TRUIST

Wholesale and Retail Lockbox

Wholesale Lockbox CD-ROM and
Physical and Virtual CD-ROM User Manual

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Getting Started

Maintaining Security

Your company must designate at least one administrator to control account access and transactional capabilities of any users within your company. Using the Administration function, any of your company's administrators can activate/deactivate users and entitle any users for access to any accounts and other functions available to your company in Lockbox Image Browser (including the administrators themselves). They can also administer passwords and designate another user as an administrator.

Truist recommends that you create a user ID with Administration entitlement for daily use. Keep all IDs and passwords in a secure location, and do not share passwords with other users.

Your Responsibility for Maintaining Security

Your company must maintain appropriate internal controls over access to and use of Lockbox CD-ROM. Each administrator has access to the Audit Report for system usage and activity information. This includes exception activity, successful attempts to use the system, and completed activities.

If you discover or suspect any fraudulent activity with respect to your company's Lockbox Image Browser service or accounts, disable any affected user ID immediately, and contact your company's Treasury Solutions Client Support specialist at **800-774-8179**. Representatives are available from 8 am to 8 pm ET, Monday through Friday, on bank business days.

System Access

Lockbox virtual CD-ROM and application software and key management for hard disk CD-ROM can be accessed on the Internet at: https://lockbox.truist.com

For quick access, save the Lockbox Image Browser URL as a favorite.

IDs and Passwords

Users of Lockbox Image Browser must have a unique Username and Password. Your username and temporary password are provided by your company's administrator. System parameters for password usage have been defined to help maintain the security of your company's information. Guidelines based upon these parameters include:

- A new password must be created for new users when the system is accessed for the first time.
- A password must contain an uppercase, a lowercase, and a numeric character.
- A password must be eight characters long.
- An administrator-provided password is temporary and must be changed at first sign-on. The system will prompt you to change the password.

Truist may use additional security processes and procedures to authenticate users.

- A password is valid for 60 days. After 60 days, your password will expire, and you will be prompted to change it.
- Disabled account: The system will disable your User ID after three failed attempts to sign on. Contact your administrator to re-set your User ID and password.
- Establish security question and answer in your profile so that you may reset your own password without assistance.

