First Merchants Business

Online Receivables Lockbox Training Guide

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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!

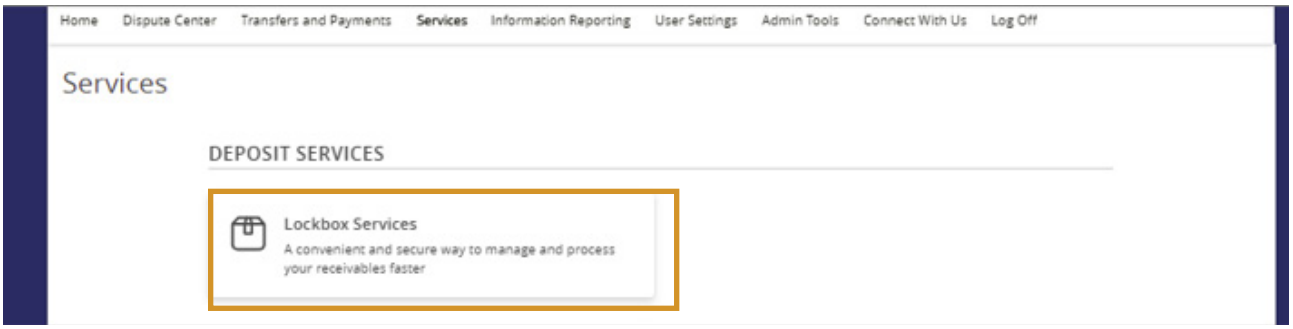
GENERAL INFORMATION

Accessing the System

Users with Business Online Banking Access

To access Business Online Receivables via Business Online Banking, navigate to the **Services tab.** You will see a **Lockbox Services tile** under **Deposit Services.**

Click on the **Lockbox Services tile** and you will be navigated directly into the Business Online Receivables Lockbox platform.



Users with Direct Access to Business Online Receivables

Users who do not have access to Business Online Banking will be assigned Direct Login access and will be directed to the Business Online Receivables Lockbox platform upon log-in.

1. Go to FirstMerchants.com

2. Select Login and choose Lockbox Services



3. Select Business Online Receivables Platform - Login



4. Select Continue

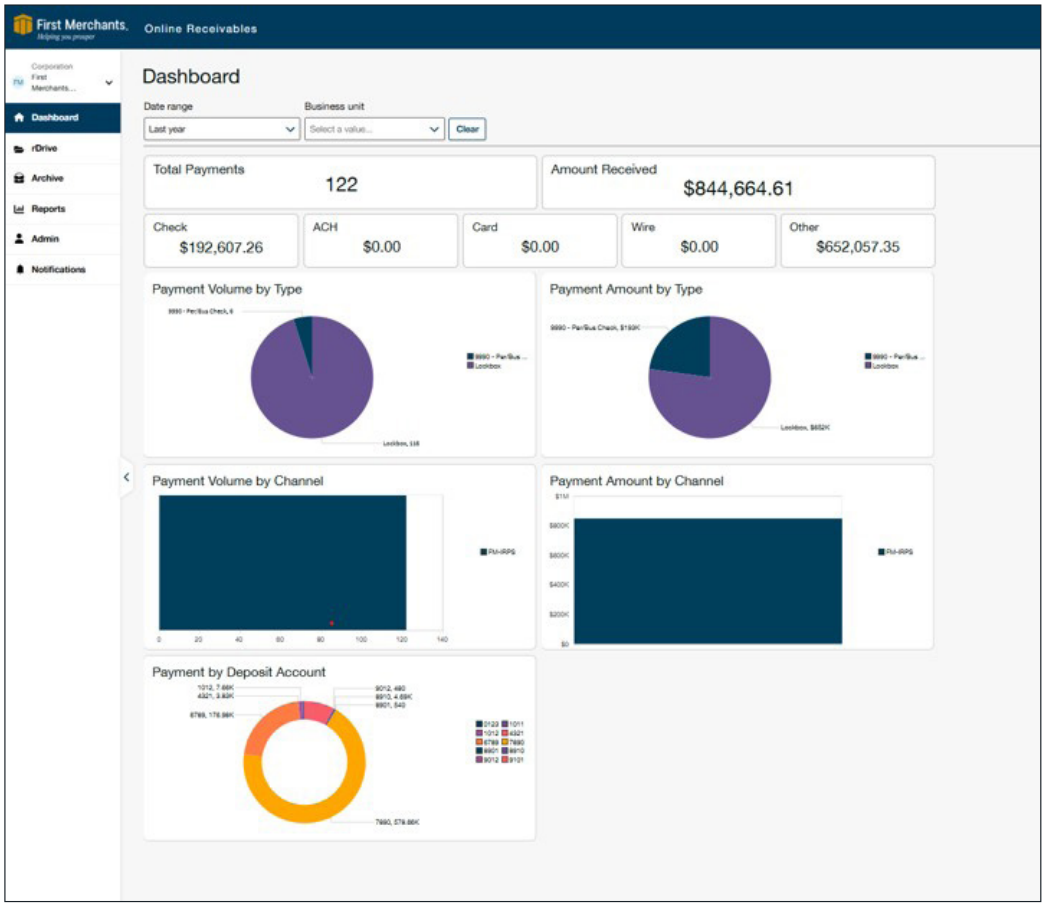
5. Enter your Login Credentials
   - Login Name and Password

6. Select Sign In

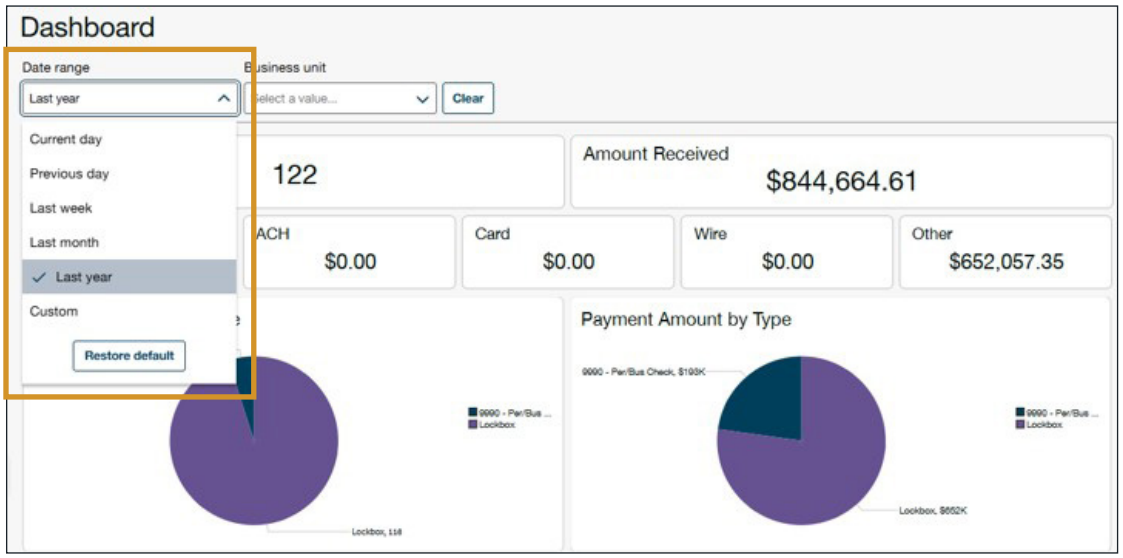
7. Retrieve the Multi-Factor Authentication Code sent to your email or mobile phone and enter it on the login page to complete the sign-in

LOCKBOX DASHBOARD

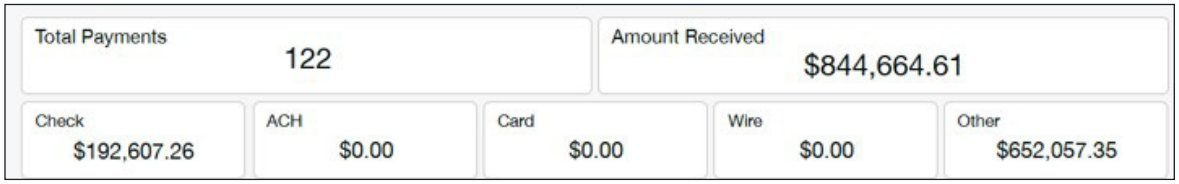
1. After logging in, the Home Page is a Dashboard with a summary of each day's deposits. Below is an example of the dashboard where only check payments exist for the selected organization.



