



# Wholesale Lockbox

## User Guide

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## 1. Introduction

KeyBank's lockbox solutions provide an end-to-end receivables process designed to expedite the conversion of your receipts into working cash. Accelerating your cash flow is essential to successful cash management. Improving the speed of collection and posting will help you reduce your daily sales outstanding and your internal cost of processing paper checks. Our robust information delivery channels also provide you with up-to-date details to keep you well informed.

Our lockbox process delivers the highest quality images and information reporting while increasing the efficiency of your operation. Several of our lockbox locations process both Wholesale and OCR-scannable processing. These locations are:

- Cleveland, OH
- Cincinnati, OH
- Albany, NY
- Tacoma, WA
- Denver, CO

Additionally, we offer Wholesale processing for clients who require a larger network of collection in the following locations:

- Chicago, IL
- Los Angeles, CA
- Dallas, TX
- Pittsburgh, PA

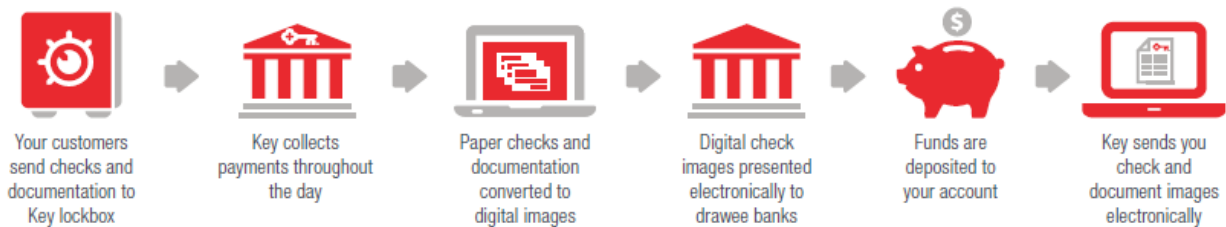
The most critical element that differentiates Key's solution from other lockbox providers is the high priority we place on providing superior client service and quality processing. At KeyBank, we maximize the value of lockbox solutions through the following:

- Multiple collection sites linked with a consolidated information reporting system across all sites
- A multi-faceted image delivery system

- A full complement of service features including,
  - Integrated Receivables Reporting
  - Electronic lockbox (e-lockbox) for bill pay payments
  - Comprehensive data collection and metric reporting via KeyNavigator
- KeyNavigator, our 24-hour internet-based delivery channel, offers convenient reporting through its Receivables module, with online access to reports and a seven-year image archive.

We also give you the utmost confidence in our capabilities. This trust translates into making the lockbox not just a bank operation, but an extension of your own receivables process.

## 2. System Workflow



### 3. Mail Delivery and Processing

As a service to you, Key will make arrangements with the Post Office to open a P.O. Box in your company's name. Key maintains a close partnership with designated Post Office locations to ensure that the highest percentage of mail available for pick-up is optimized each day.

#### 3.1 Mail Pick-Up Times

Mail is retrieved from the U.S. Post Office multiple times per day and is delivered to our respective lockbox operations centers. We retrieve mail per the following schedule at our proprietary lockbox locations (all times are local)

Location	Time Zone	Weekdays	Saturday	Sunday
Cleveland, OH	ET	1:00, 2:30, 4:30, 5:30 & 10:00 a.m.	6:00 a.m.	6:00 a.m.
Cincinnati, OH	ET	1:00, 4:00 & 7:00 a.m.; 9:00 p.m.	7:00 a.m.	7:00 a.m.
Albany, NY	ET	7:30 & 9:30 a.m.		
Pittsburgh, PA	ET	12:00, 1:45, 5:00, 7:00, 9:15 & 11:30 a.m.; 4:15, 5:15, 6:45, 8:15 & 9:45 p.m.	Same as weekdays	12:00, 1:45 a.m. & 12:00, 1:45, 3:50, 5:15, 6:45, 8:15, 9:45 p.m.
Denver, CO	MT	6:00 a.m.		
Chicago, IL	CT	1:30, 3:30, 6:30, 9:30 a.m. & 12:30, 4:00, 8:30, 10:30 p.m.	7:00, 11:00 a.m. & 2:00 p.m.	8:00, 11:00 a.m. & 2:00, 10:30 p.m.
Dallas, TX	CT	2:00, 4:00, 6:30, 7:00, 9:30, 10:00, 11:30 a.m. & 5:30, 8:30, 11:30 p.m.	5:30, 11:30 a.m.	5:30, 11:30 a.m. & 5:00, 8:00, 11:00 p.m.
Los Angeles, CA	PT	12:00, 3:00, 4:30, 5:45, 08:00, 11:00 a.m. & 12:00 p.m.	7:30, 10:30 a.m.	12:00, 7:30, 10:30 a.m.
Tacoma, WA	PT	6:00 & 9:00 a.m.		