Signing On Lockbox Image Browser

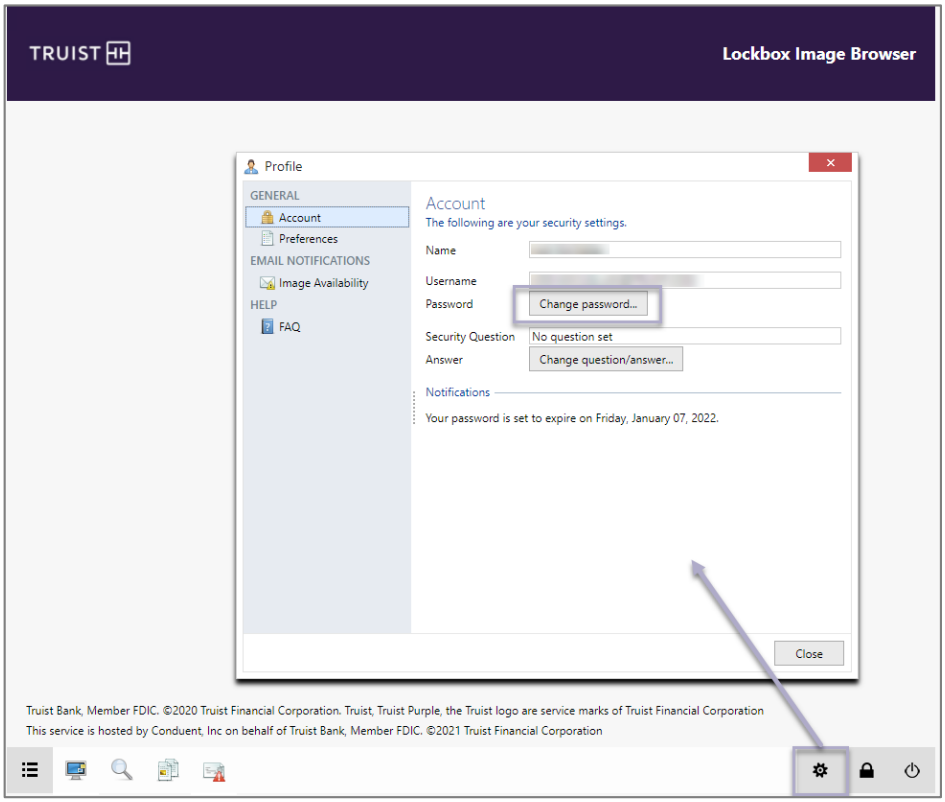
To signing on

1. Access https://lockbox.truist.com.
2. Enter your Username and Temporary Password.
3. Click **Login**.
   On your first-time login, you will be prompted to change your temporary password. **Note:** A password must be eight chara
   and include either an uppercase, lowercase, or numeric character. If you cannot sign on, contact your administrator.

Changing Your Password

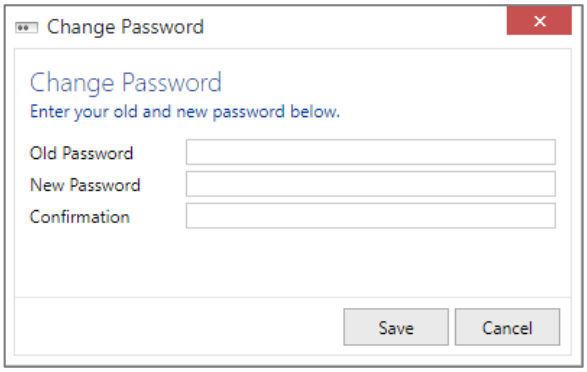
From the Lockbox Image Browser desktop:

