American National Bank
Lockbox – Customer User Guide

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Overview

RemitWeb allows users within lockbox customer organizations, to search processed images of coupons, checks, forms, and transactions, and create reports on RemitPlus processed work. RemitWeb gives you access to information in real-time, and provides lockbox customers with a secure avenue through the Internet for:

- Downloading daily accounting system extracts
- Downloading custom reports or announcements
- Creating PDF copies of processed items
- Extracting data from captured information
- Uploading files to the lockbox

For a lockbox service provider, RemitWeb offers an easy and secure way for customers to access data on demand, while keeping data under control, and can eliminate unnecessary steps in fulfilling the customers' needs.

RemitWeb gives you immediate access to searchable information without the need for additionally installed software.

The Basics

Before diving into the specifics of RemitWeb, it helps to understand some basics about the RemitWeb site. This section provides an overview of items beneficial to a new RemitWeb user.

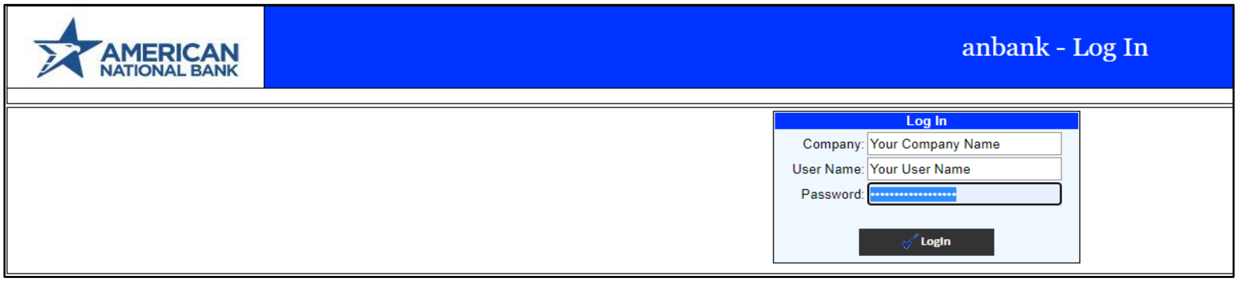
Lockbox Operation

Example: A lockbox is providing services to a utility company. The lockbox scans remittance into two RemitPlus projects, Regular Remittance and Late Payments. The utility company wants these projects separated for reporting purposes, but still needs access to both projects' data. In RemitWeb, a site admin creates a company called Utility Company with two categories, Regular Payments and Late Payments, and adds the project to match. After creating users, the utility company can search through both projects while keeping their search results separate between projects, by specifying the category they would like to search. They can create reports for all processed items or for one specific category.

Users and User Roles

User rights and limitations are defined by two different components of a user's login identity. The login identity appears after successful login, immediately below the default site logo and site banner.

Login Identity Placement



The two components that make up the login identity are the user type and the user rights, for sections available when the login is created, such as the option to view the reports or downloads sections.

There are two user types:

- Users are assigned to a company and only have access to the categories within that company. They cannot create, modify, or remove other users, but can search, download files, and create reports. An example of this user would be a customer service or front counter employee working at a utility company.

- Company Administrators (CompanyAdmin) are assigned to one company specifically. They manage only the users within that company, but can add new users, manage user rights, and delete users. They have access to the same privileges as a user. An example of a person with this user role would be the customer service manager at the utility company.

System Information

The system requirements for using RemitWeb are minimal, but they must be met in order to display images and data correctly.

- Screen resolution of 1024 x 768 or higher
- At minimum, Internet Explorer 7, Firefox 3.6, Opera 10, or Safari 3
- 128-bit encryption capable browser
- Microsoft Silverlight plugin for images (If not installed, a link is provided at the login page and the search area)
- Adobe Reader 8.0 or higher

Help Menu

All users, regardless of their roles, have access to the **Help** menu. To open the User's Guide for your current user role, select the **Help** menu and a pop-up PDF copy of the User's Guide will appear for viewing or downloading.

