



Regions Image Lockbox Online

User Guide



Image Lockbox Online

Image Lockbox Online allows you to quickly and easily view your Lockbox deposits, associated checks and document images via the Internet. Using a standard web browser, you can review batch summary and detail information, view digital images of checks and associated documents, and generate and save reports in PDF or CSV formats. You can view historical information for up to 6 months for Wholesale, 60 days for Retail and 120 days for Association Lockbox as standard retention. Regions will initially establish the System Administrator who will have the capability to add and delete Users, grant the appropriate User permissions, and reset passwords as needed.

For assistance with any of the functions outlined in the User Guides, please contact Regions Client Services at 1-800-787-3905 or email clientservicesgroup@regions.com.

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Getting Started

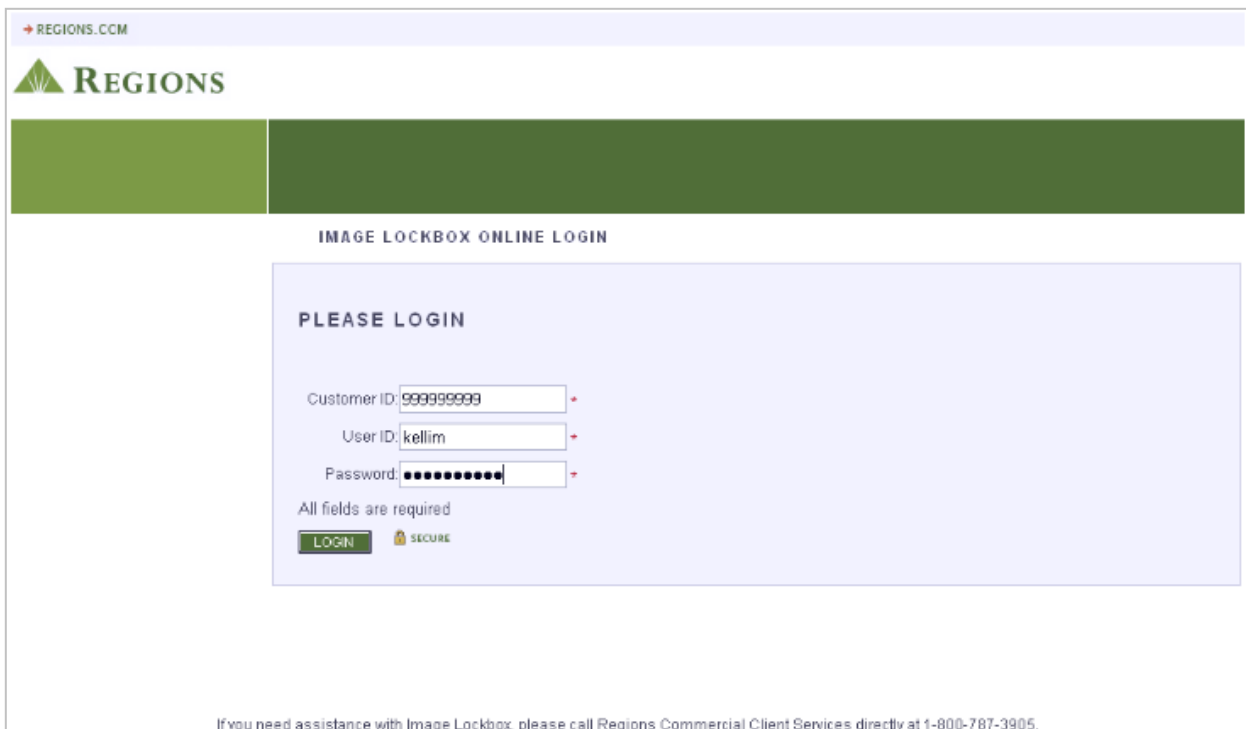
Basic System Requirements

The minimum operating requirements needed for Image Lockbox Online are:

- Internet Explorer® 6.0, 7.0 or 8.0
- Mozilla Firefox® 2.0, 3.0 or 3.5
- Adobe Flash® - To download, visit <http://www.adobe.com/support/flashplayer/downloads.html>

Logging In

1. Using your web browser, go to: <https://onlineimageLockbox.regions.com/>
It is recommended that you add this link to your Favorites Tab in your web browser.
2. At the login screen, enter the information you received in the secure email from Regions Implementations:
 - > **Customer ID** – The unique identifier for your organization.
 - > **User ID** – Your personal User ID. When you add users, you will create a unique User ID for each company user.
 - > **Password** – The temporary password provided to each user by Regions or by the System Administrator.
*See the **Changing Your Password** section regarding selecting a new password for future login. Passwords are case sensitive.*
3. Click **LOGIN**.



REGIONS.COM




IMAGE LOCKBOX ONLINE LOGIN


PLEASE LOGIN

Customer ID:

User ID:

Password:

All fields are required

 SECURE

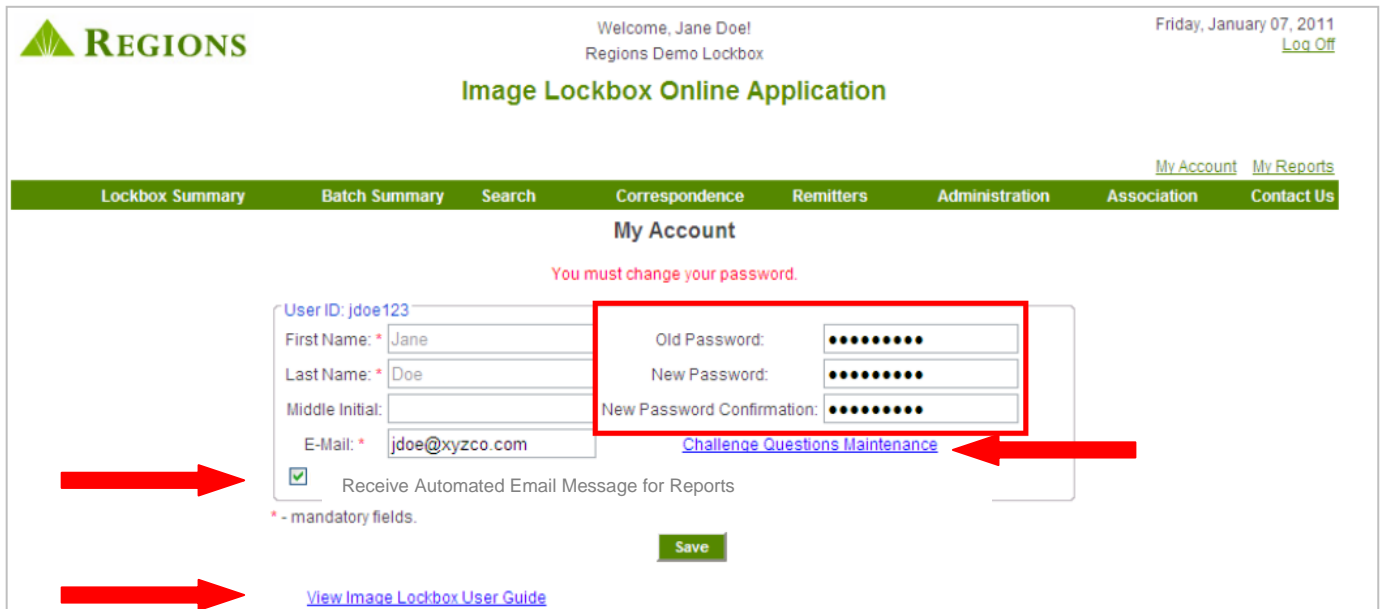
If you need assistance with Image Lockbox, please call Regions Commercial Client Services directly at 1-800-787-3905.

Changing Your Password

- The first time you log in to Image Lockbox Online you will be prompted to change your password. You can also change your password at any time by selecting **My Account** from the Service Menu at the top of the screen. The **My Account** screen also enables users to make changes to their name and email address.
- Passwords **must be alphanumeric** and contain **at least 8 characters**.
- You will be prompted every 60 days to change your password.

To change your password:

1. Enter your temporary password from the secure email in the **Old Password** box.
2. Enter your new password in the **New Password** and **New Password Confirmation** boxes.
3. Click **Save**. A confirmation message will display stating that your password has been changed.



Welcome, Jane Doe!
Regions Demo Lockbox

Friday, January 07, 2011 [Log Off](#)

Image Lockbox Online Application

[My Account](#) [My Reports](#)

Lockbox Summary Batch Summary Search Correspondence Remitters Administration Association Contact Us

My Account

You must change your password.

User ID: jdoe123

First Name: * Jane

Last Name: * Doe

Middle Initial:

E-Mail: * jdoe@xyzco.com

Receive Automated Email Message for Reports

* - mandatory fields.

Old Password: ●●●●●●

New Password: ●●●●●●

New Password Confirmation: ●●●●●●

[Challenge Questions Maintenance](#)

[View Image Lockbox User Guide](#)

In addition to managing passwords, you will also use the **My Account** screen to:

- **Manage receipt of auto email messages for reports** – Refer to the *Manage Alerts* section in the Administrative Supplement portion of the User Guide.
- **View Image Lockbox User Guides**
- **Manage your security challenge questions** – Refer to the Security Challenge Questions section.

