



Online Lockbox

User Guide

Overview

Welcome to the Merchant Portal User Guide. This comprehensive resource is designed to help you effectively navigate and utilize the full range of payment processing capabilities within the platform. From transaction management and exception handling to reporting and system administration, this guide covers all aspects of the portal's functionality. Whether you're processing lockbox payments, managing electronic transactions, reconciling accounts, or analyzing payment data, you'll find detailed instructions and best practices to optimize your workflow. The portal integrates multiple payment channels into a unified interface, providing you with the tools to streamline operations, improve accuracy, and enhance the overall payment processing experience for your organization and its customers.

Table of Contents

- Section 1 | Navigating the Lockbox Interface 2
 - I. Getting Acquainted with Your New Dashboard 2
 - A. Your Receivables Command Center 2
 - B. Dashboard Page 3
 - II. Viewing Your Daily Transactions 7
 - A. Maximize Your Financial Visibility 7
 - B. Overview and Page Structure 7
 - C. Detailed Payment History View 10
 - III. Exceptions Management 14
 - A. Streamlining Exception Handling 14
 - IV. Payments 17
 - V. Reference Data Management 19
 - A. Simplifying Data Control 19
 - VI. Reports 21
 - A. Comprehensive Standard Reporting 21
 - B. Accessing Standard Reports 21
 - C. Types of Standard Reports 22

Section 1 | Navigating the Lockbox Interface

This layered approach enhances security by compartmentalizing access, while also enabling a focused review of transactions, aiding in swift decision-making and efficient problem-solving.

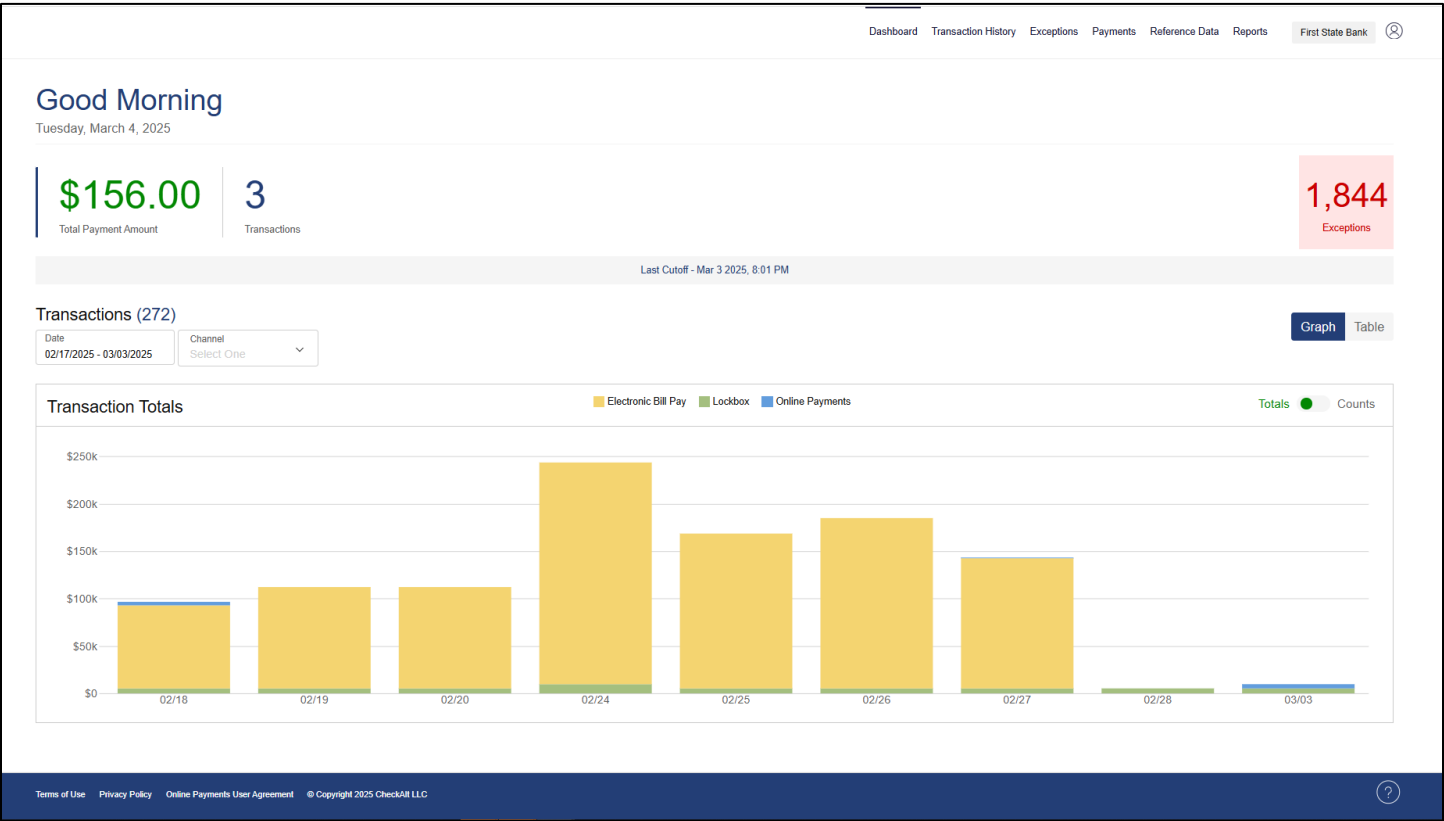
By incorporating the hierarchical nature into daily operations, organizations can ensure that staff members are working with the most relevant data for their role, streamlining workflow and enhancing transaction management efficiency.

I. Getting Acquainted with Your New Dashboard

A. Your Receivables Command Center

After logging in, the dashboard serves as your command center, displaying a snapshot of recent activity and allowing for quick navigation to various functions as you manage your transactions.

The dashboard design, with its clear layout and accessible data points, equips you with the necessary tools to efficiently monitor and manage your receivables.



