


Quick Reference Guide

Lockbox Image Browser

Truist Lockbox Image Browser is a web-based application for viewing lockbox information and images of checks and other remittance documents received through your lockbox. Lockbox Image Browser provides convenient and secure web access to payment information. When you log in for the first time, you will be prompted to change your password and assign a security question and secret answer. Passwords must be eight characters long and contain at least one of each of the following character types: upper case, lower case, numeric.


Changing your password

To change your password:

1. From the **Lockbox Image Browser** desktop, click the gear icon  located in the lower right corner. Your profile information displays.
2. Click **Change Password**. The **Change Password** page displays.
3. Complete the change password information.
4. Click **Save**.


Assigning a security question

To assign a security question:

1. From the Lockbox Image Browser desktop, click the gear icon  located in the lower right corner. Your profile information displays.
2. Click **Change Question/Answer**. The Change Security Question page displays.
3. Enter your password. Then, modify your questions and answer as needed.
4. Click **Save**.


Searching for lockbox images and data

To search for lockbox images and data:

1. From the Lockbox Image Browser desktop, click the search icon  located in the lower left corner.
2. Enter your search criteria. You can search for any field captured in lockbox processing.
Note: You must use the deposit date as one of the search criteria.
3. Click **Search**.
4. Drill down to the images and transaction data by double-clicking items in the search results pane.
Click **Open Transaction**.


Emailing images

To email images:

1. From the search results pane, with the item open, click the email icon  in the upper right corner of the pane.
2. The new email opens. Enter recipient and subject.
3. Adjust the Attachment Options as necessary (Images: Front only or Front and Back, Notes: Included or Not Included).
4. Add any text to your email and click **Send**.



Running a report

To run a report:

1. From the Lockbox Image Browser desktop, click the Reports and Outputs icon .
2. Click **Run a report**. The reports list displays.
3. Select the desired report. The required parameter for the selected report display.
4. Enter the required parameters.
5. Select the desired output format. The choices are .pdf, .csv, .xls, .xml, .rtf, and .txt.
Note: the .txt files are compatible with Word or WordPad, but not with Notepad.
6. Click **Run Report**.

Exporting data

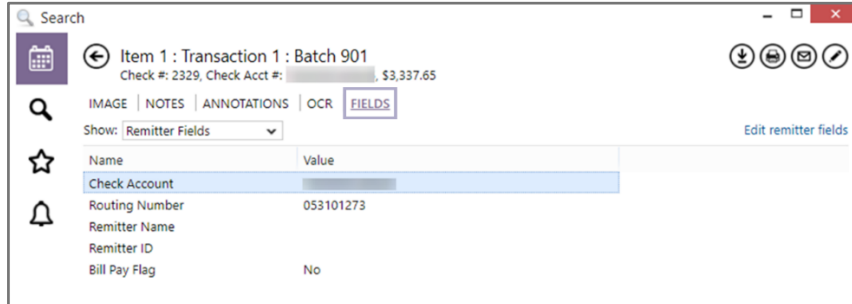
To export data:

1. From the Advanced search results pane, select the items you want to export; then click the Export Search results icon .
2. Select the desired file type. A notification displays as the export progresses.
3. Click the Download icon  when the export is complete. The file opens from your computer.

Showing /hiding the remitter fields

To show / hide the remitter fields:

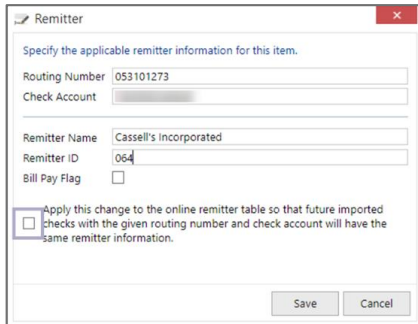
1. From the Search results pane, open a check item.
2. Click the Fields link to toggle between show and hide remitter fields.



Adding or editing remitter information

To add or edit remitter information:

1. From the Search results pane, display the remitter fields as described above; then, click Edit remitter fields.
2. A form opens. You can enter or edit the Remitter Name, Remitter ID, and Bill Pay Flag. The Routing Number and Check Account cannot be modified. If you want to save your hangs to the online remitter table, check the box indicated in the image below.

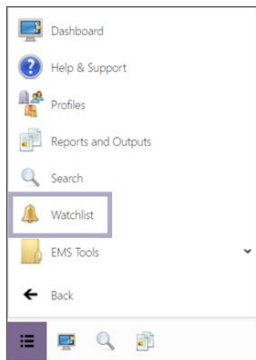


3. Modify the control total details as appropriate. Click **Save**. A confirmation message displays.

Creating a Watchlist

To create a watchlist item:

1. From the Lockbox Image Browser Start menu, click Watchlist.



2. Click **New**.
3. Complete the Watchlist Entry fields:
 - a. **Information:** enter a name for the entry and the active date range.
 - b. **Criteria:** select the criteria using fields captured during lockbox processing.
 - c. **Notifications:** specify when notifications should be sent and to whom (populates the Email tab).
 - d. **Access:** specify which users or groups have access to modify the entry.
 - e. **Lockboxes:** indicate whether the criteria applies to all lockboxes or specific lockbox(es).
 - f. **Email:** Enter email addresses that will receive the alerts notification. Only email addresses in the Lockbox Image Browser application can be selected. A notification will also appear in the Alerts gadget.
4. Click **Save**.

Getting Help

If your **User ID** or **Password** becomes disabled, contact your company's administrator for the service about resetting your User ID and Password.

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