

# Premier Lockbox

User Guide: Event Manager



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## Associated Connect Access

Associated Connect provides secure, single sign-on access to your business and commercial banking services through [AssociatedBank.com/Business](https://AssociatedBank.com/Business) or [AssociatedBank.com/Commercial](https://AssociatedBank.com/Commercial).

### Available Services

Once signed in, users can access a wide range of online banking functions:

Banking	Account Balances, ACH Origination Check Inquiry, Image Search, Positive Pay, Stop Payments, Transfers and Wire Transfers
Account Summary	View balances and transaction details
Cash Management	Bill Pay*, Cash Ordering, Checkview, FX Manager, Lockbox, Remote Deposit and Trade Services
Transmission and Reporting	Document Center, Export Tools and File Transfer

\*Some services within the bill payment service have service charges. Please refer to the Business Fee Schedule or the applicable Checking Product Disclosure for details. (1276)

### Sign-In and Security

Access to Associated Connect requires identity verification through one of two methods:

High-Risk Services	<ul style="list-style-type: none"> <li>• Sign in with your username and password.</li> <li>• Verify identity using multi-factor authentication (MFA) with a unique access code from a mobile or physical token.</li> </ul>
Low-Risk Services	<ul style="list-style-type: none"> <li>• Sign in with your username and password.</li> <li>• Periodically answer challenge questions for identity confirmation.</li> </ul>

For help with tokens, see the Multi-Factor Authentication and Password Management Guide or contact Customer Care at 800-728-3501.

Associated Bank does not charge a fee to download our digital applications; however, transactional fees may apply. Carrier message and data rates may apply; check your carrier's plan for details. Visit [AssociatedBank.com/disclosures](https://AssociatedBank.com/disclosures) for Terms and Conditions for your service. (1406)

## Event Manager

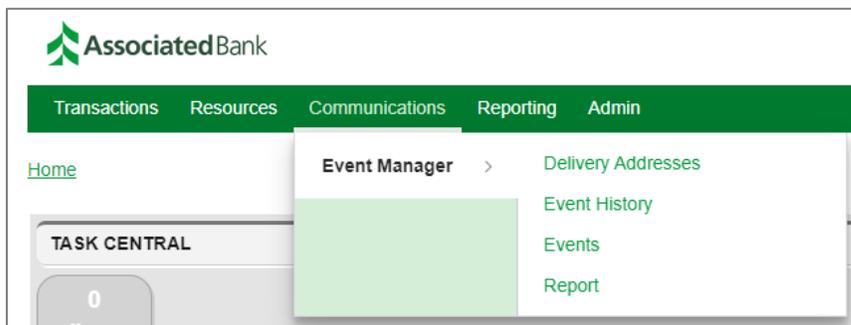
Event Manager is a service that provides customers with the ability to be notified through various means when a particular event occurs which affects their account(s). Events are created by each client and can be tailored to each individual client's needs.

Event Manager does not affect the actual reporting services for which you are receiving notifications, you can always log in to the individual services and generate full data reports through them. Event Manager is simply a way to automate delivery of important information in a timely manner so that you are aware of specific activities occurring on your account(s).

### Accessing Event Manager

Follow these instructions to access the Event Manager service:

1. Log into Associated Connect through your browser.
2. After launching the Lockbox Premier module from the online banking menu, the Event Manager service will appear on the lockbox menu screen under Communications.



### About Event Manager

The following delivery methods are available:

- Email
- Secure Email
- Fax
- Wireless

In order for a customer to be able to receive messages by means of a portable device, the device must be text message capable and have a valid email address associated with it (such as, 8005551212@mobilecompany.com).

The available Delivery Formats are:

- Generic Message
- Notice
- Detailed Notice
- Report – Standard

- Report – Advanced
- CSV
- BAI
- Fixed
- PDF Report

A benefit of having so different Delivery Method and Format options is that you can combine them to suit your needs. For instance, if you request a report to be sent to your fax every day, but need to know when it's available in case you are away from fax, you can set up one event with two delivery addresses to provide this. The first address can send the report to your fax and the second address can be a beeper notification to let you know the report is available (at the fax).