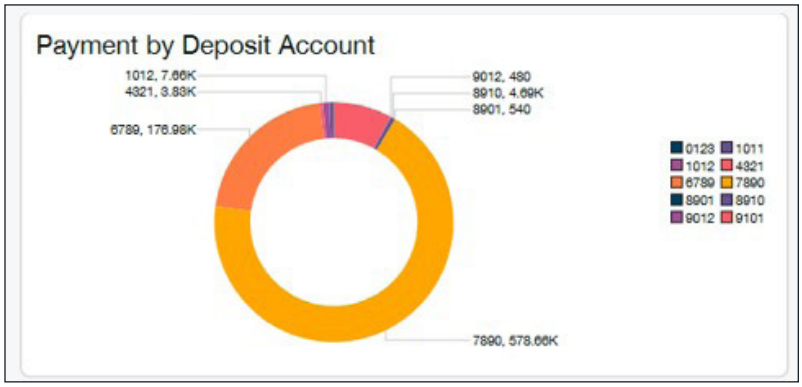
2. Change the Date Range by selecting **Date Range** drop down.



3. Dashboard will automatically update after the dates are selected. If multiple dates were filtered, the data for those dates are combined as one total set of results on the Dashboard.



4. Payment by Deposit Account widget displays the total deposit amount per deposit account, sorted from the lowest last 4 of DDA number to last 4 of DDA number on the right side of widget.



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LOCKBOX ADMINISTRATION

User Setup for Single Sign-On through Online Banking

*Before completing these steps, ensure the user has been set up in the Online Banking platform. Refer to the **User Management Guide** for instructions on adding a user to Online Banking.*

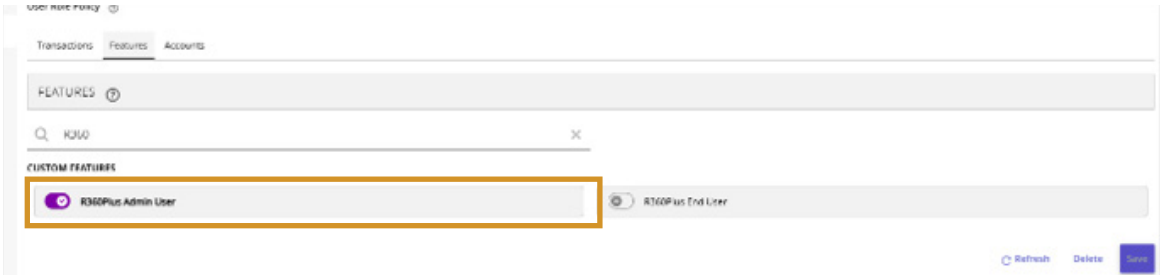
To add the **Lockbox Services** tile for Administrators and Users, select the **Admin Tools** tab at the top of the page and then select **User Roles**.

You can either **create a new role** or **edit an existing role**. You will then be directed to the **Features** page. Refer to the **User Role Management Guide** for additional information.

On the **Features** page, scroll to the **Custom Features** section and follow the appropriate steps below based on the permissions being assigned.

