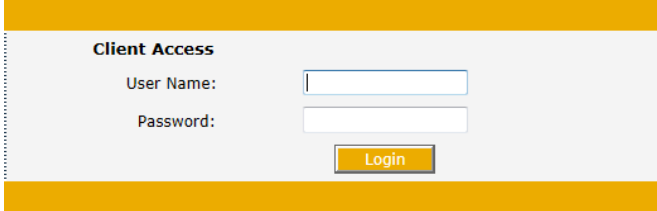


Online Lockbox User Guide

How to Log In To Online Lockbox

1. Open an Internet Explorer browser
2. Navigate to <https://lockbox.hillcrestbank.com/>
3. Select "Client Login" and enter **Username** and **Password**. Click "Submit" and the Members Hub screen loads...



The Members Hub Overview Screen - Contains the navigation menu, today's lockbox activities and the message queue. The below section describes each of these areas.

The Navigation Menu

- The navigation menu is located on the left side of the screen. All menu items (except Members Hub and Logout) have sub-menus which are described later in this document.
- If you navigate away from the Members Hub Overview screen, simply click the **Members Hub** from the navigation menu to return to the overview screen.
- Click **Logout** from the navigation menu to end your session.



Today's Activities		Data
Amount Processed:		\$245,839.65
Accepts:		38
Current Exceptions:		11

From	Subject	Received
You have 3 new messages.		

The Lockbox Activities Section - Displays today's transaction totals. As each transaction batch is completed, data and images are posted for your review, and the totals within this section are updated.

- **Amount Processed** – Is the **total dollar amount of all accepted checks**. Click on the amount to view details about the accepted transactions. Viewing accepts is described later in this document.
- **Accepts** – Is the **total number of remit transactions processed today**. Click on the number to view details about the accepted transactions. Viewing accepts is described later in this document.



Overview Members Hub

- Members Hub
- Lockbox Tools
- Remit Station
- Transmissions
- Member Maintenance
- Message Queue
- Change Password
- Logout

Lockbox Activities ←

Today's Activities	Data
Amount Processed:	\$245,839.65
Accepts:	38
Current Exceptions:	11

Message Queue You have 3 new messages.

From	Subject	Received
------	---------	----------

The Message Queue – Displays important messages pertaining to your lockbox. Click on the subject to read the message. The Message Queue is described later in this document.



Overview Members Hub

- Members Hub
- Lockbox Tools
- Remit Station
- Transmissions
- Member Maintenance
- Message Queue
- Change Password
- Logout

Lockbox Activities

Today's Activities	Data
Amount Processed:	\$245,839.65
Accepts:	38
Current Exceptions:	11

Message Queue ← You have 3 new messages.

From	Subject	Received
------	---------	----------

Accepted Transactions - Describes how to view the detail surrounding accepted transactions.

1. Accepted transactions have been processed according to your specifications and will be deposited to the designated bank account. From the Members Hub Overview screen, perform one of the following:
 - a. From the Lockbox Activities section, click on the **Amount Processed**.
 - b. From the Lockbox Activities section, click on the **Number of Accepts**.
 - c. From the left Navigation Menu, click **Lockbox Tools**. Then click **Accepts**.



Overview Members Hub

- Members Hub
- **Lockbox Tools** ←
- lockbox reports
- lockbox ticker
- active notes
- accepts ←
- current exceptions
- lockbox search
- Remit Station
- Transmissions

Lockbox Activities


Today's Activities	Data
Amount Processed:	\$245,839.65 ←
Accepts:	38 ←
Current Exceptions:	11

Message Queue You have 3 new messages.

From	Subject	Received
------	---------	----------

2. From the Accepts screen, you can view summary information on the payments set for deposit, including:
 - Entity Name, Lockbox Number, Payor's Account ID
 - Voucher Amount, Check Amount, Payor's Bank Account Number, Route Transit Number
 - Due Date, Process Date
 - Check **DIN (RE: Glossary)** and Voucher DIN

NOTE: A sort can be performed by clicking on any of the column headers.

3. Click  to view transaction detail including:
 - a. Images of the front and back of the check –or– images of the front and back of the voucher.

- b. The first time you click the magnifying glass, you may be prompted to install the Active X control. If you do not have administrative rights you will see little red x's wherever the images should be displayed.