### 3.2 KeyNavigator Intraday Summary Reporting (Deposit Summary + Float)

Key offers deposit and balance reporting, as well as detailed transaction information by lockbox, via our online reporting system, KeyNavigator. We also offer a direct data and / or image transmission with this information.

Through the Receivables module of KeyNavigator, our 24-hour internet-based delivery channel, you can easily access and retrieve check and document images, as well as various data and reports. Images and data in KeyNavigator will be archived for up to seven (7) years.

Access to remittance items through KeyNavigator will be available the same day items are deposited. KeyNavigator is also the most convenient option for you to access lockbox information, allowing you to download or print hard copies as necessary.

The standard reporting times for our lockbox locations are as follows, regardless if it is a data entry report, intraday, or transmission (all times are local):

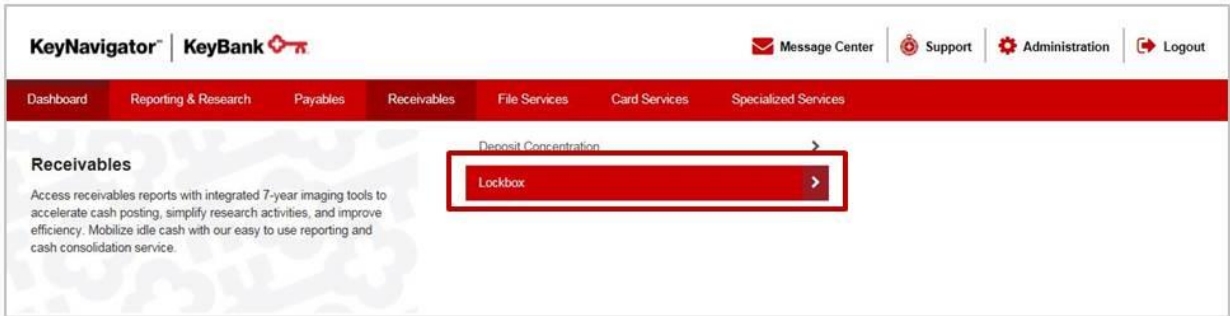
- **8:00 a.m.** – Cleveland and Cincinnati
- **12:00 p.m.** – Cleveland, Cincinnati, Albany, Tacoma, Chicago, Los Angeles, Dallas, and Pittsburgh
- **3:00 p.m.** – Cleveland, Cincinnati, Albany, Denver, Tacoma, Chicago, Los Angeles, Dallas, and Pittsburgh
- **End-of-Day** – Cleveland, Cincinnati, Albany, Denver, Tacoma, Chicago, Los Angeles, Dallas, and Pittsburgh


The following services are delivered based on your requirements:

- Images and data entry via KeyNavigator
- Data Transmission
- Image Transmission
- Package
- CDs/DVDs (Daily, Weekly, or Monthly)

## 4. Imaging and Reporting

Access the **Receivables** section and select **Lockbox** to view all of your lockbox activity in detail. View deposits at a glance, create a customized report and search for data and images. Hyperlinks will take you to more detailed information of deposits made into each lockbox.



