Lockbox Online Portal

TRAINING GUIDE

VERSION 1.1 | UPDATED OCTOBER 1, 2020 | © 2020 OLD NATIONAL BANK

OLD NATIONAL®
Treasury Management Services

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About Lockbox Online Portal

The lockbox online portal is a web-based solution accessed through your web browser that is used to access reports and conduct research for items processed through Old National's lockbox locations.

Accessing the Portal

To access the lockbox portal, use your web browser and navigate to https://www.oldnational.com/tmic. Navigate to the Lockbox section under Additional Resources and click the **Lockbox Portal Login** button. Bookmark the web address in your web browser for quick future access. Recommended web browsers:

- Internet Explorer version 10+
- Chrome
- Firefox
- Safari

Required Software:

- PDF viewer software

Additional Resources

General Treasury Management   +

Lockbox   −

LOCKBOX PORTAL LOGIN

User Guides
- Lockbox Online Portal User Guide

Tutorials
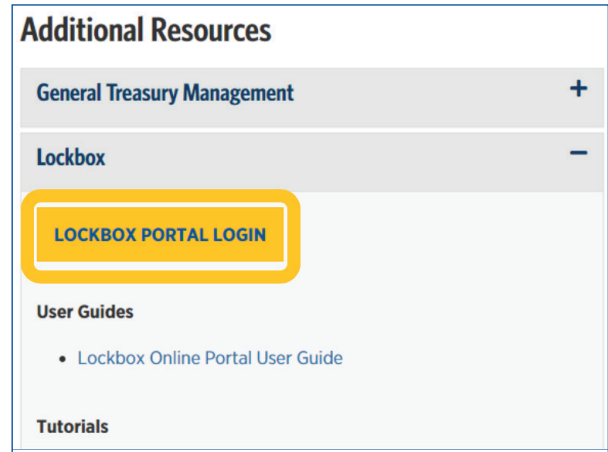
First Time Login

Old National will create each user per your enrollment instructions. Users will receive an email from Old National, welcoming them to the service and providing a Username and temporary Password.

You will then follow this process:

1. Enter your Username (case-sensitive) and temporary Password in their respective field and click **Login** to continue.

2. You will be asked to create a new Password. Your new Password should be alphanumeric, using capital and lowercase characters and incorporating special characters (such as !, $ and #). Enter your new Password in the New Password and Confirm Password fields then click **Change Password.**

3. You will be taken back to the login screen, where you will be asked to log in again, using the same Username and your newly created Password. Enter both values and click **Login.**

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Lockbox Service

Username

👤 MYUSERNAME

Password

🔒 •••••••••

Please enter your username and password to begin.

Login ❯

Multi-Factor Authentication Enrollment

Next, you will be prompted to enroll in our Multi-Factor Authentication (MFA) service. This service is designed to help protect your computer from malicious software by creating an extra layer of security using information that is familiar to you.

The MFA enrollment process follows these steps:

Step 1. **Tell Us About Yourself:** Enter your first and last names, email address and telephone numbers. Click **Next** to proceed.

Step 2. **Create Your Security Phrase & Questions:** Enter a security phrase that will appear during each login in the Security Phrase box. Next, create three separate questions with their associated answers in the Question/ Answer boxes below. You will answer one of these questions each time you log in from a new device, new web browser or when you clear your browser's cookies. Click **Next** to continue.

Step 3. **Review:** Review what you entered during the first two steps then click **Confirm**.

Upon successful enrollment in MFA, you will receive an email with your enrollment confirmation notice that contains your Security Phrase and your three Questions.

You will now need to log in one additional time. Click the **Login** button in the Enrollment Complete pop-up window to be taken back to the login screen. Enter your Username and Password and click **Login** to be taken to the Multi-Factor Authentication validation screen. On this screen, you will see the Security Phrase you created and one of the three questions you created. Type the answer to the question in the box.

Below the answer box is a checkbox that will skip the Security Question step when you log in from the same browser by placing a cookie on your computer. Check the box and click **Submit** to bypass this step for future logins or leave it un-checked and click **Submit** to answer one of your questions during each login.

> If you choose to place the cookie on your computer, you should not be prompted for MFA at future logins. However, if you log in to the Lockbox Online Portal and are shown a different Security Phrase or Security Question than you created during this process, contact Old National Treasury Management Support immediately at 800-844-1720.

