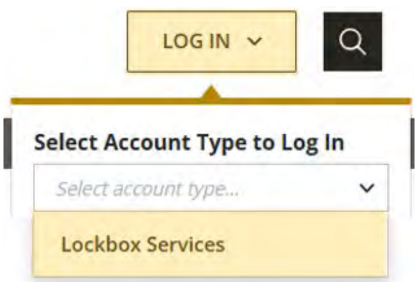
FIRST MERCHANTS
LOCKBOX TRAINING GUIDE

First Merchants values keeping your information safe and providing efficient service delivery, so we maintain multiple Lockbox operations across our markets, making your transactions accessible through a highly secure online platform.

This guide will show you how to use our Secure Lockbox platform!

GENERAL INFORMATION

1. Go to FirstMerchants.com
2. Select **Login** and choose **Lockbox Services**



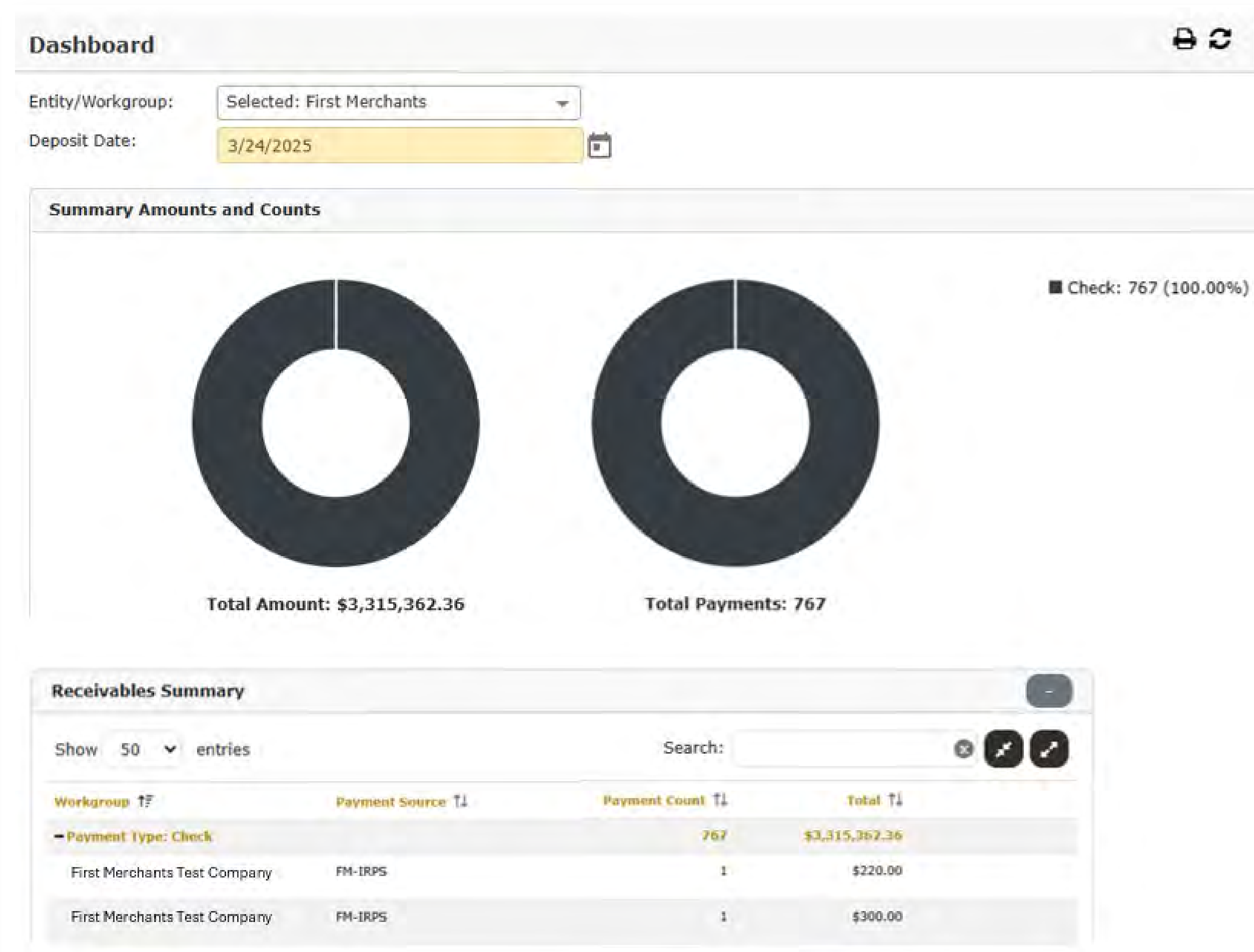
3. Select **Business Online Receivables Platform – Login Here**