For site admin and company admin users, hovering the mouse over the **Help** menu displays a list including the User's Guide, Company Admin User's Guide, and Site Administrator's Guide. The User's Guide options given are based on the current login identity's user role.

Changing Your Password

When a new user is created or an administrator changes a user's password, RemitWeb generates a temporary password. The system will never display currently used passwords other than temporary assigned passwords. After an initial successful login to RemitWeb, the user will be asked to change their password.

1. On the **Change Password** menu, type your **Old Password** and then **New Password** twice.

   The password is required to be, at minimum, 7 characters long and include at least one numeric and one special character, such as @, !, or $.

2. Select **Save**.

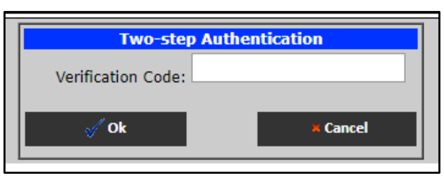
Logging In

If you are logging in for the first time, type the temporary password given to you by the administrator. The system will take you directly to the **Change Password** section. You are required to change your password before you can continue.

1. Navigate to https://www.remitlockbox.com/ANBank/login.aspx
2. Type **Company**, **Username**, and then **Password**.
3. Select **Login**.

   On your fifth consecutive failed attempt to log in, the system will disable your login. Contact a system administrator to reset your login.

4. User will be prompted to Enter an additional authentication key that will be emailed to them upon sign-in.

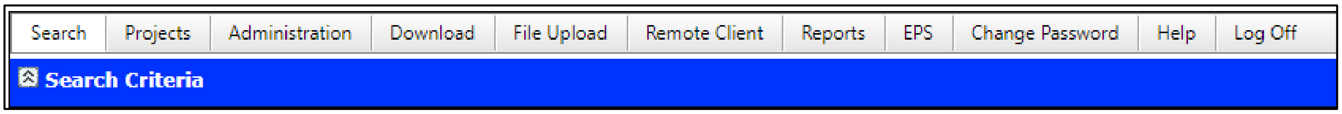


Logging Off

For security reasons, it is important to log off of RemitWeb when you finish each session. However, the system will automatically log off the current user if the session is idle for a defined period of time. To log off of RemitWeb, select the **Log Off** menu, which will take you back to the **Log In** screen.

Main Navigation Bar

A customer Admin or User will have access to some or all of the navigational links below. These links allow the user to navigate through searches, user admin, and reporting.



Search Menu

The **Search** menu is comprised of two sections:

- **Search Criteria** – When you select the **Search** menu, RemitWeb automatically displays the search criteria section. When results from a search are found, this section will collapse to provide more viewable area for results.

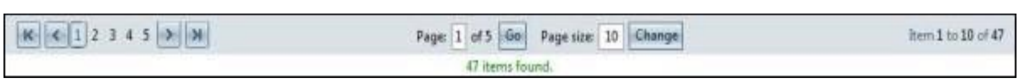
- **Search Results** – After you perform a search, RemitWeb will expand this section and display the following:
- A grid with values from all matching search results
- A details sub section with additional information about the selected item
- An image of the currently selected item from within the results

To manually expand or collapse each section, select the section headers.

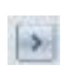
If the matching search results comprise more than one page, the system displays a bar immediately below the grid. This bar contains several components for navigating through the search results pages:

- Links and **Page** field to navigate through the search results
- **Page size** field to change the number of items that appear
- The number of items displayed out of the total matching search results

Search Navigation Bar



Use one of three methods to navigate through multiple pages of search results:

- Select the  left arrow  and right arrow buttons to page through results.

- Select the page number you want to view.

- In the **Page** field, type the page number you want to view and then select **Go**.

If the grid of results displays too few or too many results per page, the user may change the amount of items that appear at one time using the **Page Size** field. Type the desired amount of items per page and then select **Change**.

