

# Lockbox User Guide

Revised (10/24)



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# 1. Imaging and Reporting

Once logged into KeyNavigator, select the **Receivables** tab and then select **Lockbox** to view all your lockbox activity in detail.

KeyNavigator <sup>®</sup> KeyB	ank 🗘 🛪		ා Help හි s	ervice Center (2) My Profile Sign Off
Dashboard Reporting & Research	Payables V	Receivables  File Serv	es V Card Services V Specialized Services	5 <b>v</b>
Quicklinks	¢ Welcon	Deposit Concentration Key Capture	cybercriminals take control	
Business Track DTS Connex - Vault by Mail		Lockbox	employing increasingly deceptive tactics to access	count Takeover. and control your business's financial accounts.

The Lockbox screen is displayed in two sections:

- The left section is a quick summary into current day activity for all your lockbox(es) with a hyperlink to take you to more detailed information of the deposit.
- The right section allows users to search by lockbox, date, check number, and/or check amount.

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Receivables										
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Mar 5, 20XX					Images available online for up	to 7 years (through June 20)	CX).			
Lockbox 🔺	Deposits	1 Day Float	2+ Day Float	Available	LOCKDOX					
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63493*	\$38,699.39	\$0.00	-\$1,000.00	\$37,699.39	* Data Entry					
64571*	\$2,765.42	\$0.00	\$0.00	\$2,765.42	Deposit Date	To (optional)				
65879*	\$22,885.88	\$0.00	-\$764.00	\$22,121.88		8	0			
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New to Receivable	s (Lockbox) reporting? L	earn More								
C	e (Leensen) reporting : E				coarch advanced	eearch				
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## 1.1 Reports

The **Report** tab will provide you with a detailed view of all lockbox activity for the current day or historically for up to seven (7) years. You can use the filter buttons to change the **date** and / or **lockboxes** displayed and use the **print** button to print a version of the report, optimized for print. In addition, the **download** button will allow you to download the report in CSV or PDF formats. You can also use the **main page** button to return to the Receivables main page.

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Showii	ng						
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∧ Bat	ch - 375837	Amount: \$39,284.50 Checks (9): \$39,284	1.50 <b>In</b> '	voices (9): -			All Images 🖪
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Seq 1 2	Chk iiii iiii	Amount \$13,399.56 \$3,524.33	Check 123456 384728		Account 123456789012 987654321234	R/T 12345678 87654321	linv iei
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Dashboard Reporting & Research V Payables V Receivables V File Services V Card Services V Specialized Services V

## 1.2 Images

Your images will be linked directly from the detail report, and you can click on the **camera icons** or the **transaction sequence number buttons** to view the images for each transaction. On the **Transaction Detail** screen, you can link to all the images in that transaction and view, manipulate, or print the image with the toolbar provided. You can also download all images in PDF format.

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Seg Chk	Amount	Check	Account	R/T		
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2	\$3,524.33	384728	987654321234	87654321		
3 📧	\$10,222.98	9874837	456787654321	76545678		
4 📧	\$4,873.33	567432	656576768787	23432345		
5	\$9,837.34	876345	324354657687	54327890		
6	\$1,426.96	1298456	765987321456	45676543		N
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9	\$1 240 88	65832	658741236589	58478569		
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Transaction:	1 Checks (1): \$433.20 Invoices (3): \$708.20 Lockbox: 62345 Batch: 375837 Date: 03/05/20XX	
Images	C C D C E	Prev Img 1 of 4 Next >
All Images 🔎		7
1 - Inv Front	ROBERT ANDREWS 1659 SAMPLE VOID 1774 DIVIDEND DRIVE COLUMBUS, OH 43228 Date <u>07/09/xx</u> Pay to the Unit Company Name \$ 433, 20 <u>Jour hundred thirty three and 20/1,00</u> Dollars & mathematical Association Cleveland, One 44114 Cheveland, One 44114	
3 - Inv Front	For 100 Signature	



## 1.3 Search

You can easily search for images from either the Receivables basic search panel or from the fully advanced Search tab. Criteria available will be based on the originally captured set-up for your lockboxes.

#### KeyNavigator® | KeyBank ᡐ 🛪

Dashboard	Reporting & Research $\checkmark$	Payables 🗸	Receivables 🗸	File Services $\checkmark$	Card Services 🗸	Specialized Services $\checkmark$	
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Check #							
Check Amou	nt To (optional)						
Check Accou	nt#						
Routing/Tran	sit #						
aaarah							
search							
Choose op	tions above to find the	item you ne	ed.				
main page							

You can search one, all, or any combination of the following field options using either exact or a range of criteria:

- Lockbox Number
- Batch Sequence Number
- Check Routing
- Transit Number
- Batch Amount
- Check Number

- Check Amount
- Check Serial Number
- Transaction Sequence Number
- Deposit Date
- Transaction Item

The following twelve optional search fields are also available if you choose to use Key's data entry service:

- Customer Number
- Invoice Number
- Invoice Name
- Invoice City
- Invoice State
- Invoice Date

- Gross Invoice Amount
- Net Amount
- Payor Name
- Payor City
- Payor State
- Check Date



## 1.4 Customized Display Settings

By clicking on the **Settings** tab, you can customize your display settings. For example, choose the lockbox to view or edit as well as how the data is displayed on the screen each time you enter the system.