## Event Manager Terminology

Term	Definition
Generic Message	A notification which states that either you have items matching event criteria or you do not. For example, "There are no returned items for this transmission matching the selection parameters" - no account or event information is specified.
Notice	The same as generic message but it displays masked account numbers and offers a little more specific information regarding the event. For example, "The following accounts have suspect items Pending Release: PGH ****123, PGH ****456".
Detailed Notice	Only available for the Fax and E-mail ACH and Wire events. It provides wire detail similar to that on a Wire Transfer Report generated through the service itself. A benefit of using the wire event instead of the actual service report is that the criteria is more constrictive and allows you to pinpoint specific payments and receive notification when they are originated/received on your account rather than getting all wire activity for an account only when you log in and request it.
Report	Using the FAX method - is the actual detailed event data presented in report format. A Report event is limited to the reporting criteria that the service itself offers through the actual reporting function. The Report events contain the same report headers that are generated in the existing service reporting function and the data is formatted the same as well. Some reports with a lot of data may be too large for email boxes with message/text size limits assigned to them; therefore, an email Report (and also the email Detailed Notice) event will produce a link which the customer can access (by logging in with Customer ID and password) to view the report through their internet browser instead of directly in their email.

PDF	Used to download a text version of the report. PDF is not delivered via email. The user is emailed a hyperlink which directs them back to the web page to be authenticated. At that point, the report is pulled from the Event Manager repository and converted to PDF.
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Event Manager offers 90 days of history for these reports:

- Notification History
- Inactive Events
- Event Maintenance
- Delivery Maintenance
- Notifications Resent

## Key Benefits of Using Event Manager

Some key benefits of using Event Manager:

- If you are frequently out of the office, or don't have time to sign in to generate or print reports, can create events to have information sent to their portable device, email or fax.
- Only pertinent information rather than full reports can determine the level of detail included in the notifications. For example, they can opt to receive a simple message every day to tell them whether or not they have suspect items.
- If you need the same report or information each day, or at a particular time, can improve efficiency and save time by not being required to login, select report criteria, and request the report. Reports can be scheduled to download to their PC.
- Know immediately when specific transactions and less predictable events occur. For instance, customers who need to know if a payment over 1 million dollars has been received or sent out of their account.
- Utilize dual control for transaction initiation services are good candidates to receive proactive notices that they have pending approvals before critical cutoff times.
- If you are downsizing or trying to decentralize report distribution can automatically deliver critical data more easily throughout their company without compromising security.

## Establishing Entitlements

Event Manager Maintenance and Event History are automatically available to all existing Customer IDs in the system.

**Note:** If an event is setup, billing occurs when the event is turned on. An event is automatically 'turned on' when it is setup, but the user has an option to 'suspend' it at any time. When an event is suspended, no billing occurs until the event is turned back on.

Three conditions must be met in order to use Event Manager:

1. Customer ID must have, at minimum, two Admin IDs established.

2. Admin IDs must entitle users to these Event Manager options if they will be used:

- Reports/View
- Delivery Maintenance
- Delivery Authorization
- Status Maintenance

3. Customer ID must be setup with the actual service(s) you want to create events for.

To have Admin IDs established for your Customer ID, contact your Bank Representative. After the Admin ID's are registered on the system, they will be able to logon, and access user setup under the **Admin > Manage User Access** menu to add Event Manager entitlements to the User IDs. When entitlements are added, another Admin ID must logon and access Manage User Access under the **Admin > Manage User Access** menu to authorize the user(s) since this is a dual control process.

Please refer to the User ID Setup Help Page for more detailed information on User ID Setup/Entitlements.

## Components of Event Manager

Component	Definition
Delivery Maintenance	Requires the user to create/specify all of the delivery addresses that will receive event notifications. It is a dual control service which requires two users to complete one maintenance task (one user must create the addresses and a second user must use the Delivery Authorization service to approve the addresses). Additional features are the ability to edit, delete, and send test messages to delivery addresses. This function has dual approval to make certain that each address is a legitimate destination to receive the confidential data.
Event Maintenance	Used to create and maintain event criteria, such as, service, event name, category, notification options, and other options. This option is also used to edit, copy, delete, suspend, and activate events. When events are created, one or more delivery address(es) is assigned to each event (these contacts will be notified when this event occurs). At least one address must be established in Delivery Maintenance before events can be created. Event Maintenance is a single control service which only requires one user to create an event.
Status Maintenance	Similar to the Event Maintenance portion of Event Manager, Status Maintenance provides the ability for an entitled user to provide the ability to perform the certain functions on events, owned by other entitled users. The user may activate, suspend, reassign, or delete events. This may be a good tool to use if you do not want the user to <b>create</b> events, but only maintain them.
Delivery View	Provides a list of all addresses which the user either created or is entitled to view (if the user is setup to 'View All Delivery Addresses' they will see all addresses for the

	Customer ID). It also provides the ability to view complete address detail (including who created it and when) and a list of all events that are associated with each address.
Event View	Provides a list of all events that exist for the Customer ID, regardless of which user created them. You can also view all events associated with one particular delivery address using either of these views.
Event History	Gives users the ability to view or resend all messages created by the user or user group, online, for six business days. This feature is automatically available to all User ID's.