1. Click the gear icon in the lower-right area of the screen. Your profile information displays.



2. Click **Change Password**. The change password screen displays.

3. Complete the change password screen.

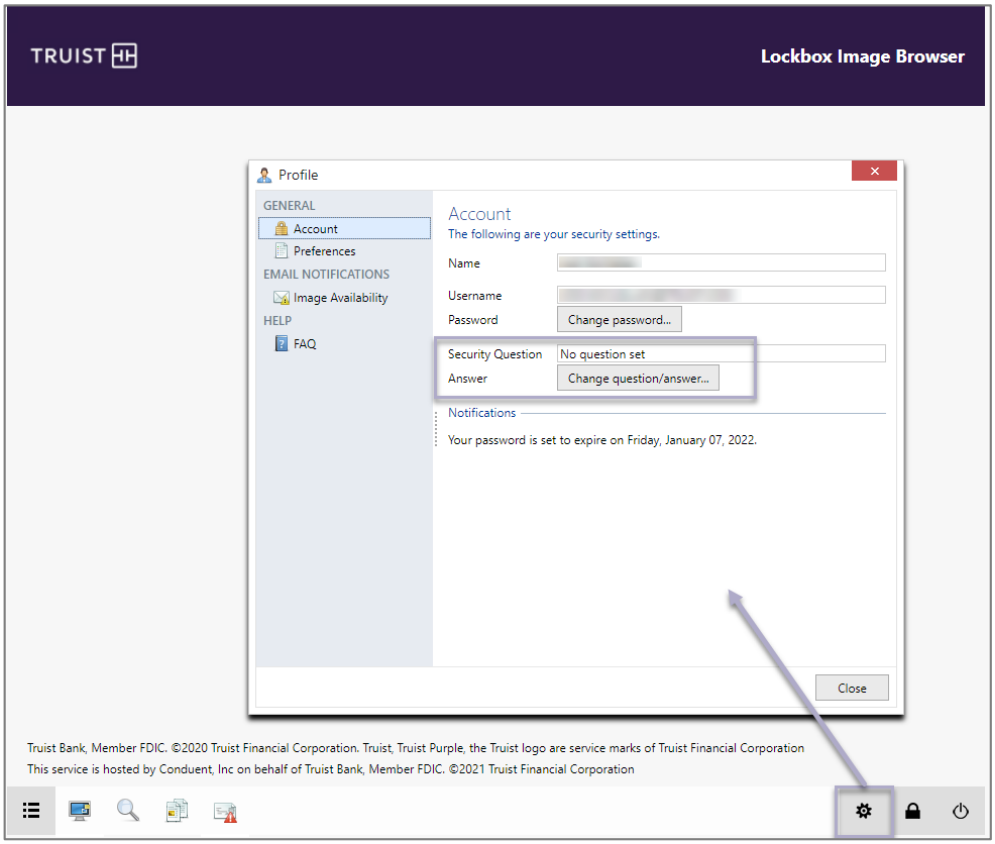


Click **Save**

Assigning a Security Question

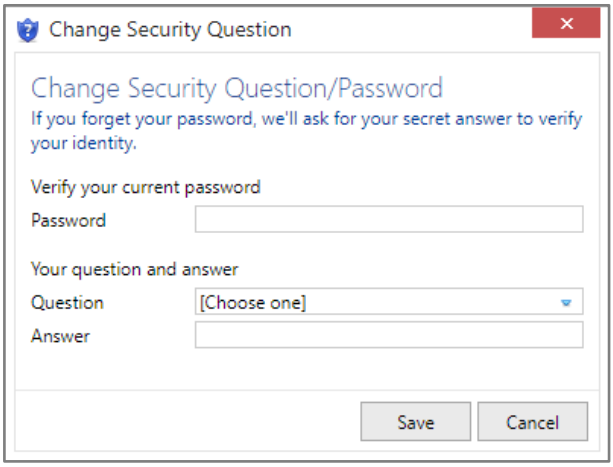
From the Lockbox Image Browser desktop:

1. Click the in the lower-right area of the screen. Your profile information displays.



2. Click **Change question/answer**. The Change Security Question screen displays.

3. Enter your password.
4. Select a secret question from the dropdown menu and enter your answer.



5. Click **Save.**

Inactivity Time Out

If your session is idle for more than 30 minutes, the system will time out due to inactivity and you will be logged out.

Understanding Lockbox CD-ROM

Truist Lockbox CD-ROMs provide access to electronic images of checks and remittance documents received through your Truist lockbox. The CD-ROM Viewer application facilitates research of lockbox items, allows you to search for specific transactions using a comprehensive search tool, and provides faster image retrieval than paper-copy storage.

Lockbox CD-ROM includes the following features:

- **Electronic Access to Images and Data**: Quickly and easily retrieve transaction information and images.
- **Electronic Archive**: Electronic access to historical data.
- **Reports**: View, print, and generate standard reports.
- **Batch Listing**: View or print batch detail information.
- **Daily Information**: Lockbox data is available daily on virtual CD-ROM.

Each CD-ROM contains an index of the data. Loading a new CD-ROM on your computer automatically adds the index to a database on your computer. The database facilitates a search of the current and previous CD-ROMs without loading the actual CD-ROM. Descriptions of the two CD-ROM types are listed below:

- **Virtual CD-ROMs**: Have access to data and images.
- **Physical CD-ROMs**: Have access to data. The data search will identify the CD-ROM needed to view the images associated with the data. You must insert the physical CD-ROM to view the images.

After a new CD-ROM index is loaded into the database, the application automatically restarts to update properly.

Encryption

Virtual and physical Lockbox Image CD-ROMs are encrypted to protect data on the CD-ROM.

Decryption Key

A decryption key file unlocks the data. The decryption key is provided during implementation and is downloaded from the Lockbox Image Browser application. It is stored on your PC after use. Once installed, the viewer software remembers the location of the decryption key to allow you to open current and future CD-ROMs. Unless you reinstall the CD-ROM Viewer software, you will not have to reenter the decryption key to access future CD-ROMs.

Using Lockbox Image CD-ROM

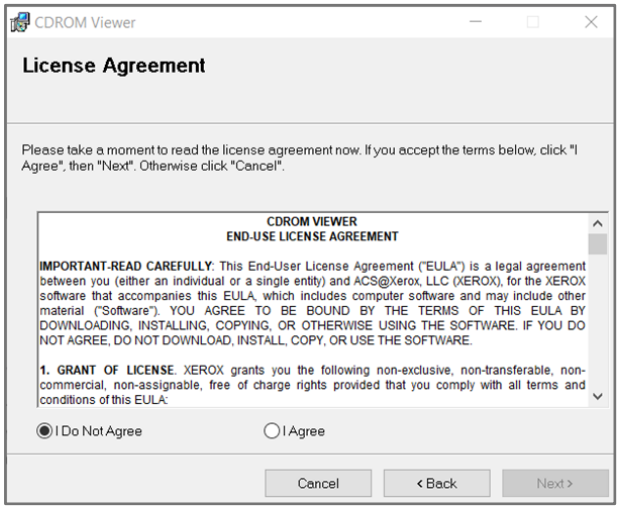
You can view data, images, and reports on the Lockbox Image CD-ROM.