Security Challenge Questions

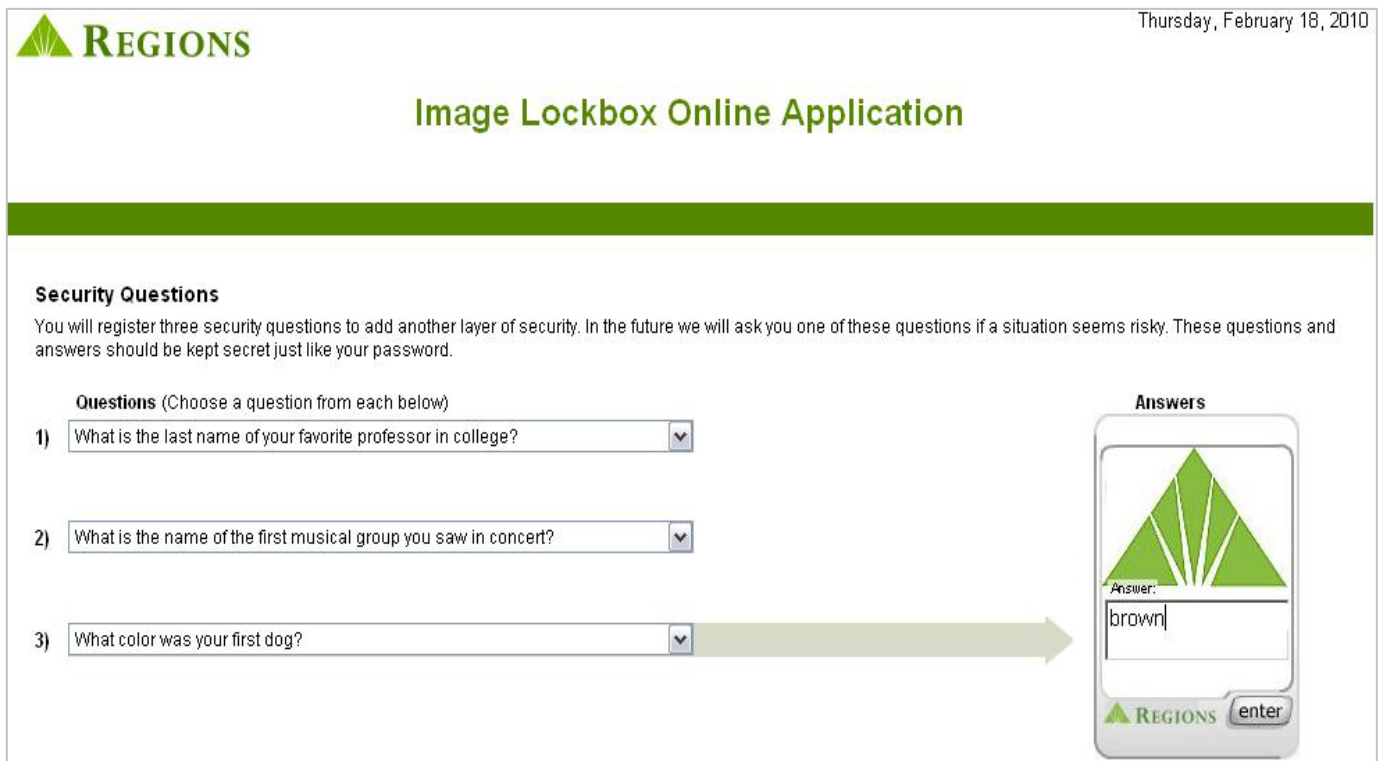
Security Challenge Questions is an additional step to your *Image Lockbox Online* login process. This security measure is designed to guard your company's sensitive information from unauthorized access.

Each **Questions** drop-down box contains a different set of questions. The security challenge questions you have to choose from are the types of questions that an unauthorized person attempting to log in with your credentials would not typically be able to answer.

The first time a user logs in to *Image Lockbox Online*, the **Security Question Registration** screen will display. To establish the set of Security Challenge Questions:

1. Select a question from each of the three **Questions** drop-down list boxes (one at a time) and then type your answers in the **Answers** box.
2. Press **Enter** to save.
3. Repeat the process until all three challenge questions have been established.

You can change your Challenge Questions by clicking the **Challenge Question Maintenance** link on the **My Account** screen at any time.



REGIONS Thursday, February 18, 2010

Image Lockbox Online Application

Security Questions

You will register three security questions to add another layer of security. In the future we will ask you one of these questions if a situation seems risky. These questions and answers should be kept secret just like your password.

Questions (Choose a question from each below)

- 1) What is the last name of your favorite professor in college?
- 2) What is the name of the first musical group you saw in concert?
- 3) What color was your first dog?

Answers

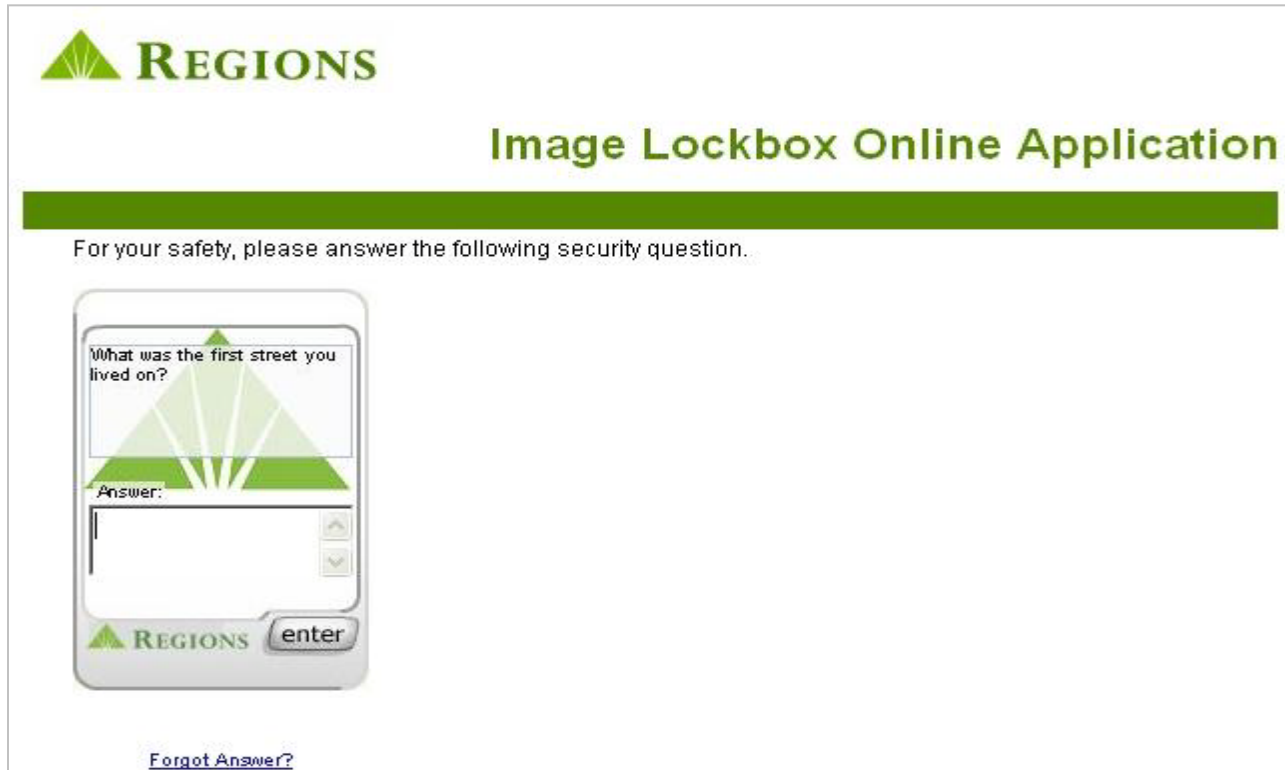
Answer:
brown

REGIONS enter

Security Challenge Questions Continued

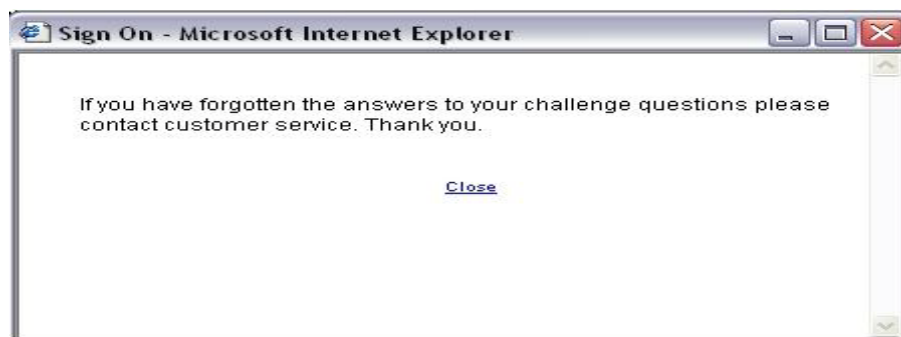
Periodically, you will be “**challenged**” to answer one of your pre-established questions.

Below is an example of a challenge question. To answer the challenge question, type your answer in the **Answer** box and then select **Enter**.



