First Merchants Business

Business Online Receivables - Lockbox Quick Start Guide

General Information

The Business Online Receivables Lockbox platform provides access to view and maintain Lockbox activity.

Users will be provided access instructions based on your assigned authentication method. Each user will be assigned a specific login method and should continue using that designated access method going forward. There are two options:

If you access the Lockbox platform using Business Online Banking:

An Administrator will be set-up on Online Banking platform with access to all applications, as such, users will be granted access as appropriate.

- These users will access the Business Online Receivables Lockbox platform through the Lockbox Services tile located within the Services tab in Business Online Banking.

If you are assigned Direct Login access:

An Administrator will be set-up Business Online Receivables Lockbox platform with access to all applications, as such, users will be granted access as appropriate.

- These users will access the Business Online Receivables Lockbox platform directly through the Business Online Receivables platform.
    - Users will receive an email from DoNotReply@ReceivablesAlerts.com containing a link to access the upgraded Lockbox platform. If you do not see the email in your primary inbox, please check your spam or junk folder.
    - Once you access the new platform link - Business Online Receivables, bookmark this link in your browser as this will be your access point to the new platform going forward.
    - During your initial login, you will be prompted to activate your account by creating a password and setting up multi-factor authentication.
    - Your username will be the email address we have on file.
    - For security purposes, the activation link will expire in seven days.

Business Online Receivables

Access Lockbox deposits and transaction history in Business Online Receivables.

Lockbox Dashboard

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

Archive

This view is utilized to search for batch, transaction, and item details. There are three tabs:

1. Click **Batch Tab** to search and view batch transactions and items. This tab summarizes data at batch level.

- Click **View** on row of batch and receive two options: **Transactions** and **All Images**
- Click **Transactions** to display Transaction Summary page or click **All images** to display a preview of all images for the batch

2. Click **Transaction Tab** to search the archive for transactions and items processed within that transaction. This tab summarizes data at the transaction level.

- Click **View Images** icon to view images or the **View Transaction Details** icon to navigate to Transaction Details page
- Click on **Transaction Number** and navigate to the transaction on the Transaction Items tab.
- Click on **image viewer icon** to view transaction images in viewer at bottom of screen.
- Click on **note icon** to view transaction details screen.

3. Click **Transaction Items** Tab to search for all items including stubs, payments. This tab lists all items in the results table.

- Click the **blue number in the Transaction Number column** to view transaction
- Click the **image viewer icon** to display image at the bottom of the screen.
- Images can be navigated by clicking the left or right arrow on either side of the image, or by clicking the image/item in the right most pane.
- Click **View image** and image will display in a **Printer-Friendly (PDF)Version** Viewer (front and rear images).

Advanced Search is available on Batches, Transactions and Transaction Items Archive tabs. Advanced Search allows users more flexibility in searching various field types with adjustable filters. The same fields are available on advanced search and columns on each of the tabs.

- Click **Advanced Search** on Archive screen
- Click the **Field dropdown** and select fields to search on
- Click **Operator dropdown** and select operator functions.
- In the **Value field**, enter a value to use in the search operation
- After all search criteria have been entered, click **Apply Search**
- **Edit advanced search** can be used to return to the **Advanced Search** screen and modify the search, or **Clear** can be selected to return to the default **Search screen** and automatically clear all search options

Advance Searches allows you to create and manage queries. A query can be **Saved** so criteria doesn't have to be entered each time. Queries can be **Viewed/Print PDF Images, Exported (CSV, PDF or XLSX)** and/or **Download zip file Images**.

Administration

Adding a New User

This action may only be completed by the Administrator in the Business Online Receivables platform. The process is completed in two sections, the creation of the user login and applying the application settings.

1. Select **Admin** menu and select **Users tab** and click **Add User**.
2. Enter User's **First Name, Last Name, Phone Number** (required for multi-factor authentication) and **Email Address** and click Next.
3. Check the box in front of each organization that a user should have access.
4. Click **Next** and **Teams & Permissions** tab displays.
5. Select the **Teams** that the User should have access.
6. Click **Add User**.

Editing a New User

An existing user can be updated to change the access level or identifying information. Email addresses cannot be updated.

1. Select **Admin** menu and select **Users tab** and click **Pencil** to the right of the row to Edit User. The Edit User screen displays.
2. Change User's identifying information as needed. Click **Next**.
3. In **User Access tab**, change organizations assigned to the user. Click **Next**.
4. In **Teams & Permissions tab**, assign the teams the user should have access. Click **Update User**.

User Maintenance

Activity Reports provide information regarding user activity. User Activity report contains all audited activities performed by users during the last 7 days including such actions as deletions, file downloads, logins, logouts, etc.

1. Select **Reports** menu, click **Create Report** next to **User Activity Report.**
2. When **Create Report** screen is displayed, select **file type, when to generate report**, select Download Now. Click **Next.**
3. When Manage Data tab displays, select **Date range** and **schedule iteration**, **users** and **activities** to show in report.

Reports and rDrive

Reports

The platform provides standard reports. **Reports** are accessed by selecting Reports from the left side menu. **Payments Reports** and **Activity Reports** are available.

1. **Payment Reports** provide information regarding payments using Archive data. The **monthly deposit summary repor**t is a month to date (current month only) report of the cumulative monthly deposit totals.
   - Click **Create Report** next to Monthly Deposit Summary
   - When screen displays, select **field** and **type of file output** (CSV, PDF, or XLSX), and **when to generate report**. Click **Next**.
   - When the **Manage Data tab** displays, select **date range to report on** and click **Download**.
2. **Activity Reports** – refer to User Maintenance section.
3. **My Payment Reports** are reports that were created by the user by saving archive searches

rDRIVE

The rDrive is accessed by selecting **rDrive** from the left side menu. rDrive provides a central location to access all files that were imported into the application. This may include reports imported from other sources or can also include reports generated for rDrive.

Other Features

Changing A Password

If a user would like to change their password, they may do so by:

- Entering **Username**, then selecting **Need Help Signing in?** link on the login page, followed by **Forgot Password?**
- Enter username (email) and click Reset via Email
- User will be sent an email with instructions to reset your password.

Contact Us

Use this feature to send a general inquiry to us. For help with a specific issue with your Lockbox, **call Treasury Solutions at 1.866.833.0050**, Option 2 for assistance.