Administrator

1. Enable the R360Plus Admin User toggle to grant Administrator access and display the Lockbox Services tile.



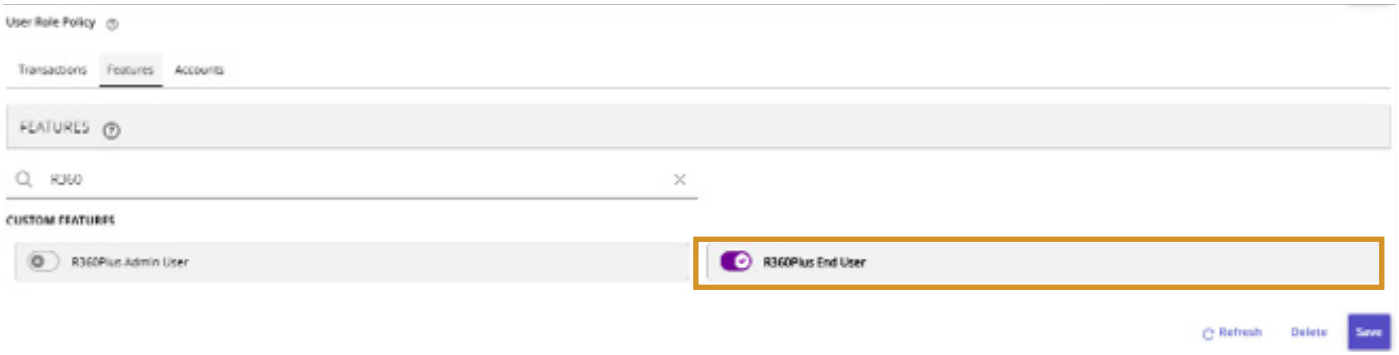
2. Click Save

3. The user will be automatically created and set up in R360Plus.

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End User

1. Enable the R360Plus End User toggle to grant End User access and display the Lockbox Services tile.

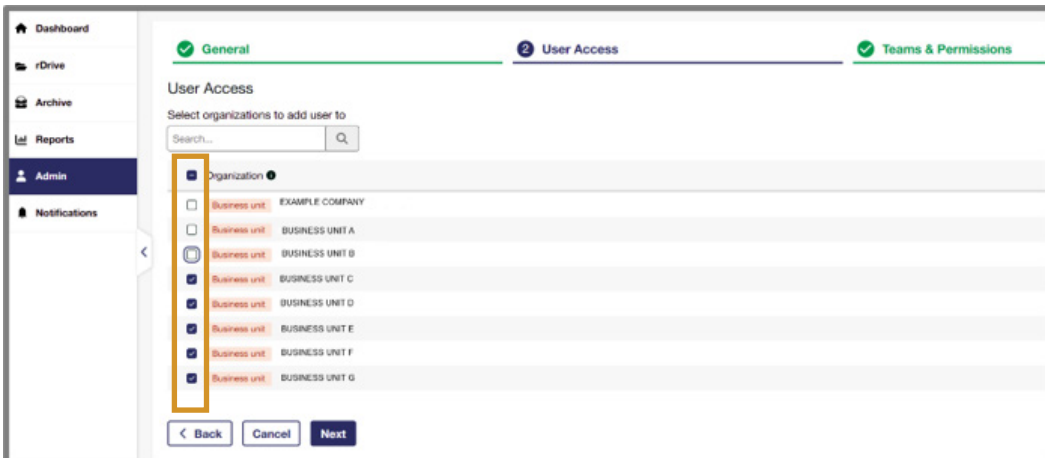


2. Click Save

3. The user will be automatically created and set up on R360Plus.

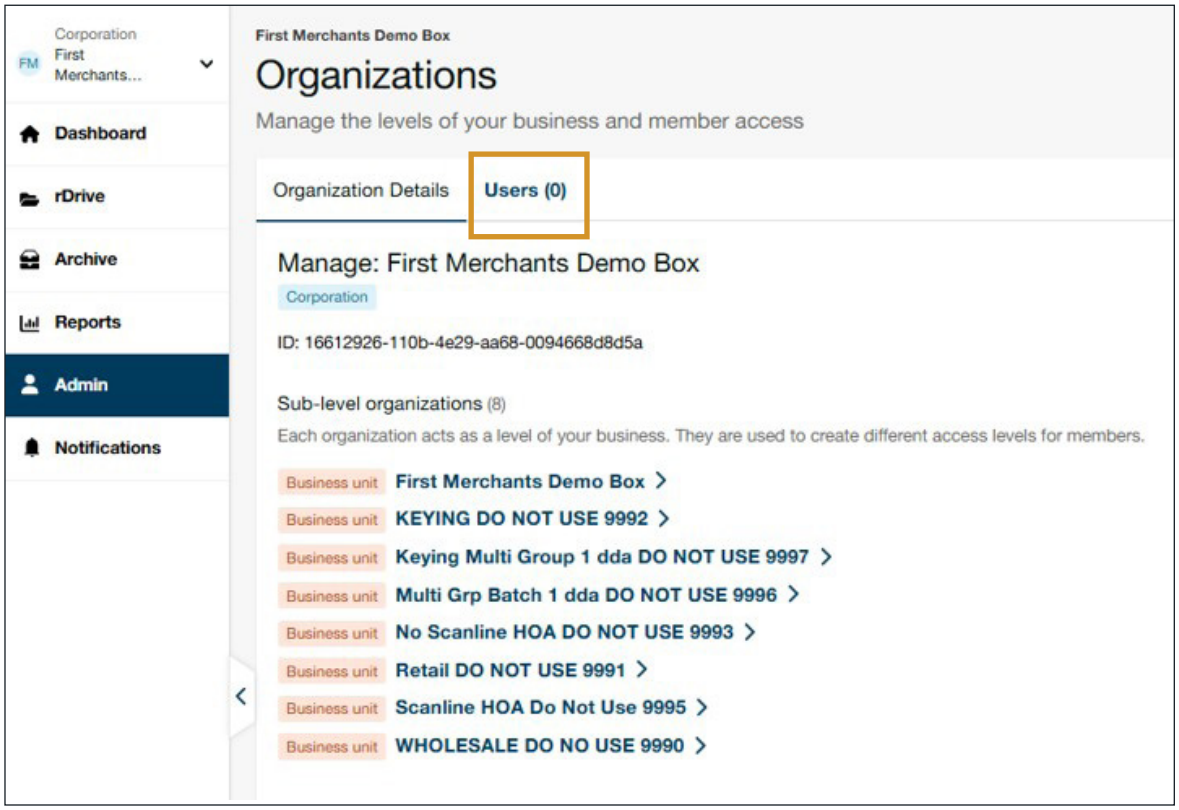
Users with Access to Multiple Organizations

- After a user has been set up in the Online Banking platform, the user must be entitled to each Business Online Receivables organization they require access to.
- The user must click the Lockbox Services tile to establish their connection to Business Online Receivables Lockbox Services.
- Once the user profile has been created in Business Online Receivables, an Administrator must access the Business Online Receivables platform and assign the appropriate organization entitlements.
- Users will only be able to access the organizations for which they have been granted permissions.



User Setup

1. Click on Admin on the far-left menu. The Organizations tab display.

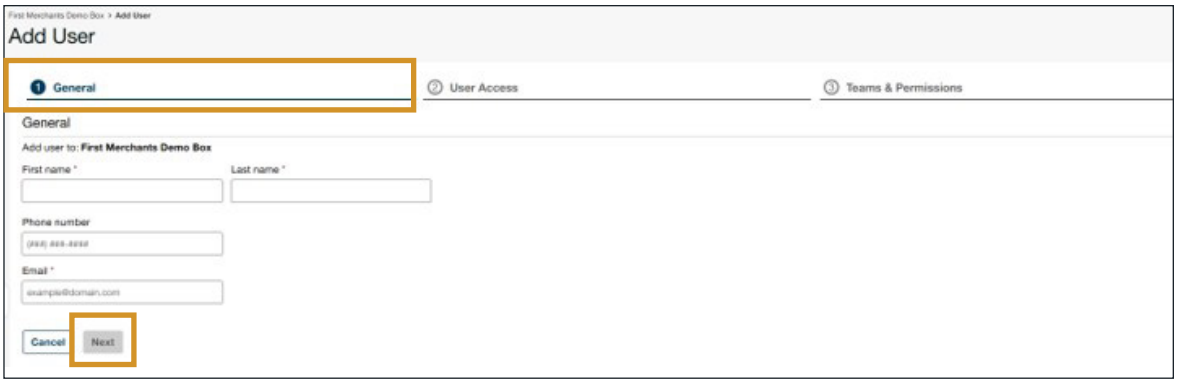


2. Select **Users** tab to create a new User. Click on Add User.



3. The **Add User** screen displays.

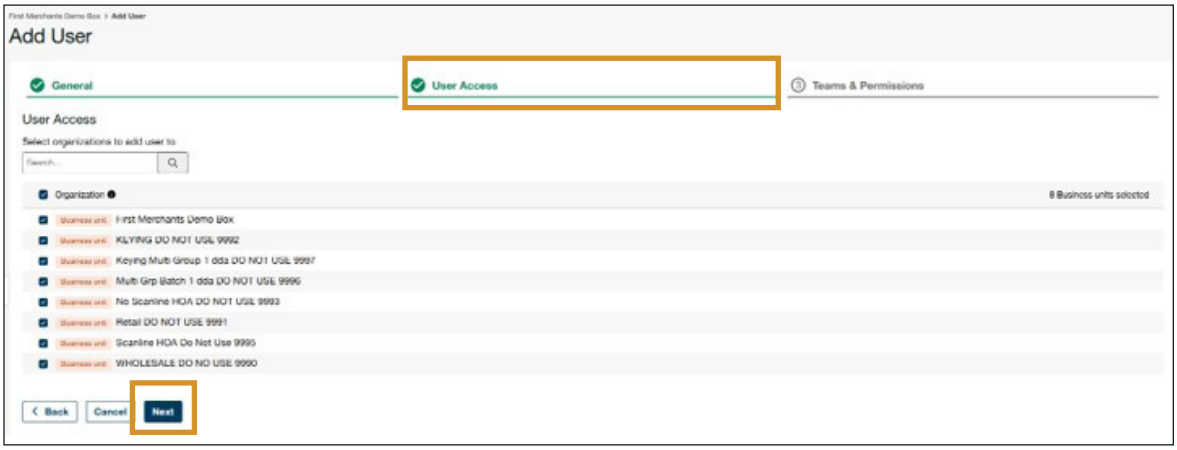
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4. Enter the User's:
   - First name
   - Last name
   - Phone number (required for multi-factor authentication (MFA)
   - Email address (this will serve as the username and is the unique user identifier). **An email address can only be used once in the entire application.**

5. Click **Next**.

6. The **User Access** tab displays.

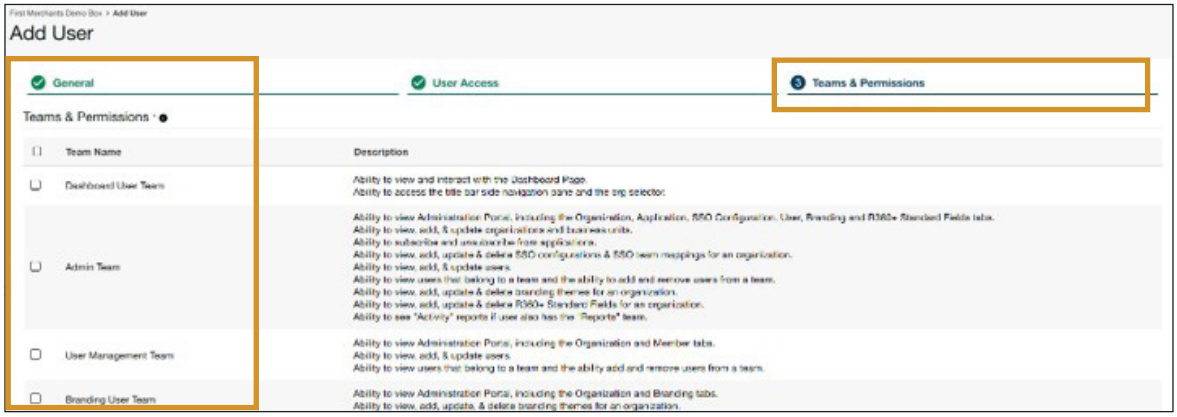


7. Check the box in front of each organization that a user should have access to. Use the down arrow to view lower-level organizations where needed.

