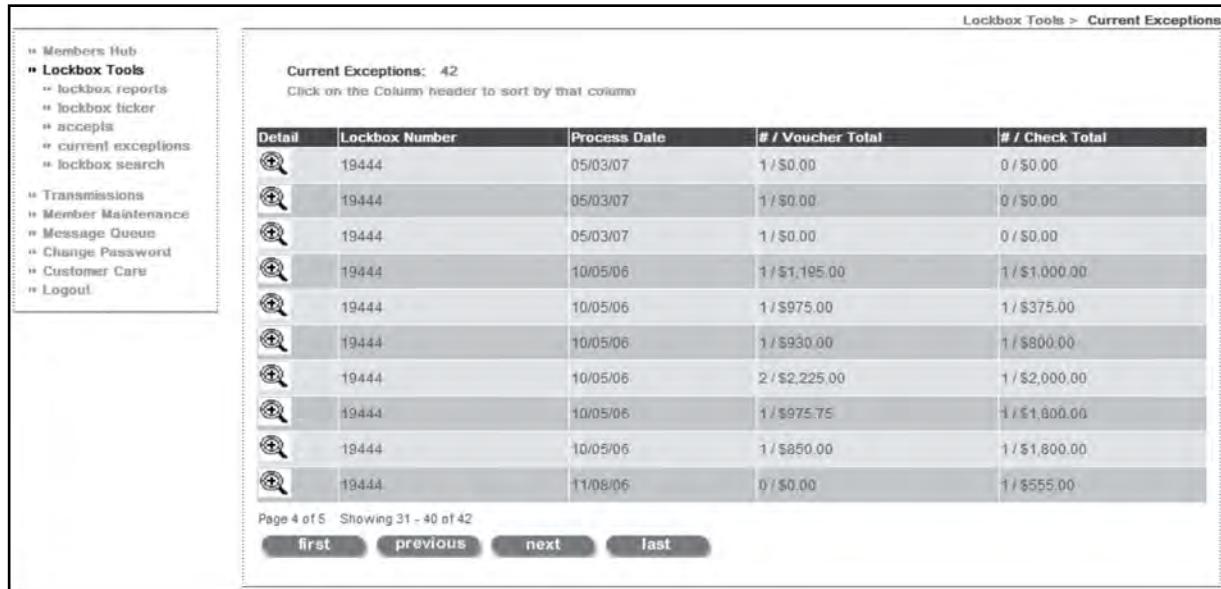
2. From the Current Exceptions screen, you can view summary information including:
 - a. Lockbox Number
 - b. Process Date
 - c. Number of Vouchers and their Total Dollar Amount
 - d. Number of Checks and their Total Dollar Amount

NOTE: A sort can be performed by clicking on any of the column headers.

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3. Click  to view transaction detail including:
 - a. Images of the front and back of the check.
 - b. Images of the front and back of the voucher.

Lockbox Tools > Current Exceptions



Current Exceptions: 42
Click on the Column header to sort by that column

Detail	Lockbox Number	Process Date	# / Voucher Total	# / Check Total
	19444	05/03/07	1 / \$0.00	0 / \$0.00
	19444	05/03/07	1 / \$0.00	0 / \$0.00
	19444	05/03/07	1 / \$0.00	0 / \$0.00
	19444	10/05/06	1 / \$1,195.00	1 / \$1,000.00
	19444	10/05/06	1 / \$975.00	1 / \$375.00
	19444	10/05/06	1 / \$930.00	1 / \$800.00
	19444	10/05/06	2 / \$2,225.00	1 / \$2,000.00
	19444	10/05/06	1 / \$975.75	1 / \$1,800.00
	19444	10/05/06	1 / \$850.00	1 / \$1,800.00
	19444	11/08/06	0 / \$0.00	1 / \$555.00

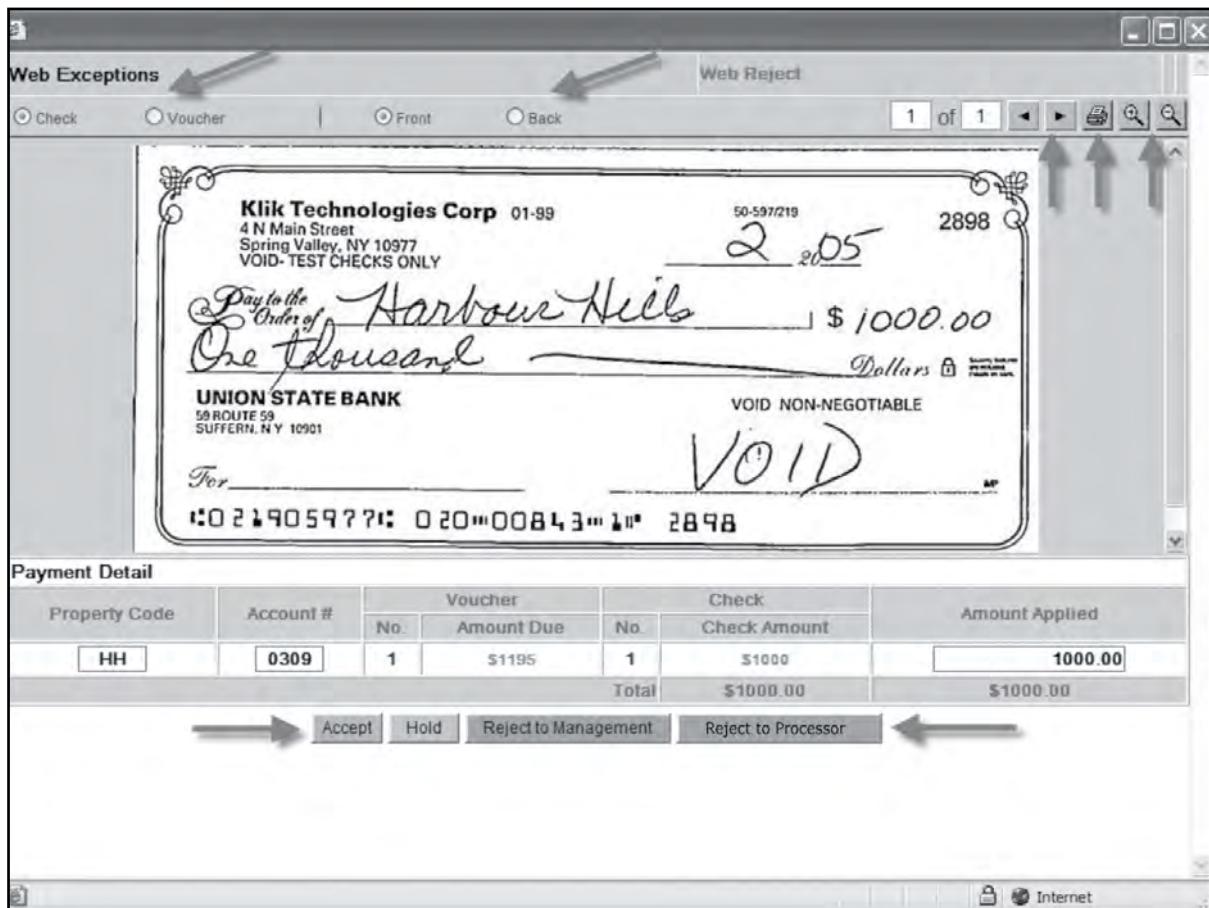
Page 4 of 5 Showing 31 - 40 of 42

[first](#) [previous](#) [next](#) [last](#)

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4. From the Exceptions Detail screen:

- a. You can display the check and voucher, front and back by choosing the corresponding radio buttons .
 - You can also click the **Voucher Amount Due** or the **Check Amount** to view the corresponding images.
- b. You can zoom in or zoom out on the image by clicking  or  .
- c. You can print the image by clicking  .
- d. You can access the previous or next voucher or check within the transaction by clicking  or  .
- e. You can accept, reject, hold, reject to management or reject the transaction to New Mexico Bank & Trust. These actions will be described later in this document.
- f. To view the next transaction, you must close the Exceptions Detail screen, and click  to the left of the next transaction you wish to view.



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HOW TO ACCEPT, HOLD AND REJECT EXCEPTIONS

From the Exceptions Detail screen, you have the option to respond to an exception in the following ways:

- ▶ Accept
- ▶ Hold
- ▶ Reject to Management
- ▶ Reject to Processor

This section will describe the steps to successfully perform each action. After responding to a transaction, the next exception will appear in the Exceptions Detail screen.

ACCEPT

1. From the Exceptions Detail screen, enter the information you would like New Mexico Bank & Trust to use in order to process the transaction in the available fields, i.e., Property Code, Account #, Amount Applied. The fields are client specific.
2. Click **Accept**.

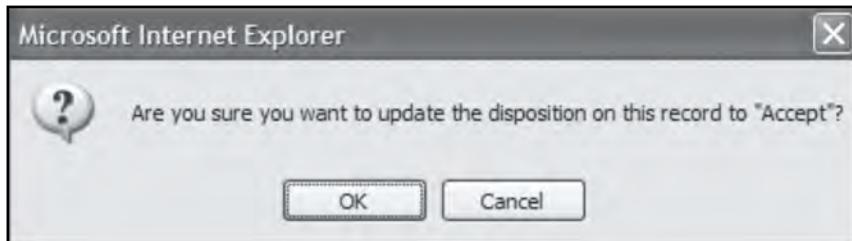
The screenshot shows the 'Web Exceptions' interface. At the top, there are tabs for 'Check' (selected) and 'Voucher'. Below the tabs, there are buttons for 'Front' and 'Back'. On the right side, there are navigation buttons for '1 of 1', arrows, and search functions. The main area displays a check image with handwritten details. The check is made out to 'Harbour Hills' for \$1000.00, drawn on 'UNION STATE BANK' in Suffern, NY 10588. The check number is 2898, and it is dated 2/05. The words 'VOID NON-NEGOTIABLE' and 'VOID' are printed on the check. Below the check image, there is a table titled 'Payment Detail' with the following data:

Property Code	Account #	Voucher		Check		Amount Applied
		No.	Amount Due	No.	Check Amount	
HH	0309	1	\$1195	1	\$1000	1000.00
		Total		Total	\$1000.00	\$1000.00

At the bottom of the table, there are four buttons: 'Accept', 'Hold', 'Reject to Management', and 'Reject to Processor'. Arrows point from the 'Accept', 'Hold', and 'Reject to Management' buttons to their respective fields in the 'Payment Detail' table.

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3. From the pop up window that appears, click **OK**.



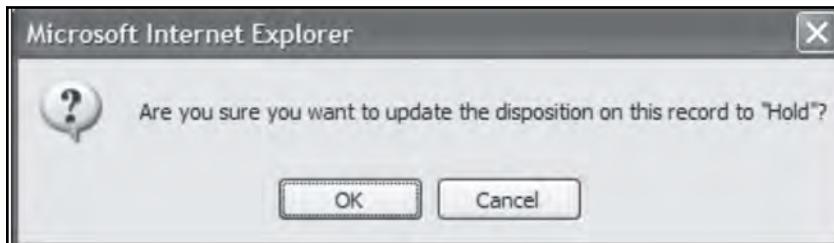
NOTE: New Mexico Bank & Trust will attempt to process this transaction again using the information you provided. Any pricing or tolerance rules will not be applied to transactions accepted from the web. Sum of the amount applied must always equal the check amount. The transaction could be rejected again if other required business rules fail. Otherwise, after New Mexico Bank & Trust processes the transaction successfully, it will appear as an Accept.

HOLD

Web Exceptions		Web Reject																																				
<input type="radio"/> Check	<input type="radio"/> Voucher	<input type="radio"/> Front	<input type="radio"/> Back																																			
1 of 1																																						
Payment Detail <table border="1" style="width: 100%;"> <thead> <tr> <th rowspan="2">Property Code</th> <th rowspan="2">Account #</th> <th colspan="2">Voucher</th> <th colspan="2">Check</th> <th rowspan="2">Amount Applied</th> </tr> <tr> <th>No.</th> <th>Amount Due</th> <th>No.</th> <th>Check Amount</th> </tr> </thead> <tbody> <tr> <td>HH</td> <td>0309</td> <td>1</td> <td>\$1195</td> <td>1</td> <td>\$1000</td> <td>1000.00</td> </tr> <tr> <td colspan="2"></td> <td></td> <td>Total</td> <td colspan="2">\$1000.00</td> <td>\$1000.00</td> </tr> <tr> <td colspan="2"></td> <td colspan="2" style="text-align: center;">Accept</td> <td colspan="2" style="text-align: center;">Hold</td> <td colspan="2" style="text-align: center;">Reject to Management</td> <td colspan="2" style="text-align: center;">Reject to Processor</td> </tr> </tbody> </table>				Property Code	Account #	Voucher		Check		Amount Applied	No.	Amount Due	No.	Check Amount	HH	0309	1	\$1195	1	\$1000	1000.00				Total	\$1000.00		\$1000.00			Accept		Hold		Reject to Management		Reject to Processor	
Property Code	Account #	Voucher				Check		Amount Applied																														
		No.	Amount Due	No.	Check Amount																																	
HH	0309	1	\$1195	1	\$1000	1000.00																																
			Total	\$1000.00		\$1000.00																																
		Accept		Hold		Reject to Management		Reject to Processor																														

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1. From the Exceptions Detail screen, click **Hold**.
2. From the pop up window that appears, click **OK**.



