Associated Connect®

Reference Guide: Premier Lockbox Digital Archive

Associated Bank

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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)

Digital Archive

The Digital Archive service porvides secure access to all lockbox images and data. With Digital Archive you can search and access images across your wholesale, wholetail and retail lockboxes as all images are now housed in one central location. For further assistance in learning about or using the Digital Archive service, please contact your Treasury Management Customer Care representative at 1-800-270-2707.

Getting Started

Check Computer Software

Below are the minimum software versions required to view images stored on the Digital Archive.

- Browsers
  - Internet Explorer – minimum version is 9.0.
  - Chrome
  - Firefox
- Readers
  - Adobe Acrobat Reader – Version 9.0 or higher

This software is available free of charge from the respective companies who create them. If you are unable to download the software because of PC issues or your organization's restrictions on downloading software, please contact your desktop support group for assistance.

Entitle Users to the Digital Archive Service

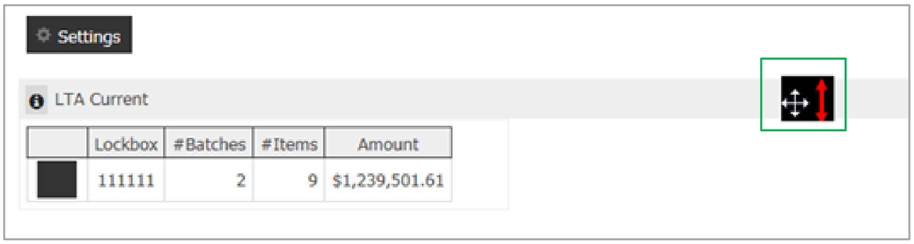
Users must first be entitled to the Digital Archive service to access it. This requires two Security Administrators, one to add the service to the user and a second administrator to approve/release the changes made. For detailed step-by-step information on how to entitle a user to the Digital Archive Service, refer to the detailed step-by-step information on how to entitle a user, found later in this guide.

Access the Digital Archive Service

To access the Digital Archive service, open the Lockbox Premier module within Associated Connect online banking. Select **Transactions** from the main lockbox menu, then select **Receivables**, then **Digital Archive** from the dropdown menu.

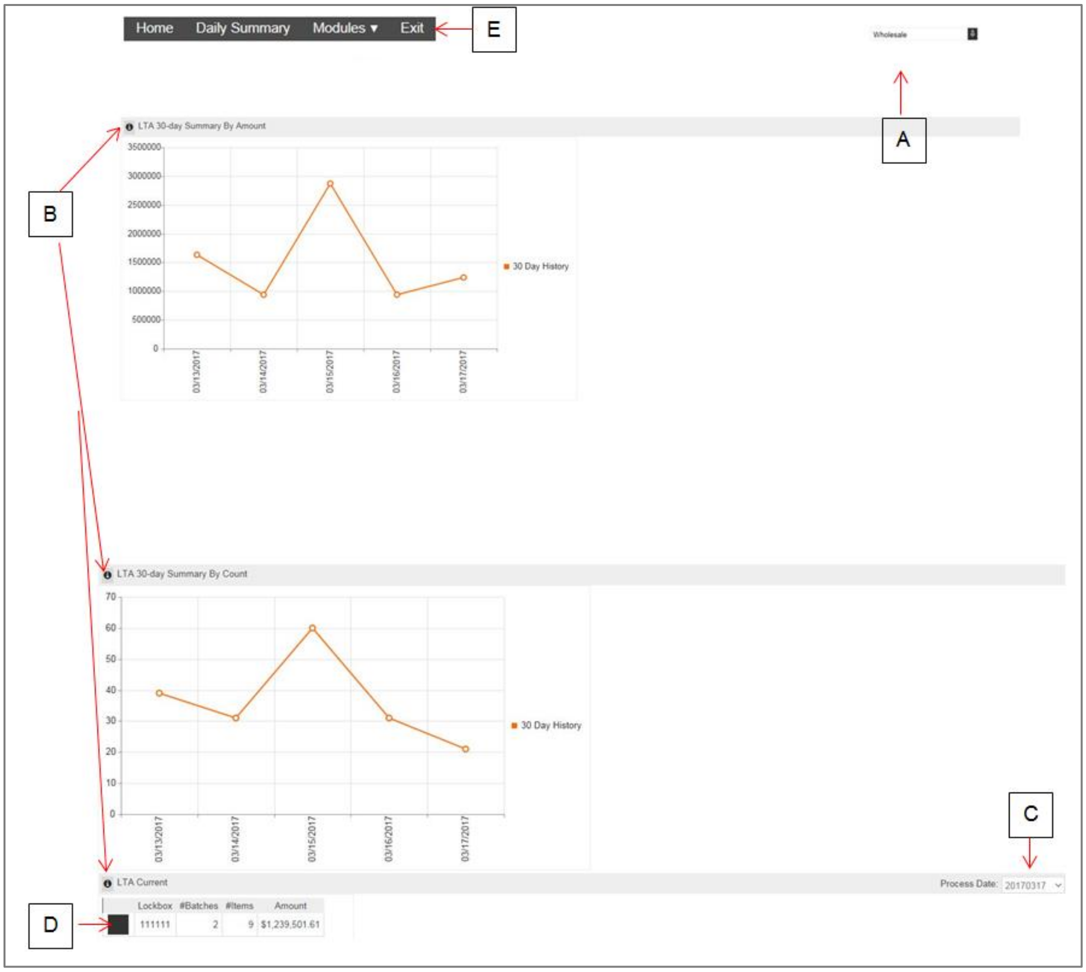
Home Page Dashboard Overview

The first screen you will be presented with is the Dashboard and it provides you with a rolling, 30-day graphical trend, of your dollars deposited and associated items processed. From here you can access current and prior day processed work, as well as a menu bar with the features you are entitled to view. To change the order in which the information appears on the screen, select and hold the **Heading Box** and drag it up or down as needed.

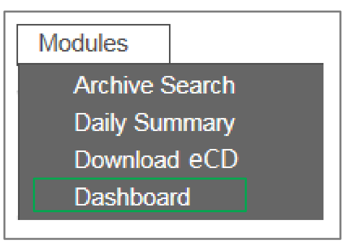


Below is a description of the main areas of the home page.

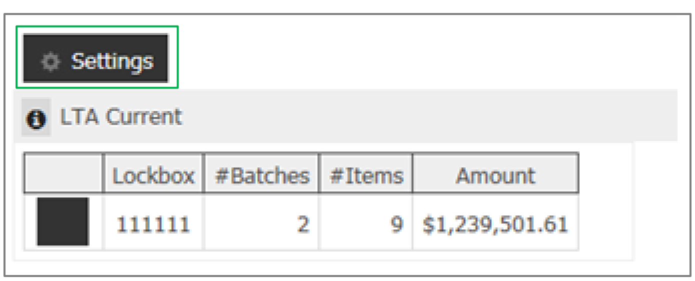
1. The Group drop-down selection bar provides a search tool for clients with multiple lockboxes. You can enter the name, partial name, or lockbox number for wholesale, or client number for retail for a quick look up. You can also expand the selection tree and choose the lockbox or level to begin your search.
2. By selecting the **Details** icon, you will be taken to the Archive Search window detailed ahead.
3. The Long Term Archive (LTA) function is used to view data and images for current or prior day.
4. By selecting the box preceding the lockbox or client number, you will be presented with all of your transactions for the date selected.
5. The menu bar will display the features you are entitled to view. The following provides a brief description of all menu options available:
   A. **Home -** Returns the user to the home page from any page within the service
   B. **Daily Summary -** Summary level detail and the capability to drill down to the batch and transaction detail level
   C. **Modules**:
      a. **Archive Search -** Multiple search options for data and images
      b. **Daily Summary -** Summary level detail with the capability to drill down to batch and transaction-level detail
      c. **Download eCD –** Virtually extract data and images based on a subscriber's predefined frequency such as daily, weekly, or monthly
      d. **Dashboard -** 30-day graphical trend of summary data by amount and count as well as associated functionality for modifying the Dashboard contents
   D. **User Guide -** An electronic copy of this User Guide
   E. **Exit -** Signs you out of the Digital Archive service



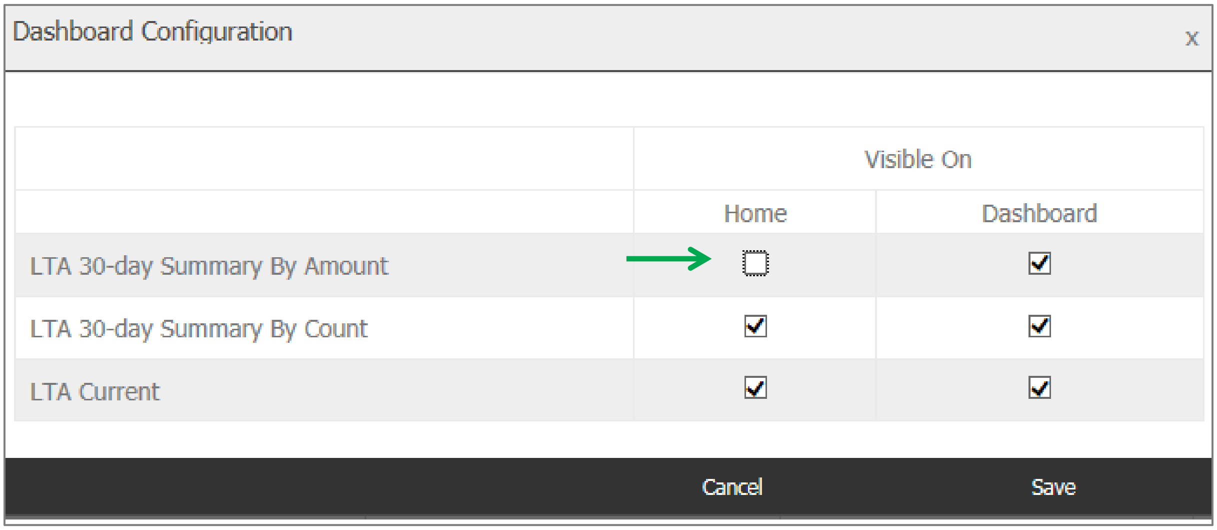
To modify your view of the Dashboard, select **Dashboard** from the Modules menu.



