

LOCKBOX ONLINE VIEWER USER GUIDE

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Overview

Lockbox Online provides a single dashboard for access to consistent information for all lockbox remittances.

Use Lockbox Online to

- View receivables information and images
- Search across lockboxes for remittance information
- Review, edit and resolve remittance exceptions

Many different features of Lockbox Online are shown in this guide. The specific features available to you will depend on

- The processing options selected by your company
- Your personal access as set up by the user administrator
- The image and information retention period selected by your company

Login to Lockbox Online

Each user is presented with the Login screen.

- Customer ID: input your Customer ID
- User ID: input your individual User ID
- Password: input your PIN followed by the 6 digits from your SecureID device

This will provide access to your assigned lockboxes.

Johnson Financial Group Image Lockbox Login

To access this system, you must be set up within this lockbox system by your organization's lockbox viewer administrator and you must receive first-time login information from your organization's lockbox viewer administrator.

Please Enter Your Customer Identifier
User Identifier, PIN & Token

Customer ID	
User ID	
PASSCODE	
Login	

No Warranty
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Security Reminder
We will never ask for your employer identification number, account numbers or online IDs via e-mail.

Image Lockbox Johnson Financial Group.

View Images and Information

Your Lockbox Online viewer will present remittance information according to your subscribed retention period.

Access daily deposit information for all lockboxes

The first screen you'll see after login is the Lockbox Online Dashboard

On the Lockbox Online Dashboard, you'll see your deposits for all lockboxes to which you are entitled.

- If you do not see lockbox information, please use the drop-down ('Show Overview For') and select your desired timeframe

Your daily totals for each lockbox box are shown at the top right of the Dashboard.

- If you have multiple deposits per day, you'll see the totals for each lockbox increase after each deposit until all of your deposits have been completed for the day



Access batch totals

- Click the 'Deposits' tile

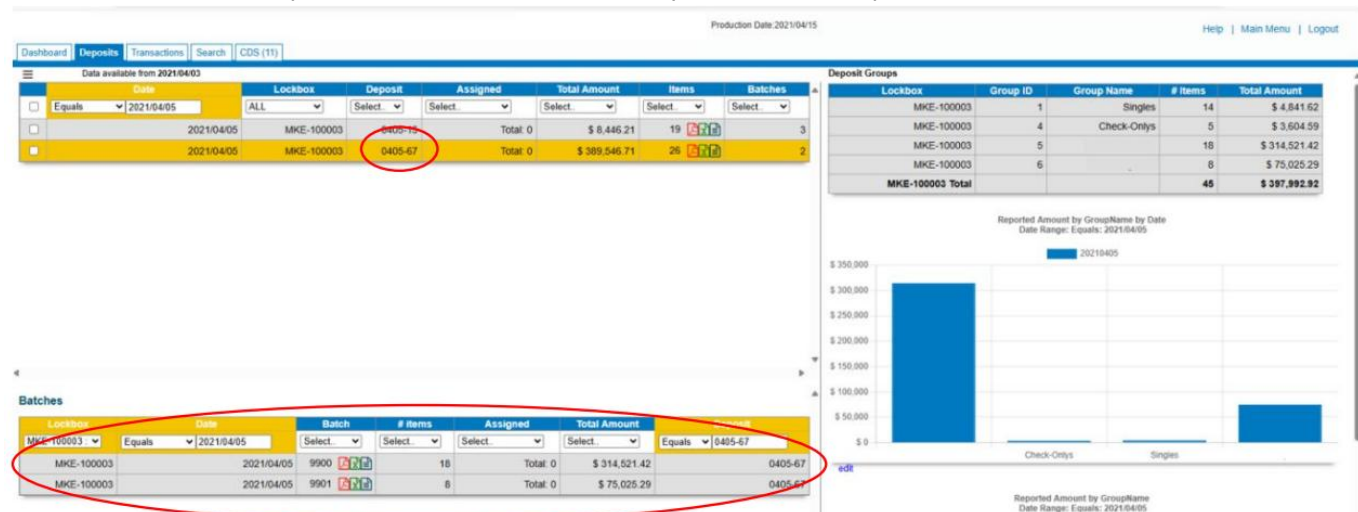


At the top of the screen, you'll see all of your deposits for each lockbox to which you are entitled.

- This is where, if any of your lockboxes have multiple deposits each day, you can see each intra-day deposit total

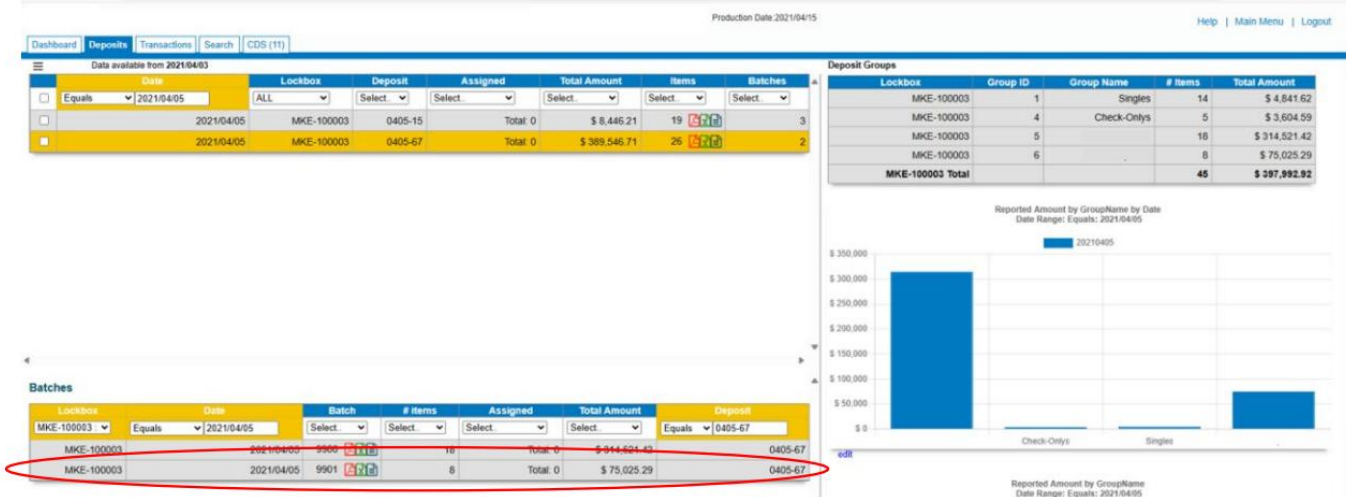
At the top of the screen, in the Deposit column, select the desired deposit.

- You'll see all of the batches for that deposit populate at the bottom of the screen
- In either section, you can use the column header drop-downs to refine your results



View all transactions in a batch

- At the bottom of the screen, within the Batch column, select the desired batch



Production Date: 2021/04/15

Help | Main Menu | Logout

Dashboard Deposits Transactions Search CDS (11)

Data available from 2021/04/03

Lockbox	Date	Batch	# Items	Assigned	Total Amount	Deposit
MKE-100003	2021/04/05	9900	19	Total 0	\$ 8,446.21	0405-15
MKE-100003	2021/04/05	9901	26	Total 0	\$ 389,546.71	0405-67

