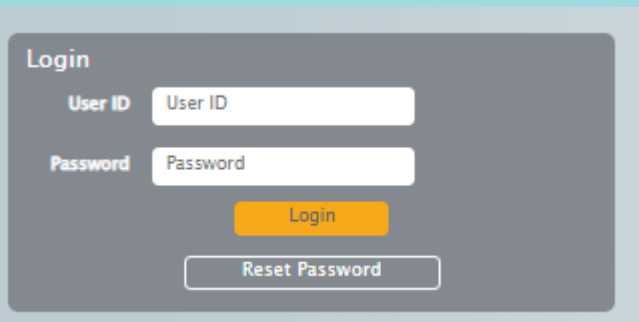
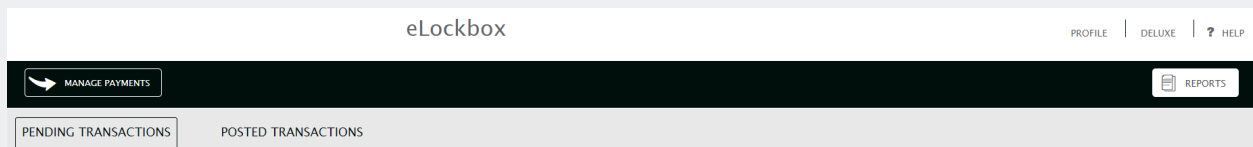


eLockbox Overview

eLockbox is available 24 hours a day, 7 days a week at:

A screenshot of the eLockbox login interface. It features a dark gray background with a light gray border. At the top, the word "Login" is displayed. Below it, there are two input fields: "User ID" and "Password". To the right of each label is a white input box. Below the input fields are two buttons: an orange "Login" button and a white "Reset Password" button with a gray border.

Use the menu bar to navigate between sections



Manage Payments

Allows the user to assign, correct, research or return payments.

Reports

Allows the user to view reports that have been generated and archived.

Profile

Allows the user to manage the company, biller, contact and user information.

CONTENTS

Manage Payments

Pending Transactions- Assigning Payments, Rejecting Payments	3
Search Posted Payments	4
View Payment Details, Correct an Assigned Payment	5
Return Payments, Delete a Payment Mapping	6

Reports

View, Print or Archive Reports	7
--------------------------------	---

Client Profile

View or Update Company Profile, Custom Settings	8
Company Contacts, Portal Users	9

Biller Profile

Aliases	10
Remit Addresses	11
Mapping File Upload	12-13

Paper Checks

Paper Check Research Instructions	13
-----------------------------------	----



MANAGE PAYMENTS–PENDING TRANSACTIONS

Each morning, your payments will be collected and sent to our processing engine. You will receive an email notification when payments are ready for assignment (10 am CT). You will find these payments under the Pending Transactions section.

Pending Transactions

Account Current Range: All Show ALL Items per page 20

Account Number	Customer Name	Amount	Received	Processed By	Status	Tasks
251174153536315	AARON HOLLAND	\$711.54	Jan 26, 2023		PENDING	Assign Reject Details
5885615520445	AUDREY NARANG	\$360.39	Jan 26, 2023		PENDING	Assign Reject Details

PAYMENT \$ 360.39

Customer: AUDREY NARANG

Address:

Bill ID: 1000000024

Originator: iPay Technologies, LLC

ASSIGN PAYMENT

Received Account #: 5885615520445

*Assigned Account #:

Always use Assigned Account #:

Transaction Ref: 2349460

To assign your payments...

- 1 Click Pending Transactions from the menu bar within the Manage Payments section. You will see the pending payments listed on your page.
- 2 Under Pending Transactions, click the Assign icon to the right of the payment under Tasks. You will see the amount of the payment along with the customer's name, address (if available) and the account number that was received.

If the received account number is the correct account number for the customer:

- Press the Copy button.
- If you have groups, you will select the group from the drop-down menu.
- Press the Assign button.

OR

If the received account number is the incorrect account number for the customer:

- Enter the correct account number in the Assigned Account number textbox.
- If you have groups, you will select the group from the drop-down menu.
- Press the Assign button.