NOTE: When organization access is changed for an existing user, the changes are automatically applied across all user access (reports, archive, notifications, etc.). If the user once had access to an organization, the user will no longer see any of that organization's information nor will any scheduled reports or notifications for that user trigger for any organization that was removed for the user.

8. Click **Next**.

9. The **Teams & Permissions** tab displays. Select the **Teams** that the user should have access to. More than one team can be selected. Click **Add User**.



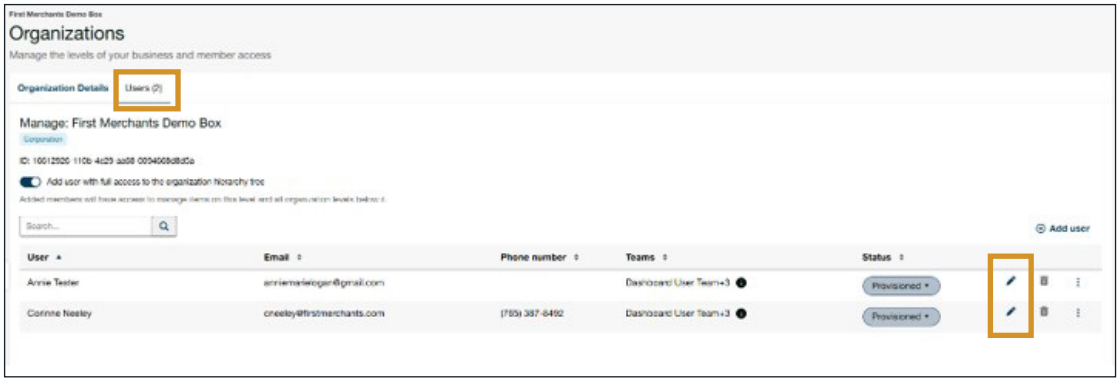
Field	Details
Archive User Team	Provides access to the Archive section, including the ability to search and view transactions.
CDM User Team	Provides access to the CDM Exceptions page and processing actions.
Dashboard User Team	Provides access to the Dashboard page and the ability to interact with the Dashboard page and the use of the org selector and title bar functions.
Extract User Team	Provides access to the Extracts pane of the Reports & Extract page as long as the user also has access to the Report User Team. This will allow users to schedule and generate extracts.
Monitoring User Team	Provides the ability to use the Monitoring Page.
rDrive	Provides access to the rDrive section which allows a user to view imported files.
Report User Team	Provides access to the Reports section.
User Management Team	Provides access to the Users tab of the Admin | Organization section.

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MODIFY USERS

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

1. Under **Admin** select the **Users** tab. Click the **pencil** icon on the row of the user you want to modify.



2. The **Edit User** Screen will display. The First Name, Last Name and Phone Number fields can be edited, but the email address cannot. The Phone Number is required for Multi-Factor Authentication (MFA). Click **Next**.



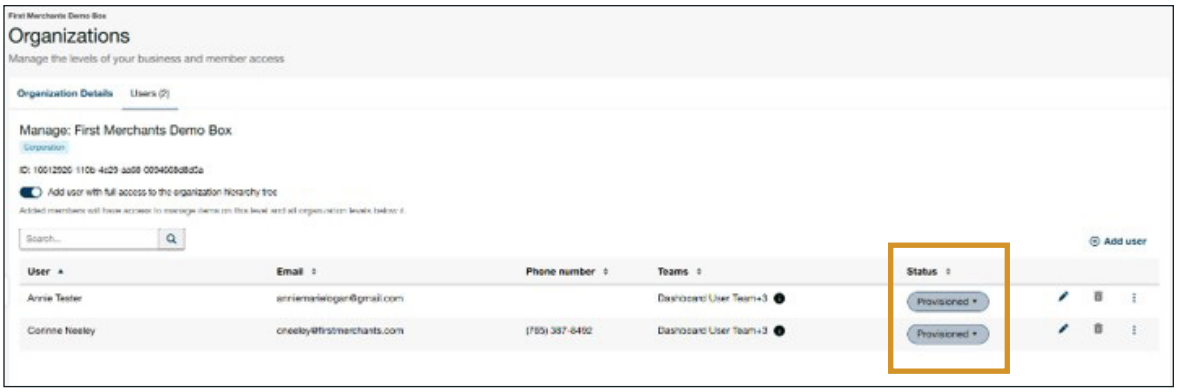
3. In the **Teams and Permissions** tab, assign the teams the user should have access to by checking the box in front of the Team. Click **Update User**.

4. To **Suspend**, **Deactivate** or **Delete a User**, go to **Admin** and select the **Users** tab. Click on the row of the user account to update, click the drop down next to **Status**.

   a. Click **Suspend** to temporarily disable a user account; the user will not be able to log in.

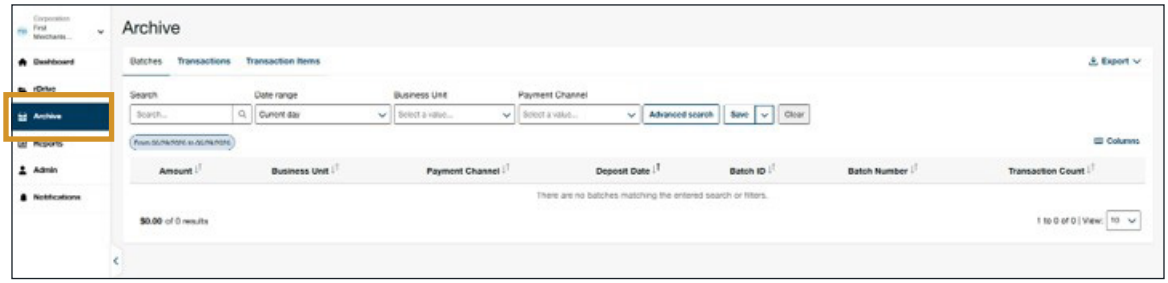
   b. If the account should instead be deactivated because the user will never log in again, select **Deactivate**.

   c. Once the user is deactivated, it can be permanently **deleted**.



ARCHIVE

1. Click on **Archive** on the far-left menu. The **Archive** screen displays three tabs. The Archive is utilized to search for batch, transaction, and item information.



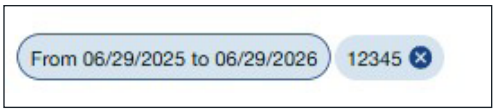
- **Batches Tab** – Search the archive for batches. The batches contain transactions and items. The Batch page summarizes the data at the batch level. On this table, if the results columns are batch level fields, then the results table will show the batch level information; if a transaction or item level field is added the column will be blank.

- **Transactions Tab** – Search the archive for transactions. Transactions will contain the items processed within that transaction. The Transaction page summarizes the data at the transaction level. On this tab the results table displays information on only the first payment in a transaction. If there are no payments in a transaction, then the first non-payment transaction information would be displayed.