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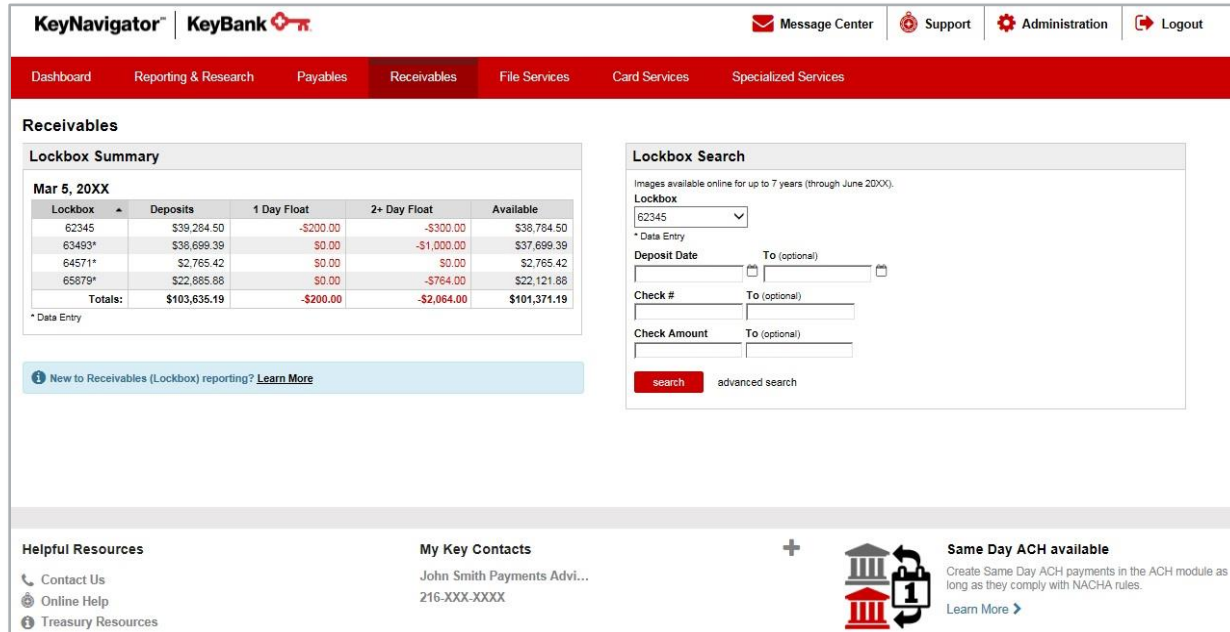
Dashboard | Reporting & Research | Payables | **Receivables** | File Services | Card Services | Specialized Services


**Receivables**

Access receivables reports with integrated 7-year imaging tools to accelerate cash posting, simplify research activities, and improve efficiency. Mobilize idle cash with our easy to use reporting and cash consolidation service.

Deposit Concentration

**Lockbox**



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**Receivables**

**Lockbox Summary**

Mar 5, 20XX

Lockbox	Deposits	1 Day Float	2+ Day Float	Available
62345	\$39,264.50	-\$200.00	-\$300.00	\$38,764.50
63493*	\$38,699.39	\$0.00	-\$1,000.00	\$37,699.39
64571*	\$2,765.42	\$0.00	\$0.00	\$2,765.42
65879*	\$22,865.88	\$0.00	-\$764.00	\$22,121.88
<b>Totals:</b>	<b>\$103,635.19</b>	<b>-\$200.00</b>	<b>-\$2,064.00</b>	<b>\$101,371.19</b>

\* Data Entry

[New to Receivables \(Lockbox\) reporting? Learn More](#)

**Lockbox Search**

Images available online for up to 7 years (through June 20XX).

Lockbox  
62345

\* Data Entry

Deposit Date To (optional)

Check # To (optional)

Check Amount To (optional)

[search](#) [advanced search](#)