Deposit Groups

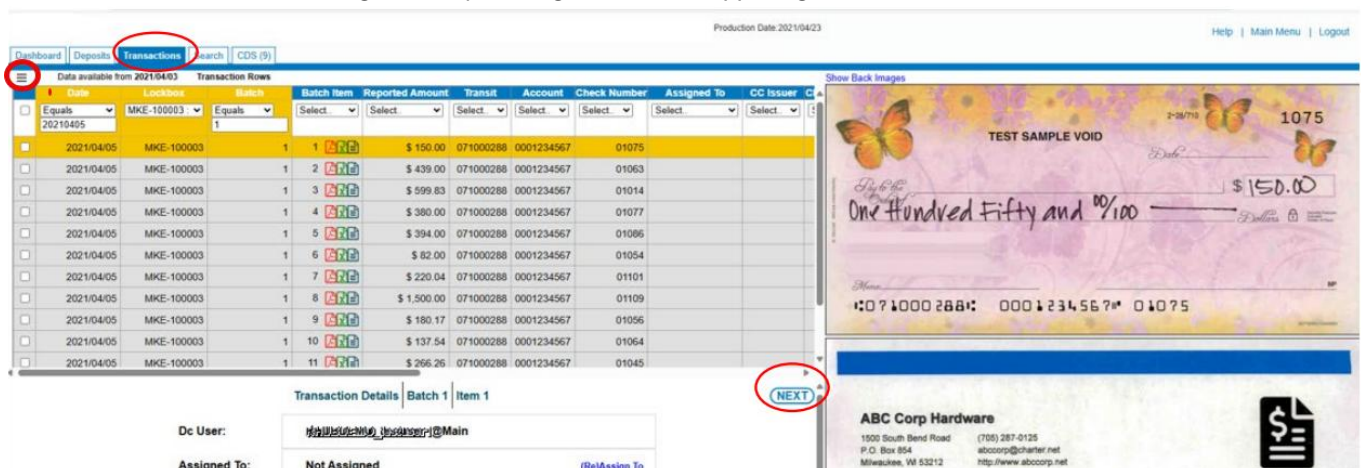
Lockbox	Group ID	Group Name	# Items	Total Amount
MKE-100003	1	Singles	14	\$ 4,841.62
MKE-100003	4	Check-Onlys	5	\$ 3,604.59
MKE-100003	5		18	\$ 314,521.42
MKE-100003	6		8	\$ 75,025.29
MKE-100003		Total	45	\$ 397,992.92

Reported Amount by GroupName by Date
Date Range: Equals: 2021/04/05

Batches

Lockbox	Date	Batch	# Items	Assigned	Total Amount	Deposit
MKE-100003	2021/04/05	9900	19	Total 0	\$ 844,604.42	0405-67
MKE-100003	2021/04/05	9901	8	Total 0	\$ 75,025.29	0405-67

- You have now navigated to the Transactions view
 - All transactions within that batch are listed at the top of the screen
 - Transaction-level detail for each transaction is shown at the bottom of the screen
 - The images associated with each transaction are shown at the right of the screen
- To navigate to the next transaction, you can either
 - Select the 'Next' button
 - Within the Batch Item column, select the desired transaction in the batch
- You can use the column header drop-downs to refine your results
 - Not all columns of information are shown by default. If you are looking for additional information, select the menu option in the upper left and select 'Show/Hide' Columns'
 - You will be shown a list of available column information. Check the box(es) for the column(s) you'd like to view.
 - Close the dialogue box by clicking the 'x' at the upper right



Production Date: 2021/04/23

Help | Main Menu | Logout

Dashboard Deposits Transactions Search CDS (9)

Data available from 2021/04/03

Date	Lockbox	Batch	Batch Item	Reported Amount	Transit	Account	Check Number	Assigned To	CC Issuer
2021/04/05	MKE-100003	1	1	\$ 150.00	071000288	0001234567	01075		
2021/04/05	MKE-100003	1	2	\$ 439.00	071000288	0001234567	01063		
2021/04/05	MKE-100003	1	3	\$ 599.83	071000288	0001234567	01014		
2021/04/05	MKE-100003	1	4	\$ 380.00	071000288	0001234567	01077		
2021/04/05	MKE-100003	1	5	\$ 394.00	071000288	0001234567	01086		
2021/04/05	MKE-100003	1	6	\$ 82.00	071000288	0001234567	01054		
2021/04/05	MKE-100003	1	7	\$ 220.04	071000288	0001234567	01101		
2021/04/05	MKE-100003	1	8	\$ 1,500.00	071000288	0001234567	01109		
2021/04/05	MKE-100003	1	9	\$ 180.17	071000288	0001234567	01056		
2021/04/05	MKE-100003	1	10	\$ 137.54	071000288	0001234567	01064		
2021/04/05	MKE-100003	1	11	\$ 266.26	071000288	0001234567	01045		

Transaction Details | Batch 1 | Item 1

DC User: http://johnson1@main

Assigned To: Not Assigned (Re)Assign To

TEST SAMPLE VOID 2-30/718 1075

One Hundred Fifty and 00/100 \$150.00

071000288 0001234567 01075

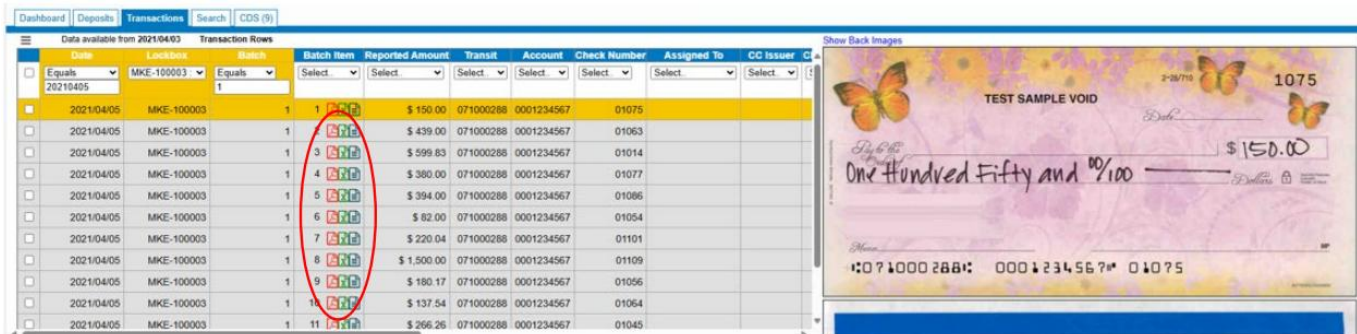
ABC Corp Hardware

1900 South Bend Road (708) 287-0125
P.O. Box 854 abccorp@charter.net
Milwaukee, WI 53212 http://www.abc Corp.net

NEXT

Create Standard Reports

- At many points throughout your navigation process, you saw three report icons (highlighted thumbnails – PDF, Excel or CSV) – click these icons to create the desired report
 - Most browsers will display a download status bar at the upper right of the screen (this display may vary depending on which browser you use) – larger reports may take several minutes to download
 - You can perform other activities while you are waiting for your report to download
 - Use the download functionality of your browser to open the report



The screenshot shows a 'Transaction Rows' table with columns: Date, Lockbox, Batch, Batch Item, Reported Amount, Transit, Account, Check Number, Assigned To, and CC Issuer. A red circle highlights the 'Batch Item' column, which contains icons for PDF, Excel, and CSV report formats. To the right of the table is a sample check for \$150.00, labeled 'TEST SAMPLE VOID'.

Date	Lockbox	Batch	Batch Item	Reported Amount	Transit	Account	Check Number	Assigned To	CC Issuer
2021/04/05	MKE-100003	1	1	\$ 150.00	071000288	0001234567	01075		
2021/04/05	MKE-100003	1	2	\$ 439.00	071000288	0001234567	01063		
2021/04/05	MKE-100003	1	3	\$ 599.83	071000288	0001234567	01014		
2021/04/05	MKE-100003	1	4	\$ 380.00	071000288	0001234567	01077		
2021/04/05	MKE-100003	1	5	\$ 394.00	071000288	0001234567	01086		
2021/04/05	MKE-100003	1	6	\$ 82.00	071000288	0001234567	01054		
2021/04/05	MKE-100003	1	7	\$ 220.04	071000288	0001234567	01101		
2021/04/05	MKE-100003	1	8	\$ 1,500.00	071000288	0001234567	01109		
2021/04/05	MKE-100003	1	9	\$ 180.17	071000288	0001234567	01056		
2021/04/05	MKE-100003	1	10	\$ 137.54	071000288	0001234567	01064		
2021/04/05	MKE-100003	1	11	\$ 266.26	071000288	0001234567	01045		

- To create a report that mirrors the standard 'detail' report from the legacy viewer, follow these steps
 - Navigate to the Transaction tab
 - Ensure that all desired columns of information are showing
 - Select the menu icon in the upper left corner of the screen
 - Select 'Show/Hide Columns'
 - Check the boxes next to the columns you wish to be displayed
 - Close the dialogue box by clicking the 'x' in the upper right
 - Create your report
 - Select the menu icon in the upper left corner of the screen
 - Select 'Reports'
 - Within 'Format' select the desired file format for the report
 - Within 'Records' select 'Current Table'
 - Complete the rest of the fields with your preferred options to create your desired report,
 - Enter a report name in the 'Save Report As' field and you'll be able to re-run the report in the future. Click Save Report
 - Click 'Create Report'
 - Use the download functionality of your browser to open the report
 - For saved reports, you can use the 'Load Report' option to pull up the criteria of your saved report