Accepts

Lockbox Tools > Accepts

Accepts for 5/7/2007: 67
Click on the Column header to sort by that column

Detail/Entity	Lockbox Number	Payer's Acct ID	Voucher Amount	Check Amount	Payer's Bank Acct Number	Route Transit	Due Date	Process Date	Check DIN	Voucher DIN
Golden Ponds	19444	07B	\$845.00	\$45.00	020008431	21905977	01/1/007	05/07/07	40051894	50083599
Golden Ponds	19444	07B	\$845.00	\$800.00	020008431	21905977	01/1/007	05/07/07	40051895	50083599
Golden Ponds	19444	07C	\$845.00	\$1,690.00	020008431	21905977	01/1/007	05/07/07	40051896	50083602
Golden Ponds	19444	07D	\$845.00	\$1,690.00	020008431	21905977	01/1/007	05/07/07	40051898	50083603
Golden Ponds	19444	07E	\$845.00	\$1,500.00	020008431	21905977	01/1/007	05/07/07	40051897	50083605
Golden Ponds	19444	07F	\$845.00	\$1,500.00	020008431	21905977	01/1/007	05/07/07	40051897	50083606
Harbour Hills	19444	0305	\$985.00	\$2,060.00	020008431	21905977	01/1/007	05/07/07	40051898	50083608
Harbour Hills	19444	0306	\$1,075.00	\$2,060.00	020008431	21905977	01/1/007	05/07/07	40051898	50083609
Harbour Hills	19444	0304	\$1,294.25	\$294.25	020008431	21905977	01/1/007	05/07/07	40051899	50083611
Harbour Hills	19444	0304	\$1,294.25	\$1,000.00	020008431	21905977	01/1/007	05/07/07	40051900	50083611

Page 1 of 7 Showing 1 - 10 of 67

first previous next last

4. From the Accepted Transaction Detail screen:
- You can display the check and voucher, front and back by choosing the corresponding radio buttons .
 - You have the option of viewing one image or two images at a time by choosing the corresponding radio buttons .
 - You can zoom in or zoom out on the image by clicking or . You can print the image by clicking . You can access the previous or next transaction by clicking or .

Accepted Transactions

1 of 67

Payer's Acct ID: 07B

Voucher Amount: \$845.00

DDA: 123456798

Due Date: 01/1/007

Check Amount: \$45.00

Payer's Bank Acct No.: 020008431

Route Transit: 21905977

Check Number: 2758

Process Date: 05/07/07

Check DIN: 40051894

Voucher DIN: 50083599

Lockbox: 19444

Check Voucher Front Back One Image Two Images

Klik Technologies Corp 01-99
4 N Main Street
Spring Valley, NY 10977
VOID-TEST CHECKS ONLY

50-597219 2758

Pay to the Order of Golden Ponds \$45.00
Twenty-five Dollars

UNION STATE BANK
98 ROUTE
SUFFERN, N.Y. 10901

VOID NON-NEGOTIABLE

VOID

⑆02⑆1905977⑆020⑆008431⑆1⑆ 2758 ⑆0000004500⑆

Check Voucher Front Back

ABC MANAGEMENT COMPANY
1234 Main Street
Anytown, USA 12345

Date: 09/01/04
Amount Due: \$45.00
Account No.: VL-07B

MAKE CHECK PAYABLE TO: GOLDEN PONDS LLC.

Please Return Payment To: GOLDEN PONDS LLC, P.O. BOX 19444, NEWARK, NJ 07101-9444

Name: MARY C. PAPPADIO, 978 VILLAGE GREEN, CITY ABCDE, NY 10944

001221230370200002 0 090104 0084500 002 6

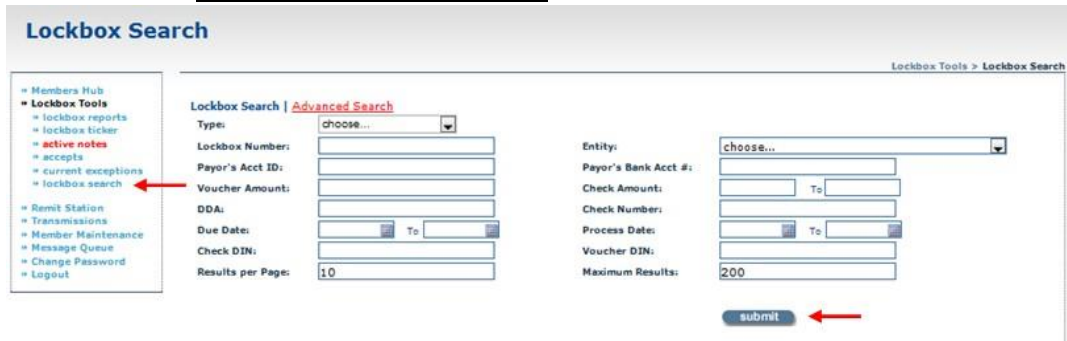
How to Perform a Lockbox Search - Search for transactions by using Lockbox Search. This section describes the steps to perform a lockbox search.