The screenshot shows the 'Image Lockbox Online Application' interface. At the top left is the Regions logo. The title 'Image Lockbox Online Application' is centered. Below the title is a green horizontal bar. The main text reads: 'For your safety, please answer the following security question.' Below this is a simulated mobile device screen. The screen displays the question: 'What was the first street you lived on?'. Below the question is an 'Answer:' label and a text input field. To the right of the input field are up and down arrow buttons. At the bottom of the screen is a 'REGIONS enter' button. Below the mobile screen is a blue link: '[Forgot Answer?](#)'.

- If you are unable to answer your challenge question, you will be prompted to contact Regions Client Services in order to have your challenge questions reset.



Regions Client Services: 1-800-787-3905 or email: clientservicesgroup@regions.com.

Navigation Tools

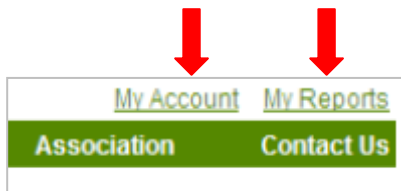
Online Image Lockbox makes it easy for you to locate images and transaction data related to your processed remittances. This section provides information on tools within the online application that make it easy to locate payment information and view and print payment information.

1. **The Toolbar** – Screens within Image Lockbox may be accessed by selecting an option from the Toolbar. The options include:



- a. **Lockbox Summary:** The default login screen displays all the boxes for which you have access and transaction processing information for the current day.
- b. **Batch Summary:** Click this option to go directly to view batches of processed transactions.
- c. **Search.** Used to search for specific transaction data by batch number, check information, remitter data and if you subscribe to the optional data entry service, you can search by “keyed” data.
- d. **Correspondence:** If you subscribe to the optional Correspondence service your scanned correspondence can be viewed here. **(Wholesale Only)**
- e. **Remitters:** Provides you with the ability to enter common remitter check information so that you can search for specific remittances and also display remitter names on the Batch Detail screen. **(Wholesale Only)**
- f. **Administration:** Primarily used by the company system administrator to manage users, reset passwords and create “banner message” that will display online.
- g. **Association:** This Toolbar item is restricted to Association Lockbox clients and provides useful tools for managing their property management and association remittances. **(Association Only)**
- h. **Contact Us:** Provides information for contacting Regions Client Services by phone and by email.

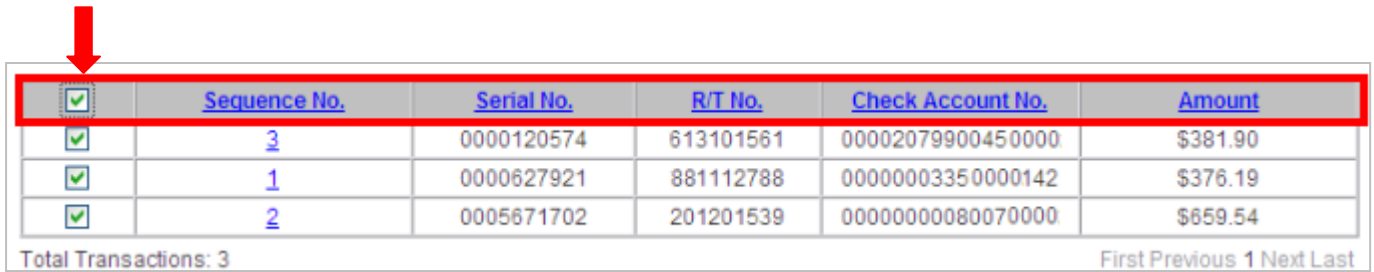
2. **My Account and My Reports.**



- a.
 - a. **My Account:** A link to the My Account screen described in the **Changing Your Password** section.
 - b. **My Reports:** A link to the My Reports page which lists all requested Reports and Download options for viewing and saving. This function will be discussed in detail in a later section.

3. **Sortable Columns** – Throughout the Image Lockbox application, data is displayed in tables. Tables feature the ability for displayed data to be sorted based on the user preference by clicking on the column name in the table. Sortable columns are identified by blue underlined text.

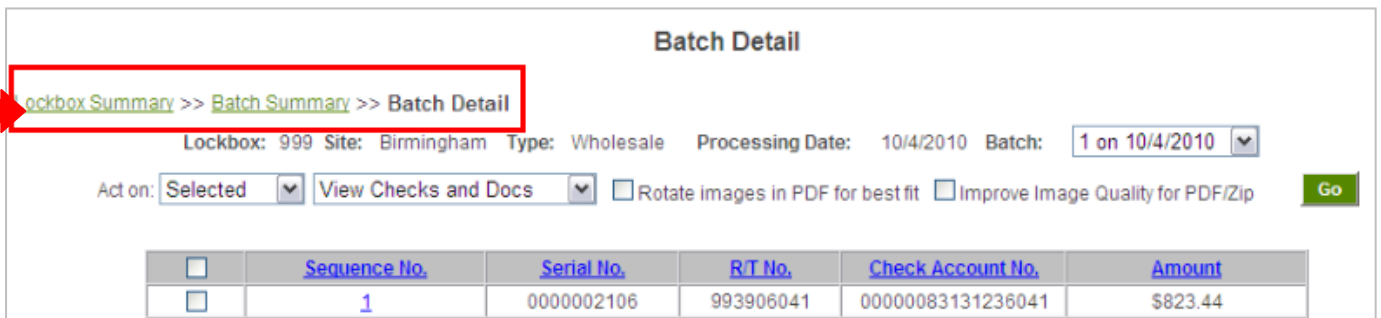
In addition, items can be selected individually, or by clicking the **Select All** checkbox in the header.



<input checked="" type="checkbox"/>	Sequence No.	Serial No.	R/T No.	Check Account No.	Amount
<input checked="" type="checkbox"/>	3	0000120574	613101561	00002079900450000	\$381.90
<input checked="" type="checkbox"/>	1	0000627921	881112788	00000003350000142	\$376.19
<input checked="" type="checkbox"/>	2	0005671702	201201539	00000000080070000	\$659.54

Total Transactions: 3 First Previous 1 Next Last

4. **Breadcrumbs** – Another feature of Online Image Lockbox is the ability for a user to retrieve a previous screen by clicking on a “**Breadcrumb**” link. These links can be used to go back to a previous screen, or back to the original screen selected from the Toolbar.



Batch Detail

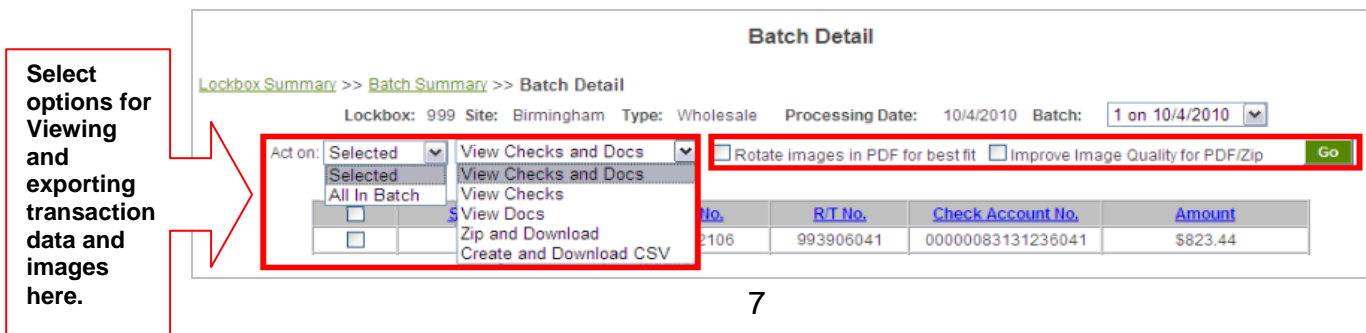
[Lockbox Summary](#) >> [Batch Summary](#) >> **Batch Detail**

Lockbox: 999 Site: Birmingham Type: Wholesale Processing Date: 10/4/2010 Batch: 1 on 10/4/2010

Act on: Rotate images in PDF for best fit Improve Image Quality for PDF/Zip

<input type="checkbox"/>	Sequence No.	Serial No.	R/T No.	Check Account No.	Amount
<input type="checkbox"/>	1	0000002106	993906041	00000083131236041	\$823.44

5. **View Options** – Screens that provide transaction images contain options for **viewing**, **printing** and **exporting** data.
 - a. The **Act On** drop-down boxes allow you to select and de-select all items.
 - b. The **View** drop-down box contains options for viewing checks and documents and gives you the ability to create an **indexed Zip file** of images or **download transaction data into a spreadsheet** in the **CSV** format. Instructions for each option are outlined in the next section of this User Guide.
 - c. **Rotate Images in PDF for best fit checkbox:** Often, remittance documents are wider than they are tall. If you frequently receive documents like this, checking the “best fit” checkbox will render the image in a landscape view, thereby increasing the image quality.
 - d. **Improve Image Quality for PDF/Zip:** Checking this checkbox will increase the image quality of selected transaction items. If more than one item is selected for viewing, when this box is checked and the go button is clicked, you will receive a message that your request will be available on the **My Reports** page. You are notified by email when this image report is available for viewing. The **My Reports** page will be discussed in greater detail in a later section of the User Guide.



Select options for viewing and exporting transaction data and images here.