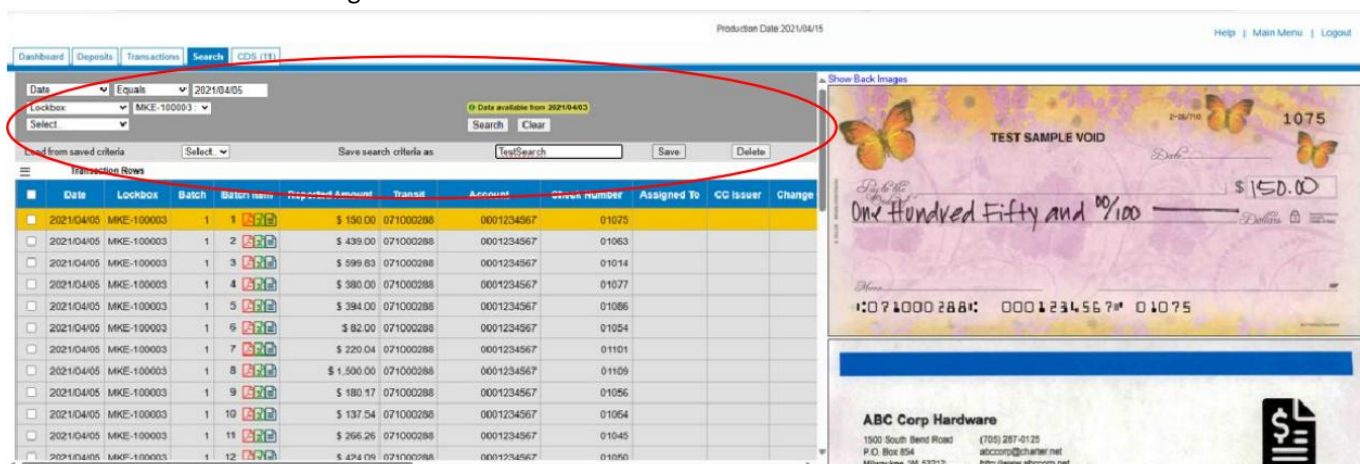
Search for transactions

Search for an item across all lockboxes, save search parameters.

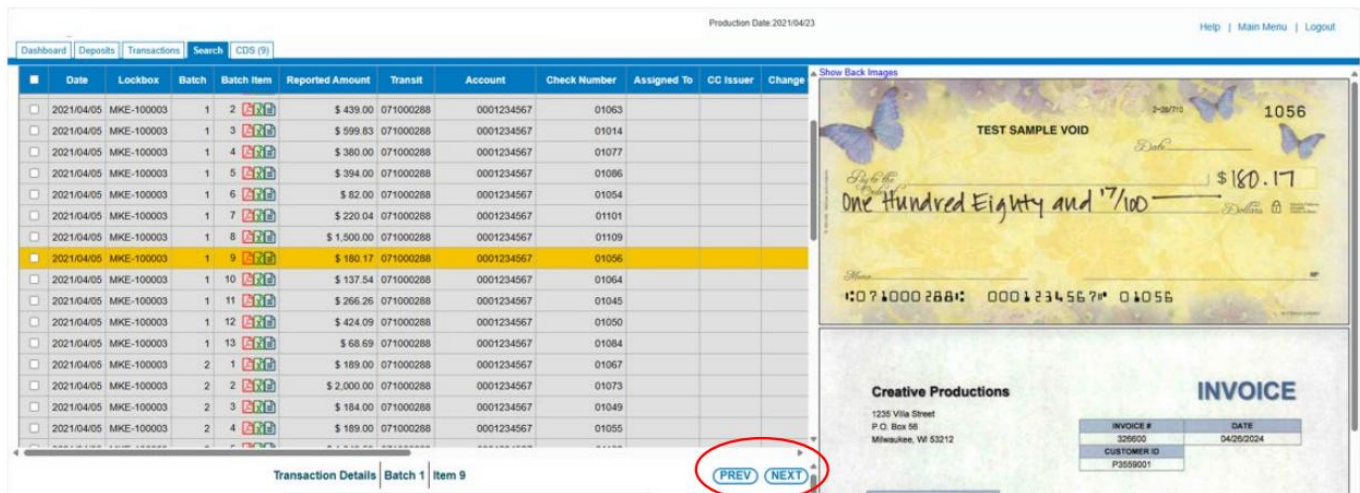
- From the dashboard, select the 'Search All' tile



- Choose your search parameters at the top left of the screen
 - If you want to search within a single lockbox, indicate the lockbox of interest as a search parameter
- Click 'search'
 - You will be presented with a list of all transactions that match your search parameters
 - If your search results take too long to load, you may want to narrow your search parameters
 - If this is a search you perform often, you can save the search
 - Enter a search name in the 'Save search criteria as' dialogue box
 - Click 'save'
 - Saved search parameters can be accessed from the 'Load from saved criteria' dialogue box



- From the search results, select a transaction of interest
 - To see the next returned item, click 'Next'



Date	Lockbox	Batch	Batch Item	Reported Amount	Transit	Account	Check Number	Assigned To	CC Issuer	Change
2021/04/05	MKE-100003	1	2	\$ 439.00	071000288	0001234567	01063			
2021/04/05	MKE-100003	1	3	\$ 599.83	071000288	0001234567	01014			
2021/04/05	MKE-100003	1	4	\$ 380.00	071000288	0001234567	01077			
2021/04/05	MKE-100003	1	5	\$ 394.00	071000288	0001234567	01086			
2021/04/05	MKE-100003	1	6	\$ 82.00	071000288	0001234567	01054			
2021/04/05	MKE-100003	1	7	\$ 220.04	071000288	0001234567	01101			
2021/04/05	MKE-100003	1	8	\$ 1,500.00	071000288	0001234567	01109			
2021/04/05	MKE-100003	1	9	\$ 180.17	071000288	0001234567	01056			
2021/04/05	MKE-100003	1	10	\$ 137.54	071000288	0001234567	01064			
2021/04/05	MKE-100003	1	11	\$ 266.26	071000288	0001234567	01045			
2021/04/05	MKE-100003	1	12	\$ 424.09	071000288	0001234567	01050			
2021/04/05	MKE-100003	1	13	\$ 68.69	071000288	0001234567	01084			
2021/04/05	MKE-100003	2	1	\$ 189.00	071000288	0001234567	01067			
2021/04/05	MKE-100003	2	2	\$ 2,000.00	071000288	0001234567	01073			
2021/04/05	MKE-100003	2	3	\$ 184.00	071000288	0001234567	01049			
2021/04/05	MKE-100003	2	4	\$ 189.00	071000288	0001234567	01055			

Using the Menu Icon

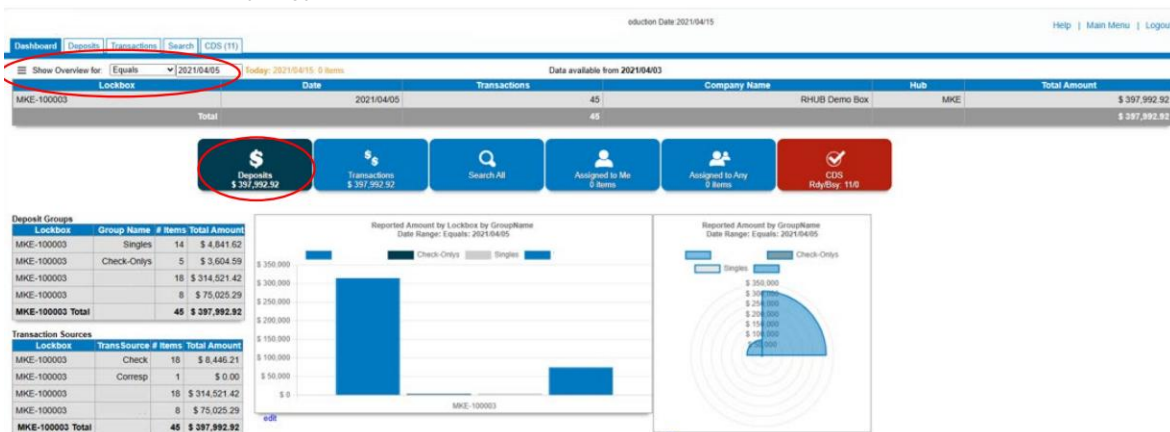
The Menu icon is accessible in the upper-left of multiple different pages of the viewer

- This icon is primarily useful for
 - Reports - create and save a custom report
 - Focus View - limit results to a specific lockbox

Reports - create and save a custom report

In addition to the Report icons that can be accessed at multiple points throughout the viewer, custom reports can be created to display the results of the Deposits, Transactions or Search tiles.