NOTE: On the Process Questionnaire, the client designates the number of days an exception can remain on the web without receiving a response (usually 5 business days). After this designated number of days expires and the transaction has not been accepted or rejected, it is auto rejected to management.

REJECT TO MANAGEMENT

Web Exceptions Web Reject

(radio buttons: Check, Voucher) (radio buttons: Front, Back) 1 of 1

Klik Technologies Corp 01-99
4 N Main Street
Spring Valley, NY 10977
VOID- TEST CHECKS ONLY

50-597/219 2898

Pay to the Order of Harbour Hills \$ 1000.00
One thousand Dollars

UNION STATE BANK
59 ROUTE 59
SUFFERN, N.Y. 10591

VOID NON-NEGOTIABLE

For *VOID*

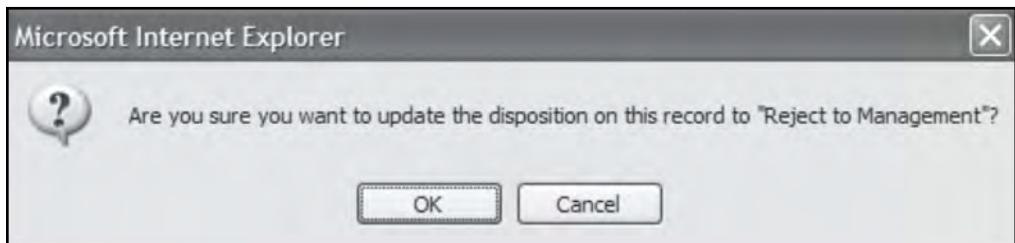
CO 219059???: 02000084311# 2898

Payment Detail

Property Code	Account #	Voucher		Check		Amount Applied
		No.	Amount Due	No.	Check Amount	
HH	0309	1	\$1195	1	\$1000	1000.00
				Total	\$1000.00	\$1000.00
		<input type="button" value="Accept"/>		<input type="button" value="Hold"/>		<input type="button" value="Reject to Management"/>
						<input type="button" value="Reject to Processor"/>

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1. From the Exceptions Detail screen, click **Reject to Management**.



2. From the pop up window that appears, click **OK**.

NOTE: When a transaction is rejected to management, the corresponding checks will be delivered to the address designated on the Process Questionnaire to receive the client's daily package.

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REJECT TO PROCESSOR

- From the Exceptions Detail screen, click **Reject to Processor**.

Web Exceptions Web Reject

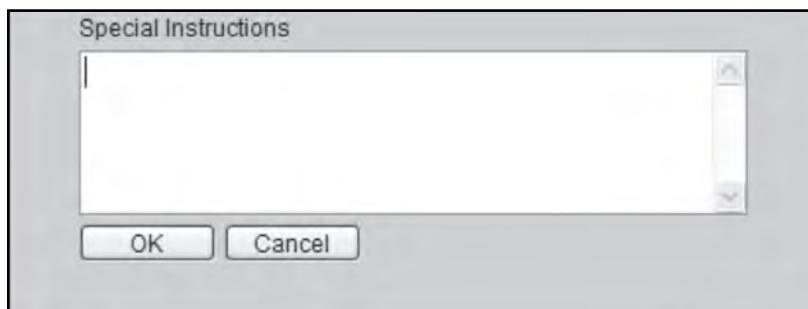
Check Voucher Front Back 1 of 1 < > Print Search

The screenshot shows a 'Web Exceptions' window. At the top, there are tabs for 'Check' and 'Voucher', and buttons for 'Front' and 'Back'. A page number '1 of 1' and navigation arrows are also present. Below the tabs is a large image of a check. The check is from 'Klik Technologies Corp' with address '4 N Main Street Spring Valley, NY 10977 VOID- TEST CHECKS ONLY'. It is payable to 'Harbour Hills' for '\$1000.00 One thousand Dollars'. It is from 'UNION STATE BANK' with address '59 ROUTE 59 SUFERN, NY 10901'. The check is marked 'VOID' and has a handwritten signature '2 2005' above it. The check number is '2898'. Below the check image is a 'Payment Detail' table.

Property Code	Account #	Voucher		Check		Amount Applied
		No.	Amount Due	No.	Check Amount	
HH	0309	1	\$1195	1	\$1000	1000.00
		Total		\$1000.00		\$1000.00

Buttons at the bottom of the table include 'Accept', 'Hold', 'Reject to Management', and 'Reject to Processor'.

- In the Special Instructions pop up window, enter the instructions New Mexico Bank & Trust should follow for this transaction.



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HOW TO PERFORM A LOCKBOX SEARCH

You may search for a transaction in the Lockbox Plus system by using Lockbox Search. This section will describe the steps to perform a lockbox search.

1. From the left navigation menu, click **Lockbox Tools**. Then click **Lockbox Search**.
2. From the Lockbox Search screen, complete one or more of the following:
 - a. From the Type drop down list, choose **Accepts, Current Exceptions** or **Processed Exceptions**. This will narrow down your search results to include only transactions that fall into that type.

NOTE: If you do not make a selection from the Type drop down list, your search results will include transaction from all types.
 - b. Enter a Lockbox Number.
 - c. Enter a Payor's Account ID
 - d. Enter a Voucher Amount
 - e. Enter a DDA
 - f. Enter a Due Date range, i.e., 5/14/7 to 5/16/7
 - g. Enter a Check DIN
 - h. Enter a number of Results per Page. The default is 10 results displayed per page.
 - i. From the Entity drop down list, choose one of the listed entities. This will narrow down your search results to include only transactions for that entity.

NOTE: If you do not make a selection from the Entity drop down list, your search results will include transactions from all Entities.
 - j. Enter a Payor's Bank Account Number
 - k. Enter a Check Amount Range, i.e., 500.00 to 600.00.
 - l. Enter a Check Number
 - m. Enter a Process Date range, i.e., 5/15/07 to 5/16/07
 - n. Enter a Voucher DIN
 - o. Enter a number of Maximum Results. The default is 200 results.

NOTE: If you complete more than one of the above, the Lockbox Search will only display results that match all the search criteria entered.

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3. Click **Submit**.

Members Hub

Lockbox Search

Lockbox Tools > Lockbox Search

Lockbox Search | Advanced Search

Type: choose... Entity: choose...

Lockbox Number: Payor's Bank Acct #:

Payor's Acct ID: Check Amount: 500.00 To 600.00

Voucher Amount: Check Number:

DDA: Process Date:

Due Date: To:

Check DIN: Voucher DIN:

Results per Page: Maximum Results: 200

submit

The screenshot shows the 'Lockbox Search' page within the 'Members Hub'. On the left, there is a sidebar menu with options like 'Members Hub', 'Lockbox Tools' (which is expanded to show 'lockbox reports', 'lockbox ticker', 'accepts', 'current exceptions', and 'lockbox search'), 'Transmissions', 'Member Maintenance', 'Message Queue', 'Change Password', 'Customer Care', and 'Logout'. The main area contains a search form titled 'Lockbox Search | Advanced Search' with various input fields for filtering search results. A large red arrow points to the 'submit' button at the bottom right of the form.

4. Your search results will display.
5. Click to view the details of a transaction.

Lockbox Search

Lockbox Tools > Lockbox Search

Lockbox Search | Advanced Search

Type: choose... Entity: choose...

Lockbox Number: Payor's Bank Acct #:

Payor's Acct ID: Check Amount: 500.00 To 600.00

Voucher Amount: Check Number:

DDA: Process Date:

Due Date: To:

Check DIN: Voucher DIN:

Results per Page: Maximum Results: 200

submit

Search Result

Detail	Entity	Lockbox Number	Payor's Acct ID	Check Amount	Check Number	Due Date	Process Date	Accept/Reject
	Hudson Terraces	19444		\$525.00	8491	04/05/07	04/05/07	✓
	Golden Ponds	19444	15B	\$500.00	2754	01/10/07	05/14/07	✗
	Harbour Hills	19444	0404	\$525.00	2742	01/10/07	05/14/07	✗
	Pineapple St.	19444	11B	\$500.00	2733	01/10/07	05/14/07	✗
	Hudson Terraces	19444	S04B	\$600.00	2721	01/10/07	05/14/07	✗
	Grand Apartments	19444	72	\$555.00	6135	01/10/07	05/14/07	✗

Page 1 of 1 Showing 1 - 6 of 6

first previous next last

The screenshot shows the 'Lockbox Search' page with the search results table. The table has columns for Detail, Entity, Lockbox Number, Payor's Acct ID, Check Amount, Check Number, Due Date, Process Date, and Accept/Reject. Each row represents a transaction with a magnifying glass icon in the Detail column. A large red arrow points to the 'submit' button at the top of the search form. Below the table, there are navigation buttons for 'first', 'previous', 'next', and 'last'.

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6. From the Search Results Detail screen, you can view the following:

- a. Images of the front and back of the check
- b. Images of the front and back of the voucher
- c. Transaction status
- d. Payor's Account ID
- e. Voucher Amount
- f. DDA
- g. Due Date
- h. Check Amount
- i. Payor's Bank Account Number
- j. Route Transit
- k. Check Number
- l. Process Date
- m. Check DIN
- n. Voucher DIN
- o. Lockbox
- p. Disposition Updated By
- q. Time Last Updated

Search Results Detail

2 of 6 | | Check Voucher | Front Back | One Image Two Images |

Transaction Status: Payor's Acct ID: Voucher Amount: DDA: Due Date: Check Amount: Payor's Bank Acct No.: Route Transit: Check Number: Process Date: Check DIN: Voucher DIN: Lockbox: Disposition Updated By: Time Last Updated:

Klik Technologies Corp 01-99
4 N Main Street
Spring Valley, NY 10977
VOID TEST CHECKS ONLY

Pay to the Order of Golden Ponds
UNION STATE BANK
59 ROUTE 59
SUPEERIN, N.Y. 10901
VOID NON-NEGOTIABLE

ABC MANAGEMENT COMPANY
1234 Main Street
Anytown, USA 12345

MAKE CHECK PAYABLE TO:
Please Return Payment To:
Name:
Date: **Amount Due:** **Account No.:**
001221231350200004 0 090104 0084500 004 2

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HOW TO PERFORM AN ADVANCED LOCKBOX SEARCH

Advanced Lockbox Search allows the user to expand on the Lockbox Search capabilities enabling more precise inquiries, repeatable searches and notification. Some features of Advanced Lockbox Search are:

- ▶ The ability to add logical operators to a search, i.e., greater than, less than, equal to, starts with and contains.
- ▶ The ability to save searches and run them again at a later time.
- ▶ The ability to schedule searches.
- ▶ The ability to notify the user via e-mail when results to a daily search are found.

The below section will describe how to use Advanced Lockbox Search.

HOW TO RUN A ONE TIME QUERY

1. From the left navigation menu, click **Lockbox Tools**. Then click **Lockbox Search**.
2. Click **Advanced Search**.

The screenshot shows the 'Lockbox Search' interface. On the left is a navigation menu with options like 'Members Hub', 'Lockbox Tools' (which is selected and highlighted with a red arrow), and 'lockbox reports'. The main area is titled 'Lockbox Search | Advanced Search'. It contains various search fields: 'Type' (dropdown menu), 'Lockbox Number' (text input), 'Payor's Acct ID' (text input), 'Voucher Amount' (text input), 'DDA' (text input), 'Due Date' (text input with a calendar icon), 'Check DIN' (text input), 'Results per Page' (text input with value '10'), 'Entity' (dropdown menu), 'Payor's Bank Acct #' (text input), 'Check Amount' (text input with 'To' field), 'Check Number' (text input), 'Process Date' (text input with a calendar icon), 'Voucher DIN' (text input), and 'Maximum Results' (text input with value '200'). A 'submit' button is at the bottom right. The top right corner shows the path 'Lockbox Tools > Lockbox Search'.

3. From the Advanced Search screen, click **New**.

The screenshot shows the 'Advanced Search' interface. The left navigation menu is identical to the previous screen. The main area is titled 'Advanced Search'. It has a 'Query List' section with a dropdown menu labeled 'Please Select a Query' and a 'New' button. Below this are fields for 'Process Date' (set to '5/14/2007') and a link 'Advanced Search Instructions'. The top right corner shows the path 'Lockbox Tools > Advanced Search'.

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4. In the Process Date field, enter the process date for the transaction you wish to find, i.e., 5/14/7.
- a. If you leave the Process Date field blank, your search results will include transactions processed on any date.
5. From the Field drop down list, choose the field you wish to search by, i.e., check amount.
6. From the Operator drop down list, choose the appropriate selection for your search, i.e., greater than.
7. In the Value field, enter the value of your search, i.e., 1000.00.
8. If you wish to add additional parameters to your search, click the **Add** button.
 - a. To remove parameters, click the **Remove** button to the right of the parameter you wish to remove.
9. Click **Run**.