Installing Software

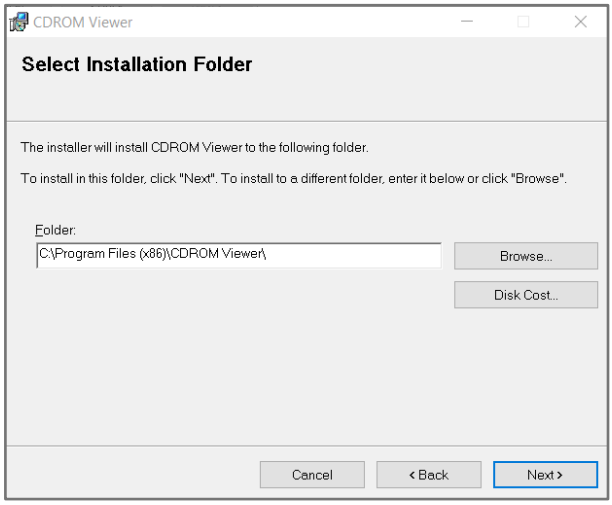
To search and view transactions on the physical or virtual CD-ROM, you must install and use the CD-ROM Viewer application. There is a copy of this application on every physical Lockbox CD-ROM. The software can also be downloaded from the Lockbox Image Browser application.

To install the CD-ROM Viewer software from a physical CD-ROM

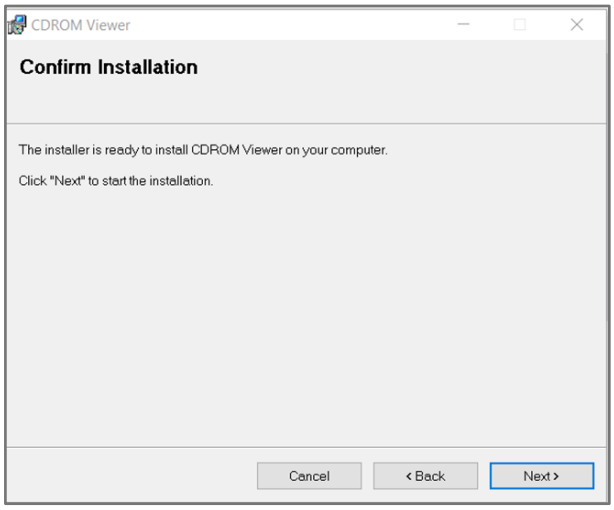
1. Insert the CD-ROM into the CD/DVD drive and navigate to the drive that contains the CD-ROM.
2. Double-click the **CDROM Viewer.msi** file. The CD-ROM Viewer installation starts.
3. Review the End-User License Agreement. If you agree to the terms of the License Agreement, click "**I agree**." The End-User License Agreement is required to use the CD-ROM Viewer software.



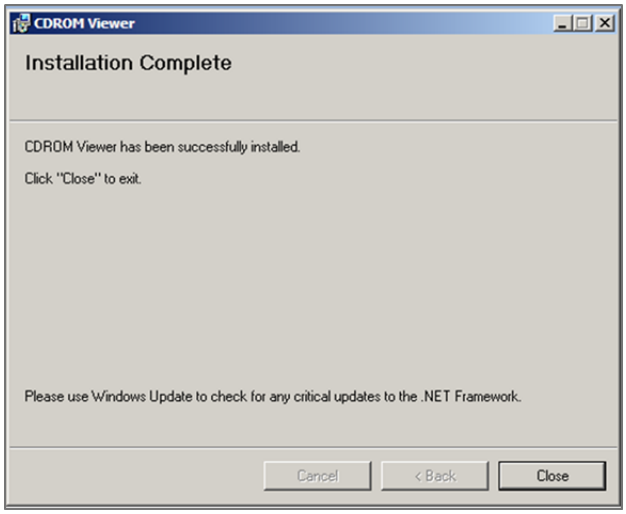
4. Click **Next** to proceed.



5. Click **Next** to confirm and start the installation process.



6. The program will display progress of the CD-ROM Viewer installation. When the installation completes, click **Close**.