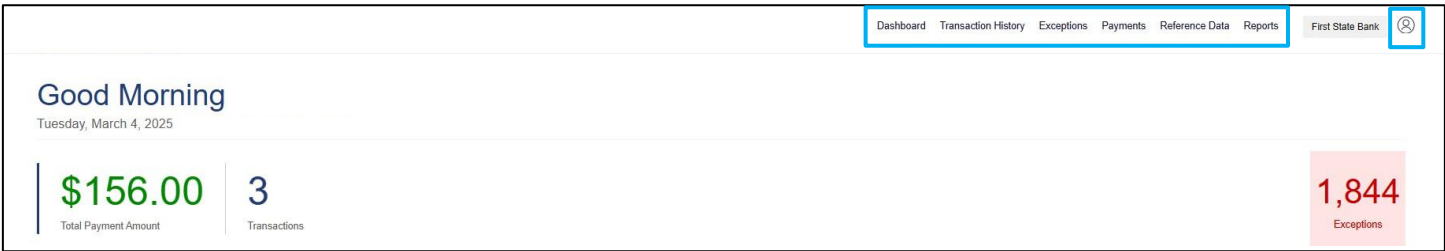
B. Dashboard Page

Elements of the Dashboard Page

Menu Navigation

A user-friendly navigation menu with 6 main options that direct you to different areas of the platform. The navigation menu is determined by user role and the product mix of the client.

NOTE: Administration module is located under the people icon.



Menu Navigation Descriptions

- | | |
|------------------------|---|
| 1. Dashboard | Serves as your command center, displaying a snapshot of recent activity and allowing for quick navigation to various functions as you manage your transactions. |
| 2. Transaction History | List of all transactions processed the previous day. |
| 3. Exceptions | Manage payments that require attention due to processing rule discrepancies. |
| 4. Payments | View, manage, conduct consumer online payments |
| 5. Reference Data | View and modify reference data or upload reference data file. |
| 6. Reports | Access and download standard reports for a comprehensive understanding of receivables. |

User Guide | Version 4.1

Data Boxes

Good Morning

Tuesday, March 4, 2025

\$156.00 Total Payment Amount	3 Transactions	1,844 Exceptions
---	--------------------------------------	--

Descriptions

1. Total Payment Amount

Displays the dollar value of payments processed the previous day, giving you a quick financial overview.
2. Transactions

Displays the number of transactions processed the previous day, giving you a quick financial overview.
3. Exceptions

Indicates the number of outstanding exceptions, alerting you to payments that need review and action.

Date Range and Channel Filter

You can customize your data view with an intuitive data range selector and by channel (product).

Transactions (272)

Date02/17/2025 - 03/03/2025

ChannelSelect One

Today

Yesterday

Last 7 Days

Last 30 Days

This Month

Last Month

Custom Range

<Feb 2025>

SuMoTuWeThFrSa

2627282930311

232425262728

2345678

9101112131415

16171819202122

2324252627281

2345678

<Mar 2025>

SuMoTuWeThFrSa

2324252627281

2345678

9101112131415

16171819202122

23242526272829

303112345

Transactions (272)

Date02/17/2025 - 03/03/2025

ChannelSelect One

Transaction Totals

\$250k

☐ Select All

☐ Electronic Bill Pay

☐ Lockbox

☐ Online Payments

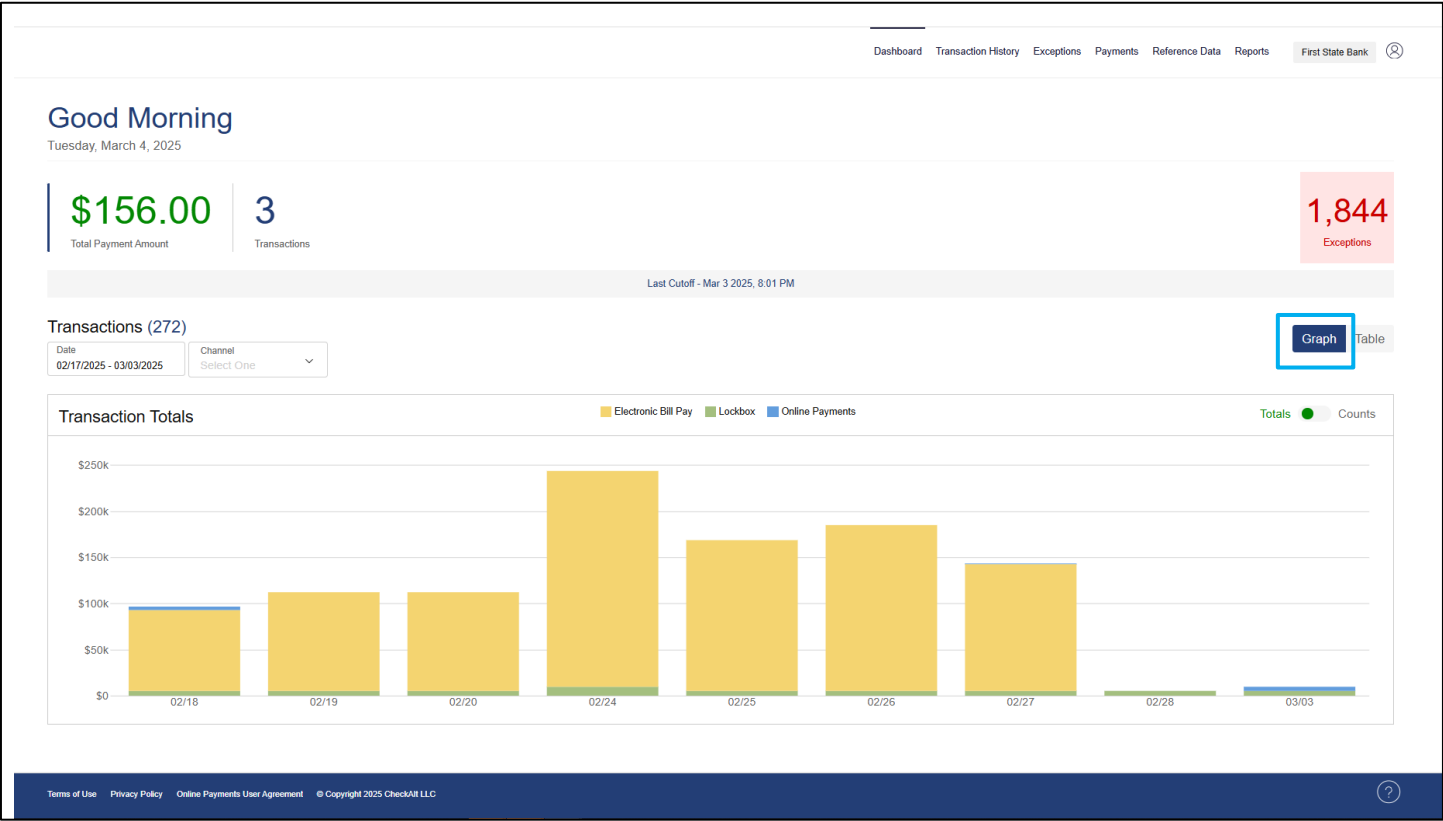
User Guide | Version 4.1

Activity Graph

Located in the center of the page, the graph represents the transactions processed based on the date range selected in the Date Search Range box. The toggle button allows you to see either transaction totals or counts.