Select **Settings**.



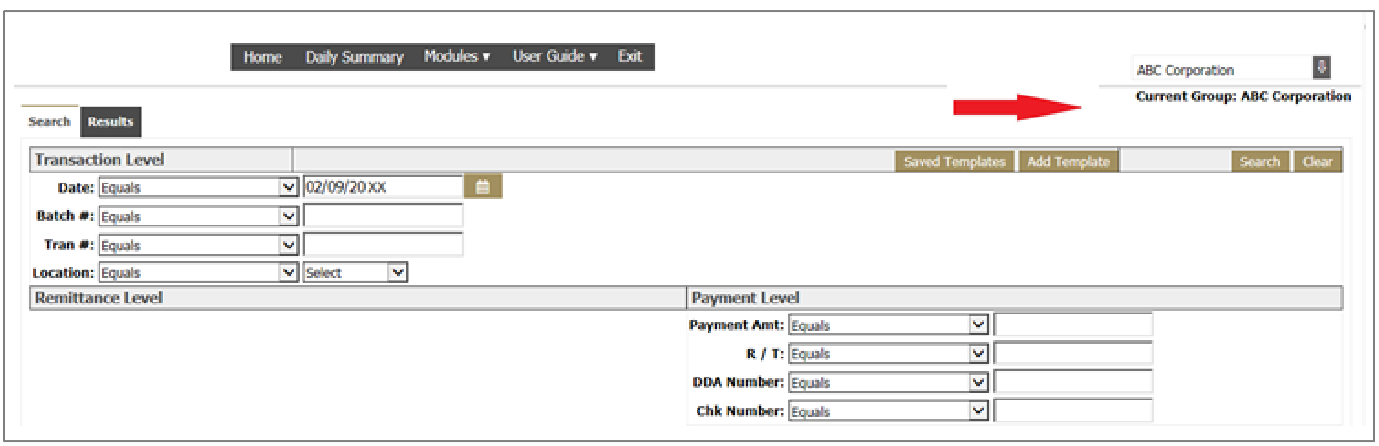
You can remove a specific view by removing a check mark from Home or Dashboard on the configuration screen.



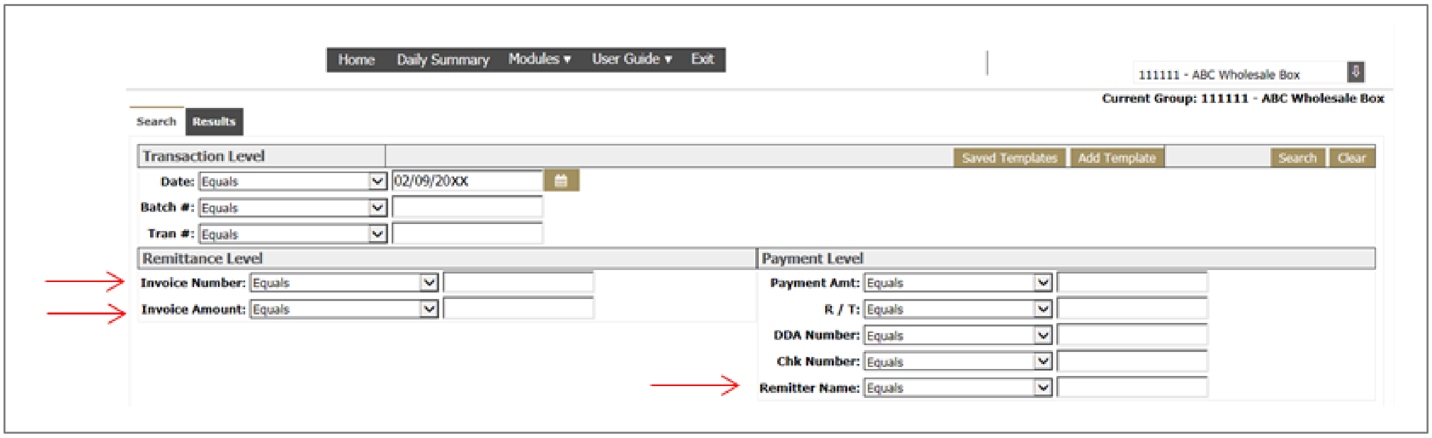
Archive Search

The Archive Search screen provides the ability to search across all lockboxes and payment types, which a user is entitled to access by the company's System Administrator. This window contains all fields available for searching transactions within the archive. The search criteria available to perform your search will depend on your access level. At the highest level (i.e., the company level) the screen below is displayed and you can search at the Transaction Level and Payment Level (check data). However, your Remittance Level search data will be limited if you are searching across multiple lockboxes or searching across wholesale, wholetail and retail lockboxes.

At the transaction level, you can search on a specfic lockbox location where your work is currently processed (e.g., Chicago).

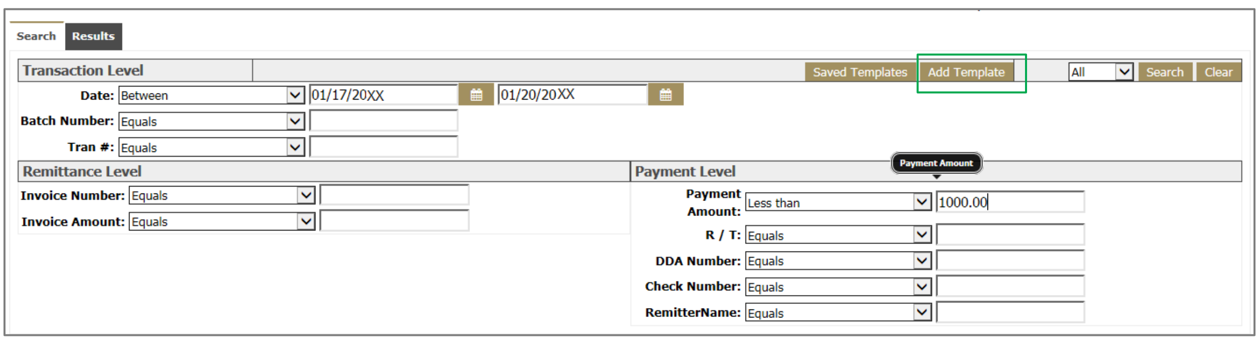


As you drill down and select lockboxes at a lower level (e.g., Wholesale) you may have additional fields to search on (based on your specific lockbox data capture processing instructions) such as: Invoice Number, Invoice Amount, and Remitter Name. When searching for data begin by populating the date field within the Transaction Level search. The date must be in DDMMYY format. You can also use the pop-up calendar to select the desired date. Other entry fields are optional to refine your search.

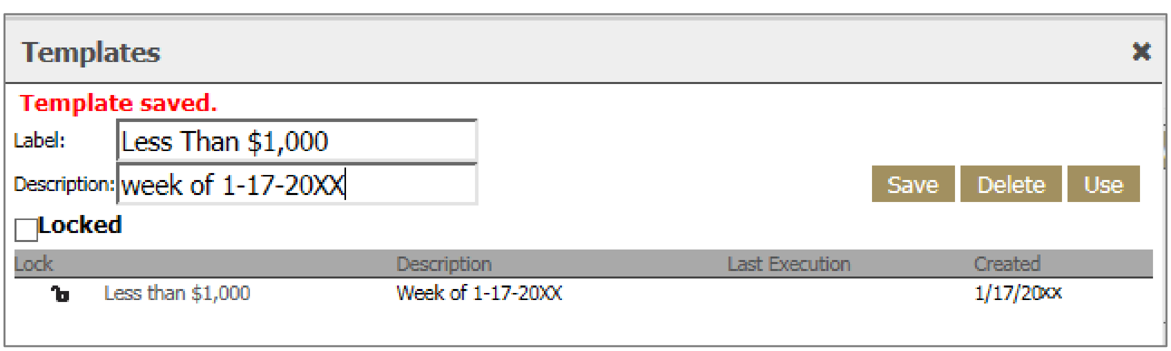


Templates

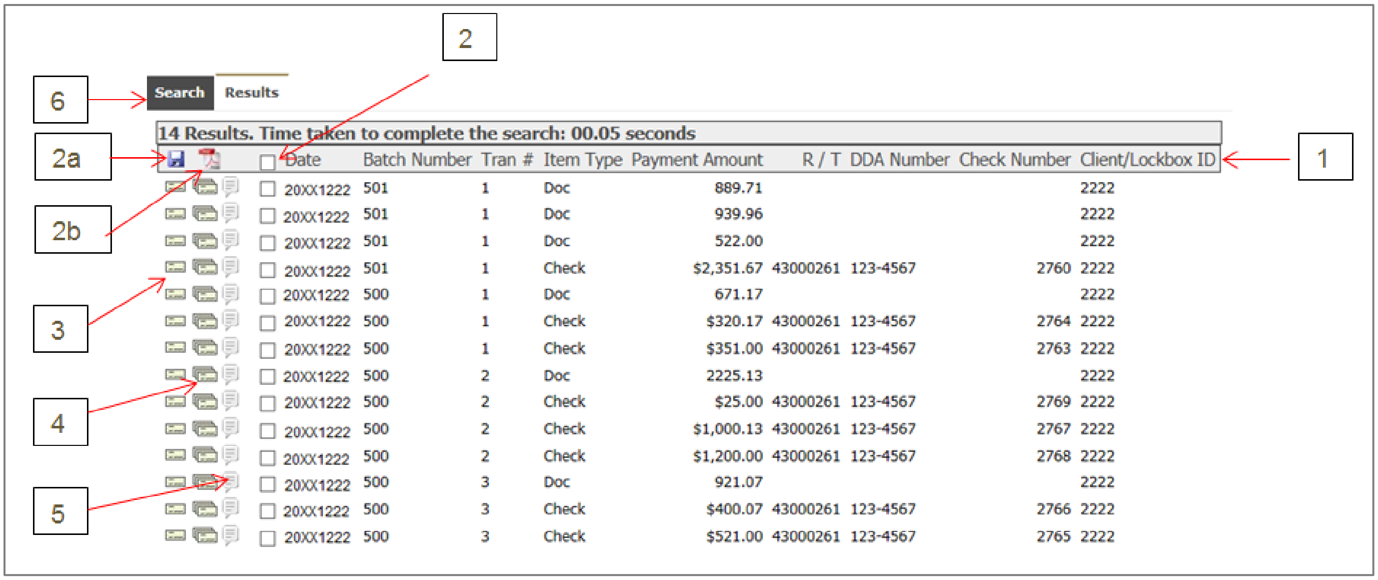
You can create custom search templates, which can be set and saved for future use if needed. To create a new search template select and populate the search parameters, then select the **Add Template** button on the top of the screen. In this example, the date range from January 17, 20XX to January 20, 20XX with amounts less than $1,000 has been selected for the template. Select **Add Template** to save the selected information.