## Delivery Addresses

The Delivery View feature allows you to view all detail associated with a delivery address including: Delivery Type, Contact Name, Comments; and the date, time, and users that created, authorized or last maintained the address. You can also view all events that are associated with each address. This feature will only show those Delivery Addresses which are active (not in a pending status).

These functions are available in Delivery Maintenance:

- Create
- Edit
- Delete delivery addresses
- Send test messages

### Delivery View

#### To View all Delivery Addresses:

1. Log in with your User ID and Password and select **Logon**. If you need to quickly clear the fields entered on the screen, select **Reset**, which is located at the bottom of the screen.
2. Select **Communication > Event Manager > Delivery Addresses** from the main menu. When the service is selected, tabs allowing for **View**, **Maintenance**, and **Authorization** options are available.
3. Select the **View** tab on the Delivery Addresses menu. The Event Manager Delivery View screen displays containing a complete list of all available addresses that exist for your company.
4. View detail for any address by selecting either Detail View or Events View at the end of the row. Data can be sorted by selecting the column heading.

Event Manager Delivery View for Customer ID				
<u>Delivery Address</u>	<u>Delivery Type</u>	<u>Contact</u>	<u>Detail</u>	<u>Events</u>
			<u>View</u>	<u>View</u>
				<b>HELP</b>

## Create a Delivery Address

A Delivery Address must be created for each individual or device receiving event notifications. This feature is dual approval level and requires a second User ID to complete the process.

### To create a Delivery Address:

1. Select **Communication > Event Manager > Delivery Addresses** from the main menu. When the service is selected, tabs allowing for **View**, **Maintenance**, and **Authorization** options are available.
2. Select the **Maintenance tab**. The Event Manager Delivery Maintenance screen displays.
3. Select **Create** at the bottom of the screen. Information can be sorted on the Delivery Maintenance grid by selecting on any column heading that changes color when the pointer is moved across it.
4. Enter the complete Delivery Address in the space provided. The Delivery Address must correspond to the Delivery Type.
5. Select the Delivery Type from the dropdown list: Cell Phone, Event History Only, Email, Fax, or Wireless. All characters are valid in email addresses. A user can select the generated report to be delivered to the Event History Only, if no other delivery address is required.

Delivery Type	Sample Address
Event History Only	Must type "Event History Only" or the system will pre-fill when selected
Email	electronicbankingops@xyz.com
Fax	10 digit phone number format (include area code and dashes)

6. Enter the Contact Name of the person that the Delivery Address belongs to (minimum of 3 characters required).
7. Enter text into the Comment field - for informational purposes only. (*Optional*)
8. Select one of the Confidential Options, below, for Email Notifications: The retention period for HTML attachments is six days.

Login Form	Sample Address
.html attachment requiring Logon ID and password entry	If this option is selected, the user will receive an HTML attachment. When the user opens the attachment, they will be prompted for their ID and password. This option is selected by default.
Send a Logon Form (.html) attachment requiring passphrase entry	If this option is selected, the user will receive an HTML attachment. When the user opens the attachment, they will be prompted for their passphrase. A passphrase must be entered if this option is chosen. <b>Note:</b> This option may be useful if you do not want the user to know the ID and password to retrieve their report.  If a user is logging in with a secure token, the passphrase option must be used.

9. Enter and confirm the passphrase. If one of the two passphrase entry options is chosen from the Confidential Information for Email Notifications list, a passphrase is **required**. The Passphrase must be at least 10 characters in length, a maximum of 20 characters long, exist on an address with a delivery type of "email", and contain only characters A-Z, a-z, 0-9, and spaces. All leading and trailing spaces are removed. Passphrases are case sensitive.
10. Select **Submit** to complete the entry. Select **Cancel** to return to the Delivery Maintenance screen or select **Reset** to clear the screen selections.
11. A second entitled user must authorize this entry in **Delivery Addresses > Authorization** so the address can be used.

*Note:* Notices and Detailed Notices are limited to a maximum of 5,000 lines. Reports are limited to a maximum of 10,000 lines. Files are limited to a maximum of 100,000 lines.