Batch Detail

[Lockbox Summary](#) >> [Batch Summary](#) >> **Batch Detail**

Lockbox: 999 Site: Birmingham Type: Wholesale Processing Date: 10/4/2010 Batch: 1 on 10/4/2010

Act on: Rotate images in PDF for best fit Improve Image Quality for PDF/Zip

<input type="checkbox"/>	Sequence No.	Serial No.	R/T No.	Check Account No.	Amount
<input type="checkbox"/>	1	0000002106	993906041	00000083131236041	\$823.44

Zip and Download

Zip and Download is an archive feature that allows you to export transaction data and images from Online Image Lockbox and save it externally to your own workstation or local area network (LAN). Zipped files are compressed when saved, which means it takes up less space on your PC workstation or LAN. The Zip and Download function is available on the following screens:

- Batch Detail
- Search Results
- Correspondence

In the example below, notice the highlighted **Zip and Download** option contained on the **Batch Detail** screen.

Batch Detail

[Lockbox Summary](#) >> [Batch Summary](#) >> **Batch Detail**

Lockbox: 999 Site: Birmingham Type: Wholesale Processing Date: 10/4/2010 Batch: 1 on 10/4/2010

Act on: Selected
 Selected
 All In Batch

View Checks and Docs
 View Checks and Docs
 View Checks
 View Docs
Zip and Download
 Create and Download CSV

Rotate images in PDF for best fit
 Improve Image Quality for PDF/Zip
 Go

No.	R/T No.	Check Account No.	Amount
2106	993906041	00000083131236041	\$823.44

To Zip and Download Transaction Images:

1. Select data to export.
2. Click on **Zip and Download**.
3. When the **File Download** dialog box displays, click the **Open** button to view the data or Save to archive the data to your desktop computer or Local Area Network.

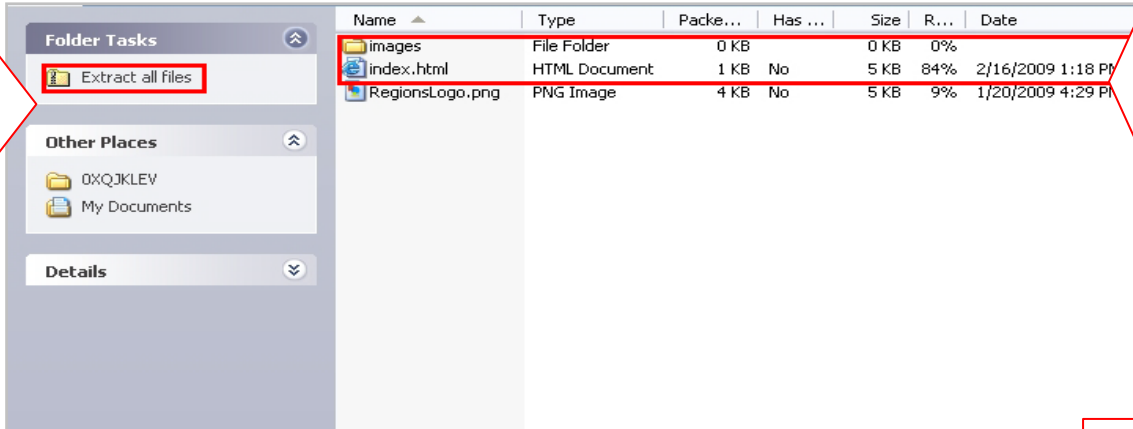


Zip and Download Continued

To view the contents of a file that has been Zipped and Downloaded to your desktop computer or Local Area Network:

1. Locate the saved file on your PC.
2. Click on the file to open.
3. Click on the **Extract all files** option located under Folder Tasks.
4. Follow the prompts to open the file.
5. Click on **index.html** file to see an indexed list of the archived files.

3. Follow the prompts to extract the archived Zip files.



4. Click the "Index" file to obtain the contents of the file.

5. Obtain images of archived checks and documents here.



Zip File Contents

Process Date: 12/5/2008 Lockbox Number: 8801 Batch Number: 6

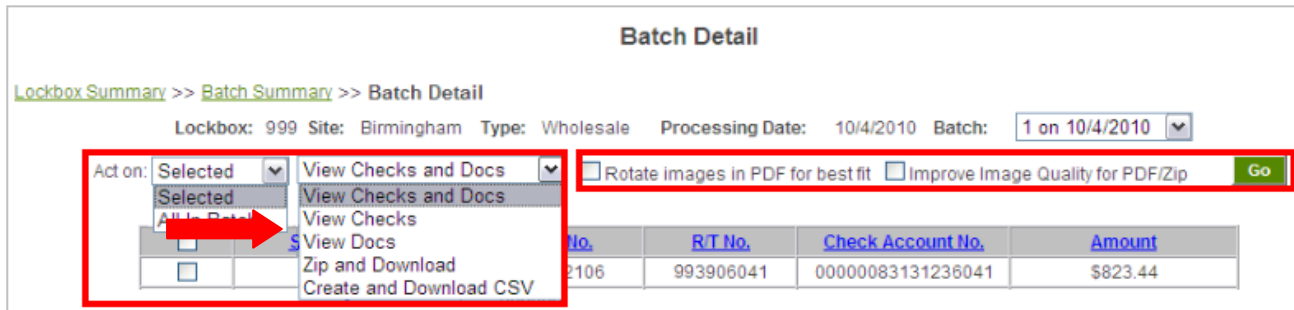
Transaction Number	Transaction Amount	Check Routing And Transit	Check Account Number	Check Serial Number	
996	\$1,135.76	110003209	84884000	0537934107	Check Doc Doc
997	\$126.23	110003209	84884000	0537939889	Check Doc Doc
998	\$603.05	110003209	84884000	0537943245	Check Doc Doc
999	\$553.05	110003209	84884000	0537954270	Check Doc Doc
1000	\$882.99	110003209	84884000	0537956834	Check Doc Doc
1001	\$102.89	110003209	84884000	0538040439	Check Doc Doc
1002	\$1,143.63	110003209	84884000	0538050901	Check Doc Doc Doc Doc Doc

Create and Download CSV

CSV (Comma Separated Value) is a method of saving data (no images) in a comma separated table format for a spreadsheet program such as Excel. A CSV may also be imported into some accounts receivables management systems. **Create and Download CSV** is found within *Image Lockbox Online* on the following screens:

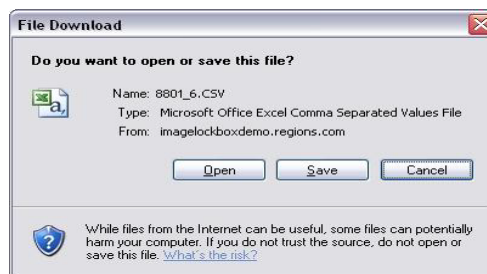
- Batch Detail
- Search Results
- Correspondence

In the **Batch Detail** screen example below, notice the highlighted **Create and Download CSV** option contained in the drop-down box.

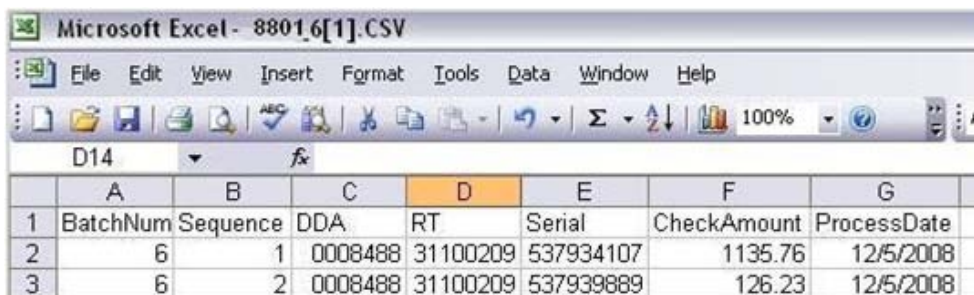


To export transaction data to create a spreadsheet:

1. Select data to export.
2. Click on **Create and Download CSV**.
3. When the **File Download** dialog box displays, click **Open** to view the data in a spreadsheet or **Save** to save the data to your desktop computer or Local Area Network.



4. When opened in Excel, the data may be edited and reformatted as required.



	A	B	C	D	E	F	G
1	BatchNum	Sequence	DDA	RT	Serial	CheckAmount	ProcessDate
2	6	1	0008488	31100209	537934107	1135.76	12/5/2008
3	6	2	0008488	31100209	537939889	126.23	12/5/2008

Viewing Transaction Data and Images

Image Lockbox Online provides you with the ability to view high level daily batch totals and see images of processed payments. Also provides options for saving and exporting your payment data.

Lockbox Summary

Lockbox Summary is the first screen you see when you log on to the application. This screen contains:

- Processing information for all box numbers for which you have been granted access by your company Administrator.
- Current day processing information is the default view.
- A print option for printing the Lockbox Summary for the date(s) selected.
- Box Number “hyperlink” to the Batch Summary screen.
- Status of each boxes processing.