A toggle button allows you to switch the graph view between the graph vs table view.

Graph View



User Guide | Version 4.1

Table View

Transactions (272)

Date02/17/2025 - 03/03/2025

ChannelSelect One

Graph

Table

Date ^	Channel ^	Transaction Count ^	Total Amount ^
03/03/2025	Online Payments	3	\$4,800.00
03/03/2025	Lockbox	13	\$4,856.00
02/28/2025	Lockbox	13	\$4,856.00
02/27/2025	Online Payments	2	\$400.01
02/27/2025	Lockbox	13	\$4,856.00
02/27/2025	Electronic Bill Pay	17	\$137,870.00
02/26/2025	Lockbox	13	\$4,856.00
02/26/2025	Electronic Bill Pay	22	\$180,367.00
02/25/2025	Lockbox	13	\$4,856.00
02/25/2025	Electronic Bill Pay	20	\$163,640.00
02/24/2025	Lockbox	23	\$9,556.00
02/24/2025	Electronic Bill Pay	29	\$233,840.00
02/23/2025	Lockbox	3	\$156.00
02/23/2025	Electronic Bill Pay	10	\$79,783.00
02/20/2025	Online Payments	1	\$300.00

Items per page15

«

<

1

2

>

»

Showing 1 - 15 of 22 results

II. Viewing Your Daily Transactions

A. Maximize Your Financial Visibility

Gain immediate insight into your financial flow on the *Transaction History* page, which offers a detailed snapshot of your latest payment activities. This page can be accessed by clicking *Transaction History* in the top navigation or through the drill-down capabilities from the dashboard by clicking directly on the area of the bar chart in the graph view or a specific line item in the table view.

The *Transaction History* page is designed to provide a thorough command over your financial activities, complete with tools for detailed analysis, documentation, and effective transaction management.

DashboardTransaction HistoryExceptionsPaymentsReference DataReportsFirst State Bank

Transaction History (285) | Default View

Save View

Business UnitFirst State BankChannelSelect OnePayment TypeSelect OneDate02/18/2025 - 03/04/2025

Advanced Filter

	Date	Location	Deposit Account Number	Channel	Payment Type	Posting Batch Number	Posting Batch Sequence	Transaction ID	CR/DR	Status
	02/18/2025	FSB_Processor		Lockbox	Check	000000000	00001	27781190	CR	Accepted
	02/18/2025	FSB_Processor		Lockbox	Check	000000000	00002	27781199	CR	Accepted
	02/18/2025	FSB_Processor		Lockbox	Check	000000000	00003	27781204	CR	Accepted

B. Overview and Page Structure

When accessing the *Transaction History* page, you are presented with a view of all payments processed based on the date range selected. The page is organized into sections for clarity and ease of use:

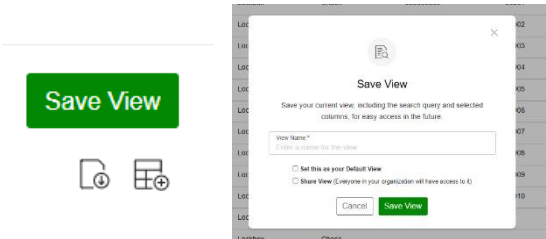
Filter Boxes

- Ability to filter the list of payments to view on the screen based on the following:
- Business Unit: Users can filter by business unit.
 - Channel: Users can select the payment channel (product).
 - Payment Type: Users can select the payment type the consumer submitted.
 - Date: Users can customize their data view via an intuitive data range selector.

Save View

You can save the view of the screen based on the filters you select.

The [Save View](#) function is a significant time-saver, granting the ability to preserve custom searches. This is particularly beneficial for searches you need to conduct regularly. By saving searches, you can quickly execute routine inquiries without the need to redefine the search parameters each time.



Users can also share views with others within your organization.

Export

Users can download the view into an Excel or CSV file to make further edits without impacting the data or view.

Edit Columns

Users can edit the column options that appear on the screen. This feature delivers control over which data columns appear in your search results, ensuring that only relevant information is highlighted. Personalize your viewing preferences by selecting or deselecting column names, which streamlines the data to your exact specifications.

[Advanced Filter](#)

This feature provides flexibility to craft custom searches, for you to tailor your search by adding or removing criteria, enabling you to drill down into the data with precision. Users can filter based on ~30 fields.

Headers

Users can save their view based on the filters, columns and search terms that you select.

	Date ▾	Location ▾	Deposit Account Number	Channel ▾	Payment Type ▾	Posting Batch Number	Posting Batch Sequence	Transaction ID ▾	CR/DR ▾	Status ▾
🔍	02/18/2025	FSB_Processor		Lockbox	Check	000000000	00001	27781190	CR	Accepted
🔍	02/18/2025	FSB_Processor		Lockbox	Check	000000000	00002	27781199	CR	Accepted
🔍	02/18/2025	FSB_Processor		Lockbox	Check	000000000	00003	27781204	CR	Accepted

NOTE: The following are based on visibility of the columns within the table. There are additional fields that can be selected from the [Edit Columns](#) option.