- From the left navigation menu, click **Lockbox Tools**. Then click **Lockbox Search**.
- From the **Lockbox Search** screen, complete one or more of the following and then Click **Submit**:

- a. From 'Type' drop down list choose **Accepts, Current Exceptions or Processed Exceptions** to narrow your search. **NOTE:** If you do not make a selection from 'Type', your search will include all transactions types.
- b. Enter a Lockbox Number.
- c. Enter a Payor's Account ID
- d. Enter a Voucher Amount
- e. Enter a DDA
- f. Enter a Due Date range, i.e., 5/15/07 to 5/16/07
- g. Enter a Check Din
- h. Enter a number of Results per Page. The default is 10 results displayed per page.
- i. From 'Entity' choose one of the listed entities. This will narrow down your search to that entity. **NOTE:** If you do not make a selection from 'Entity', your search will include all transactions from all Entities.
- j. Enter a Payor's Bank Account Number
- k. Enter a Check Amount Range, i.e., 500.00 to 600.00.
- l. Enter a Check Number
- m. Enter a Process Date range, i.e., 5/15/07 to 5/16/07
- n. Enter a Voucher Din
- o. Enter a number of Maximum Results. The default is 200 results.



NOTE: If you complete more than one of the above, the Lockbox Search will display only those that match all the search criteria entered.




Lockbox Search | [Advanced Search](#)

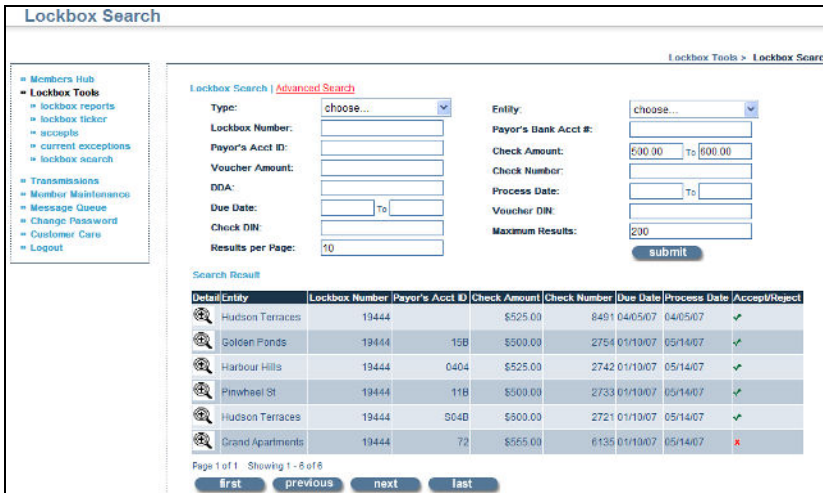
Members Hub
Lockbox Tools
 lockbox reports
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 accepts
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 Message Queue
 Change Password
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Lockbox Search | [Advanced Search](#)

Type: choose...
 Lockbox Number:
 Payor's Acct ID:
 Voucher Amount:
 DDA:
 Due Date: To
 Check DIN:
 Results per Page: 10

Entity: choose...
 Payor's Bank Acct #:
 Check Amount: To
 Check Number:
 Process Date: To
 Voucher DIN:
 Maximum Results: 200

3. Your search results will display.
4. Click  to view the details of a transaction.



Lockbox Search | [Advanced Search](#)

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Lockbox Search | [Advanced Search](#)

Type: choose...
 Lockbox Number:
 Payor's Acct ID:
 Voucher Amount:
 DDA:
 Due Date: To
 Check DIN:
 Results per Page: 10