Editing Information

On the item you wish to edit, select the pencil icon in the left column.

Any information may be altered, with the exception of names. If it is necessary to change name information, the name must be deleted. Once it is deleted, set up the name using the correct information.

Deleting Information

On the item you wish to delete, select the trash icon in the right column and then click **OK**.

Search Criteria

The **Search Criteria** section of the **Search** menu allows you to type as much or as little information as necessary to find items. The fields given in the **Search Criteria** may differ from one category to another.

Field Definitions: Search Criteria

Some criteria may include two fields, a **From** and **To** field, so that you can search within a range. You can leave the **To** field blank if you do not want to search within a range. For example, if your criteria includes fields for a range of check numbers, but you want to search for one specific number, type that number in the **Check Number From** field and leave the **Check Number To** field blank.

Applied Amount

This field is the amount applied to the account number if the project includes an equivalent account number field. Otherwise, this is the check amount.

Categories

This field appears only if your access rights allow you to search more than one category. Select the category that you want to search.

Run Date

You can define a run date by doing one of the following:

- Type a date in the format month/date/year. For example: 8/27/2009.
- Select the calendar icon to select a date.
- Select a pre-defined range of dates from the **Date Range** list. RemitWeb automatically fills the **Run Date** fields with the corresponding dates.

Status

You can search for items with selected status:

- **Completed** - includes all items that have been processed
- **Rejected** - includes all items that have been processed and flagged as rejected. It also includes items that have been captured but have not yet finished processing.
- **All** - includes both completed and rejected items

Searching for Items

1. On the **Search** menu, make your selections or type the desired values in the **Search Criteria** section.
2. Select **Search**.

   Select **Reset** to change the **Categories** or clear the **Search Criteria.**

Search Results

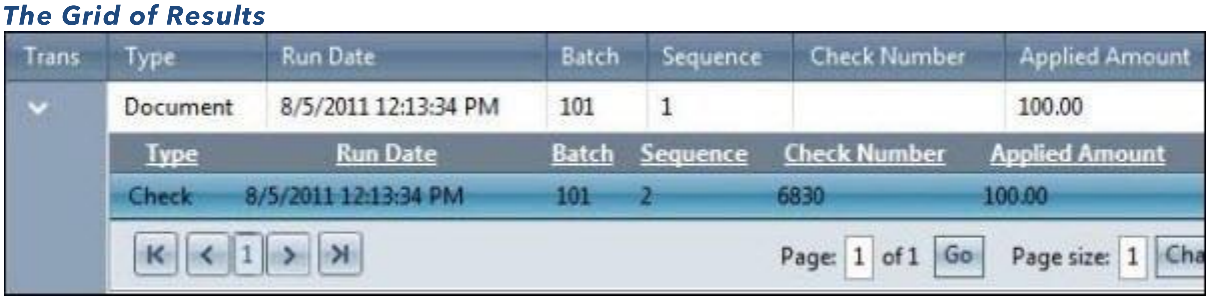
Once the user selects **Search**, the **Search Criteria** section will collapse, expanding the **Search Results** section. This area includes four sub-sections: the grid of results, **Details**, selected item image, and **Export** menus.

The Grid of Results

The fields displayed in the tabular grid of results are configurable within the RemitWeb category. Items in a rejected or uncompleted status appear in red text, and colors in the grid alternate for ease of navigation.

The far left column is called the Transaction column. Select the arrow in this column to expand the selection and display all items in the transaction associated with the selected item.

The Grid of Results



To group items or sort items by column header, select the column header name or drag the column header name to the bar above it. To reorder fields displayed within the grid, select and drag the column header to another position. RemitWeb initially displays search results by run date and sequence number. However, you can change the way the display appears by:

- Grouping by column header
- Sorting items by column header
- Both grouping and sorting items by different column headers

Grouping Items by Column Header

1. Point to the column header you want to group by until the cursor changes to a 4-way arrow.
2. Select and drag the column header above the center of the bar.
   The system groups the results by the selected column header with labels between each group. Just above the grid, the system displays the name of the grouping with a triangle icon that allows you to change the order of the grouping.
3. Select the triangle icon next to the column header to switch the groupings to ascending or descending order.

