User guide

Interactive Lockbox

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Introduction

Interactive Lockbox (ILB) offers a web-based interface to view and update transaction information that needs customer intervention. These transactions require corrections before their processing can be completed by the BOK Financial remittance processors. ILB is accessed through the RemitView application. The intended audience for this document is the end-user who works with the Interactive Lockbox to update transactions.

Key Features of ILB:

- Ability to view batches and corresponding transactions.
- Ability to sort based on display columns.
- Ability to accept or reject a transaction.
- Ability to view images of check, stub and correspondence documents of the transaction.
- Ability to flip and zoom images.
- Ability to balance a transaction
- Ability to update transactions by inserting, modifying or rejecting the stub information.
- Ability to modify invoice details.

Some conventions are used throughout this manual while describing the ILB/RemitView functions. Examples of processing screens and menus are intended for illustration only. The appearance of some screens may vary slightly for your particular installation.

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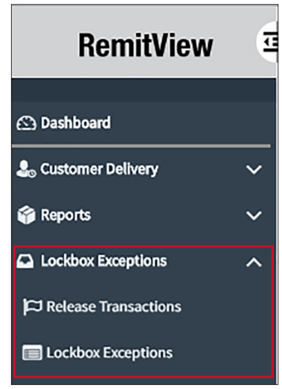
Interactive Lockbox Basics

Lockbox Exceptions Menu

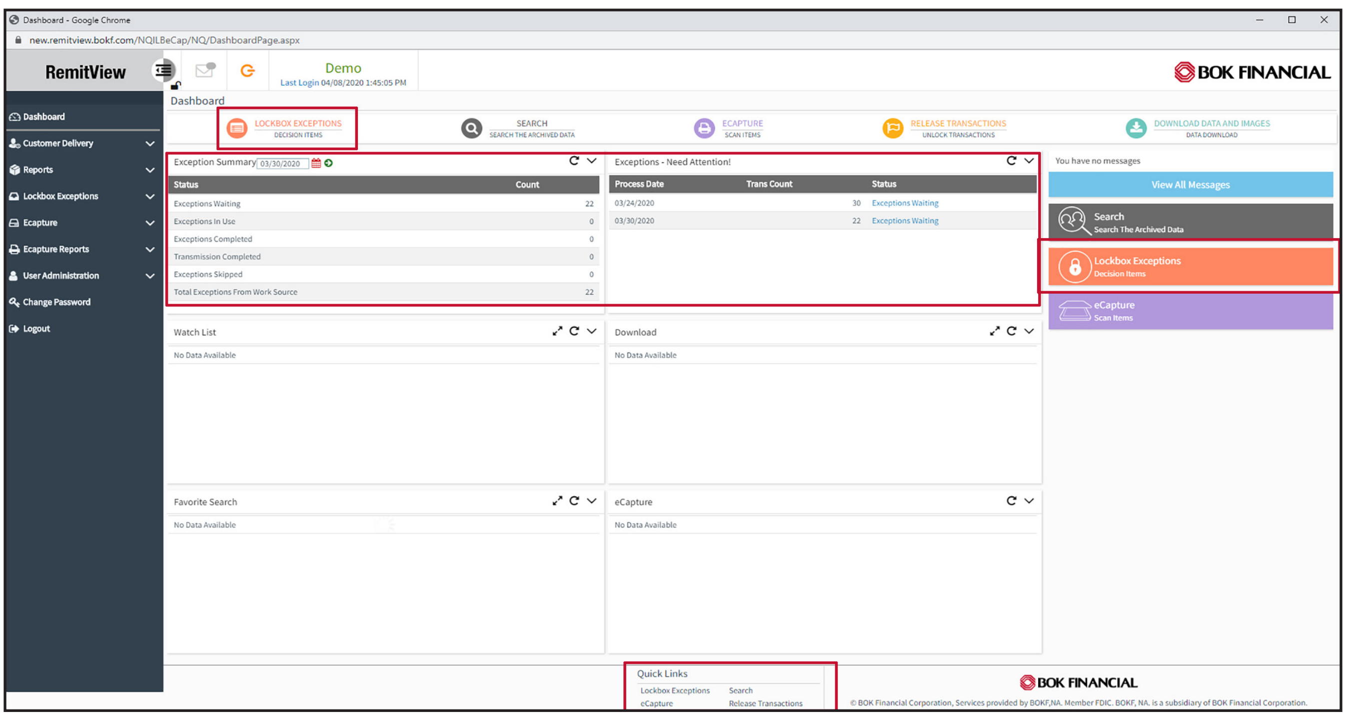
Selecting “Lockbox Exceptions” in the left navigation panel provides a sub-menu.

- “Release Transactions” allows administrators to unlock transactions that have been locked by one user so they are availble to be worked by other users.
- Select “Lockbox Exceptions” to begin working transactions.



Interactive lockbox exceptions may be accessed through different locations:

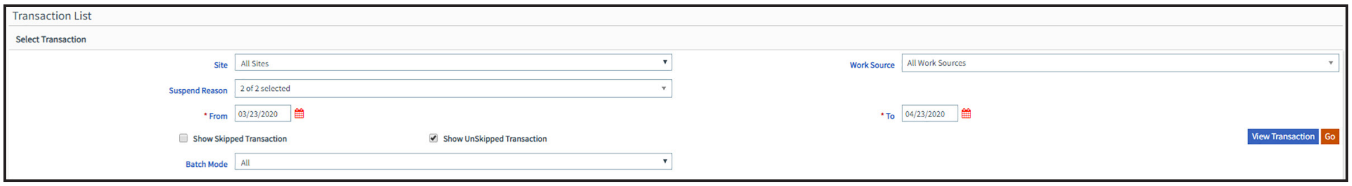
- Main menu on the left
- Directly on the Dashboard
- Icon at the top of the dashboard
- Right navigation pane
- Quick link at the bottom of the page



Interactive Lockbox Basics

Transaction List

Once Lockbox Exceptions is selected, the “Transaction List” appears. The filter pane is used to limit what types of transactions you see. You may only work on transactions for lockboxes for which you have authorization.