## Edit a Delivery Address

Delivery Addresses can be edited, either, before or after they are authorized. This feature is dual control and requires a second User ID to complete the process. Delivery Addresses that have been changed will not reflect the changes until they are authorized by a second user; the old (unchanged) address will continue to be used until then. Instead, the address must be deleted, then re-added with the correct Delivery Type.

### To edit a Delivery Address:

1. Select **Communication > Event Manager > Delivery Addresses** from the main menu. When the service is selected, tabs allowing for **View**, **Maintenance**, and **Authorization** options are available.
2. Select the **Maintenance** tab. The Event Manager Delivery Maintenance screen displays.
3. Select the address to be edited by selecting the **Select** box in the grid that displays on the left of the screen.
4. Select **Edit** at the bottom of the screen. Grid information can be sorted by selecting on the column heading.

Event Manager Delivery Maintenance for Customer ID							
Select	Delivery Address	Delivery Type	Contact Name	User ID	Status	Detail	Events
<input type="checkbox"/>						<a href="#">View</a>	<a href="#">View</a>

Include an .HTML attachment?  No  
 Yes

5. Make the necessary edits on the Delivery Edit screen, then select **Submit**. Select **Cancel** to return to the Delivery Maintenance screen or select **Reset** to clear the screen selections.
6. All changes must be authorized by a second User ID.

## Delete a Delivery Address

Delivery addresses can be deleted before or after they are authorized. Deleting an address will permanently remove that address from all events to which it was associated and will no longer receive notifications. This

feature is dual control when deleting an address that was already authorized by a second user. If the address was created and deleted before a second user authorized the new address, a second user is not required to complete the delete. However, if the address was created and authorized, then deleted, it must be approved by a second user for the delete to take place. Otherwise, the address(es) will continue to be used.

### To Delete a Delivery Address:

1. Select **Communication > Event Manager > Delivery Addresses** from the main menu. When the service is selected, tabs allowing for **View**, **Maintenance**, and **Authorization** options are available.
2. Select the **Maintenance tab**. The Event Manager Delivery Maintenance screen displays.
3. Select the address(es) that you want to delete from the grid. You can sort grid information by selecting on any column heading that changes color when the pointer is moved across it.
4. Select **Delete** at the bottom of the screen.
5. Select **OK** on the message that pops up stating "Please confirm the deletion of one/multiple delivery address(es)".
6. All previously authorized deletes must be authorized by a second User ID.
7. The address no longer displays on the Delivery Maintenance screen.

## Send a Test Message

You can send a test message to an Email, Fax, or Wireless address before or after it is authorized. Use this feature to verify that the event notifications will be able to make it to the address you specified for the destination. If this option is used, the address will receive a message similar to: "This is a test message for the delivery address you selected. From: Event Manager".

*Note:* This feature requires only one user to complete.

### To send a Test Message:

1. Select **Communication > Event Manager > Delivery Addresses** from the main menu. When the service is selected, tabs allowing for **View**, **Maintenance**, and **Authorization** options are available.
2. Select the **Maintenance tab**. The Event Manager Delivery Maintenance screen displays.
3. Select one or more delivery address(es) from the grid or create a new address and then select it from the grid. You can sort grid information by selecting any column heading that changes color when the pointer is moved across it.
4. Select **Send Test Message**.
5. Select **OK** on the message that displays, "A test message will be sent from Event Manager to the selected delivery address(es). If the test messages are not received within a reasonable time, please verify that the address(es) you have selected for testing are either valid internet Email addresses, or valid Fax phone numbers".
6. Select **Cancel** to return to the Delivery Maintenance grid.

## Delivery Authorization

When a delivery address has been created, it must be authorized by a second entitled user before it can be actively used in the Event Manager service. The user who will authorize cannot be the same user that entered the address(es).

**To authorize a Delivery Address:**

1. Select **Communication > Event Manager > Delivery Addresses** from the main menu. When the service is selected, tabs allowing for **View**, **Maintenance**, and **Authorization** options are available.
2. Select the **Authorization** tab. The Event Manager Delivery Authorization screen displays.
3. Select the delivery address(es) that you want to authorize from the Delivery Authorization screen by using the checkboxes on the left of the screen. You can sort grid information by selecting on any column heading that changes color when the pointer is moved across it.

Event Manager Delivery Authorization						
Select	Delivery Address	Delivery Type	User ID	Maint Type	Maint Date	Detail
<input type="checkbox"/>						View
<input type="checkbox"/>						View
<input type="checkbox"/>						View
<input type="checkbox"/>						View

ACCEPT REJECT Select All Select None HELP

4. View detail for each Delivery Address by selecting the **View** option at the end of the row. *(Optional)*
5. Select **Accept** to authorize the address(es) or **Reject** to deny authorization (for further editing).
6. Select **OK** on the message that appears ("Please confirm the acceptance of XX maintenance item(s)")
7. When the address has been authorized successfully, the item no longer displays on the Delivery Authorization screen, and is available to use in event notification.