**Helpful Resources**

Contact Us  
Online Help  
Treasury Resources

**My Key Contacts**

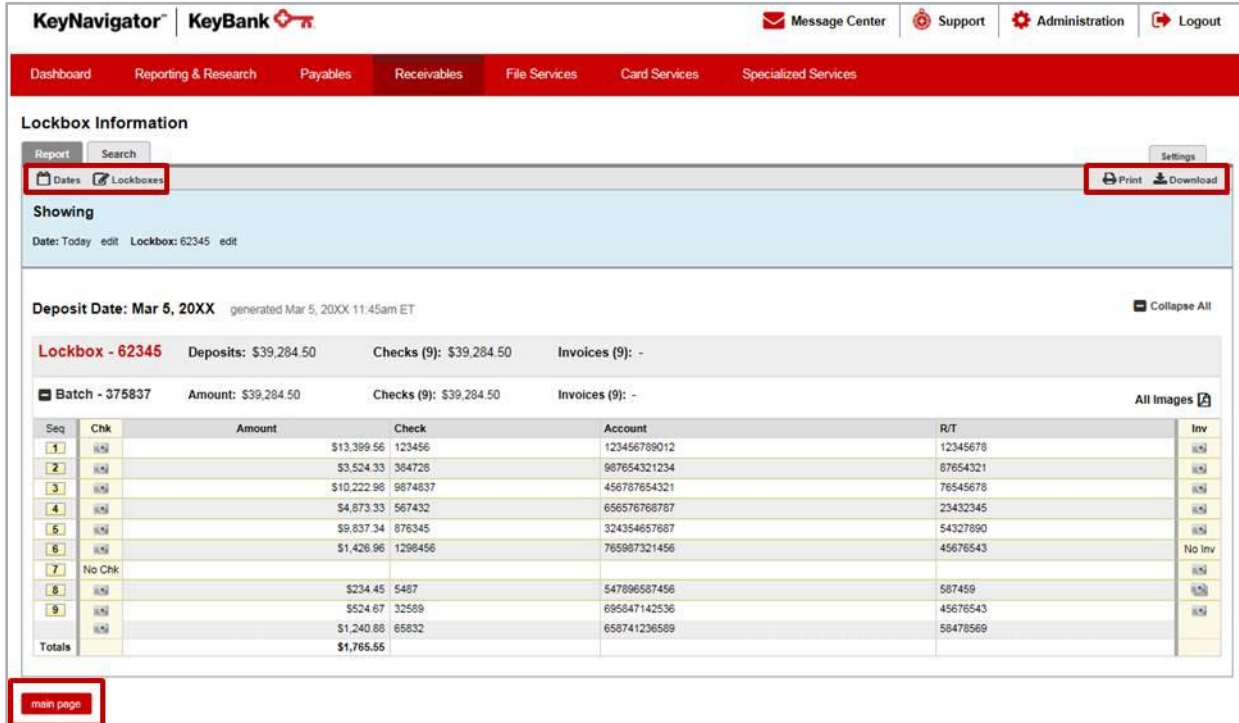
John Smith Payments Adv...  
216-XXX-XXXX

**Same Day ACH available**

Create Same Day ACH payments in the ACH module as long as they comply with NACHA rules.  
[Learn More](#)

## 4.1 Reports

The **Report** tab will provide you with a detailed view of all lockbox activity for the current day or historically for up to seven (7) years. You can use the filter buttons to change the **date** and / or **lockboxes** displayed and use the **print** button to print a version of the report, optimized for print. In addition, the **download** button will allow you to download the report in CSV or PDF formats. You can also use the **main page** button to return to the Receivables main page.



