KeyBank

Wholesale Lockbox

User Guide

Revised (10/17)

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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

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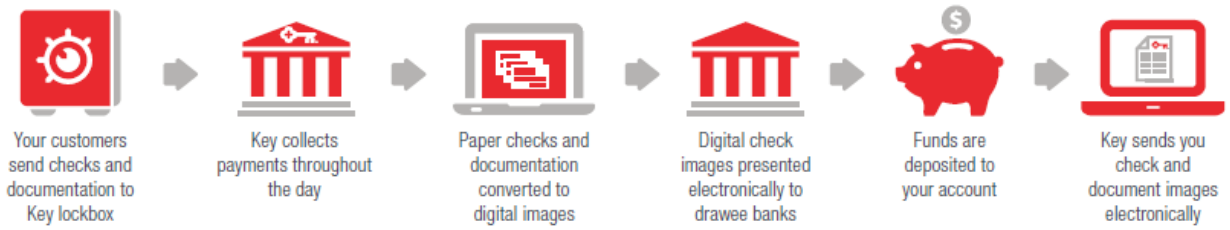
- A full complement of service features including,
  - Integrated Receivables Reporting
  - Electronic lockbox (e-lockbox) for bill pay payments
  - Comprehensive data collection and metric reporting via KeyNavigator
- KeyNavigator, our 24-hour internet-based delivery channel, offers convenient reporting 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



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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.		

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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)

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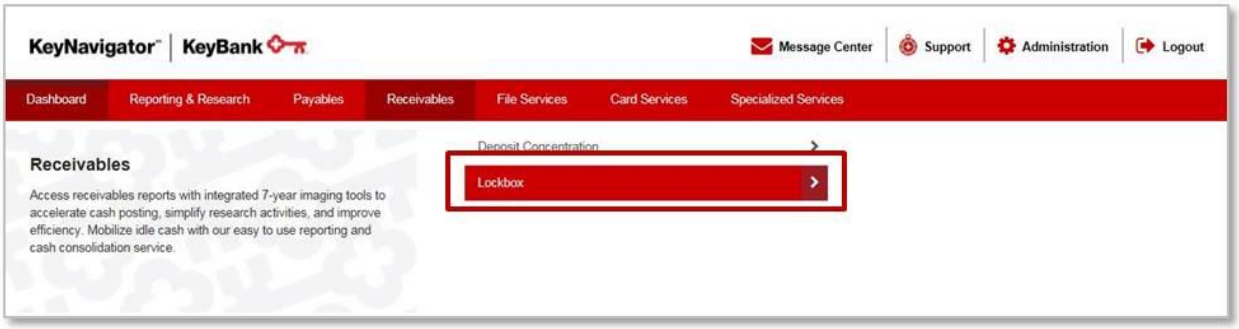
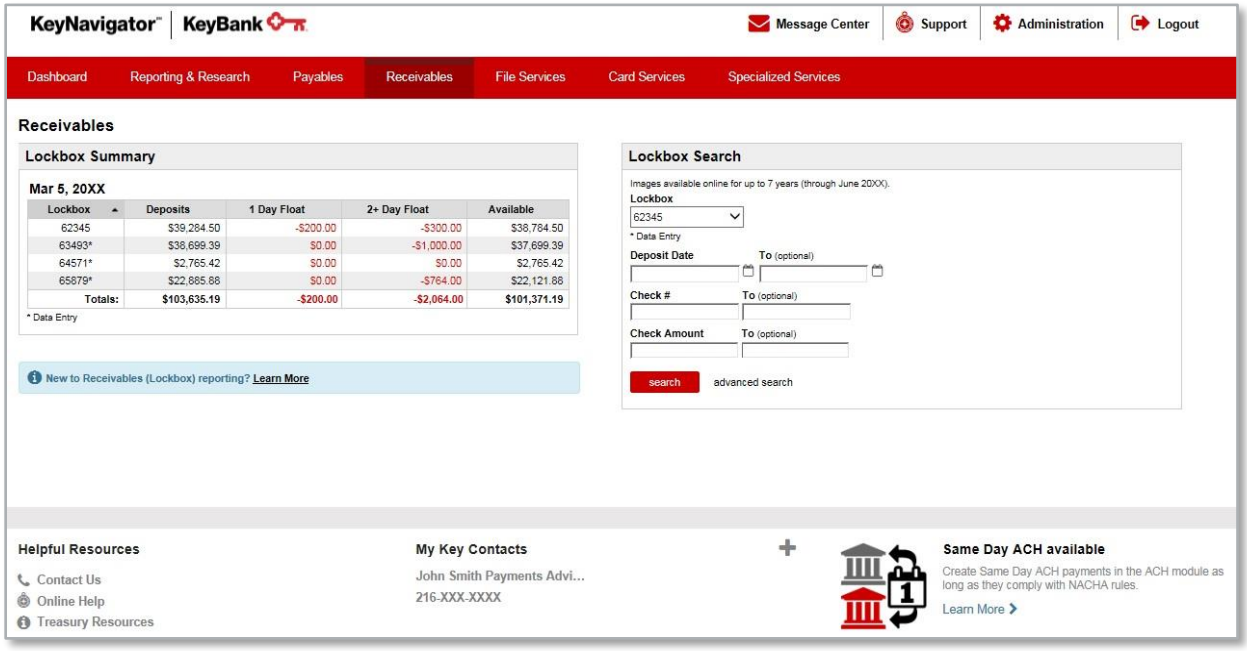
4. Imaging and Reporting

