

## Quick Reference Guide

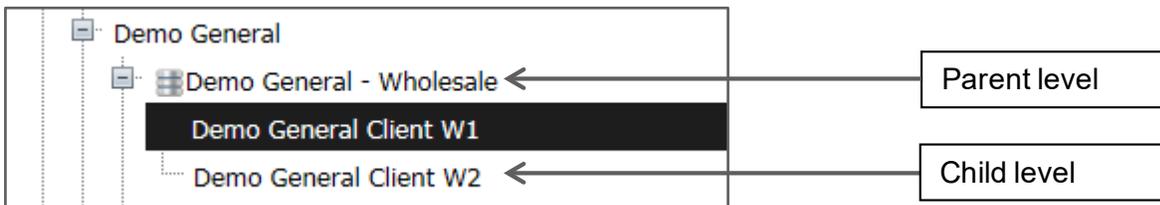
### Truist Lockbox Online

1. Login using your credentials, which will include a User ID, Password, and the answer to one of your Challenge Questions.
2. Always check first for any Broadcast Messages. These can be alerts regarding new functionality, weather alerts, etc.

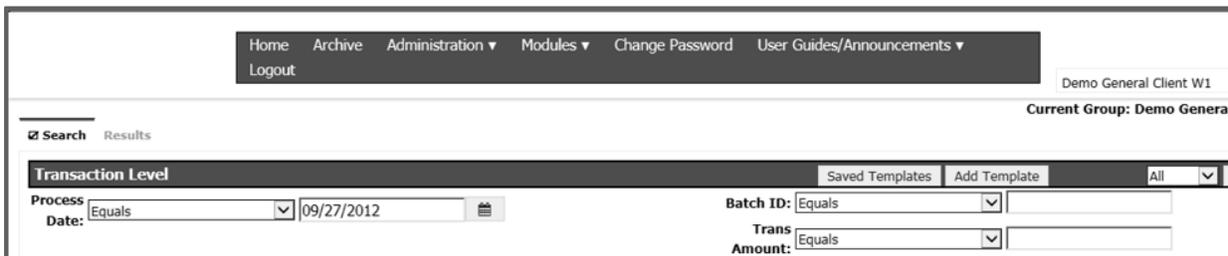


You can also go to the Toolbar and click User Guides and Announcements to view the User Guides or any recent or upcoming announcements.

3. To begin any search in the portal, click the dropdown in the upper right corner from the "parent" level to the "child level". The child level will always contain a number, such as ABC Co- 01234 for an individual lockbox. At the parent level, you can search across all your lockboxes.



4. You have several ways to view your images of both transactions, documents without checks (correspondence) and exceptions. If you are searching for just one item or a set of items, then you can go to **Modules/Archive**. Pick your process date, or a range of dates, from the calendar in which you wish to search. The below example is an open search for anything imaged on 9/27/12:



At this point, you can easily just hit **Search** on the right side to bring up all the items for your search results.

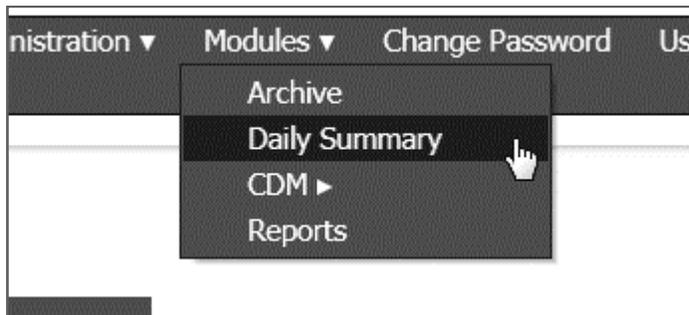
Search <input checked="" type="checkbox"/> Results													
9 Results.													
		Process Date	Tran #	Item Type	Account#	Applied Amount	Invoice Number	Check#	R / T	Batch ID	Client ID	Seq#	Trans Amount
	<input type="checkbox"/>	20120927	1	Check	7630150	\$900.24		123456	53101121	700462	09990	3	\$900.24
	<input type="checkbox"/>	20120927	1	Stub		\$450.12	8429865			700462	09990	2	\$900.24
	<input type="checkbox"/>	20120927	1	Stub		\$450.12	7898450			700462	09990	10	\$900.24
	<input type="checkbox"/>	20120927	2	Check	1000000340659	\$1,999.60		3796	53101273	700462	09990	5	\$1,999.60
	<input type="checkbox"/>	20120927	2	Stub		\$1,999.60	100734			700462	09990	4	\$1,999.60
	<input type="checkbox"/>	20120927	3	Check	9600124563	\$12,220.66		456876	53101121	700462	09990	7	\$12,220.66
	<input type="checkbox"/>	20120927	3	Stub		\$12,220.66	4567898			700462	09990	6	\$12,220.66
	<input type="checkbox"/>	20120927	4	Check	989930150	\$2,000.25		19594	53101121	700462	09990	9	\$2,000.25
	<input type="checkbox"/>	20120927	4	Stub		\$2,000.25	1003268			700462	09990	8	\$2,000.25

