

# COMMERCIAL LOCK BOX SERVICES

## REMITTANCE MANAGER | QUICK START GUIDE

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

### GENERAL INFORMATION

Remittance Manager is a portal that provides the access to the applications to view and maintain Lockbox activity. Users may be granted access to the Receivables Online and/or Service Requests applications, as appropriate.

- 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.
- The Administrator will receive two secure emails when their access is set up. One email will contain the User ID and the other will contain the temporary password.

Be sure to sign out of the system using the sign out link, not the red X in the upper right hand corner.

### LOGIN

Log into Remittance Manager at [firstmerchants.com](https://firstmerchants.com). Click the drop down box under **Sign In to Online Services** and select **Lockbox Services**.

1. At the Login screen, enter the **User ID** and the **Password**.
2. During the initial login, you will be required to change the password and set up 5 Security Questions and Answers.
3. After the initial log in, only one security question and answer will need to be provided to access the system.



### RECEIVABLES ONLINE

Access Lockbox deposits and transaction history in Receivables Online. Hover over My Applications and select Receivables Online.

### LOCKBOX SUMMARY

This is the default page in Receivables Online. From here you may look at each lockbox and their batch summaries by choosing a date.

### BATCH SUMMARY

This view shows the basic details of each batch.

1. Click **Batch ID** to view batch transactions.
2. Details of each transaction are available. Click **View Check Image** icon to see the check image.
3. Click the **View Document** icon to view the transaction document.
4. A **View All Images** icon is available to see both check and document.
5. There is a **Printer-Friendly Version** link as well.

### SEARCH

Two searches are available: Remittance and Lockbox. Both searches allow users to search by single or multiple fields, using specific information or a data range.

Lockbox Searches allows you to create and manage queries. **An Ad Hoc Query** can be saved so criteria doesn't have to be entered each time. Queries can be **Printed, Viewed as PDF, Downloaded As Text** (.csv file) or **Download Images**.

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## REMITTANCE MANAGER | CONTINUED

### SERVICE REQUESTS

Submit a specific maintenance request related to your Lockbox with this Application. Users must be set up to access to this feature.

1. Hover over **My Applications** and choose **Service Requests**.
2. Click on **Create New Service Request**.
3. Enter the requested information and click **Create Request** when completed.
4. Users can view service requests submitted by hovering over **My Applications** and selecting **Service Requests**.

### ADMINISTRATION

#### ADDING A NEW USER

This action may only be completed by the Administrator in the Remittance Manager portal. The process is completed in two sections, the creation of the user login and applying the application settings.

1. Hover over **Admin** and hover over **User Management** and select **Create User**.
2. Enter information for new user and click **Create User**. All fields with a red asterisk are required on this screen.
3. Hover over **Admin** and hover over **User Management** and select **Application User Setup**.
4. Enter the **User ID** just created in Step 2 above in the User ID field and click **Get Detail**.
5. Click **Add Application**.
6. Select the applications the user should have access to and click **Save**.
7. Once added to the **Assigned Application List**, click on the **Pencil** icon under **Actions** for Receivables Online. This will add a section for Receivables Online.
8. Click **Create New User** under **Receivables Online** section.
9. Check the appropriate boxes for the access the user should have, click **Save**, and then close the box.



### USER MAINTENANCE

The **View Users** list shows all user names, email and logon names.

1. To see the user's set up, click the **Magnifying Glass** icon.
2. To edit settings for a user, click the **Pencil** icon.
3. Administrators can update any fields as needed, and click **Update** to save the changes.
4. To block or unblock a user, check the box to the left of the appropriate user and then select **Block User** or **Unblock User**.
5. To reset the password for another user, check the box to the left of the applicable user and then select **Reset Password**. The user will receive a secure email with a temporary password. The temporary password will be valid for 24 hours.

**NOTE:** There is also an Admin tab within the Receivables Online Application. Do not use this feature. All user set up and maintenance should be performed in the Remittance Manager portal.

### OTHER FEATURES

#### CHANGING A PASSWORD

If a user would like to change their password before it expires, they may do so by hovering over **Profile** and selecting **Change Password**. The user will be required to enter the current password as well as the new password.

#### SECURITY QUESTIONS

A user may update their security questions and answers at any time. They may do so by hovering over **Profile** and selecting **Security Questions**. The user will need to select 5 questions, answer the questions, and click **Save Answers**.

#### CONTACT US

Use this feature to send a general inquiry to us. For help with a specific issue with your Lockbox, use the Service Requests Application.