KeyNavigator®   KeyBank 🖓 📆	(?) Help (2) Service Center (2) My Profile	Sign Off
Dashboard Reporting & Research V Payables V Receivables V File Services V Card	J Services V Specialized Services V	
Lockbox Information		
Report Search		ttings
Customize Display Settings		
Any display settings you choose will be applied to the columns and fields on both the Report and Search tabs but will not impact	ct data being captured by Key.	
Choose Lockbox to view/edit settings		
Lockbox 62345 "Data Entry		
$$ Choose columns/fields to display and drag $\leftrightarrow$ to order		
Checks		
Invoices Gross Net Invoice Inv Date Cust# Name City State		
Choose result set limits		
Options (per pg on Report and total on Search) Show 1000 records		
Apply settings to all Lockboxes (Warning! All previous settings will be overwritten)		
save		
main page	Q	Lashbat

# 2. Lockbox Exception Management

KeyBank's Exception Management Decisioning system provides a way for you to provide Key instructions on how to handle exception transactions that cannot be processed for some reason.

Lockbox Exception Management is accessed through Quicklinks on KeyNavigator. It allows clients to make decisions (reject or accept) on lockbox exceptions. (unprocessable items).

Clients have one business day to make the decision to reject or accept. If no decision is made, the default is to reject. Rejected items are simply sent back to the client via mail to review and decision.



## 2.1 Accessing Exception Management

1. From the KeyNavigator homepage or dashboard, under the **Quicklinks** in the top left-hand corner, click the **gear** icon to **create a Quicklink**.

KeyNavig	ator <sup>-</sup>   KeyBank <	*			Message	Center 💩 Support 🔅 Administration 🕞 Logo
Dashboard	Reporting & Research	Payables	Receivables	File Services	Card Services	Specialized Services
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Click the gear	c icon to configure your		Kee	p Business M	oving	
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2. From the **Customize Your Quicklinks** screen, scroll down to the **Specialized Services** section and select **Lockbox Exception Management**. Click Done.

ck the Categories below to view a list of	Quicklinks. Select up to 5 Quicklinks to place them on your dashboard.	
Selected - 0 Remaining	A You've selected the maximum number of Quicklinks. Click Done to view or uncheck one in order to change your selection.	
rile services (1)		
> Card Services (3)		
<ul> <li>Specialized Services (6) 6 S</li> </ul>	elected	
Cash Vault Currency & Coin Order		
E File Translator		
File Translator Foreign Currency Exchange		
File Translator     Foreign Currency Exchange     Key Total Invoice & Key Total Pay		
File Translator  Foreign Currency Exchange  Key Total Invoice & Key Total Pay  Lockbox Exception Management		

3. Then, under your customized Quicklinks section, click on **the Lockbox Exception Management** link.

ashboard	Reporting & Research	Payables	Receivables	Specialized Se	vices			
Quicklinks	0	Welcome Back,	Last	t Login: 05/18/20/	18 - 2:06 AM			
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ckbox Excer	ption Management							
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Items To	Approve Day Account Balances	Items Posi	Watch the replay her	re >			=	* /
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4. After you click on the **Lockbox Exception Management** link, the next screen will be the Lockbox Exception Management main log-in. Here you will enter your **Username** and **Password**. Click **Login**.

KeyNavigator®   KeyBank 🖓 🔐	Help & My	Profile Sign Off
Dashboard		
KeyBank 🗘 🛪		
Username:		
Password:		
Login		
If you are a new user of Lockbox Exception Management, the change your password upon your first log in. Your Usernan Management can be the same as KeyNavigator.	he system will prompt y he for Lockbox Exception	วน to ภา
<ol><li>Once you are logged into Lockbox Exception Manage directly to the Welcome screen. Click on the Decisi</li></ol>	ment, you will be tak <b>ons</b> tab.	ien
KeyNavigator® KeyBank 🗘 🛪	Help	My Profile     Sign Off
Dashboard		
Welcome Decisioning Configuration Preferences Event Manager		



# Welcome to Key Bank

For customer service inquiries, please email us at Lockbox\_Services@keybank.com



## 2.2 Decisioning

The decisioning system is made up of three separate interfaces:

- 1. Batch Details
- 2. Transactions, and
- 3. Reporting



#### 2.2.1 Batch Details Interface

The **Batch Details** interface provides you with a filterable list of batches containing transactions that have been flagged because they cannot be processed without further information.

• To work on a batch simply click the batch's corresponding **Checkout** button. Administrators will also have an **Unlock** button available for each batch, allowing them to unlock batches that have been previously checked out. This Unlock button can be used to free the batch for checkout by another user.

ock
ock

- Click on the arrow next to Filter List By drop-down box to filter Batches by Process/Expiration Date, Lockbox Number, Batch Number and Batch status.
- Once a **Filter By** criteria is selected, you may select any of the valid values that are available in the grid to filter the list down to the selected value.