Transaction Filtering

The filter parameters allow you to limit the transaction list. You may leave them at their default values to see all transactions available to you. Otherwise make one or more selections:

Parameter	Description
Site	Select a site from the drop-down list. The list contains all the sites to which your lockbox items are processed.
Worksource	Select a lockbox (worksource) from the drop-down list. The list includes only those for which you have authorization.
Suspend Reason	Select a suspense category from the drop-down list. You may select a specific reason only after selecting a specific lockbox.
From / To	These dates default to the current processing day. You may key in a date range or use the calendar icon to make you selections.
Show Skipped Transaction	Select to include skipped transactions in your list.
Show Unskipped Transaction	Select to filter transactions that have not been viewed or worked
Batch Mode	Select a category to sort by type of work

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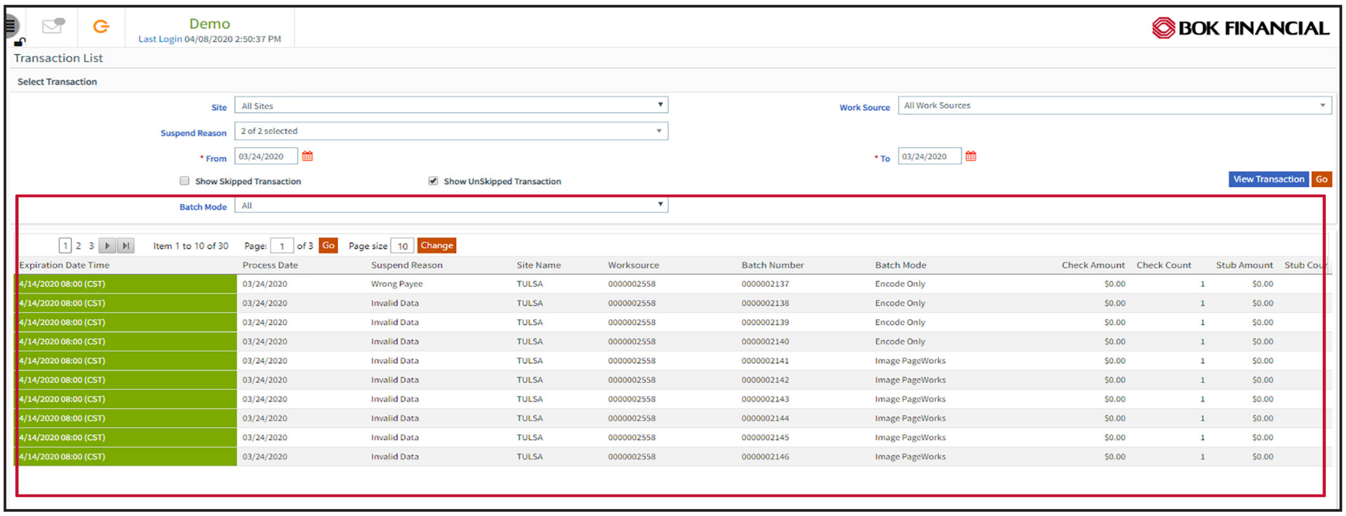
Interactive Lockbox Basics

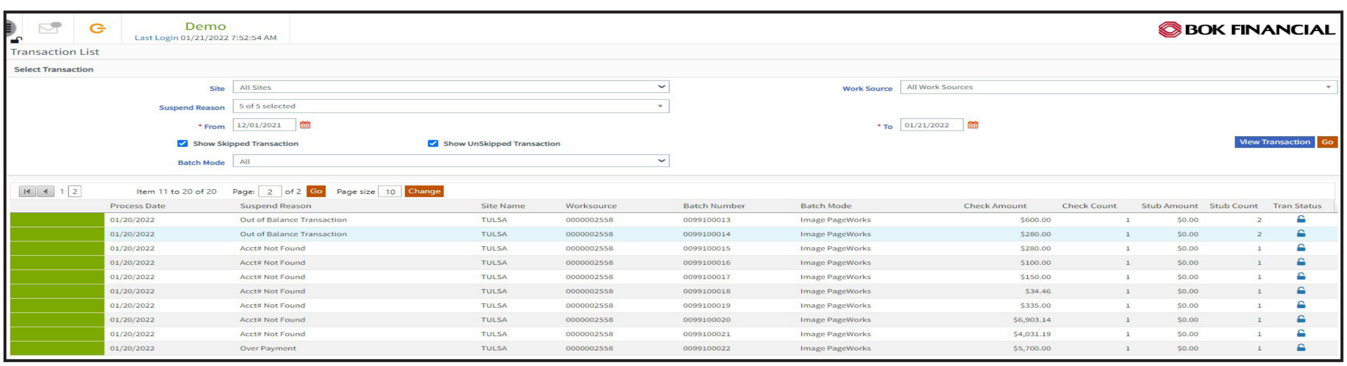
Select Transaction

When your filter parameters are set, click the “View Transaction” button for a transaction list. This will display the list of transactions that satisfy your filters.

Place cursor on row and double click to open the transaction or click “Go” to access transaction details and begin working them. The Suspend Reason shows the reason the transaction was placed into ILB.

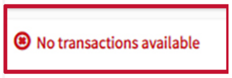


Select “Show Skipped Transaction” if you want them to also display. The Skipped icon (blue arrows) in the Status column indicates that you have previously skipped this transaction.