## Event Maintenance

Event Maintenance is used to create, edit, copy, delete, suspend, or activate a schedule or an event. There are two types of events that can be generated: Triggered Events and Scheduled Events.

Event Type	Description
Triggered Event	Produces a notification after a designated event occurs on the account.
Scheduled Event	Produces a notification at the time you designate each day. Depending on the how the system processes information for each service, you may or may not be able to setup both types of events (triggered and scheduled). These scheduling options vary per event, so not all events have all of the options. Some of the options are: Recurring Daily, On Interval (15 minute increments), and On U.S. Holidays. Not all events have the scheduling and/or triggering capability. A given event might have either scheduling or triggering, or both scheduling & triggering capabilities.

**To access Event Maintenance:**

1. Select **Communication > Event Manager > Events** from the main menu. When the service is selected, tabs allowing for **View**, **Maintenance**, and **Status Maintenance** options are available.
2. Select the **Maintenance** tab. The Event Manager Event Maintenance main screen will display only those Events that you have created. Therefore, you can only edit and delete Events that you initially created.

3. Select the **checkbox next to the event(s)** to: Edit, Delete, Copy, Suspend, or Activate, or select a service from the "Create New Event for" dropdown list to create a new event. You can filter the contents of the grid - display events for only one Delivery Address - by changing the option at the bottom of the screen (Display Events For).

Event Manager Event Maintenance						
Select	Service	Category	Event Name	Event Summary	Status	Detail
<input type="checkbox"/>	ACH	Received Activity	Received Activity Event	Accounts: All Start: 06/06/20XX	Active	<a href="#">View</a>
<input type="checkbox"/>	ACH	Returns/NOC	Return Event	Accounts: All Start: 03/25/20XX	Suspended	<a href="#">View</a>

Create New Event for 
  
 Display Events for

**Note:** Be very careful when associating addresses with events. Pay particular attention to the amount of data you are (or potentially could be) receiving and the device you have chosen for delivery (fax, wireless, etc.). If you request too much data for a device that has size limits, you will not get all of your data. Please note that if you choose to receive a detailed notice or report through an email address, the email server must be capable of receiving HTML attachments (since both of these types send an html link to your email address so that you can access that information). If your server cannot accept html attachments, you will not receive your event notification as the email will be rejected.

## Create a New Event

When a new event is being created, the user selects a service from the Create New Event For dropdown list on the Event Maintenance screen. Only services currently setup on the Customer ID are displayed in the dropdown list.

Each service has it's own specific event category. In the event screen, for each service, the user must:

- Provide an Event Name
- Select the accounts or other applicable selection for the service
- If the event allows a schedule and/or trigger, choose the scheduling/triggering options
- Select other report options, e.g., summary, detail
- Select the Delivery option (Generic Message, Notice, Detailed Notice, Report - Standard, Report - Advanced, CSV, BAI, Fixed, PDF Report)
- Indicate the Delivery Address (Email, etc.) **Note:** If a user does not have any other delivery type specified, the user can select the generated report to be delivered to Event History.

Additional criteria may be required, depending on the service. Any text or field followed by an asterisk (\*) is any optional field on the Event Manager Event Create screen.

## Lockbox Events

Currently, there are three different categories of Lockbox events:

- Automated Wholesale
- Availability
- Retail Exceptions

### Lockbox - Automated Wholesale Event

The Lockbox Wholesale event can be triggered or scheduled. Depending on your selection, the event can create a notification any time there is lockbox activity or at a designated time.

#### To create a Lockbox – Automated Wholesale Event

1. Select **Communication > Event Manager > Events** from the main menu. When the service is selected, tabs allowing for **View**, **Maintenance**, and **Status Maintenance** options are available.
2. Select the **Maintenance** tab on the Event Manager menu.
3. Activate the **Create New Event For** dropdown list by selecting on the arrow.
4. Select **LBX - Automated Wholesale**. The Event Manager Event Create screen displays the Category: Automated Wholesale.
5. Complete the event criteria as described ahead. Any field designated with an asterisk \* indicates optional selection criteria on the Event Manager Event Create screen.