The screenshot shows the 'Advanced Search' page. On the left is a navigation menu with links like Members Hub, Lockbox Tools (selected), lockbox reports, lockbox locker, accepts, current exceptions, lockbox search, Transmissions, Member Maintenance, Message Queue, Change Password, Customer Care, and Logout. The main area has a title 'Advanced Search' and a sub-header 'Lockbox Tools > Advanced Search'. It includes a 'Query List' dropdown set to 'Please Select a Query' with a 'New' button. A 'Process Date' field contains '5/14/2007'. Below these are sections for 'New Query' and 'Query Name'. Under 'New Query', there are dropdowns for 'Field' (set to 'Check Amount'), 'Operator' (set to 'Greater than'), and 'Value' (set to '1000.00'). There are also 'Add' and 'Remove' buttons. Under 'Query Name', there is a text input field and a checkbox asking 'Do you want this query to run daily? If so, please fill out the email address below.' with a corresponding input field. At the bottom are 'Save' and 'Run' buttons, with a large arrow pointing to the 'Run' button.

10. The results of your query will display.
11. Click to view the details of a transaction.

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HOW TO CREATE A QUERY FOR FUTURE USE

1. Repeat Steps 1-8 from the How to Run a One Time Query section on the previous page.
2. In the Query Name field, enter a name for your query.
3. If you wish for the query to run each evening, check the box and enter an e-mail address in the E-mail Address field.
 - a. A notification will be sent to the e-mail address entered if one or more results are found.
 - b. If you do not wish to run the query each evening, skip to Step 4.
4. Click **Save**.

Advanced Search

Lockbox Tools > Advanced Search

Query List

Please Select a Query New Process Date 5/14/2007 Advanced Search Instructions

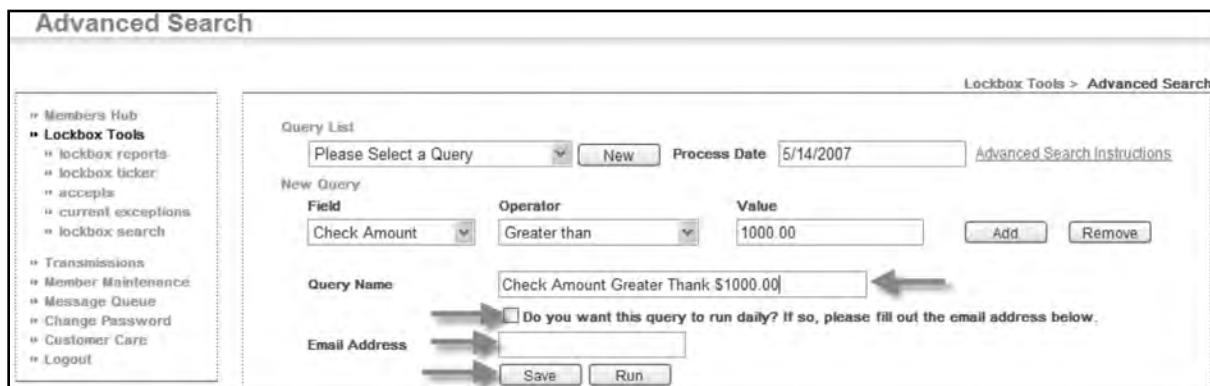
New Query

Field	Operator	Value
Check Amount	Greater than	1000.00

Query Name: Check Amount Greater Than \$1000.00 Do you want this query to run daily? If so, please fill out the email address below.

Email Address: [redacted]

Save Run



5. The saved query now appears on the Query List drop down.

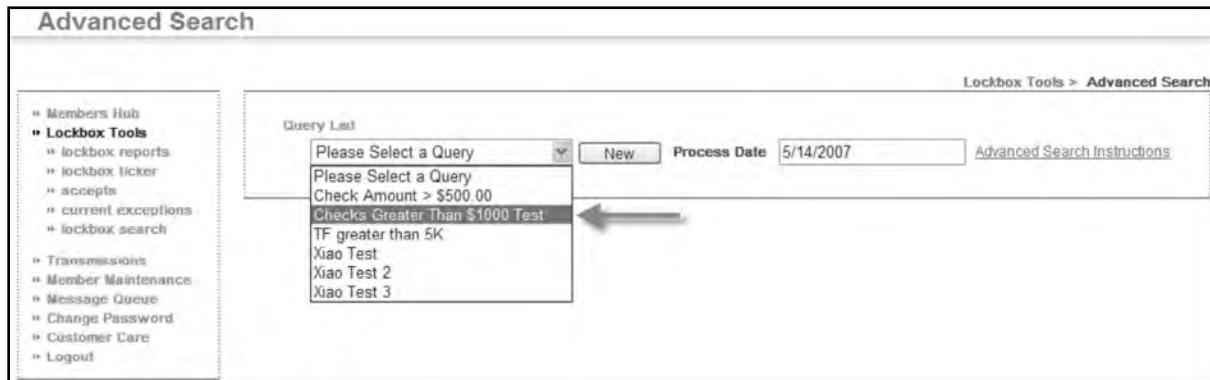
Advanced Search

Lockbox Tools > Advanced Search

Query List

Please Select a Query New Process Date 5/14/2007 Advanced Search Instructions

- Please Select a Query
- Check Amount > \$500.00
- Checks Greater Than \$1000 Test
- TF greater than 5K
- Xiao Test
- Xiao Test 2
- Xiao Test 3



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HOW TO RUN A SAVED QUERY

1. From the left navigation menu, click **Lockbox Tools**. Then click **Lockbox Search**.
2. Click **Advanced Search**.
3. From the Query List drop down, choose the query you wish to run.
4. Click **Run**.

The screenshot shows the 'Advanced Search' page. On the left, a vertical navigation menu lists options like 'Members Hub', 'Lockbox Tools' (which is selected and highlighted with a red arrow), and 'Logout'. The main area has a title 'Advanced Search' at the top right. Below it, a 'Query List' dropdown is set to 'Checks Greater Than \$1000 Test'. There are buttons for 'New', 'Process Date' (set to 5/14/2007), and 'Advanced Search Instructions'. Under 'Existed Query', there's a table with one row: 'Field' (Check Amount), 'Operator' (Greater than), and 'Value' (1000.00). Below this is a 'Query Name' field containing 'Checks Greater Than \$1000 Test'. A checkbox for daily runs is checked, and an 'Email Address' field is present. At the bottom are 'Save', 'Run', and 'Delete' buttons.

5. The results of your query will display.
6. Click to view the details of a transaction.

HOW TO DELETE AN EXISTING QUERY

1. Repeat Steps 1-3 from the How to Run a Saved Query section above.
2. Click the **Delete** button.

NOTE: Advanced Search instructions can also be accessed while logged into Lockbox Plus. Click Lockbox Tools, Lockbox Search, Advanced Search, Advanced Search Instructions. A pop-up will display containing Advanced Search Instructions.

This screenshot is similar to the previous one but focuses on the 'Delete' process. The 'Query List' dropdown is still set to 'Checks Greater Than \$1000 Test'. The 'Existed Query' table shows the same criteria as before. In the bottom right corner, the 'Delete' button is highlighted with a red arrow. The other buttons ('Save', 'Run') are also visible.

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MEMBER MAINTENANCE

Lockbox Plus has an internal security system which allows the assigned Member Administrator to add users, delete users and manage user privileges. The below section will describe each of these actions.

HOW TO ADD A USER

1. From the left navigation menu click **Member Maintenance**. Then click **Maintain User**.
2. In the First Name field, enter the user's first name.
3. In the Last Name field, enter the user's last name.
4. In the Login Username field, enter the user's username.
5. From the Security Level drop down list, select the security level you wish to assign to this user:
 - a. Exchange User – Allows user to access transmissions only.
 - b. Lockbox User – Allows user to access lockbox only.
 - c. Member Administrator – Allows user to add users, delete users and manage user privileges.
 - d. Lockbox Report User – Can only see reports.
 - e. User – Allows user to access lockbox and transmissions.
6. From the Access Entity Permissions section, check the entities for which the user should be able to view information.
 - a. Click **Allow All** to automatically place a check next to all entities.
7. Click **Submit**.

The screenshot shows the 'Maintain User' interface. On the left is a navigation menu with options like 'Members Hub', 'Lockbox Tools', 'Transmissions', 'Member Maintenance' (which is selected), 'Message Queue', 'Change Password', 'Customer Care', and 'Logout'. The main area has a title 'Edit, Delete or Reset (Unlock) Users' and a sub-section 'Add a New User'. It includes fields for 'First Name' (Jane), 'Last Name' (Doe), 'Login UserName' (JaneDoe), 'Security Level' (User), and 'Access Entity Permission' (with 'allow all' selected). A list of entities with checkboxes is shown, including 00 - Web Rejects, 23 - Grand Apartments, 233 - Grand Apartments, 26 - Test Entity for Stoplist, CP - Hudson Terraces, HH - Harbour Hills, VL - Golden Ponds, and WW - Pinwheel St. At the bottom are 'submit' and 'clear' buttons.

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8. You will receive a confirmation.
9. The username now appears on the Please Select a User drop down list.

HOW TO ALTER USER PRIVILEGES

1. From the left navigation menu, click **Member Maintenance**. Then click **Maintain User**.
2. From the Please Select a User drop down list, choose the username for which you would like to alter privileges.
3. Click **Edit**.

Maintain User

Member Maintenance > Maintain User

Edit, Delete, Reset (Unlock) Users

JaneDoe

Add a New User

Member: Klik Real Estate Mgmt

First Name: **Last Name:**

Login UserName:

Security Level: Select a Security Level

Access Entity Permission:

<input type="checkbox"/> 00	— Web Rejects	— 19444
<input type="checkbox"/> 23	— Grand Apartments	— 19444
<input type="checkbox"/> 233	— Grand Apartments	— 19444
<input type="checkbox"/> 26	— Test Entity for Stoplist	— 19444
<input type="checkbox"/> CP	— Hudson Terraces	— 19444
<input type="checkbox"/> HH	— Harbour Hills	— 19444
<input type="checkbox"/> VL	— Golden Ponds	— 19444
<input type="checkbox"/> WW	— Pinwheel St	— 19444

4. From the Edit the User screen, you may alter security level and entity permission access.
5. Click **Submit**.

Edit the User

Member Name: Klik Real Estate Mgmt

User Name: JaneDoe

Security Level: US

New Security Level: Select a Security Level

Access Entity Permission:

<input checked="" type="checkbox"/> 00	— Web Rejects	— 19444
<input checked="" type="checkbox"/> 23	— Grand Apartments	— 19444
<input checked="" type="checkbox"/> 233	— Grand Apartments	— 19444
<input checked="" type="checkbox"/> 26	— Test Entity for Stoplist	— 19444
<input checked="" type="checkbox"/> CP	— Hudson Terraces	— 19444
<input checked="" type="checkbox"/> HH	— Harbour Hills	— 19444
<input checked="" type="checkbox"/> VL	— Golden Ponds	— 19444
<input checked="" type="checkbox"/> WW	— Pinwheel St	— 19444

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HOW TO DELETE A USER

1. From the left navigation menu click **Member Maintenance**. Then click **Maintain User**.
2. From the Please Select a User drop down list, choose the username for which you would like to alter privileges.
3. Click **Delete**.

The screenshot shows a 'Maintain User' page with a sidebar containing navigation links. The main area displays a confirmation message: 'Are you sure you want to delete this user? If so, please click the "delete" button.' Below this is a 'Delete the User' section with the following details:

Member Name:	Klik Real Estate Mgmt
User Name:	JaneDoe
Security Level:	US
Access Entity Permission:	00 —— Web Rejects —— 19444 23 —— Grand Apartments —— 19444 233 —— Grand Apartments —— 19444 26 —— Test Entity for Stoplist —— 19444 CP —— Hudson Terraces —— 19444 HH —— Harbour Hills —— 19444 VL —— Golden Ponds —— 19444 WW —— Pinwheel St —— 19444

At the bottom are two buttons: a red 'delete' button with a lightning bolt icon and a grey 'cancel' button.

4. From the Are You Sure You Want to Delete This User? screen, click **Delete**.
5. You will receive a confirmation.

HOW TO ADD, MODIFY, OR DELETE AN ENTITY

The authorized Site Administrator(s) within your company will perform this procedure.

1. Log on to <https://receivables.nmb-t.com>.

The screenshot shows the main application interface with a sidebar and several panels. The sidebar contains navigation links. The main area includes:

- Lockbox Activities:**

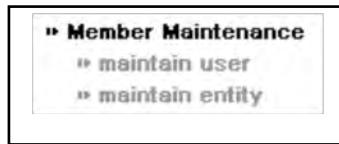
Today's Activities	Date
Amount Processed: \$52,520.27	01/10/2010
Accepts: 0	01/10/2010
Current Exceptions: 2	01/10/2010
- Message Queue:**

From	Subject	Received
Klik Technologies	2008 KliknPay ACH Schedule	Jan 10 2010 7:49:50:263PM

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- Select Member Maintenance from the menu on the left.

Result: The Maintain User and Maintain Entity choices will appear.



- Select Maintain Entity.