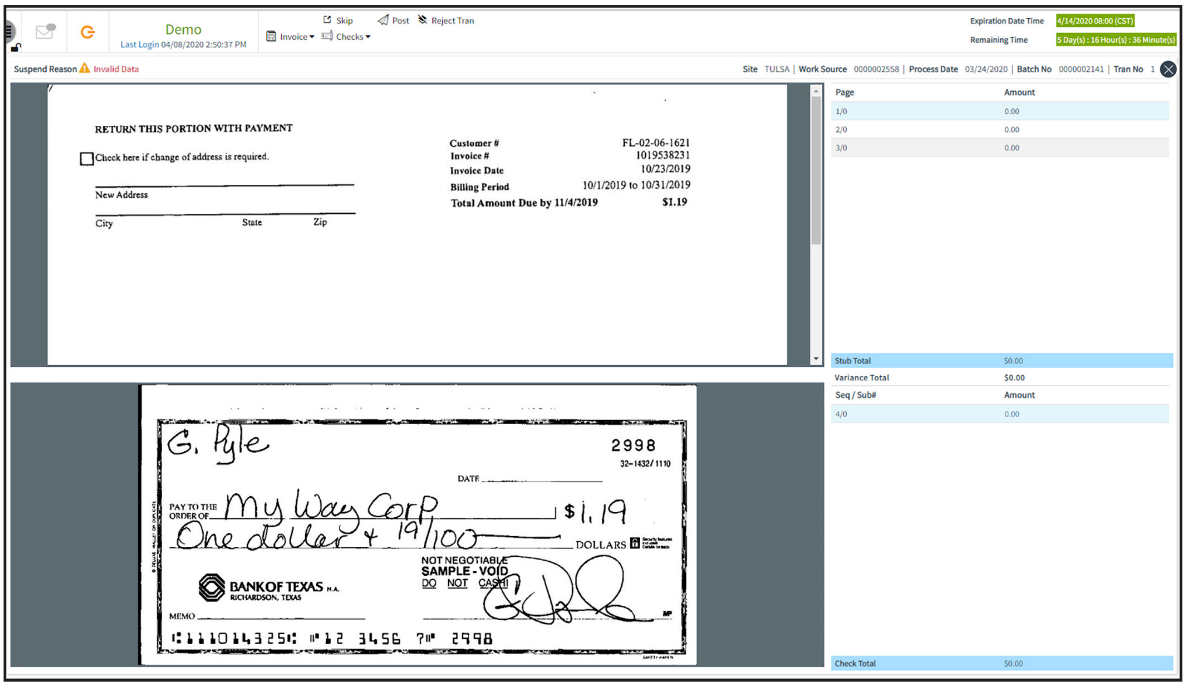
Transaction Detail Screen

If no transactions satisfy your filter entries, a message is displayed in place of a transaction list that reads:



Transaction Selection

After selecting a transaction, the transaction needing correction is displayed. The Transaction Detail screen provides access to the items, stubs and checks, which make up the transaction selected from the Select Transaction screen. On the right are two viewing panes, one for editing stubs and one for editing checks. The image of the selected item is shown to the left of its pane.



NOTE: The Suspend Reason is shown above the stub image. This will give you another clue as to what correction is needed.

NOTE: For the Checks Only mode, only the check image is displayed and the stub area displays the note "Image Not Available".

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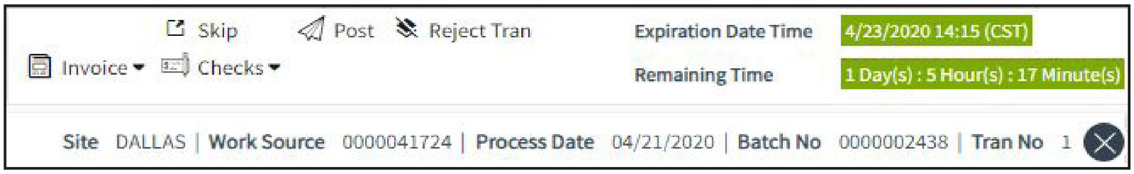
Transaction Detail Screen

Above the stub pane depending on the suspend reason, you will have different functions available; Skip, Post, Reject Tran, Invoice and Checks with two drop-down list options under Invoice and Checks.



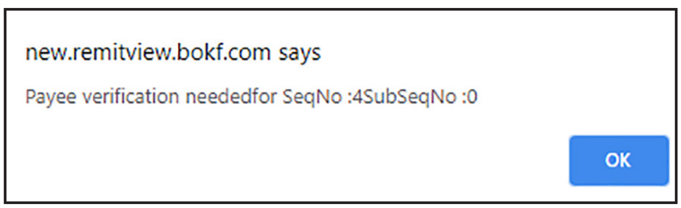
Skip

The Skip option allows a user to go to the next transaction without posting the current transaction.

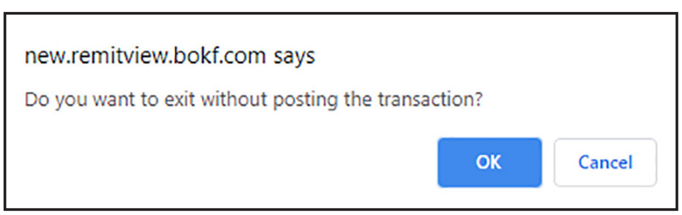
Posting Transactions

Click "Post" to update the database once you finish the corrections/additions. For some clients, ILB allows only balanced transactions to be posted. In other words the stub(s) total must equal the check(s) total.

If there is a mismatch between the amounts, the following message is displayed:



Correct the stub or check amount in the list on the right and click "Post" again. To retain the original transaction information before posting, click the "Close" button. This will take you back to the Transaction Selection screen without any changes. If you have not posted your changes, you are prompted to confirm your request:



NOTE: To save changes, ensure that you post a transaction before moving on to a different screen.

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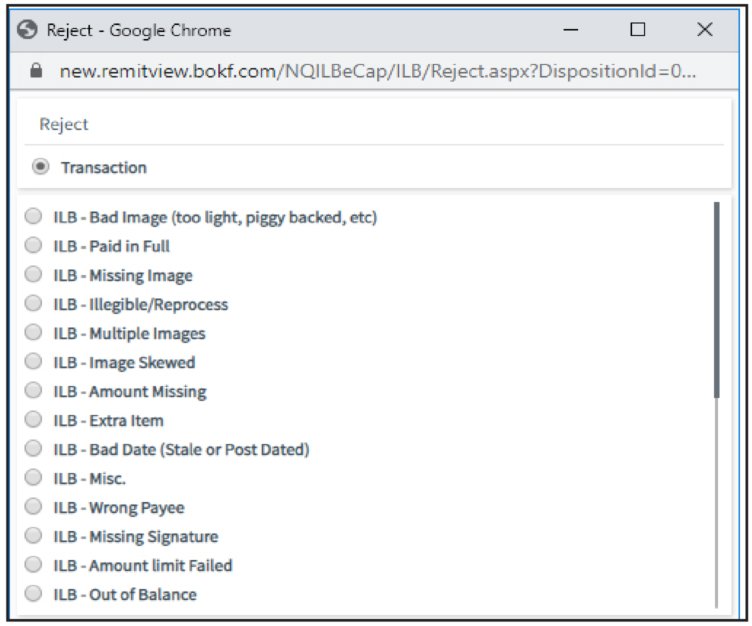
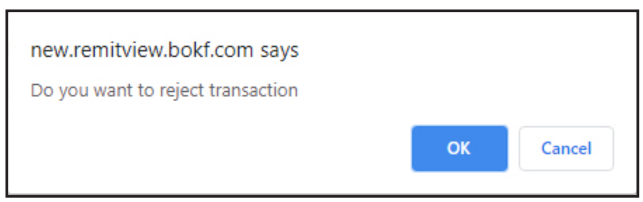
Transaction Detail Screen

Rejecting Transactions

To reject a transaction, click on “Reject Tran”. A list of reject reasons is displayed. Select a reason by clicking the radio button next to the reason. If you do not see a reason that meets your needs choose miscellaneous.



Click “Ok”. All items in the transaction are marked as rejected, including any inserted stubs. A message is displayed for your confirmation:



The selected reason is assigned to the transaction. You must Post the transaction for the reject to take affect. Click “Cancel” to retain the transaction. A rejected transaction will then be forwarded to a customer un-processed.