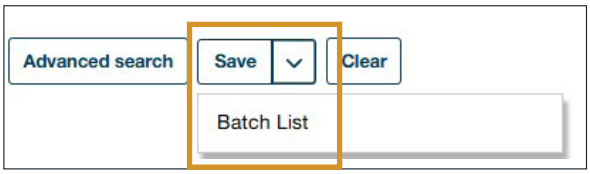
- **Transaction Items Tab** – Search the archive for items (stubs, payments, etc.). The transaction items page lists ALL items in the results table.

Search and View Options

The automatic date filter can be removed by selecting the X to remove the filter below the filter boxes. When the filter is removed, the results will include all dates. Searching across all dates may require a long period of time.

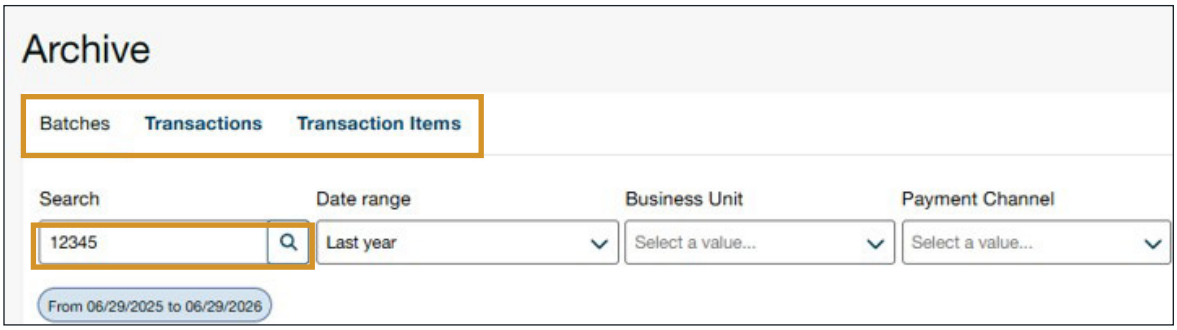


The user can also search with previously saved searches using the **Save** option in the **Batches**, **Transactions** or **Transaction Items** tabs.



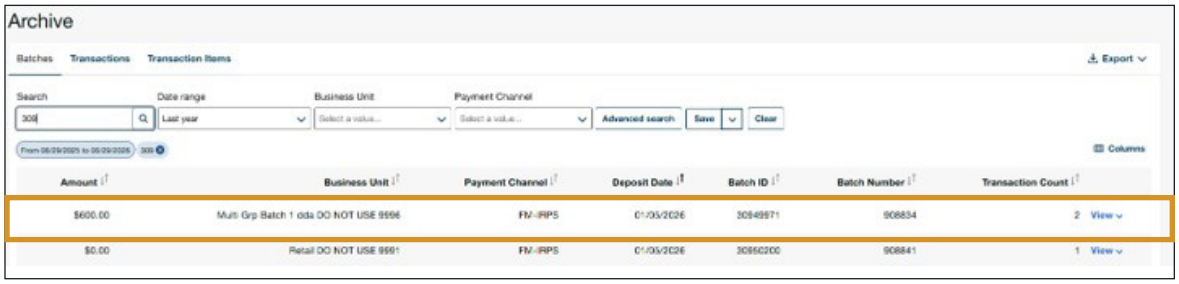
Select the appropriate search tab: **Batches**, **Transactions** or **Transaction Items**.

Use the **freeform Search field** highlighted below to search any part of the data in the displayed search results fields. Text and numbers are allowed in the search. The search can be filtered by a date, Business Unit, Payment Channel or Payment Type. Date fields can be searched using the following formats: mm/dd/yyyy, mm-dd-yyyy, yyyy/mm/dd, mm-dd-yy, yyyy-mm-dd, and mm dd yyyy.



1. Select the appropriate search tab: **Batches**, **Transactions** or **Transaction Items**.
2. Enter data in the **Search** field and adjust filters for the item being searched for.

   As filters are selected, the pills on the screen will be updated and the search results will be automatically displayed.
3. Click the magnifying glass or press **[Enter]** to perform the search.

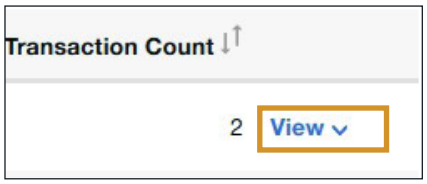


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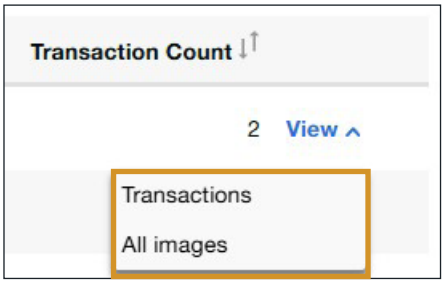
The search results will be displayed under the search filters. The search is limited to the first 100,000 matches.

If this is a common search, the search can be saved using the Save option. The name of the saved search must be unique per page. Saved searches are saved on the tab as well as under My Payment Reports on the report page (if the user has access to the report page).

4. To view images click View on the row of the batch, transaction, or item.

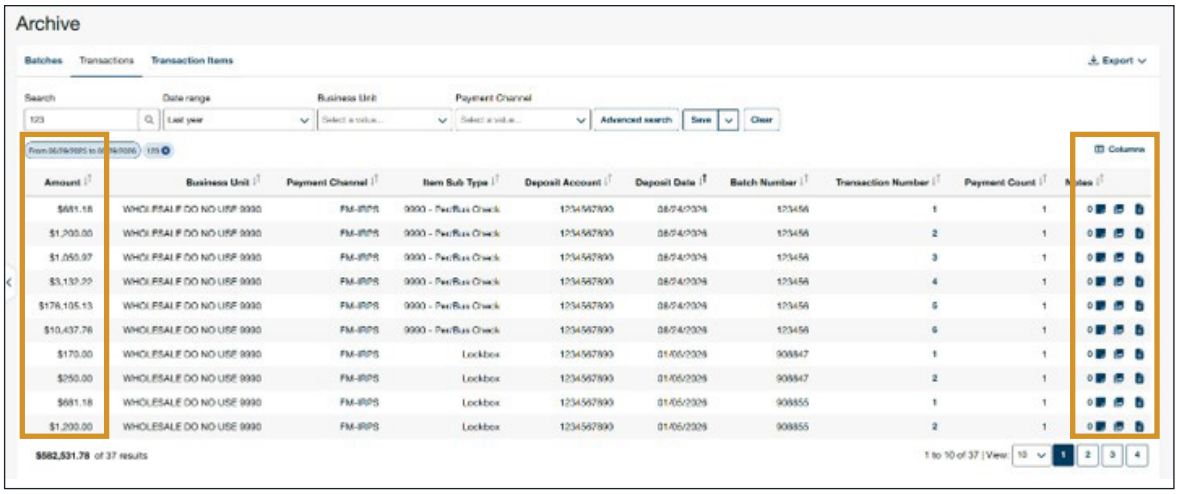


   a. **Batch Tab View Options:** If the user selects **View** and there are images associated with the batch, the user will see two options: **Transactions** (displays Transaction Summary page) and **All images** (displays a preview of all images). If there are not any images, only **Transactions** will be displayed.

