# Regions Retail Lockbox

## Image Viewer User Guide

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# Retail Lockbox Image Viewer

**Regions Commercial Banking—A Complete Solution**

## Service Overview

Regions Retail Lockbox Imaging Services has developed an enhanced Image Viewer to provide you with improved navigation to store and access images of your remittance checks and documents. The CD / DVD you receive contains a date range of captured images based on your specifications.

### How It Works

As payment remittances are processed, a black and white image of the check and remittance document is captured and subsequently archived for your convenience. Regions Retail Lockbox Image Viewer will give you the ability to archive images indefinitely. The CD has the capacity to retain approximately 35,000 images and data associated with them; while the DVD has the capacity to retain approximately 225,000 images and data.

### How You Benefit

**Quick retrieval:** Simply enter the desired search criteria from the coupon or check and your images are just a mouse click away.

**Easy-to-read images:** Remittance coupons and checks appear in black and white, so the images are easy to read. You can even use on-screen tools to rotate and zoom in/out to examine images closely.

**Easy setup:** There is no special software to install or maintain, so getting started is easy.

**Enhanced security:** Security features have been integrated into the Retail Lockbox Image Viewer to help safeguard your confidential information. The CD / DVDs are encrypted and password protected.

# Retail Lockbox Image Viewer

## Getting Started

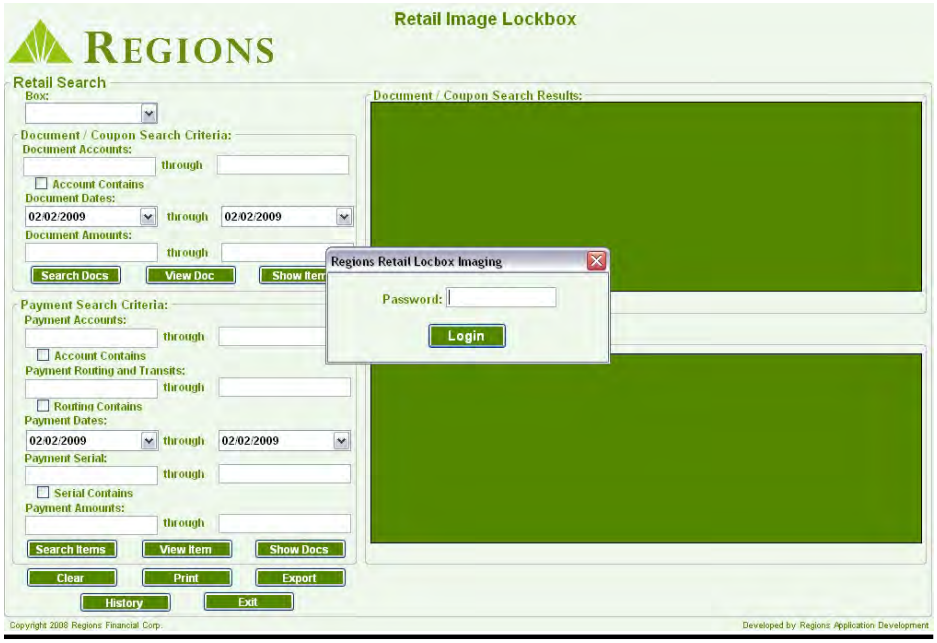
Place the CD / DVD into your CD drive or DVD drive. The Retail Image Viewer may load automatically. If it does not, perform the following steps:

1. Click the **My Computer** icon on your desktop. The **My Computer** window opens. Alternatively, you can open Windows Explorer from the **Start** menu or right-click the **Start** button and click **Explore**.

2. Double-click on the CD / DVD drive or open Windows Explorer from the Start button, double-click on the CD / DVD drive, and double-click on the file StdRetailViewer.exe.

3. The system requires the ***.net*** version 2.0 to view images. If you do not have this program, it has been provided on this CD / DVD. To install:
   - open **My Computer**
   - double-click on the CD / DVD drive or open **Windows Explorer** from the **Start** button
   - double-click on the CD / DVD drive
   - double-click on the file **dotnetfx** (follow your normal install procedures)

4. Log in to the system. Enter the password provided to you by Regions and click **Login** (or press the return key).




**Note: Remember to restrict password information to authorized individuals.**

## Using the Search Feature

The **Retail Search** screen is the first screen you will see after you log in. Use this search screen to find images from the disk archive by remittance document using the fields in the **Document / Coupon Search Criteria** section, or by check using the fields in the **Payment Search Criteria** section.