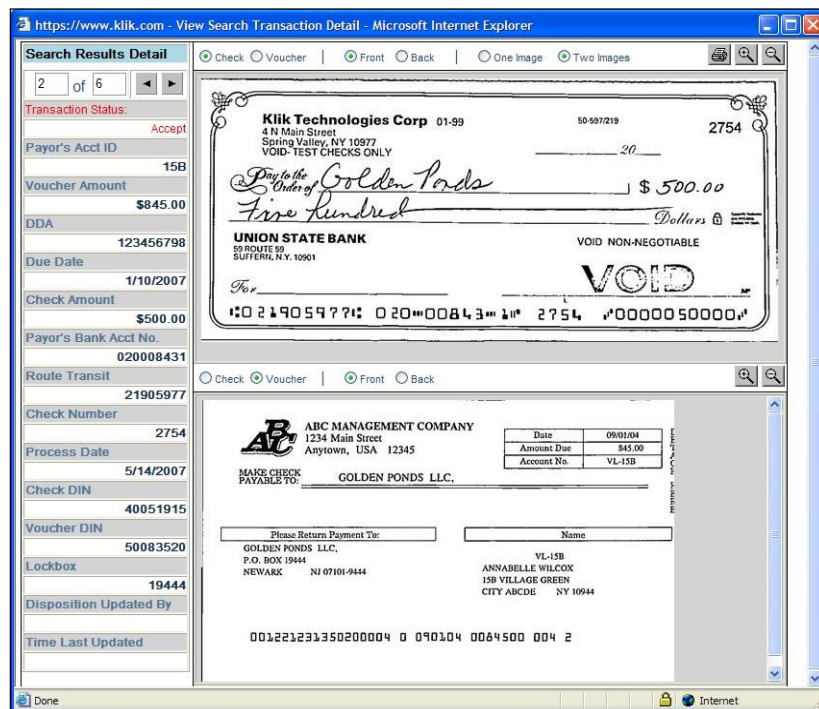
Entity: choose...
 Payor's Bank Acct #:
 Check Amount: 500.00 To 600.00
 Check Number:
 Process Date: To
 Voucher DIN:
 Maximum Results: 200

Search Result

Detail/Entity	Lockbox Number	Payor's Acct ID	Check Amount	Check Number	Due Date	Process Date	Accept/Reject
Hudson Terraces	19444		\$525.00	8491	04/05/07	04/05/07	✓
Golden Ponds	19444	15B	\$500.00	2754	01/10/07	05/14/07	✓
Harbour Hills	19444	0404	\$525.00	2742	01/10/07	05/14/07	✓
Pinwheel St	19444	11B	\$500.00	2733	01/10/07	05/14/07	✓
Hudson Terraces	19444	S04B	\$500.00	2721	01/10/07	05/14/07	✓
Grand Apartments	19444	72	\$555.00	6135	01/10/07	05/14/07	✗

Page 1 of 1 Showing 1 - 6 of 6

5. From the Search Results Detail screen you can view the following:
 - a. Images of the front and back of the check.
 - b. Images of the front and back of the voucher.
 - c. Transaction status
 - d. Payor's Account ID
 - e. Voucher Amount
 - f. DDA
 - g. Due Date
 - h. Check Amount
 - i. Payor's Bank Account Number
 - j. Route Transit
 - k. Check Number
 - l. Process Date
 - m. Check DIN
 - n. Voucher DIN
 - o. Lockbox
 - p. Disposition Updated By
 - q. Time Last Updated



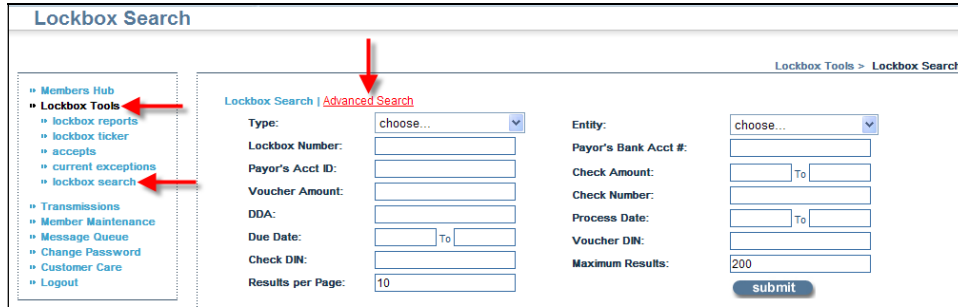
How to Perform an Advanced Lockbox Search - Advanced Lockbox Search allows the user to expand on the Lockbox Search capabilities. Some features of Advanced Lockbox Search are:

- The ability to add logical operators to a search, i.e., greater than, less than, equal to, starts with and contains.
- The ability to save searches and run them again at a later time.
- The ability to schedule searches.