## Lockbox User Guide

• The **Batch Information Pane** in the lower half of the screen contains details about the individual exceptions contained in the selected batch and their statuses. This information allows you to quickly see the number and type of exceptions contained in each batch.

Welcome De	ecisioning Co	nfiguration Preference	es Event Manager							
Batch Details	Transactions	Reporting								
									Find Exception Items:	Exact Match: 🖺 Q
Filter List By:	Value	~								
Process Date		Expires At	Lockbox Number	Batch Number	Batch Status	Transactions	Payments	Checked out By	Checked out At	
2019-12-09		2023-02-07 09:48 AM ET	00000000999999	149949	New	4	4			Checkout Unlock
2019-12-09		2023-02-07 09:48 AM ET	00000000999999	149951	New	3	3	190LDPM	2023-02-06 14:31:44.312701	Checkin Unlock
			1	2		7	7			
-										
10				Uata is miss	ng or investo			Undecided		
10				Data is mice	nonce/bau scannie			Underded		
3				No Counce/	nunice/Bad Scanline			Underided		
10				Data is missi	ng or invalid			Undecided		
3				No Coupon/	nvoice/Bad Scanline			Undecided		
10				Data is miss	ng or invalid			Undecided		
3				No Coupon/I	nvoice/Bad Scanline			Undecided		
10				Data is missi	ng or invalid			Undecided		
3				No Coupan/	nvoice/Bad Scanline			Undecided		



Exception Codes	Description	Status	
1	Invalid Payee	Undecided	
2	Restrictive Notation	Undecided	
3	No Coupon/Invoice/Bad Scanline	Undecided	
8	Invalid Account Number	Undecided	
5	Dollar Amount Differs	Undecided	
4	Verify Lockbox	Undecided	



## 2.2.2 Transactions Interface

• The **Transactions** interface is designed to allow you to view and edit any exception field data and accept or reject exceptions for processing. The front and rear image of the item, along with all relevant data about the item, and all other related items is provided to give you all the necessary information to determine how to best handle the exception.

Welcome Decisioning Configuration Preferences Event Hanager		
Batch Details Transactions Reporting		
	Find Exception Items:	Exact Match: P Q
11 ITEM DETAILS	(A) DATA DITRY	39
BATCH DETAILS () Item Type: SCAN Description: Data is missing or invalid Key Entry Field: Customer Number		
Team Amount: \$1 Stature Understad DataTimer Alphalaimeair	Curtamor Number: Imoura Amount:	
Process Date: 2019-12-09 Deating of Sector Deati	12345 ¥200.00	1
Box 999999 IMAGES		
Batch: 149949 Quom In Q Zoom / State Left C Rotate R	ight BReset	(and the second
Expires: Feb 07 9:48 AM		Split Payment
S05 COMMERCE DRIVE 3003		
MOORESTOWN, NJ 08057 76-4321/8765		
0 1019-12-09 D VTL 2		
E Satch ID: 149949		
BORDER OF ADC COMPANY \$ 100 003		
DOLLARS 🔂 🖓		
Financial Institution		
SAMPLE-TEST		
TRANSACTION ID: 3 📝 Image Only 🗉 TOR 10		
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	\$200.00 Applied Amount	\$200.00 \$0.00
	Accept Reject	Fistalize
	TLTERS: Show Undecided Exceptions 📄 Show Current Transaction 🗐 S	Show Unbalanced Transactions
Transaction ID Item ID Item Type Item Amount Field Field Field Field Field	Exception Decision	
2 230158 SCAN \$0.00 Invoice Amount \$0.00	3: No Coupon/Invoice/Bad Scanline Undecided	
3 Z30160 SCAN \$0.00 Customer Number	10: Data is missing or invalid Undecided	
3 230150 SCAN \$0.00 Invoice Ansunt \$0.00	3: No Coupon/Invoice/Bad Scanline Undecided	
3         20101         3CMR         30.00         Customer Number         12.3%           5         2016         Encode         20.00         Instance         400.00	To the Courses Devotes (Red Escaling Undedded	
a cavera over 90.00 invoto Antonin 200.00 4 20152 SCAN 600 Contentioner	10- Data is missing or invalid Undecided	
r de la constante de la consta	An one is moving in more of the one of the o	*

 In the upper left portion of Transactions interface is the Batch Details pane. This provides information on Processed Date, Box Number, Batch, and when the item expires

BATCH DETAILS								
Process Date:	2019-12-09							
Box:	999999							
Batch:	149949							
Expires:	Feb 07 9:48 AM							

• Directly to the right of the Batch Details is the Item Detail pane. This provides any data entry that our associates were able to perform on the presented item.

