Wholesale Lockbox
Lockbox Online Administrator Guide

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Introduction

Welcome to Lockbox OnLine, Truist's web-based application providing access to lockbox image archive and reporting.

This guide is intended to familiarize the company Administrator with the functionality and responsibilities associated with Lockbox Online, including user maintenance, group maintenance, data searches, report, and efficient and effective access of your image archive.

The viewer application consists of two components: Log Term Archive (LTA) and Client Decisioning Module (CDM). Both components of the application will be mentioned within this guide; however, details of the Client Decisioning Module are presented in a separate user guide.

This manual covers lockbox locations in Baltimore, Charlotte, and Orlando.

Your Responsibility for Maintaining Security

Your company must maintain appropriate internal controls over access to and use of Lockbox Online. Each Administrator has access to the Auditing reports 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 Online service or accounts, disable any affected user ID immediately, and contact Treasury Solutions Client Services at **800-774-8179**. Representatives are available from 8 am to 8 pm ET, Monday through Friday, on bank business days.

Important Note: Some information in screen images has been blurred to protect confidential information.

System Access

Lockbox Online can be accessed on the Internet at:
https://lockboxonline.truist.com/lms/truist/.

After login is complete, the Lockbox Online home page displays.

IDs and Passwords

Default log in credentials are provided to the Administrator for initial log in. User ID should be the administrator's email address. The initial password is temporary. You will be prompted to change your password the first time you successfully log in. You will also be prompted to set up three security questions. This is for your protection to help authenticate the individual logging in.

Passwords must:

- Be at least eight (8) characters in length
- Include at least one alpha and one numeric character
- Contain at least one upper case character
- Not contain repeated characters (example: jackie555)
- Not contain any portion of the User ID
- Cannot be repeated within a twelve-month period

Protecting Your Login Information

It is important to protect your login information. Your password is your personal access key into the system. Do not share or reveal your password to unauthorized personnel. Do not leave your login information on your desk or in public view. This creates a breach in system security which could allow unauthorized access to proprietary information.

To maintain site security, passwords should be reset anytime there is a possibility a password or login information may have been revealed to unauthorized personnel.

System Timeout

If your session is idle for more than 15 minutes, the system will time out due to inactivity and your access will be suspended. A warning message will appear three minutes prior to time out. If a time-out occurs, you will have to sign back on to the system. Note that data entry alone is not considered activity. Activity in Lockbox Online is recorded by page changes or the use of the **Add** button, Save button or other action in the system.

Simultaneous Logins

Simultaneous logins are not allowed. If you use another browser tab or workstation to log into Lockbox Online using the same user ID and password, the first instance of the application will expire and log you out. You latest active session will be valid.
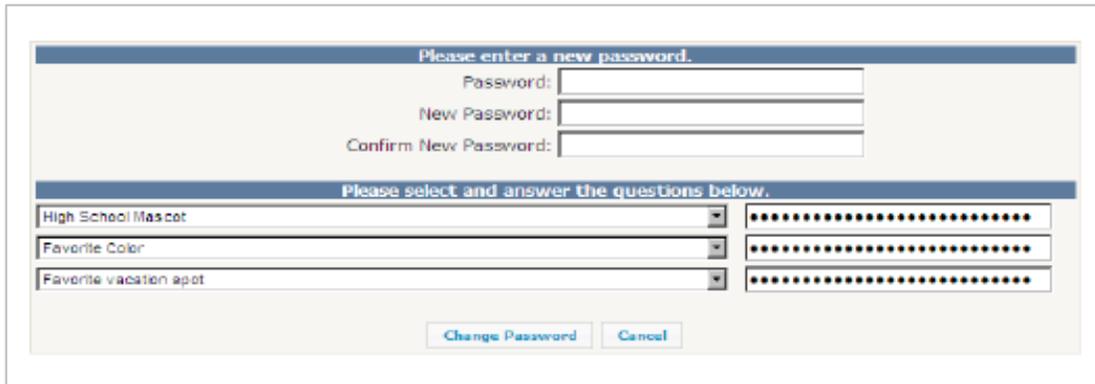
Unsuccessful Log in Attempts

Three unsuccessful log in attempts will lock the user out of the system. Users must contact the Administrator to have their password reset.

Truist Client Support can only assist the designated administrator(s). Therefore, we strongly recommend that at least two administrators be designated. In the event one administrator is away from the office, another administrator can assist system

User IDs are not case sensitive; Passwords are case sensitive.