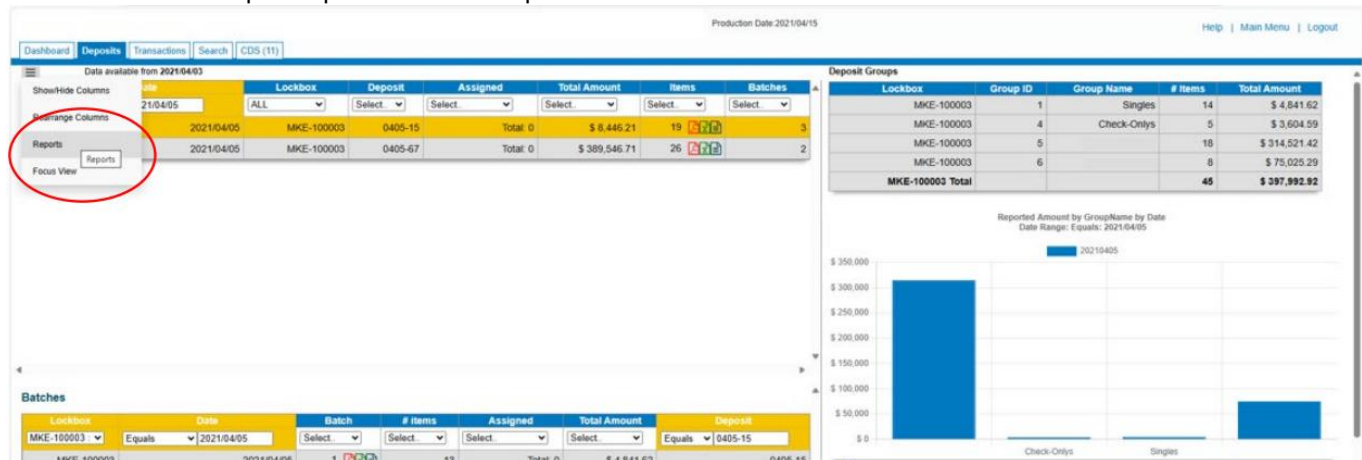
- Click the 'Dashboard' tab at the top to return to the Lockbox Online Dashboard
 - In the 'Show Overview For' drop-down at the upper left of the screen, select the desired timeframe
 - Select the 'Deposits' tile and choose the appropriate parameters to display transactions of interest



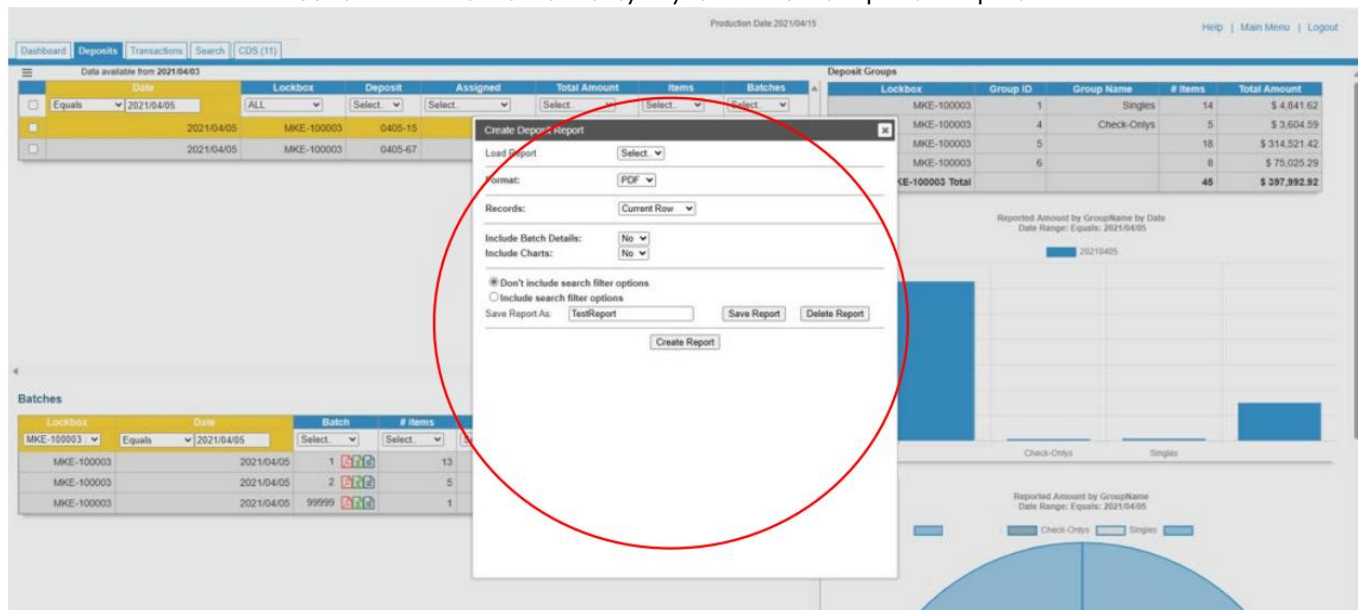
Lockbox	Group Name	# Items	Total Amount
MKE-100003	Singles	14	\$ 4,841.62
MKE-100003	Check-Onlys	5	\$ 3,604.59
MKE-100003		18	\$ 314,521.42
MKE-100003		8	\$ 75,025.29
MKE-100003 Total		45	\$ 397,992.92

Lockbox	Trans Source	# Items	Total Amount
MKE-100003	Check	10	\$ 8,446.21
MKE-100003	Corresp	1	\$ 0.00
MKE-100003		18	\$ 314,521.42
MKE-100003		8	\$ 75,025.29
MKE-100003 Total		45	\$ 397,992.92

- Hover over the menu icon at the upper left of the screen
- Select the Reports option from the drop-down

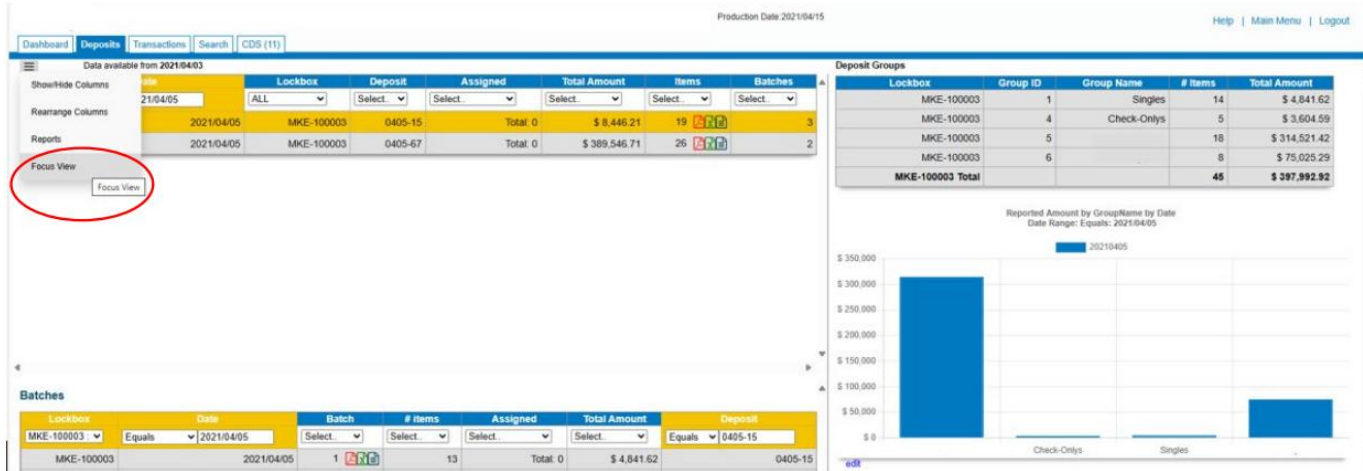


- Choose your desired report parameters
- If this is a report you may want to re-run frequently, you can name and save the report
 - Enter a report name in the 'Save Report As' dialogue box
 - You can then re-run the report in the future by selecting it from the 'Load Report' drop-down
- Click 'Create Report'
 - Most browsers will display a status bar at the upper right of the screen (this display may vary depending on which browser you use) – larger reports may take a few minutes to download
 - You can perform other activities while you are waiting for your report to download
 - Use the download functionality of your browser to open the report



