

COMMERCIAL LOCK BOX SERVICES

BUSINESS ONLINE RECEIVABLES | QUICK START GUIDE

This Lockbox Services Quick Start Guide includes instructions for the tasks you will use most frequently.

GENERAL INFORMATION

Business Online Receivables is a portal that provides the access to view and maintain Lockbox activity.

At implementation, an Administrator will be set up on the system with access to all applications. The Administrator will need to add other Users and apply their application settings.

LOGIN

Log into Business Online Receivables at firstmerchants.com. Click the drop down box under **Sign In to Online Services** and select **Lockbox Services**.

1. Click the URL link for the location your Lockbox activity is processed.
2. At the login screen, enter the Entity Name, **User ID** and the **password**.
3. During the initial login, you will be required to change the password.

CHANGING A PASSWORD

Choose Change Password button. Once you submit your password change, the system will redirect back to the login screen.

FORGOT PASSWORD

Click on Forgot Password link. An email is generated to the user in order to select a new password. The email link will expire in 10 minutes.

DASHBOARD

After login, the Dashboard will display which is a summary of all activity for the selected Workgroup, Payment Type and Deposit Date.

BATCH SUMMARY

The Batch Summary provides high level information for each batch processed for a selected workgroup or timeframe. Choose Batch Summary from the menu option.

- Choose the date range.
- Select the Workgroup
- Select Payment Type and Payment Source
- Click Search

BATCH DETAIL

Batch Details are accessed when a user clicks on a batch row within the Batch Summary.

The Batch Details provides transaction information for payments processed in the selected batch for the Deposit Date selected.

TRANSACTION DETAIL

Transaction Detail are accessed when a user clicks on a transaction row in the Batch Detail page. The Transaction Detail page provides payment information for the transaction. The Transaction Detail page includes:

- The Header information
- Payment Items related to the transaction
- Related items - such as payment stub or invoice
- Documents - any non-payment document related to the transaction

For assistance, please call Treasury Solutions at 866-833-0050.



866.833.0050 firstmerchants.com