If additional administrators are created, please advise Truist of the additional contact information for the second or subsequent administrator(s).

users. In addition, if one administrator gets locked out of the system, another administrator can assist with the lockout.

Initial Log In

Each security question offers a collection of choices as shown in the example below.

The answer fields for the security questions will, by default, have masking dots populated in the windows. You must delete those masking dots before entering in the security question answers. Once all the choices have been made and confirmed, click the **Change Password** button to save the selections.

Home Page Overview

The Lockbox Online home page contains a menu bar with the entitled features for each user. The following pages contain a brief description of the main areas of the home page.

Group Selection Bar

To the right of the Main Tool bar on the Home page is the Group drop down selection bar. This example has been enlarged to show more detail of the group levels.

Groups allow definition of an organization's data hierarchy. It is in this section where the company Administrator establishes a user's permissions to Lockbox OnLine. You may entitle any user to all access or restrict the user to a selected group of lockboxes.

The top level ("parent" level), ABC Company, Inc., is mostly used for Administration – user maintenance, user activity reports, etc. Archive searches are not conducted from this level. Modules are not visible at this level.

The second level, ABC Company, Inc. – Wholesale, is the main search level. It is from this level archive searches by both Administrators and users may be conducted for all lockbox archived data. Modules are visible at this level.

The third and consecutive levels recognize the data for each separate lockbox of the company. The Administrator may establish user entitlements restricted to a specific lockbox or lockboxes. Modules are visible at this level.

The level of entitlement established will determine the view the user sees when accessing Lockbox OnLine.
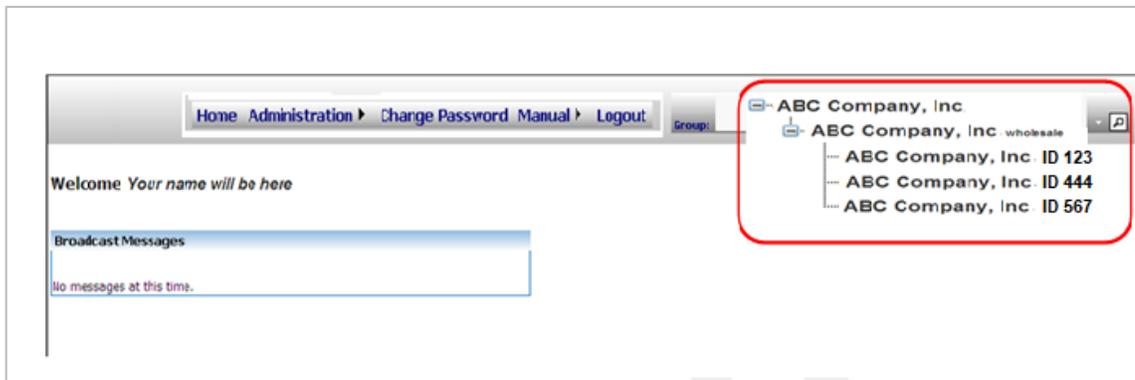
Access granted at one level provides access at all lower levels of the application. In this example, if a user's access is granted at the ABC Company, Inc. level, the user would have access to all lower levels (for example, the administrator). However, if the user's access is granted at the lowest level – ABC Company, Inc., ID 567, that user will only have access to work processed for lockbox ID 567.

Broadcast Messages

Broadcast Messages may appear when Truist has important information to share or when the administrator has an important message for users of Lockbox OnLine. The administrator can create broadcast messages to all users or to specific users, as needed. Please refer to the Group Maintenance section for more information. Please check this message section daily.