Assign a name to the template in the label field and, if desired, provide a brief description of the settings. Select **Save** to store the template. To prevent a template from being deleted, select the **Locked** checkbox. Once saved, the template name and description will be displayed on the bottom. To access templates select **Saved Templates** and the list of templates will be displayed in the search window. To select a template, select the template label name and select **Use** to initiate the search for that template.



Select **Search** after completing data fields for the desired search, or use an existing search template.



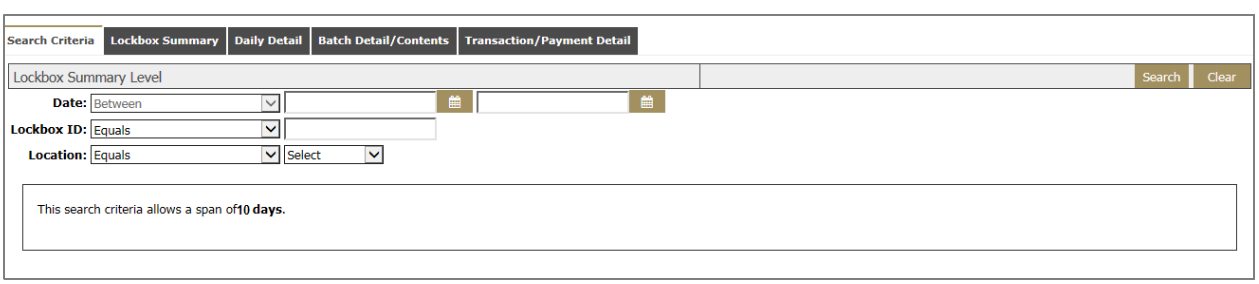
	Date	Batch Number	Tran #	Item Type	Payment Amount	R / T	DDA Number	Check Number	Client/Lockbox ID
	20XX1222	501	1	Doc	889.71				2222
	20XX1222	501	1	Doc	939.96				2222
	20XX1222	501	1	Doc	522.00				2222
	20XX1222	501	1	Check	$2,351.67	43000261	123-4567	2760	2222
	20XX1222	500	1	Doc	671.17				2222
	20XX1222	500	1	Check	$320.17	43000261	123-4567	2764	2222
	20XX1222	500	1	Check	$351.00	43000261	123-4567	2763	2222
	20XX1222	500	2	Doc	2225.13				2222
	20XX1222	500	2	Check	$25.00	43000261	123-4567	2769	2222
	20XX1222	500	2	Check	$1,000.13	43000261	123-4567	2767	2222
	20XX1222	500	2	Check	$1,200.00	43000261	123-4567	2768	2222
	20XX1222	500	3	Doc	921.07				2222
	20XX1222	500	3	Check	$400.07	43000261	123-4567	2766	2222
	20XX1222	500	3	Check	$521.00	43000261	123-4567	2765	2222

In the Results window, the following options are available for you:

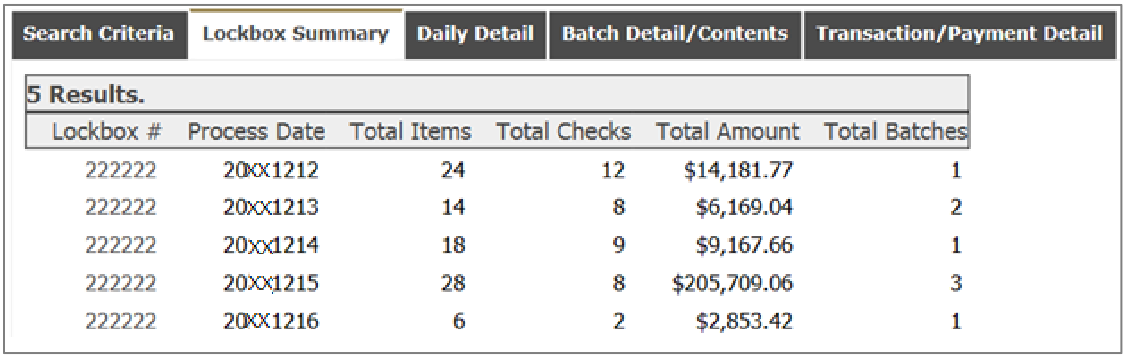
1. Select to sort by column header.
2. Check the column header box to view, save or export one or more transactions.
   A. The data can be saved as a CSV file by clicking on the **Export to CSV** icon.
   B. Images selected can be saved as a PDF by clicking on the **Export to PDF** icon.
3. Select the **View Transaction** icon to view a single transaciton.
4. Select the **View Transactions** icon to view mutlipe transacitons.
5. Select to view or add annotations. A **yellow bubble** icon indicates that there are annotations associated with the transaction. A **gray bubble** icon indicates that there are no annotations. Select the icon to either read existing annotations or add one of your own.
6. To begin another search select the **Search** tab at the top left side of the Results window.

Daily Summary

The Daily Summary allows activities to be researched in the Image Archive application by lockbox, batch and transaction on any date or a range of dates spanning 10 days. Selecting **Daily Summary** from the Home page menu to display the Daily Summary window.



In the Search Criteria tab enter the **To** and **From** date (for wholesale this is the deposit date), other desired fields, and click the **Search** button (The default is current day). The results are displayed in the Lockbox Summary tab.

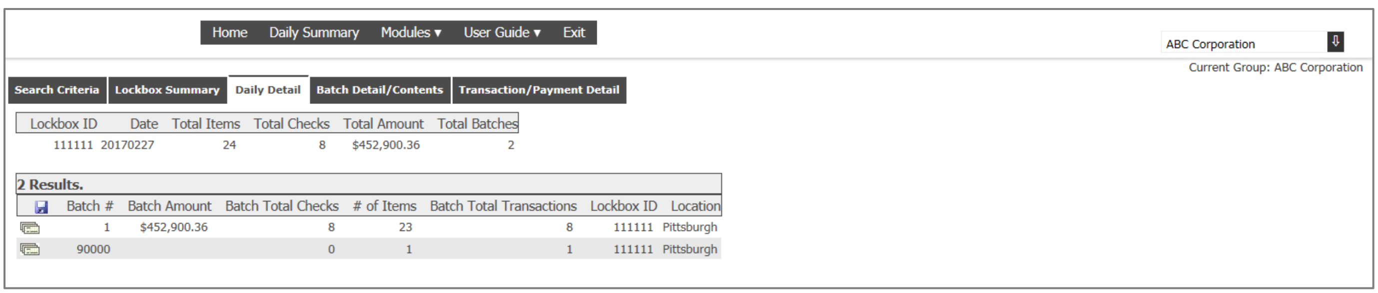


5 Results.

Lockbox #	Process Date	Total Items	Total Checks	Total Amount	Total Batches
222222	20XX1212	24	12	$14,181.77	1
222222	20XX1213	14	8	$6,169.04	2
222222	20xx1214	18	9	$9,167.66	1
222222	20XX1215	28	8	$205,709.06	3
222222	20XX1216	6	2	$2,853.42	1

Daily Detail

Selecting the actual lockbox number (ex: 222222 shown above), will open the Daily Detail tab, which shows batch information. On the results screen, select **Export Items to CSV File** icon to download all of the data for a specfic lockbox/client for the day selected. The group level selected (Company or Lockbox) will determine the amount of data that is returned for download. If you are at the Company Level a limited amount of data will be returned, but at the Lockbox Level all data associated with the lockbox will be returned for download.