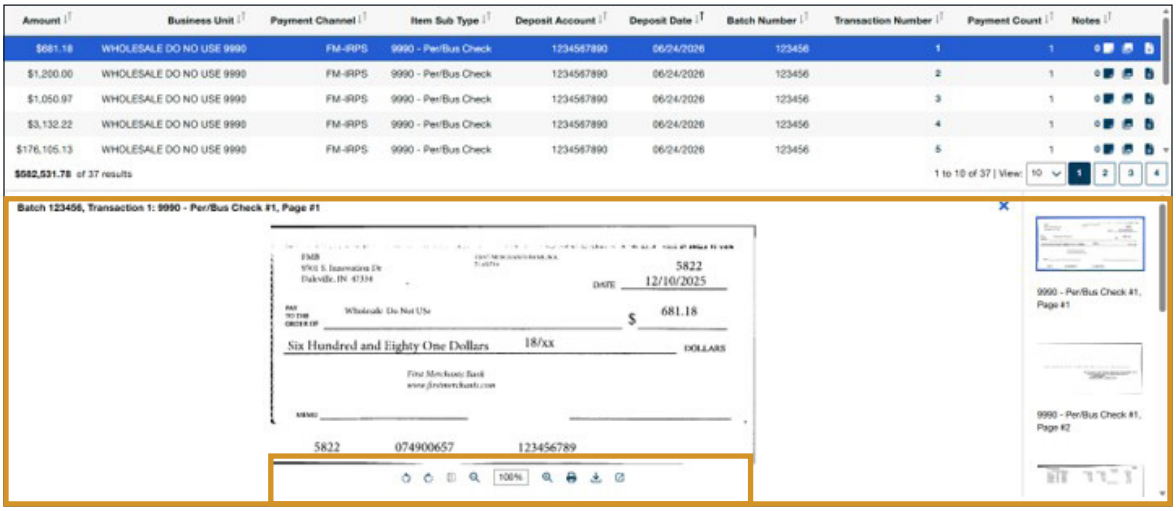


   b. **Transaction Tab View Options:** The transaction is listed with the total amount of the payment as the applied amount. The user can select the **View Images** icon to view images, or the **View Transaction Details** icon to be navigated to the **Transaction Details** page

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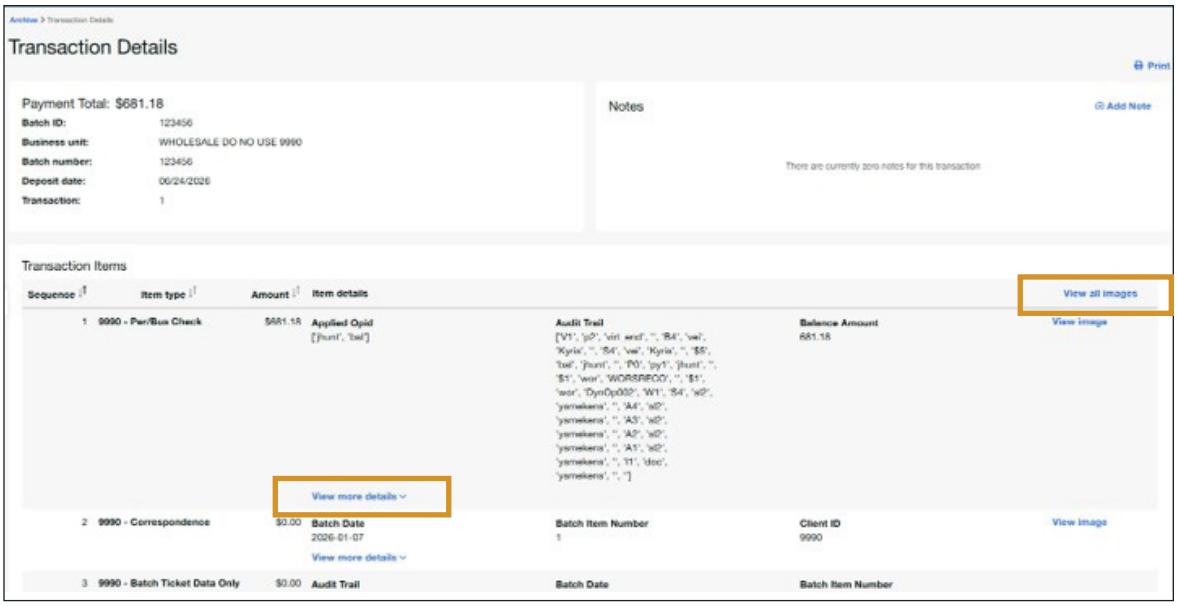
Transaction images can be viewed by selecting the **View Images** icon next to the transaction in the Transactions tab. This will display an image viewer at the bottom of the screen.



The 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.

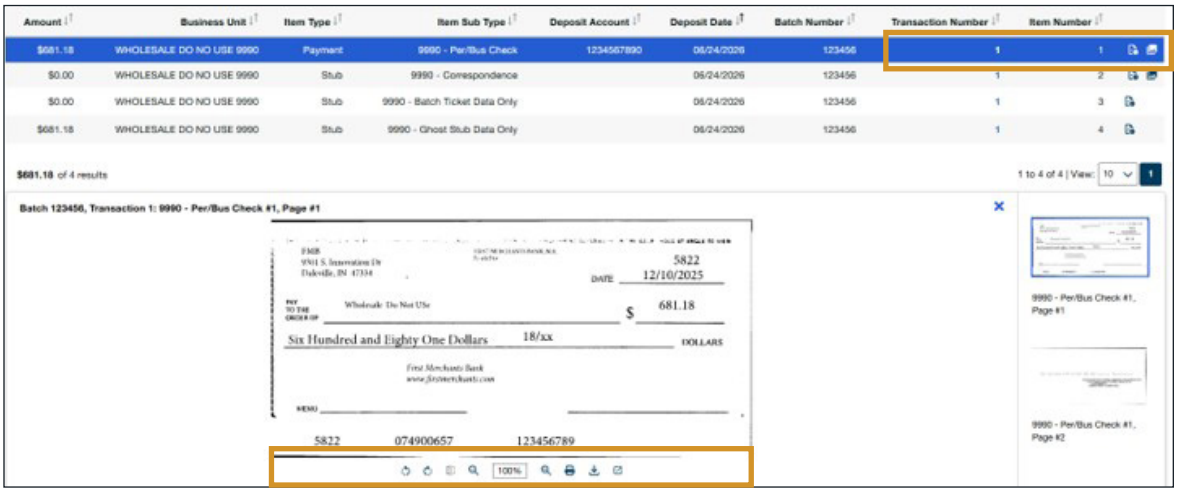
Buttons are displayed at the bottom of the image. From left to right, this will all the user to: rotate right, rotate left, flip, zoom in, zoom out, print image, download image, and open image in a new tab.

The **Transaction Details** screen is displayed when the user selects the **View Transaction Details** icon from the transaction search results screen. Note: Item Details fields vary depending on the fields configured in company set-up.



- Click **View more details** to review additional fields for an item. Click **View fewer details** to hide details again.
- Click **View all images** to view the images of the transaction.
- **View images** displays the images for just the selected item in the transaction, for example the front and rear of a single check.

c. **Transaction Items Tab View Options:** User can view the transaction by clicking the blue number in the Transaction Number column. The user has the option to view the item with the Image Viewer displayed at the bottom of the screen.



The 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. If the user selects View image, the image of the

item will display in a PDF Viewer (front and rear images).