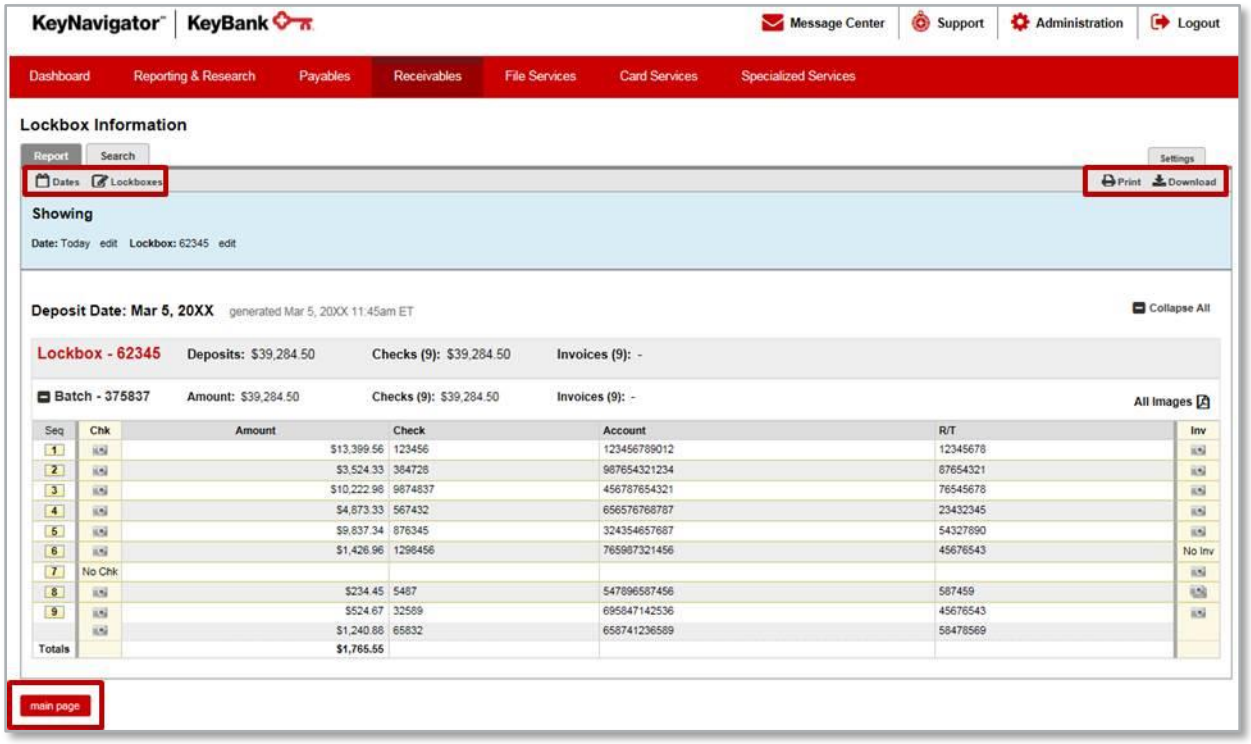
Access the **Receivables** section and select **Lockbox** to view all of your lockbox activity in detail. View deposits at a glance, create a customized report and search for data and images. Hyperlinks will take you to more detailed information of deposits made into each lockbox.