Congratulations! You have successfully logged into the Lockbox Online Portal for the first time!

Future Logins

If you placed a cookie on your computer during MFA enrollment, you will simply enter your Username and Password to log in. Without a cookie installed, you will enter your Username and Password and then must correctly answer one of your challenge questions to access the system.

Adding, Managing and Removing Users

Lockbox Online Portal users must be created and maintained by Old National. Contact an Old National Treasury Management specialist for assistance in creating or removing users.

Dashboard

When you log in, you will be taken to the Dashboard screen, which shows messages from the bank, summary information from today's processing and access to other system navigation and tools.

A. Toolbar Menu: Toggle between Dashboard, Items and Reports screens.

B. Box Toggle: Switch between lockboxes (only applicable for customers with multiple lockboxes).

C. Exceptions: View unhandled processing exceptions (optional feature).

D. Messages: View messages from Old National lockbox.

E. Summary: View the quantity and dollar total of items processed today, in addition to the number of reports that have been created and viewed.

F. Help Menu: Access help guides and information about the Lockbox Online Portal.

G. Tools Menu: Clear your saved search preferences and access system options.

H. User Menu: Change your Password.

**I. Logout Button:** Exits the session.
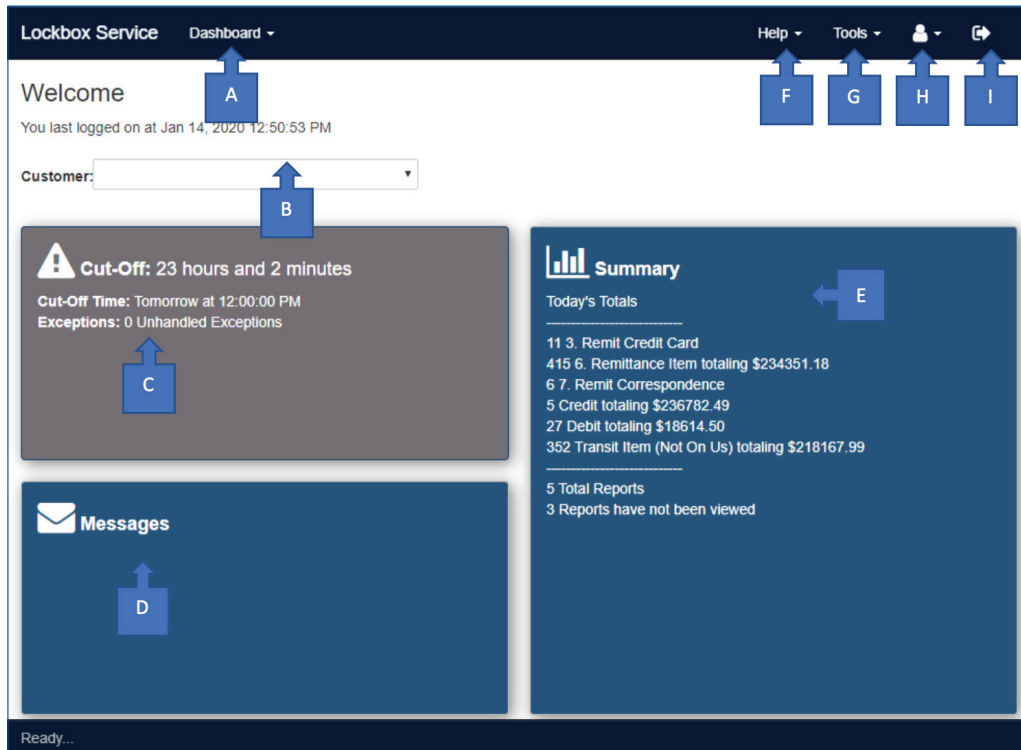
Note: The Items link in the Toolbar Menu is only available upon subscription to item imaging.

Reports

The Reports screen can be accessed by clicking the Toolbar Menu and choosing Reports from the dropdown list. In this screen, you will be able to view up to the past 7 years' daily reports for your processed items. Current day reports are made available by 6pm ET / 5pm CT unless you opt-in to a premium deadline.