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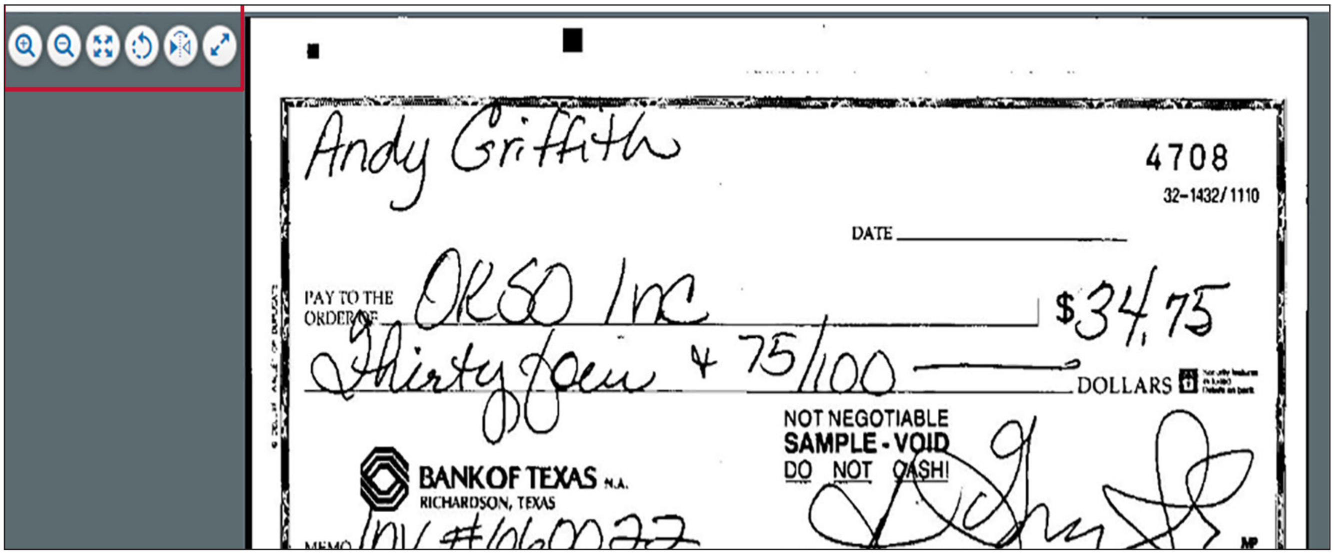
Transaction Detail Screen

Image Controls

The image control options enable you to flip, rotate, open in new window or zoom in/out the images for better clarity. The image control buttons are explained below the image.



Tool	Description
	Rotate the image by 360
	Flip image front and back
	Zoom in the image
	Zoom out the image
	Expands image to fill the window
	Opens image in new window

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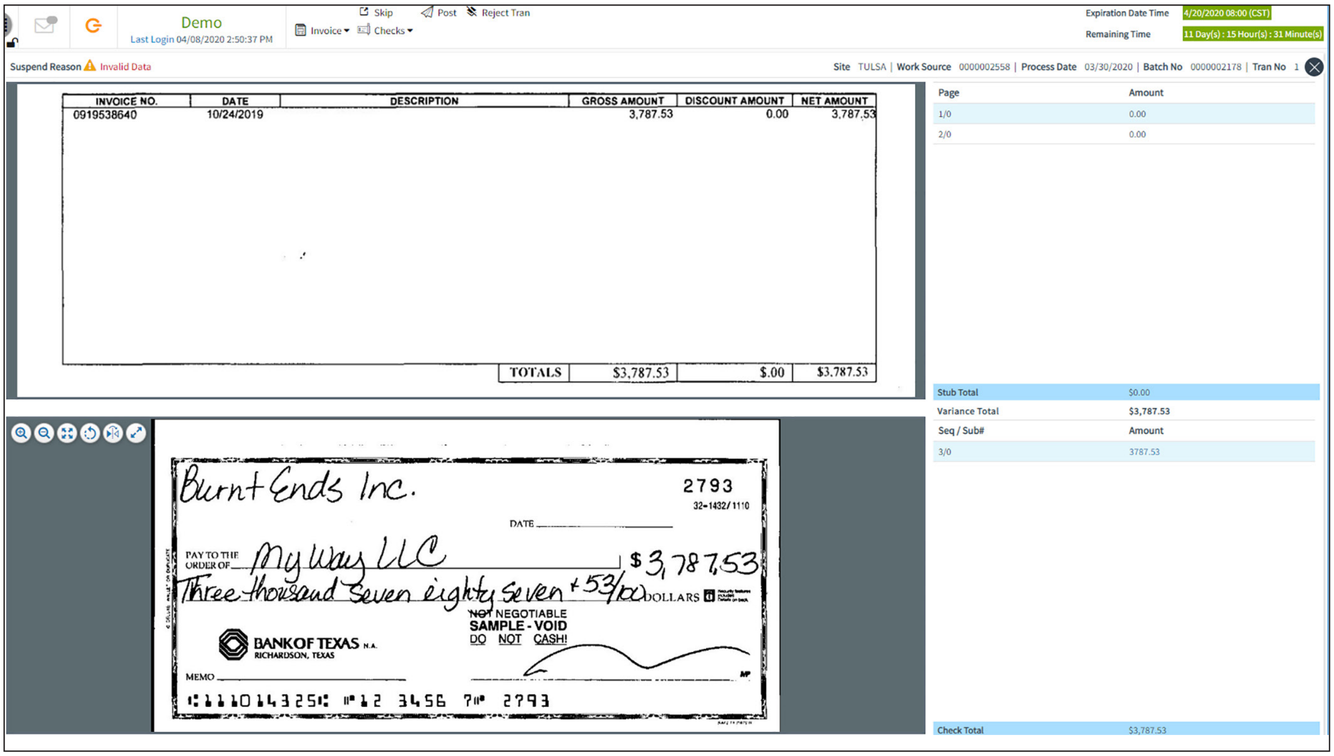
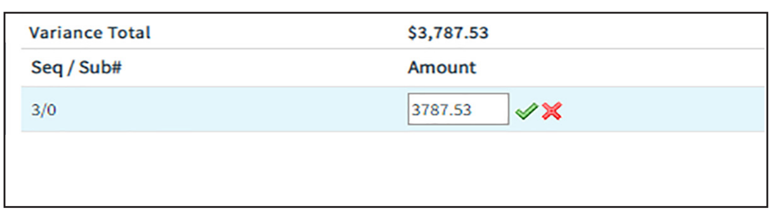
Updating Transactions

Amount Entry

While updating a transaction you may change invoice/stub amounts while in the Invoice or Stub dropdown lists.