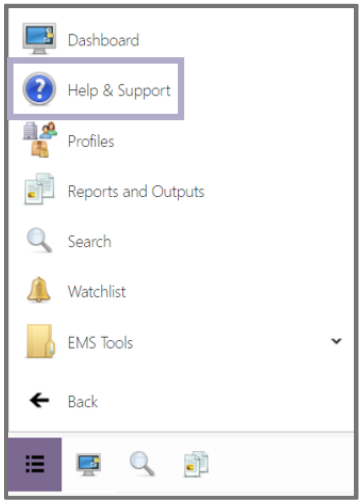


7. The CD-Rom Viewer icon will display on the desktop.

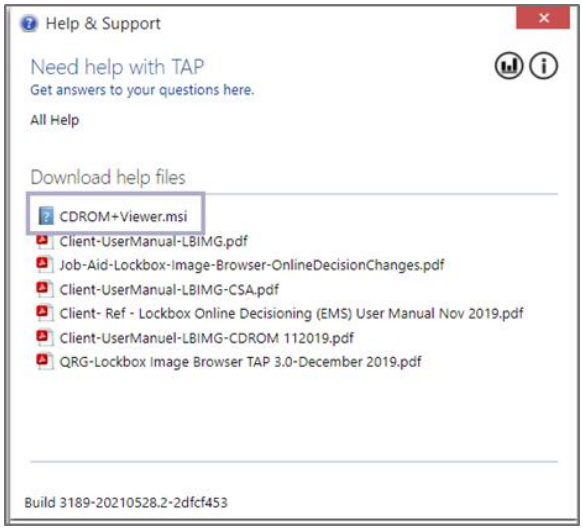
To install the CD-ROM Viewer software from Lockbox Image Browser

From the Lockbox Image Browser desktop:

1. Open then the Lockbox Image Browser Start Menu.
2. Click **Help & Support**.



3. Click **CD-ROM+Viewer.msi**. The software is the same for virtual and physical CD-ROMs.



   The executable file is downloaded to your Downloads folder.

4. Open the downloaded file from your Downloads folder and follow the instructions.
5. If you agree to the terms of the License agreement, click "**I Agree**." The End-User License Agreement is required to use the CD-ROM Viewer software. Then click **Next**.
6. Browse to select the installation folder; then click **Next**.

7. On the Confirm Installation page, Click **Next**. You will see the progress page and the installation progresses.
8. On the Installation Complete page, click **Close**.

The CD-ROM Viewer icon will display on your desktop.

To download the decryption key from Lockbox Image Browser

From the Lockbox Image Browser desktop:

1. Open the Lockbox Image Browser Start Menu.
2. Click **Customer Profile**.
3. Click the **Management** tab.
4. Click the **Key Management** sub-tab.
5. Select the most recent CD-ROM key.
6. Click **Download**. The File Download window opens.
7. Click **Save**.
8. Navigate to the desired location.
9. Verify that the key is in the desired location. Click **Save**.
10. You will receive the message, “Download Complete.” Click **Close**.

To install the decryption key

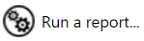
1. Click the **CD-ROM Viewer** icon on your desktop.

2. An information box asks for the location of the asymmetric key. Click **OK**.
3. An Explorer window opens.
4. Navigate to the decryption key. The file extension is .key.
5. Click **OK**. The lockbox data populates.

To download a virtual CD-ROM

As a security measure, your virtual CD-ROM is available by download from within Lockbox Image Browser.

From the Lockbox Image Browser desktop:

1. Click the Reports icon .
2. Click **Run a report...**  .
3. Select Virtual CD-ROM as the report and the date for the report.

   .
4. Click **Run Report**.
5. Return to the Report Outputs page and click on the file name. The file name starts with DCRomGroup and includes the date. The zip file is downloaded to the Downloads folder of your computer.
6. Unzip the file to a folder with the same name. **Note**: The folder and the file **MUST** be the same.
7. Place the folder in the CD-ROM Viewer software folder at the root level. The folder is usually C:\Program Files\CDROM Viewer.

When unzipping a file, the folder and the file name MUST be the same.