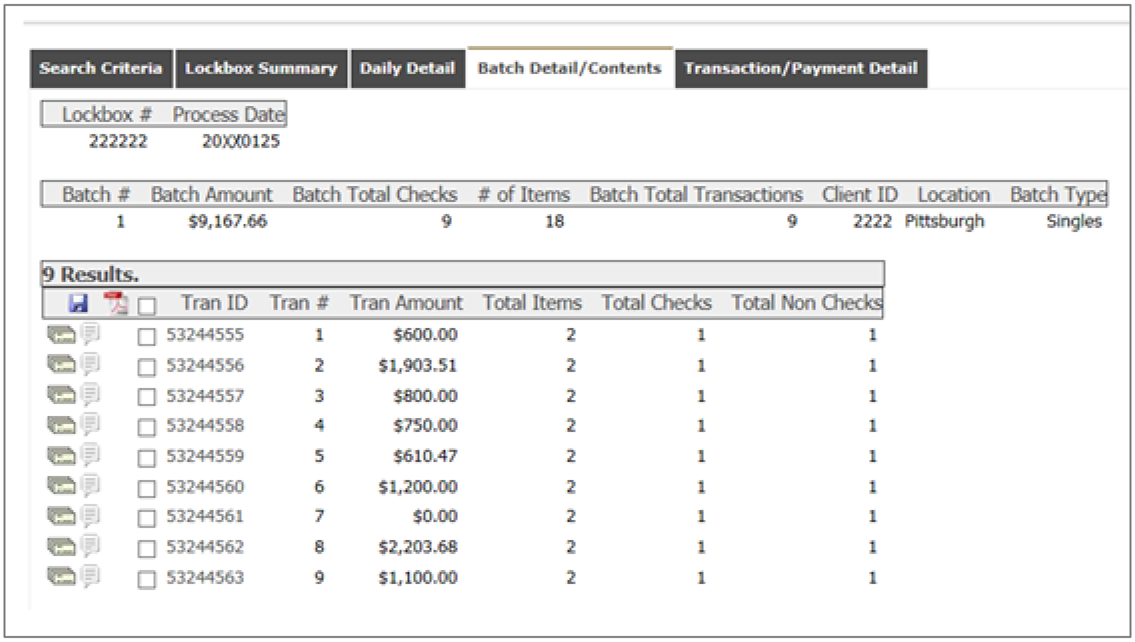


Lockbox ID	Date	Total Items	Total Checks	Total Amount	Total Batches
111111	20170227	24	8	$452,900.36	2

2 Results.

	Batch #	Batch Amount	Batch Total Checks	# of Items	Batch Total Transactions	Lockbox ID	Location
	1	$452,900.36	8	23	8	111111	Pittsburgh
	90000		0	1	1	111111	Pittsburgh

Select the Batch number (1 is used in the example above) to be taken to the Batch Detail/Contents tab or select the **View Transaction** icon to download the entire batch as a PDF file. In the Batch Detail/Contents window there are multiple options available for viewing images and data.



Search Criteria | Lockbox Summary | Daily Detail | Batch Detail/Contents | Transaction/Payment Detail

Lockbox #	Process Date
222222	20XX0125

Batch #	Batch Amount	Batch Total Checks	# of Items	Batch Total Transactions	Client ID	Location	Batch Type
1	$9,167.66	9	18	9	2222	Pittsburgh	Singles

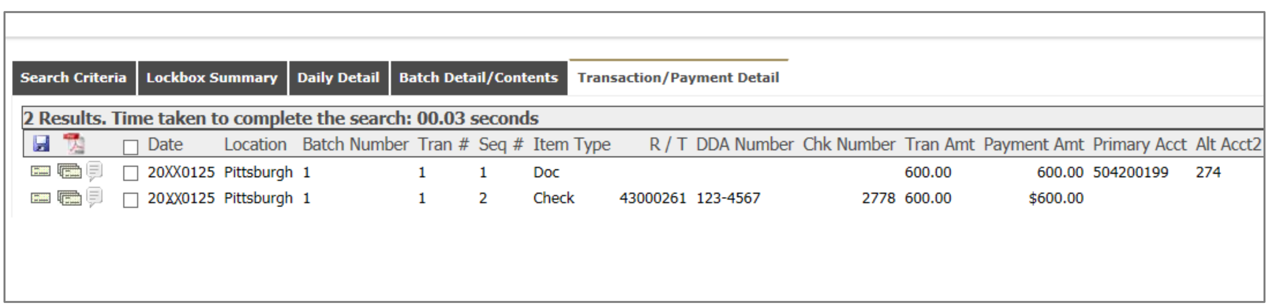
9 Results.

Tran ID	Tran #	Tran Amount	Total Items	Total Checks	Total Non Checks
53244555	1	$600.00	2	1	1
53244556	2	$1,903.51	2	1	1
53244557	3	$800.00	2	1	1
53244558	4	$750.00	2	1	1
53244559	5	$610.47	2	1	1
53244560	6	$1,200.00	2	1	1
53244561	7	$0.00	2	1	1
53244562	8	$2,203.68	2	1	1
53244563	9	$1,100.00	2	1	1

To export one or more transactions, select the corresponding check box(es) or select all transactions by clicking the check box in the column header. The selected transactions are displayed to view, save, or export. To export the selected images to a PDF, select **Save to PDF** icon in the column header. To save the data as a CSV file, select **Save to CSV** icon in the column header.

Transaction/Payment Detail

Selecting the Tran ID in the Batch Detail/Contents window displays the Transaction/Payment Detail window. For example, selecting Trans ID 53244555 in the window shown above would provide the results in the Transaction/Payment Detail window as shown below.



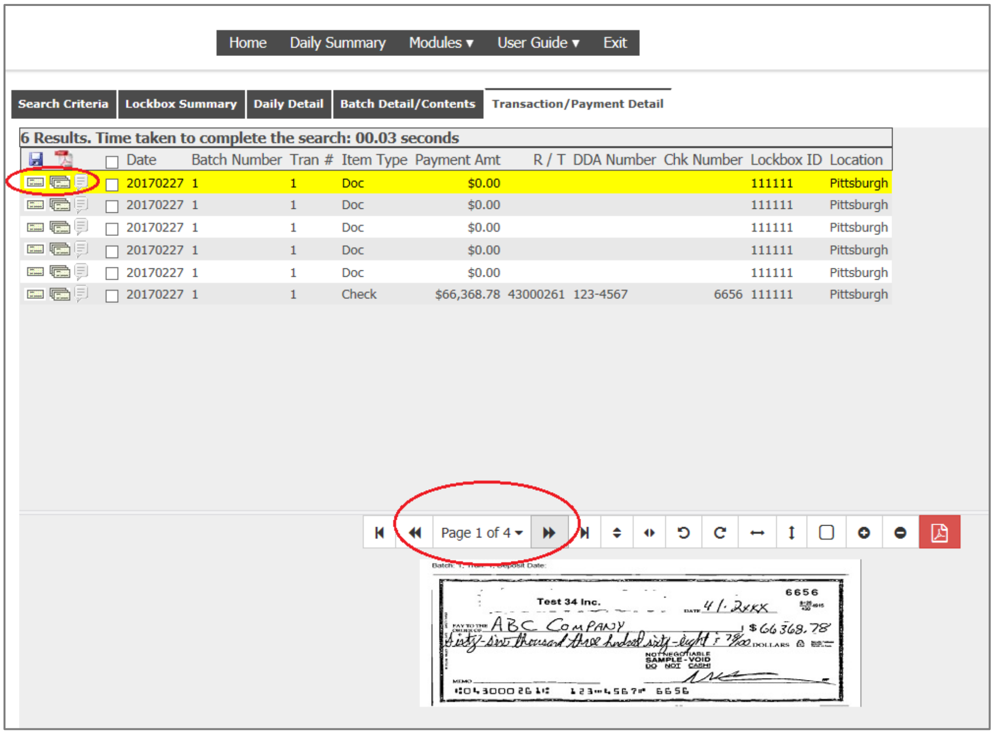
Search Criteria | Lockbox Summary | Daily Detail | Batch Detail/Contents | Transaction/Payment Detail

2 Results. Time taken to complete the search: 00.03 seconds

Date	Location	Batch Number	Tran #	Seq #	Item Type	R / T	DDA Number	Chk Number	Tran Amt	Payment Amt	Primary Acct	Alt Acct2
20XX0125	Pittsburgh	1	1	1	Doc				600.00	600.00	504200199	274
20XX0125	Pittsburgh	1	1	2	Check	43000261	123-4567	2778	600.00	$600.00		

To view all document and check images for a specific transaction, select the **View Transaction** **icon** at the beginning of the transaction row, which will display the check image as well as all related documents. The navigation bar located above the image allows you to view all documents within that transaction. Selecting the Page dropdown field will show thumbnails of the items, which can be selected individually to jump to that specific image. You can click the forward button (**double right arrow**) to progress through each document. The other buttons allow the user to zoom in/out, rotate, and resize the images. The red PDF icon on the right saves the selected transaction images and data in PDF format. The transaction data on the report includes all captured check-based information, scanline, account, and invoice data.

Sample Transaction Report:



Transaction Detail

Date	Tran #	Batch #	Tran Amt	Doc Group	Client ID	Organization
20XX0810	2	700	2489.04	31	2222	2222 - ABC Retail Client

Lockbox #	Consolidation Date	BatchID	Consolidation #
	08/10/20XX 12:00:00 AM	96000	110202

Location	Receive Date	Deposit Date
Pittsburgh	08/10/20XX	08/10/20XX

Coupons/Correspondences

Item #	Seq#	ItemType	Primary Acct	Alt Acct2	Alt Acct3	Alt Acct4	Alt Acct5
	DocID	Alt Acct6	Alt Acct7	Alt Acct8	Alt Acct9	Alt Acct10	PocketCutID
1	6	Coupon	999999999				
	31	9					
2	4	Correspondence					
	52						

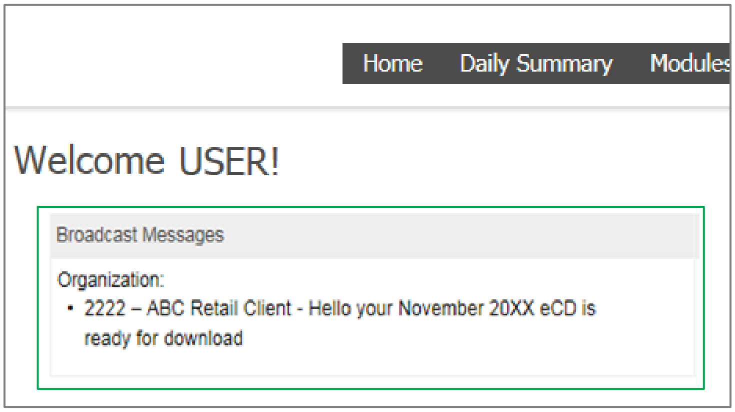
Checks

Payment Amt	DDA Number	R / T	Chk Number	Seq #	Item Type	PocketCutID	DocID
ArcInd							
$2,489.04	123-4567	43000261	2792	3	Check	11020220101	1