To change an amount, click the “Amount” cell for the item, in the appropriate table on the right. When the mouse is moved over the dollar amount, it becomes a hyperlink to select. Key in a new amount. It is not necessary to key the decimals.



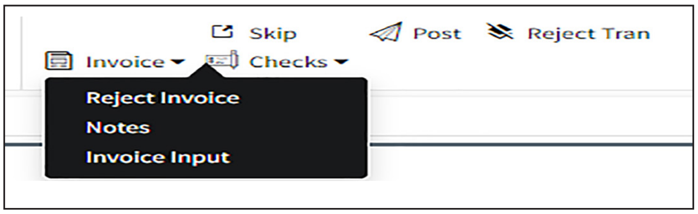
Hit “enter” or click the “check mark” to accept the amount you entered. Click the “X” to cancel without making changes.

Updating Transactions

After entering the data, click “Post” to move on to the next transaction. You are returned to the Select Transaction screen when the last transaction is posted.

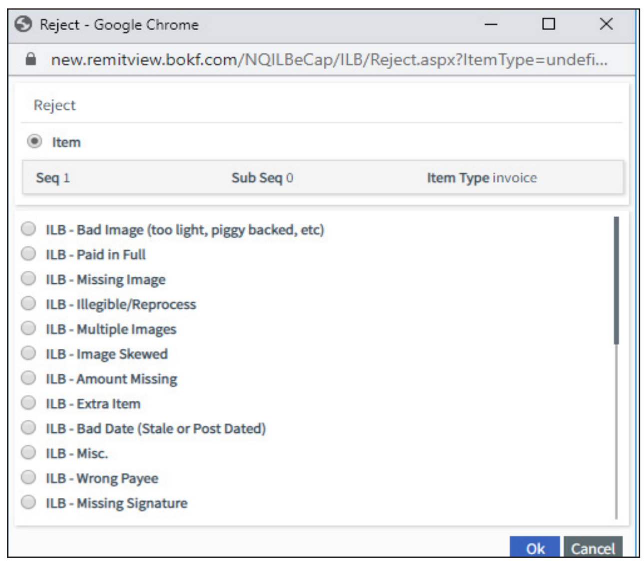
Invoice Options

The Invoice drop-down list provides functions for modifying stub/invoice information for the selected transaction. Stubs are defined as invoices or bills that typically contain an OCR scanline. **Some menus will be titled with the word Invoice instead of Stubs.** These indicate transactions with invoices or bills that typically do not contain an OCR scanline.



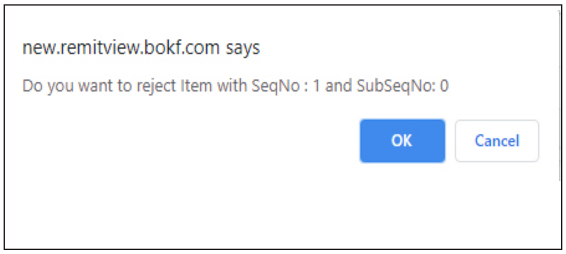
Reject Stub/Invoice

A single stub or invoice may be dropped from a transaction by using the “Reject Invoice” option. A list of reject reasons is displayed. Select a reason by clicking the radio button next to the reason. Choose miscellaneous if you don’t know which one to select.
Click “OK”. The selected reason is assigned to the item.



Updating Transactions

A confirmation prompt is displayed. Click “OK” to reject the item or click “Cancel” to retain the item. Then click ”OK” to the successful message.



NOTE: This selection is only available for transactions with multiple documents or full doc transactions where multiple invoices have been keyed.

Insert Stub/Invoice
Another correction option is to insert an additional stub within a transaction. By insertion, it is meant that the field level information for an electronic stub is entered. It then is treated as a real time stub item for the given transaction. Select “Insert Stub” from the Stubs drop-down list. Enter the requested data and click “Save”. The information here is based upon customer requirements.

Below is a description of the buttons on this page and their functions.

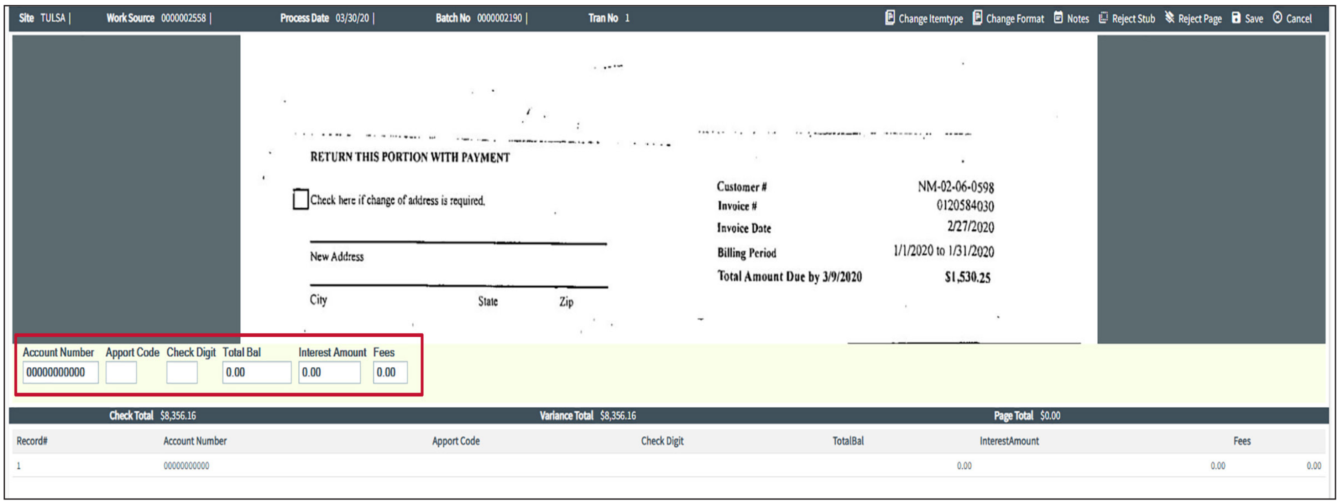
Button	Description
Notes	Click to add a note with the insert.
Data Lookup	This feature is currently not in use.
Override	After entering your corrections you may click Override to bypass the sort pattern edits or in other words the data format requirements.
Orientation	Click to toggle between horizontal or vertical display of the input fields.
Change Format	Click to change the data entry format, which changes which fields will display.
Save	Click to save your changes.
Close	Click to close the window and make no changes.