Focus View – change your defaults to see only specific lockboxes

- Within the Dashboard, Deposits, Transactions or Search views, you may wish to see all information for all lockboxes to which you are entitled, or you may wish to see only specific lockboxes.
 - You can use 'Focus View' to set your default view to specific lockboxes only
- Hover over the menu icon at the upper left of the screen
- Select the 'Focus View' option from the drop-down

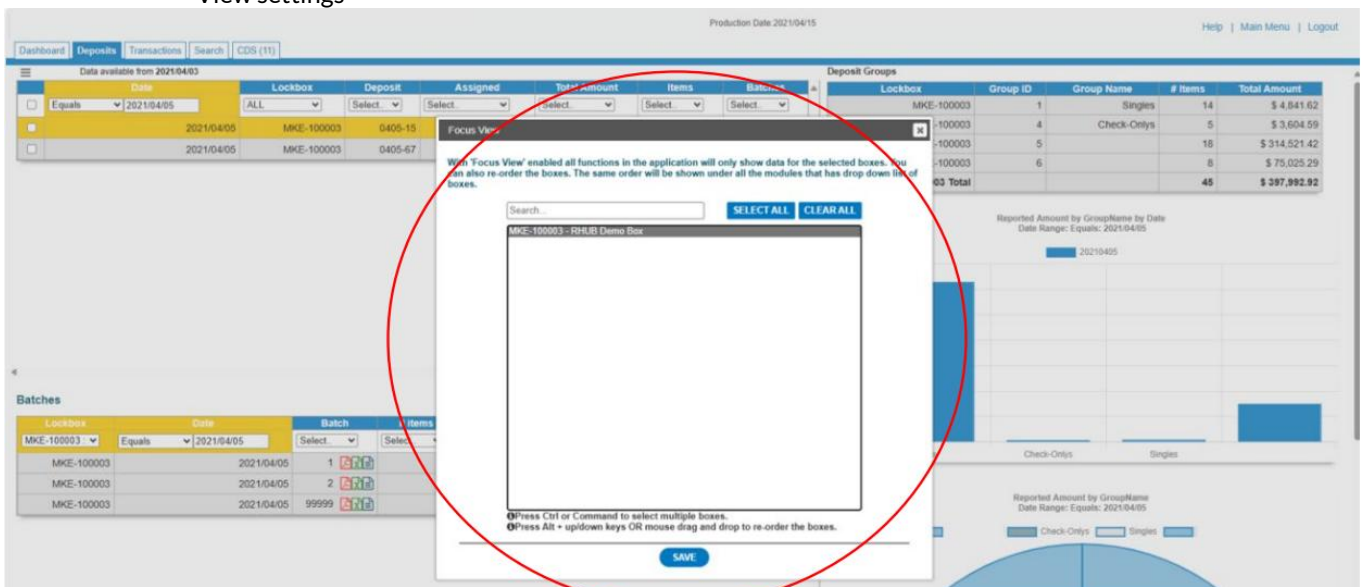


The screenshot shows the Johnson Financial Group interface. The 'Focus View' option is highlighted in a red circle in the left-hand menu. The main area displays a table of deposit groups and a bar chart showing reported amounts by date range.

Lockbox	Group ID	Group Name	# Items	Total Amount
MKE-100003	1	Singles	14	\$ 4,841.62
MKE-100003	4	Check-Onlys	5	\$ 3,604.59
MKE-100003	5		18	\$ 314,521.42
MKE-100003	6		8	\$ 75,025.29
MKE-100003 Total			45	\$ 397,992.92

Choose the box or boxes of interest, and select 'save'

- This will set your default lockbox view for the Dashboard, Deposits, Transactions and Search views
- If you want to see transactions from other lockboxes, you'll need to modify your Focus View settings



The screenshot shows the Johnson Financial Group interface with the 'Focus View' dialog box open. The dialog box allows users to select specific lockboxes to focus on. The 'MKE-100003 - RHLD Demo Box' is selected. The 'SAVE' button is highlighted in a red circle.

When 'Focus View' is enabled all functions in the application will only show data for the selected boxes. You can also re-order the boxes. The same order will be shown under all the modules that has drop down list of boxes.

Search: **SELECT ALL** **CLEAR ALL**

MKE-100003 - RHLD Demo Box

Press Ctrl or Command to select multiple boxes.
 Press Alt + up/down keys OR mouse drag and drop to re-order the boxes.

SAVE

Online Exception Review (CDS)

If your company has chosen Online Exception Review as part of your lockbox service, exceptions can be reviewed and edited prior to being included in your transmission. You'll see the 'CDS' tile on the Lockbox Online Dashboard, and within that tile, you'll see the number of exceptions to be worked and currently being worked.

If your company has chosen the service, an email notification is sent to your company daily to notify you of exceptions.

If your company has enrolled in Online Exception Review, you would have provided the Bank with instructions on which items must be reviewed, edited and approved by your company prior to being included in your data transmission as a postable item.

- The most common type of exception requiring edit is missing remittance information, such as a missing or incomplete invoice number

View and repair an item

- From the Lockbox Online Dashboard, click the 'CDS' tile to view a list of all decisioning items available to be reviewed



- CDS items must be accessed and reviewed by lockbox
 - To access CDS items for a different lockbox, select that lockbox from the drop-down menu in the top middle of the screen (the drop-down only displays if you are entitled to multiple lockboxes)
- Within the 'Done Deadline' column you can see the deadline (Central time) by which you must correct each transaction
 - If you do not correct an item by that Done Deadline, it will be processed per the instructions provided by your company at setup
 - Most commonly, this means that the item will be included in your transmission without any correction, but this can vary by company, depending on the instructions your company provided at setup
 - System time is shown at the upper right of the screen
- Select and process each transaction

- Detailed instructions can be found by clicking the 'Show Help' button at the top of the screen
 - Follow these instructions to process each transaction
- The following example illustrates the use of the system. Please note that your experience may differ depending on the business rules set up by your company
 - From the 'Transaction Exception Review' page, select an item to be worked by clicking its Transaction number in the Transaction column

Production Date: 2021/04/15 Main Menu | Logout

Dashboard | Deposits | Transactions | Search | CDS (11)

Transaction Exception Review Show Help MKE-10003 Refresh | Exception Log Current Time 11:44 (CST)

Lockbox MKE-100003 - RHUB Demo Box

Env Num	Transaction	Start Time	Done Deadline	Reported Amount	Exception	Current User
1	G-1055001	01/23/2025 11:05:02	01/23 14:25	\$ 150.00	Missing Field	
2	G-1055002	01/23/2025 11:05:02	01/23 14:25	\$ 439.00	Missing Field	
3	G-1055003	01/23/2025 11:05:02	01/23 14:25	\$ 599.83	Missing Field	
4	G-1055004	01/23/2025 11:05:02	01/23 14:25	\$ 394.00	Missing Field	
5	G-1055005	01/23/2025 11:05:02	01/23 14:25	\$ 82.00	Missing Field	
6	G-1055006	01/23/2025 11:05:02	01/23 14:25	\$ 1,500.00	Missing Field	
7	G-1055007	01/23/2025 11:05:02	01/23 14:25	\$ 180.17	Missing Field	
8	G-1055008	01/23/2025 11:05:02	01/23 14:25	\$ 137.54	Missing Field	
9	G-1055009	01/23/2025 11:05:02	01/23 14:25	\$ 266.26	Missing Field	
10	G-1055010	01/23/2025 11:05:02	01/23 14:25	\$ 424.09	Missing Field	
11	G-1055011	01/23/2025 11:05:02	01/23 14:25	\$ 68.60	Missing Field	

