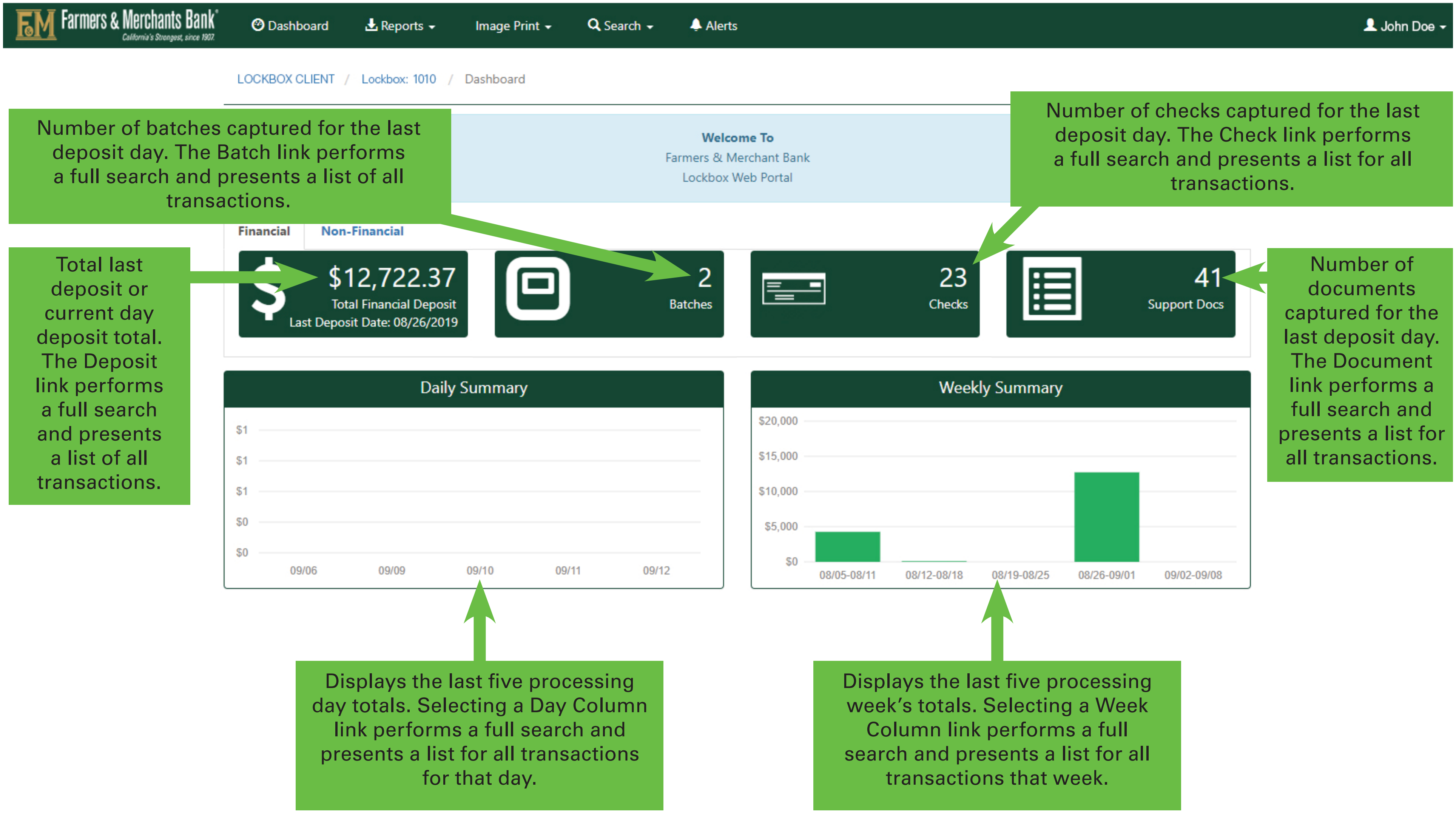
LOCKBOX SERVICES QUICK USER GUIDE

Rev 09/2019

Farmers & Merchants Bank®

California's Strongest, since 1907.