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**Lockbox Information**

Report | Search | Settings

**Dates** | **Lockboxes** | Print | Download

**Showing**

Date: Today edit Lockbox: 62345 edit

**Deposit Date: Mar 5, 20XX** generated Mar 5, 20XX 11:45am ET Collapse All

**Lockbox - 62345** Deposits: \$39,284.50 Checks (9): \$39,284.50 Invoices (9): -

**Batch - 375837** Amount: \$39,284.50 Checks (9): \$39,284.50 Invoices (9): - All Images

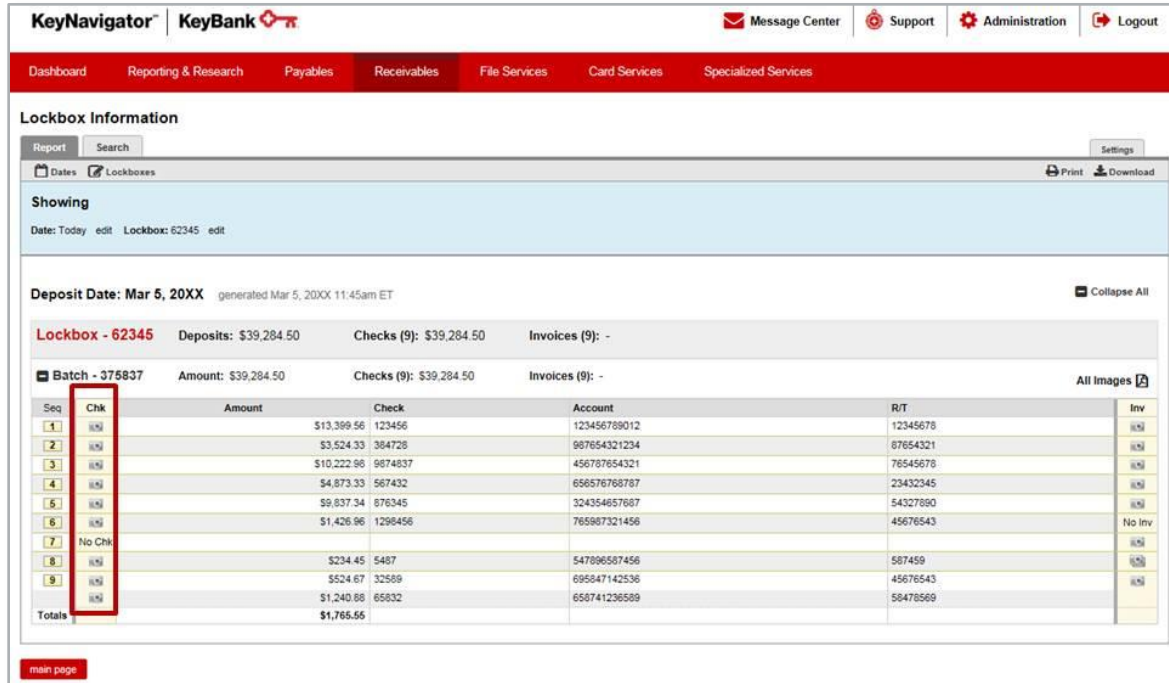
Seq	Chk	Amount	Check	Account	R/T	Inv
1	113	\$13,399.56	123456	123456789012	12345678	113
2	113	\$3,524.33	384728	987654321234	87654321	113
3	113	\$10,222.96	9874637	456787654321	76545678	113
4	113	\$4,873.33	567432	656576768787	23432345	113
5	113	\$9,837.34	876345	324354657687	54327890	113
6	113	\$1,426.96	1298456	765987321456	45676543	No Inv
7	No Chk					113
8	113	\$234.45	5487	547896587456	587459	113
9	113	\$524.67	32569	695847142536	45676543	113
	113	\$1,240.88	65832	658741236589	58478569	113
<b>Totals</b>		<b>\$1,765.55</b>				


**main page**



### 4.2 Images

Your images will be linked directly from the detail report, and you can click on the **camera icons** or the **transaction sequence number buttons** to view the images for each transaction. On the **Transaction Detail** screen, you can link to all the images in that transaction and view, manipulate, or print the image with the toolbar provided. You can also download all images in PDF format.