Number of Transactions: 11

- To the left you'll see transaction details, and to the right you'll see images of the transaction
- In red near the top of the screen, you'll see an explanation of why the transaction is an exception
- Further down, in red, you'll see the transaction details to be corrected
- Select 'Edit' to modify the transaction or 'Add a new invoice' as appropriate to correct the transaction

Production Date: 2021/04/15 Main Menu | Logout

Dashboard | Deposits | Transactions | Search | CDS (11)

Transaction Exception Review Accept | Reject Save | Done | Settings Current Time 11:44 (CST)

Lockbox MKE-100003 - RHUB Demo Box

There is a keyed field missing data

Check Transaction G-1055003 2

[View Check Image](#)

ABA/RIT	071000280	Account Num	0001234567	Check Num	01014
Amount	\$ 599.83	Exception	Missing Field	Done Deadline	01/23 14:25

Transaction-Level Keyed Fields

Customer Number	L2364699
Remitter Name	Nation Wide Products

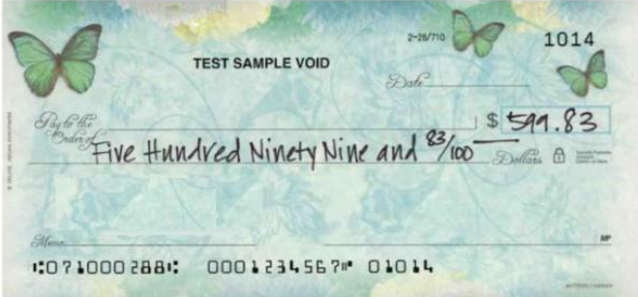
[Edit Transaction Keyed Fields](#)

Invoice-Level Keyed Fields

Invoice	Edit	Delete	Amount Paid	Invoice Number	Invoice Amount
1	Edit	Delete	\$ 599.83	Missing	\$ 599.83
Total			\$ 599.83		\$ 599.83

[Add a new Invoice](#)

Check G-1055003



Page 1

- Make corrections to the transaction as appropriate
 - At the top of the page select a Decision Reason (if applicable) and select 'Accept' or 'Reject' (Reject is not an option for all types of lockbox setups)
 - To save your changes without making an accept or reject decision, click 'Save'
 - To exit a transaction without making changes, click 'Done'
- Once each transaction has been Accepted or Rejected, it will no longer appear on the 'Transaction Exception Review' page
- Work all transactions until none remain on the 'Transaction Exception Review' page
 - Make sure to work all exceptions in all lockboxes

Dashboard

Deposits

Transactions

Search

CDS (11)

Production Data 2021/04/15

Main Menu | Logout

Transaction Exception Review

Accept

Reject

Save

Done

Settings

Current Time 11:49 (CST)

Lockbox MKE-100003 - RHUB Demo Box

There are 3 keyed fields missing data

Check Transaction G-1055003

View Check Image

ADAR1071000200	Account Num	0001234567	Check Num	01014
Amount	\$ 599.83	Exception	Missing Field	Done Deadline
			01/23 14:25	

Transaction-level Keyed Fields

Customer Num	12364699
Remitter Name	Nation Wide Products

Invoice-level Keyed Fields

Invoice	Amount	Delete	Amount Paid	Invoice Number	Invoice Amount
1	Edit	Delete	\$ 599.83	Missing	\$ 599.83
2	Edit	Delete			
Total			\$ 599.83		\$ 599.83

Add a new Invoice

Check G-1055003

Access an audit log of changes

- In the drop-down at the top center of the screen, choose the lockbox for which you want an audit log (the drop-down only displays if you are entitled to multiple lockboxes)
- Click on the Exception Log link at the top of the screen

Dashboard

Deposits

Transactions

Search

CDS (11)

Production Date: 2021/04/15

Main Menu | Logout

Transaction Exception Review

Show Help

MKE-100003

Refresh

Exception Log

Current Time 11:50 (CST)

Lockbox MKE-100003 - RHUB Demo Box

Env Num	Transaction	Start Time	Done Deadline	Reported Amount	Exception	Current User
1	G-1955001	01/23/2025 11:05:02	01/23 14:25	\$ 150.00	Missing Field	
2	G-1955002	01/23/2025 11:05:02	01/23 14:25	\$ 439.00	Missing Field	
3	G-1955003	01/23/2025 11:05:02	01/23 14:25	\$ 599.83	Missing Field	
4	G-1955005	01/23/2025 11:05:02	01/23 14:25	\$ 394.00	Missing Field	
5	G-1955006	01/23/2025 11:05:02	01/23 14:25	\$ 82.00	Missing Field	
6	G-1955008	01/23/2025 11:05:02	01/23 14:25	\$ 1,500.00	Missing Field	
7	G-1955009	01/23/2026 11:05:02	01/23 14:25	\$ 180.17	Missing Field	
8	G-1955010	01/23/2025 11:05:02	01/23 14:25	\$ 137.54	Missing Field	
9	G-1955011	01/23/2026 11:05:02	01/23 14:25	\$ 266.36	Missing Field	
10	G-1955012	01/23/2026 11:05:02	01/23 14:25	\$ 424.09	Missing Field	
11	G-1955013	01/23/2025 11:05:02	01/23 14:25	\$ 68.69	Missing Field	

Number of Transactions: 11

- Select the desired Log Date to see all Online Decisioning activity for that day
- Click 'Transaction Exception List' to return to a list of items to be decided

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Transaction Exception Log Log Date [5/05/2021] Refresh Transaction Exceptions List Current Time 11:56 (CST)

Date Time	Event	Exception	Deposit Date	Key	TID	Reported Amount	Account No	RT	Serial No	Done	Deadline	User	Decision
01/23/2025 11:05:02	Created	Missing Field	2021/04/05	ED-1055 L100003_G-1055001-05	G-1055001	\$ 150.00	0001234567	071000288	01075	01/23 14:25	Bank		
01/23/2025 11:05:02	Created	Missing Field	2021/04/05	ED-1055 L100003_G-1055002-05	G-1055002	\$ 439.00	0001234567	071000288	01063	01/23 14:25	Bank		
01/23/2025 11:05:03	Created	Missing Field	2021/04/05	ED-1055 L100003_G-1055003-05	G-1055003	\$ 599.83	0001234567	071000288	01014	01/23 14:25	Bank		
01/23/2025 11:05:03	Created	Missing Field	2021/04/05	ED-1055 L100003_G-1055004-05	G-1055004	\$ 394.00	0001234567	071000288	01086	01/23 14:25	Bank		
01/23/2025 11:05:03	Created	Missing Field	2021/04/05	ED-1055 L100003_G-1055006-05	G-1055006	\$ 82.00	0001234567	071000288	01054	01/23 14:25	Bank		
01/23/2025 11:05:03	Created	Missing Field	2021/04/05	ED-1055 L100003_G-1055007-05	G-1055007	\$ 1,500.00	0001234567	071000288	01109	01/23 14:25	Bank		
01/23/2025 11:05:03	Created	Missing Field	2021/04/05	ED-1055 L100003_G-1055009-05	G-1055009	\$ 180.17	0001234567	071000288	01056	01/23 14:25	Bank		
01/23/2025 11:05:04	Created	Missing Field	2021/04/05	ED-1055 L100003_G-1055010-05	G-1055010	\$ 137.54	0001234567	071000288	01064	01/23 14:25	Bank		
01/23/2025 11:05:04	Created	Missing Field	2021/04/05	ED-1055 L100003_G-1055011-05	G-1055011	\$ 266.26	0001234567	071000288	01045	01/23 14:25	Bank		
01/23/2025 11:05:04	Created	Missing Field	2021/04/05	ED-1055 L100003_G-1055012-05	G-1055012	\$ 424.09	0001234567	071000288	01050	01/23 14:25	Bank		
01/23/2025 11:05:04	Created	Missing Field	2021/04/05	ED-1055 L100003_G-1055013-05	G-1055013	\$ 68.69	0001234567	071000288	01064	01/23 14:25	Bank		
01/23/2025 11:05:04	Note	Initial	2021/04/05			\$ 0.00				01/23 14:25	Bank	11 Transaction Exceptions	

Number of rows: 12
[View this log data as a Spreadsheet](#)

Annotating Transactions, Assigning Users to Review Specific Transactions

Annotate Transactions

Within the Lockbox Online system, you can annotate transactions. This might be useful, for example, if a customer shortpaid an invoice and you would like to record the short-pay reason with the transaction for future reference or audit. Annotations are not included in reports or in your daily remittance file.

