

Associated Connect[®]

Quick Reference Guide: Lockbox



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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 or 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	- Sign in with your username and password. - Verify identity using multi-factor authentication (MFA) with a unique access code from a mobile or physical token.
Low-Risk Services	- Sign in with your username and password. - Verify identity using a unique access code sent by text message (SMS) to your registered mobile number.

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 for Terms and Conditions for your service. (1406)

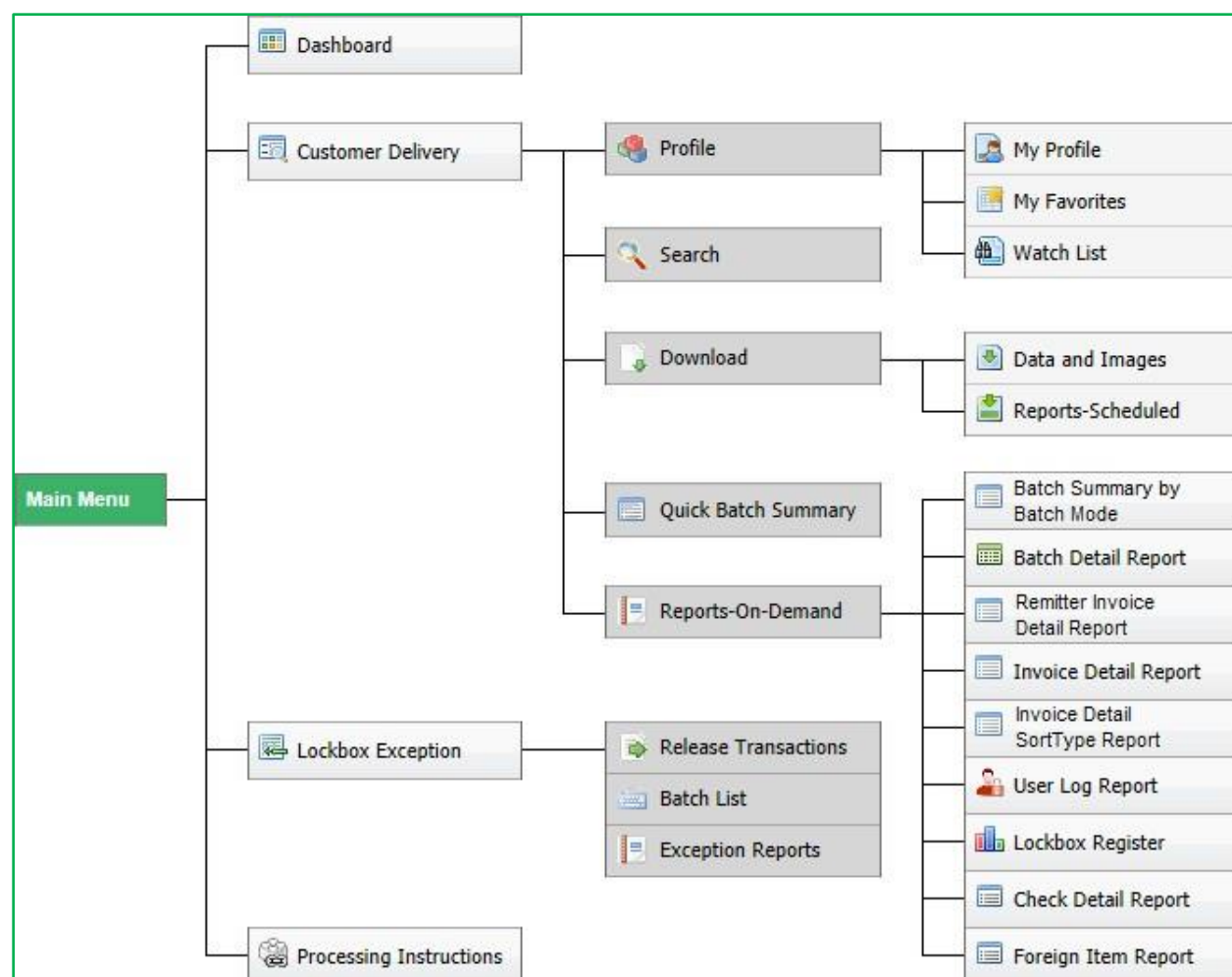
Associated Connect Lockbox Module

Getting Started

For all Associated Connect access, users will enter their credentials at Associated Bank's secure login site at AssociatedBank.com. After a successful login, authorized users will see Lockbox as an option in the left menu. Click **Lockbox** and the Associated Connect Lockbox module will appear in a new window.