Menus

The menu bar is located in the center top of the website pages. The options that display on the menu bar, depend upon which level of hierarchy the user is accessing and that user's role or permissions. The options listed below display at the top level of the group hierarchy. It is from the Administration option shown here that User Maintenance is performed. Normally, only Administrator-related searches are made from this toolbar, such as user activity reports, etc.
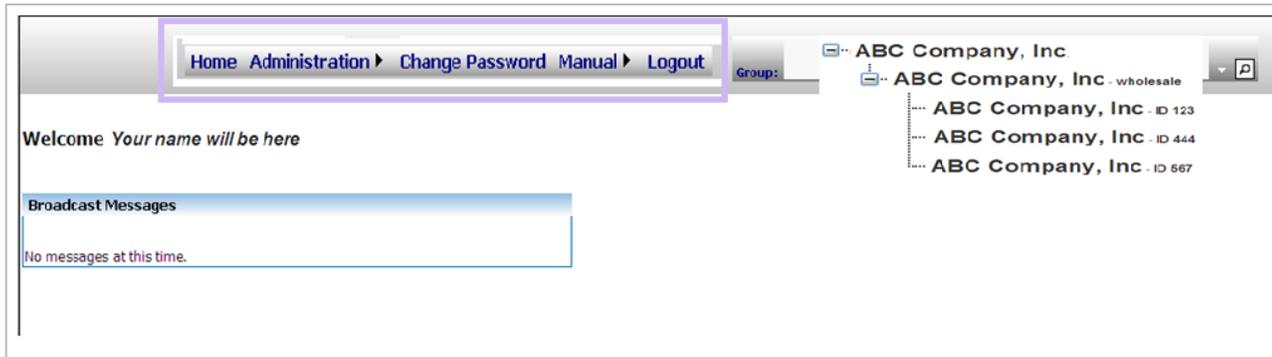
When accessing other levels of information in the hierarchy, different options display on the menu. The menu bar below displays at the second (and subsequently) levels of hierarchy information, but the options that appear vary from user to user based on the user's established roles.

A brief summary of each menu function is listed below.

Home - The Home screen allows a user to select a group from the dropdown menu located on the right. A user defaults to the group that was selected at last login. This is the only screen where the user can select the group. The user can select the application (described below) from the menu bar. The screen also shows any broadcast messages.

Selecting the Home option will return the user to the home page from any page within the application.

While good pagination practice may have dictated placing a page break before the Tables heading, we have allowed the table to span two pages for illustration.

Archive - Archive allows access to multiple search options for data and images. Users can access the archive of images from this option, or within the Archive dropdown under Modules.

Administration - The Administration module provides the Administrator with the tools to create, modify, and delete users, provide specific entitlements for the user, manage group information and reports showing the activity of the users in the various sections of the application.

Auditing is also available from the Administration module. Auditing is available to all users; however, there could be additional restrictions to the entitlements.
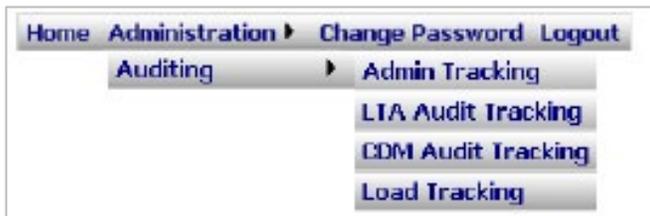
Change Password – Allows the user to change their password at any time. The security questions may be changed at this time however it is not required.

Manuals – A copy of both the Administrator Guide and User Guide can be found under this tab for easy access.

Logout – Signs the user out of the system.

The Modules Menu

After selecting the hierarchy Group to select the level of data needed (if multiple levels are visible), click on the Modules tab. The Modules tab provides access to the following:

1. **Archive** – Allows the user to search for processed documents and associated images via transaction data, check number, dollar amount, and other options. This Long Term Archive (LTA) will store historical information for up to 365 days. Search options are discussed later in this guide.

2. **Current Day Decisioning Module (CDM)** – Allows access to the client decisioning module, offering the option to review and process many rejected items into the current day's work.

3. **Reports** – allows access to reports and files from daily archive site ID's, client ID's, and date ranges.

See the *Current Day Decisioning Module User Guide* for details on using CDM.

Each user may be enabled or restricted to specific sections of the system as designated by the administrator. As an example, one user may have access to the Archive option, but may not have entitlements for Exceptions (in CDM) or reports.

Administration

The administrator uses the top level menu to perform all user maintenance including creating, modifying, deleting users and resetting passwords.

User Management

User Management is the area within Lockbox OnLine where the Administrator creates, modifies, or deletes users. Only those users entitled as Administrator-level users will have this option.

When **User Management** is opened, the list of any existing users is displayed. Each user's name is displayed as a hyperlink. Clicking on any user listed will open that user's profile and display all entitlements granted to that user.

At the first log on, there will not be any other users. The Administrator will be responsible for creating other users and establishing the entitlements for each.

Add User

To create a new user, click the **Add User** button at the bottom right corner of the user list.

The User Management User Details page displays. The details may differ, depending on how many lockboxes are available. The example below reflects one lockbox ID.

Complete the user information at the top of the screen.

The list of available group levels will be visible in the Available box on the left.
Select one or more for this user, then click the arrow pointing right to the Assigned box.

Once the selection has been made for the level of access, click on Save to complete this page and display the Roles page. Roles must be established.