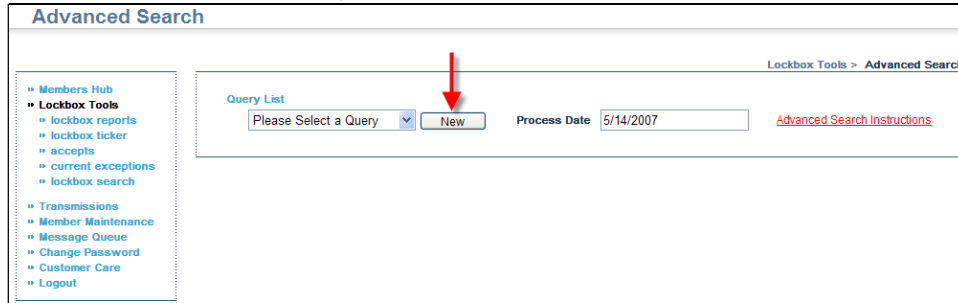
- The ability to notify the user via e-mail when results to a daily search are found.

How to Run a One Time Query

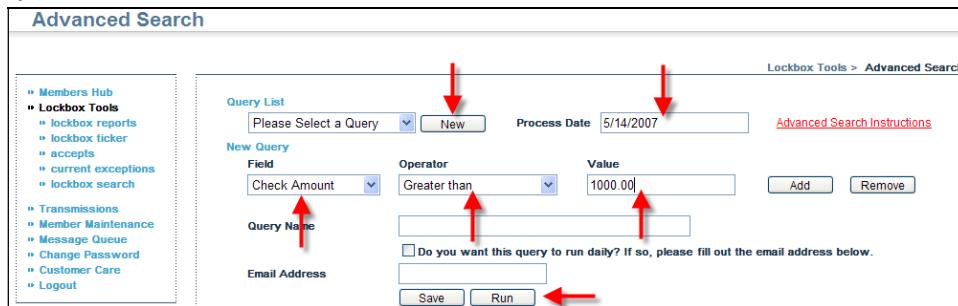
1. From the left navigation menu, click **Lockbox Tools**. Then click **Lockbox Search**. Then click **Advanced Search**.




2. From the Advanced Search screen, click **New**.



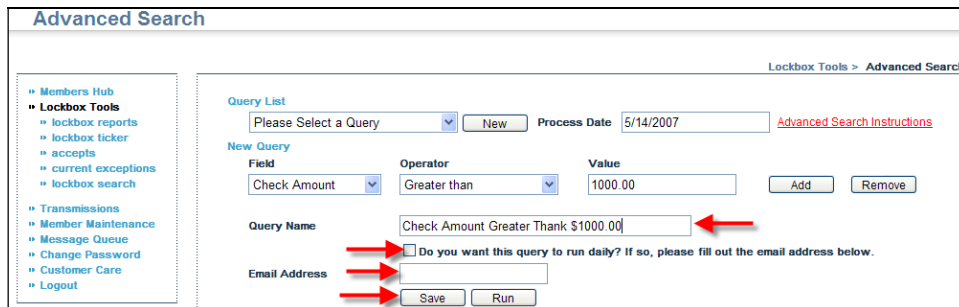
3. Process Date field, enter the process date for the transaction you wish to find, i.e., 5/14/07.
 - a. If you leave the Process Date field blank, the results will include transactions processed on any date.
4. Field drop down list, choose the field you wish to search by, i.e., check amount.
5. Operator drop down list, choose the appropriate selection for your search, i.e., greater than.
6. Value field, enter the value of your search, i.e., 1000.00.
7. If you wish to add additional parameters to your search, click the **Add** button.
 - a. To remove parameters, click the **Remove** button to the right of the parameter you wish to remove.
8. Click **Run**.



9. The results of your query will display.
10. Click  to view the details of a transaction.

How to Create a Query for Future Use

1. Repeat Steps 1-8 from the How to Run a One Time Query section above.
2. In the Query Name field, enter a name for your query.
3. For a query to run each evening, check the box and enter an e-mail address in the E-mail Address field.
 - a. A notification will be sent to the e-mail address entered if one or more results are found.
 - b. If you do not wish to run the query each evening, skip to Step 4.
4. Click **Save**.