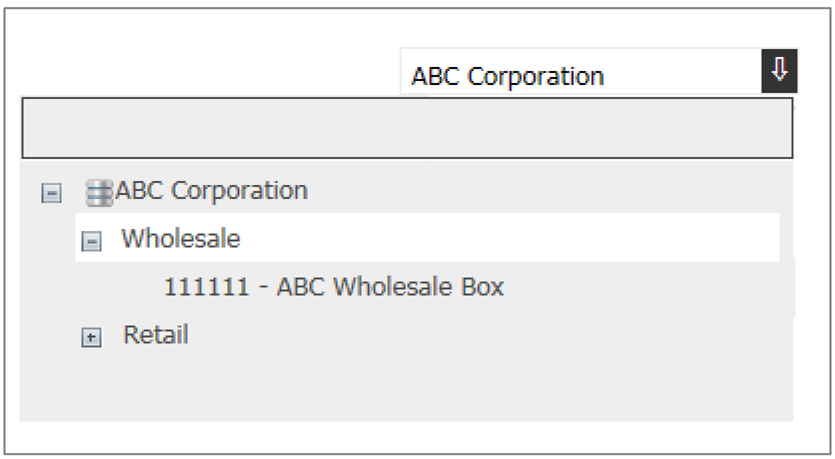
eCD Download

eCD is a value-added service which allows for a virtual extract of data and images based on a subscriber's predefined frequency (daily, weekly, monthly, etc.). If you do not have access to this service and are interested in subscribing to the eCD service, please contact your Treasury Management Officer. On the day your eCD is ready for download a broadcast message will appear on the Home page in the Digital Archive.

Note: *The eCD is available for download for 90 days after the creation date.*

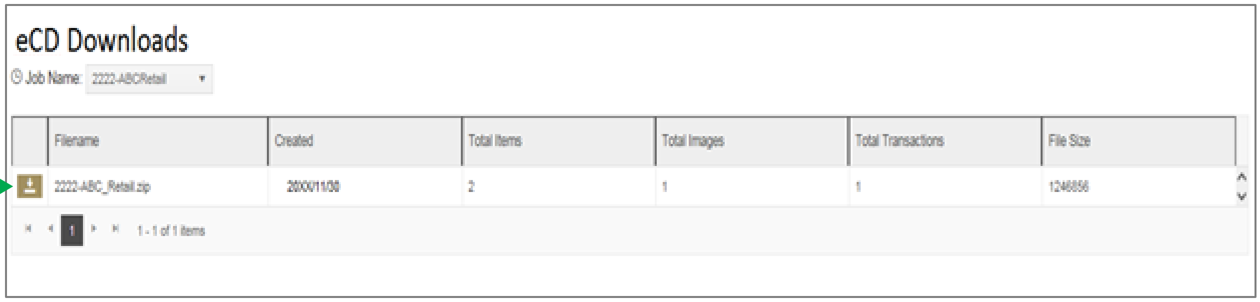


To access the eCD service select the lockbox you wish to download the eCD for from the group drop-down selection bar on the top right corner of the Home page.



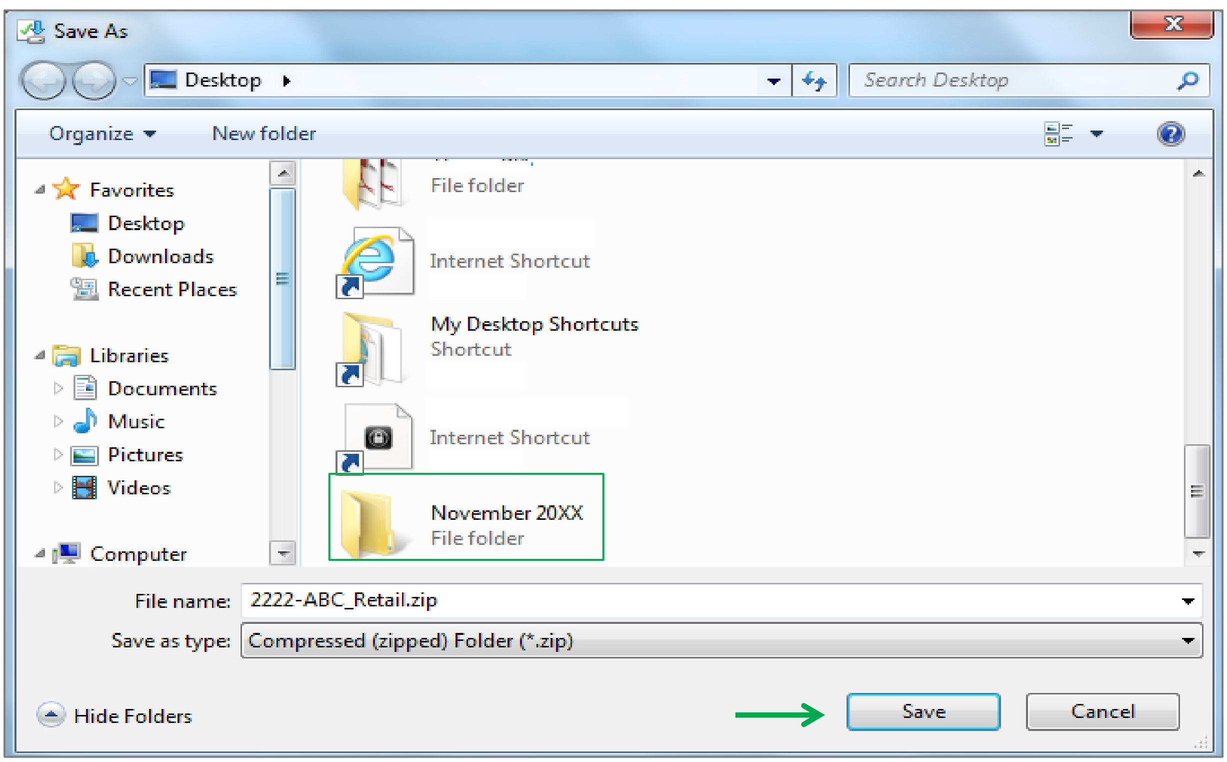
Select **Download eCD** from the Modules menu.

Select the **download icon** to the left of the filename.



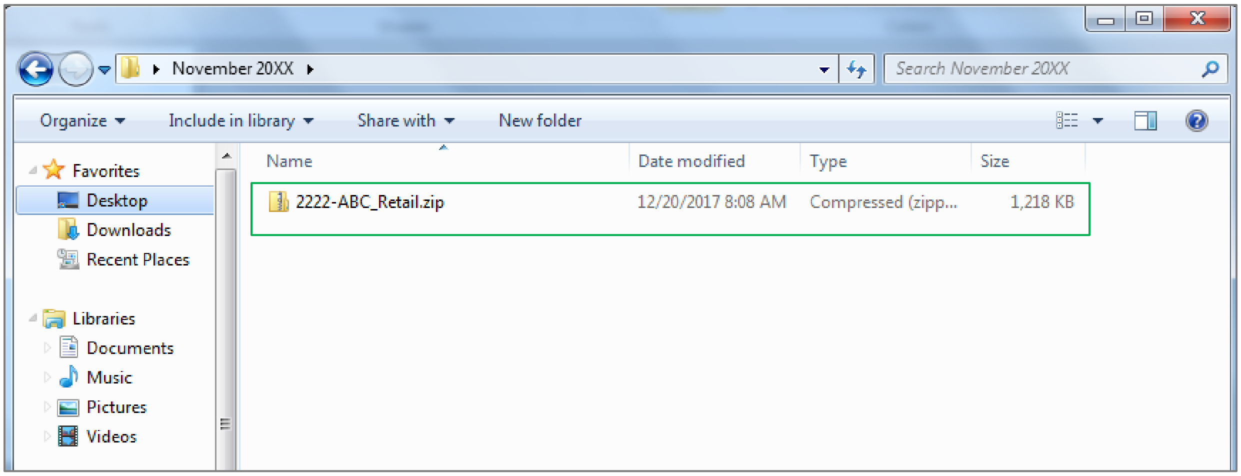
You will then be prompted to choose one of three options to save the file. By selecting **Save**, or **Save as**, you can designate where you want to save the file. **Save and Open** will allow you to save it and immediately open the file to view.

Create a folder or designate a location, select a file type, and select **Save** to complete your download. In this example, a folder has been created for the November data and images.

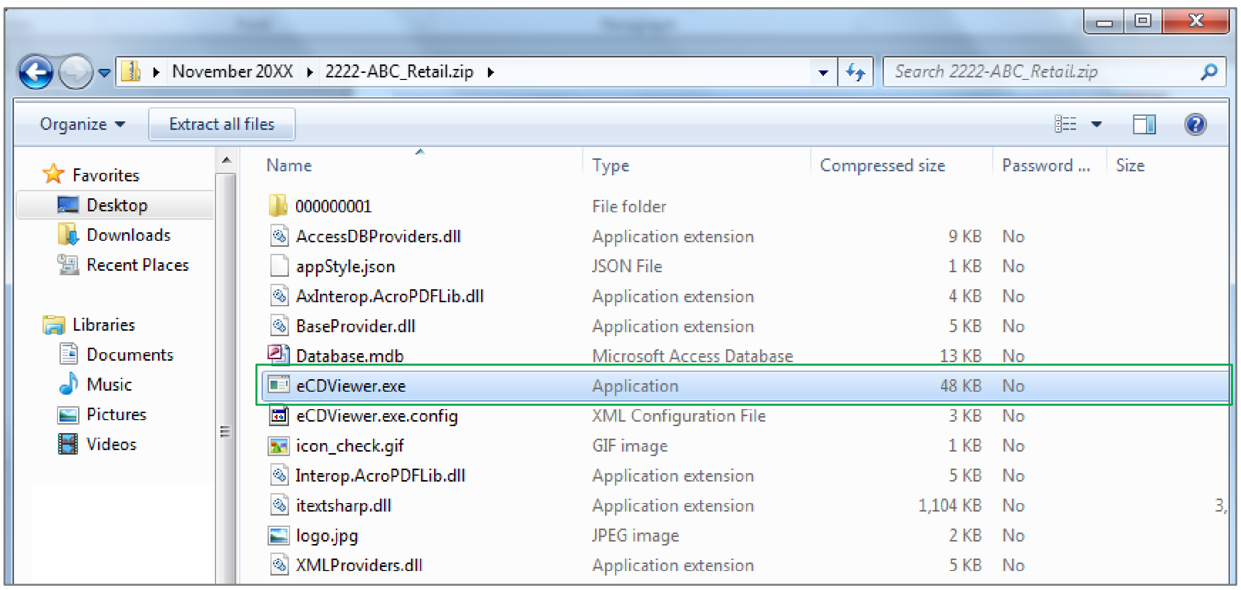


Open the designated folder where you have saved the data and images, which will save as a zip file.