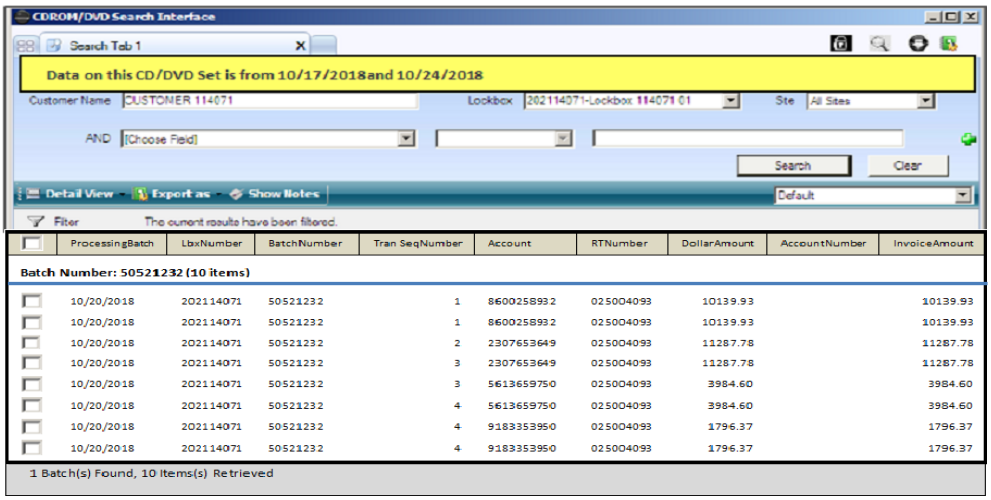
CD-ROM/DVD Search Interface

Performing a search allows you to find a specific remittance and to view remittance images. You may search using these fields:

Account Number	Invoice Number
Batch Number	Lockbox Number
Check Amount	Payment Type
Deposit Date	Routing Number
Invoice Amount	Transaction Number

To search for Lockbox images and data

1. Select the Lockbox. This is required even when you have a single Lockbox.
2. Enter your search parameters. You can search any field captured by Lockbox processing.
   a. Click to add additional search parameters.
   b. Click to remove a parameter.
3. Click **Search**. The search results will display in the bottom pane.



Search Parameters

Users can search any field captured during lockbox processing. Some organizations choose to capture different fields or label their fields differently. Below is a sample of the typical fields available:

Account Number	Invoice Number
Batch Number	Lockbox Number
Check $ (Amount)	Payment Type
Deposit Date	Routing (RT) Number
Invoice Amount	Transaction Number

To view images

1. From the Search results pane, select the images.
    a. Click the checkbox in front of the desired images, OR
    b. Click the checkbox in the navigation to view all images.
2. Double-click to open the image(s) in the transaction view.

To save images as a PDF

1. From the Search results pane, select the images.
    a. Click the checkbox in front of the desired images, OR
    b. Click the checkbox in the navigation to view all images.
2. Double-click to open the image(s) in the transaction view.
3. Click **Export to PDF**. The Information Box confirms the file was saved.
4. Click **OK**.

To conduct multiple searches

1. From the Search page, click a blank tab.

2. Enter your search in the new tab.

To print images

1. From the Search Results pane, double-click the line item. The transaction view will open.
2. Click the **Print** icon.

To change the search results layout

1. From the Search Results pane, click the **Detail View** dropdown.
2. Choose the desired layout.

Layout	Description
Batch View	Displays the search results on the batch level. This layout does not have an image preview. You can see the individual transactions in the batch, but not the images.
Detail View	This layout presents the individual items in the Search Results pane with an image preview.

If multiple items are selected by clicking on the checkbox, then the image of the last selected item will be displayed in the Image Preview pane. The Detail View Layout is the default layout.

To export images

1. From the Search results pane, select the images.
    a. Click the checkbox in front of the desired images, OR
    b. Click the checkbox in the navigation to view all images.
2. Click the Export as dropdown menu. **Note**: The .txt files are compatible with Word or WordPad but not with Notepad.
3. Click the desired file type.
4. Choose a location for the file.