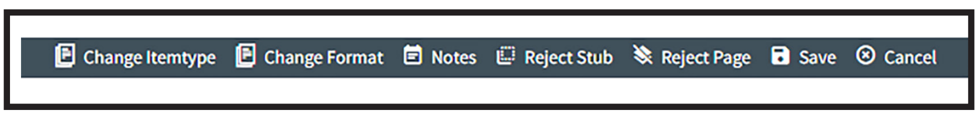
NOTE: This selection is only available for transactions with multiple items.

Updating Transactions

Invoice Input
Invoice Input allows for data entry or to correct information for documents with or without OCR scanlines.

Select “Invoice Input” from the Invoice drop-down list to display the form for editing the invoice details. Make your changes/ corrections to the presented data and hit enter when complete. Multiple lines of data can be keyed if necessary. The added information will populate below the image. Then click “Save” to exit data entry and save transaction. Question marks indicate the characters that have been read incorrectly.





Below is a description of the buttons on this page and their functions.

Button	Description
Change Item Type	Click to change the stub to a correspondence.
Change Format	Click to change the data entry format, which changes which fields will display.
Notes	Opens the Notes screen.
Reject Stub	Allows the item to be rejected out of the transaction.
Reject Page	Allows you to reject the transaction details
Save	Click to save your changes.
Cancel	Click to close the window and make no changes.

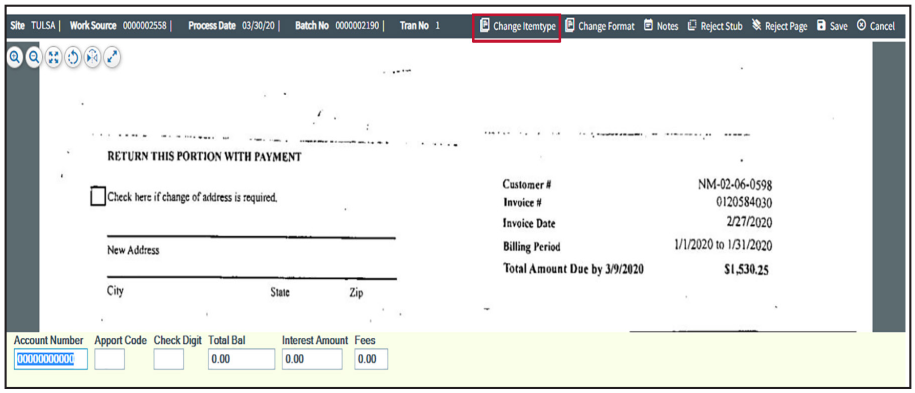
Updating Transactions

Change Item Type

Occasionally a document will be imaged that does not require data capture, but you do not want to reject it. These documents can be changed from a stub to a correspondence by clicking “Change Item Type”. You will receive a confirmation message.

Click “OK” to change the item type. Click “Cancel” to leave the stub as is and return to the transaction.

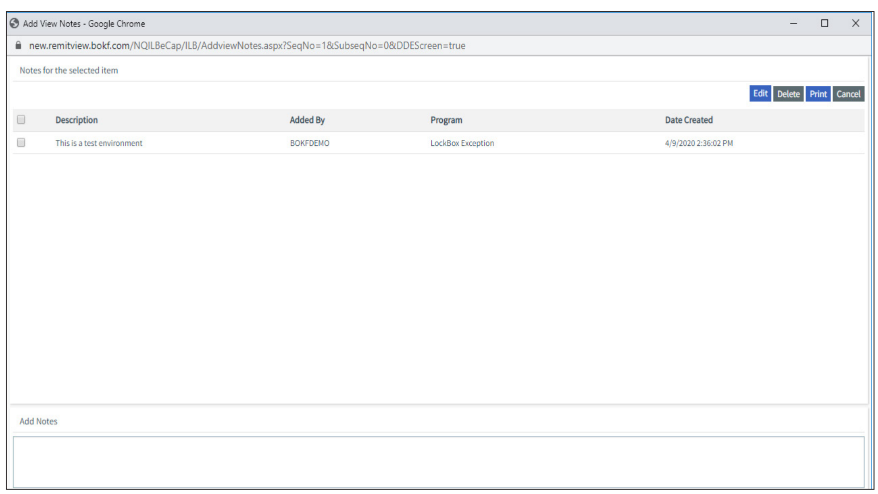
NOTE: This selection is only available for transactions with multiple documents or full doc transactions where multiple invoices have been keyed.



Notes

To add notes to the selected stub/invoice, select “Notes” from the Invoice drop-down list. The top pane lists any notes previously entered. Select the check box to “edit” or “delete” an existing note. Then click “Delete” or “Edit”.

Enter or edit comments in the Add Notes box and click “Add”. Click “Reset” to clear the notes area. Click “Print” to send the note to your printer. Notes added here will not pass along to the archive, but are available if the transaction is reviewed within ILB at a later date.



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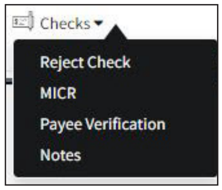
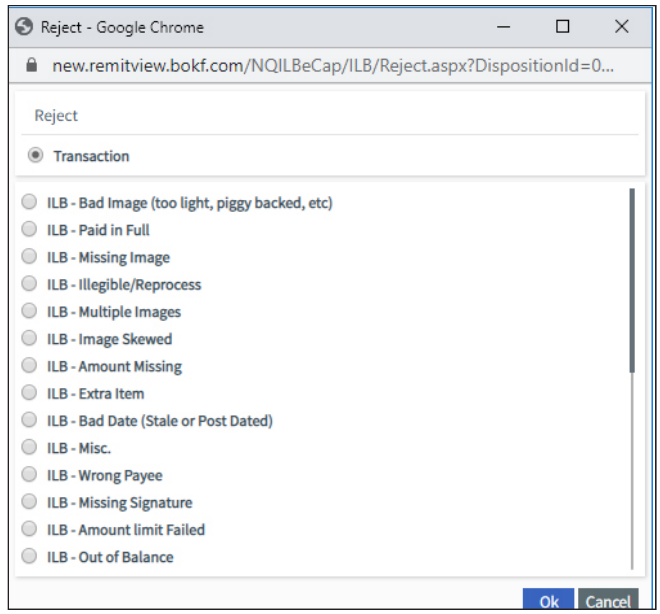
Updating Transactions

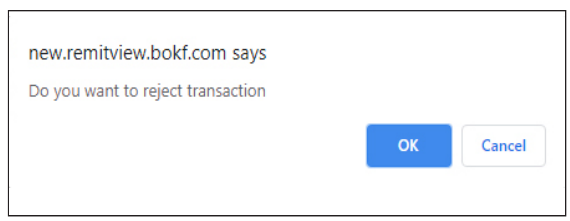
Check Options



Reject Check
A check may be dropped from a transaction by using the "Reject Check" option. A list of reject reasons is displayed. Select a reason by clicking the radio button next to the reason. Click "OK". The selected reason is assigned to the item.