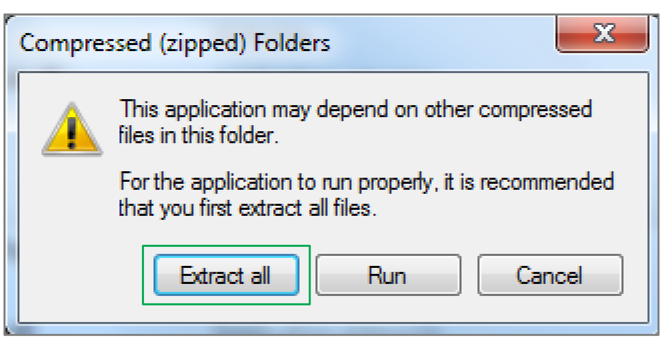
Open the zip file.



Run the file named “**eCDViewer.exe**”

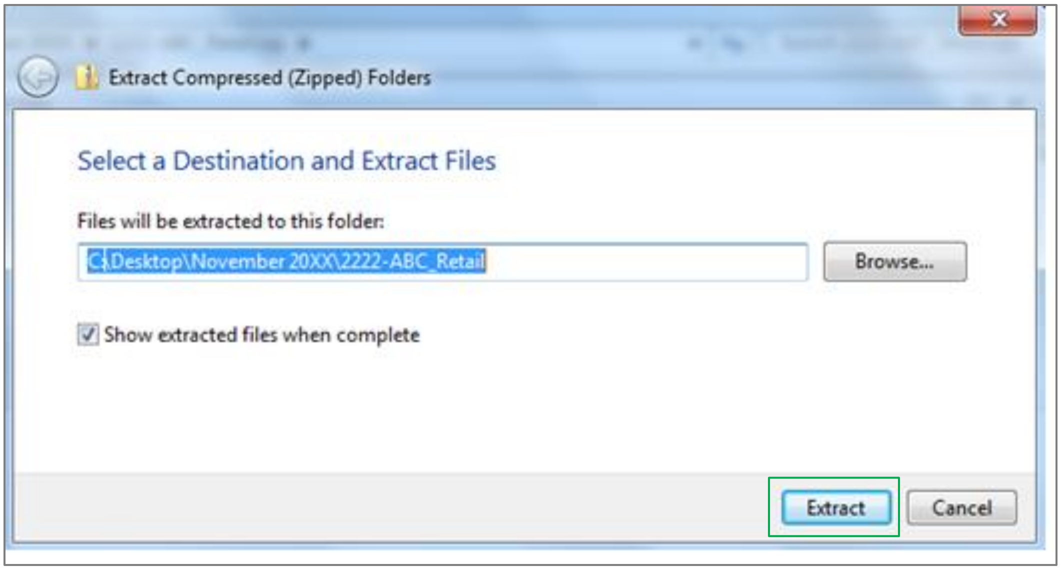


Select **Extract All**.

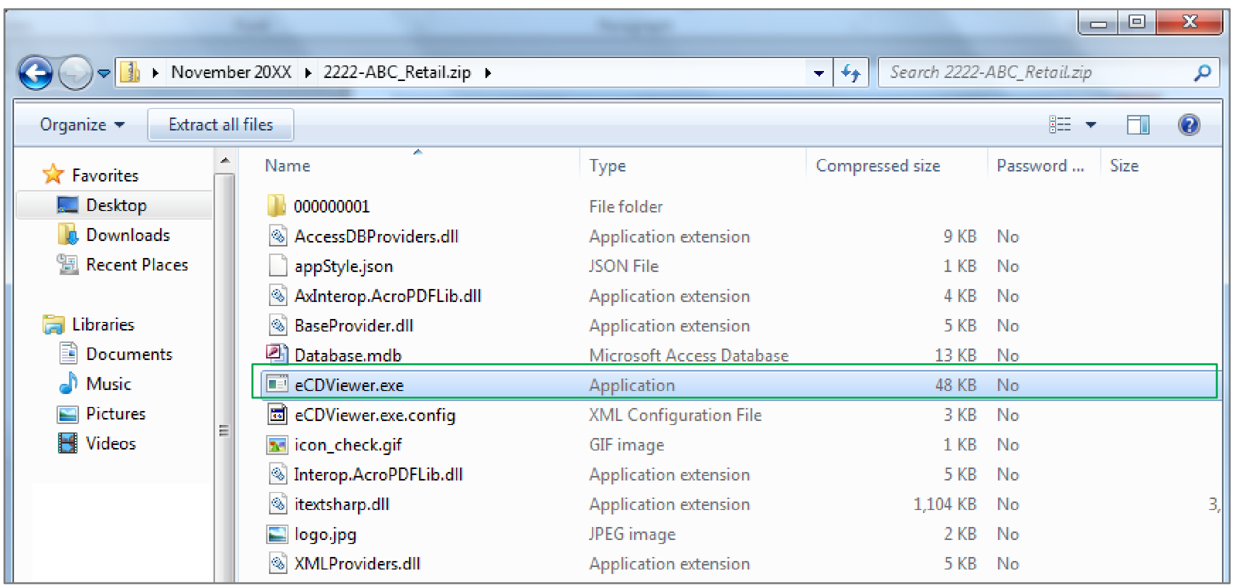


Confirm the destination folder is correct. In this example, the folder created earlier **November 20XX** is correct. If it is incorrect, select the **Browse** button and locate the destination where you want the download to be saved. Once completed, select **Extract**.

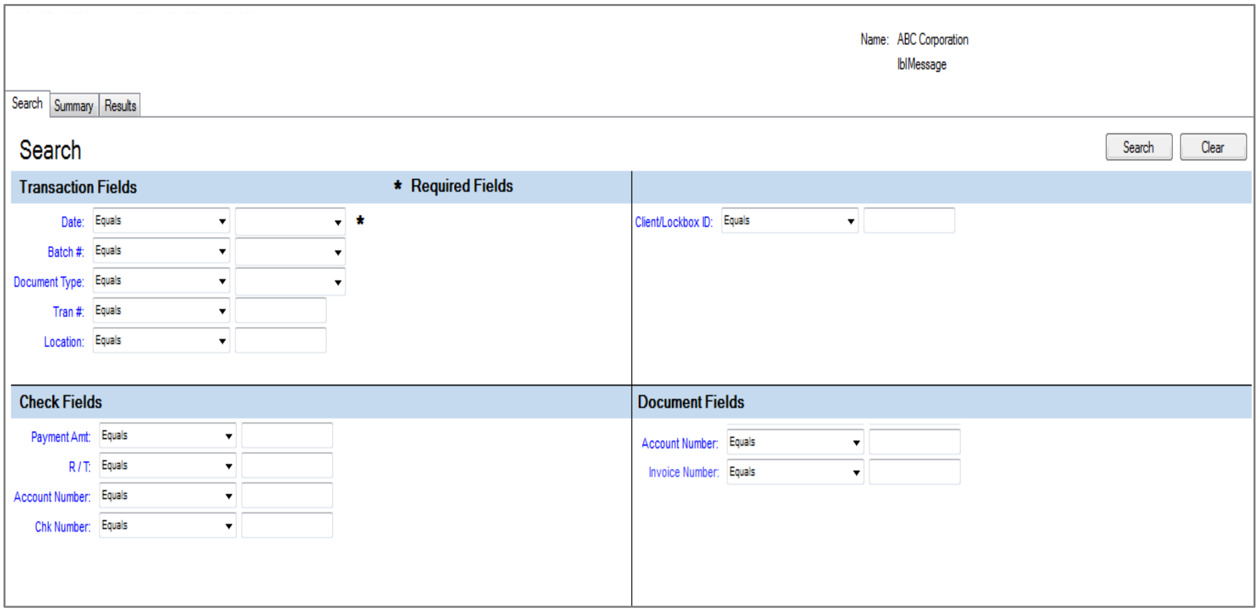
Associated Bank



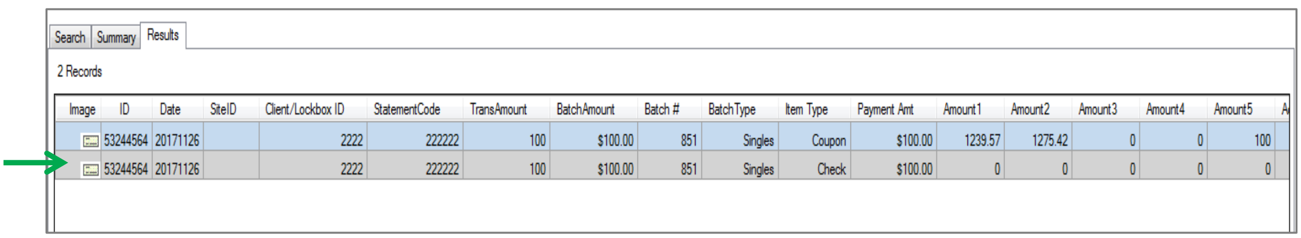
Next, go back to the folder you extracted the files to and select **eCDViewer.exe** again to launch the viewer.