4. Select **Continue**
5. Enter your **Login Credentials**
    - Entity Name, Login Name, Password
6. Select **Sign In**
7. Retrieve the **Multi-Factor Authentication Code** sent to your email and enter it on the login page to complete the sign-in

LOCKBOX DASHBOARD

1. The Home Page is a **Dashboard** with a summary of each day's deposits

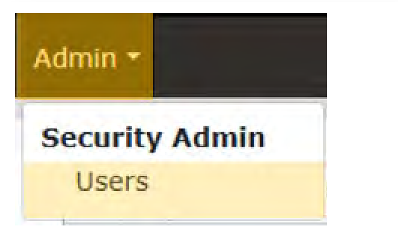
    - Edit the **Deposit Date** to view past & present deposit summaries



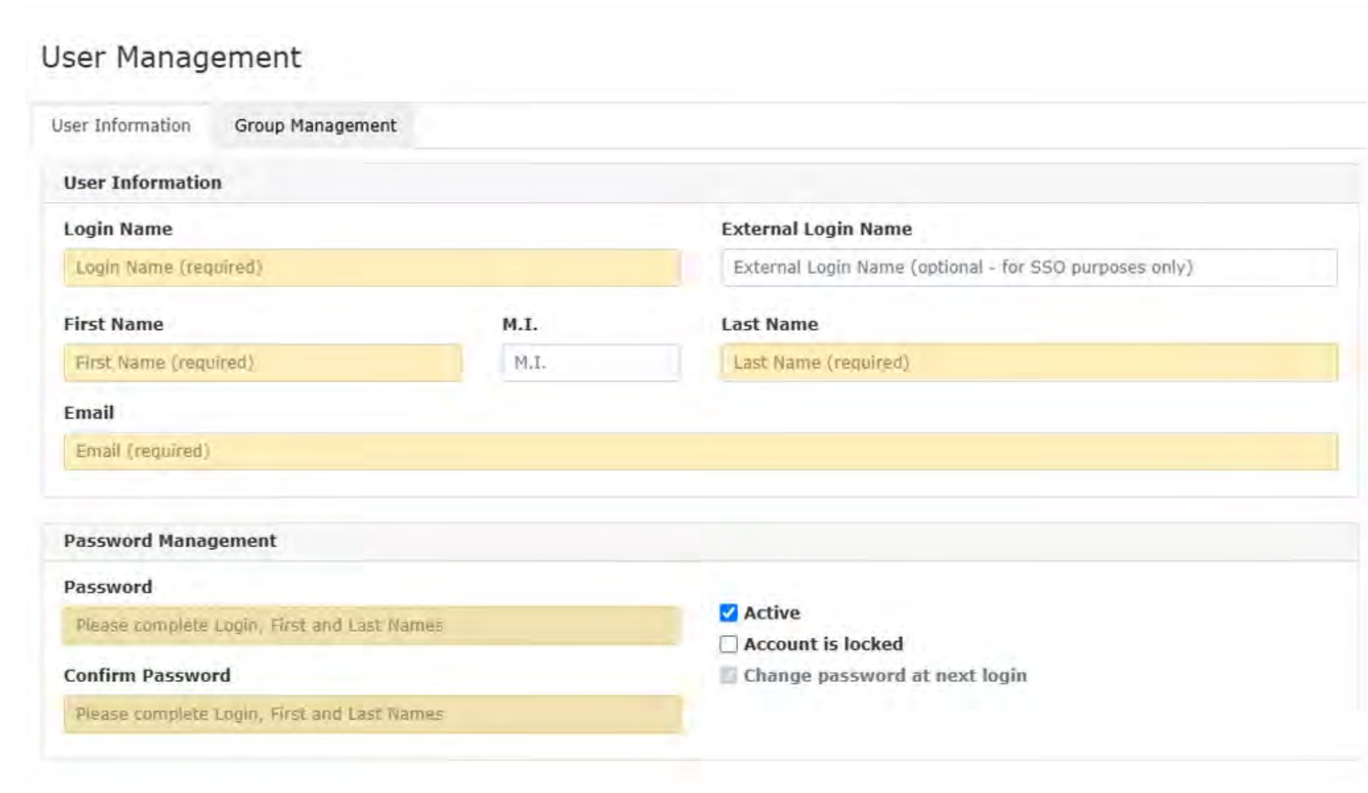
2. Use the Pie Charts to see **Summary Amounts and Counts**