To show/hide notes

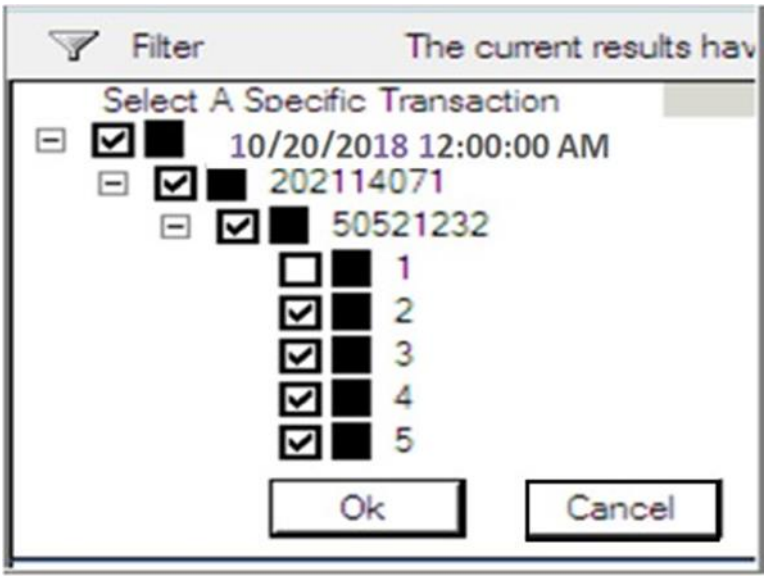
Lockbox CD-ROM lets you view or hide notes that were added using Lockbox Image Browser.

1. From the Search results pane, click **Show Notes**. The Notes pane toggles on/off.

To filter results

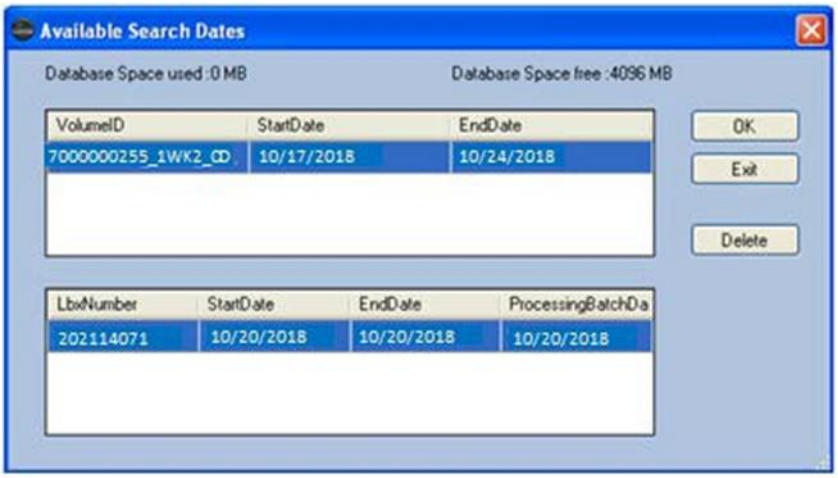
You can filter your results by batch, date, or transaction.

1. From the search results page, click **Filter**.
2. De-select options you don't want.
3. Click **OK**. A checkmark indicates the parameter is included in your search results. The absence of a checkmark indicates the search results are removed.



To view available CD-ROM data

1. Click the magnifying glass The Available Search Dates page will open.



Reports and Output

Two standard reports are available on the Lockbox CD-ROM:

- **Batch Summary Report** – summary information at the batch level for all batches in a lockbox
- **Batch Detail Report** – detailed information at the individual-item level within each batch

To Generate a Report

1. From the Lockbox Image Browser desktop, click the **Reports and Output** icon.
2. Select the desired report.
3. Select the lockbox.
4. Select the date parameters.
5. Click Generate Report.
6. Choose the location for the report.
7. Click **Save**. The report will open after it is generated.

Printing Reports

1. From the Open Report window, click the printer icon in the task bar. The Windows print dialog will open.
2. Select the destination printer.
3. Click **OK**.

Troubleshooting

If your lockbox data does not load, it may be necessary to initiate the data download from the CD-ROM into the CD-ROM Viewer application.

1. Click the download icon .
2. Click **OK**.

If You Need Assistance

Treasury Resource Center

You can access the most current version of this guide and other lockbox information by visiting the Receivables page of the Treasury Resource Center (treasuryresources.truist.com).

Client Services Support

If you need assistance, contact Treasury Solutions Client Support at treasuryclientservices@truist.com or 800-774-8179. Representatives are available from 8 am to 8 pm ET, Monday through Friday on bank business days.