OR

If you cannot locate the customer in your system or you do not want to accept the payment:

- Click the Reject icon in the upper-right corner of the payment.
- Choose the reject reason from the drop-down menu.
- Press the Reject button.

3 Skipping a Payment

- You can use the Skip button if you want to come back to a payment later.

4 Close

- Use the X button in the upper-right corner of the payment to close it.

MANAGE PAYMENTS–POSTED TRANSACTIONS

 MANAGE PAYMENTS

REPORTS

PENDING TRANSACTIONS

POSTED TRANSACTIONS

Welcome to Deluxe Payment Solutions eLockbox Demo

This page has information related to the transaction details for both pending and posted payments, access to your reports as well as your company profile. Your payments include account number, customer name, amount, date received and the user that processed the payment. You can assign or reject a pending payment, update rejected payments or return processed payments for the current day. Within the profile page you can manage your profile, contacts, users as well as edit or delete your remits addresses and aliases.

Posted Transactions

Search History: Account Account Current Range: All  

Show ALL Items per page 20

Account Number	Customer Name	Amount	Received	Deposited	Processed By	Status	Tasks
1234567890	RACHELLE GLASER	\$915.95	Jun 13, 2022	Jun 13, 2022	Mike Kerner	PROCESSED	 Update  Return  Details
30685	ANNE OVASKA	\$979.46	Jun 13, 2022	Jun 13, 2022	Payment Expired	REJECTED	 Details

To locate a posted payment...

- 1 Under Posted Transactions, choose the search type from the Search History drop-down menu.

You can search by:

- Account Number (received or assigned)
- Customer Name
- Dollar Amount

- 2 Enter your search criteria in the box, choose your date range and click the Search icon.

- 3 Once you've located the payment, you can choose the appropriate task:

- Details: View payment details
- Update: Correct the account number or group for future payments
- Return: Return a payment to the customer

MANAGE PAYMENTS–VIEWING PAYMENT DETAILS

Once the payment is selected, you will see the customer name, customer address (if available), received account number, assigned account number, payment date and the originator information.

Account Number	Customer Name	Amount	Received	Deposited	Processed By	Status	Tasks
1234567890	RACHELLE GLASER	\$915.95	Jun 13, 2022	Jun 13, 2022	Mike Korner	PROCESSED	Update Return Details

PAYMENT: \$ 915.95

Client: 1Bank Biller

Client ID: Demo-Deluxe

Bill ID: 100000024

Customer: RACHELLE GLASER

Address: 24101 HOLLYOAK APT H,
ALISO VIEJO, CA, 92656

Amount: \$915.95

Assigned Account #: 1234567890

Received Account #: 0204728535

Received Date: Jun 13, 2022

Originator: Payeris

Address: 200 Corporate Place Suite 110
Rocky Hill, CT, 06067

Phone: 8603724111

PRINT Delete Mapping

MANAGE PAYMENTS–CORRECT AN ASSIGNED PAYMENT

To correct the assignment for future payments, click the Update icon on the payment, update the assigned account number or group and press the Update Mapping button.

Account Number	Customer Name	Amount	Received	Deposited	Processed By	Status	Tasks
1234567890	RACHELLE GLASER	\$915.95	Jun 13, 2022	Jun 13, 2022	Mike Korner	PROCESSED	Update Return Details

PAYMENT \$ 915.95

Customer: RACHELLE GLASER

Address: 24101 HOLLYOAK APT H,
ALISO VIEJO, CA, 92656

Bill ID: 100000024

Originator: Payeris

UPDATE PAYMENT MAPPING

Original Assigned Account #: 1234567890

Always reject this payment #: No

Received Account #: 0204728535 Copy

*Assigned Account #: 1234567891

Always use Assigned Account #: Yes

UPDATE MAPPING

REPORTS–VIEW, PRINT OR ARCHIVE REPORTS

Reports are generated daily, based on your activity.. These reports are archived for seven years. To view or download your reports, go to the Reports option on the main menu.

Processing Reports

The reports page displays all of your reports including deposits, exchange returns, data files and invoices. You can filter these reports by document type or narrow a search by entering a date range, choose from the document type dropdown and click the search button. You can also print the report or simply view or save a report by clicking export report.