Searches can be conducted using specific criteria from documents such as **document account numbers**, **document dates**, and **document amounts**, as well as data specific to payments such as **payment routing and transit numbers**, **payment serial numbers**, and **payment amounts**. The more fields you populate, the more targeted your search results will be.

## Searching for Items

1. To conduct a search using **document / coupon data**, type the desired search criteria in the **Document / Coupon Search Criteria** fields:

    - **Document Accounts:** You can search for one specific account or a range of accounts. To search using a partial document account number, enter the data in the first field, then check the **Account Contains** box before running your search (Note: The disk only contains images for dates based on your specifications).
    - **Document Dates:** The default date search will display all document images contained on the disk. You can narrow your range by selecting a specific date range using the calendar.
    - **Document Amount Range:** Enter a specific dollar amount or a range of amounts to be displayed.
    - Once you have entered your search criteria, click **Search Docs**. A list of transaction information matching your search criteria appears in the **Document / Coupon Search Results** window.
    - Highlight the document/coupon you wish to view and click **View Doc**.

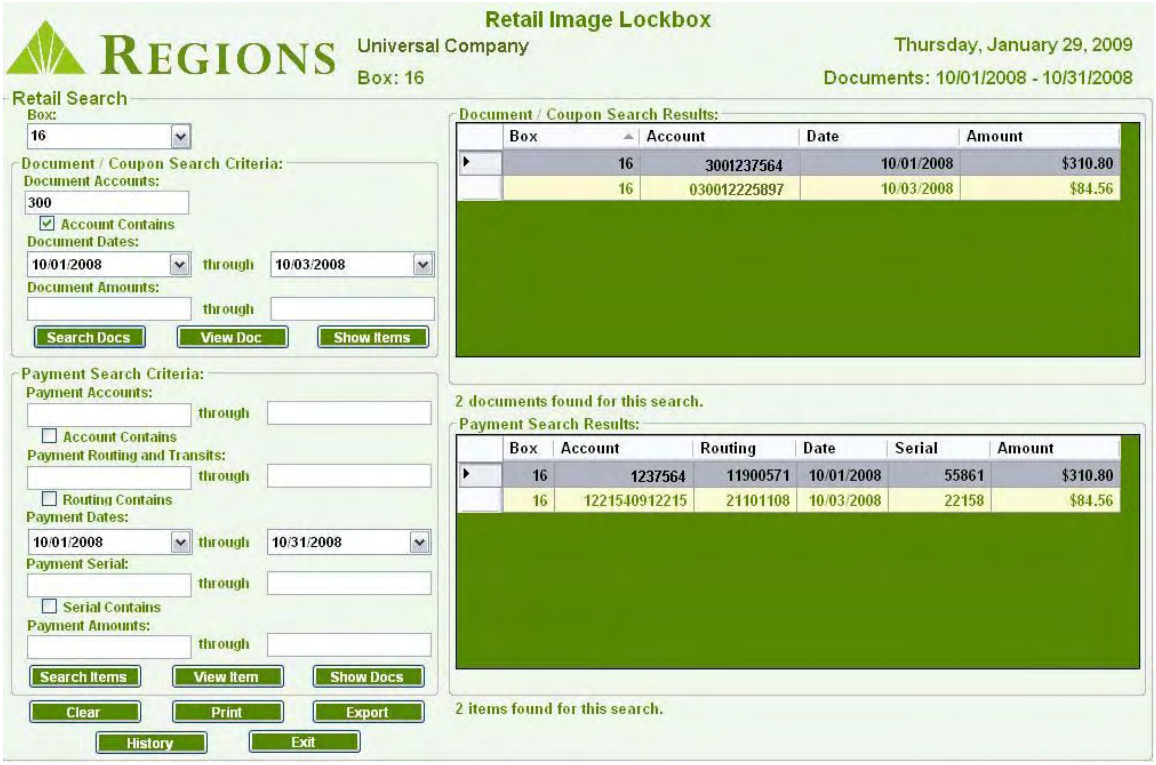
2. To conduct a search using **payment (check) data**, enter the desired search criteria in the **Payment Search Criteria** fields:

    - **Payment Accounts**: You can search for one specific checking account number or a range of account numbers. To search using a partial checking account number, enter the data in the first field, then check the **Account Contains** box before running your search (Note: The disk only contains images for dates based on your specifications).
    - **Payment Routing and Transit:** Enter a specific routing and transit number or a range of routing and transit numbers. To search using a partial number, enter the data in the first field, then check the **Routing Contains** box before running your search.
    - **Payment Dates:** The default date search will display all check images contained on the CD / DVD. You can narrow your range by selecting a specific date range using the calendar.
    - **Payment Serial:** Search for a specific check serial number or range of check serial numbers. To search using a partial serial number, enter the data in the first field, then check the **Serial Contains** box before running your search.
    - **Payment Amounts:** Enter a specific payment amount or a range of payment amounts.
    - Once you have entered your search criteria, click **Search Items**. A list of transaction information matching your search criteria appears in the **Payment Search Results** window.
    - Highlight the payment you wish to view and click **View Item**.