Descriptions

Date	Date payment was posted.
Location	Location where the payment was processed.
Deposit Account Number	Unique identifier assigned to a specific account to facilitate transactions and ensure tracking and management of the account's funds.
Channel	Product or channel used for payment
Payment Type	Method of payment used
Posting Batch Number	Unique identifier assigned to a specific group of processed payments to help track, organize, and manage transactions to ensure accurate and efficient posting to the appropriate accounts.
Transaction ID	Unique identifier assigned to a specific transaction made, to ensure accurate record-keeping and facilitate issue resolution.
CR/DR	Indicates whether the transaction is a credit (CR) or debit (DR)
Status	The status of the received payment.
Applied Amount	The portion of a payment allocated to a specific invoice, account, or expense to settle a debt and ensure accurate financial tracking and reconciliation.
Payor Name	The designated name of the individual or entity that makes the payment.
Payee Name	The designated name of the individual or entity to whom a payment is to be made.
Check ABA	Unique identifier assigned to financial institutions, also known as routing transit numbers.
Check Account	Unique identifier at the bottom of the check; second set of numbers typically between 9 – 12 digits.
Check Number	Unique identifier at the bottom of the check; last set of numbers to help track which check is being written.
Total Amount	The total amount received by the payee.

C. Detailed Payment History View

Lockbox

Detailed Payment View

Provides in-depth details on how each payment was applied, with specific information from each payment type displayed in the corresponding fields. To access this view, click on the ‘eye’ icon. The payment details will pop out to the right side of the screen. You can expand the view by clicking the arrow button in the top left corner.

checkalt

Transaction History (285) Default View

Business Unit
First State Bank

Channel
Select One

Payment Type
Select One

Date
02/18/2025 - 03/04/2025

Advanced Filter

	Date	Location	Deposit Account Number	Channel	Payment Type
	02/18/2025	FSB_Processor		Lockbox	Check
	02/18/2025	FSB_Processor		Lockbox	Check
	02/18/2025	FSB_Processor		Lockbox	Check
	02/18/2025	FSB_Processor		Lockbox	Check
	02/18/2025	FSB_Processor		Lockbox	Check
	02/18/2025	FSB_Processor		Lockbox	Check
	02/18/2025	FSB_Processor		Lockbox	Check
	02/18/2025	FSB_Processor		Lockbox	Check
	02/18/2025	FSB_Processor		Lockbox	Check
	02/18/2025	Electronic		Electronic Bill Pay	Check
	02/18/2025	Electronic		Electronic Bill Pay	Check
	02/18/2025	Electronic		Electronic Bill Pay	Check
	02/18/2025	Electronic		Electronic Bill Pay	Check
	02/18/2025	Electronic		Online Payments	ACH
	02/18/2025	Electronic		Electronic Bill Pay	Check
	02/18/2025	Electronic		Electronic Bill Pay	Check
	02/18/2025	Electronic		Electronic Bill Pay	Check

Transaction Details Accepted

Number
3

Account Number
519850

Date Due
MAR 1, 201

Amount Due
\$200.00

JOHN LDOEANDJ
Make check payable to:
Fairfield Homeowners Association
Pay to Fairfield Homeowners Association

If RECEIVED After
MAR 31, 201

Pay This Amount

Amount Paid \$

Check #

0062 000051 00000000000519850 JOHN LDOEANDJ 020000 5

Insert Flip Rotate Zoom In Zoom Out Pay Out Print

Payment

Check

Transaction Info

Channel
Lockbox

Transaction ID
27781190

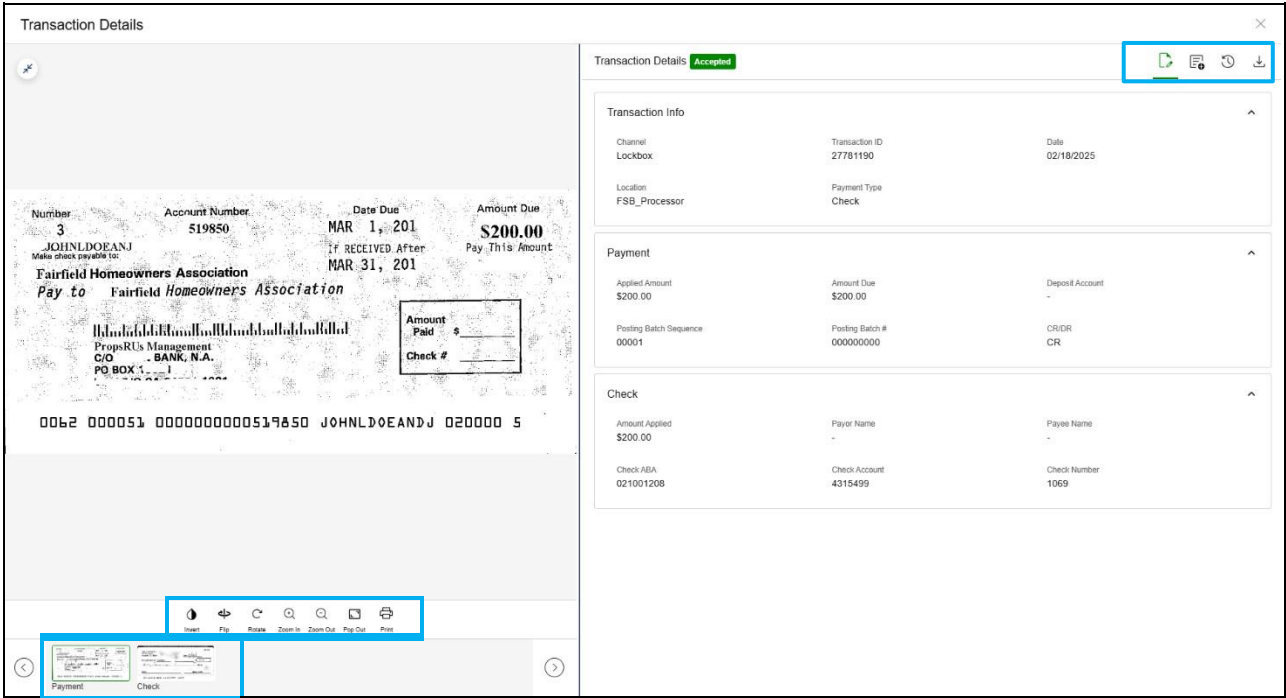
Date
02/18/2025

Location
FSB_Processor

Payment Type
Check

Payment

Check



The Transaction Details interface displays comprehensive information about a payment transaction. The screen is divided into two main sections: a payment image on the left and detailed transaction information on the right.

On the left side panel, Invert/Flip/Rotate/Zoom/Pop Out/Print tools are available. All items scanned will be displayed in this section in a carousel format. Users can observe different transaction compositions, such as one check for multiple payments, multiple checks for a single payment, or multiple checks for multiple payments.