The screenshot shows the 'Event Manager Event Create' form for the 'Automated Wholesale' category. The form is divided into several sections:

- Event Name:** A text input field with a note: 'Event Name must not contain confidential information'. A 'Lockboxes' dropdown menu is also present.
- Notification Options:** Includes 'Start Date' and 'End Date' (both with calendar icons), 'Notify at' (dropdown), and 'Hold messages until' (dropdown).
- Other Options:** Includes radio buttons for 'Current Day' and 'Prior Day', and input fields for 'Low Check Amount' and 'High Check Amount'.
- Report Sort Options:** Includes a dropdown menu and radio buttons for 'Check Data' and 'Invoice Data'.
- CSV File Option:** Includes radio buttons for 'By check' and 'By invoice'.
- Reseller Criteria:** Includes 'Field Name' (dropdown) and 'Field Value' (text input).
- Delivery Option:** Includes a dropdown menu and a 'Reseller Criteria' dropdown.
- Delivery Address:** Includes a dropdown menu.

At the bottom, there are 'SUBMIT', 'CANCEL', and 'RESET' buttons, and a 'View' dropdown menu.

**Event Name:** Enter up to 30 alphanumeric characters for the Event Name. This will be the subject line of the E-mail, text message, or fax - therefore, we advise you NOT to use any confidential information here.

**Lockbox(es):** Select either All Lockboxes, any combination of lockbox sites (ex: All Pittsburgh), or a combination of each lockbox (ex: Pittsburgh 1234567). You cannot mix these three options.

**Notification Options:**

Option	Description
Start Date	Enter the date, or select a date by selecting the calendar icon. This will be the date that you would like to start receiving the event
End Date <i>(Optional)</i>	Enter the date, or select a date by selecting the calendar icon. This will be the date that you would like to have the event stopped.
Notification Options	Select one of the following: <ul style="list-style-type: none"> <li>• Notify at ___ET</li> <li>• Notify at each update.</li> <li>• Use this option to avoid early notifications</li> </ul>

**Other Options:**

Option	Description
Timing	Select one; Current Day or Prior Day
Range <i>(optional)</i>	Select upon request; Low Check Amount, High Check Amount, Both Low and High Check Amounts
Sorting Options	Select applicable options <ul style="list-style-type: none"> <li>• Batch Number</li> <li>• Remitter Name</li> <li>• Check Amount</li> <li>• Customer Number</li> <li>• Invoice Number</li> <li>• Option Sort1</li> <li>• Option Sort2</li> </ul>
Data	<ul style="list-style-type: none"> <li>• Check Data</li> <li>• Invoice Data</li> </ul>
CSV File Option	<ul style="list-style-type: none"> <li>• By Check</li> <li>• By Invoice</li> </ul>

**Remitter Criteria:**

Select remitter criteria from the Field Name dropdown list: *(Optional)*

- Account Number
- Check Date
- Check Number
- Customer Nbr (CHK)
- DD Account Number
- Invoice Number
- Opt Check Field 1
- Opt Check Field 2
- Payee
- Remitter Name
- Transit Routing

Enter the Field Value. Please ensure that the Field Value is correct. The availability of Remitter Criteria is dependent upon your company's lockbox processing instructions. If the Field Value does not match with what is on the system, you will not receive the event. Remitter selection criteria will notify for all transactions where the selected Field Name contains the characters entered in the Field Value. For example, Remitter Name criteria of Doe would notify for transactions with the Remitter Names of J. Doe, Prudoe, etc.

*Note:* This event contains a link (below the Remitter Criteria section) to allow you to view the lockbox instructions.

**Delivery Options:**

1. Select up to 10 Delivery Option / Delivery Address combinations - use the **View** dropdown list to change the number of entry rows to 3 (default), 5, or 10. See Reminder below for more information on Delivery Options. Changing the number of Delivery Options/Addresses will result in the loss of any newly entered data.
2. Select the **Sample Formats** link located to the right of Delivery Option, to view examples of the delivery formats. Data exceeding the Delivery Option size limit will be truncated from the notification.