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**Lockbox Information**

Report Search Settings


Dates Lockboxes Print Download

















Showing

Date: Today edit Lockbox: 62345 edit

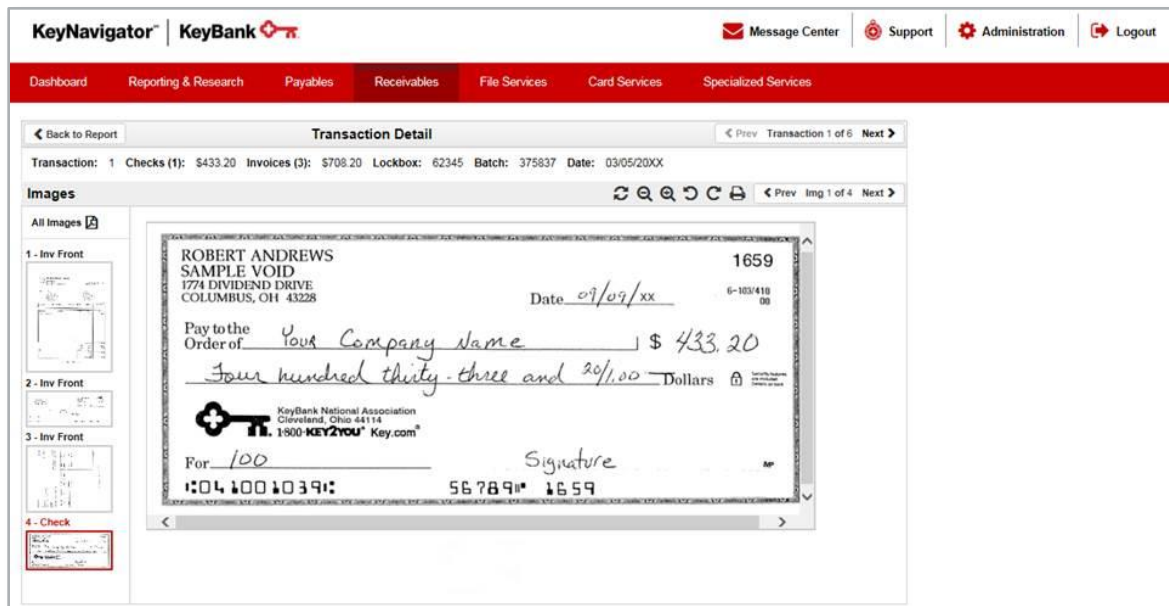
Deposit Date: Mar 5, 20XX generated Mar 5, 20XX 11:45am ET Collapse All


**Lockbox - 62345** Deposits: \$39,284.50 Checks (9): \$39,284.50 Invoices (9): -

**Batch - 375837** Amount: \$39,284.50 Checks (9): \$39,284.50 Invoices (9): - All Images 

Seq	Chk	Amount	Check	Account	R/T	Inv
1		\$13,399.56	123456	123456789012	12345678	
2		\$3,524.33	384728	987654321234	87654321	
3		\$10,222.96	9874837	456787654321	76545678	
4		\$4,873.33	567432	656576768787	23432345	
5		\$9,837.34	876345	324354657887	54327890	
6		\$1,426.96	1298456	765987321456	45676543	No Inv
7	No Chk					
8		\$234.45	5487	547896587456	587459	
9		\$524.67	32569	695847142536	45676543	
Totals		\$1,765.56	65832	658741236589	58478569	

main page



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**Transaction Detail**

Transaction: 1 Checks (1): \$433.20 Invoices (3): \$708.20 Lockbox: 62345 Batch: 375837 Date: 03/05/20XX