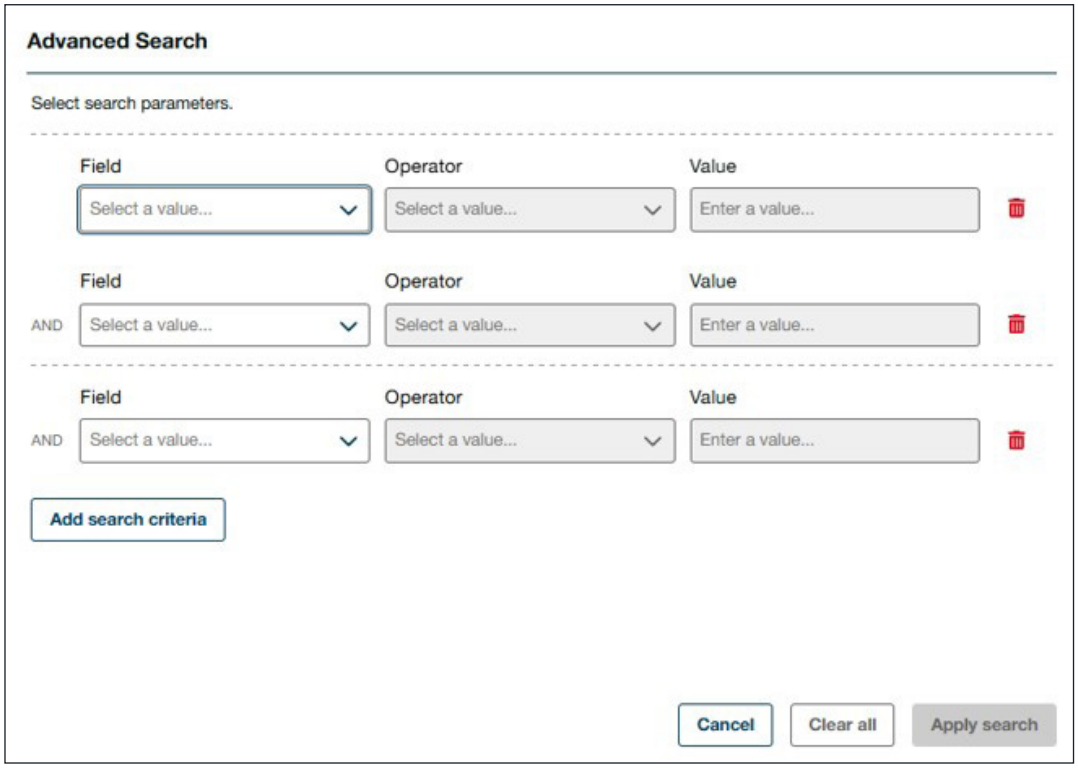
Advanced Search

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. This is to allow the user access to all fields when setting up their archive search pages. Each page's search is designed to support the relevant level of search batch, transaction, or item. Results columns will only display columns/fields for which there is data.

1. Select **Advanced search** on the **Archive** screen.

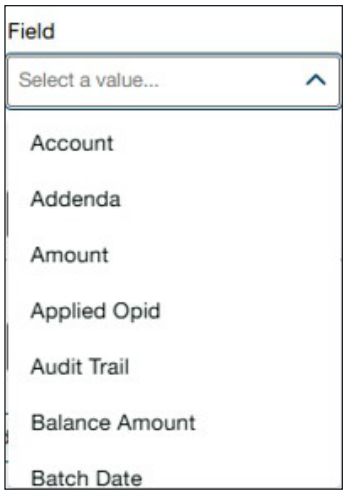


The **Advanced Search** screen displays.

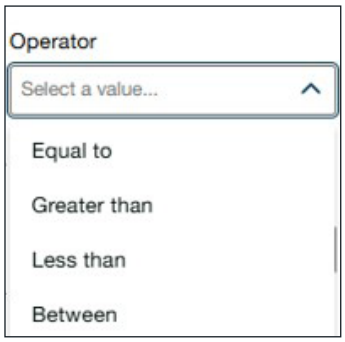


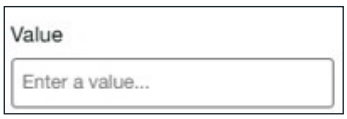
2. Select the **Field** dropdown and select which field to search on.

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3. Select the **Operator** dropdown and select the operator function to use in the search. In the Value field, enter a value to use in the search operation





4. If more search criteria should be added to this search, fill in the next line of **Field**, **Operator** and **Value**.

5. After all search criteria has been entered, click **Apply Search**.

   Pills of the search criteria will display above the search results.



Edit advanced search can be used to return to the **Advanced Search** screen and modify the

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search, or **Clear** can be selected to return to the default **Search** screen and automatically clear all search options.

SEARCH EXPORT

After the search results are displayed on the screen, the user can select to export a CSV, PDF or XLSX file containing the results.

NOTE: The PDF Images Only option has been temporarily removed to correct a development issue regarding speed. Images can still be downloaded through the View | All Images option on the Archive page.

On the search page, click **Export** on the right, and select the file type to download. The **Preparing Archive Export** message will display.





Click **Close**.

Select the **Notification** icon at the top of the screen and download option for the notification of the export search results. The file will be downloaded to the user's Download folder.



REPORTS

Report Types

Payment Reports provide information regarding payments using Archive data from the data lake.

- Monthly Deposit Report: this report is a month to date (current month only) report of the cumulative monthly deposit totals. Data in this report will be grouped together by organization. The report will not show rows for dates that there is no data.

Activity Reports provide information regarding user activity. The reports will be generated based on the currently selected organization. Currently, activity reports will include the last 7 days of data.

- User Activity Report: this report is available to users with Admin access. This report contains all audited activities performed by members during the last 7 days including such actions as deletions, file downloads, logins, logouts, etc.

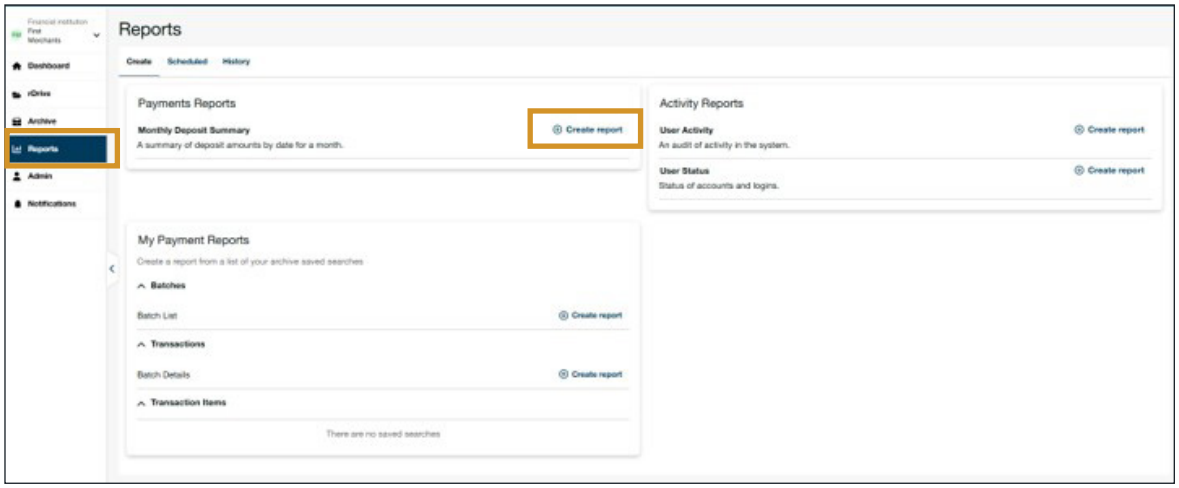
- User Status Report: this report provides a list of members (usernames), their current Status (Active, Deactivated, Provisioned, Recovery or Suspended) and information regarding the member's last login. The report will include members for the selected organization.

My Payments Reports is available to users that have access to both the Archive and Reports options. The reports displayed here were created when the user saved a search in one of the tabs of the Archive screen. The reports saved will be listed in the section of where the report was saved. My Payment Reports will vary greatly based on the users saved search.