Welcome, Jane Doe!
Regions Demo Lockbox
Friday, January 07, 2011
[Log Off](#)

Image Lockbox Online Application

[My Account](#) [My Reports](#)

Lockbox Summary Batch Summary Search Correspondence Remitters Administration Association Contact Us

Lockbox Summary

From: January 7, 2011 To: January 7, 2011 [Retrieve Data](#)

Box Number	Site	Type	Company Name	Batches	Transactions	Deposit Total	Archive Days	From	To	Batches In Progress
125	Birmingham	Wholesale	Regions Lockbox Demo Incorporated	9	3	\$23,666.90	180	01-07-2011	01-07-2011	No
6001	Birmingham	Association	Association Test 1	19	49	\$56,032.99	120	01-07-2011	01-07-2011	No
6002	Birmingham	Retail	Association Test 2	6	30	\$2,763.39	60	01-07-2011	01-07-2011	No

[Print To PDF](#)

First Previous 1 Next Last

Change the dates in the From and To fields to search over a date range.

Box Processing Status

Clicking a Box Number displays the Batch Summary Screen.

Default Archive Days are:
Wholesale – 180
Association – 120
Retail – 60

May be increased up to 7 years in 30 day increments. Contact your Treasury Sales Officer for more information.

Batch Summary – View Batch Totals

As Regions Lockbox receives remittances for your box, the individual transactions are grouped together in “**batches**” for processing. Online Image Lockbox displays the processed batches on the **Batch Summary** screen.

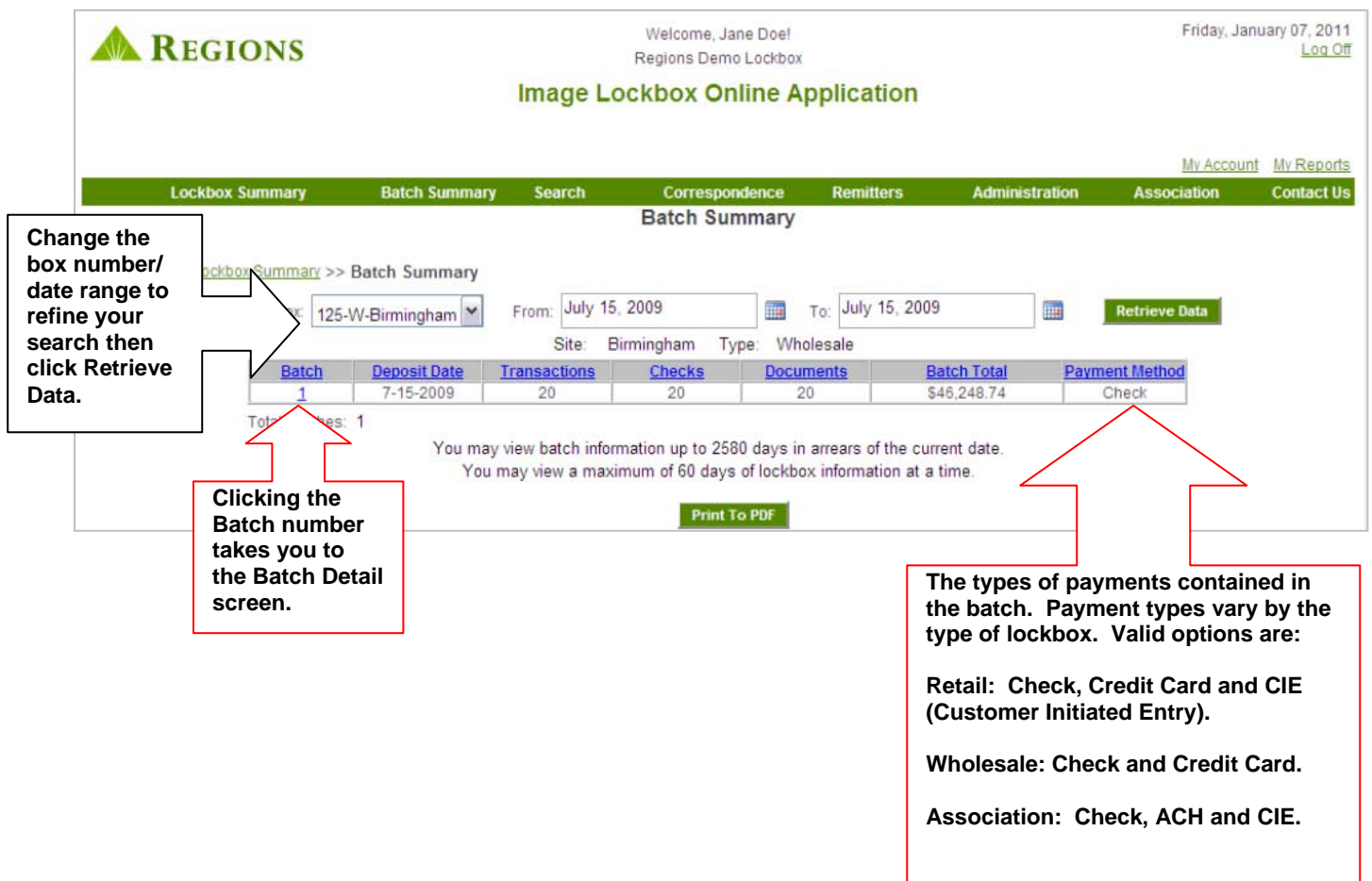
Batch Summary can be accessed by either clicking on a box number shown in the **Box Number** column on the **Lockbox Summary** grid, or by clicking the **Batch Summary** link on the Toolbar.

Using the **Toolbar** method:

1. Click on **Batch Summary** on the Toolbar.



2. The screen displays all batches processed for the given date range, the number of transactions in the batch, including the number of checks and documents, and the total amount of each batch.



The screenshot shows the 'Batch Summary' screen with the following details:

- Header: Welcome, Jane Doel, Regions Demo Lockbox, Friday, January 07, 2011, Log Off
- Navigation Bar: Lockbox Summary, Batch Summary, Search, Correspondence, Remitters, Administration, Association, Contact Us
- Page Title: Batch Summary
- Search Fields: Lockbox Summary >> Batch Summary, Box Number: 125-W-Birmingham, From: July 15, 2009, To: July 15, 2009, Retrieve Data button
- Filters: Site: Birmingham, Type: Wholesale
- Table:

Batch	Deposit Date	Transactions	Checks	Documents	Batch Total	Payment Method
1	7-15-2009	20	20	20	\$46,248.74	Check
- Footer: Total Batches: 1, You may view batch information up to 2580 days in arrears of the current date. You may view a maximum of 60 days of lockbox information at a time. Print To PDF button

Callout boxes provide additional information:

- Change the box number/ date range to refine your search then click Retrieve Data.** (Points to search fields)
- Clicking the Batch number takes you to the Batch Detail screen.** (Points to the '1' in the Batch column)
- The types of payments contained in the batch. Payment types vary by the type of lockbox. Valid options are:**
 - Retail:** Check, Credit Card and CIE (Customer Initiated Entry).
 - Wholesale:** Check and Credit Card.
 - Association:** Check, ACH and CIE.

Batch Detail

The **Batch Detail** screen displays check data captured from the MICR line of processed checks by default. The information displayed differs depending on whether your company **manually enters your own remitter data** or subscribes to the optional **Regions Lockbox Data Entry service**.

Example 1. Non-data entry Service. Remitter names manually entered on the **Remitter** set up screen will display on the **Batch Detail** screen as payments are processed.

Batch Detail

[Batch Summary](#) >> Batch Detail

Lockbox: 0305 Site: Nashville Type: Wholesale Processing Date: 10/4/2010 Batch: 3 on 10/4/2010

Act on: Selected View Checks and Docs Rotate images in PDF for best fit Improve Image Quality for PDF/Zip Go

	Sequence No.	Serial No.	R/T No.	Check Account No.	Amount	Remitter Name
<input type="checkbox"/>	3	0000003567	064000046	00000000054919379	\$171.19	Highline Furniture
<input type="checkbox"/>	1	0000004784	064107376	00000000172107376	\$469.94	Best Woodworking
<input type="checkbox"/>	2	0000073713	061112788	00000000000737137	\$103.80	Baxter Shipping
<input type="checkbox"/>	4	0000313901	021309379	00000000601890311	\$19.32	Heritage Furniture Productions
<input type="checkbox"/>	6	0000825046	031100209	00000000737137958	\$1,563.58	Best Furniture
<input type="checkbox"/>	5	0001092816	102100918	00000008012809379	\$113.89	ABC, INC.
<input type="checkbox"/>	7	0051240837	031100267	00006301073769509	\$556.00	XYZ, LLC

Total Transactions: 7 First Previous 1 Next Last

Deposit Detail Report
Batch Detail Report
Float Totals Report

Example 2. Data entry Service. If your company subscribes to the optional **Data Entry Service**, the **Batch Detail** screen displays as shown below. Data entry information keyed by Regions is displayed on the **Search** screen, discussed in a later section.

Batch Detail

[Batch Summary](#) >> Batch Detail

Lockbox: 299 Site: Birmingham Type: Wholesale Processing Date: 10/4/2010 Batch: 3 on 10/4/2010

Act on: Selected View Checks and Docs Rotate images in PDF for best fit Improve Image Quality for PDF/Zip Go

	Sequence No.	Serial No.	R/T No.	Check Account No.	Amount	
<input type="checkbox"/>	5	0000040562	011103093	00000000000000504	\$110.79	
<input type="checkbox"/>	3	0000069342	021000322	00000000000000637	\$99.24	
<input type="checkbox"/>	2	0000077752	107000152	00000000820000000	\$29.20	
<input type="checkbox"/>	4	0000140248	084205708	00000004000000021	\$444.52	
<input type="checkbox"/>	1	0001022697	031100225	00000000000060886	\$564.20	

Total Transactions: 5 First Previous 1 Next Last

Deposit Detail Report
Batch Detail Report
Float Totals Report

Batch Detail – Displaying Payment Images

In addition to providing information regarding items contained in a batch of processed remittances, Batch Detail also enables you to view images of individual transactions, or all transaction items in a batch.