The transaction information panel states the status of the transaction and offers options to add a note, review the audit trail or download the transaction.

User Guide | Version 4.1

Electronic Bill Pay

The Transaction Details interface displays comprehensive information about electronic bill payment transactions. The screen is divided into two main sections: an electronic payment document on the left and detailed transaction information on the right.

The screenshot displays the 'Transaction Details' window. On the left, an 'Electronic Payment' stub is shown with the following details:

- Date: 02/18/2025
- Amount Applied: \$10,776.00
- Provider Name: FISERV
- Lockbox Name: All-Star
- Bill ID: 1000123456
- Consumer Name: Fred Peters
- Consumer Account Number: 435071002078

Below the stub, a disclaimer states: 'This is a representation of a remittance document and not the image of a physical document.' At the bottom left of the window, a toolbar includes icons for Invert, Flip, Rotate, Zoom In, Zoom Out, Pop Out, and Print.

On the right, the 'Transaction Details' panel shows the status as 'Accepted'. It contains two sections:

- Transaction Info:**
 - Channel: Electronic Bill Pay
 - Transaction ID: 27780028
 - Date: 02/18/2025
 - Location: Electronic
 - Payment Type: Check
- Payment:**
 - Applied Amount: \$10,776.00
 - Amount Due: -
 - Deposit Account: -
 - Posting Batch Sequence: 00001
 - Posting Batch #: 1000200000
 - CR/DR: CR

At the bottom right of the details panel, there are 'Cancel' and 'Return' buttons.

The website generates a payment stub for electronic payments which is displayed on the left-hand side and contains details of the payment. Invert/Flip/Rotate/Zoom/Pop Out/Print tools are available.

The transaction information panel states the status of the transaction and offers options to add a note, review the audit trail or download the transaction. If the payment needs to be returned, the user will choose the red return button on the bottom left.

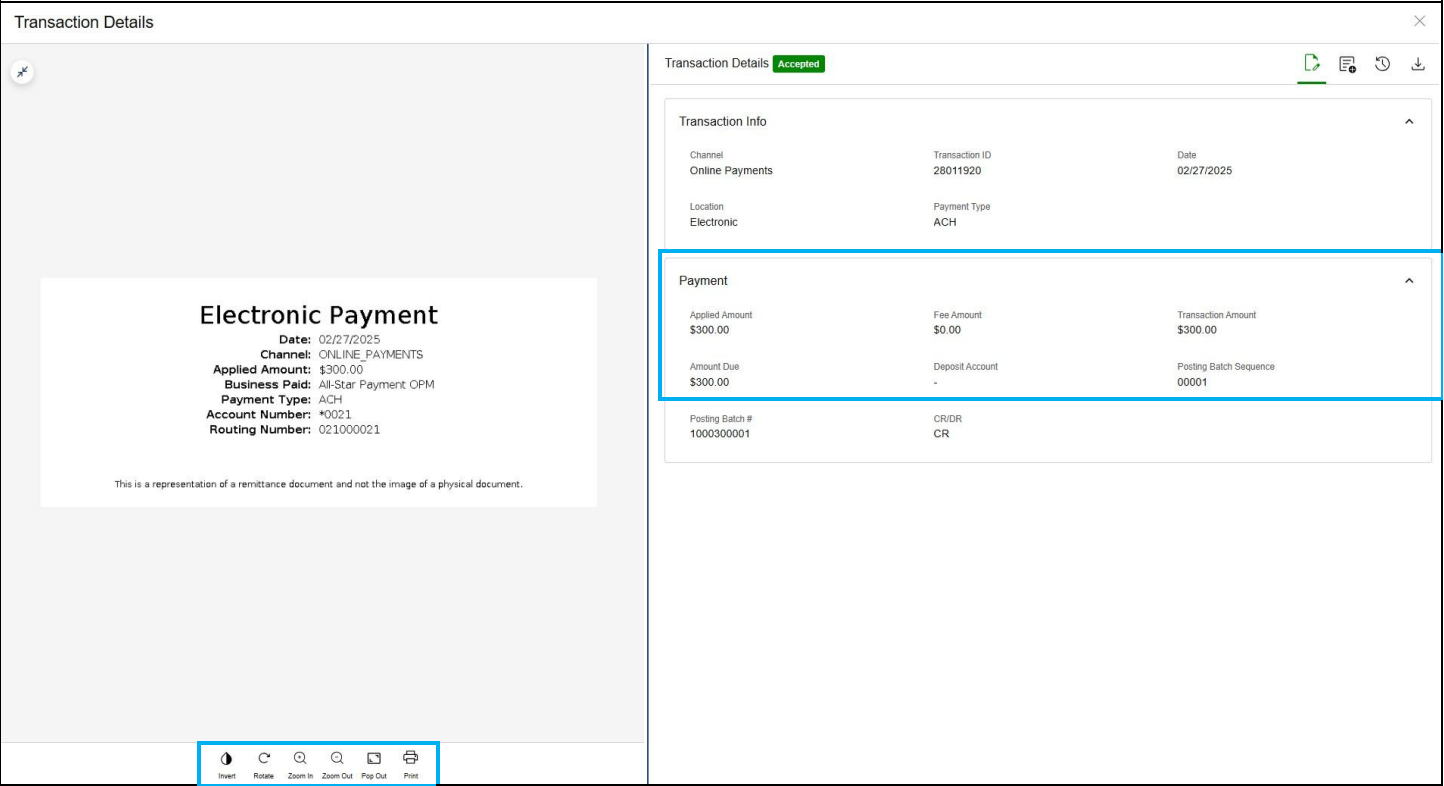
Once the button is selected, a dialog box will appear requiring the user to enter a reason for the return. These reasons are configurable by the client at the time of implementation. The user will select the reason and choose the blue return button. If the return button is selected by mistake, the user should select the cancel button. Most common reasons for a return could include: duplicate payments, incorrect payment amounts, unauthorized transactions, payment applied to wrong account and technical errors during processing.

The 'Return Transaction' dialog box prompts the user to 'Select a reason for returning the transaction'. The available reasons are:

- ☐ (R02): Account Closed
- ☐ (R03): No Account
- ☐ (R04): Invalid Acct No
- ☐ (R19): Account Error
- ☐ (R23): Payment Refused

There is an 'Additional Comment:' text area below the reasons. A red warning message at the bottom states: 'This action will withdraw funds from your account and will return them to the payor.' At the bottom right, there are 'Cancel' and 'Return' buttons.