Sorting Items by Column Header

1. Select the column header.
   - RemitWeb will sort the data based on the column header you selected in descending order.
2. Select the triangle icon next to the column header to change the data from ascending or descending order.

Selected Item Information

The first item that is found in the search results immediately appears in the sub-sections below the grid of results. If you select and highlight an item within the grid of results, the **Details** section and selected item image change to reflect the information for the selected item.

Details

The section under the **Details** bar is collapsed by default. Select this bar to expand the **Details** section. This gives additional fields for the selected item different from the results in the grid of results. The fields given in the **Details** section can be configured within the RemitWeb category. Certain fields are not allowed in the grid of results, but may be configured to be shown within the **Details** section, such as the **Document ID** or **Transaction ID**. These fields may never be necessary information for customers because they are only relevant to SQL or the RemitPlus service.

Details

Details			
Document Id	8c96cd4c-1efc-4e73-b63f-98ce3cd93da1	Project Id	BA63C37F-5DA8-4F58-8268-76BEA88DB563
Transaction Id	bb21416c-b0ab-4f3f-bbcc-0ff45319a61f	Status	Completed
Routing Number		Check Account	
Check Amount	100.00	Amount 1	930.72
Amount 2	1824.21	Amount Full	2708.40
BatchId	b736f6b0-f2c0-414a-b749-28cdbb73aee9	Category	DocCheck
Run Id	d1a871fc-390b-4265-a415-1b9432c37bac		

Image

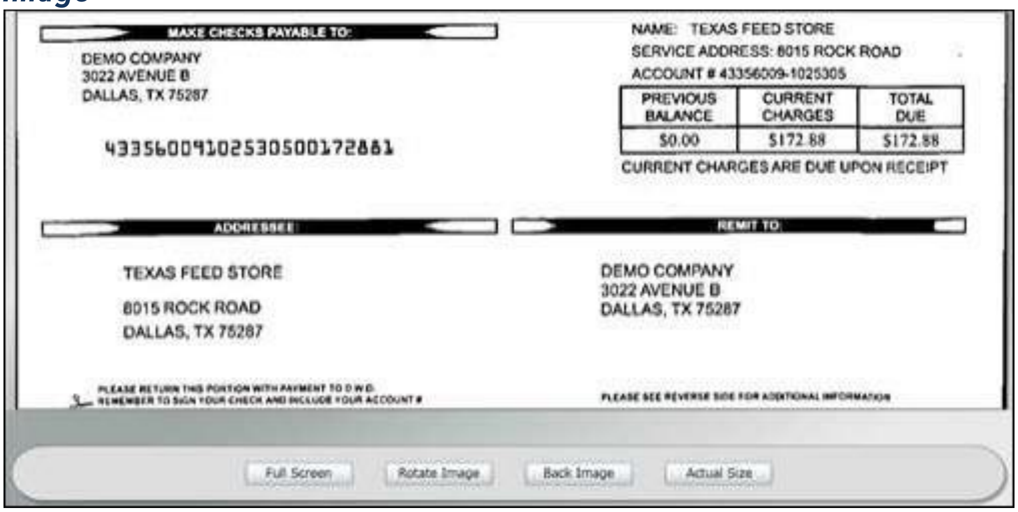
When an item is selected in the grid of results, a Microsoft Silverlight enhanced image of the item appears just below the **Details** bar. The image area includes options for adjusting how the image looks to the viewer.

If you select anywhere within the image, a magnifying glass utility displays an enlarged section of the item image. Select and drag the mouse across the image to move the magnifying glass from one point to another. Release the mouse in the spot where you want the magnifying glass to rest. Select the mouse again to reset the utility.