			ITEM DETAILS			\$
Item Type:	SCAN	Description:	Data is missing or invalid	Key Entry Field	: Customer Number	
Item Amount:	\$0	Status:	Undecided	DataType:	AlphaNumeric	



• Located in the lower left under the batch details pane is, the **Exception Batches** pane is used to display the exception batches that need attention:

Bi	ATCH DETAILS	2
Process Date:	2019-12-09	
Box:	999999	
Batch:	149949	
Expires:	Feb 07 9:48 AM	
EXCL	PTION BATCHES	\$
Work Mode -	See batch below	
🖃 🔁 Sou	rce ID: 999999	
33	2019-12-09	
	Batch ID: 149949	
•	3 Batch ID: 149951	

- Use this panel to navigate through decisioning batches by expanding each exception source and date. As batches are selected the interface is updated to reflect the transactions, images, and exception details of the batch.
- You will notice two modes View and Work; if you are in View mode, designated by a red bullet, you can review the exceptions <u>but cannot act</u> on them, no images will display. You can Check out a batch by right clicking to move it to Work mode, designated by a green bullet, and begin working through the exceptions. Only one user may work a batch at a time.





- Once checked out you will also have options to:
  - **Reject Batch** Applies to all Exceptions in the Batch.
  - Check-in Batch Check the Batch in from working
    - Batches that are not decisioned within the designated timeframe will be rejected and original checks and documents will be sent back to you for review based on your processing instructions.
- The **Image Pane** is in the middle of the interface; this displays the associated images of the currently selected item(s).

	IMAGES					
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- Use the zoom controls at the top right of each image to:
  - **Full Page –** View the image(s) in a separate full-size window
  - **Image Back –** Presents the back of the item should it be available
  - Zoom In / Out Increase / Decrease the size of the image(s) within the current view
  - Use the **Reset** feature to reset the image to its default presentment



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• The **Data Entry** pane, located on the right side of the user interface allows clients to populate data related to the exception item

Welcome D	ecisioning Configuration Pr	references Eve	ent Manager						
Batch Details	Transactions Reporting								
				ITEM DETAILS		8	DATA ENTRY		30
	BATCH DETAILS	Item Type:	PAYM	Description: Data is missing or invalid	Key Entry Field: Customer Number		Key Entry Fields		
Process Date:	2019-12-09	Item Amount:	\$73.25	Status: Undecided	DataType: AlphaNumeric		Customer Number: Invoice Amount 1324 07325	1	
Box:	999999			IMAGES			1021 4 07025		
Batch:	149950	Full Screen	Simage Back	🕲 Zoom In 😋 Zo	om Out	C Reset			f and a more than a
EXC	EPTION BATCHES	-							Split Payment
Work Mode	- See batch below								
	surce ID: 999999								
96	2019-12-09		9 million		A				
	E Batch ID: 149949		305	COMMERCE DRIVE	3007				
-	3 Batch ID: 149950		MO	RESTOWN, NJ 08057	76-4321/8765				
TRANSACTION	ID: 3 📝 Image Only 🖄								
Item ID	Item Type		ECR		SAMPLE-TEST		Payment Total: 73.25 Applied An	nount: 73.25	0.00
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			C Horang				Accept		indize
Townships ID	Name 10		New York	and a second second second	FILTE	RS: Show Ur	ndecided Exceptions Show Current Transaction	Show Unbalanced	d Transactions
nansaudon ID	Item ID		tien type	nen vinoar. Heid	ned value		Locpoon		-
1	21655		PATP	\$125.00 CUSTO	ner wunder		10: Uata is missing or invalid U	ndecided	/
1	21655		PATM	\$125.00 InVoid	e Amount \$0.00		5: No coupon/invoice/Bad Scanine U	nueuueu	-
n	2 1 Ib 7 Ib		27 A4 7 191	3/18/23			the para is missing or invalid		
2	21656		PAVM	\$200.3E	e Amount \$0.00		2: No Couron/Invoice/Rad Scanline	Indecided	_

• The **Data Entry** pane also allows you to **split payments** by selecting the spilt payment toggle then clicking the green plus marks to add additional split payment fields. At the bottom of this field live balancing occurs. If an item is not in balance, it cannot be accepted, and the batch cannot be finalized.

DATA ENTRY				>
Key Entry Fields				
Customer Number: 1111	4	Invoice Amount: \$73.25	~	
		-		Split Payment
		-		39
Customer Number:		Invoice Amount:		
1111	~	\$71.25	1	
			Ĩ.	Cancel
Customer #:		Invoice Amount:		
2222	~	\$1.00	- 🗖	
Customer #:		Invoice Amount:		
3333	4	\$1.00	<ul><li>I</li></ul>	
Payment Total:	\$73.2	5 Applied Amount:	\$73.25	\$0.00
Accept	1	Reject	Fini	dize.