LOCKBOX ADMINISTRATION

1. Go to the **Admin** tab and select **Users**



2. Select Add to create a new User
3. Enter in the **Required User Information**
4. Create a **Temporary Password** & re-enter in the **Confirm Password** Field

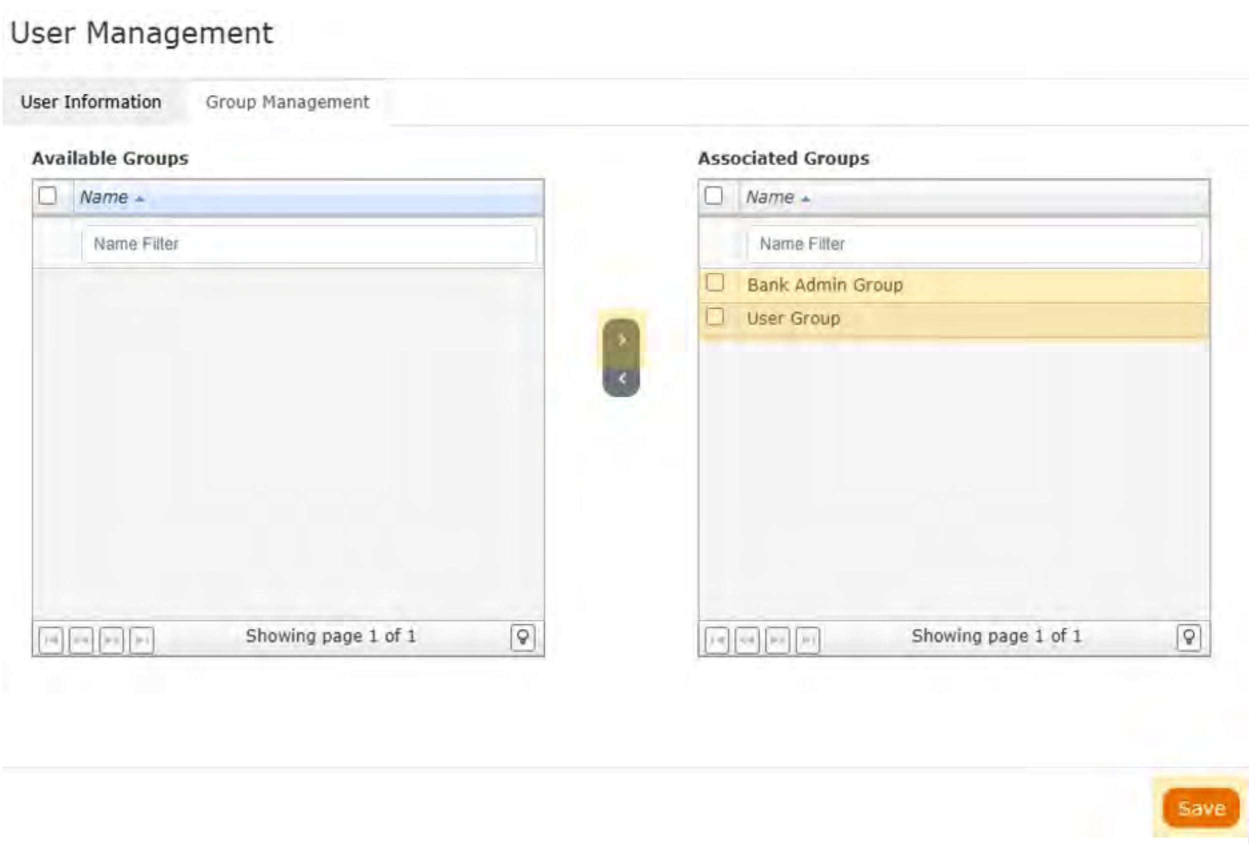


5. Toggle to **Group Management**

6. Move the **Available Groups** to the **Associated Groups** to entitle the user

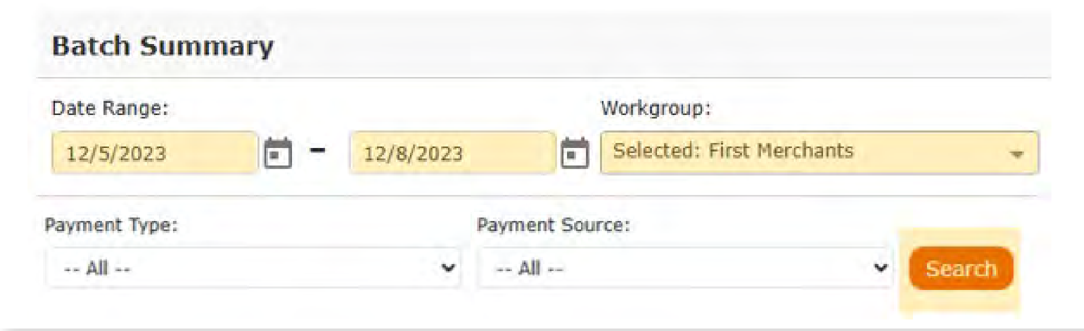
    - Admin Group – Grants Administrative Privileges