1. Use the Act On drop-down box, or the column check-box to select All items. You can also click on the Sequence Number of a transaction to view the image.

2. Check the Rotate Images/Improve Image Quality checkboxes (if desired).

3. Click the Go button.

Batch Detail

Batch Summary >> Batch Detail

Lockbox: 299 Site: Birmingham Type: Wholesale Processing Date: 10/4/2010 Batch: 3 on 10/4/2010

Act on: Selected View Checks and Docs Rotate images in PDF for best fit Improve Image Quality for PDF/Zip **Go**

<input type="checkbox"/>	Sequence No.	Serial No.	R/T No.	Check Account No.	Amount
<input type="checkbox"/>	5	0000040562	011103093	00000000000000504	\$110.79
<input type="checkbox"/>	3	0000069342	021000322	00000000000000637	\$99.24
<input type="checkbox"/>	2	0000077752	107000152	00000000820000000	\$29.20
<input type="checkbox"/>	4	0000140248	084205708	00000004000000021	\$444.52
<input type="checkbox"/>	1	0001022697	031100225	000000000000060886	\$564.20

Total Transactions: 5 First Previous 1 Next Last

Deposit Detail Report **Batch Detail Report** **Float Totals Report**

If you leave the **Improve Image Quality for PDF/Zip unchecked**, the images you request will immediately open in a **PDF** document. If the box is checked the PDF images will be available on the **My Reports** screen. By providing images on the My Reports page, you are provided a higher quality image. This process is useful, particularly if documents you receive are printed in a smaller font size. You may continue to work in Image Lockbox while your report is being generated. An email notification alerts you when the report is ready for viewing. This process is outlined on the next page.

Message notifying you to access your images on the My Reports screen.

My Account **My Reports**

Lockbox Summary Batch Summary Search Correspondence Remitters Administration Association **Contact Us**

Batch Detail

Batch Summary >> Batch Detail

Lockbox: 299 Site: Birmingham Type: Wholesale Processing Date: 10/4/2010 Batch: 3 on 10/4/2010

Selected View Checks and Docs Rotate images in PDF for best fit Improve Image Quality for PDF/Zip **Go**

Your report has been requested and will be available on [My Reports](#)

<input type="checkbox"/>	Sequence No.	Serial No.	R/T No.	Check Account No.	Amount
<input checked="" type="checkbox"/>	5	0000040562	011103093	00000000000000504	\$110.79
<input type="checkbox"/>	3	0000069342	021000322	00000000000000637	\$99.24
<input type="checkbox"/>	2	0000077752	107000152	00000000820000000	\$29.20
<input type="checkbox"/>	4	0000140248	084205708	00000004000000021	\$444.52
<input type="checkbox"/>	1	0001022697	031100225	000000000000060886	\$564.20

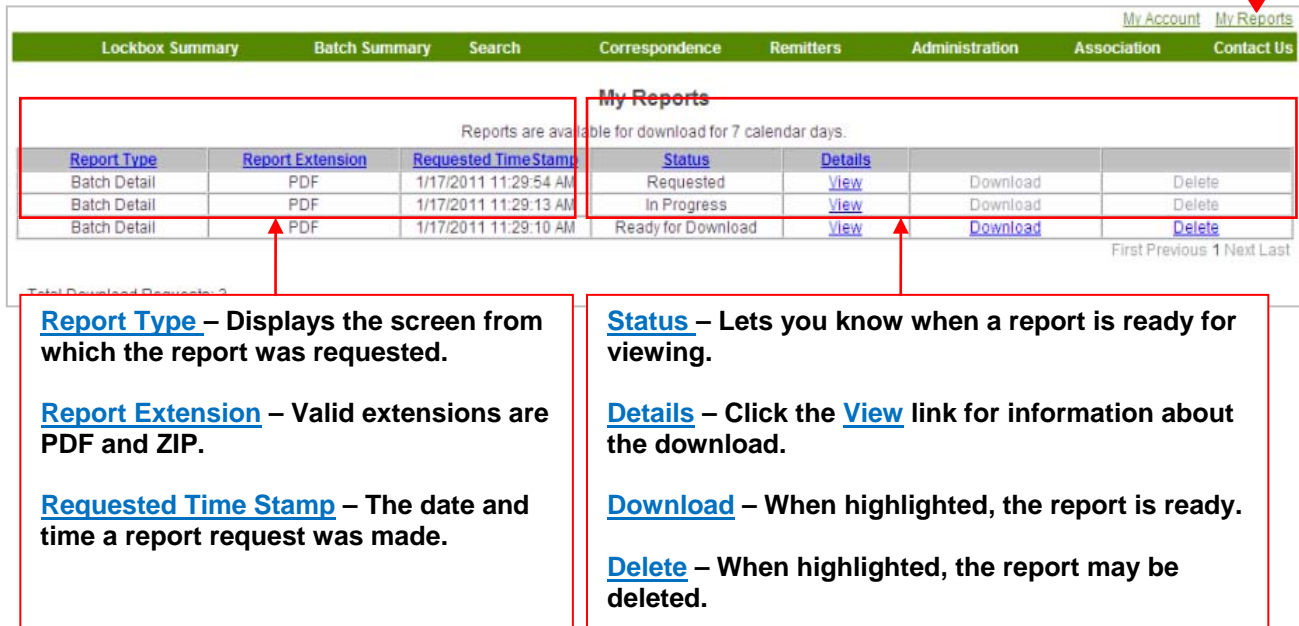
Total Transactions: 5 First Previous 1 Next Last

Deposit Detail Report **Batch Detail Report** **Float Totals Report**

Batch Detail – Viewing Transaction Images Using My Reports

If the **Receive automated email alerts for reports** checkbox is checked on the **My Accounts** screen, you will receive an email as soon as your download request is ready on **My Reports**. In addition, you may click the **My Reports** link on the **Toolbar** at any time to display the screen.

My Reports displays download requests for 7 calendar days. You can delete a download at any time.



The screenshot shows the 'My Reports' section of a web application. A red arrow points to the 'My Reports' link in the top right navigation bar. Below it, a table lists report requests. Three callout boxes provide definitions for the columns: 'Report Type', 'Report Extension', and 'Requested Time Stamp' on the left; 'Status', 'Details', 'Download', and 'Delete' on the right.

Report Type	Report Extension	Requested Time Stamp	Status	Details	Download	Delete
Batch Detail	PDF	1/17/2011 11:29:54 AM	Requested	View	Download	Delete
Batch Detail	PDF	1/17/2011 11:29:13 AM	In Progress	View	Download	Delete
Batch Detail	PDF	1/17/2011 11:29:10 AM	Ready for Download	View	Download	Delete

Report Type – Displays the screen from which the report was requested.

Report Extension – Valid extensions are PDF and ZIP.

Requested Time Stamp – The date and time a report request was made.

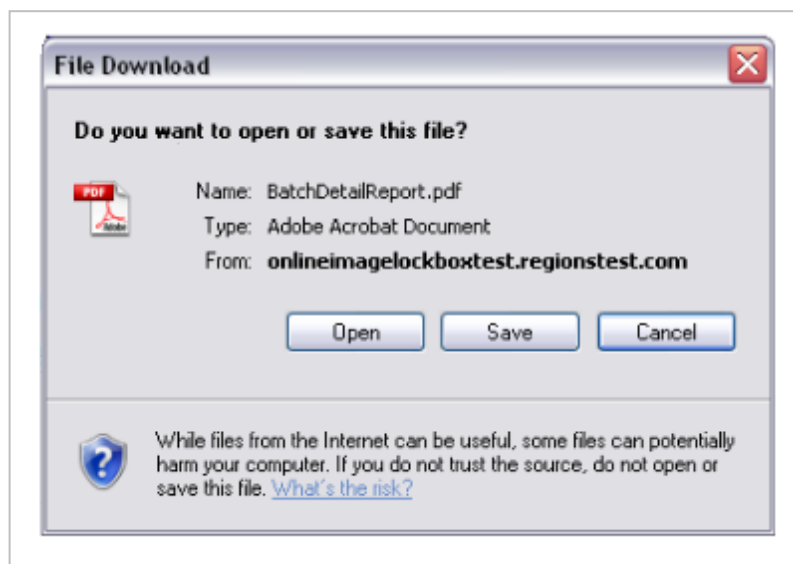
Status – Lets you know when a report is ready for viewing.

Details – Click the [View](#) link for information about the download.

Download – When highlighted, the report is ready.

Delete – When highlighted, the report may be deleted.

When you click [Download](#), a File Download dialogue box will provide you with the option to Open or Save the report. **Opening the file will display images of all checks and related documents for each transaction you selected.**




Batch Detail – Batch and Float Reports

In addition to viewing detailed batch information, the **Batch Detail** Screen also provides you the ability to view reports by clicking a report option button at the bottom of the screen.