Result: The Entity Maintenance window appears

- Do you want to update/delete an entity, or add an entity?
 - If updating/deleting, proceed to Step 5.
 - If adding, proceed to Step 13.
- From the Edit Maintenance dropdown menu, select the appropriate entity, and click edit.

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- In the Edit Entity section of the screen, update entity information as necessary in the General Info subsection.

Edit the Entity
[Fields required are marked with a *****, all required fields must be filled out for insert to take place.]

Entity Name: Golden Ponds
Lockbox Number: 19444
Entity Code: VL
Entity Name *: Golden Ponds
Address Line 1: 24 North Main
Address Line 2: suite 200
City: MyCity
State: Alabama
Zip: 00000

submit **cancel**

- In the Pending Action field, select either Updating or Deleting from the dropdown menu. Proceed to the Bank Info section of the screen.

Pending Action:

Updating
Updating
Deleting

Update Any Bank Information as Necessary

Deposit Info

Bank Profile *: My Bank **DDA ***: 123456789 **Client ID / Owner Code**: **DDA Type ***: Standard Deposits

The bank may require that a “Client ID / Owner Code” is provided in lieu of the actual DDA in the daily bank file. If this is the case, you will need to enter this information in the field provided.

NOTE: Fields marked with an asterisk () are required.*

- In the Effective Date field, enter a date for the entity and/or bank change(s).

Effective Date *
01/01/2009

Note: The date must be the following day or later.

- If Special Assessment accounts are supported, you may enter a new line by clicking Add and filling out the appropriate information.

Deposit Info

Bank Profile * : My Bank	DDA * : 123456789	Client ID / Owner Code :	DDA Type * : Standard Deposits	Effective Date * : 01/01/09	Add	Remove
Bank Profile * : My Bank	DDA * : 987654321	Client ID / Owner Code :	DDA Type * : Special Assessment	Effective Date * : 01/01/09	Add	Remove

Line-items can be removed at any time by clicking Remove.

10. Once the entity has been updated/deleted, select **Submit**. If you wish to cancel any changes made during your session, select **Cancel**.



11. Your pending updates/additions/deletions will be listed under Pending Entities.

Pending Entities					
Detail	Lockbox #	Entity Code	Entity Name	Pending Action	Effective Date
	1545	1234	123 Main Street	Adding	10/1/2008 12:00:00 AM

If you wish to cancel your request after it has already been submitted, select the magnifying glass to bring up your request, and then select **Delete**.



12. If you wish to add a NEW entity, select the appropriate lockbox number.

[Fields required are marked with a ***, all required fields must be filled out for insert to take place.]

General Info

Lockbox Number:	Select a lockbox number
Entity Code *:	Select a lockbox number
Entity Name *:	1545
Address Line 1:	1578
Address Line 2:	27703
City:	27982
State:	56007
Zip:	

13. Enter the entity code, entity name and full address.

Add a New Entity

[Fields required are marked with a ***, all required fields must be filled out for insert to take place.]

General Info

Lockbox Number:	1545
Entity Code *:	1234
Entity Name *:	ABC Company
Address Line 1:	123 Main Street
Address Line 2:	
City:	Valley Cottage
State:	New York
Zip:	10977

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14. Add the bank information as necessary.

Deposit Info			
Bank Profile *	DDA *	Client ID / Owner Code	DDA Type *
My Bank	123456789		Standard Deposits

Your bank may require that we provide a “Client ID / Owner Code” in lieu of the actual DDA in the daily bank file. If this is the case, you will need to enter this information in the field provided.

15. In the Effective Date field, enter a start date for the new entity.

Effective Date *
01/01/2009

NOTE: The date must be the following day or later.

16. If Special Assessment accounts are supported, you may enter a new line by clicking **Add** and filling out the appropriate information.

Deposit Info					
Bank Profile *	DDA *	Client ID / Owner Code	DDA Type *	Effective Date *	
My Bank	123456789		Standard Deposits	01/01/09	<input type="button" value="Remove"/>
My Bank	987654321		Special Assessment	01/01/09	<input type="button" value="Remove"/> <input type="button" value="Edit"/>

Line-items can be removed at any time by clicking **Remove**.

17. Once the entity has been added, select **Submit**. If you wish to cancel any changes made during your session, select **Cancel**.

<input type="button" value="submit"/>	<input type="button" value="cancel"/>
---------------------------------------	---------------------------------------

18. Your pending updates/additions/deletions will be listed under Pending Entities.

Pending Entities						
Detail	Lockbox #	Entity Code	Entity Name	Pending Action	Effective Date	Created Date
	1545	1234	123 Main Street	Adding	10/1/2008 12:00:00 AM	9/30/2008 4:18:17 PM

If you wish to cancel your request after it has already been submitted, select the magnifying glass to bring up your request, and then select **Delete**.

<input type="button" value="delete"/>

NOTES OVERVIEW

The following document describes the design and use of the Notes functionality within the Lockbox Plus application. Notes will allow users to log, communicate and track details not provided in existing fields for historical, informational and/or resolution purposes. Notes will appear as a descriptive text attachment to an existing transaction.

A successfully created Note will stay with the transaction throughout its lifecycle in Lockbox Plus. It can also be viewed by other users within an organization.

This document will walk through:

- ▶ Viewing Notes
- ▶ Note creation
- ▶ Adding descriptions to a Note
- ▶ Searching for a Note

HOW TO VIEW NOTES

Notes by User View

Notes can be viewed in multiple ways. The first is a Notes by User View. On the Members Hub Overview screen, an Active Notes link exists on the left navigation menu. By clicking the **Active Notes** link, the user can view any Notes previously created by the currently logged in user.

The screenshot shows the Members Hub Overview page. At the top, there is a navigation bar with links for Contact, Sitemap, Privacy Policy & Security, and Terms of Use. Below the navigation bar, the title 'Members Hub' is displayed. The main content area is titled 'Overview'. On the left, there is a vertical navigation menu with the following items:

- » Members Hub
- » Lockbox Tools
 - » lockbox reports
 - » lockbox ticker
 - » active notes (arrow pointing here)
 - » accept
 - » current exceptions
 - » lockbox search
- » Transactions
- » Member Maintenance
- » Message Queue
- » Change Password
- » Logout

On the right side of the page, there are two main sections: 'Lockbox Activities' and 'Message Queue'.

Lockbox Activities

Today's Activities	Data
Amount Processed:	\$50,515.25
Accepts:	70
Current Exceptions:	13

Message Queue

You have 2 new messages.

From	Subject	Received
Klik Technologies	Scheduled Server Maintenance	May 8 2009 2:36:47:647PM
Klik Technologies	Scheduled Server Maintenance	Apr 24 2009 5:21:19:490PM

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On the Notes Created by User screen, the user can see:

- ▶ The Note Number – An identifying number assigned to each Note upon creation.
- ▶ Creation Date – The day the Note was created.
- ▶ Last Updated Date – The last time a description was added to the Note.
- ▶ Subject – The subject of the Note entered when the Note was created.

When the user clicks on the details of the transaction will appear. You can then select the View or Add Notes. Creating Notes and adding descriptions to Notes will be described later in this document.

The screenshot shows the 'Active Notes' page within the Lockbox Tools application. On the left, there is a navigation menu with items like Members Hub, Lockbox Tools (which is expanded to show lockbox reports, lockbox ticker, active notes, accepts, current exceptions, lockbox search), Remit Station, Transmissions, Member Maintenance, Message Queue, Change Password, and Logout. The main area has a header 'Lockbox Tools > Active Notes'. Below the header is a table with the following data:

Detail	Entity	Lockbox #	Payor's Acct ID	Check Amount	Check Number	Due Date	Process Date	Notes Messages
	1234	19444		\$0.00		3303 02/17/05	06/06/11	1

Below the table, it says 'Page 1 of 1 Showing 1 - 1 of 1' and has buttons for first, previous, next, and last.

Viewing Notes Attached to a Transaction

All Notes must be created from an existing transaction. Once a Note is created, it is attached to the transaction throughout its lifecycle in the Lockbox Plus application. A user can view Notes attached to a transaction from the Transaction Detail screens.

Exceptions Detail Screen

From the Exceptions Detail screen, the user can view Notes attached to a transaction by clicking **View Notes** to the right of the transaction line. View Notes indicates a Note is attached to the transaction. If **Add Notes** appears, no note is attached to the transaction and you may click this icon to create a new Note.

Web Exceptions Web Reject

(Check Voucher Envelope Front Back) 1 of 1 < >

Klik Technologies Corp 01-99
4 N Main Street
Spring Valley, NY 10977
VOID-TEST CHECKS ONLY

2 20 05 3303

*Pay to the Order of Golden Birds \$ 955 00/100
Nine Hundred Fifty-five 00/100 Dollars*

UNION STATE BANK
59 ROUTE 99
SUPERIOR, NY 10301

For *VOID*

10 21 90 59 77 01 02 00 08 43 11 33 03

Payment Detail

Property Code	Account #	Check		Amount Applied	
		No.	Check Amount		
123	7B	1	\$955	855.00	
123	7C	1	\$955	100.00	
		Total	\$955.00	\$955.00	

Buttons: Accept | Hold | Reject to Management | Reject to Processor | View Notes

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Accepted Detail Screen

From the Accepted Detail screen, the user can view notes attached to the transaction by clicking the **Add Notes** button in the upper left corner of the screen. After clicking **Add Notes**, the Notes Created from Transaction screen will appear.

The screenshot displays two windows side-by-side. The left window is titled "Accepted Transactions" and shows a list of transaction details. The right window shows a check and a member/dependent authorization request form.

Accepted Transactions (Left Window):

Payor's Acct ID	1009
Voucher Amount	\$100.00
DDA	0932872808
Due Date	09/09/08
Check Amount	\$100.00
Payor's Bank Acct No.	153170
Route Transit	21000021
Check Number	1416
Process Date	05/08/09
Check DIN	72910004
Voucher DIN	72910003
Lockbox	

Right Window Content:

Check Image:

1416
Jane Director
.25 Any Street
New York, NY 10023
20 October 2007
PAY TO THE
ORDER OF Klik Technologies
One Hundred and no/100
Alpha Bank
123 Chester St
New York, NY 33335
Test Checks
MEMO BB
Jane Director
1416# 1021000021# 153170#

Member/Dependent Authorization Request Form (Right Window):

MEMBER/DEPENDENT AUTHORIZATION REQUEST FORM

You may give the North Carolina State Health Plan (SHP) written authorization to disclose your Protected Health Information (PHI) to anyone you designate and for any purpose. If you wish to authorize a person or entity to receive your PHI, please complete the information below. Completion of this form will not change the way that the Plan communicates with members or dependents. For example, we will still send Explanation of Benefits (EOB) statements to the member.

MEMBER/DEPENDENT NAME	MEMBER/DEPENDENT DATE OF BIRTH (month, day, year)
MEMBER ID NUMBER	MEMBER/DEPENDENT ADDRESS ON RECORD
At my request, I authorize the SHP and their business associates to disclose my PHI to (enter name of person/entity who will receive your PHI):	
NAME	RELATIONSHIP TO MEMBER/DEPENDENT
I authorize the SHP and their business associates to disclose the following PHI to the person/entity listed above: <input type="checkbox"/> Enrollment Information <input type="checkbox"/> Benefit Information	

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HOW TO CREATE A NOTE

A Note must be created from an existing transaction. It will be attached to the transaction throughout its lifecycle in the Lockbox Plus application. The steps to create a Note are the same from the Exceptions Detail screen and Accepts Detail screen.

1. From the Exceptions Detail screen or Accepts Detail screen, click **Add Notes**.
If a note has already been attached to the transaction the button will read **View Notes**.
2. On the Notes Create screen:
 - a. Enter a Subject
 - b. Enter a Description
 - c. If you would like to send an e-mail notification of this Note, check the box and enter an e-mail address.
 - The recipient will be able to click on a link in the body of the e-mail and view the Note.
 - d. Click the **Post** button

NOTE: Each Note description is stamped with the username of the person who created the description, the creation date and the creation time.

Date/Time Created	Note Subject and Description
6/3/2008 12:54:30 PM ewbdemo	Please review This needs to be... Reply to this
8/22/2008 2:08:12 PM bokfdemo	Unidentified Payment Do you know the loan number? Reply to this

Post New Note

Subject

Note Description

Check here if you would like to send an email notification of this note.
Then enter an email address below.

E-mail Address

3. You will receive a confirmation.

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ADDING DESCRIPTIONS TO A NOTE

Once a Note is created, the Note itself and the descriptions cannot be edited or deleted. In order to update an existing Note with additional information, a description must be added. The steps to add a description are the same from the Notes by User screen, Exceptions Detail screen and Accepts Detail screen.

1. From the Exceptions Detail screen or Accepts Detail screen, click **View Notes** to read the Note description.
2. Complete the New Note fields and select **Post**.

Date/Time Created	Note Subject and Description
6/3/2008 12:54:30 PM ewbdemo	Please review This needs to be.... Reply to this
8/22/2008 2:08:12 PM bokfdemo	Unidentified Payment Do you know the loan number? Reply to this

Post New Note

Subject:

Note Description:

Check here if you would like to send an email notification of this note.
Then enter an email address below.