    - User Group – Grants Viewing Privileges

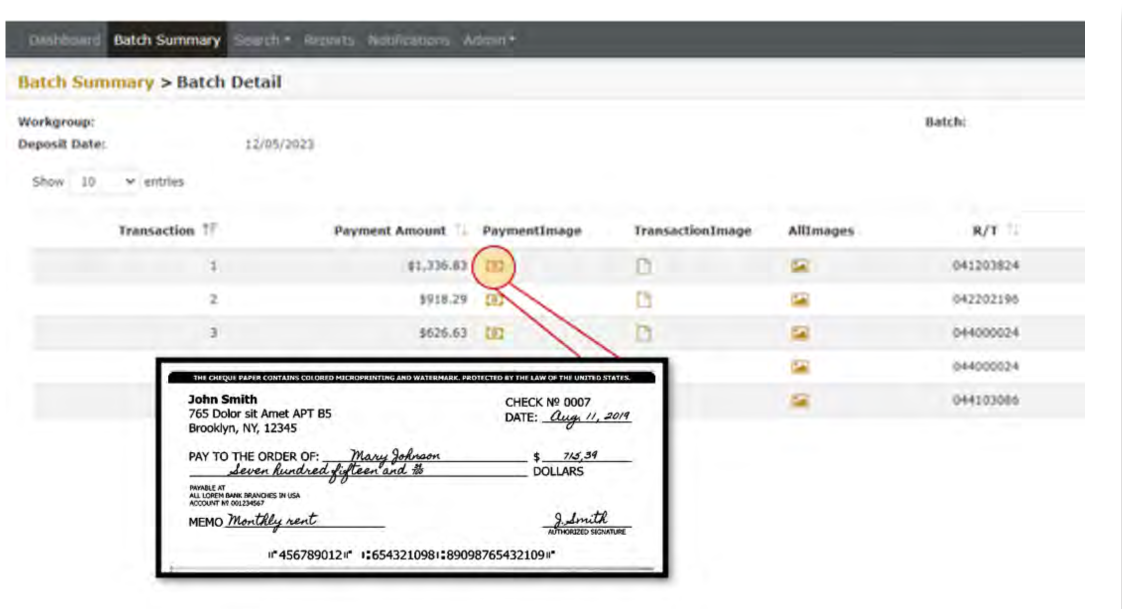


BATCH SUMMARIES

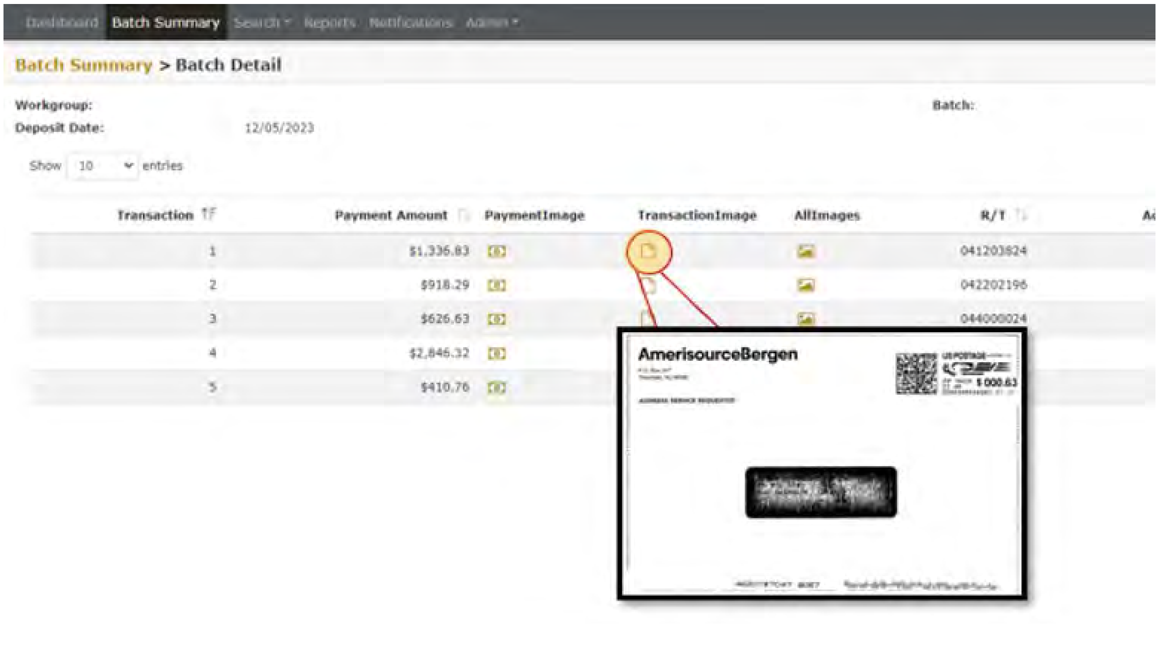
1. Go to the **Batch Summary** tab
2. Enter the **Search Criteria**