Report Type			
All Types of Reports		Current Range: All	 
CREATED DATE	TITLE	REPORT TYPES	Tasks
01/26/2023 02:06:20 PM	Exchange Returns Report	Exchange Returns Report	 Print  Export Report
01/26/2023 02:05:16 PM	Deposit Report	Deposit Report	 Print  Export Report
01/25/2023 02:06:19 PM	Exchange Returns Report	Exchange Returns Report	 Print  Export Report
01/24/2023 02:06:20 PM	Exchange Returns Report	Exchange Returns Report	 Print  Export Report

To locate and view a report...

- 1 Under Reports, choose the report type from the dropdown and select your date range to narrow your search. The report types are: .

- **Deposit Report**

This report shows the payments that have been sent to the bank for processing today and the date the funds will be deposited into your account. Since these transactions have already been sent to the bank, it is too late to reject them. Funds will be deposited to your bank account one business day after the date of the report.

- **Exchange Returns Report**

This report details Returns, Rejects, and Reversals. The Returns report is generated after 2pm CST each business day if you've had any returns, rejects or reversals that day. For returns and reversals, funds will be withdrawn from your bank account one business day after the date of the report.

- 2 To view or save a report, click the Export Report button. To print a report, click the Print button.

MANAGE PAYMENTS–RETURN A PAYMENT

To return a payment, click the Return icon on the payment and select the return reason from the drop-down menu and click on Return Funds. Returns process at 2 PM CT and funds are sent back to the originator. From there, it will take a day or two for the originator to credit the customer.

1234567890	RACHELLE GLASER	\$915.95	Jun 13, 2022	Jun 13, 2022	Mike Korner	PROCESSED	Update	Return	Details	X
------------	-----------------	----------	--------------	--------------	-------------	-----------	--------	--------	---------	---

RETURN PAYMENT \$ 915.95

Customer: RACHELLE GLASER

Processed: Jun 13, 2022

RETURN FUNDS
Select a reason for the return

Select a reason

RETURN FUNDS

MANAGE PAYMENTS–DELETE A PAYMENT MAPPING

To delete a payment mapping (forcing it to a pending status the next time the payment comes in), click the Details icon on the payment and press the Delete Mapping button.

1234567890	RACHELLE GLASER	\$915.95	Jun 13, 2022	Jun 13, 2022	Mike Korner	PROCESSED	Update	Return	Details	X
------------	-----------------	----------	--------------	--------------	-------------	-----------	--------	--------	---------	---

PAYMENT: \$ 915.95

Client: 1Bank Biller

Client ID: Demo-Deluxe

Billor ID: 1000000024

Customer: RACHELLE GLASER

Address: 24101 HOLLYOAK APT H ,
ALISO VIEJO, CA, 92656

Amount: \$915.95

Assigned Account #: 1234567890

Received Account #: 0204728535

Received Date: Jun 13, 2022

Originator: Payeris

Address: 200 Corporate Place Suite 110
Rocky Hill, CT, 06067
Phone: 8603724111

PRINTDelete Mapping

CLIENT PROFILE–VIEW OR UPDATE COMPANY PROFILE

The client profile section lists your company name, main phone number and the mailing and physical addresses.

 CLIENT PROFILE

 REPORTS

 MANAGE PAYMENTS

Deluxe Bank1  EDIT

Vanco Client ID: Demo-Deluxe	Mailing Address 1: 1 Demo Road	Physical Address 1: 1 Demo Road
Client Legal Name: Deluxe Bank1	Mailing Address 2: None	Physical Address 2: None
Client DBA Name: Deluxe Bank1	Mailing City: Demo City	Physical City: Demo City
Main Phone: (555) 555-5555 ext	Mailing State: MN	Physical State: MN
	Mailing Zip: 55555	Physical Zip: 55555

To update the company profile...

Click the Edit icon in the upper-right corner of the profile:

- Make any necessary updates
- Click the Save icon when finished

CLIENT PROFILE–MANAGE CONTACTS

Each client can have one primary contact and an unlimited amount of secondary contacts. Each contact will have their own contact information and reporting preferences.