Online Payments



The Transaction Details screen displays comprehensive information about ACH (Automated Clearing House) and debit and credit payments. The interface is divided into two panels: an electronic payment representation on the left and detailed transaction information on the right.

Invert/Flip/Rotate/Zoom/Pop Out/Print tools are available for the online payments stub.

The transaction information panel states the status of the transaction and offers options to add a note, review the audit trail or download the transaction. The payment section will include the applied amount, fee amount, transaction amount and total due.

III. Exceptions Management

A. Streamlining Exception Handling

The website’s exception management provides tools and processes to identify, review, and resolve payment exceptions that occur during transaction processing. The system helps users efficiently manage discrepancies, returns, and other irregular transactions that require manual intervention.

Identifying and Managing Exceptions

Begin by clicking on the [Exceptions](#) link from the [Dashboard](#) page or the red box on the right-hand side of the screen. This will bring you to the [Exceptions](#) page, where you can identify payments that did not comply with the established processing rules.

DashboardTransaction HistoryExceptionsPaymentsReference DataReportsFirst State Bank

Good Afternoon

Tuesday, March 4, 2025

\$156.00

Total Payment Amount

3

Transactions

1,844

Exceptions

Last Cutoff - Mar 3 2025, 8:01 PM

Exceptions (336) | Default View

Save View

Business UnitFirst State Bank

DateSelect Date

ChannelSelect One

> Advanced Filter

	Date	Business Unit	Channel	Amount	Lockbox ID
	08/19/2024	USDataCard	Lockbox	\$7,500.55	403
	08/20/2024	USDataCard	Lockbox	\$7,500.55	403

Each listed exception can be examined by clicking the Edit icon, which provides a deeper look into why the payment was not processed and allows for corrective action to be taken.

Exception Resolution Interface

The "Resolve Exception" screen allows users to review and process transactions that have been flagged for manual intervention. This interface is designed to provide all necessary information to make informed decisions about exception items.

Lockbox

Within the exception details, you have access to all associated scanned documents, including the front and back of the payment instrument and any related checks.

If a payment needs to be divided among multiple accounts or invoices, the 'plus sign' at the bottom of the page enables you to split the payment. It's important to ensure that the sum of the split payments matches the original total; otherwise, the input fields will highlight in red, signaling an imbalance that needs correction.

User Guide | Version 4.1

On the left side panel, Invert/Flip/Rotate/Zoom/Pop Out/Print tools are available. All items scanned will be displayed in this section in a carousel format. Users can observe different transaction compositions, such as one check for multiple payments, multiple checks for a single payment, or multiple checks for multiple payments.

The right-side panel displays the following information:

- Error Alert: The reason for the exception, highlighted in red and in terms vs. codes.
- Options to add a note, review the audit trail or download the transaction.
- Navigation buttons: Previous, Next (for moving between exceptions)
- Action buttons: Save, Reject, Accept (for resolving the current exception)

Recommended Workflow Steps

1. Review the exception details to understand why validation failed
2. Examine the check image for missing or incorrect information
3. Enter the required information in the Customer Account field
4. Verify or update the Payment Amount field to match the check
5. Complete any missing Check Info fields (routing, account, check number)
6. Select an appropriate action:
 - **Accept:** Approve the transaction with your corrections
 - **Reject:** Decline the transaction as invalid
 - **Save:** Store your work in progress to complete later
7. Use the Next/Previous buttons to move to other exceptions in the queue

The screenshot displays the 'Resolve Exception (4/336)' window. On the left, a check image is shown with the following details: IMA TEST CHECK, 305 COMMERCE DRIVE, MOORESTOWN, NJ 08057, 90934, 76-4321/8785, \$1,182 6/24, CHECK PRINTERS, and a MICR line ending in 0934. Below the image is a toolbar with icons for Invert, Flip, Rotate, Zoom In, Zoom Out, Pop Out, and Print. On the right, the 'Exception' details are shown, including a red alert: 'Transaction did not pass validation'. Below this, fields for Channel Type (LOCKBOX), Sender ID (011000002:1234567890), and Sender Name are visible. A 'Process Data' section contains a table with columns: Item Type, Customer Account, and Paid Amount. The table has one row for 'Payment' with a 'Value' field and a '\$0.00' amount. Below this is a 'Check Info' section with a table with columns: Item Type, Routing Transit, Account, Check #, and Payment Balancing Amount. The table has one row for 'Check'. At the bottom of the window, there are navigation buttons: Previous, Save, Reject, Accept, and Next. The 'Save', 'Reject', and 'Accept' buttons are highlighted with a red box.

User Guide | Version 4.1

Electronic Bill Pay

On the left side panel, a payment stub is generated for electronic payments which is displayed on the left-hand side and contains details of the payment. Invert/Flip/Rotate/Zoom/Pop Out/Print tools are available.

The right-side panel displays the following information:

- Error Alert: The reason for the exception, highlighted in red and in terms vs. codes.
- Options to add a note, review the audit trail or download the transaction.
- Navigation buttons: Previous, Next (for moving between exceptions)
- Action buttons: Save, Reject, Accept (for resolving the current exception)

Resolution Steps

1. Review the electronic payment details to identify the issue
2. Enter the correct account information in the "Value" field if needed
3. Verify the payment amount matches the expected amount
4. Document any account corrections made during exception processing
5. Consider adding important corrections to the "Remember" function for future reference. When checked, the system applies your correction to all future transactions from the same sender/account.
6. Select an appropriate action:
 - **Accept:** Approve the transaction with your corrections
 - **Reject:** Decline the transaction as invalid
 - **Save:** Store your work in progress to complete later
7. Use Next/Previous buttons to navigate to other exceptions

Resolve Exception (1/18)

Electronic Payment

Date: 02/24/2025
Amount Applied: \$11,322.00
Provider Name: RPPS
Location Name: All-Star
Bill ID: 1000123456
Consumer Name: Richard Powell
Consumer Account Number: 435071002187_BAD

This is a representation of a remittance document and not the image of a physical document.