Lockbox Menu

The Associated Connect Lockbox module is an advanced web application offering powerful reporting, transaction inquiry, image viewing and data export functions. Access to these functions is controlled by the user entitlement level, which is reflected in the Lockbox menu pane. The following illustration shows the menu structure of the Lockbox module. Additional information on key functions is provided in subsequent pages.



Dashboard

The Associated Connect Lockbox module will always default to the **Dashboard** view. The **Dashboard** provides a summary of current activity and quick access to key functions within the Lockbox module using panels. The list below shows each Dashboard panel along with a brief description of the information or activity available.

Panel Name	Description
Exception Summary	Displays the disposition of transactions recently presented as exceptions.
Exceptions – Need Attention!	Displays suspended transactions that require corrective action.
Watch List	Displays the saved and active notification scenarios.
Download	Displays a list of recent download requests and the processing status.
Favorite Search	Displays a user's saved search profiles.

Customer Delivery

Profile

The **Customer Delivery > Profile** options allow users to set up profiles with specific search criteria, which can then be applied to future data queries. Profile options include My Profile, My Favorites and Watch List.

My Profile

The My Profile function allows users to select and set the display order of fields in search results screens. Users can assign a name for each profile and set a selected profile as the default view when search results are displayed.

When creating a personal profile, the following options and selections are available:

- Profile Name
- Records per page
- Field Order
- Set as Default
- Field Name
- Image Display (F/R)

My Favorites

The My Favorites function is used to submit favorite searches and manage search settings that were previously saved as favorite searches. The user can modify the name, date range and number of days to be included in the search results.

Watch List

The Watch List function is used to create notification scenarios based on user-defined parameters. When the criteria for a specific scenario are met, a notification is sent to the specified email address.

To add a Watch List request:

1. Click the “Add Watch List Request” tab.
2. Enter a **Watch Name**.
3. Select the **Site**, then **Work Source** from the drop-down lists.
4. Enter the **Start Date** or click the “Calendar” icon to launch the calendar tool.
5. Select **No End Date** or **End Date**.
 - **No End Date**: The system will continue to send notifications until an end-date is specified.
 - **End Date**: The system will send notifications through the selected date.
6. Enter the notification email address (Email ID).
7. Select a field from the drop-down list and set the desired condition.

After saving the **Watch List** request, it is displayed in the Watch List tab.

To modify an existing Watch List entry, click the **Edit** icon in the corresponding row. After the changes are made (see preceding section), click “Update Watch List” to store the changes.

To delete an existing Watch List entry, click the **Delete** icon in the corresponding row. When prompted, click **OK** to confirm the request or **Cancel** to retain it.

Search

The **Customer Delivery > Search** function allows users to search for data using various filters and condition settings. The Search screen has three tabs labeled **Search 1**, **Search 2** and **Search 3** - all of which can be applied to the same result set.

Each Search screen has two panes; one for specifying search criteria and the second for displaying search results. The Search Criteria Pane uses drop-down lists, date selection boxes and text entry fields to allow a user to filter data in the search criteria pane. The **Search Results Pane** displays all matching data.

Favorite Search

To simplify the data search process, users can define search criteria and save it as a **Favorite Search**. The user can then select the **Saved Search** from a drop-down list on the Search screen to apply the criteria as needed.

To **save** search criteria as a favorite search:

1. From the Search screen set the desired search criteria.

2. Select **New** from the drop-down favorites list.
3. Click **Save Favorites** to display the **Favorite Details** screen.
4. Enter a name for the favorite.
5. Select a **Date Range – Fixed** or **Sliding**.
 - **Fixed** – saves the date range entered when creating a new favorite.
 - **Sliding** – removes the number of days entered from the To: date; the result is the From: date.
6. For the **Sliding** option, enter the number of days.

Quick Batch Summary

The Quick Batch Summary page displays archived data for the most recent processing date.