E-mail Address:

HOW TO SEARCH FOR A NOTE

You can easily view all active notes from the Active Note screen.

1. From the left navigation menu, click **Active Notes**.
2. On the right you will now see all Active Notes.
3. Select the  to view additional details.

Lockbox Tools > Active Notes

Click on the Column header to sort by that column

Detail	Entity	Lockbox #	Payor's Acct ID	Check Amount	Check Number	Due Date	Process Date	Notes Messages
	1234	19444		\$0.00		3303 02/17/05	06/06/11	1

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first **previous** **next** **last**

Members Hub
Lockbox Tools
lockbox reports
lockbox ticker
active notes
accepts
current exceptions
lockbox search
Remit Station
Transmissions
Member Maintenance
Message Queue
Change Password
Logout

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KLIK-N-PAY CUSTOMER SERVICE TOOL

1. Functions available to the CSR:
 - a. Adjust Upper Limit
 - b. Delete recurring payment
 - c. Delete one-time payment
 - d. Delete account for a payor
 - e. Delete a payor (Cancel a customers Klik-n-Pay account)

2. TOP LEVEL

Maintain Account

KliknPay > Search Account

Members Hub
Lockbox Tools
Transmissions
Message Queue
KliknPay
account search
Change Password
Logout

Search KliknPay Account
Last Name:
Lockbox URI:
Lockbox Entity:
Account:
E-mail:
submit clear

- After entering in applicable customer data and selecting **submit**, the following screen is presented:

Members Hub

Account Detail

KliknPay > Account Detail

Payor Information

Payor Status	Login UserName	Last Name	First Name	M.I.	Address	City	State	Zip	Email
Active	XiaoTest	KlikTest	TestKlik	Test	Test	NY	10989	fdan@klik.com	

Delete Payor

Billing Account(s)

Select	LockboxURI	Account #	Remit To Name	Current Amount Due	Deleted	Date Time Created
<input type="checkbox"/>	28103	0011 1234 5678 90	Vue at Brickell Condo	\$251.6300	No	3/27/2009 11:31:25 AM
<input type="checkbox"/>	28103	0011 9876 5432 10	Vue at Brickell Condo	\$151.6500	No	3/27/2009 11:27:53 AM

Delete Account(s)

Payment History

Select	Create Date	Payment Date	Debit Date	Billing Acct #	Payment Method	Payment Method Acct #	Amount	Payment Status	Reason	Payment Type
	5/27/2009 3:25:49 PM	06/18/09	06/18/09	0011 1234 5678 90	Test	*****6541	\$555.00	Payment Voided	Customer Service Adjustment	One-Time
<input checked="" type="checkbox"/>	5/27/2009 3:23:56 PM	06/17/09	06/15/09	0011 9876 5432 10	Test	*****6541	\$256.56	Scheduled	Customer Service Adjustment	One-Time
	5/14/2009 9:37:24 AM	05/28/09	05/26/09	0011 9876 5432 10	Test	*****6789	\$256.00	Payment Voided	Customer Service Adjustment	One-Time
	5/14/2009 9:37:08 AM	05/20/09	05/18/09	0011 1234 5678 90	Test	*****6789	\$125.00	Payment Voided	Customer Service Adjustment	One-Time
	5/14/2009 9:36:53 AM	05/14/09	05/15/09	0011 1234 5678 90	Test	*****6789	\$100.00	Paid		One-Time

Cancel Payment

Recurring Payment Setting

Select	Account Number	Payment Method	Submit Date	Start Date	Payment Plan	Billing Category	Recurring Amount	Next Payment Date	RecurOnDay	Upper.lmt
<input type="checkbox"/>	0011 9876 5432 10	Test	6/15/2009 9:01:34 AM	07/08/09	Current Monthly Amount Due	Maintenance	\$331.04	07/08/09	8	442.25

Delete Recurring Setting **Update Upper Limit** **close**

3. Update Upper Limit/Delete Recurring Payment (1 and 2 above).

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Navigating to the bottom of the screen:

Recurring Payment Setting											
Select	Account Number	Payment Method	Submit Date	Start Date	Payment Plan	Billing Category	Recurring Amount	Next Payment Date	RecurOnDay	UpperLimit	
<input type="checkbox"/>	0011 9876 5432 10	Test	6/2/2009 4:47:24 PM	06/02/09	Current Monthly Amount Due	Maintenance	\$331.04	06/08/09	8	442.25	

[Delete Recurring Setting](#) [Update Upper Limit](#)

To update the Upper Limit, modify the amount in the field, and select **Update Upper Limit**. If the function is unsuccessful, the following will appear:

Recurring Payment Setting											
Select	Account Number	Payment Method	Submit Date	Start Date	Payment Plan	Billing Category	Recurring Amount	Next Payment Date	RecurOnDay	UpperLimit	
<input checked="" type="checkbox"/>	0011 9876 5432 10	Test	6/2/2009 4:47:24 PM	06/02/09	Current Monthly Amount Due	Maintenance	\$331.04	06/08/09	8	442.25	

The operation cannot be completed because the ACH calculation time (06/08/2009 22:24:33) has already passed the cut-off time.

[Delete Recurring Setting](#) [Update Upper Limit](#)

Otherwise, if the adjustment is successful, the following will appear:

Recurring Payment Setting											
Select	Account Number	Payment Method	Submit Date	Start Date	Payment Plan	Billing Category	Recurring Amount	Next Payment Date	RecurOnDay	UpperLimit	
<input type="checkbox"/>	0011 1234 5678 90	Test	6/16/2009 4:08:32 PM	06/16/09	Current Monthly Amount Due	Maintenance	\$331.04	06/23/09	23	800.00	

You have successfully updated upper limit.

[Delete Recurring Setting](#) [Update Upper Limit](#)

To delete a recurring payment, select the check box on the left side of the application and press **Delete Recurring Setting**.

Recurring Payment Setting											
Select	Account Number	Payment Method	Submit Date	Start Date	Payment Plan	Billing Category	Recurring Amount	Next Payment Date	RecurOnDay	UpperLimit	
<input checked="" type="checkbox"/>	0011 9876 5432 10	Test	6/2/2009 4:47:24 PM	06/02/09	Current Monthly Amount Due	Maintenance	\$331.04	06/08/09	8	442.25	

You have chosen to stop this schedule of recurring payments. If you choose to continue, no future payments will be automatically generated. Are you sure you want to continue?

[OK](#) [Cancel](#)

Select **OK** to continue

Recurring Payment Setting											
This selected recurring payment setting has been deleted.											

[close](#)

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Delete One-Time Payment (Step 3)

Payment History										
Select	Create Date	Payment Date	Debit Date	Billing Acct #	Payment Method	Payment Method Acct #	Amount	Payment Status	Reason	Payment Type
<input type="checkbox"/>	5/27/2009 3:25:49 PM	06/18/09	06/16/09	0011 1234 5678 90	Test	****6541	\$555.00	Scheduled		One-Time
<input type="checkbox"/>	5/27/2009 3:23:56 PM	06/17/09	06/15/09	0011 9876 5432 10	Test	****6541	\$256.56	Scheduled		One-Time
	5/14/2009 9:37:24 AM	05/28/09	05/26/09	0011 9876 5432 10	Test	****6789	\$256.00	Payment Voided	Customer Service Adjustment	One-Time
	5/14/2009 9:37:08 AM	05/20/09	05/18/09	0011 1234 5678 90	Test	****6789	\$125.00	Payment Voided	Customer Service Adjustment	One-Time
	5/14/2009 9:36:53 AM	05/14/09	05/15/09	0011 1234 5678 90	Test	****6789	\$100.00	Paid		One-Time

Select the check box of the one-time payment that you wish to cancel. You can only cancel payments that are in a "scheduled" status.

Payment History										
Select	Create Date	Payment Date	Debit Date	Billing Acct #	Payment Method	Payment Method Acct #	Amount	Payment Status	Reason	Payment Type
<input checked="" type="checkbox"/>	5/27/2009 3:25:49 PM	06/18/09	06/16/09	0011 1234 5678 90	Test	****6541	\$555.00	Scheduled		One-Time
<input type="checkbox"/>	5/27/2009 3:23:56 PM	06/17/09	06/15/09	0011 9876 5432 10	Test	****6541	\$256.56	Scheduled		One-Time
	5/14/2009 9:37:24 AM	05/28/09	05/26/09	0011 9876 5432 10	Test	****6789	\$256.00	Payment Voided	Customer Service Adjustment	One-Time
	5/14/2009 9:37:08 AM	05/20/09	05/18/09	0011 1234 5678 90	Test	****6789	\$125.00	Payment Voided	Customer Service Adjustment	One-Time
	5/14/2009 9:36:53 AM	05/14/09	05/15/09	0011 1234 5678 90	Test	****6789	\$100.00	Paid		One-Time

You have chosen to cancel this scheduled one-time payment. Are you sure you want to continue?

Select **OK** to continue.

Payment History										
Select	Create Date	Payment Date	Debit Date	Billing Acct #	Payment Method	Payment Method Acct #	Amount	Payment Status	Reason	Payment Type
	5/27/2009 3:25:49 PM	06/18/09	06/16/09	0011 1234 5678 90	Test	****6541	\$555.00	Payment Voided	Customer Service Adjustment	One-Time
<input type="checkbox"/>	5/27/2009 3:23:56 PM	06/17/09	06/15/09	0011 9876 5432 10	Test	****6541	\$256.56	Scheduled		One-Time
	5/14/2009 9:37:24 AM	05/28/09	05/26/09	0011 9876 5432 10	Test	****6789	\$256.00	Payment Voided	Customer Service Adjustment	One-Time
	5/14/2009 9:37:08 AM	05/20/09	05/18/09	0011 1234 5678 90	Test	****6789	\$125.00	Payment Voided	Customer Service Adjustment	One-Time
	5/14/2009 9:36:53 AM	05/14/09	05/15/09	0011 1234 5678 90	Test	****6789	\$100.00	Paid		One-Time

The selected one-time payment has been canceled.

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Delete Account (Step 4)

Billing Account(s)						
Select	LockboxURI	Account #	Remit To Name	Current Amount Due	Deleted	Date Time Created
<input type="checkbox"/>	28103	0011 1234 5678 90	Vue at Brickell Condo	251.6300	No	3/27/2009 11:31:25 AM
<input type="checkbox"/>	28103	0011 9876 5432 10	Vue at Brickell Condo	151.6500	No	3/27/2009 11:27:53 AM
<input type="button" value="Delete Account(s)"/>						

Select account to be deleted by checking appropriate box.

Billing Account(s)						
Select	LockboxURI	Account #	Remit To Name	Current Amount Due	Deleted	Date Time Created
<input checked="" type="checkbox"/>	28103	0011 1234 5678 90	Vue at Brickell Condo	251.6300	No	3/27/2009 11:31:25 AM
<input type="checkbox"/>	28103	0011 9876 5432 10	Vue at Brickell Condo	151.6500	No	3/27/2009 11:27:53 AM
You have chosen to delete one of the billing accounts for this payor in KlikNPay. By confirming this deletion, the account will no longer be included in the payor's on-line account setup portfolio. Are you sure you want to continue?						
<input type="button" value="OK"/>		<input type="button" value="Cancel"/>				

Select **OK** to continue. If there are no pending payments for that account, the account will be deleted. Otherwise, the following error message will be presented:

Billing Account(s)						
Select	LockboxURI	Account #	Remit To Name	Current Amount Due	Deleted	Date Time Created
<input type="checkbox"/>	28103	0011 1234 5678 90	Vue at Brickell Condo	251.6300	No	3/27/2009 11:31:25 AM
<input type="checkbox"/>	28103	0011 9876 5432 10	Vue at Brickell Condo	151.6500	No	3/27/2009 11:27:53 AM
The account you have chosen still has payments pending. As a result, the account cannot be deleted until Jun 19, 2009. Please try again on that date.						
<input type="button" value="Delete Account(s)"/>						

Delete Payor (Step 5)

Payor Information										
Payor Status	Login UserName	Last Name	First Name	M.I.	Address	City	State	Zip	Email	
Active	XiaoTest	KlikTest	TestKlik		Test	Test	NY	10989	xfan@klik.com	
<input type="button" value="Delete Payor"/>										

Select **Delete Payor** to cancel a customers Klik-n-Pay account.

Payor Information										
Payor Status	Login UserName	Last Name	First Name	M.I.	Address	City	State	Zip	Email	
Active	XiaoTest	KlikTest	TestKlik		Test	Test	NY	10989	xfan@klik.com	
You have chosen to delete this payor in KlikNPay. If you choose to continue, this payor will no longer have access to the KlikNPay system. If this person wants to setup new accounts in the future, he or she will need to re-enroll in the system.										
<input type="button" value="OK"/>		<input type="button" value="Cancel"/>								

Select **OK** to continue. If there are no pending payments for that account, the account will be deleted. Otherwise, the following error message will be presented:

Payor Information										
Payor Status	Login UserName	Last Name	First Name	M.I.	Address	City	State	Zip	Email	
Active	XiaoTest	KlikTest	TestKlik		Test	Test	NY	10989	xfan@klik.com	
The account you have chosen still has payments pending. As a result, the account cannot be deleted until Jun 19, 2009. Please try again on that date.										
<input type="button" value="Delete Payor"/>										

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TRANSMISSIONS

Transmissions are data files available for download. A user can receive transmissions of current day's remittance activity for download and import into an Accounts Receivable system. The below section will describe how to view and download transmissions.