The Reports Screen tools include:

A. **Customer:** Choose which lockbox you would like to search or click the **All Customers** button to view all lockboxes assigned to your Username.

B. **Start & End Date:** Set a date range for your report search.

C. **File Name & File Type:** Filter on a file name or file format.

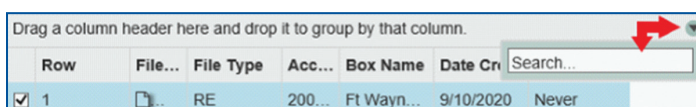D. **Results Pane:** Click the icon in File Name to open the desired Report.
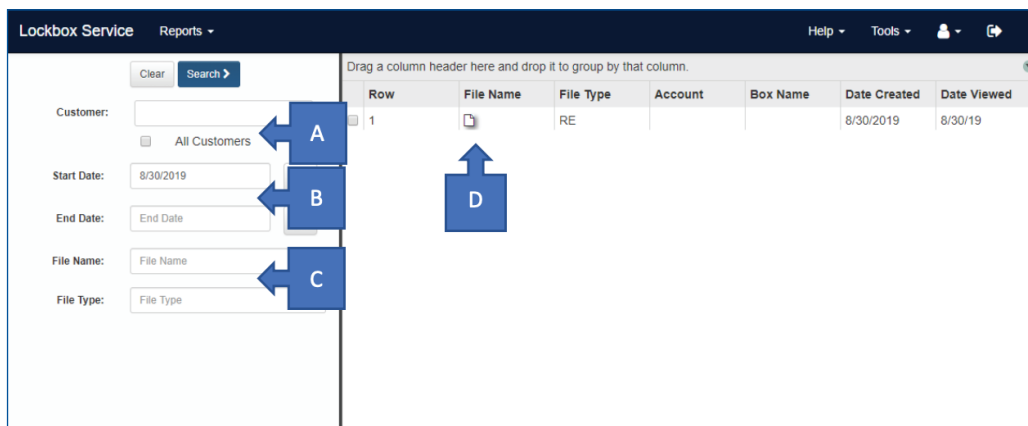
Searching for & Opening Reports

Enter any applicable combination of information into the Customer, Start Date, End Date, File Name and File Type fields and click the **Search** button to view the results.

In your search results, click on the column headings to sort by the field. To group by a particular column heading, click the heading name and drag it to the bar above the column headings.

When working with search results, you will have the option to further refine your results with a simple text search. To show the text search field, click the down arrow above the search results list. Simply type a value in the field the limit the results shown.

To open a report, click the icon in the File Name column. The report will open as a PDF formatted file.

Item Research

The Item Research screen is available for customers who subscribe to imaging through our lockbox. It allows users to view specific items received and processed through the lockbox. To access the Item Research screen, click the **Toolbar Menu** and choose **Items.**

The Item Research screen tools include:

A. Output Option Menus: Export image reports using the Overlay menu or export data using the Export Data menu.

B. Customer Filter: Choose which lockbox you would like to search or click the All Customers button to view all lockboxes assigned to your Username.

C. Start Date & End Date: Set a date range for your item search.

D. Filters: Choose the type of document you would like to view using Record Type (stubs or checks) or choose the type of transaction processed (check only, multi or single).

E. Additional Search Criteria Fields: Account number, serial number, dollar amount range, routing/transit number, item number, batch number and batch ID fields available to narrow your search.

F. Options: Choose which grid fields to display in the search results.

G. Data Pane: List of search results.

H. Image Pane: View the current image selected in the Data Pane.

I. Image Tools: Change the image display by zooming in, zooming out, resetting to default, rotating or viewing the opposite side of the image.

J. Actions: Drill down to associated items, export an image of the selected item or create the output type defined in Output Options Menus.

Searching for Items

To search for an item, enter the criteria in the left pane and click **Search** to view your results. Results will be listed in the **Data Pane** in the lower-right corner of the screen. By clicking on a row in the **Data Pane**, you will display its corresponding image in the **Image Pane**. You can sort your results by clicking on a column heading or, to group by a column value, click and drag the column heading to the bar above the column headings row.

Search Field Descriptions:

Start Date: The start date for the range you want to include in your search results. If searching for a single day's items, simply enter the date in this field and leave the End Date field blank.