**Images**

All Images 

1 - Inv Front

2 - Inv Front

3 - Inv Front

4 - Check

Robert Andrews  
SAMPLE VOID  
1774 DIVIDEND DRIVE  
COLUMBUS, OH 43228

Date 09/09/XX 6-103/410 00

Pay to the Order of Your Company Name \$ 433.20

Four hundred thirty-three and 20/100 Dollars

KeyBank National Association  
Cleveland, Ohio 44114  
1-800-KEY2YOU Key.com

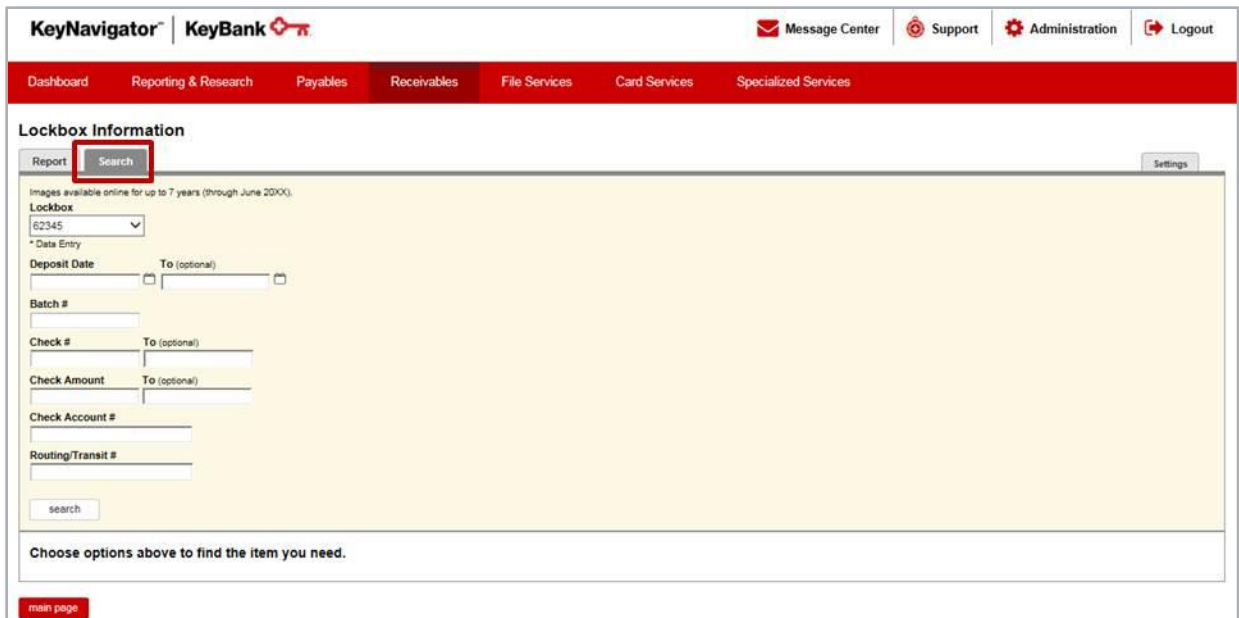
For 100 Signature

104 100 10391 56789 1659

## 5. Additional Functionality

### 5.1 Search

You can easily search for images from either the Receivables basic search panel or from the fully advanced Search tab. Criteria available will be based on the originally captured set-up for your lockboxes.



The screenshot shows the KeyNavigator interface with the 'Search' tab selected. The 'Lockbox Information' section includes a 'Report' button and a 'Search' button. Below these, there are several search criteria fields: 'Lockbox' (a dropdown menu showing '62345'), 'Data Entry' (a checkbox), 'Deposit Date' (a date field with a calendar icon), 'Batch #' (a text field), 'Check #' (a text field with a 'To (optional)' link), 'Check Amount' (a text field with a 'To (optional)' link), 'Check Account #' (a text field), and 'Routing/Transit #' (a text field). A 'search' button is located at the bottom of the search criteria section. Below the search fields, there is a message: 'Choose options above to find the item you need.' At the bottom left, there is a 'main page' button.

You can search one, all, or any combination of the following field options using either exact or a range of criteria:

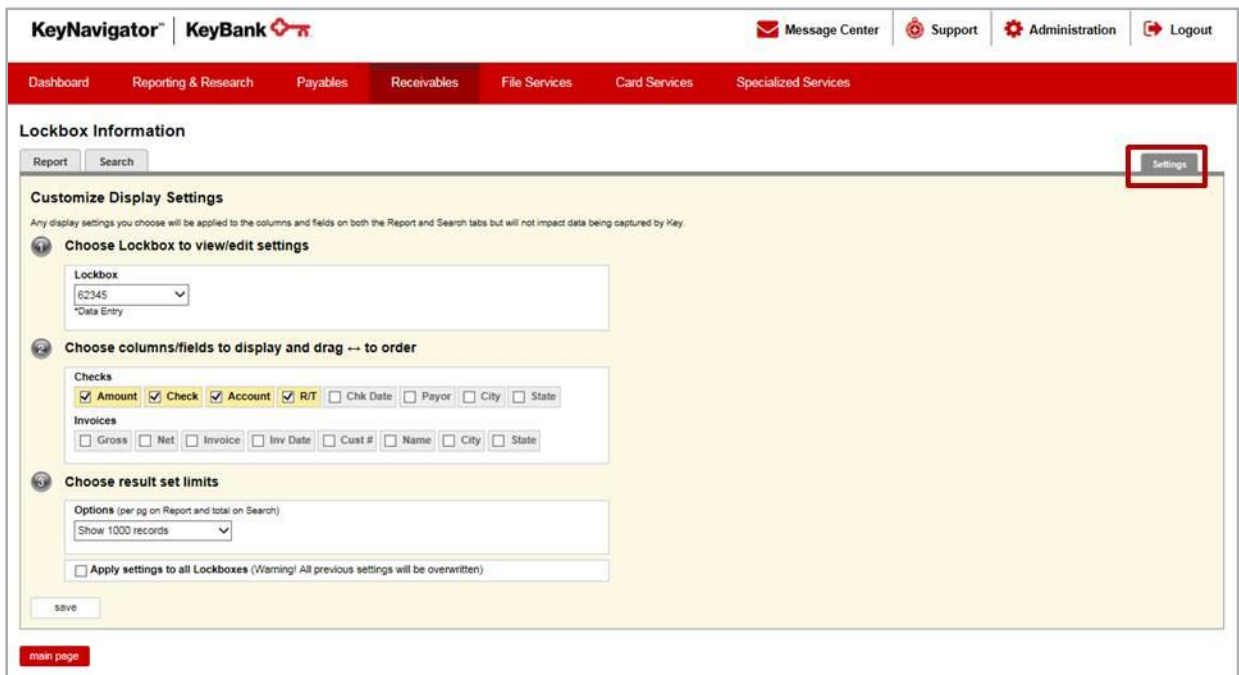
- Lockbox Number
- Batch Sequence Number
- Check Routing
- Transit Number
- Batch Amount
- Check Number
- Check Amount
- Check Serial Number
- Transaction Sequence Number
- Deposit Date
- Transaction Item