Below is an example of a company that has several lockboxes; each box will have a different ID. For example, if the client is a municipality, and they have different lockbox IDs based on the post marks of the envelopes mailed, the different IDs will be listed in the event the Administrator would like to restrict users to specific IDs. Selecting the specific IDs will grant permissions only to those IDs selected.

The list of available group levels will be visible in the Available box on the left.

Select one or more for the user, click the arrow pointing right to the Assigned box.

Click **Save** to complete the privileges selections.

Assign Roles

After a user is created, at least one role must be selected for each user.

This is an example of a typical User Role assignment.

This is an example of a typical Administrator Role assignment
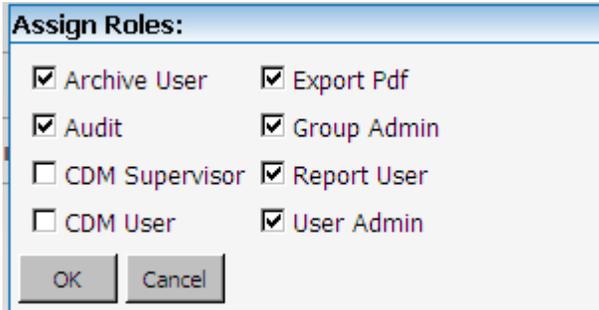
Roles that can be assigned are:

- **Archive User** – the user has permission to search the Archives of the Lockbox OnLine viewer.
- **Audit** – the user is able to access all Audit search options via the Long Term Audit (LTA) function.
- **CDM Supervisor** – reserved for Administrators using the decisioning module – future enhancement.
- **CDM User** – user functionality for the decisioning module – future enhancement.
- **Export PDF** – the user would have permission to download any archived data via PDF document.
- **Group Admin** – allows the Administrator to establish and monitor various group options within the application, including group reports, maintenance and broadcast messages.
- **Password Admin** – granting this entitlement would allow the user to become an Administrative-level user, capable of full access of the system, including creating users, resetting passwords, etc.
- **Report User** – allows the user to access all reports within the system.
- **User Admin** – allows the user full access of the system as an Administrative-level user, WITHOUT the permission for user maintenance.

NOTE: Users cannot modify their own entitlements. The following error message will appear.
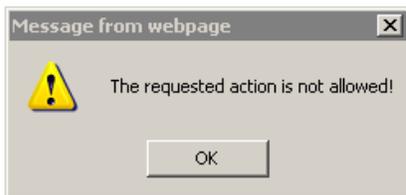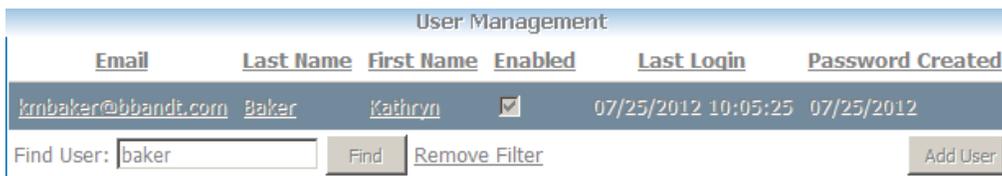
Modify/Delete a User

To modify or delete an existing user, access the user list via User Management. When User Management is opened, the list of any existing users is displayed. Each user's name is displayed as a hyperlink. Clicking on any user listed will open that user's profile and display all entitlements granted to that user.

If there are more users than can be displayed on the page, a user can be located by a search feature, called Find User displayed at the bottom left corner of the user display list. Users are modified or deleted from the Find User option. Enter the last name or first name of the user needed, click on Find, and that user's information will be displayed.

Once a user is located, the existing entitlements are displayed. The user can then be modified or deleted as needed.

From this page, click on Edit to see the entitlements granted to this user and make any modifications. Save when finished.

Reset User Password

Only an Administrator-level user with password privileges will be able to reset user passwords on Lockbox OnLine viewer. Once the user information is displayed, enter the password information needed. Keep in mind the password must be at least 8 characters in length, include at least one alpha and one numeric character, must contain at least one upper case character, and must not contain repeated characters (example the word password; jackie555). In addition, the password may not contain any portion of the user's ID, and cannot be repeated within a twelve-month period.

Example, use new1+ the first four letters of the user's first name (new1Daph for user name Daphne.) The same password should not be used for all users. The new password must be entered into the Password field then entered a second time into the Verify Password field. Once completed, click **Save**.

User Privileges

The User Privileges option offers a report of all users and the Roles granted to each person.

Here is an abbreviated sample of the report – it is too wide for all the columns to fit on this page; however, some of the options are available.