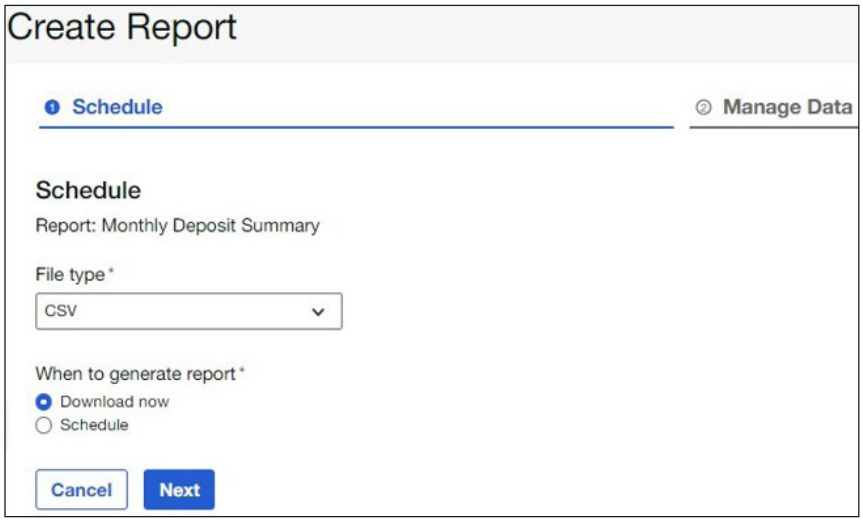
Create Reports

Reports are accessed by selecting **Reports** from the left side menu. **Payments Reports** and **Activity Reports** are available. My Payment Reports are reports that were created by the user by saving archive searches.

1. Click on **Reports** on the far-left menu and **Reports** screen displays.



Click on **Create report** and the **Create Report** screen will display.



2. Drop down the **File type** field and select the type of file to output: CSV, PDF, or XLSX. NOTE: Only some reports will have PDF Images Only available. If there are no images for an item or for a batch, 'No image available' will display in the report.

3. Select the option for **'When to generate report'**:

- **Download now** – this will generate the report immediately and send it to the browser download location.

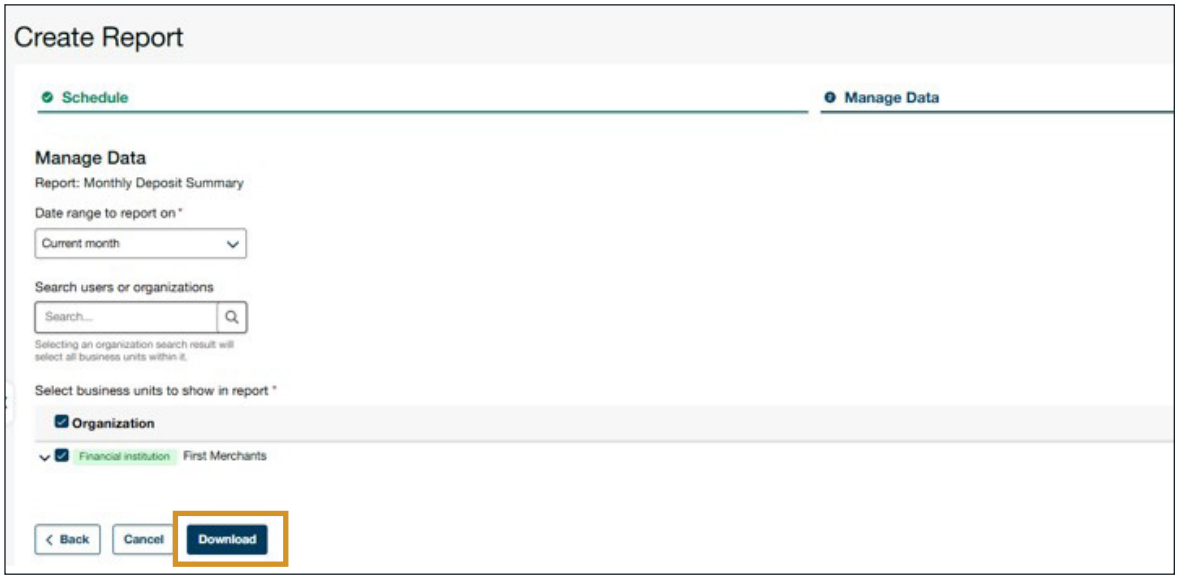
- **Schedule** – schedule the report as a one time or reoccurring report. The two options will be described below.

Download Now Option

1. On the **Schedule** tab under **When to generate report**, select **Download now**.

2. Click **Next**.

3. The **Manage Data** tab displays.



Drop down **Date range to report on** and select:
- Current Month
- Last Month
- Custom – select one specific month from a calendar

NOTE: The selection will always report from the first day of the month to the last day of the month.
- Use the **Search users or organizations** option to search for either users or organizations depending on the report being created. Start typing in the field and press [Enter] to search.

Matching data will display below. All users/organizations matching the search criteria are automatically selected.
- Uncheck the box in front of the user/organization to deselect it.
- Click **Download**.

The file will prepare to download.



The user will be notified when the download is complete.



The downloaded report can be found in the download directory used by the browser. This is the final step of the download option. In the next section, the Schedule option will be used instead of downloading the report now.

Schedule Option



1. On the **Schedule** tab under **When to generate report**, select **Schedule**.

2. Drop down the **Schedule** field and select the schedule iteration.

3. In **Schedule name**, enter a name for this scheduled report. The **Schedule name**:
   - must be unique
   - must start with a letter or number
   - can have hyphens or underscores
   - cannot have spaces or symbols
   - This name will become the report file name when it is generated.

4. Click **Next**.

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Manage Data Tab (Step 2 of Report Creation)

The **Manage Data** tab displays. This tab is displayed when the report was not downloaded but instead is scheduled.



1. Drop down **Date range to report on** and select the schedule iteration:
   - Current Day
   - Previous Day
   - Last Week
   - Last Month
   - Last Year
   - Custom – select one specific month from a calendar

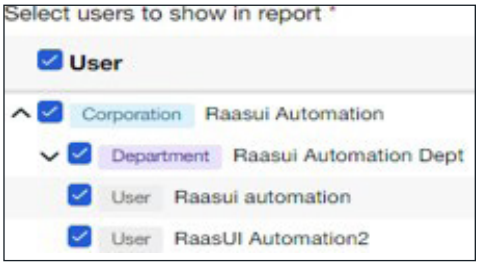
   NOTE: For Last Month, it will report from the first day of the month to the last day of the month.

2. Use the **Search users or organizations** option to search for users to report. Start typing in the field and press [Enter] to search.

Matching data will display below. All users/organizations matching the search criteria are automatically selected.

3. Use the down arrow to expand organizations to display the users under the organization.

4. All users are selected by default. Uncheck the box in front of the user/organization to deselect it.



File Type Selection (cont.)	• AVI: FileType.VIDEO • BMP: FileType.IMAGE • BZ2: FileType.COMPRESSED • COMPRESSED: FileType.COMPRESSED • CSV: FileType.CSV • DOC: FileType.WORD • DOCX: FileType.WORD • EXCEL: FileType.EXCEL • FLAC: FileType.AUDIO • FLV: FileType.VIDEO • GIF: FileType.IMAGE • GZ: FileType.COMPRESSED • HTML: FileType.HTML • IMAGE: FileType.IMAGE • JPEG: FileType.IMAGE • JPG: FileType.IMAGE • JSON: FileType.JSON • MOV: FileType.VIDEO • MP3: FileType.AUDIO • MP4: FileType.VIDEO • OGG: FileType.AUDIO[VE1.1] • OTHER: FileType.OTHER • PDF: FileType.PDF • PNG: FileType.IMAGE • PPT: FileType.POWERPOINT • PPTX: FileType.POWERPOINT • POWERPOINT: FileType.POWERPOINT • RAR: FileType.COMPRESSED • SVG: FileType.IMAGE • TAR: FileType.COMPRESSED • TGZ: FileType.COMPRESSED • TIFF: FileType.IMAGE TXT: FileType.TXT • VIDEO: FileType.VIDEO • WAV: FileType.AUDIO • WEBM: FileType.VIDEO • WEBP: FileType.IMAGE • WMA: FileType.AUDIO • WMV: FileType.VIDEO • WORD: FileType.WORD • XLS: FileType.EXCEL • XLSX: FileType.EXCEL • XML: FileType.XML • ZIP: FileType.COMPRESSED

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