The following twelve optional search fields are also available if you choose to use Key's data entry service:

- Customer Number
- Invoice Number
- Invoice Name
- Invoice City
- Invoice State
- Invoice Date
- Gross Invoice Amount
- Net Amount
- Payor Name
- Payor City
- Payor State
- Check Date

## 5.2 Customized Display Settings

By clicking on the **Settings** tab, you can customize your display settings. For example, choose the lockbox to view or edit as well as how the data is displayed on the screen each time you enter the system.



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**Lockbox Information**

Report | Search | **Settings**

**Customize Display Settings**

Any display settings you choose will be applied to the columns and fields on both the Report and Search tabs but will not impact data being captured by Key.

**1 Choose Lockbox to view/edit settings**

Lockbox: 62345  
\*Data Entry

**2 Choose columns/fields to display and drag -- to order**

**Checks**  
☒ Amount ☒ Check ☒ Account ☒ R/T ☐ Chk Date ☐ Payor ☐ City ☐ State

**Invoices**  
☐ Gross ☐ Net ☐ Invoice ☐ Inv Date ☐ Cust # ☐ Name ☐ City ☐ State

**3 Choose result set limits**

Options (per pg on Report and total on Search)  
 Show 1000 records

☐ Apply settings to all Lockboxes (Warning! All previous settings will be overwritten)

save

main page

## 6. Questions and Assistance

KeyBank's Lockbox Solutions Team will handle the set-up and implementation of your Lockbox. This team will be led by your Payments Advisor, who will work in tandem with your Relationship Manager. Both will be supported by a Client Manager or Implementation Manager, who will take on a strong servicing role throughout the implementation process.

Additionally, your implementation project group will consist of any other members of your assigned Key Team and any Operations/Product contacts necessary to make sure the implementation process runs smoothly.

This team will ensure that the implementation of our lockbox solution is organized and efficient in both delivery and communication. A conversion task list will outline each step of the set-up process and what actions need to be taken by either you or Key. Throughout the implementation, we will be in communication via weekly conference calls to update you on the progress and completion of the implementation. Additionally, we will complete quality checks shortly after each solution has been implemented to ensure your complete satisfaction.

Key will also provide all the necessary support during implementation. Our support includes training, technical assistance, and onsite visits as needed.

Key's Commercial Banking Services center should be your first point of contact for all inquiries and issues, regardless of urgency level. If necessary, Key's Commercial Banking Services team will create and route the request back to the Lockbox Solutions Team for appropriate resolution and follow-up.

The Commercial Banking Services team can be reached Monday through Friday from 8:00 a.m. – 9:00 p.m. ET at 1-(800)-821-2829.

## 7. Glossary

**OCR-Scannable:** Optical Character Recognition, lockbox processing of a coupon size document with Optical Character scan line that will be machine read by high speed equipment.