- To annotate a transaction
 - Navigate to the transaction of interest using the processes explained in the 'View Images and Information' section of this document
 - At the middle of the screen, click 'Add Annotation'

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Data available from 2021/04/03 Transaction Rows

Date	Lockbox	Batch	Batch Item	Reported Amount	Transit	Account	Check Number	Assigned To	CC
2021/04/05	ALL	Select	Select	Select	Select	Select	Select	Select	Select
2021/04/05	MIKE-100003	1	1	\$ 150.00	071000288	0001234567	01075		
2021/04/05	MIKE-100003	1	2	\$ 439.00	071000288	0001234567	01063		
2021/04/05	MIKE-100003	1	3	\$ 599.83	071000288	0001234567	01014		
2021/04/05	MIKE-100003	1	4	\$ 380.00	071000288	0001234567	01077		
2021/04/05	MIKE-100003	1	5	\$ 394.00	071000288	0001234567	01086		
2021/04/05	MIKE-100003	1	6	\$ 82.00	071000288	0001234567	01054		
2021/04/05	MIKE-100003	1	7	\$ 220.04	071000288	0001234567	01101		
2021/04/05	MIKE-100003	1	8	\$ 1,500.00	071000288	0001234567	01109		
2021/04/05	MIKE-100003	1	9	\$ 180.17	071000288	0001234567	01056		
2021/04/05	MIKE-100003	1	10	\$ 137.54	071000288	0001234567	01064		
2021/04/05	MIKE-100003	1	11	\$ 266.26	071000288	0001234567	01045		

Transaction Details Batch 1 Item 1 (NEXT)

Dc User: RHUBDEMO_testuser1@Main

Assigned To: Not Assigned (Re)Assign To

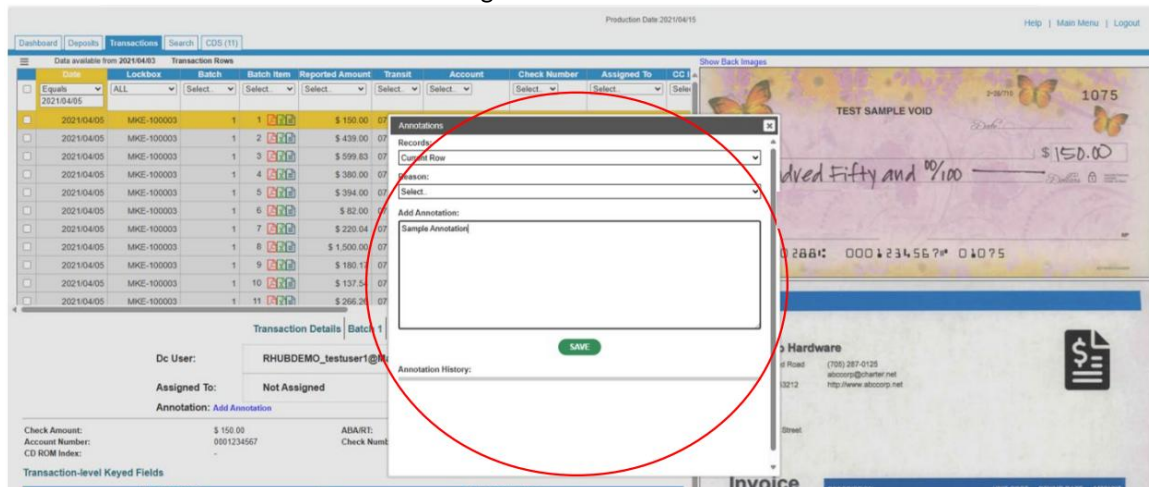
Annotation: Add Annotation

Check Amount: \$ 150.00 ABART: 071000288
 Account Number: 0001234567 Check Number: 01075

ABC Corp Hardware
 1500 South Bend Road (705) 267-0125
 P.O. Box 854 abccorp@charter.net
 Milwaukee, WI 53212 http://www.abccorp.net

BILLED TO:
 ABC Hardware
 86 South Water Street
 Greenville, IL

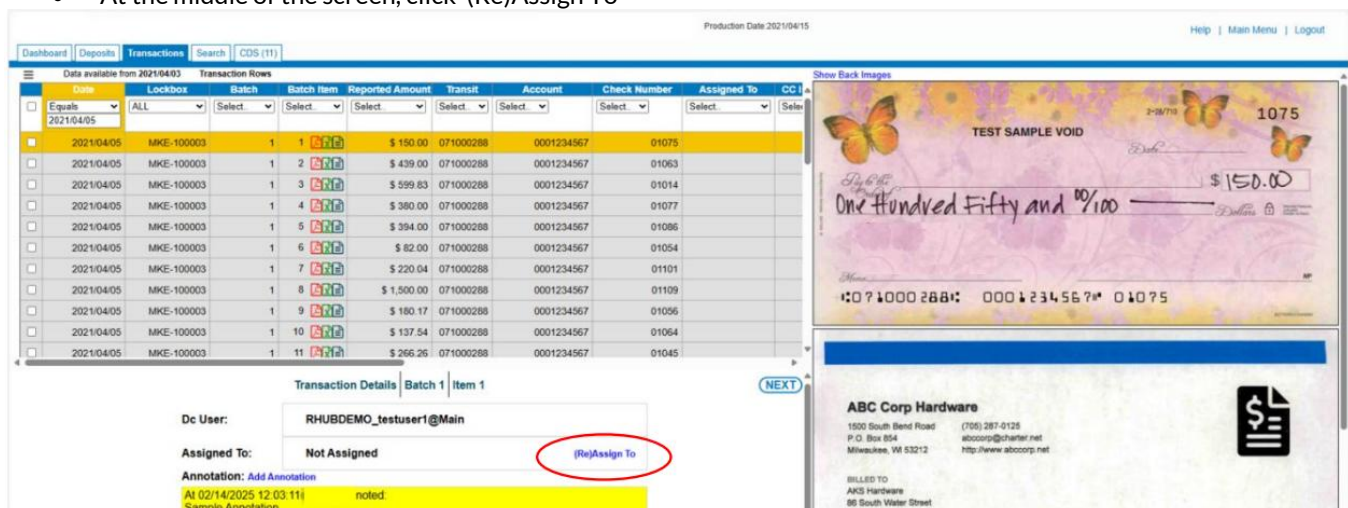
- Indicate the records to be annotated, the Reason (if set up by your company at implementation) and enter the Annotation
 - Select 'save'
- When the modified transaction is viewed in Lockbox Online, the annotation can be seen along with the transaction detail and images