A confirmation prompt is displayed. Click "OK" to reject the item or click "Cancel" to retain the item.



NOTE: This selection is only available for transactions containing multiple checks.

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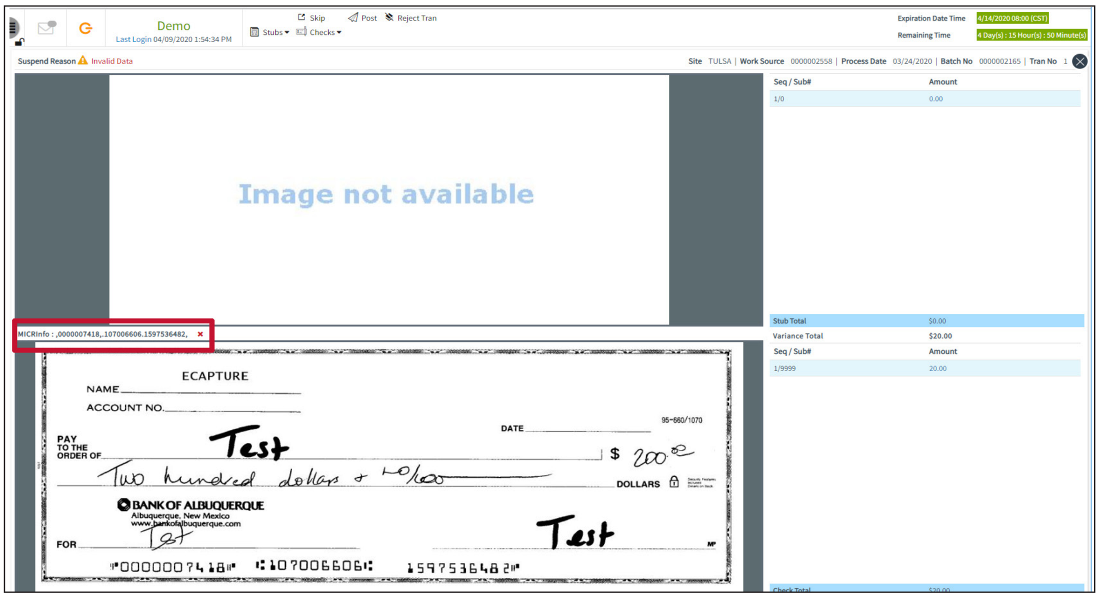
Updating Transactions

MICR

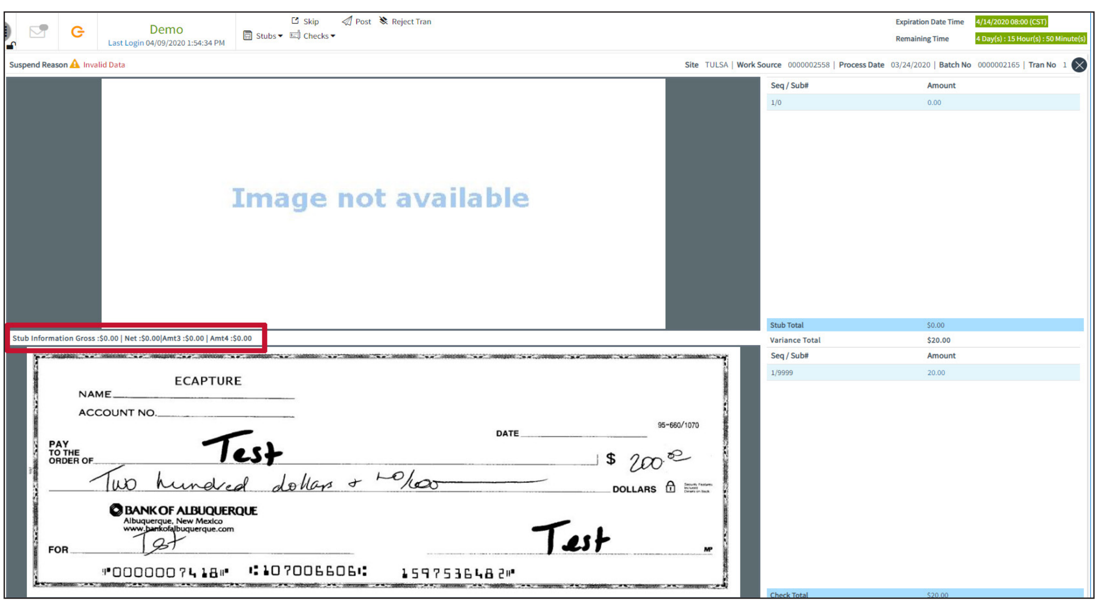
Select “MICR” from the Checks drop-down list to view the MICR information. The MICR information replaces the stub information which is displayed between the check and stub images. A sample of this is shown below.

MICR Information Displayed

To return to the stub information, click the “X” to the right of the MICR information.