Advanced Search Lockbox Tools > Advanced Search

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Query List
 Please Select a Query Process Date 5/14/2007 [Advanced Search Instructions](#)

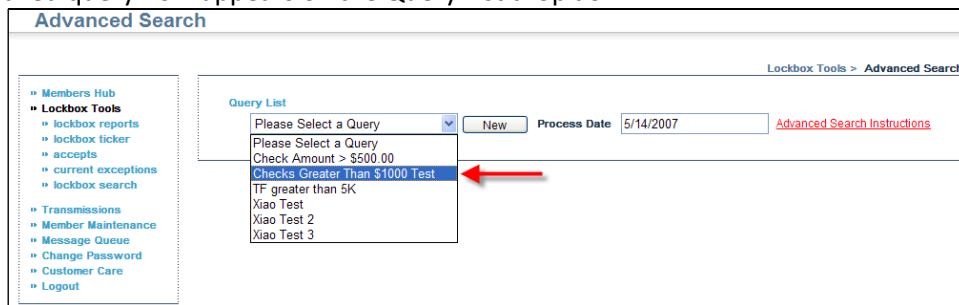
New Query
 Field: Check Amount Operator: Greater than Value: 1000.00

Query Name: Check Amount Greater Than \$1000.00

Do you want this query to run daily? If so, please fill out the email address below.

Email Address:

5. The saved query now appears on the Query List drop down.



Advanced Search Lockbox Tools > Advanced Search

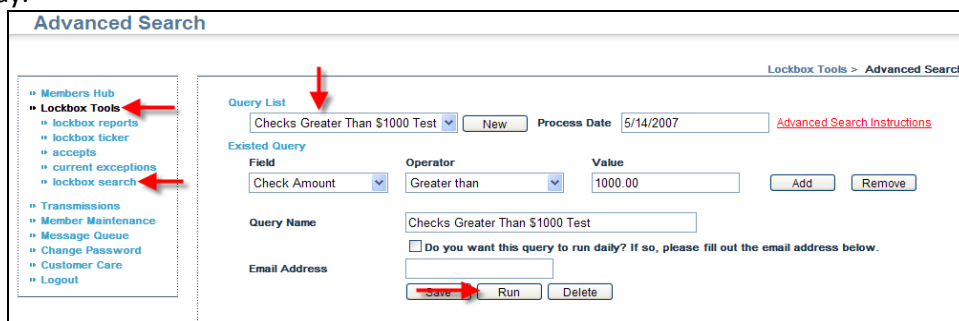
Members Hub
Lockbox Tools
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Query List
 Please Select a Query Process Date 5/14/2007 [Advanced Search Instructions](#)

Query List:
 Please Select a Query
 Check Amount > \$500.00
Checks Greater Than \$1000 Test
 TF greater than 5K
 Xiao Test
 Xiao Test 2
 Xiao Test 3

How to Run a Saved Query

1. From the left navigation menu, click **Lockbox Tools**. Then click **Lockbox Search**. Then click **Advanced Search**.
2. From the Query List drop down, choose the query you wish to run. Click **Run**. Query results will display.



Advanced Search Lockbox Tools > Advanced Search

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Query List
 Checks Greater Than \$1000 Test Process Date 5/14/2007 [Advanced Search Instructions](#)

Existing Query
 Field: Check Amount Operator: Greater than Value: 1000.00

Query Name: Checks Greater Than \$1000 Test

Do you want this query to run daily? If so, please fill out the email address below.

Email Address:

3. Click  to view the details of a transaction.

How to Delete an Existing Query

1. Repeat Steps 1-3 from the How to Run a Saved Query section above. Click the **Delete** button.

Query List
Checks Greater Than \$1000 Test Process Date: 5/15/2007 [Advanced Search Instructions](#)


Existed Query


Field	Operator	Value		
Check Amount	Greater than	1000.00	<input type="button" value="Add"/>	<input type="button" value="Remove"/>

Query Name: Checks Greater Than \$1000 Test

Do you want this query to run daily? If so, please fill out the email address below.

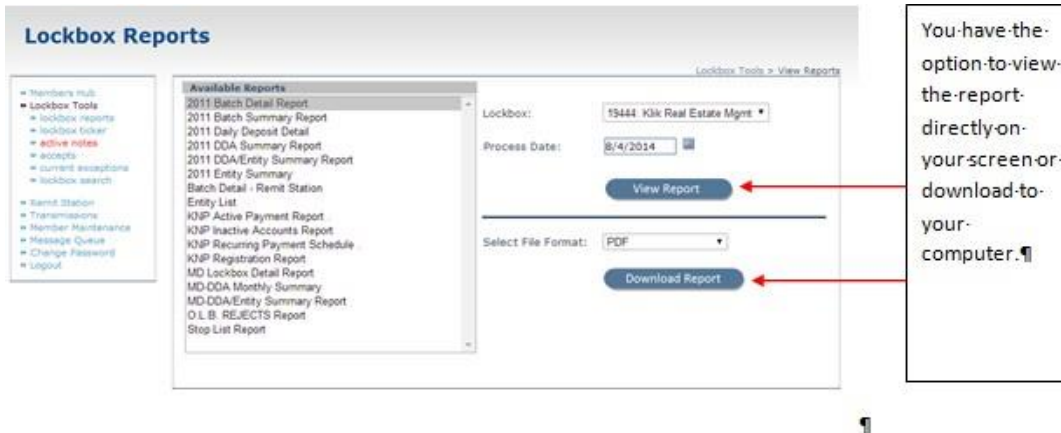
Email Address:



 **NOTE:** Advanced Search instructions can be accessed from Lockbox Tools. Click Lockbox Tools, Lockbox Search, Advanced Search, Advanced Search Instructions. Advanced Search Instructions will display.

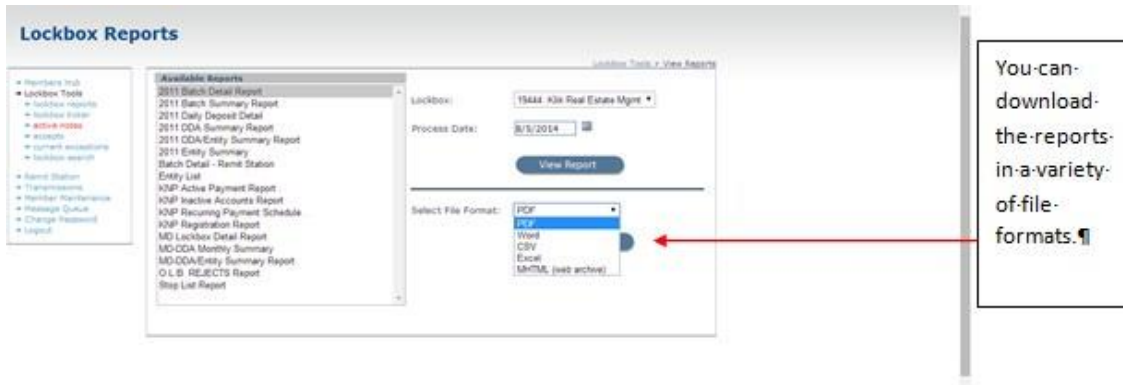
Lockbox Reports - Users may view and print various standard reports that provide a detailed summary of processed remittances. The below section will describe how to view these reports.

1. From the left navigation menu, click Lockbox Tools. Then click Lockbox Reports.



The screenshot shows the 'Lockbox Reports' page. On the left is a navigation menu with 'Lockbox Tools' expanded to show 'Lockbox Reports'. The main area is titled 'Available Reports' and lists various report types such as '2011 Batch Detail Report', '2011 Batch Summary Report', '2011 Daily Deposit Detail', '2011 DDA Summary Report', '2011 DDA/Entity Summary Report', '2011 Entity Summary', 'Batch Detail - Remit Station', 'Entity List', 'KNP Active Payment Report', 'KNP Inactive Accounts Report', 'KNP Recurring Payment Schedule', 'KNP Registration Report', 'MD Lockbox Detail Report', 'MD DDA Monthly Summary', 'MD DDA/Entity Summary Report', 'O.L.B. REJECTS Report', and 'Stop List Report'. To the right of the list are input fields for 'Lockbox:' (set to '19444 Kik Real Estate Mgmt'), 'Process Date:' (set to '8/4/2014'), and 'Select File Format:' (set to 'PDF'). Below these fields are two buttons: 'View Report' and 'Download Report'. A callout box on the right side of the screenshot contains the text: 'You have the option to view the report directly on your screen or download to your computer.' with red arrows pointing to the 'View Report' and 'Download Report' buttons.

2. When you select Lockbox Report the Report Viewer will launch.



You can download the reports in a variety of file formats.

3. From the Lockbox Report Viewer screen:

- a. Choose a **Report Name**. Reports options will vary depending on products you subscribe to and any custom reports that may have been developed per your request.
- b. Choose the **Lockbox** you wish to query. Enter a **Report Date** and click **View Report**.
- c. The report will display in the Results tab.