- **Deposit Detail Report** – Detailed information based on the type of the Lockbox:
 - **Wholesale** – For Data Entry subscribers, information from the checks and documents keyed by Regions will display. For non-data entry service subscribers, remitter names will display if previously entered by the client.
 - **Retail** – Displays captured check and coupon data.
 - **Association** – Displays captured check and coupon data.



Wholesale Lockbox Detail Deposit Report

Monday, November 1, 2010
XYZ, Inc. Lockbox 999
17 Items Totaling \$963.54

Sequence Number: 1

Deposit Date	Batch	Sequence Number	Account	Routing And Transit	Serial	Amount
11/1/2010	1	1	20000197868	053101626	0000297571	\$402.58

Payor Name
ABC, Co.

Sequence Number: 2

Deposit Date	Batch	Sequence Number	Account	Routing And Transit	Serial	Amount
11/1/2010	1	2	470014662	084205708	0000141313	\$444.52

Payor Name
123, LLC

Sequence Number: 3

Deposit Date	Batch	Sequence Number	Account	Routing And Transit	Serial	Amount
11/1/2010	1	3	44580	021302884	0000125666	\$116.44

Payor Name
Smith, Co.

Total For Batch: \$963.54
Number of Items: 3

Sample Detail Deposit Report for a Data Entry Client. →

Check Data →

← **Data Entry**

Batch Detail – Batch and Float Reports Continued

- **Batch Detail Report** – Contains the same information as the Deposit Detail Report, but only for the batch **specified** by the user. (See example on previous page.)
- **Float Totals Report** – The **Float Totals Report** shows detail check float information for a particular **Lockbox** on a particular date. The report may be printed or saved as a PDF document. Key information contained on the report includes:
 - Date
 - Box number
 - Total number of items
 - Total deposit amount for the day
 - Float totals

Sample Float Report.	Wholesale Lockbox Float Report		
	Friday, November 05, 2010		
	Box Number	Client Name	Deposit Account Number
	929	XYZ, CO.	3092309
	Total Items:	8	
	Total Items Amount:	\$17,309.12	
Total Float amounts expressed in Days. Collected Balance = 0 days float.	Collected Balance	One Day Dollars	Two Day Dollars
	\$0.00	\$17,309.12	\$0.00
	Thank you for banking with Regions!		

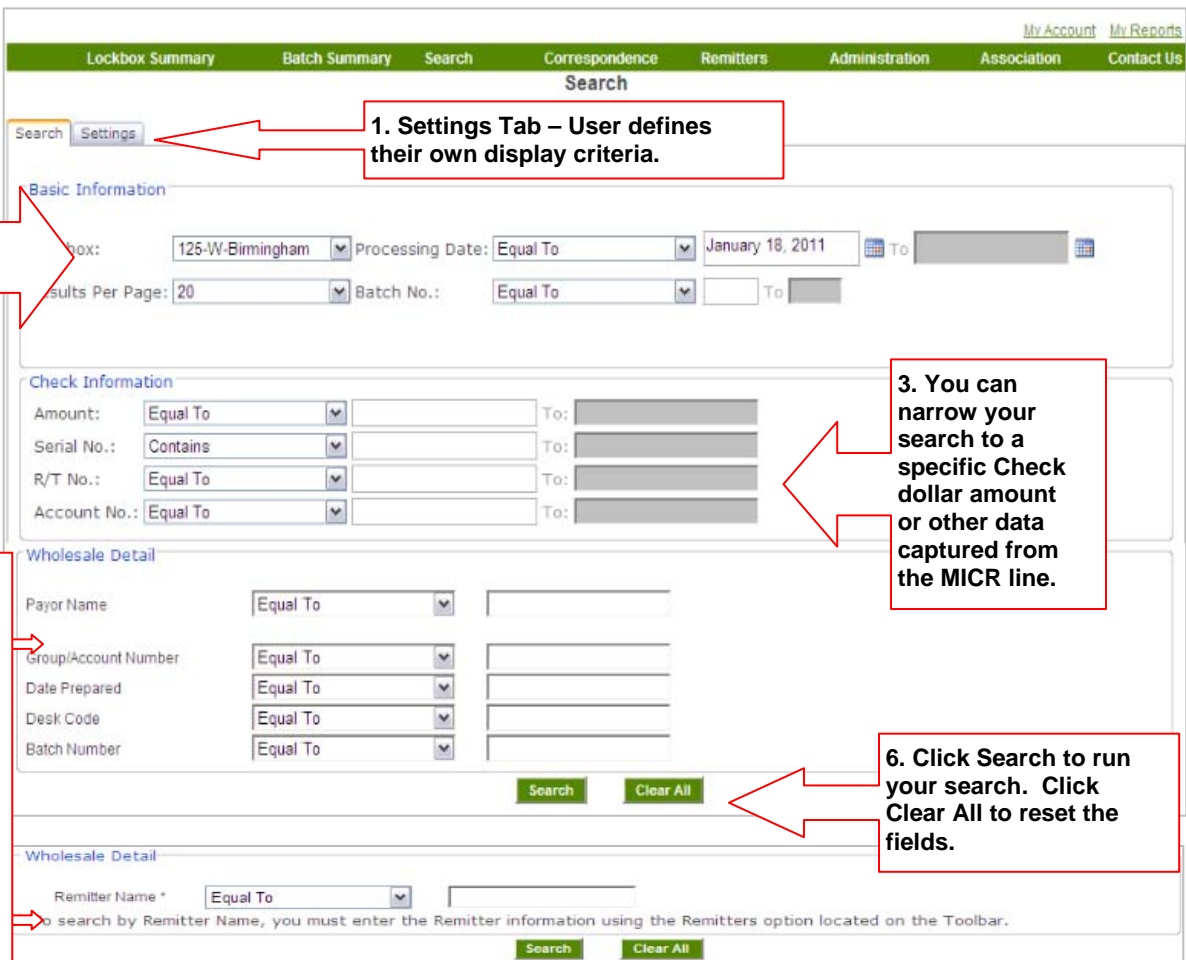
Search

The **Search** feature allows you to quickly and easily search for processed transaction information and images. The Search screen contains options for specific item searches and searches across date ranges.

For Example:

- **Wholesale:** All Wholesale users can search based on MICR data captured from processed checks. **Data Entry subscribers** may search by keyed data such as an **Invoice Number** or **Patient Account Number**. **Non-Data Entry clients** can search by Remitter name, if previously entered on the **Remitter** screen.
- **Retail Lockbox** and **Association Lockbox** users can search based on MICR data captured from processed checks and MICR information from the payment coupon.
- If you have multiple boxes, you can conduct a search across all boxes of the same type. (**All Wholesale, All Retail, All Association.**)
- Search can be conducted up to the **maximum number of archive days for the lockbox(s) in 60 day increments.**

Sample Search Screen for a Wholesale Data entry Client



The screenshot shows the Search interface with the following sections and callouts:

- 1. Settings Tab – User defines their own display criteria.** Points to the 'Settings' tab in the top navigation bar.
- 2. Select a box number or all boxes of the same type. Then select the date/date range and number of Results to display per page.** Points to the 'Box' dropdown (set to '125-W-Birmingham') and the 'Processing Date' range (set to 'January 18, 2011').
- 3. You can narrow your search to a specific Check dollar amount or other data captured from the MICR line.** Points to the 'Check Information' section, which includes fields for Amount, Serial No., R/T No., and Account No., each with a dropdown menu.
- 4. Wholesale clients that subscribe to the Data Entry service may search based on keyed data here.** Points to the 'Wholesale Detail' section, which includes fields for Payor Name, Group/Account Number, Date Prepared, Desk Code, and Batch Number.
- 5. Wholesale Clients who manually enter their own remitter data using the Remitter Toolbar option may search by Remitter name here.** Points to the 'Remitter Name' field at the bottom of the screen.
- 6. Click Search to run your search. Click Clear All to reset the fields.** Points to the 'Search' and 'Clear All' buttons at the bottom of the screen.

Search Results

Search Results display based on the **Search Settings** defined by each individual user. From the **Results View** you are provided the same options for viewing, printing and exporting as discussed in the **User Log in and Navigation** section.