    - Date Range, Workgroup, Payment Type, and Payment Source



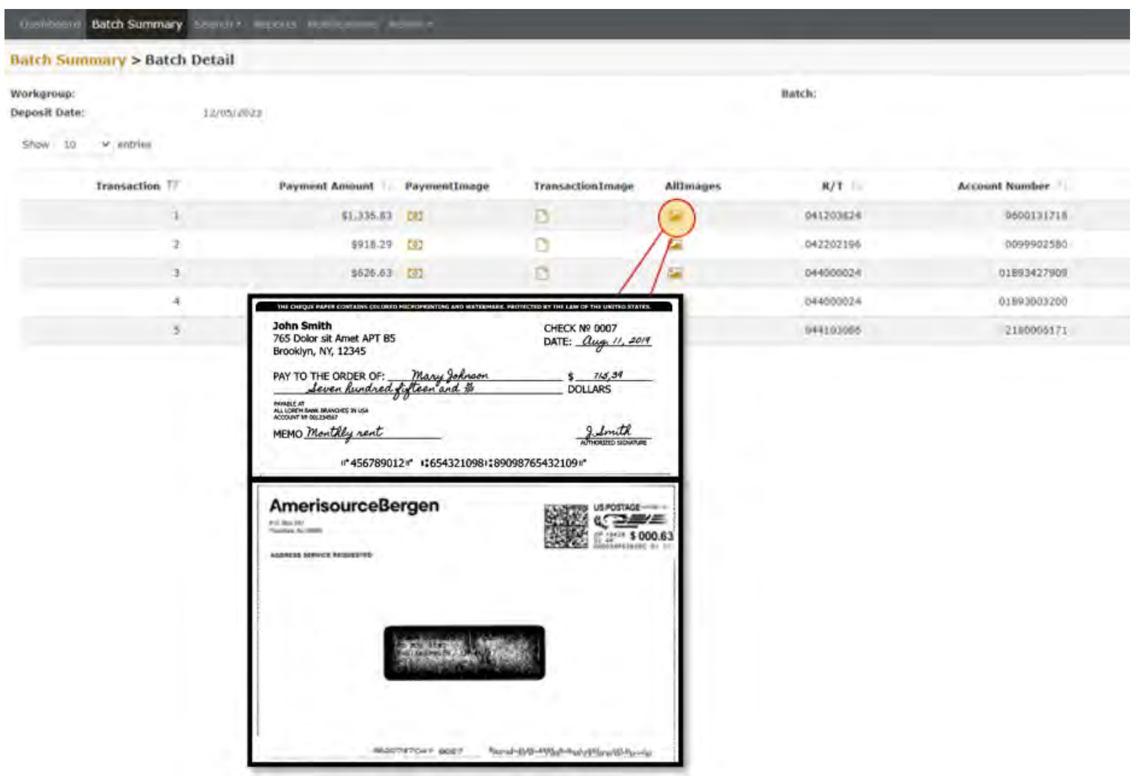
3. Select **Search**
4. Select the **Deposit Details** to open the deposit