Advanced Administration Functions

Group Maintenance

As Administrator, there are group options available to further establish the users and their entitlements.

Shown below are the various functions available under Group Management, an overview of their usages, and some examples of their usage.

These administrative functions are not required for basic administration and user rights.

- **Group Administration** - allows the Administrator to establish specialized groups of users within the company.

- **Field Administration** - allows the Administrator to monitor the report fields created in Lockbox OnLine; the names of the fields and the order in which they appear may be changed.
- **Broadcast Administration** – allows the Administrator to create and manage specialized reports for various groups of users.
- **Group Access Administration** – allows remote access by building IP addresses into the system.

Group Administration

The Administrator can add different groups for different purposes. For example, you have one sub group for ID 12345 and you want to segregate that ID into two groups by invoice numbers. The Administrator can establish a group with invoice number 123456789 and a second group with invoice number 987654321. From there, the Administrator can advise user A will only have access to sub group 123456789 and user B only access to sub group 987654321.

When groups are created, always have the **Enabled** check box checked – otherwise the user would have no access to the system at all.

Field Administration

When **Field Administration** is selected, all the created fields and definition labels are listed, along with all the options created for those fields.

Select **Edit** to change the verbiage on a field label, rearrange the way they are displayed, etc.

For example, from the display above, you want to change the field in the **Checks** type labeled **Account#**. Select **Edit** to display the details, shown in the image below.

Change the field label as desired, click **Update Field** to save it. Currently, the display order for this field is 5. Again, change the order as desired, click **Update Field** to save the changes.

Broadcast Administration
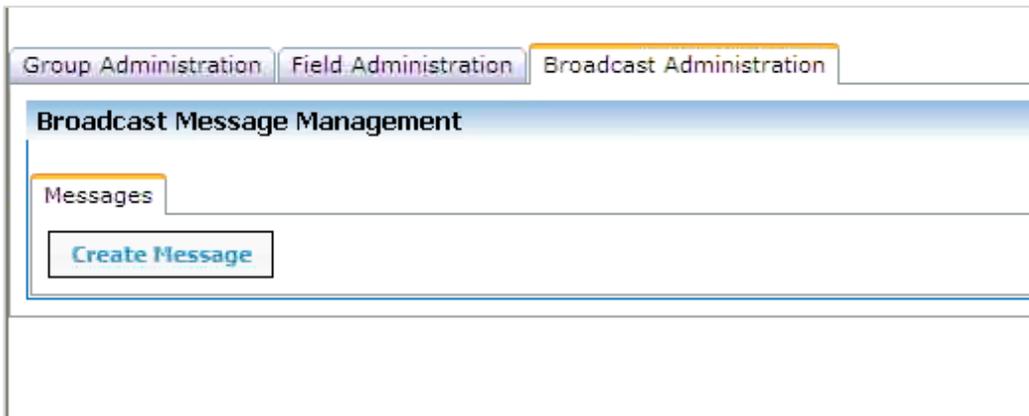
Broadcast Administration allows Administrators to create and control messages that will be displayed to users on the landing page. The Broadcast Administration tab will list current messages for selected groups.

Messages are created at a group level and can be displayed to sub groups.

To begin, click on the Create Message button. Type in the message, and select the start/stop date/time and the groups who should see the message.

Group Access Administration.

Many companies offer their associates the opportunity to work from home one or more days a week. Lockbox OnLine viewer application is a secured application. In order for a user to work from home, their IP VPN information must be added to the validated user list to allow remote access and yet still remain secure.

To allow a user remote access, the IP information must be entered into the system by the Administrator.
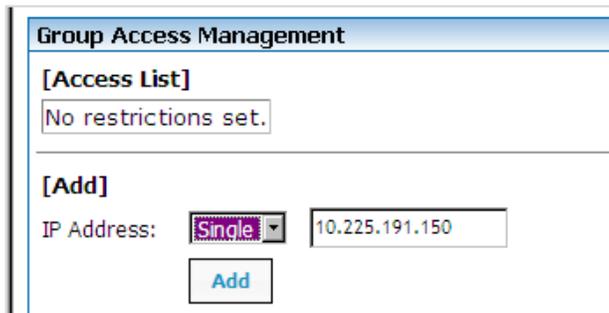
Here is an example of how the captured information is listed in Lockbox OnLine.

If You Need Assistance

Treasury Resource Center

You can also access the most current version of this user manual, plus other reference and training materials, by visiting the Treasury Resource Center at 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.