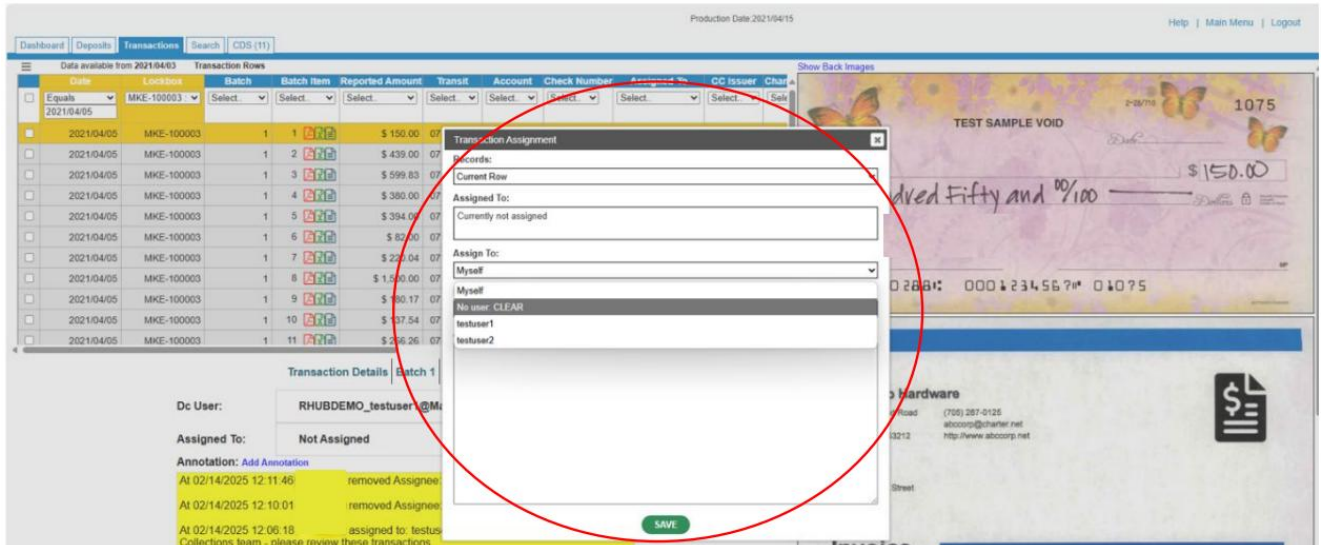
Assign a Transaction

Within the Lockbox Online system, you can assign specific users to review specific transactions

- This might be useful, for example, if there are specific transactions that you want to flag for review by different departments that have access to Lockbox Online
- The 'Assign' functionality does not keep a transaction from being processed according to the standard processing rules on your lockbox
 - For example, if a transaction is assigned but not actioned by the assignee, the transaction will not be 'held' unprocessed until that assignee takes action
- Navigate to the transaction of interest using the processes explained in the 'View Images and Information' section of this document
- At the middle of the screen, click '(Re)Assign To'



- Indicate the records to be assigned, to which user they should be assigned, select the Reason (if set up by your company at implementation) and add an Annotation if desired
- Click 'save'
- When this transaction is viewed in Lockbox Online, the assignment can be seen along with the transaction detail and images



Production Date 2021/04/15

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Dashboard | Deposits | Transactions | Search | CDS (11)

Data available from 2021/04/03

Date	Lockbox	Batch	Batch Item	Reported Amount	Transit	Account	Check Number	CC Issuer	Chad
2021/04/05	MKE-100003	1	1	\$ 150.00	07				
2021/04/05	MKE-100003	1	2	\$ 439.00	07				
2021/04/05	MKE-100003	1	3	\$ 599.83	07				
2021/04/05	MKE-100003	1	4	\$ 380.00	07				
2021/04/05	MKE-100003	1	5	\$ 394.00	07				
2021/04/05	MKE-100003	1	6	\$ 82.50	07				
2021/04/05	MKE-100003	1	7	\$ 220.04	07				
2021/04/05	MKE-100003	1	8	\$ 1,500.00	07				
2021/04/05	MKE-100003	1	9	\$ 180.17	07				
2021/04/05	MKE-100003	1	10	\$ 137.54	07				
2021/04/05	MKE-100003	1	11	\$ 266.26	07				

Transaction Details | Batch 1

Dc User: RHUBDEMO_testuser1@Main

Assigned To: Not Assigned

Annotation: Add Annotation

At 02/14/2025 12:11:46 removed Assignee

At 02/14/2025 12:10:01 removed Assignee

At 02/14/2025 12:06:18 assigned to: testuser1

Collections team - please review these transactions

SAVE

Transaction Assignment

Assign To:

Currently not assigned

Assign To:

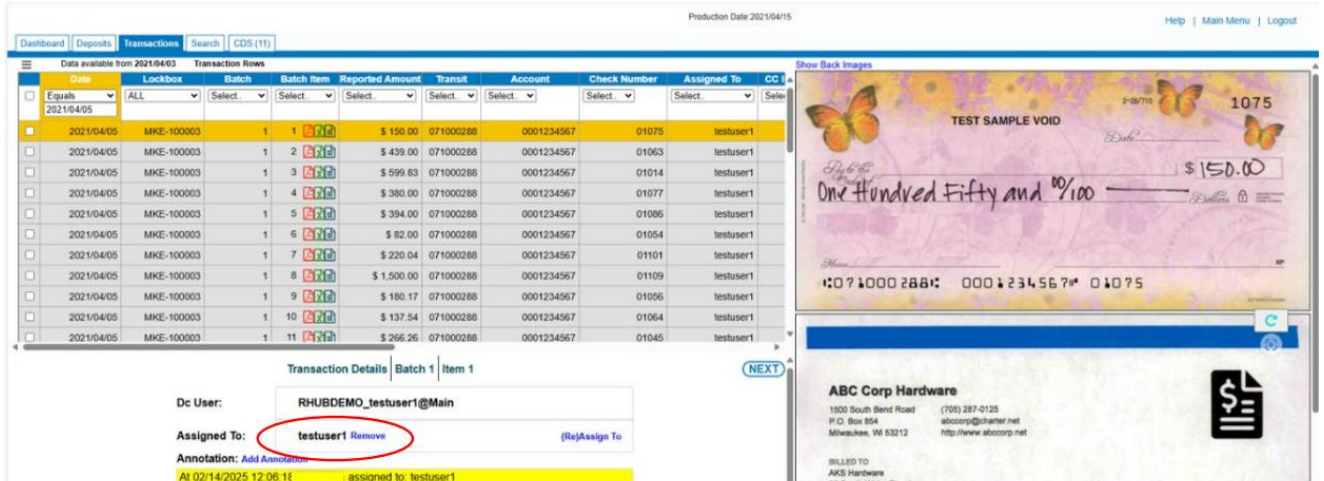
Myself

No user: CLEAR

testuser1

testuser2

- To remove an assignment, either click 'Remove' on individual transactions, or use the assignment tool to remove an assignment by selecting 'No User: CLEAR' in the 'Assign To' field



Production Date 2021/04/15

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Dashboard | Deposits | Transactions | Search | CDS (11)

Data available from 2021/04/03

Date	Lockbox	Batch	Batch Item	Reported Amount	Transit	Account	Check Number	Assigned To	CC
2021/04/05	MKE-100003	1	1	\$ 150.00	071000288	0001234567	01075	testuser1	
2021/04/05	MKE-100003	1	2	\$ 439.00	071000288	0001234567	01063	testuser1	
2021/04/05	MKE-100003	1	3	\$ 599.83	071000288	0001234567	01014	testuser1	
2021/04/05	MKE-100003	1	4	\$ 380.00	071000288	0001234567	01077	testuser1	
2021/04/05	MKE-100003	1	5	\$ 394.00	071000288	0001234567	01086	testuser1	
2021/04/05	MKE-100003	1	6	\$ 82.50	071000288	0001234567	01054	testuser1	
2021/04/05	MKE-100003	1	7	\$ 220.04	071000288	0001234567	01101	testuser1	
2021/04/05	MKE-100003	1	8	\$ 1,500.00	071000288	0001234567	01109	testuser1	
2021/04/05	MKE-100003	1	9	\$ 180.17	071000288	0001234567	01056	testuser1	
2021/04/05	MKE-100003	1	10	\$ 137.54	071000288	0001234567	01064	testuser1	
2021/04/05	MKE-100003	1	11	\$ 266.26	071000288	0001234567	01045	testuser1	

Transaction Details | Batch 1 | Item 1

Dc User: RHUBDEMO_testuser1@Main

Assigned To: testuser1 Remove (Re)Assign To

Annotation: Add Annotation

At 02/14/2025 12:06:11 assigned to: testuser1

TEST SAMPLE VOID

1075

\$150.00

One Hundred Fifty and 00/100

ABC Corp Hardware

1500 South Bend Road
P.O. Box 854
Minneapolis, MN 55412

(765) 287-0125
abc@corp@charter.net
http://www.abc@corp.net

BILLED TO:
AKS Hardware
88 South Water Street

- On the Lockbox Online Dashboard, the 'Assigned to Me' and 'Assigned to Any' tiles will show the number of items that have been assigned