5. Click the **Payment Image** Icon to view the **Check Image**

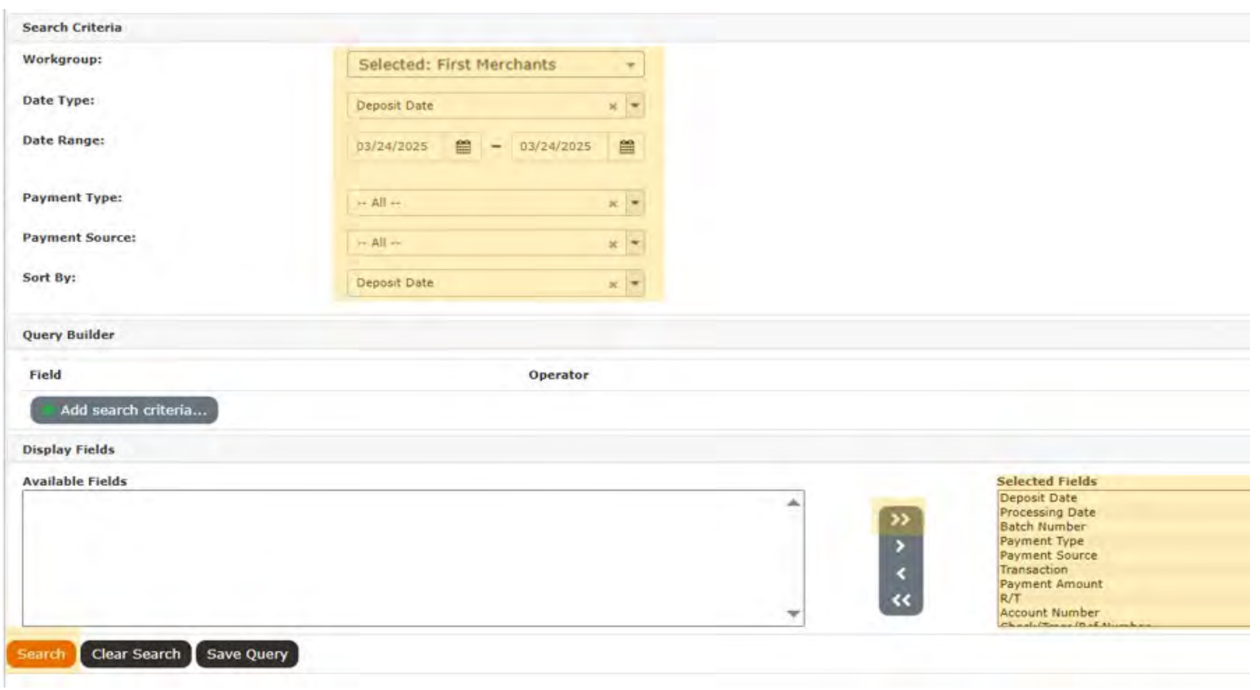


6. Click the **Transaction Image** Icon to view **Additional Scanned Images**



ADVANCED SEARCH / CSV

1. Go to the Search tab and select Advanced Search
2. Enter the Search Criteria
    - Workgroup, Date Type, Date Range, Payment Type, and Payment Source
3. Under Display Fields, move the Available Fields to the Selected Fields
4. Click Search



5. Select Download as Text to export the data as a CSV