Please note: Clients with multiple Lockbox accounts will see a list of their accounts. Clients can click on each account link to view that account's Dashboard, which displays the deposits, batches, checks, and documents.

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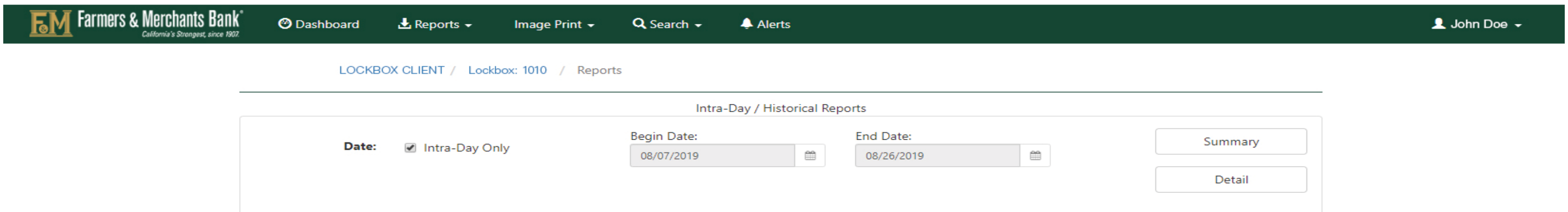
REPORTS

- ✓ **Intraday:** Default– Reports on the data for the current or last available processing date.

  Note: Intraday option is not available, so the Intraday box must be "unchecked" to select a different day/range.
- ✓ **Begin Date:** Defaults to the oldest date with available data.
- ✓ **End Date:** Defaults to the newest data with available data.

Summary – Displays the Summary Totals for the selected Date options such as, Last update information, Business Date/Range selected, Company Name, Lockbox Number, Lockbox Name, Summary Totals, and Printer Friendly option (Print format of the information).



Details – Displays the Detail Totals for the selected Intraday/Date options such as Lockbox Number and Business Date/Range selected). There are multiple methods in which clients can view the item(s) by clicking on the links in the Details display.

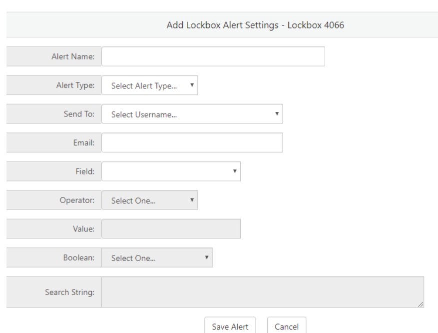
- ✓ The Refresh Report button will refresh the report page to include any new data.
- ✓ The PDF button will open a PDF document with the Detail Data that can be saved and/or printed.
- ✓ CSV button opens a CSV file with the Detail Data that can be saved.

ALERTS

Alerts allow the user to identify system events (e.g. Transmission Upload) and track payments by account/remitter name, as configured for the Lockbox.

The following options are available:

- ✓ **Add Custom Alert:** Add a Lockbox custom Alert
- ✓ **Add System Alert:** Add a system event Alert
- ✓ **Status Link:** Enable/Disable the Alert
- ✓ **Delete:** Delete the Alert



You can Also Add a Custom Alert setup:

- ✓ **Alert Name:** Alert Identifier
- ✓ **Alert Type:** Financial and Non-Financial Data.
- ✓ **Send To:** Select Company Admin/End User from List.
- ✓ **Field:** List of system and Lockbox specific fields that can be searched (e.g. Check Amount, Batch Number, etc).
- ✓ **Qualifiers:** "Greater Than," "Equal To," "Not Equal To," "Less Than," "Greater Than or Equal To," or "Less Than or Equal To."