Delivery options and types for the Automated Wholesale events are listed below:

Delivery Option	Delivery Type	Limitations
Generic Message	Email Fax Wireless	
Notice	Email with .txt attachment	

	Fax	
Detailed Notice	Email with .txt attachment Fax	
Standard Report	Email with .txt attachment Fax	
Advanced Report	Email with .txt attachment	
CSV File	Email with .txt attachment	<p>Lockbox Selection must be one of the following:</p> <ul style="list-style-type: none"> <li>• All Lockboxes</li> <li>• A maximum of 5 sites</li> <li>• A maximum of 5 individual lockboxes</li> </ul> <p>Low Amount/High Amount criteria is not allowed</p> <p>Remitter criteria is not allowed</p>
Fixed File	Email with .txt attachment	<p>Lockbox Selection must be one of the following:</p> <ul style="list-style-type: none"> <li>• All Lockboxes</li> <li>• A maximum of 5 sites</li> <li>• A maximum of 5 individual lockboxes</li> </ul> <p>Low Amount/High Amount criteria is not allowed</p> <p>Remitter criteria is not allowed</p>

6. When all selections have been made, select **Submit** to complete the event entry. There is no release necessary for Event Maintenance - once you select submit, the event is immediately active in the system and ready to begin notification. **Reset** clears out all the fields entered and sets everything on the page back to default. **Cancel** returns to the Event Manager Event Maintenance screen.

## Lockbox – Availability Event

The Lockbox Availability event is scheduled and will notify you at the designated time to let you know whether or not your company has activity.

1. Select **Communication > Event Manager > Events** from the main menu. When the service is selected, tabs allowing for **View**, **Maintenance**, and **Status Maintenance** options are available.
2. Select the **Maintenance** tab. The Event Manager Event Maintenance screen displays.
3. Activate the **Create New Event For** dropdown list by selecting the arrow.
4. Select **LBX - Availability**. The Event Manager Event Create screen displays the Category: Availability.

- Complete the event criteria as described ahead. Any field designated with an asterisk \* indicates optional selection criteria on the Event Manager Event Create screen.

The screenshot shows the 'Event Manager Event Create' interface. At the top, there are tabs for 'Service: Lockbox' and 'Category: Availability'. Below this is the 'Event Name' field with a note: 'Event Name must not contain confidential information'. To the right are radio buttons for 'Accounts' (selected) and 'Lockboxes'. The 'Notification Options' section includes 'Start Date' and 'End Date\*' (with a calendar icon) and a 'Notify at' dropdown set to 'ET'. The 'Other Options' section has radio buttons for 'Current Day' (selected) and 'Prior Day', and another set for 'Summary' (selected) and 'Detail'. Below these are two columns of dropdown menus labeled 'Delivery Option' and 'Delivery Address'. At the bottom, there are 'Submit', 'Cancel', and 'Save' buttons, and a 'View' dropdown.

**Event Name:** Enter up to 30 alphanumeric characters for the Event Name. **Important!** This will be the subject line of the E-mail, text message, or fax - therefore, we advise you NOT to use any confidential information here.

**Account(s) or Lockboxes:**

- Select from the Account(s) dropdown list. Select multiple accounts by depressing the Ctrl key on your keyboard, while selecting the accounts. You can choose all accounts or select up to 5 individual accounts for Report Notifications but select unlimited accounts for Generic Messages and Notices.

**OR**

- Select either All Lockboxes, any combination of lockbox sites (ex: All Pittsburgh), or a combination of each lockbox (ex: Pittsburgh 1234567). You cannot mix these three options.

**Notification Options:**

Option	Description
Start Date	Enter the date or select a date by selecting the calendar icon. This will be the date that you would like to start receiving the event
End Date (Optional)	Enter the date or select a date by selecting the calendar icon. This will be the date that you would like to have the event stopped.
Notify at ___ET	Notify at each update.

**Other Options:**

Option	Description
Timing	Select one; Current Day or Prior Day
Information	Select one; Summary or Detail

**Delivery Options:**

1. Select up to 10 Delivery Option / Delivery Address combinations - use the **View** dropdown list to change the number of entry rows to 3 (default), 5, or 10. See Reminder below for more information on Delivery Options. Changing the number of Delivery Options/Addresses will result in the loss of any newly entered data.
2. Select the **Sample Formats** link located to the right of Delivery Option, to view examples of the delivery formats. Data exceeding the Delivery Option size limit will be truncated from the notification.

Delivery options and types for the Lockbox Availability events are listed below:

Delivery Option	Delivery Type	Additional Information
Generic Message	Email Fax Wireless	A notification which states that either you have items matching event criteria or you do not. For example, "There is no activity matching the selection parameters".
Notice	Email with .txt attachment	Same as a Generic Message, but it displays masked account numbers and offers a little more specific information regarding the event. For example, "The following lockboxes have current day activity matching the selection: Pittsburgh ***1234, Pittsburgh ***5678".
Detailed Notice	Email with .html attachment Fax	Only available for the Fax and Email Lockbox events (your E-mail server but be able to accept HTML links through E-mail to use the E-mail option). It provides detail similar to that on a Lockbox Report generated through the service itself.
Standard Report	Email with .html attachment Fax	<ul style="list-style-type: none"> <li>• <b>Fax</b> is the actual detailed event data presented in a readable report format. Some reports may be very large and clog up E-mail boxes with message size limits assigned to them; therefore,</li> </ul>