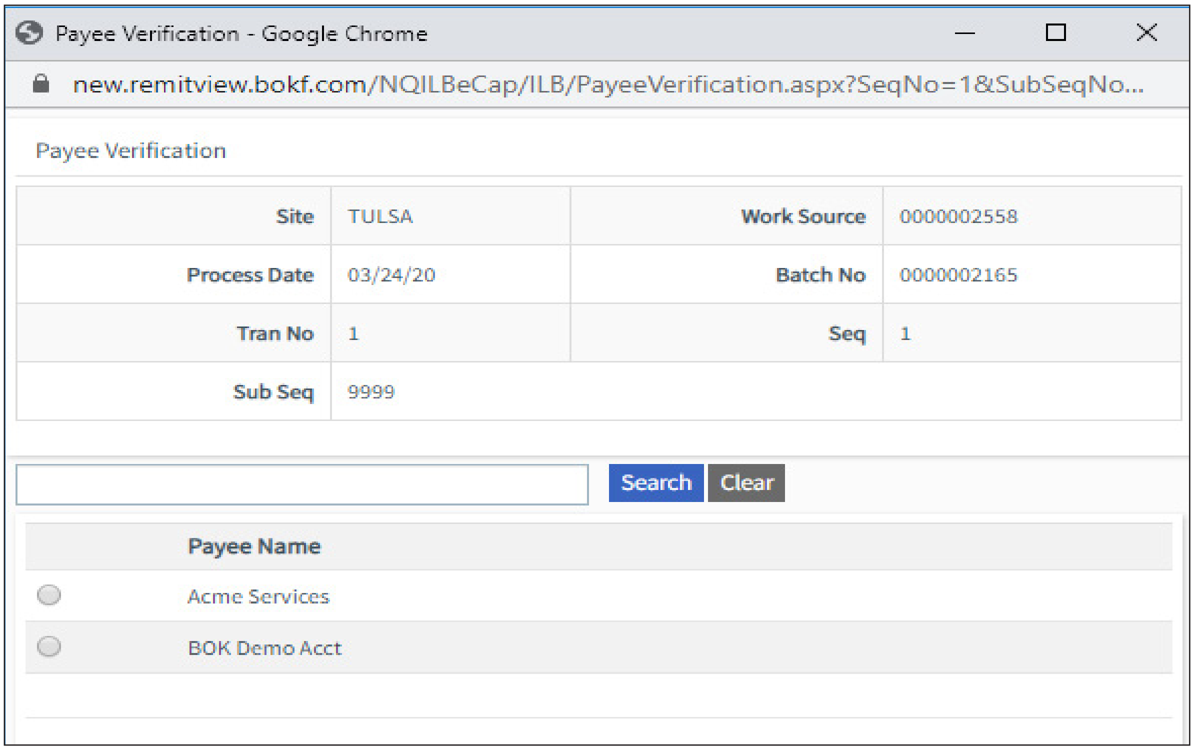


Stub Information Displayed



Updating Transactions

Payee Verification
Select “Payee Verification” from the Checks drop-down list to display the Payee verification window. From the payee window select the payee name that you want to associate the transaction with. If you do not find a match reject the transaction

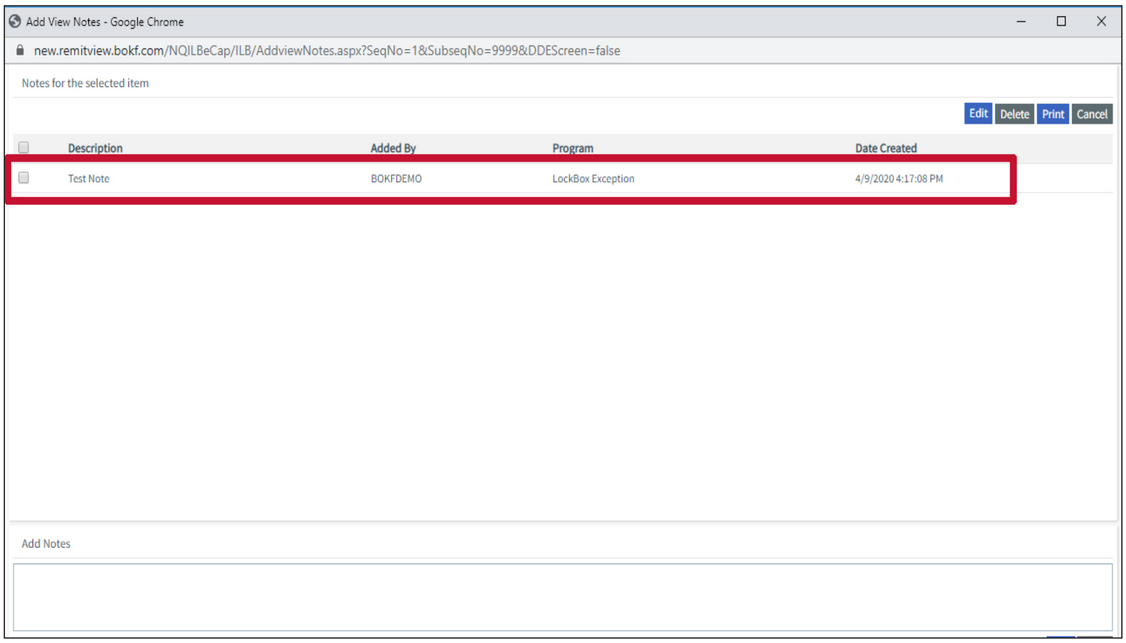


To search for a payee, type the name in the open cell then click “Search”.

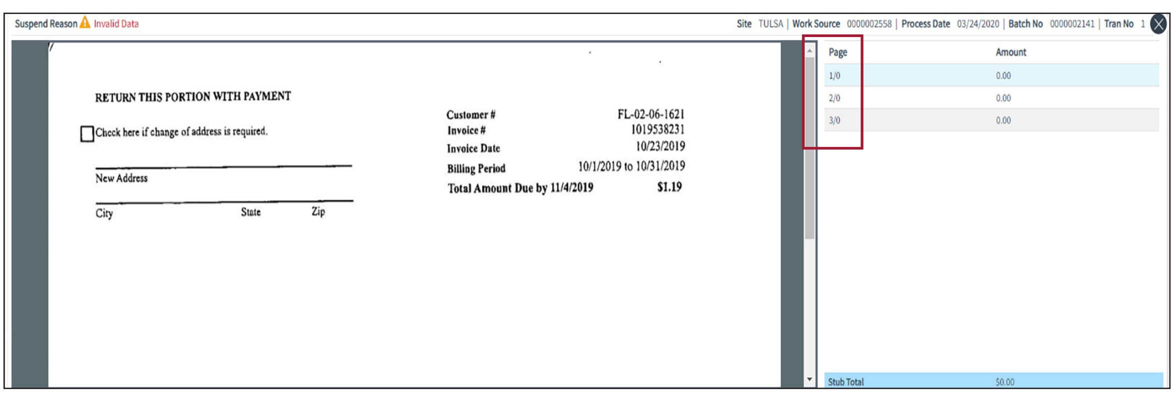
Updating Transactions

Notes
To add notes to the selected check, select “Notes” from the Checks drop-down list. The top pane lists any notes previously entered. Select the check box, to “edit” or “delete” an existing note. Then click “Delete” or “Edit”.

Enter or edit comments in the “Add Notes” box and click “Add”. Click “Reset” to clear the notes area. Click “Print” to send the note to your printer. Information entered here will not pass to the archive, but are available if the transaction is review within ILB at a later date.



Correspondence Documents/View Other Docs
If there is more than one document in the same transaction, click on the “Seq No” or “Page” to browse through the list. These images may contain data necessary for posting a transaction.



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