HOW TO VIEW TRANSMISSIONS

1. From the left navigation menu, click **Transmissions**. Then click **View Transmissions**.

The screenshot shows the 'Overview' page. On the left, there is a navigation menu with the following items:

- » Members Hub
- » Lockbox Tools
- » Transmissions** (this item is highlighted with a red arrow)
- » view transmissions
- » send transmissions
- » Member Maintenance
- » Message Queue
- » Change Password
- » Customer Care
- » Logout

In the main content area, there is a 'Lockbox Activities' section with a table:

Today's Activities	Data
Amount Processed:	\$48,557.00
Accepts:	52
Current Exceptions:	4

Below this is a 'Message Queue' section with the message "no new messages".

2. From the View Transmissions screen:

- a. Choose the status of the transmission you wish to view from the Status drop down list.
 - Deleted
 - Downloaded
 - Pending
 - All – This selection allows you to view transmissions from all status.
- b. You may enter a date range of the transmissions you wish to view. If no date range is entered, the search results will show transmissions from all dates.
 - For example: Between 5/22/17 and 5/25/17
- c. Click **Go**.

The screenshot shows the 'View Transmissions' page. On the left, there is a navigation menu with the following items:

- » Members Hub
- » Lockbox Tools
- » Transmissions** (this item is highlighted with a red arrow)
- » view transmissions
- » send transmissions
- » Member Maintenance
- » Message Queue
- » Change Password
- » Customer Care
- » Logout

In the main content area, there is a 'Search Transmissions' form:

Transmissions > View Transmissions

Status:	All
Date:	Between 2/1/05 And 5/22/07
go	

A message at the bottom of the form says "No transmission files match the search criteria specified."

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3. The transmissions matching your search criteria will display. The below information can be seen:
 - a. Sender – The user who initiated the transmission.
 - b. Receiver – The end user who the transmission was sent to.
 - c. Date – The date the transmission was created.
 - d. Document Type – The type of information being transmitted.
 - e. Status – The current status of the transmission.
 - f. File Name – The name of the transmission file.
 - g. Test Indicator – If an indicator appears in this column, the transmission is a test and does not contain production data.
 - h. Check the **Show Comments** check box to view any comments that have been given to the transmission.

Transmissions > View Transmissions

Search Transmissions Status: <input style="border: 1px solid black; padding: 2px; width: 50px; height: 20px;" type="button" value="All"/> Date: Between <input style="width: 100px;" type="text" value="2/1/05"/> And <input style="width: 100px;" type="text" value="5/22/07"/> <input style="border: 1px solid black; background-color: #ccc; color: black; padding: 2px; margin-left: 10px;" type="button" value="go"/>									
View Transmissions <small>[Click on the Column header to sort by that column]</small>									
<input checked="" type="checkbox"/> Show Comments									
Select	Sender	Receiver	Date	Document Type	Status	FileName	Test Indicator	Comment	
<input type="checkbox"/>	Klik Remit	Klik Real Estate Mgmt	8/1/2006 9:38:23 AM	Rent Bill	Downloaded	XMLFiles_081506.zip			
<input type="checkbox"/>	Klik Remit	Klik Real Estate Mgmt	2/15/2005 3:41:12 PM	Rent Bill	Downloaded	TestFile.txt	Test		

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HOW TO DOWNLOAD TRANSMISSIONS

1. Click the file name you wish to download.

Search Transmissions

Status: All

Date: Between 2/1/05 And 5/22/07

View Transmissions
[Click on the Column header to sort by that column]

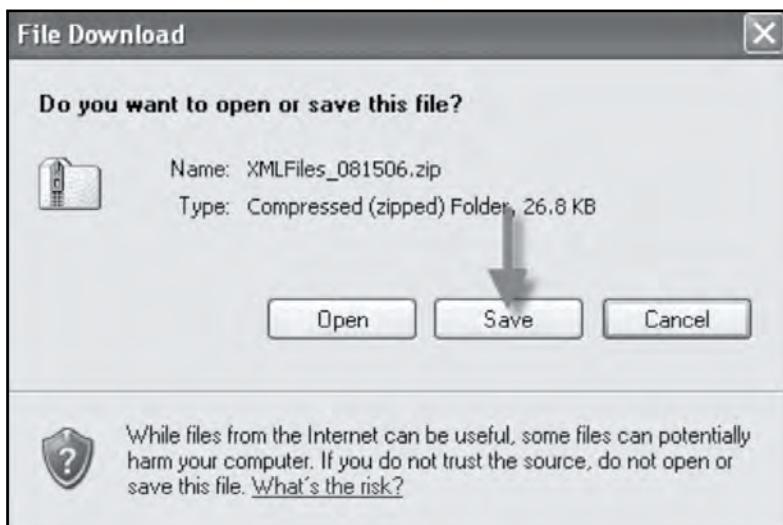
Show Comments

Select	Sender	Receiver	Date	Document Type	Status	File Name	Test Indicator
<input type="checkbox"/>	Klik Remit	Klik Real Estate Mgmt	8/1/2006 9:38:23 AM	Rent Bill	Downloaded	XMLFiles_081506.zip	
<input type="checkbox"/>	Klik Remit	Klik Real Estate Mgmt	2/15/2005 3:41:12 PM	Rent Bill	Downloaded	TestFile.xls	

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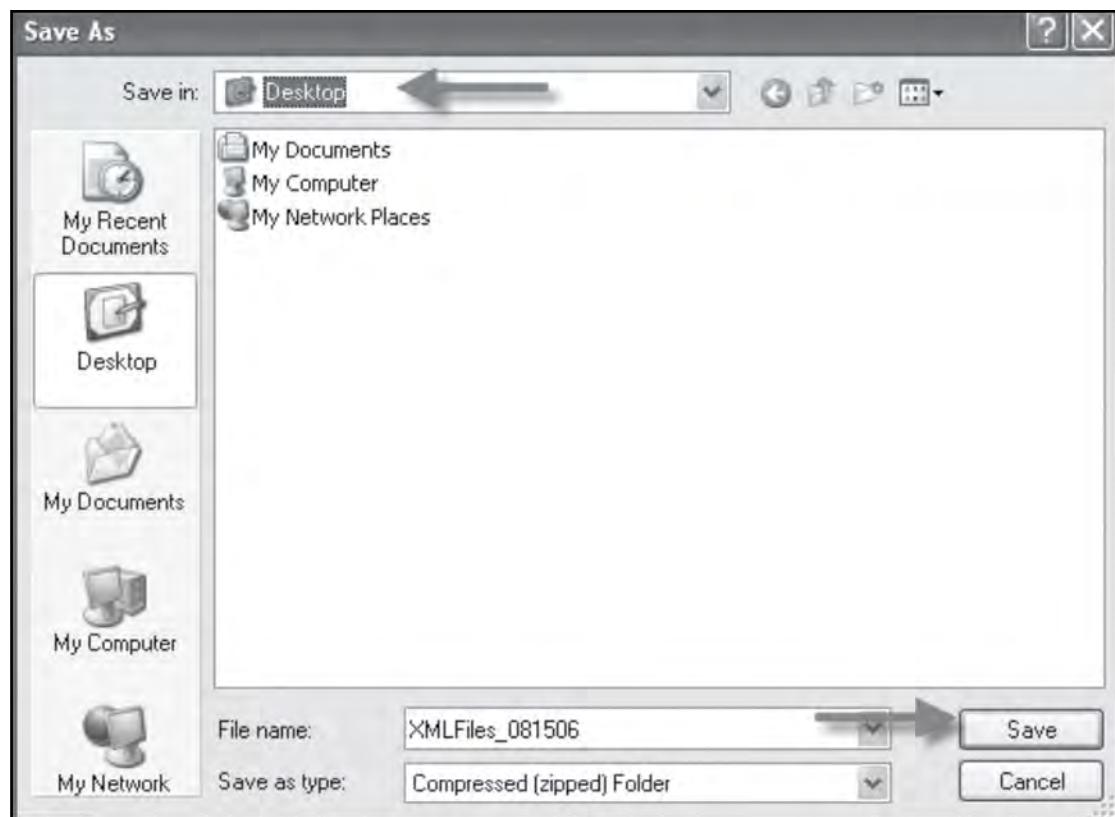

**DOWNLOAD
INSTRUCTIONS**

2. In the File Download pop up window, click **Save**.



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3. From the Save As pop up window:
 - a. Choose a location to save the file.
 - b. Click **Save**.



NOTE: Transmission download instructions are available on screen when viewing your transmissions.

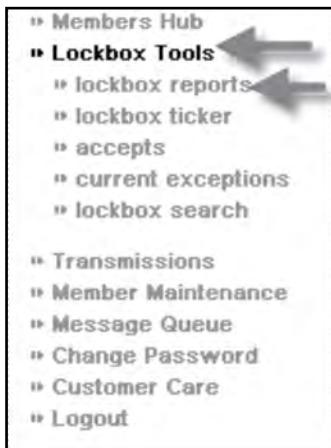
Click to view the instructions.

[**RETURN TO CONTENTS**](#)

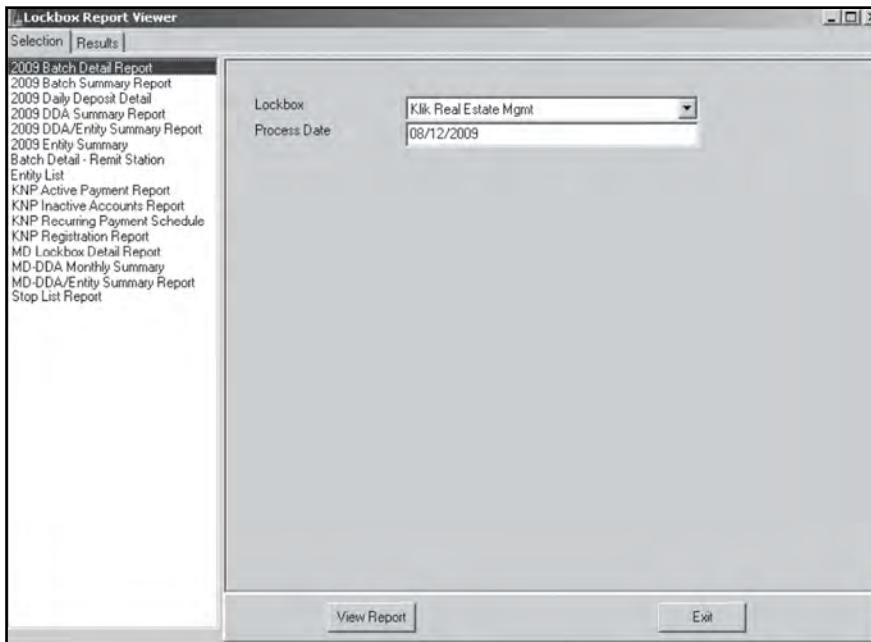
LOCKBOX REPORTS

Users may view and print various standard reports that provide a detailed summary of processed remittances. The below section will describe how to view these reports.

1. From the left navigation menu, click **Lockbox Tools**. Then click **Lockbox Reports**.



2. When you select Lockbox Report, the Report Viewer will launch.



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3. From the Lockbox Report Viewer screen:

a. Choose a **Report Name**

- Reports will vary depending on products you subscribe to and any custom reports that may have been developed per your request.

b. Choose the Lockbox you wish to query.

c. Enter a Report Date.

d. Click **View Report**.

e. The report will display in the Results tab.