Search Results Example for a Data Entry Client

<input type="checkbox"/>	Payor Name	Group/Account Number	Processing Date	Amount
<input type="checkbox"/> View	MEMORIAL GROUP HEALTH	431243	11/5/2010	\$797.64
<input type="checkbox"/> View	METRO HEALTH SYSTEM	433520	11/5/2010	\$927.03
<input type="checkbox"/> View	METRO HEALTH SYSTEM	433520	11/5/2010	\$425.56
<input type="checkbox"/> View	METRO HEALTH SYSTEM	433520	11/5/2010	\$256.31
<input type="checkbox"/> View	METRO HEALTH SYSTEM	433520	11/5/2010	\$147.30
<input type="checkbox"/> View	UTILITIES GROUP HEALTH	433561	11/5/2010	\$1,620.40
<input type="checkbox"/> View	UTILITIES GROUP HEALTH	433561	11/5/2010	\$13,113.20
<input type="checkbox"/> View	UTILITIES GROUP HEALTH	433561	11/5/2010	\$21.68

Total Items: 8

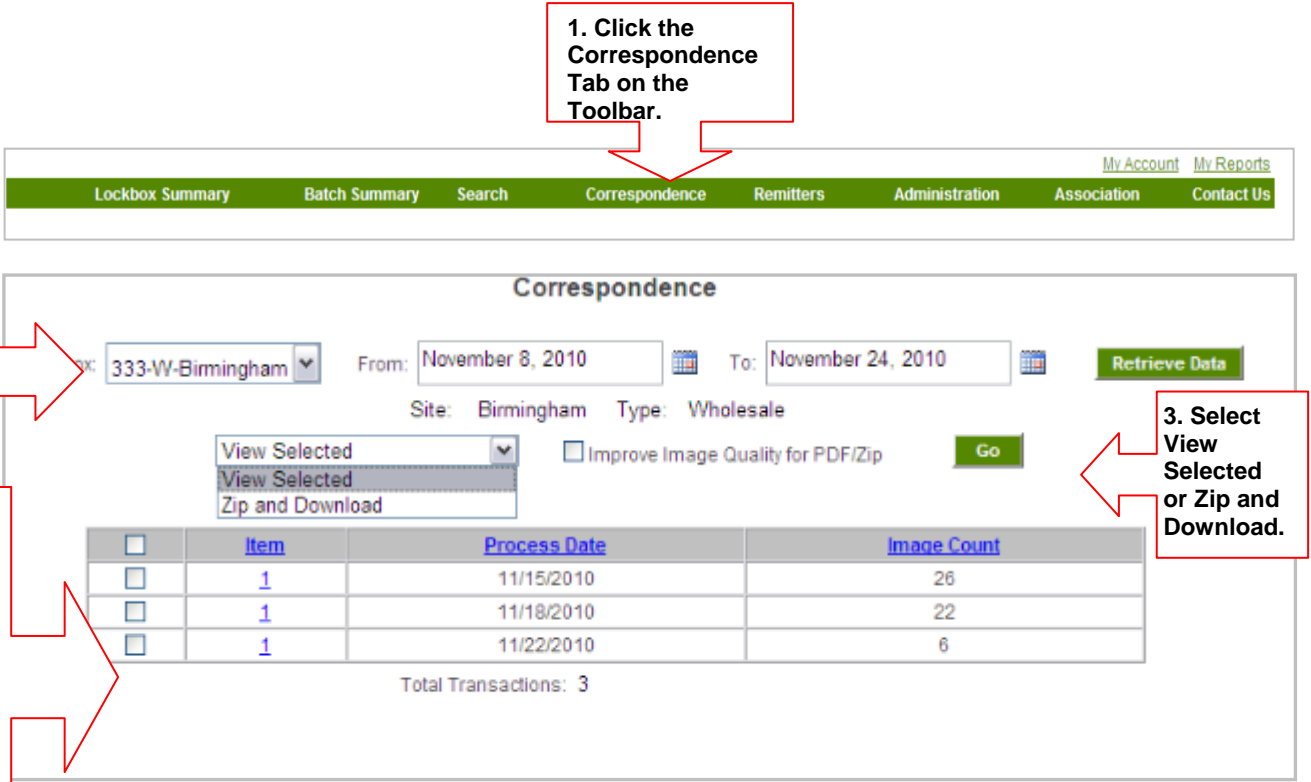
Correspondence

Viewing, Printing and Exporting

Frequently, your remitters include documents with a payment that are not a part of a payment transaction. These types of documents are referred to as **Correspondence** and may include:

- Change of address requests from your remitters
- Important communications from a client's remitter to the client
- Changes in payment terms notification from your remitter

Many lockbox clients request their **correspondence** to be returned by return package mail. An alternative to the return packaging is to subscribe to the **Correspondence Imaging Service** so that users can view the documents online. To view scanned correspondence:



1. Click the Correspondence Tab on the Toolbar.

2. Select a box number and date. Then click the Retrieve Data button.

3. Select View Selected or Zip and Download.

4. Search results display here. Correspondence items are grouped in batches. Check the Column Header checkbox or select an individual batch to view.

The screenshot shows the 'Correspondence' section of a web application. The toolbar includes 'Lockbox Summary', 'Batch Summary', 'Search', 'Correspondence', 'Remitters', 'Administration', 'Association', and 'Contact Us'. The 'Correspondence' tab is selected. Below the toolbar, there are search filters: 'Box: 333-W-Birmingham', 'From: November 8, 2010', 'To: November 24, 2010', 'Site: Birmingham', and 'Type: Wholesale'. A 'Retrieve Data' button is present. Below the filters, there is a dropdown menu with options 'View Selected', 'View Selected', and 'Zip and Download'. A 'Go' button is also visible. The search results are displayed in a table with columns 'Item', 'Process Date', and 'Image Count'. The table shows three rows of data, each with a checkbox in the first column. Below the table, it says 'Total Transactions: 3'.

<input type="checkbox"/>	Item	Process Date	Image Count
<input type="checkbox"/>	1	11/15/2010	26
<input type="checkbox"/>	1	11/18/2010	22
<input type="checkbox"/>	1	11/22/2010	6

Remitter Function

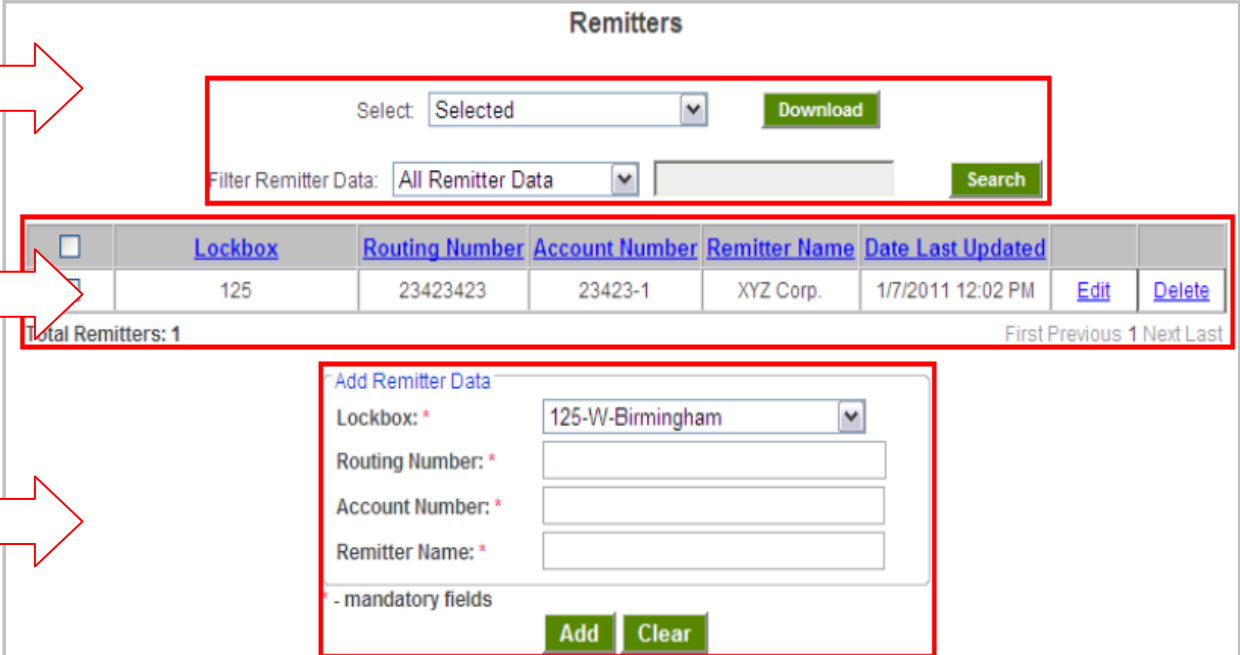
If you are a **Wholesale Lockbox non-data entry** subscriber, the **Remitter** screen gives the ability to enter **remitter name and check data** so that searches can be conducted on processed payments. In addition, when remitter information has been entered and saved, remitter names will display on the **Batch Detail screen, Detail Deposit reports, Search results** and **CSV file downloads** as payments are processed for the particular remitter entered. The remitter screen is comprised of three sections:

Section 1 – Remitter Download and Remitter Search: Used to download a list of previously entered remitter names in a .csv file format and to search for specific remitters in order to edit the entry.

Section 2 – Remitter List: Displays a list of **all remitter names and check information** that have been entered and the **Box Number** for which the remitter information was added. This screen includes the ability to **Edit** or **Delete** entered remitter data.

Section 3 – Add Remitter Data Section: Select the box number (if applicable) for which you expect to receive frequent payments, and then enter the **Routing Number, Check Account Number** and **Remitter Name** exactly as you want the name to display.

See the Batch Detail Section of the User Guide for an example of how Remitter names display.



Search for previously entered remitters here.

Remitter information displays here.

Add Remitter data here.

<input type="checkbox"/>	Lockbox	Routing Number	Account Number	Remitter Name	Date Last Updated		
<input type="checkbox"/>	125	23423423	23423-1	XYZ Corp.	1/7/2011 12:02 PM	Edit	Delete

Total Remitters: 1 First Previous 1 Next Last

Add Remitter Data

Lockbox: *

Routing Number: *

Account Number: *

Remitter Name: *

- mandatory fields

Note: You may use Batch Detail or the Search Screen to obtain check images to obtain Remitter Data.

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