The screenshot displays the 'CONTACTS' management interface. At the top, there are tabs for 'CONTACTS', 'USERS', 'BILLERS', 'GROUPS', and 'FILE UPLOAD'. Below the tabs, a message states: 'Click on the contact to edit or delete.' In the top right corner, there is a '+ ADD NEW' button. The main area shows a table with columns: 'Contact Name', 'Office Number', 'Secondary Number', and 'Email'. A 'New Contact' modal form is open, featuring a close button (X) and a 'New Contact' title. The form includes input fields for 'First Name', 'Last Name', 'Title', 'Office Number', 'Secondary Number', and 'Email'. It also has dropdown menus for 'Primary Contact' (set to 'No'), 'Data File Delivery Method' (set to 'Email'), 'Report Delivery Method' (set to 'Email'), and 'Invoice Delivery Method' (set to 'Email'). 'SAVE' and 'CANCEL' buttons are located at the top right of the modal.

- 1 To add a new contact:
 - Click the Add New button
 - Enter the contact's name, title, phone number(s) and email address
 - Choose yes or no next to Primary Contact
 - Choose email or none for reports, data files and invoices
 - Press the Save button when finished
- 2 To update an existing contact:
 - Click the Edit icon in the upper-right corner of the contact
 - Make the necessary edits
 - Press the Save button
- 3 To delete a contact:
 - Select the contact you wish to delete
 - Press the Delete button in the upper-right corner of the contact

MANAGE BILLER PROFILE–ALIASES

Your biller profile allows customers to pay you electronically through their bank's online bill pay service. Customers will search for your company using your company name and/or your payment remit address.

Biller Name	Biller ID	Customer Service #	Customer Service Email
1 Bank Biller			

Information

Remit Addresses

Biller Name: 1 Bank Biller

RPPS Biller ID: 1000000024

Live Date: 06/10/2022

Customer Service #: (555) 555-5555

Customer Service Email:

Alias: Biller 1

Biller 1

Biller 2

+ NEW

EDIT

DELETE

To add, update or delete aliases...

- 1 Add a new alias
 - Click the New icon
 - Type in the name next to Alias
 - Click the Save icon
- 2 Update an existing alias
 - Click the alias you wish to update
 - Make the necessary changes
 - Click the Save icon
- 3 Delete an alias
 - Click the alias you wish to delete
 - Click the Delete icon

MANAGE BILLER PROFILE–PAYMENT REMIT ADDRESSES

Your biller profile allows customers to pay you electronically through their bank's online bill pay service. Customers will search for your company using your company name and/or your payment remit address.

The screenshot shows a web application interface for managing biller profiles. At the top, there is a navigation bar with tabs: CONTACTS, USERS, BILLERS (selected), GROUPS, and FILE UPLOAD. Below this is a table with columns: Biller Name, Biller ID, Customer Service #, and Customer Service Email. The first row is for '1 Bank Biller'. Below the table, there is a section for '1 Bank Biller' with two tabs: Information and Remit Addresses (selected). The Remit Addresses section shows a list of addresses: '1 Demo Road , Demo City, MN 55555-0000' and '2 Demo Road , Demo City2, MN 55555-0000'. To the right of the list are buttons for '+ NEW', 'EDIT', and 'DELETE'. On the left side of the Remit Addresses section, there are input fields for 'Address 1: 1 Demo Road', 'State: MN', 'Address 2:', 'Zip: 55555-0000', and 'City: Demo City'.

To add, update or delete remit addresses...

- 1 Add a new address
 - Click the New icon
 - Type in the full address in the corresponding entry fields.
 - Click the Save icon
- 2 Update an existing address
 - Click the address you wish to update
 - Make any necessary changes
 - Click the Save icon
- 3 Delete an address
 - Click the address you wish to delete
 - Click the Delete icon