Batch Detail Report Klik Real Estate Mgmt (19444)											Report Date: 08/12/09 Time: 01:40 PM Page: 1 of 4		
Building ID	Tenant	DDA Number	Sequence Number	Amount Due	Stub Date	Amount Applied	Check R/T	Check Number	Check Amount				
VL	07A	1801000643	22147772	\$45.00	9/1/2004	300.00	111025452	2756	\$300.00				
VL	05T	1801000643	22147773	\$45.00	9/1/2004	45.00	11305377	2755	\$45.00				
VL	15B	1801000643	22147774	\$45.00	9/1/2004	500.00	11305377	2754	\$500.00				
VL	15A	1801000643	22147775	\$65.00	9/1/2004	750.00	111025453	2753	\$750.00				
VL	11A	1801000643	22147776	\$45.00	9/1/2004	397.75	11305377	2747	\$397.75				
VL	11T	1801000643	22147777	\$45.00	9/1/2004	80.00	11305377	2748	\$80.00				
VL	11E	1801000643	22147778	\$45.00	9/1/2004	845.00	11305377	2751	\$845.00				
VL	11D	1801000643	22147779	\$45.00	9/1/2004	845.00	11305377	2750	\$845.00				
VL	11C	1801000643	22147780	\$45.00	9/1/2004	845.00	111025452	1749	\$845.00				
VL	11B	1801000643	22147781	\$30.00	9/1/2004	820.00	11305377	2748	\$820.00				
HH	0401	057216477	22147782	\$75.00	9/1/2004	875.00	11305377	1745	\$875.00				
HH	0313	057216477	22147783	1,135.00	9/1/2004	1,040.00	11305377	2745	\$1,040.00				
HH	0201	057216477	22147784	912.00	9/1/2004	12.00	11305377	2744	\$12.00				
HH	0406	057216477	22147785	925.00	9/1/2004	625.00	11305377	2743	\$625.00				
HH	0404	057216477	22147786	1,075.00	9/1/2004	525.00	11305377	2742	\$525.00				
HH	0403	057216477	22147787	1,010.00	9/1/2004	700.00	111025453	2741	\$700.00				
HH	0411	057216477	22147788	1,025.00	9/1/2004	1,025.00	11305377	2740	\$1,025.00				
HH	0412	057216477	22147789	1,125.00	9/1/2004	1,125.00	11305377	2739	\$1,125.00				
HH	0311	057216477	22147790	735.00	9/1/2004	735.00	11305377	2738	\$735.00				
HH	0311	057216477	22147791	920.00	9/1/2004	920.00	11305377	1737	\$920.00				
HH	11A	1801000841	22147792	805.00	9/1/2004	705.00	11305377	2736	\$705.00				
HH	11D	1801000841	22147793	845.00	9/1/2004	600.00	111025452	2735	\$600.00				
HH	11C	1801000841	22147794	912.50	9/1/2004	700.00	11305377	2734	\$700.00				
HH	11B	1801000841	22147795	345.00	9/1/2004	500.00	11305377	2733	\$500.00				
HH	11A	1801000841	22147796	920.00	9/1/2004	900.00	11305377	2732	\$900.00				
HH	10D	1801000841	22147797	955.00	9/1/2004	955.00	11305377	2731	\$955.00				
HH	10F	1801000841	22147798	815.00	9/1/2004	815.00	11305377	2730	\$815.00				
HH	10S	1801000841	22147799	915.00	9/1/2004	915.00	11305377	2729	\$915.00				
HH	10H	1801000841	22147800	845.00	9/1/2004	845.00	11305377	2728	\$845.00				
HH	09D	1801000841	22147801	825.00	9/1/2004	825.00	111025453	2727	\$825.00				
CP	R11T	1352031629	22147802	305.00	9/1/2004	300.00	11305377	1725	\$300.00				
CP	134D	1352031629	22147803	765.00	9/1/2004	750.00	11305377	2724	\$750.00				
CP	294T	1352031629	22147804	785.00	9/1/2004	700.00	11305377	2723	\$700.00				
CP	R11A	1352031629	22147805	750.00	9/1/2004	705.00	11305377	2722	\$705.00				
CP	394S	1352031629	22147806	650.00	9/1/2004	600.00	11305377	2721	\$600.00				
CP	502T	1352031629	22147807	875.00	9/1/2004	875.00	11305377	2720	\$875.00				
CP	392E	1352031629	22147808	845.00	9/1/2004	845.00	11305377	2719	\$845.00				
CP	502D	1352031629	22147809	975.00	9/1/2004	975.00	11305377	2718	\$975.00				
CP	391T	1352031629	22147810	845.00	9/1/2004	845.00	11305377	2717	\$845.00				
CP	R13B	1352031629	22147811	820.00	9/1/2004	820.00	11305377	2716	\$820.00				

LOCKBOX TICKER

The **Lockbox Ticker (RE: Glossary)** is a real time ticker that a user may view on screen. It shows YTD\$, MTD\$, Today's Receipts and Today's Rejects. The below section will describe how to view the lockbox ticker.

1. From the left navigation menu, click **Lockbox Tools**. Then click **Lockbox Ticker**.

The screenshot shows the 'Members Hub' interface. On the left, there is a navigation menu with the following items:

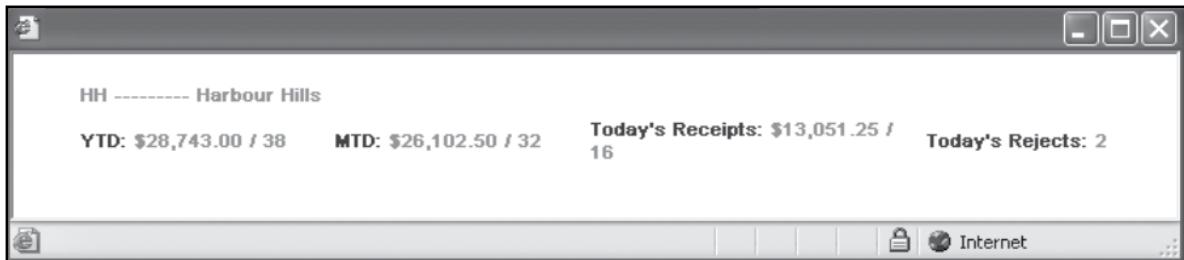
- » Members Hub
- » **Lockbox Tools** (highlighted with a red arrow)
- » lockbox reports
- » lockbox ticker (highlighted with a red arrow)
- » accepts
- » current exceptions
- » lockbox search
- » Transmissions
- » Member Maintenance
- » Message Queue
- » Change Password
- » Customer Care
- » Logout

The main content area is titled 'Lockbox Activities' and displays the following data:

Today's Activities	Data
Amount Processed:	\$48,557.00
Accepts:	67
Current Exceptions:	4

Below this, there is a 'Message Queue' section with the message 'no new messages.'

2. The lockbox ticker will display in a small Internet Explorer Window.



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APPENDIX A: FREQUENTLY ASKED QUESTIONS

What is Lockbox Plus?

Lockbox Plus combines the processing of paper checks and related documents with the convenience of the Internet. With this unique application, Billers have real time access to daily remittances, the ability to adjust rejected items online and search through transaction history. Lockbox Plus captures all accounts receivable information, generates reports, releases images to the Lockbox Plus website for online review of transactions and transmits accounts receivable information to the appropriate bank account. Lockbox Plus ultimately reduces the time between receipt and deposit into the bank.

How does Lockbox Plus work?

Lockbox Plus works with any check and document from a customer. Accounts receivable information is scanned from paper checks, money orders and remittance stubs, formatted accordingly and transmitted directly to the customer's accounts receivable system. Payor checks and vouchers are collected at a Post Office Box for scanning and processing at our processing center. Check and voucher images are available for online review the same day they are processed. All items are processed the day they are received. Rejected items are also available for review online. Checks are encoded, endorsed and deposited into the customer's desired bank account. Data files are transmitted from the Remit system to the customer's accounts receivables software. Detailed summary reports of all transactions are sent to the customer.

How is Lockbox Plus different from my existing collection and data entry process?

Lockbox Plus removes the data entry involved with processing payee checks. It centralizes and automates the accounts receivable entry process, removes the burden of receiving and manually entering paper checks and voucher information, and will provide the ability to review, approve and reject payee checks via online imaging.

Will all of my payees' checks and vouchers be sent to the Post Office Box?

Yes. We will assist in the setup of a business caller box for the receipt of all checks and vouchers for pickup and processing.

What if something that is not a check or voucher is sent to my Post Office Box?

Personnel at the processing center will review all mail that is received and collected. The customer will advise and specify on the Process Questionnaire the types of correspondence that should be returned to the business mailing address.

What happens to processed documents after they have been scanned?

A customer will specify on the Process Questionnaire whether scanned items should be returned to the business address or destroyed. All processed checks will be sent to the Bank, only vouchers/ correspondence can be returned to the customer. Check and voucher images are available online in the Lockbox Plus systems for three months after processing. Arrangements for archive storage of images on CDs can be made for longer term storage.

Can I print a copy of scanned items from Lockbox Plus?

Yes. A customer will have the ability to print any document that has been scanned (front and back).

Do I need special equipment or programs installed to use the Lockbox Plus system?

Internet access on a system using Microsoft Windows and Internet Explorer 6.0 or higher is needed.

An Active X control must also be downloaded the first time the user attempts to view an image.

Administrative privileges are needed to download the Active X control.

How often will my accounts receivable system be updated?

A company's accounts receivable system is updated using automated delivery settings once each day.

Is Lockbox Plus secure?

Yes. The website, <https://receivables.nmb-t.com>, is a secured site protected by a Secured Sockets Layer (SSL) as well as 128-bit encryption.

How can I correct a mis-encoded check?

Contact Treasury Management Support. They will send a copy of the check to the customer's bank of deposit. They will in turn go to the payor's bank and have the adjustment made.

What do I do if I lost my username and password?

Contact your Lockbox Plus website administrator. If you are the administrator, contact Treasury Management Support.

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APPENDIX B: PRODUCT GLOSSARY OF TERMS

TERM	DEFINITION
Accepts	Items (checks and vouchers) processed that have been accepted according to customer payment acceptance criteria.
Account Masks	Setup with the consolidator that defines the various account number structures that are acceptable to the biller. Serves as a filter for payments received by the biller through the consolidator.
Account Number	Unique number assigned by the biller for each of their customers.
Account Registration	The process by which a payer establishes their account on KNP to pay bills. It includes setting up payment accounts, creating a username and password, set up for paying bills and setting up recurring payments.
ACH	Automated Clearing House. A highly reliable and efficient nationwide batch-oriented electronic funds transfer system governed by NACHA operating rules, which provides for inter-bank clearing of electronic payments for participating depository financial institutions.
All Items File	Client payment data captured by the Lockbox Plus system and forwarded to the appropriate bank to facilitate funds deposit.
API	Application Programming Interface. Particular set of rules and specifications that a software program can follow to access and make use of the services and resources provided by another particular software program that implements that API.
AR File	Accounts Receivable File. Transmitted data file that contains detailed data related to transactions processed through the Lockbox Plus system.
AVS	Address Verification Services: A system used to verify the identity of the person claiming to own payment method. Typically a Credit Card.
B2B	Business-to-Business. Describes commerce transactions between businesses, such as between a manufacturer and a wholesaler, or between a wholesaler and a retailer.
Bank Deposit Deadline	The time funds are to be at the bank of choice for timely deposit. (The bank deadline and data transmission deadline need not be the same.)
Batch #	A unique number assigned to a group of scanned transactions. This is to assist with tracking and research.

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TERM	DEFINITION
Batch Detail Report	One of the four standard reports offered to a customer. This report provides a breakdown of every check within a batch. It includes lockbox number, entity number, payee number, DDA number, amount due, stub date, sequence number, check route transit, check number and check amount.
Batch Header Record	Associated with Accounts Receivable AR files. This record indicates the beginning of a given batch of transaction data within the overall file.
Batch Summary Report	One of the four standard reports offered to a customer. This report provides a summary of all batches processed on a given date range. It includes batch number, number of checks, voucher amount, check amount and cumulative check amount.
Batch Ticket Specifications	Specifications for paper deposits needed when our 3rd party vendor is to create their own batch tickets that are attached to each batch of work sent to the bank. (Most banks have their own batch tickets.)
Batch Trailer Record	Associated with Accounts Receivable AR files. This record indicates the end of a given batch of transaction data within the overall file.
Batch Type	All scanned work is grouped by the user by type of work. The batch types used in RemitStation are check only, check and doc, multi, credit card and correspondence only.
Bill File	File containing detailed information about each clients detailed billing information in a given time period. The Bill filer commonly includes information such as Account Number, Building/Entity Number, Name, Address, Amount Due, Date Due, etc. This is used for data validation against payment processed through the Remit system.
Biller ID	Biller ID is created by RPPS to identify a customer on their system. Each clients payment information is provided by RPPS under the Biller ID to the bank.
Biller Indemnification	An agreement signed by the Biller and provided to MasterCard RPPS, which authorizes our 3rd party vendor to set up billers to receive the biller payments information directly from RPPS each day, and hold RPPS harmless from any faulty instructions or actions / inactions made by them in processing those payments.
Blackout Dates	Dates pre-set by the biller that block a payer from making payments on the set dates.

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TERM	DEFINITION
BSP	Bill Service Provider. Facilitator of online bill pay services and products. Examples of BSP's are MasterCard RPPS, Metevante, FiServ and ORCC.
Cancel Account	Ability for the payer to delete their registration from the KNP system. This process stops any future payments from being made and stops all pending payments from being processed.
Copies of Images	Physical or soft copies of previously processed images that can be placed in a client's remittance package or sent to clients electronically.
Courier	Private package transportation services. Couriers are distinguished from ordinary mail services by features such as speed, security, tracking, signature, specialization and individualization of services, and committed delivery times. These are not associated with everyday mail services.
CSR	Customer Service Representative. Interacts with customers to provide answers to inquiries and other service support involving a company's product or services.
Current Disposition	The status of a check or voucher viewed on the web portal. Statuses examples are hold, accept, reject to processor.
CVV	Card Value Verification – 3 or 4 digit numerical code on Credit Cards that adds an additional layer of security.
Data File	Receivables transactional data captured on the Remit platform and formatted to a file layout per client specification. File can be transmitted to a client or made available via download on the web portal.
Data Transmission Deadline	Client established time of day for when they are to receive their files from our 3rd party vendor.
DDA	Demand Deposit Account. The clients depository account number at the bank of deposit.
DDA Summary Report	One of the four standard reports offered to a customer. This report provides a summary of the number of checks and the amount deposited into each account. It includes billing code, entity, DDA number, number of checks, check amount and cumulative deposit amount.
Deposit Ticket Specifications	This is data sent by the bank to our 3rd party vendor. It is needed to produce deposit tickets for paper check deposits. These specs provide the placement for the routing number, DDA number and dollar amount.
Detail Record	The record following under a batch header within a data transmission file that gives detailed information about a payment that was processed. Normally contains such fields as lockbox number, date, entity biller account number and dollar amount.