3. Clicking on the **Show Items** or **Show Docs** buttons, you will see a listing of the corresponding documents in both Results windows.

**In the following example, a search was conducted using a partial Document Account Number:**

- 300 was typed in the Document Accounts field
- The date range was narrowed in the Document Dates field
- View Doc was selected




Notice that both document account numbers displayed in the Document / Coupon Search Results window contains a variation of the search data (300). From the results windows, you can now retrieve an image of the items by clicking on an item, and then clicking either the **View Doc** or **View Items**.

## The View Document Screen

This screen shows the document / coupon and check image you have selected to view. In addition to the document image, you also see document and check data specific to the transaction, including the **Check Routing and Transit Number**, **Account Number**, **Serial Number**, **Amount, Sequence Number** and the **Document Account Number, Amount**, **and Sequence Number.** You are also provided navigation tools on the **Image Toolbar**.

**The Image Toolbar (located at the top right of the window) displays print and image viewing options to make it easier to view the check and document image. The available tools are:**

| | |
|---|---|
| **Print Image(s)** | **Magnify/De-magnify** |
| **Display Image at 100%** | **Reset Image** |
| **Rotate Image** | **Previous/Next Image** |
| **Toggle between Document/Coupon and payment Search Windows** | **Exit - Return to Search Window** |

## Printing Images

From the **View** or **Search** screens, click the **Print** icon (Located at the bottom of the Search screen and on the Toolbar on the View Document screen).

### Print Options

**Print Options** allows you to select how you would like to print items stored on the disk. The options are:

1. **Print:** Choose **Selected Items** or **All Items in Set**
2. **Scope Options:** Select to print the Document and Payments, Documents Only, or Payments Only.
3. **Images Per Page:** The options are two images per page and four images per page.
4. Once your print criteria is selected, you may **Print, Print Preview, or Print to a PDF file format.**

# Exporting Document / Payment Images

From the **View** or **Search** screen, click the **Export** icon (Located at the bottom of the Search screen).

## Exporting Options

**Export Options** allow you the ability to export transaction data and images from the disk. The options are:

1. **Export: Single Item** or **All Items in Set**.
2. **Scope Options: Both**, **Documents Only**, and **Payments Only** (Use this option when Single Item is selected).
3. **Output Format:** The output file formats are **CSV**, **XML**, and **Image Only**.
4. **Image Options:** Select to export data **With** images or **Without** images.
5. Once you have set your export options, click the **Continue** button to export the data.