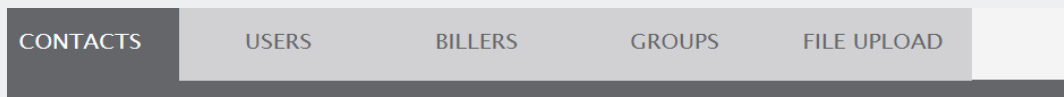
MAPPING FILE UPLOAD INSTRUCTIONS

Overview

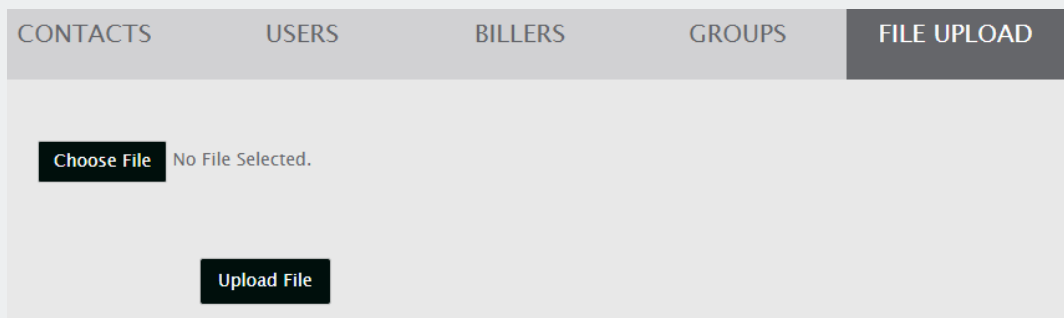
The account number mapping file is used to automatically assign payments that are received with a correct account number. Once the file is loaded, payments that have a mapped account number will go into the system as assigned and will be included in your posting file at the end of the day. It's best to upload this file as soon as you go live.

Instructions

- 1 First, go to your email and locate your eLockbox user ID, password and your client ID.
- 2 Open a new Excel spreadsheet.
- 3 Delete the 2 extra sheets (bottom tabs).
- 4 Paste the correct account numbers, in the correct format into column A.
- 5 Paste the account numbers received into column B, even if the account numbers are the same as column A.
- 6 Optional: If you have payment groups, enter the group ID for each payment into column C.
- 7 Save the file.
 - a. Name: "(client ID)_accountnummap_load"
 - b. Type: CSV
- 8 Log in to eLockbox and go to Profile > File Upload.



- 9 Click the Choose File button > choose your file > press the Upload File button



- 10 You will receive a confirmation email shortly after the file is sent

You can also use this file to load account number conversions. Example: You've changed to a new AR system and now the account numbers need to contain two leading zeros, a hyphen is needed, etc. In that case, column A would be the correct account number format and column B would be the incoming account number. Note that this file will replace any existing mappings for the incoming account numbers.

PAPER CHECK RESEARCH INSTRUCTIONS

After you have used eLockbox for 45 days, you can follow these steps for any paper bill pay checks you are still receiving:

- 1 Compare to your Biller Profile:** If you receive checks with aliases or remit addresses that are not listed on your biller profile and you would like to receive these payments electronically, edit your Biller Profile. You will see these paper checks convert to electronic payments within one month.
- 2 Check for typos/misspellings:** If you receive a check with the name of your organization spelled incorrectly or if the check displays/contains an invalid or incorrect billing address, contact the customer and ask that they delete and re-add your correct information to their bill pay profile. You will see these paper checks convert to electronic payments within one month after the customer makes the necessary changes.
- 3 Look at the check issuer:** Very small financial institutions may only send payments via paper check, because their originators do not convert any payments to electronic. ECOVA is an example of this. Continue to process these payments as paper checks.
- 4 Signature on File:** If a check says "Signature on File" on the signature line, continue to process these payments as paper checks. Most of the time the originator has specifically opted to send this payment as a paper item, often due to the risk profile of the account holder.
- 5 Checks with a remit stub or invoice:** If a customer requests a remit stub or invoice for their bill pay payment, the payment must be sent as a paper check. You can contact the customer and ask that they delete and re-add your information to their bill pay profile without choosing the remit stub or invoice option. You will see these paper checks convert to electronic payments within one month after the customer makes the necessary change.
- 6 Business Checks:** eLockbox only converts bill pay checks to electronic payments. Continue to process these as paper checks.
- 7 Biweekly loan payment companies:** If you receive bill pay checks from these companies, it is because they believe a paper check is necessary to ensure their surplus payment amounts are applied to principal. Continue to process these payments as paper checks.