Exception

Invalid Transaction Type

Channel Type: ELECTRONIC_BILL_PAY Sender ID: RPPS.435071002187_BAD Richard Powell 9... Sender Name: Richard Powell

Process Date:

Item Type	Account	Name	ID	Association	Amount	CUSER	Remember
Payment	435071002187_B...			Value	\$11,322.00	CR	☐

Previous Save Reject Accept Next

IV. Payments

This section of the platform is dedicated to our online payments product. The [Payments](#) link allows you to make payments on behalf of your consumers and displays consumer’s account and payment details.

Good Morning
Wednesday, March 5, 2025

There are two ways to complete make a payment on behalf of a consumer: choose “Create A Payment” in the sub navigation under [Payments](#) or choose “Make a Payment” from the [Payments](#) page. To make a payment you will need one of the following items: service account (account number), name or address. When you have one of the following, select make a payment and enter the information in the search bar under Account Look Up and select the magnifying glass. Your search results will populate below:

Account Lookup

alan young

Name	Account Number	Mailing Address	
Alan Young	435071001220	6402 DI Loreto Park, Tacoma, WA 98424	Make a Payment

To complete the transaction, select Make a Payment, fill in the required information under Payment Details and select your payment amount to continue. Check the Terms and Conditions option to complete the payment. On completion, you can choose to send the receipt to the consumer by selecting the Email option.

To see the payments that have been scheduled, select Scheduled Payments under the [Payments](#) link.

This page lists the details of the scheduled payments and provides you with the option to filter or search particular payment details. You can filter the records by selecting an option under Payment Type (credit card, debit card or ACH) or by the Payment Schedule (one-time or recurring). If you want to find a specific payment, you can use the Search option and search records by name or account number.

Scheduled Payments (34) | Default View

Payment Type
Select One

Payment Schedule
Select One

Search by Name or Account Number

[Make a Payment](#)

Name	Schedule	Amount	Account Number	Payment Type	Start Date	Next Payment	End Date
Alan Young	One-Time	\$15.00	435071001220	Card	08/17/2024	08/17/2024	08/17/2024
Kathy Gordon	One-Time	\$250.00	435071001977	ACH	08/22/2024	08/22/2024	08/22/2024

User Guide | Version 4.1

If required, you can also make changes to a scheduled payment. To do so, click on the Edit icon, which opens a section to Update the Payment. You can then make changes in the Payment Details part.

You will also get an option to Delete Payment if needed.

Scheduled Payments (34) | Default View

Payment Type
Select One

Payment Schedule
Select One

	Name C	Schedule	Amount C	Account Num
	Alan Young	One-Time	\$15.00	435071001
	Kathy Gordon	One-Time	\$250.00	435071001
	Kathy Gordon	One-Time	\$50.00	435071001
	Lata Gosain	One-Time	\$101.00	
	Tom Jones	One-Time	\$275.00	54
	Shane Botwin	Recurring	\$300.00	403
	Wally Tester	One-Time	\$200.00	1
	Wally Tester	One-Time	\$255.00	1
	Wally Tester	One-Time	\$250.00	1
	Kathy Gordon	Recurring	\$100.01	435071001
	Janie Beanie	Recurring	\$1,000.00	132
	Kathy Gordon	Recurring	\$500.00	435071001
	Alan Young	Recurring	\$3,300.00	435071001
	Tom Jones	One-Time	\$100.00	54
	Tom Jones	One-Time	\$275.00	54

Items per page: 15

1

2

3

Update One-Time Payment

Account Details

Service Account Owner
Alan Young

Service Account Number
435071001220

Amount Due
\$6,477.00

Due Date
09/07/2024

Payment Details

Payment Method *
Card Print

Payment Date *
08/17/2024

Select your payment amount

☐ Total Due

☒ Fixed Amount

Payment Amount *

\$15.00

Note: Online payments must be made prior to 5:00 p.m. Central Time to be considered received the same day.

Cancel

Delete

Continue

For additional information about creating and managing consumer account and consumer portal branding options, please see the Administration section of this user guide.

V. Reference Data Management

A. Simplifying Data Control

Reference Data is a sophisticated feature tailored to enhance your organization’s payment processing workflow. It enables real-time updates to key payment information, offers a customizable interface and search functions for swift data access, adjustments and streamlines operations by reducing manual workload. This powerful feature optimizes transaction management processes through precision, agility, and efficiency.



Accessing and Managing Reference Data

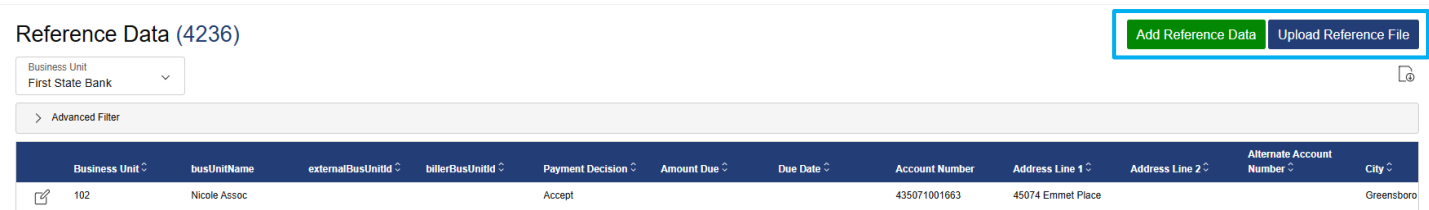
The [Reference Data](#) link on the dashboard opens a page dedicated to the addition and modification of critical payment-related information as well as upload your reference file within the merchant portal. This functionality provides users with the capability to manage data in real time, enhancing operational efficiency and reducing reliance on traditional file transfer methods.

Data Display and Customization

Reference data is displayed in a clear, tabular format that aligns with the information from processed payments. The headers of the columns on this page are not fixed; you have the flexibility to customize these column heads to display the data that is most relevant to your needs.

