Mechanics Bank®

Lock Box

User Guide

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Lockbox User Guide

![Mechanics Bank logo]

Login

- Access our website **www.mechanicsbank.com**
- Click the **Log In** button, select **Other Services,** then **Lock Box Service**
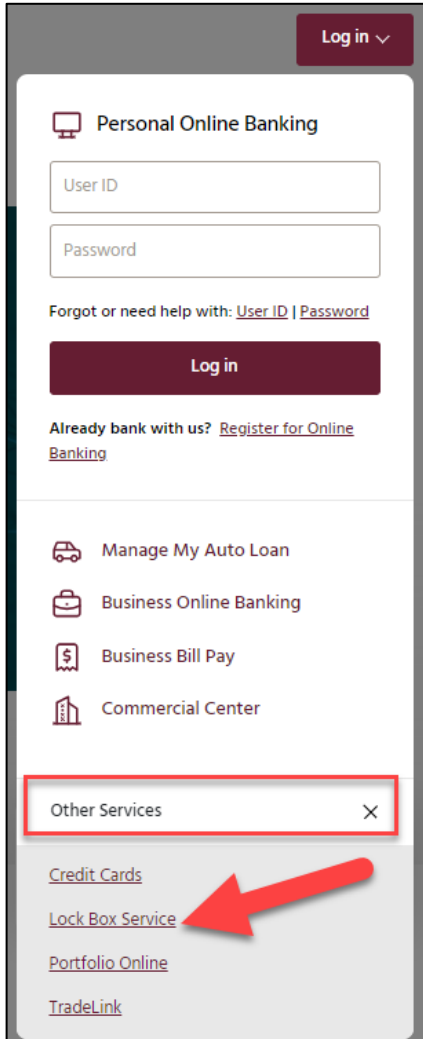
- To Log in for the first time, enter the **User Name**, **Password** and **PIN** number provided to you.
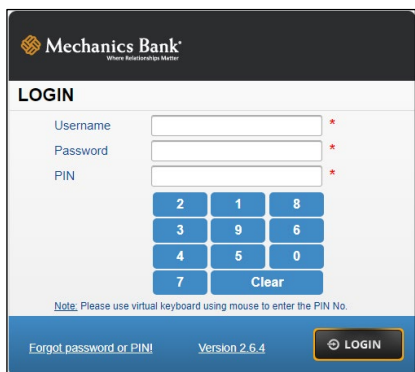
- ∗ User Names are not case sensitive.
- ∗ Passwords are case sensitive.
- ∗ Use your mouse and on screen keypad to enter your PIN number.

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- After logging in the first time, click on Security, then Manage Profile to update your user profile and create a security question in case you forget your password or PIN.

User Details			
First Name	John	Last Name	Doe
Address1		Address2	
City		State	Select
Zipcode		Phone Number	800-555-1234
Email Address	johndoe@gmail.com		

Security Info			
Security Question	What was the make and mc	Security Answer	honda accord

- Next, click on **Security**, then Change Password to change your password and PIN

- Click **Change Password** to change your password.
- Enter the current and new password.
- Click **Change Login PIN** to change your PIN.
- Enter the current and new PIN.
- Click the **Save** button in the lower right hand corner.

Forgot Password or PIN

If you forget your Password or PIN, click on "**Forgot password or PIN**" in the lower left hand corner of the login screen.

Enter your Username and click Submit

 Answer your security question then change the password and/or PIN.

Exception Handling

Items that need additional information to be processed (such as account number) are exceptions. You will receive email notification of any exceptions. After logging into the application, you will see a flashing message on the menu bar if you have pending exceptions.

- Click on the flashing message to open Exception processing.

- Next, click on the icon

The remarks will state why the transaction was sent to exceptions. The user will need to fill in the missing data fields and select update when finished. By clicking on update and completing the item(s) – they are then sent back into the queue for balancing by the bank.

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Previous & Next – Allows the operator to go back to the previous transaction or next. By choosing NEXT, the operator can advance to the next available transaction within the batch, without satisfying the requirements of the "skipped" document. The batch cannot be completed until all skipped and unprocessed transactions are completed.

Update – Edits and accepts the data entry of a given transaction and advances to the next available transaction. This is the equivalent of hitting the ENTER key on the keyboard. Refresh – Re-displays the original information for the currently displayed transaction.