		<ul style="list-style-type: none"> <li>An <b>E-mail Report</b> event will produce a link which the customer can access to view the report through their internet browser instead of directly in their E-mail (your E-mail server but be able to accept HTML links through E-mail to use this option). Not all options will be available for all events (depending on the type of information being relayed).</li> </ul>
Advanced Report	Email with .html attachment	
CSV File	Email with .html attachment	<p>Lockbox Selection must be one of the following:</p> <ul style="list-style-type: none"> <li>All Lockboxes</li> <li>A maximum of 5 sites</li> <li>A maximum of 5 individual lockboxes</li> </ul> <p>Low Amount/High Amount criteria is not allowed</p> <p>Remitter criteria is not allowed</p>
Fixed File	Email with .html attachment	<p>Lockbox Selection must be one of the following:</p> <ul style="list-style-type: none"> <li>All Lockboxes</li> <li>A maximum of 5 sites</li> <li>A maximum of 5 individual lockboxes</li> </ul> <p>Low Amount/High Amount criteria is not allowed</p> <p>Remitter criteria is not allowed</p>
PDF Report	Email with .pdf attachment	

6. When all selections have been made, select **Submit** to complete the event entry. There is no release necessary for Event Maintenance - once you select submit, the event is immediately active in the system and ready to begin notification. **Reset** clears out all the fields entered and sets everything on the page back to default. **Cancel** returns to the Event Manager Event Maintenance screen.

Please refer to the Lockbox Reporting Help Page for more detailed information on report and file options.

## Lockbox – Retail Exceptions Event

Retail Lockbox Exception events are created to notify you when:

- New items have been received, are waiting to be processed, and the queue was previously empty.
- The cutoff time is approaching, indicating the number of items remaining to processed. An email is generated approximately one hour before the cutoff time.

- The cutoff time has passed, and the remaining unprocessed items will be treated according to your default instructions.

**To create a Retail Lockbox Exceptions event:**

1. Select **Communication > Event Manager > Events** from the main menu. When the service is selected, tabs allowing for **View**, **Maintenance**, and **Status Maintenance** options are available.
2. Select the **Maintenance** tab. The Event Manager Event Maintenance screen displays.
3. Activate the **Create New Event For** dropdown list by selecting on the arrow.
4. Select **LBX - Retail Exceptions**. The Event Manager Event Create screen displays the Category: Retail Exceptions.
5. Complete the event criteria as described ahead. Any field designated with an asterisk \* indicates optional selection criteria on the Event Manager Event Create screen.

**Event Name:** Enter up to 30 alphanumeric characters for the Event Name. This will be the subject line of the email, text message, or fax - therefore, we advise you **NOT** to use any confidential information here.

**Site/Group(s):** Select the Site/Group(s) for which the event is being created.

**Notification Options:**

Option	Description
Start Date	Enter the date or select a date by selecting the calendar icon. This will be the date that you would like to start receiving the event
End Date <i>(Optional)</i>	Enter the date or select a date by selecting the calendar icon. This will be the date that you would like to have the event stopped.
Notify at ___ET	Select at least one of the following: <ul style="list-style-type: none"> <li>• There are exception items to be completed</li> <li>• The daily cutoff is approaching</li> <li>• Unprocessed exceptions have missed the daily cutoff</li> </ul>

**Delivery Options:**

1. Select up to 10 Delivery Option / Delivery Address combinations - use the **View** dropdown list to change the number of entry rows to 3 (default), 5, or 10. Changing the number of Delivery Options/Addresses will result in the loss of any newly entered data.
2. Select the **Sample Formats** link located to the right of Delivery Option, to view examples of the delivery formats. Data exceeding the Delivery Option size limit will be truncated from the notification.

Delivery options and types for the Retail Exceptions events are listed below:

Delivery Option	Delivery Type
Notice	Email with .txt attachment Fax

6. When all selections have been made, select **Submit** to complete the event entry. There is no release necessary for Event Maintenance - once you select submit, the event is immediately active in the system and ready to begin notification. **Reset** clears out all the fields entered and sets everything on the page back to default. **Cancel** returns to the Event Manager Event Maintenance screen.

Please refer to the Retail Lockbox Exceptions Help Page for more detailed information on report and file options.