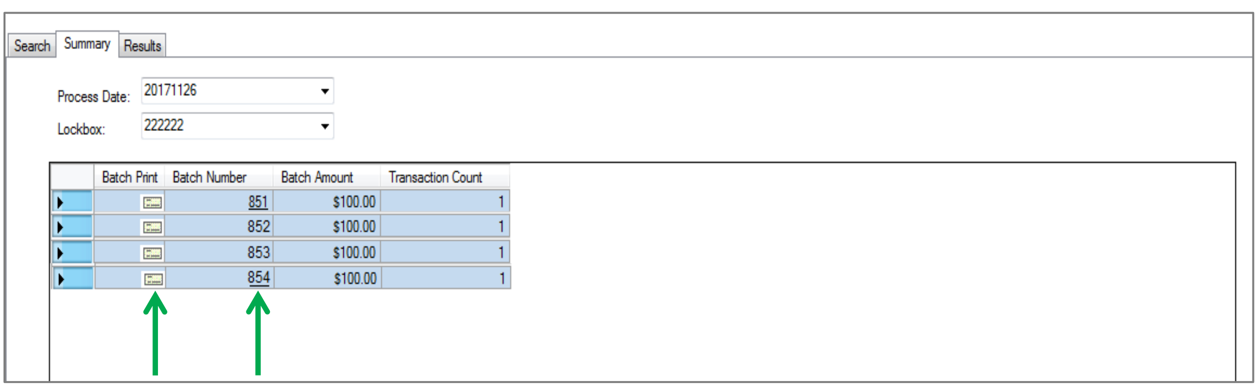
The search screen provides access to multiple search options for data and images.



In the Results tab all data captured for the transactions can be seen. To view the images select the **check icon** for the selected row of data.



Select the **Summary** tab to view all batches processed for the date(s) selected. Click on the icon under Batch Print to view all the images within the batch in a multi-page view. Click the **Batch Number** (854 in this example) to be taken to the batch/detail contents.



Select the **check icon** in the Image column to view the image in a multi-page format. Select **Payment ID** number to view the Transaction/Payment Detail window (53244564 in this example).

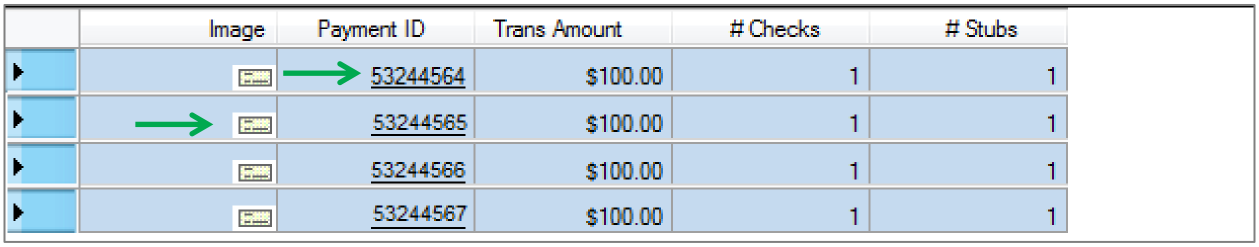


	Image	Payment ID	Trans Amount	# Checks	# Stubs
		53244564	$100.00	1	1
		53244565	$100.00	1	1
		53244566	$100.00	1	1
		53244567	$100.00	1	1

The **Results** tab will show all the data captured for the transactions. To view the images, click on the **check icon** for the selected row of data.

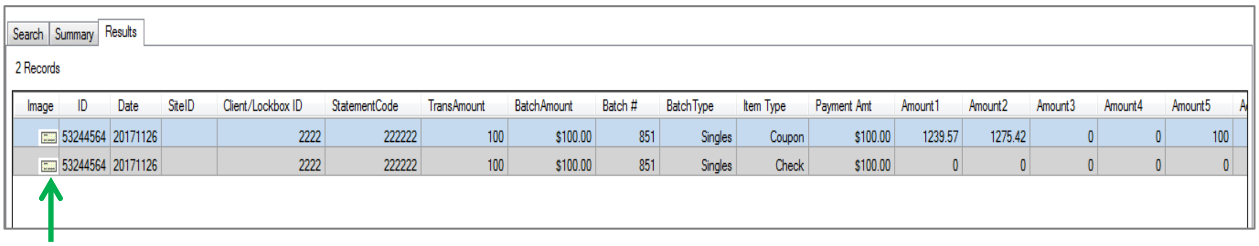
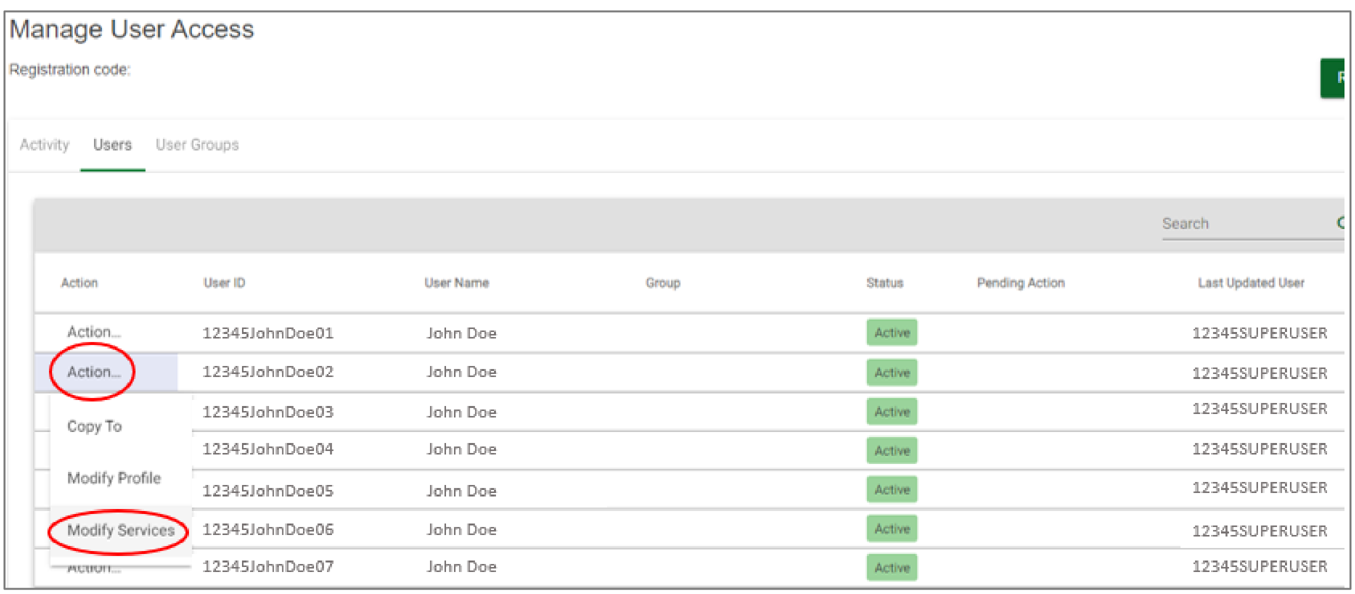


Image	ID	Date	SiteID	Client/Lockbox ID	StatementCode	TransAmount	BatchAmount	Batch #	BatchType	Item Type	Payment Amt	Amount1	Amount2	Amount3	Amount4	Amount5
	53244564	20171126		2222	222222	100	$100.00	851	Singles	Coupon	$100.00	1239.57	1275.42	0	0	100
	53244564	20171126		2222	222222	100	$100.00	851	Singles	Check	$100.00	0	0	0	0	0

Select **Exit** once complete.

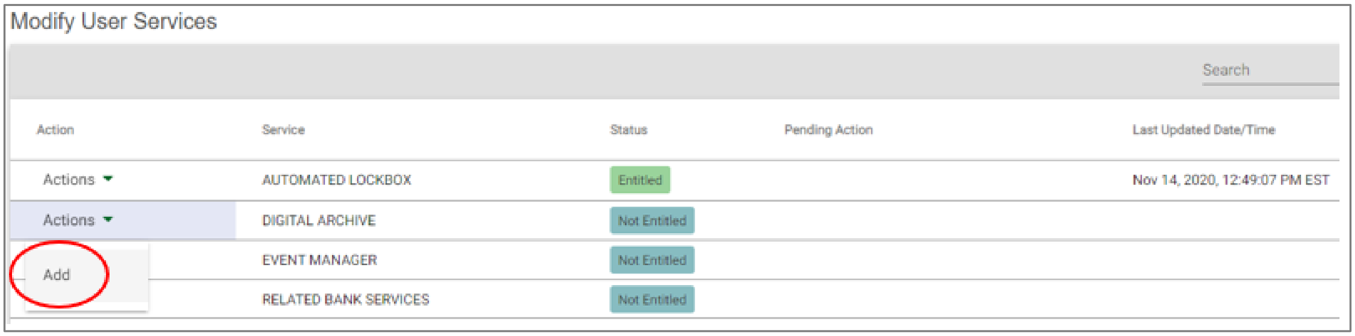
Entitling a User to the Digital Archive and eCD Services

To setup a user for access to the Digital Archive or eCD, within the Associated Connect Lockbox Premier module select **Admin > Mange User Access**, then select the **Users** link.