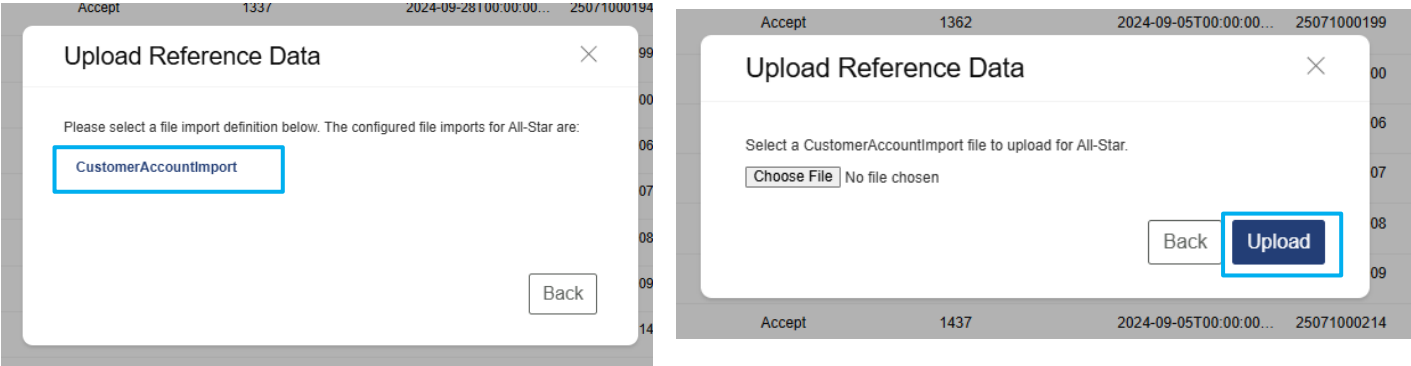
Adding and Deleting Records

To add new reference data, click the Add Reference Data button located in the upper-right corner of the page. This opens a form with mandatory fields that must be filled out. Once the required data is entered, click create to add the new record.



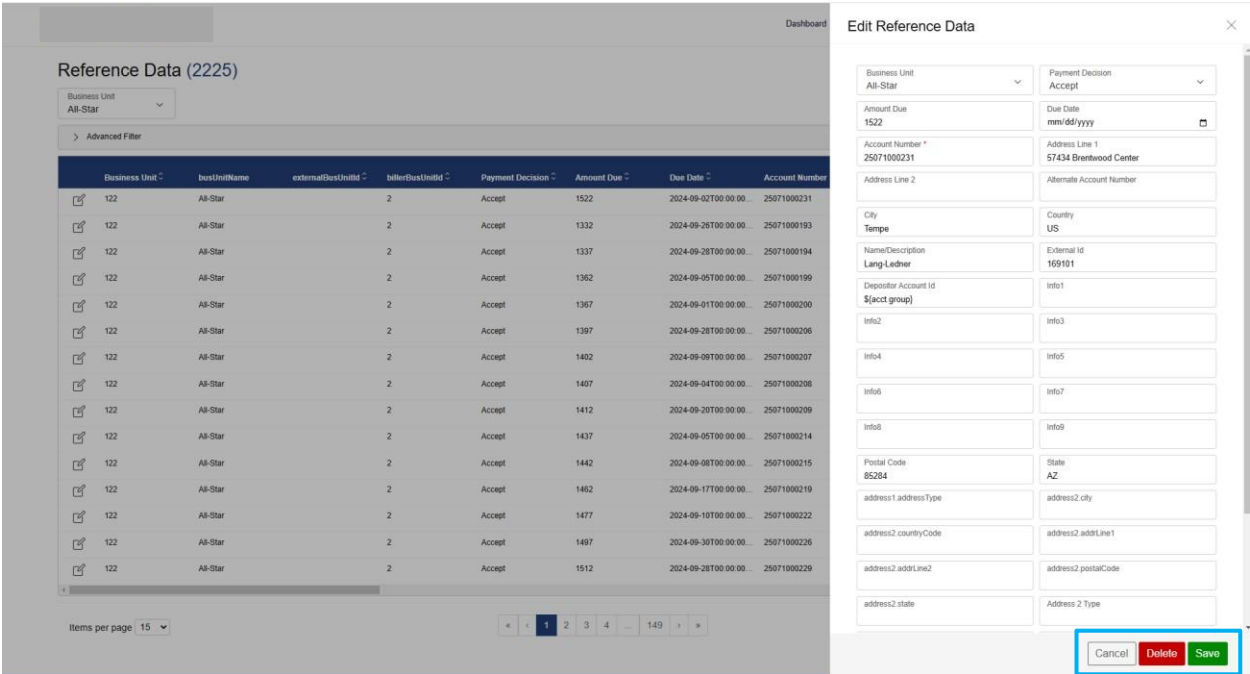
Upload Reference File

To upload the reference file, select Upload Reference File. A dialogue box will appear with the file import information. Select the link, choose the file you wish to upload and select the upload button.



Editing Payment Decisions

For existing records, the edit icon allows for quick adjustments. After clicking it, you can choose to Cancel, Delete, or Save a payment via the options within the Edit Reference Data screen. Your selection is immediately reflected in the Payment Decision column upon saving.



VI. Reports

A. Comprehensive Standard Reporting

Daily Standard Reports

The Reports feature streamlines financial oversight, offering detailed insights and summary data that enhance decision-making. These easily downloadable reports, compatible with various systems, bolster transaction management and operational transparency.

- Receivables Detail
- Receivables Summary
- Resolved Exceptions
- Detail Image Listing
- User Access
- Packing Slip
- Standard A/R File

B. Accessing Standard Reports

The [Reports](#) link directs you to a page where you can generate and view standard daily reports, each serving a unique purpose in your financial analysis.

For each report, you have the flexibility to define a date range, allowing you to retrieve historical data pertinent to your review period.



C. Types of Standard Reports

Receivables Detail Report

Delivers a transaction-by-transaction breakdown of all payments processed, including the total dollar amount, for detailed financial tracking.

Receivables Summary Report

Offers a quick overview of the total amount of payments processed in a given timeframe.

Resolved Exceptions Report

Generated when exceptions are resolved, detailing the decisions made, the application of payments, and any rejections, along with the decision-maker's name and timestamp for accountability.

Detail Image Listing Report

Provides a record of all payments processed on a selected date, complete with images for verification and review purposes.

User Access Report

Records all users who accessed the system, documenting their level of access, which is critical for security audits and access control reviews.

Packing Slip Report

Lists all unprocessed payments slated to be returned to clients, delivered both electronically and via traditional mail.

Standard A/R File Report

Essential for reconciliation, this report can be ingested into your accounting software or ERP system and is available through SFTP or API delivery, with a copy retained on the portal for record-keeping.