TERM	DEFINITION
DIN	Document Identification Number. A unique number assigned to an image or physical item and coded on every check and voucher.
Discard Batch	Ability to delete a batch from the RemitStation prior to submitting to the lockbox system for processing.
DSO	Days Sales Outstanding. The measure of the average number of days a biller takes to collect its accounts receivable.
Due Date	Date a payment is due to be received by a biller from a payor. This is normally specified by a biller on a voucher, invoice or bill file.
EDI	Electronic Data Interchange. The automated electronic flow of business information between organizations in standard formats without human intervention. Does not settle transaction or payment related information.
ePayments	An electronic payments concentration service for home banking/web originated consumer bill payments. It translates consumer online bill payments to an automated receivables posting process. Merges online bill payments from consumer payers into a single consolidated electronic data stream and applies additional payer data transformations to increase your straight-through processing rate — or “e-rate” — therefore minimizing exceptions. A tool designed to streamline a biller’s end-to-end receivables process, from receipt to payment posting, enabling gains in efficiency and productivity and significant reduction in DSO. For billers looking to concentrate electronically initiated consumer payments made through the large number of payment originators in the market into a single concentration point with common reporting tools and posting files.
Electronic Bill Presentment & Payment (EBPP)	Allows corporations to present bills online and enables their clients to view and pay their invoices online.
Endorsement	The second line on the back of a check. It contains the bank's wording for endorsement and can contain up to fifty-seven alphanumeric characters.
Entity	The object of an invoice . Entity is found in a set field on the clients scan line of their payment voucher
Entity List	A list, usually provided by biller, in an Excel format that includes building names, building numbers and respective DDA numbers. This allows the bank to properly deposit clients funds into the appropriate DDA accounts. The Entity List can be used for multiple lockboxes.
Exceptions: (Web Exceptions)	Payments that have been stopped before being processed due to failing a business rule, and moved to a queue on the web portal where the client has the ability to accept or reject the payment (intraday if required). Also known as “Soft Returns.”

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TERM	DEFINITION
File Header Record	Depending on the type of programming used, the file header record signifies the start or the beginning of a data file.
File Trailer Record	Depending on the type of programming used, the file trailer record signifies the end of a data file.
FiServ	One of several consolidators that sends the bank's home banking transactions electronically each day on payment files for various billers.
FTP	File Transfer Protocol. Standard method for transmitting data between end point servers.
Holding Account	A central funds concentration DDA account owned by our 3rd party vendor that funds are deposited into each day by BSP's. This vendor in turn sends out funds next day via ACH to specific biller operating accounts at their depositing banks.
HRA Lookup File (Housing and Redevelopment Authority)	File that is provided by a Property Management company to our 3rd party vendor. Enables our vendor to match up the subsidized housing number to the customer's account number.
ICL - Image Cash Letter (aka X9.37)	An X9.37 or Image Cash Letter (ICL) is the transmission of an electronic file to a Federal Reserve Bank or other financial institution, containing cash letter totals and individual items drawn on eligible endpoints. The electronic transmission contains the MICR information from the checks and total information for reconciling in standard format. An ICL is an Image Cash Letter (X9.37 file) with image data.
Image Archive	The ability to see processed transaction images up to 7 years from processing date.
Image Receipt	Process where data from an electronic payment is converted to a digital representation of that payment. It is marked as a non negotiable item and placed on the web portal to be viewed with paper based payment images.
Image Transmission	Transmission of daily transaction activity that includes all images and corresponding data with each transaction. Typically an .xml file with corresponding .tiff images.
IVR	Interactive Voice Response - A telephone technology in which someone uses a touch-tone telephone to interact with a database to acquire information from, or enter data into the database. Can be used to initiate payments.
KliknPay	A premier online electronic bill presentment and payment product. It utilizes the Automated Clearing House (ACH) payment system and the Credit Card Settlement Network to move authorized funds from consumers' bank account or credit card to client's central operating account.

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TERM	DEFINITION
Lockbox	A financial service that facilitates rapid collection and posting of paper based receivables. Lockbox services include collecting mail, sorting checks, remittance and correspondence, scanning documents, processing transactions, posting data to the web, transmitting data to the client's accounts receivable system and depositing funds into a bank.
Lockbox Activities	Located within the Members Hub area of the web portal application, this section allows users to view daily amount processed, accepted transactions and current exception counts.
Lockbox Detail Report	One of the four standard reports offered to a customer. This report provides a breakdown by entity. It includes lockbox number, entity number, payer account number, DDA number, amount due, stub date, sequence number, check route transit, check number and check amount.
Lockbox Number	A unique internal identifier number assigned to each clients lockbox. It is usually identical to the P.O. Box number. Clients may have multiple Lockbox Numbers.
Lockbox Ticker	A real time ticker that scrolls across a user's screen in the web portal system. It shows YTD\$, MTD\$, today's receipts and total rejects.
Mail Handling	This includes all mail received from the postal facilities as well as overnight packages mailed directly to the lockbox site. This includes mail that requires manual opening.
Manual Stop	Also referred to as a "Soft Stop." It provides the ability accept or reject an item (using the online decisioning tool on the web portal) that was originally detected on a Stop List provided by the client. This provides instructions to the bank to accept or reject that item.
MasterCard RPPS	One of several consolidators that sends home banking transactions electronically each day on payment files for various billers.
Matching/Re-association	The process of manually re-associating a copy of the check and remittance document back together after the scanning process is complete. These are normally placed in the client's package at the end of each day.
Member ID	Internal identification number assigned to each client at the time of implementation.
Members Hub	The home page that appears on the web portal after a user logs in successfully. From this screen a user can view the summary of the present day's processed work, perform searches and all other Remit functions.

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TERM	DEFINITION
Merchant ID	Merchant ID is created by FiServ to identify a customer on their system. Each clients payment information is provided to our 3rd party vendor by FiServ under the Merchant ID.
Message Queue	An area of the Members Hub screen that contains updates and other important messaging.
MICR	Magnetic Ink Character Recognition. Numbers and symbols located on the bottom of a check that allow remit equipment to read the check's processing information. Most MICR lines consist of a routing number, account number and check number.
Money Order Amount	Field within RemitStation where customer can manually key the amount of a Money Order.
Notes Field	Functionality that allows users of Members Hub to attach notes to online decisioning items. This helps the client to communicate within internal teams to assist in resolving online desicioning items. Any notes recorded follow the transaction, allow email notification and are archived.
OCR	Optical Character Recognition. The machine recognition of printed characters. OCR systems can recognize many different OCR fonts, as well as typewriter and computer-printed characters. Advanced OCR systems can recognize hand printing. When a text document is scanned into the computer, it is turned into a bitmap, which is a picture of the text. OCR software analyzes the light and dark areas of the bitmap in order to identify each alphabetic letter and numeric digit. When it recognizes a character, it converts it into ASCII text (see ASCII file). Hand printing is much more difficult to analyze than machine-printed characters. Old, worn and smudged documents are also difficult. Scanning documents and processing them with OCR is sometimes as much an art as it is a science.
Onetime payment	The ability to make a single non-recurring electronic payment of your amount due.
Online Banking Check	This is a paper based check that is mailed from the BSP in lieu of an electronic home banking payment, and sent to the lockbox. When an electronic payment is received by ePayments, the system creates a dummy image of an OLB check to be viewed on the web portal.
Online Exception/ Decisioning Processing	Provides the ability to manually accept or reject an item via the web portal application. The tool also allows the user to provide specific instructions for processing the transaction. Items can be decisioned same day or within a time period up to 5 days based on clients specification.

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TERM	DEFINITION
Online Image Retention	The ability to archive all captured documents, checks and remittances. The default retention period for a client is 90 days. The client has the option to extend the retention period up to 7 years. All archive images are accessible via the web portal regardless of the length of storage.
OPEX 150	High speed remittance opening and extraction equipment used commonly in a retail lockbox environment.
OPEX 3690	Remittance scanning equipment that does mail opening and high speed scanning.
Output Specifications	Refers to the requirements of the files that are being requested by the clients. May be data and/or transmission files. Output formats could be industry standards, accounting system standards or proprietary formats.
Payer ID	Please see Account Number.
Payment File	An electronic data file received on a daily basis from BSP's that contains payments for each biller that uses ePayments. Also can contain such things as reversals and prenotes.
Payment History	Report within the KNP application that shows the payers past payments and provides status of those payments.
PreNote	The process in which to validate a customers account number prior to pulling money from the listed account. This is done only the first time an account is setup and is used for added validation. It is an optional service.
Private Label Website	Branding an existing Website to have the look and feel of a client's website. This includes items such as logos and color schemes.
Recurring Payment	Ability to set up the parameters for a regularly occurring payment of an amount due. These payments are triggered automatically monthly or quarterly.
Reject Log	Report that reflects items that were not able to be processed and deposited. Also known as "Hard Returns." This includes items such as stop list, bad image quality, duplicate check, etc. Reject log is available after the days processing.
RemitStation	A remote desktop transaction capture application that provides users with all of the advantages of state-of-the-art lockbox processing. A remote payment capture tool that serves as the entry point into the Lockbox technology. Hosted at a hub payment processing site in NY. Scans checks, vouchers, full size remittance documents, envelopes and correspondence from a desktop. Eliminates any need for manual data entry of transactional information by an operator at the point of entry.

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TERM	DEFINITION
RemitStation Batch Detail Report	Daily report that shows transaction details from items scanned via the RemitStation application.
Remittance Package	Clients' remittance package, including hard copy items such as returns, correspondence, requested reports, printed images.
Return	Also known as Exception items – Documents and checks sent back to the client unprocessed. Also known as "Hard Returns." This may be because they did not match customer specifications or cannot be read by Lockbox Plus equipment.
Returns File (DIR)	Returns file is created and returned to the originator (Fiserv or RPPS) after our 3rd party vendor runs the rules engines for a particular customer (stop file, invalid account number, etc) Payments that fail the business rules are placed on the returns file back to FiServ and RPPS.
Reversals	Transactions provided to ePayments by the BSP that indicate funds are to be returned to them. These are for transactions that were on prior payment files.
Route Transit Number	The nine digit number located on the MICR line on all checks. It is used to identify the bank where the check is drawn. It is used to assist in routing the check for clearing, routing returns and assigning deposit float.
Scan Date	Date the transactions were scanned via RemitStation.
Scan Line	Also known as the OCR line located on remittance coupons or vouchers. See OCR definition.
Scan Log	Report that shows all transactions processed for a given day by batch. Log is available within 30 minutes of when batch has been submitted.
Scrub File	This is an excel spreadsheet that is sent from the customer to Fiserv to update in their system. The spread sheet is created by the customer consisting of any "old" or invalid account numbers along with the proper account number. This helps minimize rejected transactions that become OLB checks.
Service Request	Requests submitted internally by the bank on behalf of a customer.
Shadow Box	Internally generated lockbox number on the Lockbox Plus system assigned to a specific client. It is not associated with an actual P.O. Box and it is used to route work through different business logic identified by the client. It is typically re-associated with the main lockbox of the client.

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TERM	DEFINITION
Single Sign-On	A property of access control of multiple related, but independent software systems. With this property, a user logs in once and gains access to all systems without being prompted to log in again at each of them.
Soft Stop	A transaction that is rejected due to being on the stop list, and has been placed on the web online decisioning tool for review and decision by the client.
Station	A workstation setup that facilitates the scanning and transmission of RemitStation work. It is made up of a PC with internet and print connection, web browser and desktop scanner
Station ID	Unique number assigned to each scan Station within the RemitStation application.
Stop List	A provided list by a biller into the Lockbox Plus platform that contains account numbers that if received by the lockbox are prohibited from being processed and deposited into their account.
Submit Batch	Transmitting scanned transactions from the RemitStation application to the lockbox processing system for deposit.
Unisys DP 250	A financial transport for scanning and processing remittance payments in a high speed operations environment
Users Tab	Allows clients with administrative privileges to create, edit, reset passwords, select specific lockboxes to scan from, change email address, enable or disable accounts and change administrator privileges of other users.
Verify Batch	Ability to review all transactions scanned before submitting the work for processing.
Voucher	Contains all relevant information about the payee, including name, account number, amount due, etc. Commonly contains an OCR scanline.
Web Portal	An online information reporting tool that functions as the point of access to client account activity. Includes image search, reports, online decisioning, data files, member maintenance, etc.
Web Reject	See Exceptions

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