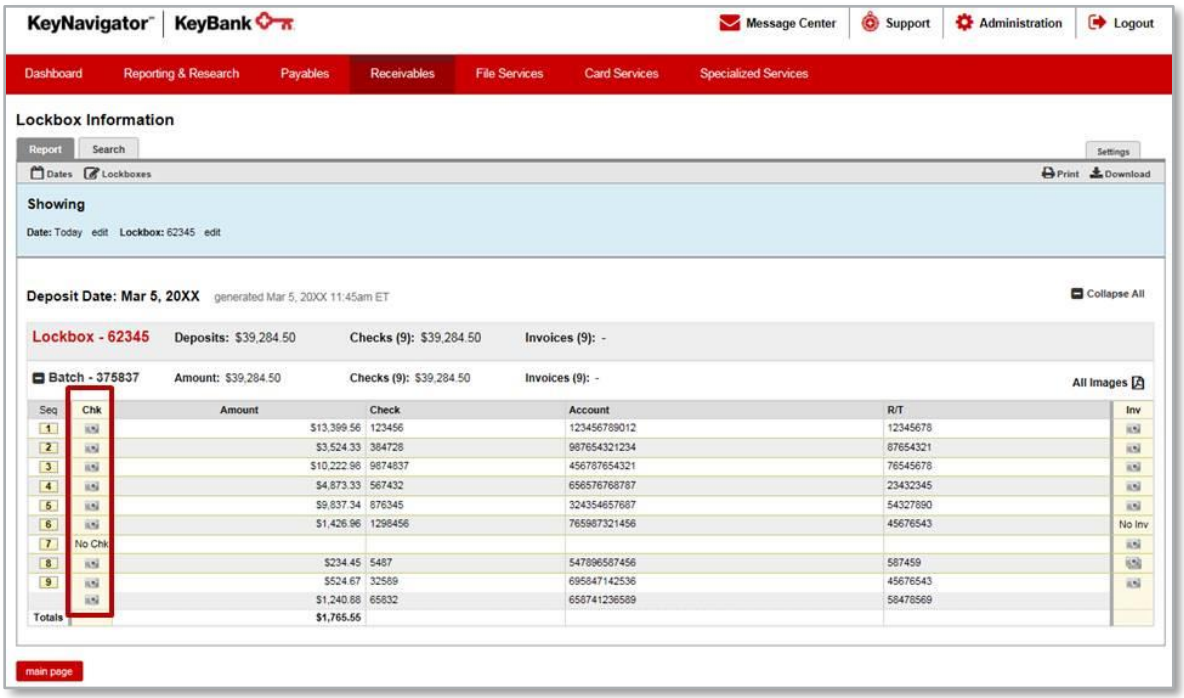
4.1 Reports

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.