Remove/Return – If a user determines the exception item must be returned, they will select this option and fill in the remarks and select save.

List Batch – Accesses the current batch window, displaying all transactions that have been processed within the batch. Place and click the mouse pointer on the line of any chosen transaction to re-open the transaction in the processing window displaying that transaction and making it available for review, edit and correction.

Close Batch – Exits the batch processing window and returns the user to the Batch List screen. Once the batch is selected again, the user will pick up where the batch was left off.

View Files and Reports

- Enter a date range and click [Q SEARCH]

A list of available reports appears.

Report Name	Report Date	Generated Date	Downloaded Date	Downloaded By	■ Select All	Action
tmrn.pdf	01/25/2016	01/25/2016 15:31:52			☐	🗑
tmr.pdf	01/25/2016	01/25/2016 15:31:53			☐	🗑
tmrcty.pdf	01/25/2016	01/25/2016 15:31:53			☐	🗑

- Click the checkbox for each report you want to view, or click Select All, then click [VIEW REPORT]
- Reports will open in a separate tab in your browser.

Remittance Report

Bank Name	:		Client Name	:	CITATION PROPERTY MANAGEMENT
Account Name	:	CITATION PROPERTY MGMT	Report Date	:	01/25/2016
			Date Printed:		01/25/2016 Page 1 of 1

Batch/Seq	Name	Check #	Check Amt.	Remit Amt.
73 / 2	LILLS AIR	001672	345.00	345.00
73 / 3	MICHAEL KARELS	2285	220.00	220.00
2261 / 1	GLASS ROBER	1798	210.00	210.00
2261 / 2	RIGLER ROBB	1755	165.00	165.00
2261 / 3	RIKER ROBER	1648	165.00	165.00
2261 / 4	PURCELL RON	1722	210.00	210.00
2261 / 5	FONTENOT DA	1217	145.00	145.00

- Click the checkbox for each report you want to view, or click Select All, then click   **DOWNLOAD FILE**

Depending on your browser clicking Download File may prompt you to open or save the file, or it may automatically download the file.

Choosing Save will download the files in a zip format to your default download folder. The report listing will be updated with the download date and time and the user who downloaded it.

Research

- You can search transactions based on any field that is being tracked for your account. Choose a date range, enter any additional search criteria, then click Search.

- In the above example the system will find all transactions between January and April 2016 where the check amount contains a "5" and the remittance name contains the consecutive letters "ab". Results are displayed below.

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- Enter more specific information to obtain more specific results. Entering 175.00 in the check amount field will narrow the results to check amounts containing 175.00. Click the checkbox to the left of the transaction of any image you want to view or download or click the checkbox next to "Select" to select all transactions.

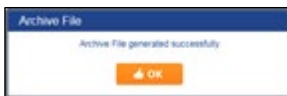- Click **View Image** to view the first transaction image. Click the right arrow to view the remittance document.
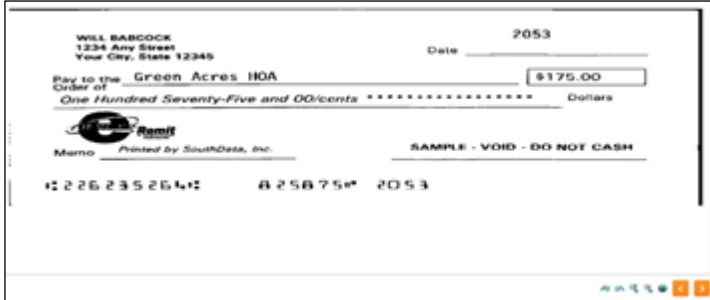
 Rotate 90° Right, Rotate 90° Left, Zoom In, Zoom Out, Flip Image (rear), Previous Image, and Next Image.

Click Download Zip to create a searchable archive of the selected transactions.

Create a password for the archive file.

 Click OK. Your web browser will prompt you to Open or Save the file.

After saving the zip file, extract the files and double click on Archive.exe. If prompted, click Run. Choose Archive.mdb.

 Enter the password you created and click login.

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You can now search on the selected transactions. Click the checkbox under Select to select transactions to view then click Preview.

DOWNLOAD IMAGE

Clicking Download Image prompts you to burn the images to a DVD.