- To access the page, click **Quick Batch Summary** from the menu pane.
- Select a **Site** and **Work Source** from the drop-down lists.
- Specify a process date by entering a date or clicking the **Calendar** icon to display the calendar tool.
- After providing the necessary criteria, click the **Display Summary** button to proceed.

Each row in the results screen represents data for one batch processed on the selected process date.

- Click **Plus Sign (+)** in a row to display a list of transactions in the batch and individual items within a transaction.
- Click the **More** icon to the right of a transaction to display all available item details.
- Click on an item to view the image, or click the **View** button in the Tran Image column.
- To add or view notes assigned to a transaction, click the **Notes** icon to display the Add/View Notes screen.

Reports On-Demand

The Associated Connect Lockbox module provides both summary and detail reporting. To generate a report:

1. Click **Reports-On-Demand** from the menu pane.
2. Select a report from the updated menu pane.
 - Batch Summary by Batch Mode
 - Batch Detail Report
 - Remitter Invoice Detail Report
 - Invoice Detail Report
 - Invoice Detail Sort Type Report
 - User Log Report
 - Lockbox Register
 - Check Detail Report
 - Foreign Item Report

3. Complete the report parameter fields, which will vary based on the selected report.
4. After selecting report parameters, click **View Report** to display the report, or **Display Filter** to further refine the report parameters.

After entering report parameters, click **View Report** to display the information. The reports will be displayed in the Report Preview screen. The Report Preview screen includes a tool bar that provides access to various action and navigation functions for added flexibility.

Lockbox Exception

Lockbox Exception provides a simple, interactive interface to view and repair suspended transactions (e.g., invalid payee name, restrictive notation, etc.).

As previously noted, the Associated Connect Lockbox module will always default to the **Dashboard** view. Within the Dashboard view are two panels with lockbox exception information; **Exception Summary and Exceptions – Need Attention!** Clicking a link in the **Exceptions – Need Attention!** panel directs the user to the **Batch List** page.

Batch List

After selecting Batch List from the menu pane, the Batch Filter panel is displayed. The batch filter function provides a user with filter options when selecting a batch.

Batch Filtering

The Batch Filter panel provides filtering parameters that limit items displayed in the batch list. The user can leave all values at their default setting or apply them selectively to display the desired results. The available filter parameters include:

Parameter	Description
Site	Identifies a specific processing site.
Work Source	Identifies a specific lockbox within a processing site.
Suspend Reason	Identifies the reason a transaction was moved to a suspended status.
Process Date	Identifies the original deposit date.
Property	Identifies specific properties or locations within a work source (limited use).

View Batches

After setting any filter parameters, click the **View Batches** button to display a list of all batches matching the search parameters. Click the **GO** button to display the first transaction in a batch, or click anywhere within a batch row to display a list of all transactions that require correction.

Transaction Selection

When viewing all transactions within a batch, clicking an individual item will display the Data Entry screen for the item. If the **Skipped Transaction** box is selected, previously skipped transactions are also included in the list. In the status column:

Graphic	Description
	Indicates that the transaction was previously skipped.
	Indicates that the transaction is locked.

Data Entry – Detail Screen

The Data Entry screen provides access to checks and remittance documents contained in the transaction selected from the Select Transaction screen. From the Data Entry screen, a user can view transaction images and take one of the following actions on the item:

Action	Description
Skip	Take no action on the current transaction.
Post	After making corrections, submit the transaction for deposit.
Suspend	Apply a new suspend reason to the transaction.
Reject	Return the transaction to the remitter.

Image Controls

The Data Entry screen includes a tool bar with various image management options. These tools allow a user to:

- Rotate an image
- Flip between front and rear images
- Enlarge (zoom in) the image size
- Reduce (zoom out) the image size
- Change the image size to fit the window
- Open the image in a new window

Post Corrected Transactions

The Data Entry screen displays a transaction suspend reason above the invoice image. After entering corrected check and/or invoice amounts, click **Post** to update the system and move to the next exception item.



Note: Only balanced transactions (check totals = invoice totals) can be posted to a lockbox.

Suspend Transactions

To suspend a transaction, click the **Suspend** button to display a list of suspend reasons. Select a new **Suspend** reason and click **OK** to apply the update.