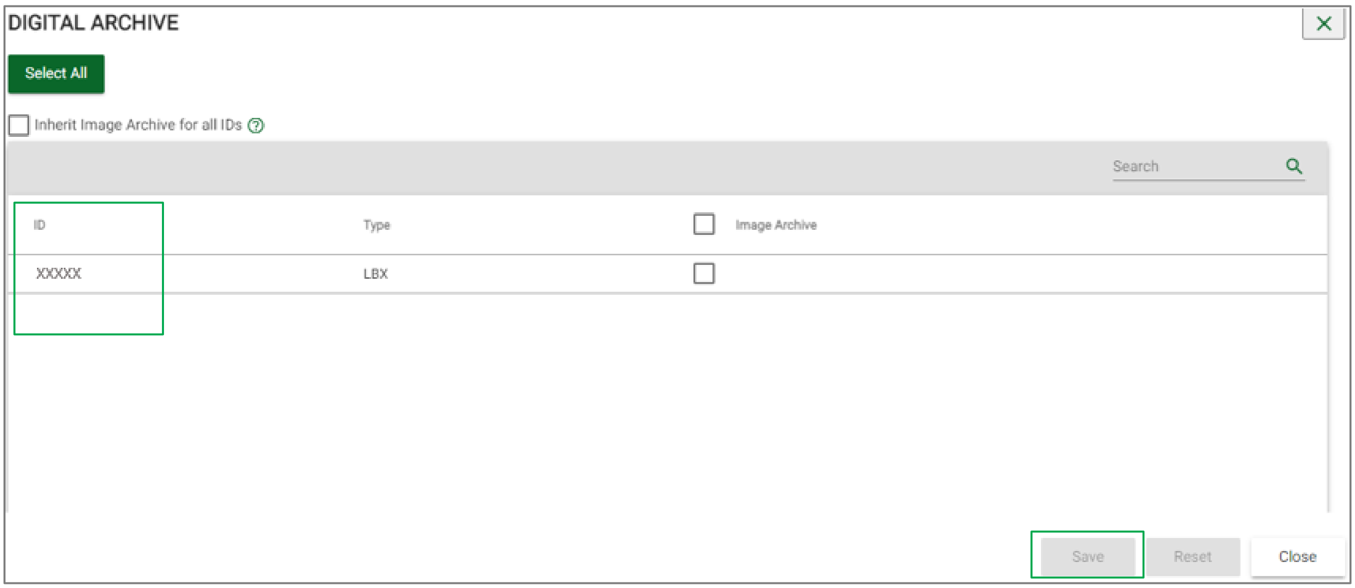


Action	User ID	User Name	Group	Status	Pending Action	Last Updated User
Action...	12345JohnDoe01	John Doe		Active		12345SUPERUSER
Action...	12345JohnDoe02	John Doe		Active		12345SUPERUSER
	12345JohnDoe03	John Doe		Active		12345SUPERUSER
	12345JohnDoe04	John Doe		Active		12345SUPERUSER
	12345JohnDoe05	John Doe		Active		12345SUPERUSER
	12345JohnDoe06	John Doe		Active		12345SUPERUSER
Action...	12345JohnDoe07	John Doe		Active		12345SUPERUSER

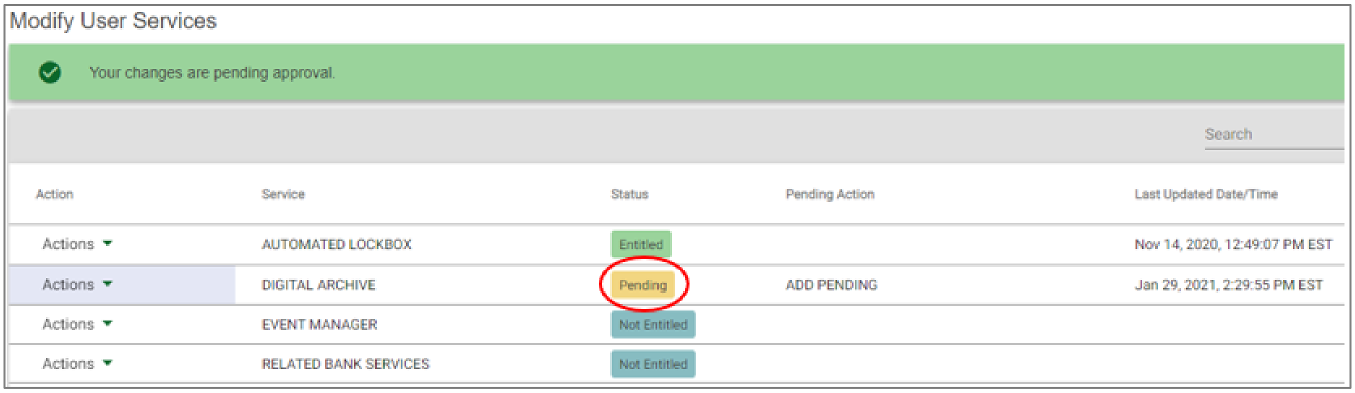
On the Modify User Access screen, select the Users tab. Then select **Actions** next to the user you want to add access to, then select **Modify Services.**



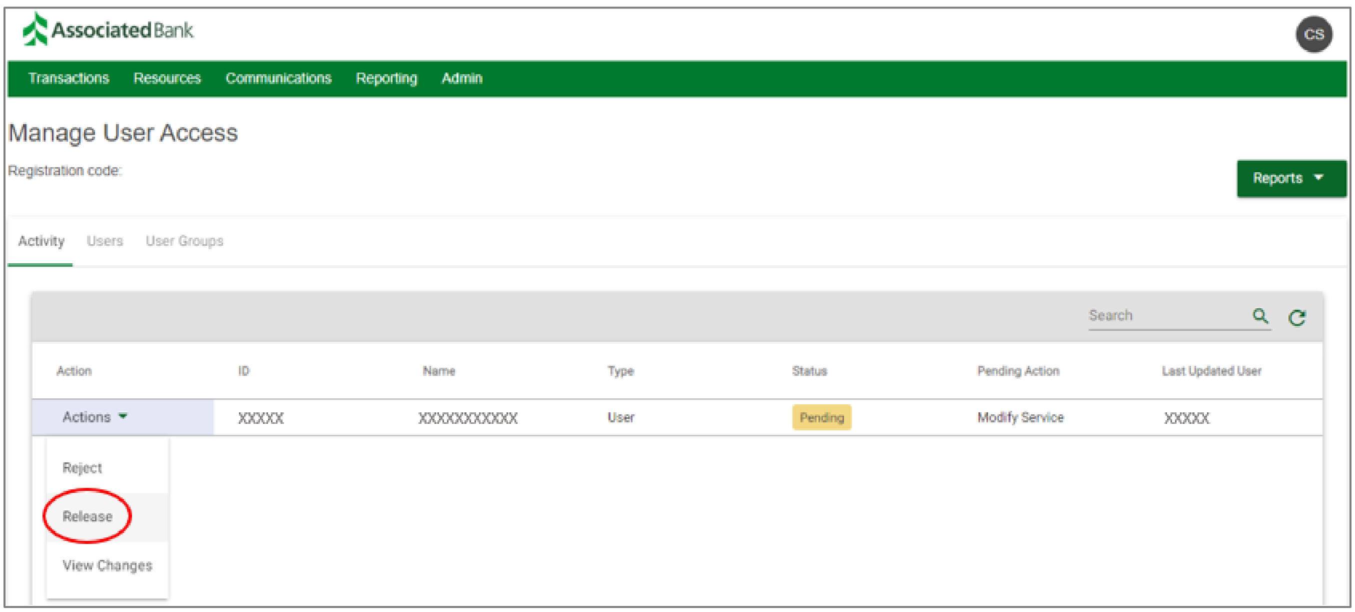
Select **Actions** next to the service(s) you want to entitle the user to (Image Archive and/or eCD) then click **Add**.



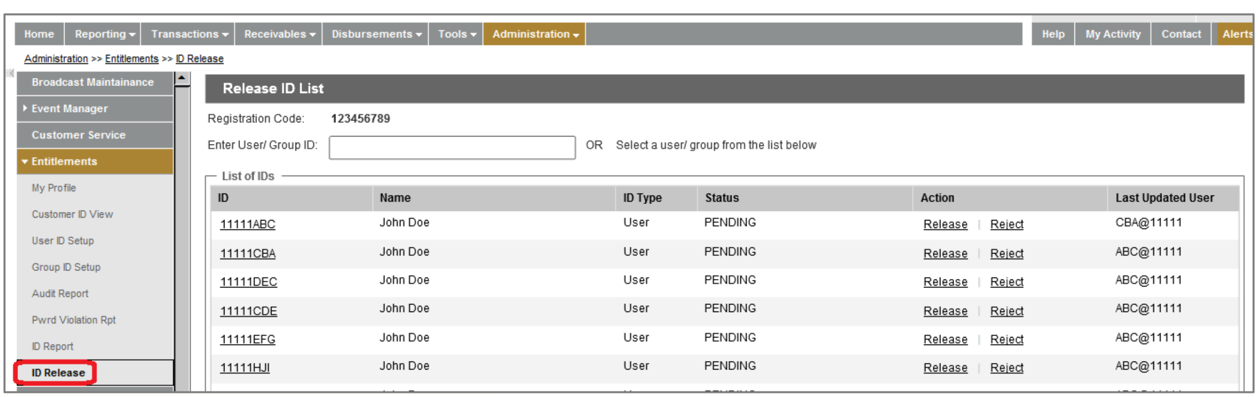
Select the checkbox(es) next to the lockbox(es) you want to entitle to this user for in the Image Archive. The **Inherit Image Archive or all IDs** checkbox will grant a user access to all lockboxes at all times (even when new boxes are added in the future). Once your selection is made, select Save



The status for Digital Archive for this user will now read **Pending**.



At this point a second Security Administrator will need to release the entitlement changes. Once logged in the second administrator can click on the Task Central link that says Manage User Access, or can navigate to **Admin > Manage User Access.** Then in the **Activity** tab, select **Actions**, then **Release**. You can also select **View Changes** if you would like to see what permissions were changed before releasing.



A pop up box will ask if you are sure you want to release these changes. Select **OK**. A confirmation of the release will be displayed. Once this step is completed, the user will have immediate access to the service(s) that were entitled.