Functions: Image

The field definitions below are listed in order of how they appear on screen.

Image



Full Screen

Allows you to enhance the size of the item. To exit, press the Esc key.

Rotate Image

Allows you to turn the image 90 degrees. Select **Rotate Image** once more to rotate the image 180 degrees, then 270 degrees, then back to its original position.

Back Image

Allows you to view an image of the back of the item selected.

Actual Size

Allows you to view the true size of the item.

Exporting Results to a File

The bottom section in the **Search Results** is made up of two tabs: the **Export to PDF** tab and **Export Grid** tab. Users may opt to create PDF copies of the images of items in order to print, save, or create Word, Excel, or .CSV (comma separated values) files of the data contained in the grid of results. Select the appropriate tab to display the criteria for exporting.

Exporting Images and Information to PDF Files

The following image shows the options for creating a PDF file export. Once you select the options, select **Export** to select a location on the local computer where the file will be saved.

Export Functions

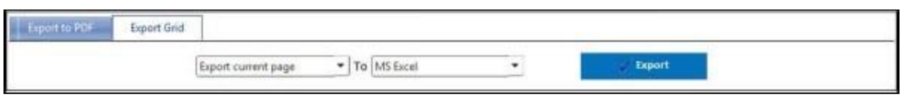
There are several options for creating the PDF file:

- Choosing to create the PDF with only the selected item, the current page of items listed in the grid of results, or the whole transaction associated with the selected item
- Listing the **Main Data** which includes all information about the item in the grid of results
- Listing the information given in the **Details** section
- The Front Image
- The Back Image

Exporting the Grid of Results

The following image displays the options for creating an export file from information within the grid of results. This export type is data only and does not include images. While RemitWeb creates files in Microsoft Office formats, it does not require the Word or Excel programs to create the file. However, your system does require the programs to open the file type.

Export Function



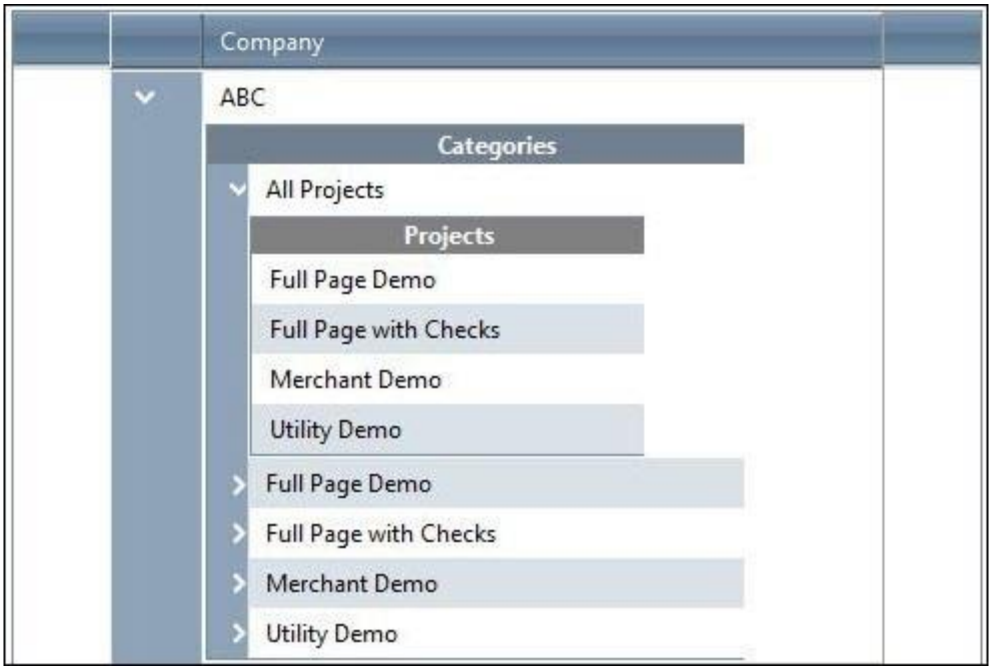
When you select **Export** in the **Export Grid** menu, you can create files with two options sets:

- Either **Export current page** from the grid of results page or **All Pages**
- Create either a Word, Excel, MS ExcelIML, or CSV (comma separated values) file

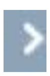
Projects Menu

The **Projects** menu displays a list of the categories and projects you can search. The following graphic shows the **Projects** menu for a company called ABC. Your **Projects** menu may contain fewer or more categories and projects.

Projects Menu



- **Company** - The name of the company for which you are logged in.
- **Categories** - Your **Project** menu may contain one or more categories.
- **Projects** - Each category contains one or more projects. ▪ Collapse or Expand icons:

 Select to expand the view of information under a selected company or category name.

 Select to collapse the view of projects under a category or category under a company name.

Administration Menu

The **Administration** menu is only available to company and site administrators. For company admin users, the only available option is to maintain users within the company they are assigned. All other sections are exclusively for site administrator users.

Four selections make up the **Administration** menu:

- Maintain Users
- Company Categories/Projects
- Global Settings
- Database Cleanup

Maintain Users

Searching for an Existing User

1. On the **Administration** menu, select **Maintain Users**.
2. Select the type of information you want to **Search By**.
   » User Name
   » Company Name
   » Role
   » Email
3. Type the search criteria in the text box.
4. Select **Search**.

Adding a New User

1. On the **Administration** menu, select **Maintain Users**.
2. Select **Add New User**.
3. Type or select applicable information in the **Account Info**, **Security Options**, **Features**, and **Reports** sections.
4. Select **Save**.
   A **User Added** bar will appear at the top of the section with information the user will need to log into RemitWeb.

Field Definitions: Maintain Users

Account Info

The information specific to the user such as the **Username**, that is used to log in to RemitWeb, **Email address** assigned to the user, and the **Role** the user is associated with.

Email address values must be unique per Company.

Active

When selected, it lets the viewer know that this login has been disabled by an administrator.

Copy

Copies the information to your windows clipboard for immediate pasting into the document type of your choice.

Email

Uses the email address associated with that user and prefills an email using your computer's default email program. For the email feature to work, the RemitWeb host server must have an email service installed such as SMTP, POP3 or IMAP. RemitWeb will use whichever is set up as the default email protocol on the server.

Features

Options available to users in specific areas such as the **Search** menu, the **File Upload** menu, and the **Download Files** and **Download Extracts** sections.

Locked Out

Lets the viewer know that the user is currently unable to log into the system. This occurs when users type incorrect password information five times in a row.

Password Reset

Allows an administrator to generate a temporary password for the user if a user forgets the password or needs to change the password.

Reports

When selected, it gives the user access to **All Reports**, **Rejected Reports**, **Batch Detail Reports**, **Batch Summary Reports**, and **Work Reports**.

Security Options

Allow the user to see sensitive data in regards to customer personal information, checking account information, endorsement, or client billing system information. Select these options to turn off the redacting or security mask in order to allow the user to see this sensitive information.

Download Menu

The **Download** menu allows users to download files such as company announcements, custom reports, accounting software extraction files from RemitPlus, etc. This can eliminate the need for a lockbox provider to perform extra steps such as emailing or sending a billing system file via FTP.

> **NOTE:** Most Customers will NOT have files to download. Reporting will allow the customer to download reports. Please see reporting section of this handbook here.

There are two ways RemitWeb can give users access to downloadable files:

- The **Download Files** section gives users access based on the company in which they are assigned. These files can include reports, bulletins, etc. and are accessible in this section by any user within the named company if the appropriate user rights are given.
- The **Download Extracts** section gives users access to files generated for specific projects. These files may include billing system files extracted by the named project in RemitPlus. Any user with the rights to this section and the named project are able to download these files.