• At the bottom of the screen, exception items requiring data entry are displayed in a table format. Once keyed these fields populate with what is input to the data entry fields in the data entry pane.

	une Decisioning Configuration P	ences Event Manager			
	n Details Transactions Reporting				
THE THAT IS IN THE STATE   INTERNATION IN THE THE STATE IS THE INTERNATION IN THE STATE IS THE ST				Find Exception Items:	Exact Match: 💾 🤇
MACK OFFINIS       Description:       Description: <thdescription:< th="">       Description:       <thd< td=""><td>146</td><td>ITEM DETA</td><td>11.5</td><td>S DATA LITRY</td><td></td></thd<></thdescription:<>	146	ITEM DETA	11.5	S DATA LITRY	
Note: 2019-12-09 Bit: 2019-09 Bit: 2019-12-09 Bit: 2019-12-09 Bit: 2019-12-09 B	BATCH DETAILS	em Type: SCAN Description: Data is missing or inva	lid Key Entry Field: Customer Number		
be: 99999 be: 19999 be: 199999 be: 19999 be: 19999 be: 19999 be: 19999	ass Date: 2019-12-09	em Amount: \$0 Status: Undecided	DataType: AlphaNumeric	Customer Number: Invoi	e Amount:
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220150         SCAN         8,00         Curdmer Number         12: Data insissing or minif         Undexide           220150         SCAN         50:00         Twoice Annout         50:00         2: No Coupon//Invince@ads Scanine         Undexide           220150         SCAN         80:00         Curdmer Number         12:345         Circupan //Invince@ads Scanine         Undexide           220151         SCAN         80:00         Locationer Number         12:345         1: No Coupon//Invince@ads Scanine         Undexide           220151         SCAN         80:00         Invisor Annout         \$20:00         2: No Coupon//Invisor@ads Scanine         Undexide	230155	SCAN \$0.00	Invoice Amount \$0.00 3:	: No Coupon/Invoice/Bad Scanline Ur	decided
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20051         SCAN         80.00         Curdinmer Number         12045         18: Data is missing or invalid         Undexided           20051         SCAN         80.00         Invoice Amount         8200.00         2: In Copport/Invoice@ided Scanline         Undexided	230160	SCAN \$0.00	Invoice Amount \$0.00 3:	: No Coupon/Invoice/Bad Scanline Ur	decided
20141 SCAN 85.00 Invoice Amount 1200.00 3: No Copport/Invoice/Bod Scanine Undedded	230161	SCAN \$0.00	Customer Number 12345 10	0: Data is missing or invalid Ur	decided
ANALY	230161	SCAN \$0.00	Invoice Amount \$200.00 3:	: No Coupon/Invoice/Bad Scanline Ur	decided
201100 Scwel Broot Customer Number 10: Data is missing or invalid Undecided	230163	SCAN \$0.00	Customer Number 10	D: Data is missing or invalid Ur	decided

- Columns can be added / removed, re-ordered, and sorted using the column header controls shown here. Simply click on the column header to open the menu.
- You can toggle through the corresponding images of exception items using the toggle to the left of the image pane. Images will include remittance sent with the payment.

Welcome De	ecisioning Configuration	Preferences Event I	Manager							
Batch Details	Transactions Reporting									
								Find Exception Its	ems: (	Exact Match: 🖄 🤇
		38		ITEM DE	TAILS					
-BA	ATCH DETAILS	a Item Type: SC	AN	Description: Data is missing or in	ivalid Kev I	Entry Field: Customer Number				
		Item Amount: \$0		Status: Undecided	Data	Type: AlphaNumeric		Customer Number:	Invoice Amount:	
Process Date:	2019-12-09							12345	\$200.00	1
Box:	999999			IMA	GES					
Batch:	149949	Full Screen   +	Image Back		Q Zoo	om In 🛛 Q. Zoom Out 🛛 🗂 Rotate Left 🛛 C <sup>®</sup> Rotate Righ	ht CReset			La luca internet
Expires:	Feb 07 9:48 AM		Constitute Children of	Construction of the second states of the second states of the second states of the second states of the second	- The black of the bound of the	atint ( ) - manufiliarie - Sanata ania CE				Split Paymer
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South South	orre ID: 999999	-	MOORESTOW	N, NJ 08057		76-4321/8765				
	2019-12-09		.¢			DATE É				
•	E Batch ID: 149949		9			£				
	Batch ID: 149951		E construction	AD 11		1				
			PAY TO THE ORDER OF	ABC COMPANY		\$ 200 00				
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4   [Sector Sector Sect			- appended Californ					Accept	Reject	Fisiplize
						FII	TERS: Show Under	ided Exceptions	Show Current Transaction	w Unhalanced Transaction
Fransaction ID	Iter	n ID	Item Type	Item Amount	Field	Field Value	Exception	the second s	Decision	
2	230	158	SCAN	\$0.00	Invoice Amount	\$0.00	3: No Coupo	n/Invoice/Bad Scanlin	e Undecided	
3	230	160	SCAN	\$0.00	Customer Number		10: Data is r	nissing or invalid	Undecided	
1	230	160	SCAN	\$0.00	Invoice Amount	\$0.00	3: No Coupe	n/Invoice/Bad Scanlin	e Undecided	
	230	161	SCAN	\$0.00	Customer Number	12345	10: Data is r	nissing or invalid	Undecided	
	230	161	SCAN	\$0.00	Invoice Amount	\$200.00	3: No Coupe	n/Invoice/Bad Scanlin	e Undecided	
4	230	163	SCAN	\$0.00	Customer Number		10: Data is r	nissing or invalid	Undecided	



• To finalize a batch all items must be accepted or rejected and fully balanced. You will then select finalize in the data entry pane or via the automated message that will pop up on your screen:

Confirma	ation	
2	All exceptions have been decided. Finalize batch 149950 now?	
	Yes No	

#### 2.2.3 Reporting Interface

The reporting summary interface is displayed when you click the **Reporting** tab and is designed to allow you to define and build customized reports about decisioning activity.