4.2 Images

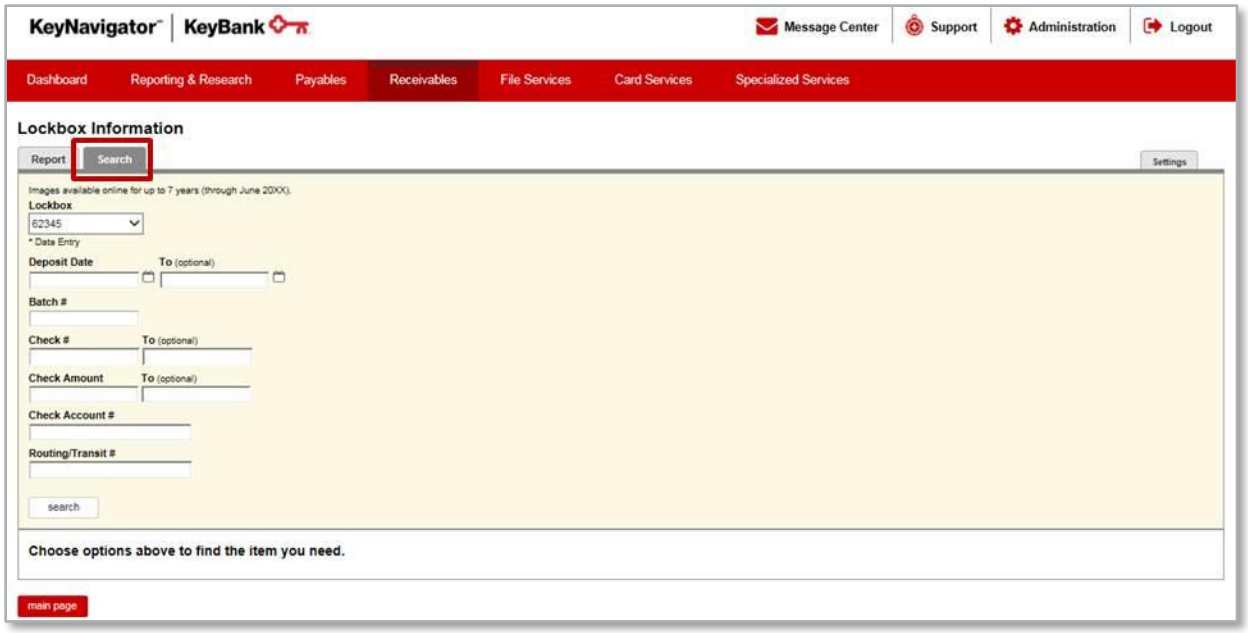
Your images will be linked directly from the detail report, and you can click on the **camera icons** or the **transaction sequence number buttons** to view the images for each transaction. On the **Transaction Detail** screen, you can link to all the images in that transaction and view, manipulate,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



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.



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

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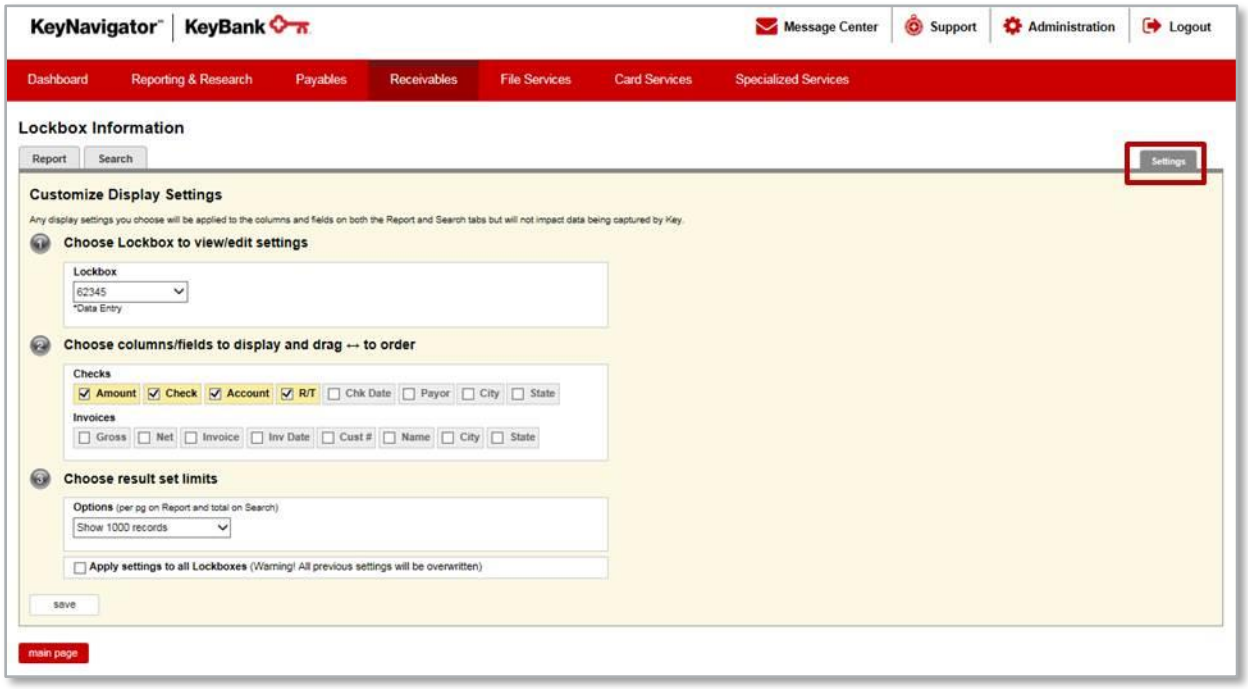
5.2 Customized Display Settings

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.



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.

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