Downloading Files under Download Files

Based on the company used to log in, **Download Files** lists all files available for download to the user's computer. The green download button displays in the left column.

1. On the **Download** menu, select **Download Files**.
2. Select the appropriate company in the **Company** list.
3. Find the desired file in the list of available files and then select either icon or the **File Name** link. RemitWeb will download the file and a dialog box appears.
4. Select **Run** or view the file immediately.

   Select **Show All Files** to view all files.

Downloading Available Files under Download Extracts

Any user with the rights to download extracts can select one of the first three columns to download the files in the list.

1. On the **Download** menu, select **Download Extracts**.
2. Select the appropriate **Project** from the list.

   Project access is determined by the company and category in which the user is assigned.

3. Find the desired file and then select either icon in the first two columns or the **File Name** link. RemitWeb will then download the file to a temporary location and a dialog box appears.
4. Select **Run** or view the file immediately.

   Select **Show All Extracts** to view all files.

File Upload Menu

At times, lockbox customers may have a need to upload files directly to the lockbox. For example, if a customer has a billing system file to be used for a lookup table in RemitPlus, or an extraction file format to upload in order for the lockbox employee in charge of maintaining projects to view.

NOTE: Most Customers will NOT have files to upload. Reporting will allow the customer to download reports. Please see reporting section of this handbook here.

The **File Upload** menu gives users the ability to upload in two ways:

- Single File Upload
- Multiple File Upload

Uploading a Single File

1. On the **File Upload** menu, select **Single File Upload**.
2. Select **Browse**.
3. Navigate to the desired upload file and then select **Upload**.

   You can select and drag column headers to reorder the columns or group information in the list.

   The file will be copied to the server and listed in the uploaded files section.

Uploading Multiple Files

1. On the **File Upload** menu, select **Multiple File Upload**.
2. You may either:

- Drag and drop files into the **Drag and Drop files here** box.
- Select **Browse**, the desired file, and then **Upload.**

The file will be copied to the server and listed in the uploaded files section.

Reports Menu

Reports are invaluable tools for tracking information processed in RemitPlus. Although the reports are similar to RemitPlus, RemitWeb allows reports to be generated for not only multiple days, but multiple projects. Hovering over the **Reports** menu produces a list of these available reports:

- **Rejected Reports** - are for information pertaining to items scanned through RemitPlus but are no longer necessary due to various problems with the items.
- **Batch Detail Reports** - provide information about each item per batch as well as the batch itself, such as the batch total amount.
- **Batch Summary Reports** - give totals and subtotals for batches and projects per run date. By default this is given by batch types, but this information can be grouped just as in RemitPlus.
- **Work Reports** - give processing information about each project, such as the number of checks or documents scanned for the dates selected.
- **Activity Log Reports** - provide users with a transaction log of activity performed in RemitWeb.

Creating Rejected, Batch Detail, Batch Summary, and Work

Reports

1. On the **Reports** menu, select a report.
2. Select a category from the list.
3. Select the **Projects** from the list that you want to report on.
4. Select the **Start** and **End Dates** the report should entail by either typing the dates in the text boxes provided or selecting the calendar icon.
5. Select **Report**.
6. Select **Open**, **Save**, or **Cancel**.

Creating Activity Log Reports

The Activity Log report gives information pertaining to the traffic within RemitWeb.

1. On the **Reports** menu, select **Activity Log Report**.
2. Select the **Company** for which the report will be generated.
3. Select the **Users** within the company selected.
4. Select the **Activity Type** the report will contain.
5. Select the **Start Date** and **End Date** the report should entail by either typing the dates in the fields or selecting the calendar icon. The list to the right of the **End Date** field provides a list of preset options. Select a preset to change the **Start Date** and **End Date** field values to include in the report.
6. Select **Report**.
7. Select **Open**, **Save**, or **Cancel**.