5. To view the actual images, you have several options:

The screenshot shows the search results interface with several callouts:

- Click here to view a single image:** Points to the Adobe icon in the top left of the search results header.
- To view your entire results in a PDF, click the open box beside Process Date which selects all your items and then click the Adobe icon:** Points to the open box icon next to the 'Process Date' column header.
- You can also save your search results to an excel file:** Points to the Excel icon in the top left of the search results header.
- Click open to view/print:** Points to the open box icon next to the first search result row.
- Click here to view the entire transaction:** Points to the open box icon next to the last search result row.

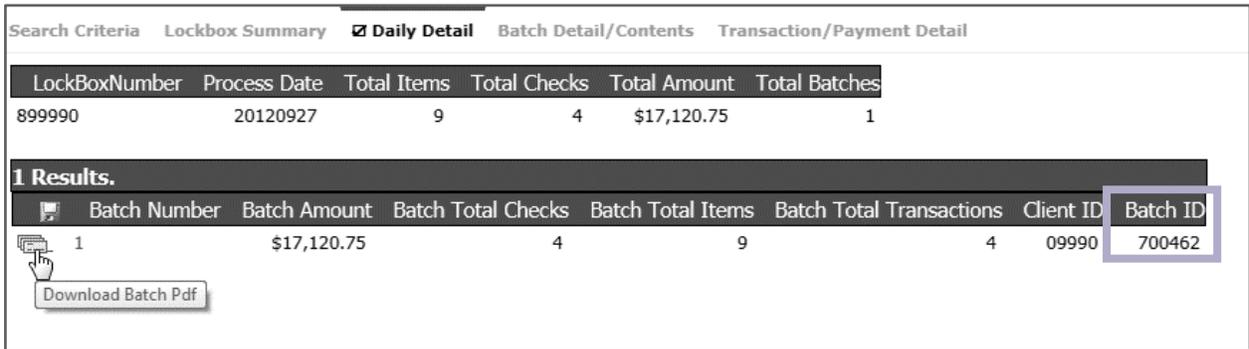
6. Another great way to view images is to use the Daily Summary Module.



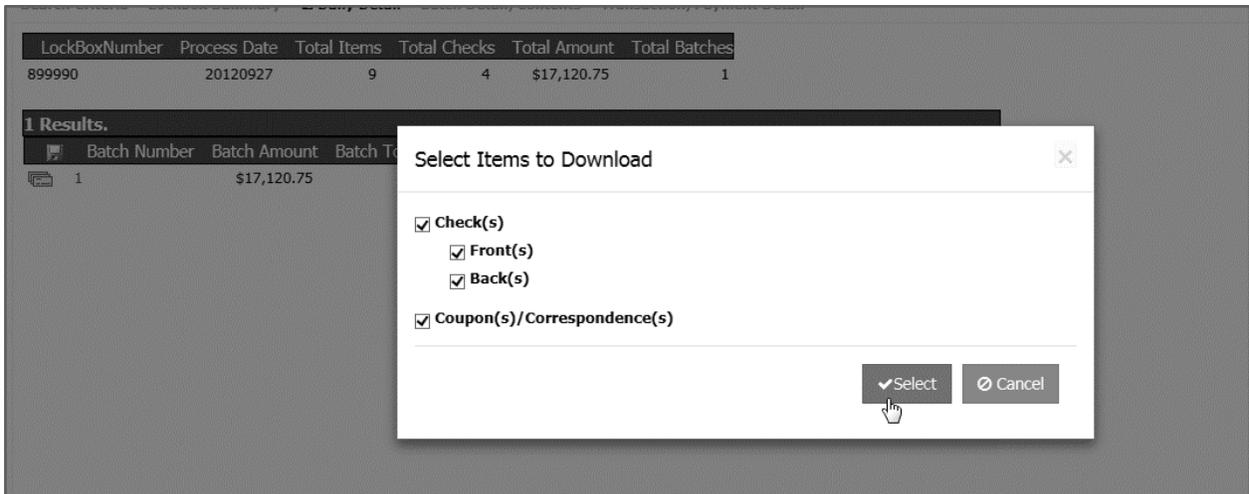
- Select your date range as needed. NOTE: the search “range” is limited to 10 days maximum, but you can also just select one day to view. You may either click the calendar to choose your dates or type in the dates with MM/DD/YY format.