End Date: If you want to include results for a range of dates, the end date for that range.

Record Type: The type of record choices available are: Correspondence, Credit, Debit, Remittance Item, Virtual Credit

Transaction Type: The transaction type choices available are: Check Only, Multi, Single

Use System Date: Items include two date values, the date the item was processed and a system date value (which are typically the same but may differ in some cases). If you want to search based on the system date value, select this check box.

Account: The account number of the check (payment), and the account from which the funds are paid.

Serial: The serial number of the check.

Amount: For checks, the amount of the check. For remittances (stubs/invoices) the amount due.

RT: The routing information for the check.

Item Number: A unique number that identifies the item in the system.

Payor: The person who is making the payment for the invoice.

Tip: Use % as a wildcard character to search by a partial value.

Limit the columns shown in the search results pane by clicking the Options icon. This opens a window where you can select or clear check boxes to show or hide columns. When finished, click **OK** to save your changes and close the window.

Grouping by column groups items that have the same value in a selected column. For example, grouping by date would show each date value as a subheading which can be clicked to view the rows that have that date value. To group by column, click a column heading and drag it to the top of the **data pane**, above the column headers. To clear the grouping, click the 'X' to the right of the name in the column grouping bar.

To view associated items with the selected image, click the **Actions** button and choose **Get Transaction** to view associated items. To export an image report of the selected item, click **Get Documents**.

Creating Image Reports

To export your results to an image report, check the checkbox next to each item you wish to be included in the report or – to select all items, click the checkbox to the left of the Row column. In the menu bar at the top, click the **Overlay** menu to choose from image report layout options:

- **Research:** 2 images per page, front and back images.
- **Research Multi (1x3) Fronts Only:** 3 images per page, front of images only.
- **Research Multi (2x6) Fronts Only:** 12 images per page, front of images only.
- **Research Multi (3x8) Fronts Only:** 24 images per page, front of images only.
- **Research Multi (1x4) F & B:** 4 images per page, front and back images.
- **Research Multi (2x6) F & B:** 12 images per page, front and back images.
- **Research Multi (3x8) F & B:** 24 images per page, front and back images.
- **Full Page Overlay:** 1 image per page, front of images only.

After you've selected your Overlay type, click the **Actions** button and choose the **Print** option. A PDF report will be generated by the system that you can save to your computer or print.

Exporting Data Files

To export a list of transaction data for your selected items, use the **Export Data** menu to choose from the following options:

- **Selected Items:** Download a Comma-Separated file with data about each item in the list.
- **Selected Images:** Export a ZIP file with PNG images.
- **Selected Items & Images:** Export a Comma-Separated file and a ZIP file with PNG images.

Exceptions

The Exceptions Module allows you to review items that do not match your approved payment settings, instructing Old National to either allow the item to be processed or to return it to sender as unauthorized. If an exception is identified during your daily processing, you will be notified via email of the exception and will have 5 business days to provide a data correction message to Old National or to reject the item. Any undecided items will be returned to you via U.S. mail. Contact the lockbox support staff for further training if you have subscribed to the exceptions module.

Help Menu

Click the Help menu to view an instructional guide for the service or to view version information about the Lockbox Online Portal.

Tools Menu

- **Clear All Saved Data:** This will reset your default query settings in the Lockbox Online Portal.
- **Options:** Allows you to turn on various features:
  - Remember Search Criteria: Stores your last search settings for future use.
  - Exceptions: For customers who subscribe to exceptions management tools, you can place the tools in the navbar or in a floating toolbox and choose from one of three layouts for Exceptions screens.

User Menu

From the User menu, you can change your Password.

Logging Out

To end your Lockbox Online Portal session, simply click the [➡] button in the upper-right corner of the window.

Resources

Help Menu

You can find help within the Lockbox Online Portal by accessing the Help menu in the top toolbar.

Training

Visit www.oldnational.com/tmic to utilize on-demand training resources. If you need training with the Exceptions Module, please contact us and our Lockbox Support staff will assist you.

Phone

If you have questions while using Lockbox Online Portal, please contact the Treasury Management Support.

Hours: Monday-Friday 8am-6pm ET / 7am-5pm CT
Phone: 800-844-1720
Email: tmsupport@oldnational.com