The reporting system is made up of the Processing Summary Report, and the Processing Detail Report.

• The **Processing Summary Report** provides high level information about the batch, including: process date, finalized date, the number and dollar amount of accepted items, the number and dollar amount of rejected items, and processing times

Welcome Dee Batch Details	cisioning Configuratio	n Preferences Even	at Manager								
Exception Proces	ssing Summary Report								Exceptions	Accepted	Rejected
Finalized Date	: 10/10/2017 🖪 10/1	1/2017 🖸 ≷ Show	Lockbox(es): All	~					14	14	0
Process Date	Finalize Date	User	Batch	Accepted	\$	Rejected	\$	Process Time	\$691,556.32	\$691,556.32	\$0.00
2017-10-03	2017-10-11	imagehawk	1234	7	\$345,778.16	0	\$0.00	2.51 mins			
2017-10-03	2017-10-11	imagehawk	1235	7	\$345,778.16	0	\$0.00	1.46 mins			
			2	14	\$691,556.32	0	\$0.00	3.98 mins			



• Use the **Finalized Date** fields provided and click the **Refresh** button to limit the report to specific data ranges.

Welcome Deci	sioning Configuratio	n Preferences Ever	it Manager		
Batch Details	Transactions Reporti	ng			
Exception Process	ing Summary Report				
Finalized Date:	10/10/2017 🖸 10/1	1/2017 🖪 者 Show	Lockbox(es): All	~	
Process Date	Finalize Date	User	Batch	Accepted	\$
2017-10-03	2017-10-11	imagehawk	1234	7	\$345,778.16
2017-10-03	2017-10-11	imagehawk	1235	7	\$345,778.16
			2	14	\$691,556.32

 Use the Show Lockbox drop-down list to filter the report to only include data about specific lockboxes. Simply select the desired lockboxes from the Show Lockboxes drop-down list.

Welcome Decis	configuration	Preferences Eve	ent Manager		
Batch Details T	ransactions Reportin	Ig			
Exception Processi	ng Summary Report				
Finalized Date:	10/10/2017 🖪 10/11	/2017 🖪 🌊 Sho	w Lockbox(es): All	~	
Process Date	Finalize Date	User	Batch	Accepted	\$
2017-10-03	2017-10-11	imagehawk	1234	7	\$345,778.16
2017-10-03	2017-10-11	imagehawk	1235	7	\$345,778.16
			2	14	\$691,556.32

- The **Processing Detail Report** shows the details about a specific batch including what the exception types were, the date which each exception was decided, who decided it, the dollar amount of the exception, and what the decision was.
- You can modify the contents of this report by changing the **date range** and clicking **Refresh**.
- Use the Back to Summary Report button to go back to the Summary Report

Welcome	Decisioning Con	figuration F	Preferences	Event Manager	· · · · · · · · · · · · · · · · · · ·			
<b>Batch Details</b>	Transactions	Reporting						
Kack to Sum	nary Report 🛅 D	ecision Date: 10	0/11/2017	3 10/11/2017	🖪 🎽 Lockbox:	00000000121984	Batch: 1234	Users
Decision Date	User	Exception		Sta	tus	s		imagehawk
2017-10-11	imagehawk	Invalid Paye	e	Acce	pted \$22,576	.46		
2017-10-11	imagehawk	Restrictive M	Votation	Acce	pted \$81,437	.19		
2017-10-11	imagehawk	No Coupon/	Invoice/Bad Sc	anline Acce	pted \$64,252	.73		
2017-10-11	imagehawk	Invalid Acco	ount Number	Acce	pted \$35,642	.90		
2017-10-11	imagehawk	Dollar Amou	ant Differs	Acce	pted \$35,642	.90		
2017-10-11	imagehawk	Verify Lockb	xox	Acce	pted \$32,726	.50		
2017-10-11	imagehawk	Dollar Amou	ant Differs	Acce	pted \$73,499	.48		
								Exception Types
								Invalid Payee
								Restrictive Notation
								No Coupon/Invoice/Bad Scanline
								Invalid Account Number
								Dollar Amount Differs
								Verify Lockbox



## 2.2.4 Manage Alerts

The Event Manager provides you with a powerful and flexible tool to configure and receive alerts in the form of email or SMS text messages about the tasks that are important to you.



- Admin level users can edit an alert, simply double-click the Event Alert entry you wish to edit.
- Configuring an Alert:
  - o **Double-click** the Event Alert, you will want to edit.
    - There are three alerts: a new exceptions alert, exceptions are expiring soon alert, and an alert to inform you a batch has expired.
  - o **The Event Rule Config** box will display.
  - o In General Settings you can change the name of an alert, enable, or disable the alert, and change the body of the alert.