Lockbox Report Viewer - 2009 Batch Detail Report

Selection Results

First Previous Next Last Print Zoom In Zoom Out Refresh Next Report Page 1 of 4

Process Date: 08/12/2009 Batch #: 501224 Scan ID: 408

Batch Detail Report
Klik Real Estate Mgmt
(19444)

Report Date: 08/12/09 Time: 01:40 PM Page: 1 of 4

Building ID	Tenant	DDA Number	Sequence Number	Amount Due	Stub Date	Amount Applied	Check R/T	Check Number	Check Amount
VZ	07A	1001000643	22147772	845.00	9/12/2004	200.00	111015453	2756	200.00
VZ	05F	1001000643	22147773	845.00	9/12/2004	45.00	21905977	2755	45.00
VZ	15B	1001000643	22147774	845.00	9/12/2004	500.00	21905977	2754	500.00
VZ	15A	1001000643	22147775	805.00	9/12/2004	750.00	111015453	2753	750.00
VZ	11A	1001000643	22147776	845.00	9/12/2004	975.75	21905977	2747	975.75
VZ	11F	1001000643	22147777	845.00	9/12/2004	845.00	21905977	2752	845.00
VZ	11D	1001000643	22147778	845.00	9/12/2004	845.00	21905977	2751	845.00
VZ	11C	1001000643	22147779	845.00	9/12/2004	845.00	21905977	2750	845.00
VZ	11E	1001000643	22147780	845.00	9/12/2004	845.00	111015453	2749	845.00
VZ	11B	1001000643	22147781	820.00	9/12/2004	820.00	21905977	2748	820.00
HR	0402	0678716477	22147782	975.00	9/12/2004	875.00	21905977	2746	875.00
HR	0303	0678716477	22147783	1,195.00	9/12/2004	1,000.00	21905977	2745	1,000.00
HR	0311	0678716477	22147784	912.00	9/12/2004	11.00	21905977	2744	11.00
HR	0406	0678716477	22147785	925.00	9/12/2004	625.00	21905977	2743	625.00
HR	0404	0678716477	22147786	1,075.00	9/12/2004	525.00	21905977	2742	525.00
HR	0402	0678716477	22147787	1,010.00	9/12/2004	700.00	111015453	2741	700.00
HR	0401	0678716477	22147788	1,010.00	9/12/2004	1,010.00	21905977	2740	1,010.00
HR	0213	0678716477	22147789	1,225.00	9/12/2004	1,225.00	21905977	2739	1,225.00
HR	0212	0678716477	22147790	795.00	9/12/2004	795.00	21905977	2738	795.00
HR	0211	0678716477	22147791	920.00	9/12/2004	920.00	21905977	2737	920.00
OX	11A	1001000641	22147792	805.00	9/12/2004	705.00	21905977	2736	705.00
OX	11D	1001000641	22147793	805.00	9/12/2004	650.00	111015453	2735	650.00
OX	11C	1001000641	22147794	992.50	9/12/2004	700.00	21905977	2734	700.00
OX	11B	1001000641	22147795	845.00	9/12/2004	500.00	21905977	2733	500.00
OX	11A	1001000641	22147796	920.00	9/12/2004	900.00	21905977	2732	900.00
OX	10D	1001000641	22147797	955.00	9/12/2004	955.00	21905977	2731	955.00
OX	10C	1001000641	22147798	815.00	9/12/2004	815.00	21905977	2730	815.00
OX	10B	1001000641	22147799	955.00	9/12/2004	955.00	21905977	2729	955.00
OX	10A	1001000641	22147800	845.00	9/12/2004	845.00	21905977	2728	845.00
OX	03D	1001000641	22147801	825.00	9/12/2004	825.00	111015453	2727	825.00
CP	304P	1553031639	22147802	905.00	9/12/2004	800.00	21905977	2725	800.00
CP	304D	1553031639	22147803	765.00	9/12/2004	750.00	21905977	2724	750.00
CP	304C	1553031639	22147804	765.00	9/12/2004	700.00	21905977	2722	700.00
CP	302A	1553031639	22147805	735.00	9/12/2004	765.00	21905977	2721	765.00
CP	304B	1553031639	22147806	660.00	9/12/2004	600.00	21905977	2721	600.00
CP	302P	1553031639	22147807	875.00	9/12/2004	875.00	21905977	2720	875.00
CP	302E	1553031639	22147808	845.00	9/12/2004	845.00	21905977	2719	845.00
CP	302D	1553031639	22147809	975.00	9/12/2004	975.00	21905977	2718	975.00
CP	302C	1553031639	22147810	845.00	9/12/2004	845.00	21905977	2717	845.00
CP	RL9B	1553031639	22147811	820.00	9/12/2004	820.00	21905977	2716	820.00
Totals for Batch:				501224		\$35,539.50		\$30,422.75	Transaction Count:40