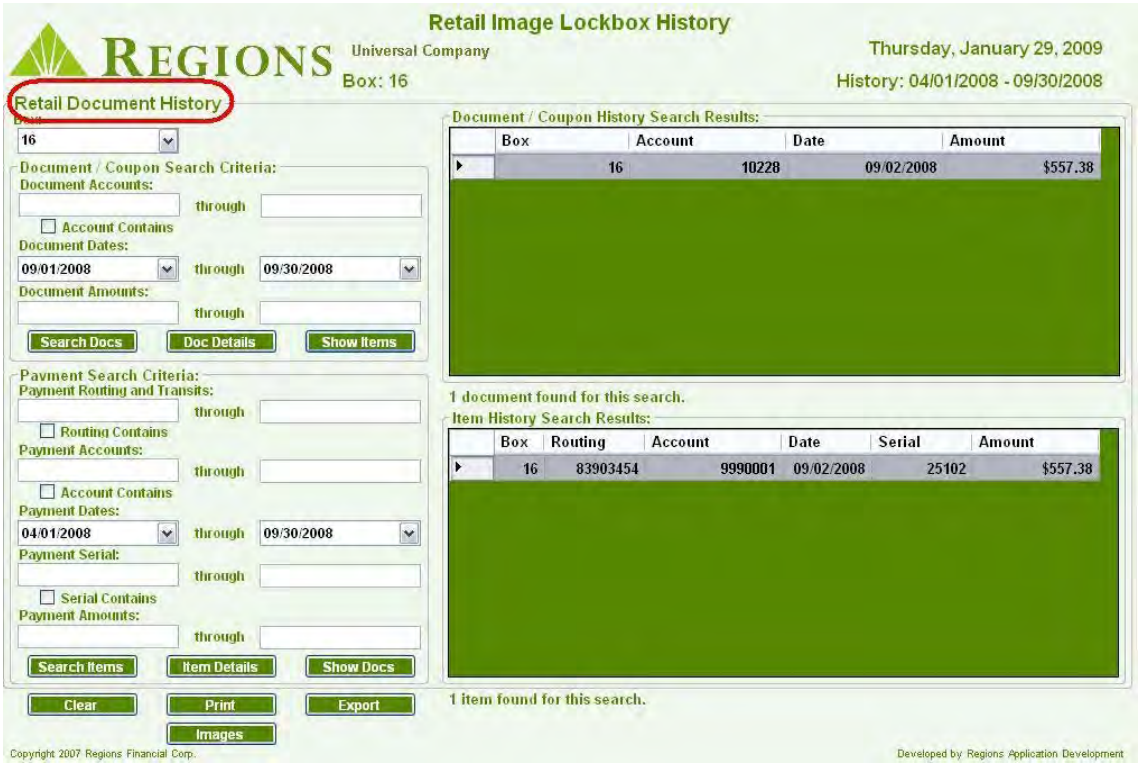
## Historical Image Reference

In addition to the transaction date and images contained on each disk you receive, a historical reference to previous images and transactions is included on the disk. This allows you to locate items captured to a previous CD/DVD.

When you click on the **History** button at the bottom of the **Retail Search** window, **Retail Document History** will display in a separate window.

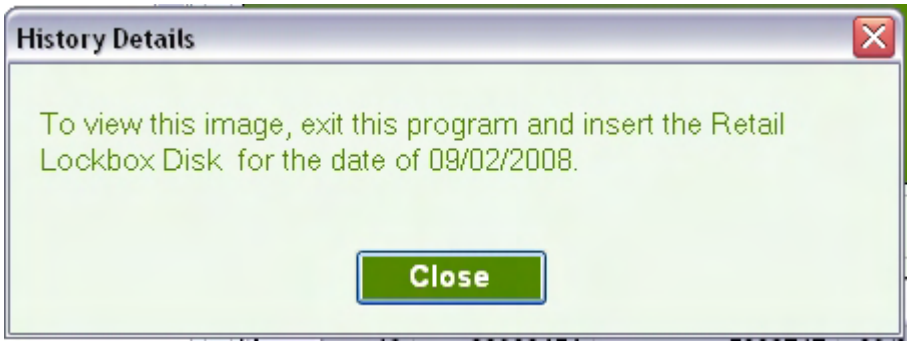
To use this function:

1. Complete the fields of the **Document / Coupon Search Criteria** or **Payment Search Criteria**.
2. Click the **Search Docs** or **Search Items** buttons (based on your search criteria).
3. After setting your Search Criteria and clicking the Search button, information about the transaction will appear in the respective Results windows as shown below.
4. The History screen also has **Print** and **Export** capabilities similar to the Search screen. However, no image data is available.
5. Clicking the **Images** button at the bottom of the window allows you to return to the **Search** window.




**Note: Due to the large volume of items that can be stored on a disk, narrowing your search criteria will greatly reduce the amount of time necessary to conduct a History search.**

6. After you have located your search item, click the **Doc Details** or **Item Details Button.** You will be directed to insert the applicable disk that contains an image of the item.



## Frequently Asked Questions (FAQs)

### I am prompted to input a Password when attempting to log in.

Because of Regions' attention to protecting the security of your account information, the CD / DVDs are password encrypted. This ensures that only authorized individuals will have access to view images and transaction information related to your account, and to the account information of your payment remitters. A password was mailed to you in a previous communication. To obtain a new password, contact Regions Commercial Client Services at 1-800-787-3905.

### My queries display "No documents found for this search" or "No items found for this search". How do I locate the transactions?

Try using a broader search to look for the transaction, e.g. a greater dollar amount spread, greater date paid date range, or greater check range.

### How can I clear data I've entered on the Search window so that I can initiate a new search?

To initiate a new search, click the Clear button at the bottom of the Search window. This will restore the fields to the defaults.

### What is the purpose of the icons on the toolbar?

By moving your cursor arrow over each button, without clicking, a brief identifier will define the function of that tool. By clicking on the tool's icon, you enable that tool's function until the icon is clicked again to deactivate.

### What is the purpose of History button?

History allows you to determine where an image previously sent to you on a CD/DVD resides. When you enter historical transaction information, you will be prompted to insert the specific disk that contains the transaction information and image.

### I need additional assistance for a problem that isn't addressed here. Who can I ask?

Email Regions Commercial Client Services at clientservicesgroup@regions.com or call Regions Commercial Client Services at 1-800-787-3905.

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