Reject Transactions

To reject a transaction, click the **Reject Tran** button to display a list of reject reasons. Select a Reject reason and click **OK** to apply the update. **Important:** After applying the update, the transaction must be posted for the reject to take effect.

Notes

Notes and comments can be added to individual check and document images. From the **Check**, **Invoice** or **Stub** drop-down list, select **Notes**. Enter new text, or edit existing text, in the Add Notes section and click **Add**.

Additional Transaction Correction Options

Checks – This option is used to correct the check account number and amount information captured at the time of processing.

Option	Description
Check Input	Select Check Input from the Checks drop-down list to display the Check Item Entry page. Make the required changes and click Save .
Check Scan Line	Select Check SLF from the Checks drop-down list to display the scan line fields. Question Mark (?) characters identify numbers that could not be read successfully and require manual input. Make the required changes and click Save .
MICR	Select MICR from the Checks drop-down list to display check MICR information, which is used to replace payment stub information. Click the Delete icon to remove the MICR information and display the updated payment stub information.
Payee Verification	Select Payee Verification from the Checks drop-down list to display the Payee Verification page. From the list of payee names, select a new entry and click Save. For large payee lists, the Payee Verification page includes a search function to locate a specific payee. Enter the full or partial name and click the “Search” button. The updated list will only include payee names that contain the information entered. To modify an existing payee, click the Edit icon. Make any necessary changes and click Save. To delete an existing payee, click the Delete icon. When prompted, click OK to confirm the request.

Reject Check	A check can be removed from a transaction using the Reject Check option. Select Reject Check from the Checks drop-down list to display a list of reject reasons. Select a reject reason and click OK to save the changes.
Correspondence Documents	To view images of non-dollar/correspondence items, select Corres Doc from the Checks drop-down list. This option is available only when there are correspondence documents in the transaction. If it is determined that the item is not a correspondence document, click Change Item Type and make the necessary correction.

Invoices – This option is used to correct invoice (full page) information for the selected transaction.

Option	Description
Reject Invoice	Select Reject Invoice from the Invoice drop-down list to display a list of reject reasons. Select a reason and click OK to apply the updates. Important: After applying the updates, the transaction must be posted for the reject to take effect.
Invoice Input	Select Invoice Input from the Invoice drop-down list to display the Invoice Input form. Enter information in the available fields for each item that needs to be corrected and press the “Tab” key. A new line is displayed to enter the next item. When all entries are made, click Save to update the changes.

Stubs – This option is used to modify payment stub information for the selected transaction.

Option	Description
Reject Stub	A payment stub can be removed from a transaction using the Reject Stub option. Select Reject Stub from the Stubs drop-down list to display a list of reject reasons. Select a reject reason and click OK to apply the updates.
Stub Input	Select Stub Input from the Stubs drop-down list to display the Item Data Entry form. Question Mark (?) characters identify characters that were read incorrectly and action buttons (listed below) are available to make simplify the correction process. After making the required changes, click Save . • Override – Bypass the sort pattern edits. • Orientation – Toggle between horizontal or vertical display of the input fields. • Change Format – Change the data entry format. • Change Item Type – Change item to a different document type within the
Insert Stub	The Insert Stub function is used to insert a new payment stub (vs. modifying an existing payment stub) into the selected transaction. Select Insert Stub from the Stubs drop-down list and enter the required information. Click Save to insert the new payment stub into the transaction.

Scan Line Correction	Select SLF Input from the Stubs drop-down list to display the scan line fields. Question Mark (?) characters identify numbers that could not be read successfully and require manual input. Make the required changes and click Save .
Change Item Type	Select Change Item Type from the Stubs drop-down list. Click OK to change the item type from Stub to Correspondence .

Processing Instructions

The Processing Instructions function provides view-only access to procedures established for a lockbox. Select **Processing Instructions** from the menu pane to display the Instruction Viewer page. Enter a **Worksource** (lockbox) number and select an **Instruction Type** (e.g., acceptable payees, restrictive notations, etc.) from the drop-down menu. Click **View** to display the procedures in the **Processing Instructions** page, or click **Save All Instructions as PDF** to create an Adobe Acrobat report containing all instructions for the lockbox.