You can decide groups of users to receive alerts by checking the Decisioning Users and Decisioning Admins boxes. Recipients can also be added in the Additional Addresses box, which will highlight green when formatting is correct.

decision.NevExceptionsAlert	2 Decisioning Users		Decisioning Admins	
Hescription:	Selected Overs Usersame 17947	First Name User123	Last Name Doe	Email Address User123test@keybank.com
tatus: @ Enabled	I INCLOPH	User User	H LOD	Ves/Vser@L00.00M
Email Template Subject: [Alert] New Exceptions				
Bodir: You have exception items available for decisioning which require your input.	Additional Addresses			
https://keynavigatockey.com/havk/viewer/start/7	User4561est@keybank.com			
tab=decisioning-tab	-			
tab=decisioning-tab	1			
tab=decisioning-tab				



#### 2.2.5 Preferences

User preferences are an easy way you configure the behavior of exception processing for each user.

Preferences you can set include:

- Image Windows the number of available windows for viewing image pop-outs and PDFs
- Email Address the email addresses the system will send alert notifications to
- Mobile Email a cell phone address that accepts SMS messages for alerts

   A list of the most popular addresses is listed below
- Starting Page the preferred landing page after logging into the system

Examples of how to format your address for SMS Text Messages for common providers are below:

Provider	Address Format for SMS Text Messages
AT&T	[Mobile Number] @txt.att.net
Cingular (GSM)	[Mobile Number] @cingularme.com
Cingular (TDMA)	[Mobile Number] @mmode.com
Cricket	[Mobile Number] @mms.cricketwireless.net
Metro PCS	[Mobile Number] @mymetropcs.com
Sprint PCS	[Mobile Number] @messaging.sprintpcs.com
T-Mobile	[Mobile Number] @tmomail.net
US Cellular	[Mobile Number] @email.uscc.net
Verizon Wireless	[Mobile Number] @vtext.com

## 2.3 Company Administration

KeyBank's Exception Management Decisioning system provides a unique, simplified administration experience for company administrators, allowing you to quickly perform the tasks relevant to you.

When you access the Configuration Tab you are presented with your User Profile.



Your company's administrators will also have access to two additional administrative pages – sources and users.



#### 2.3.1 Users

The user administration page provides your company administrators the tools necessary to manage Lockbox Exception Management Decisioning users for your organization. By clicking Configuration, the company configuration window will pop up.

Progress Tracker	Users							
Company Details		User Nam	ne:	Active:	✓ Admin	:	✓ Locked:	v
Users	Username	First Name	Last Name	Email Addr	Company Admin	Active	Locked	Last Signon
Sources	alert_test_u	Test	User	support@IH	~	~		05/24/2022 10:20 P
	17PAT	John	Doe	JDOE@KEY	✓	~		06/04/2022 12:21 A
	19OLDPM	Patrick	М	Patrick@key	~	~		02/06/2023 2:03 PM
			Add New	User 🛷 Edit User	Deactivate Use	r 🕒 Unlock U	ser 🔹 Reset Passw	rord 👕 Remove

The User List consists of the basic information about the user along with some indicators as to the user's status, including:

- Company Admin Indicates that the user has been designated an administrator for their company.
- Active Indicates whether the user is an active user of the system and allowed to login.
- Locked Indicates that the user has been locked from being allowed to login to the system. This is usually due to too many failed login attempts.

### To Add a User:

• Click the Add New User button.

Company Details     User Name:     Active:     Admin:     Locked:       Users     Username     First Name     Last Name     Email Addr     Company Admin     Active     Locked	· ·
Username First Name Last Name Email Addr Company Admin Active Locked	
	Last Signon
sources alert_test_u Test User support@I 🗸 🗸	05/24/2022 10:20 P
17PAT John Doe JDOE@KEY 🗸 🗸	06/04/2022 12:21 A
190LDPM Patrick M Patrick@ke 🗸 🗸	02/06/2023 2:03 PM



• The Add User Form will display.

Add User Form	×
Username:	
First Name:	
Last Name:	
Email Address:	
	Save User

- Enter the Username, First Name, Last Name and Email Address of the user to be added.
- Once completed a box will generate with the new user's temporary password. This will need to be changed upon first log in.

User Configuration (Ne	w)	
Progress Tracker	User Information	
<ul> <li>User Information</li> <li>Permissions</li> <li>User Sources</li> </ul>	Username: New First Name: User Last Name: LOD Email Address: New.User@LOD.COM Active: Success New was successfully created. Their initial password is 'gdHSf9T5UF'. OK	
Missing User Sources		Close 🚫



• You will then provide roll-based access for the user:

(ew)			
Permissions			
Admin Permissions		Add All	۵
<ul> <li>Add Splitfield</li> <li>Change Exportdefinition</li> <li>Change Permission</li> <li>Delete Splitfield</li> <li>View Company</li> </ul>	<ul> <li>Change Companyparserfield</li> <li>Change Group</li> <li>Change Splitfield</li> <li>Edit Consumer Users</li> </ul>	<ul> <li>Change Companytemplate</li> <li>Change Lockboxgroup</li> <li>Create Users</li> <li>Reset Password</li> </ul>	
User Permissions Create Reports Do Payment Reversal	<ul> <li>View Activity Reports</li> <li>Change Alert</li> </ul>	Add All	*
Decisioning Permissions		Add All	*
<ul> <li>Accept Decisioning</li> <li>Finalize Decisioning</li> </ul>	Reject Decisioning Unlock Company Decisioning	View Company Reports Decisioning View Decisioning	
		Clt	ose (
	Permissions         Admin Permissions         Add Splitfield         Change Exportdefinition         Change Permission         Delete Splitfield         View Company         User Permissions         Create Reports         Do Payment Reversal         Decisioning Permissions         Y Accept Decisioning         Finalize Decisioning	Permissions         Admin Permissions         Add Splitfield       Change Companyparserfield         Change Exportdefinition       Change Group         Change Permission       Change Splitfield         Delete Splitfield       Edit Consumer Users         View Company       User Permissions         Create Reports       View Activity Reports         Do Payment Reversal       Change Alert         Decisioning Permissions       Image: Accept Decisioning         Accept Decisioning       Image: Reject Decisioning         Finalize Decisioning       Unlock Company Decisioning	Permissions       Add All         Admin Permissions       Add All         Add Splitfield       Change Companyparserfield       Change Companytemplate         Change Exportdefinition       Change Group       Change Lockboxgroup         Change Permission       Change Splitfield       Create Users         Delete Splitfield       Edit Consumer Users       Reset Password         View Company       View Company       Add All         Create Reports       View Activity Reports       Change Rule         Do Payment Reversal       Change Alert       Add All         Image Accept Decisioning       Image Reject Decisioning       View Company Reports Decisioning         Image Accept Decisioning       Image Reject Decisioning       View Decisioning

• Finally, you will assign the sources (lockboxes), this user has access to:

#### User Configuration (New)

Progress Tracker	User Sources					
Subser Information		Number:	Name:			
Permissions	Number	Name				
S User Sources						
			+ Add New Source 👻 👕 Remove			
			Chara 6			





#### To Configure a User:

To configure a user, simply select the user you wish to configure, and select Edit User at the bottom of the page. You can also remove users or reset passwords from this view. Once Edit User is selected the same windows will show as setting up a new user.

Com	pany Configuration	n (Alert Test)							2
Pro	gress Tracker	Users							
0	Company Details		User Name	:	Active:	➤ Admin	:	✓ Locked:	•
0	Users	Username	First Name	Last Name	Email Addr	Company Admin	Active	Locked	Last Signon
	Sources	alert_test_u	Test	User	support@I	~	~		05/24/2022 10:20 PM
		17PAT	John	Doe	JDOE@KEY	~	✓		06/04/2022 12:21 AM
		19OLDPM	Patrick	М	Patrick@ke	~	~		02/06/2023 2:03 PM
		New	User	LOD	New.User@		✓		
				Add New I	User 🕜 Edit Us	er ጰ Deactivate Use	r 🔓 Unlock Use	🛱 Reset Passv	vord 👕 Remove User
		Page 1 of 1   > > > = @							
									Done 🤜

## **Assigning User Permissions**

To grant or deny user permissions simply select / deselect those permissions you wish to grant or deny the user and click the "Save User Configuration" Button. As an administrator you are only allowed to administer those permissions to which you yourself have been granted. The common permissions available are:

- Create Users Able to create new users within the system.
- Change Permission Able to grant users permissions and access to sources.
- Reset Passwords Able to reset other user passwords.
- View Reports Able to view the report suite.
- Create Reports Able to perform export activity from the system.
- View Decisioning Able to view the Exception Decisioning Application within the system.
- Accept Decisioning Able to "Accept" exceptions within the Decisioning Application.
- Reject Decisioning Able to "Reject" exception within the Decisioning Application
- Finalize Decisioning Able to submit exceptions for final processing within the Decisioning Application.



# 3. Questions and Assistance

KeyBank's Lockbox Solutions Team will handle the set-up and implementation of your Lockbox. This team will be led by your Payments Advisor, who will work in tandem with your Relationship Manager. Both will be supported by a Client Manager or Implementation Manager, who will take on a strong servicing role throughout the implementation process.

Additionally, your implementation project group will consist of any other members of your assigned Key Team and any Operations/Product contacts necessary to make sure the implementation process runs smoothly.

This team will ensure that the implementation of our lockbox solution is organized and efficient in both delivery and communication. A conversion task list will outline each step of the set-up process and what actions need to be taken by either you or Key. Throughout the implementation, we will be in communication via weekly conference calls to update you on the progress and completion of the implementation. Additionally, we will complete quality checks shortly after each solution has been implemented to ensure your complete satisfaction.

Key will also provide all the necessary support during implementation. Our support includes training, technical assistance, and onsite visits as needed.

Key's Commercial Banking Services center should be your first point of contact for all inquiries and issues, regardless of urgency level. If necessary, Key's Commercial Banking Services team will create and route the request back to the Lockbox Solutions Team for appropriate resolution and follow-up.

The Commercial and Business Banking Services team can be reached Monday through Friday from 8:00 a.m. – 9:00 p.m. ET at 800-821-2829. Dial 711 for TTY/TRS.