Once the date or date range is displayed, you are now able to drill down into the details using the hyperlinks, first clicking on your lockbox number, and then drilling down into each batch, and creating a PDF in order to view and print each image.

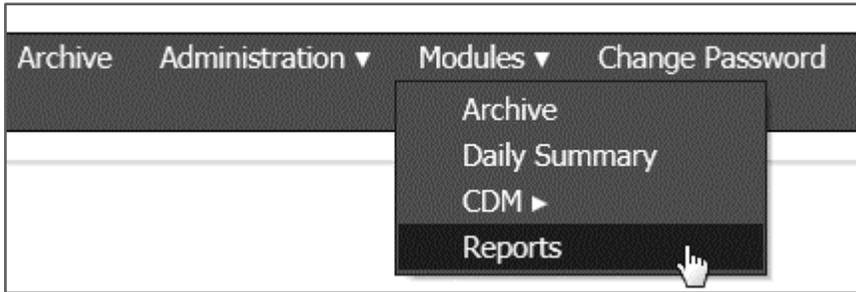


Your batch ID for each batch is on the far right side should you need that for additional searching.

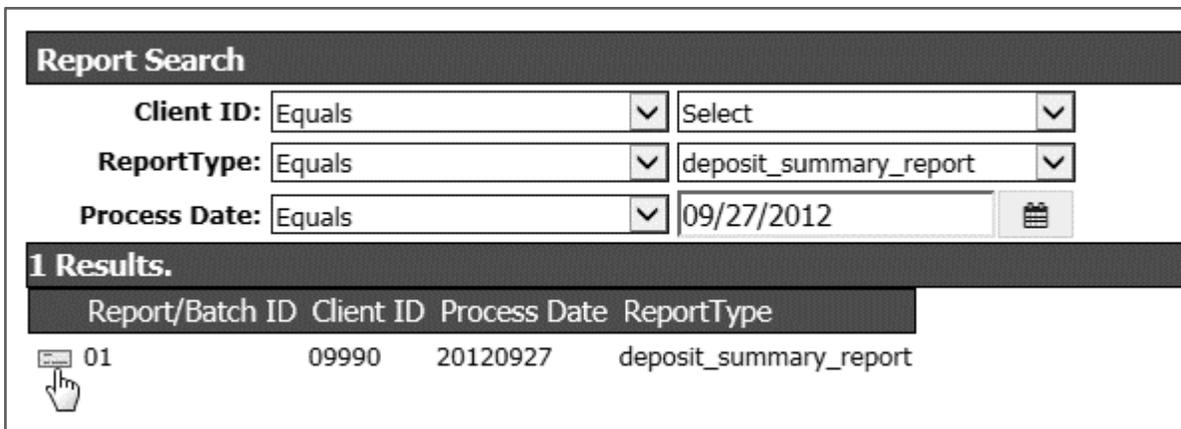


If we are imaging any exceptions for you (documents with no check, or checks you have asked that we return to you), those batches will contain a 0 as the batch amount. Make sure and open any \$0 batches as those might require additional action for posting or reconciliation.

- There are also several pre-formatted reports that are available to each client. To view reports, go to **Modules** and then **Reports**.



Pick the report you want to view from the Report Type dropdown list, input your date or date range and click Search.



Report/Batch ID	Client ID	Process Date	ReportType
01	09990	20120927	deposit_summary_report

Click the document icon to open the report for viewing and printing.

## Getting help

Click the **Help** link at the top right of any page.

If your **User ID** or **Password** becomes disabled, contact your administrator about resetting your User ID and Password.

For all your other service needs, contact Treasury Solutions Client Support at [treasuryclientservices@truist.com](mailto:treasuryclientservices@truist.com) or **800-774-8179**. Representatives are available from 8 am to 8 pm ET, Monday through Friday, on bank business days.