Wholesale & Retail Lockbox
Reference Guide
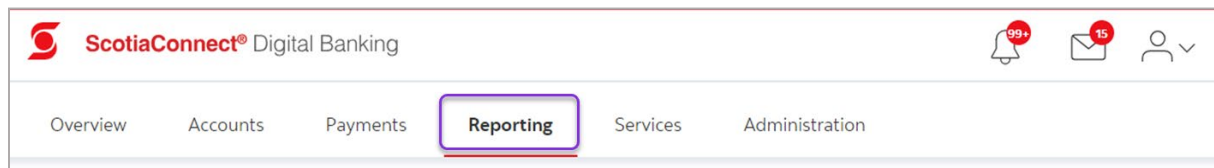
January 2025

Scotiabank®

LOGGING INTO THE LOCKBOX WEBSITE

Once you have logged into ScotiaConnect, click on the **Reporting** heading.

Click the **Lockbox** link.
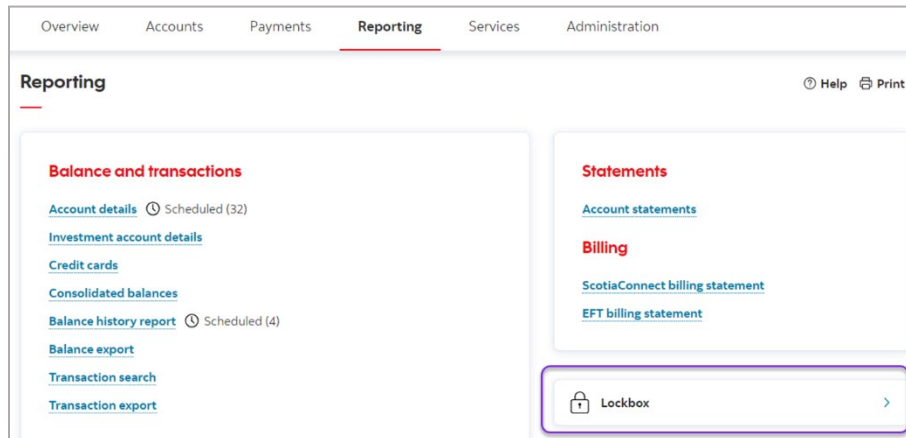
Note: If you do not see the reporting or lockbox links, contact a user with administration rights to have them added to your user group.
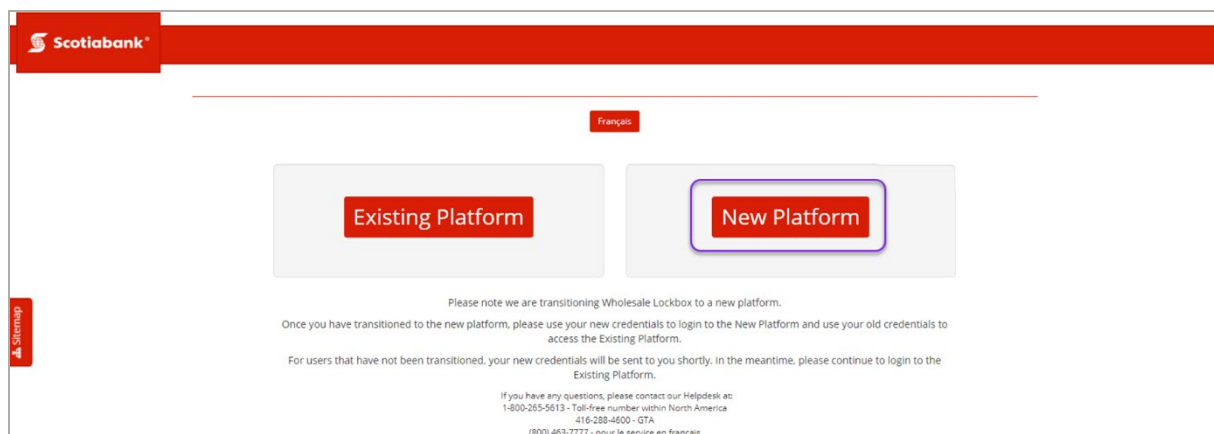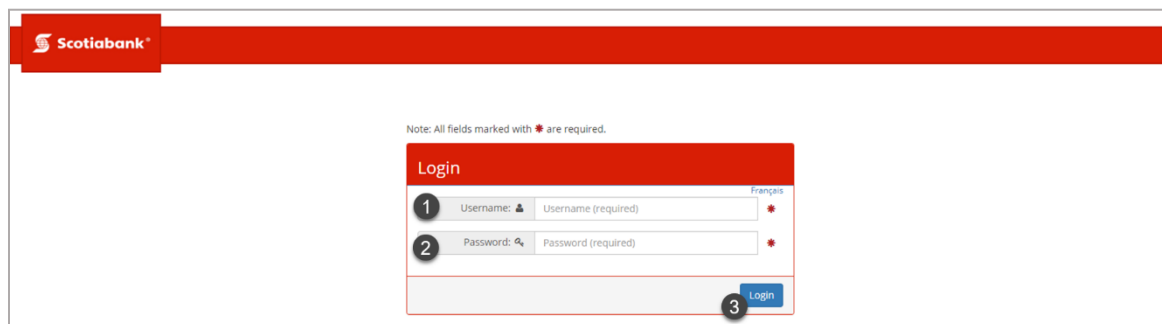
The following pop up will appear. Click **Ok** to proceed to the Lockbox log in screen.
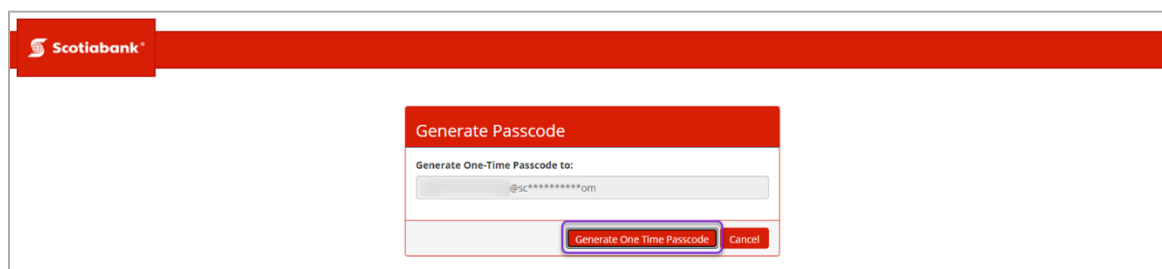

Click **New Platform**.

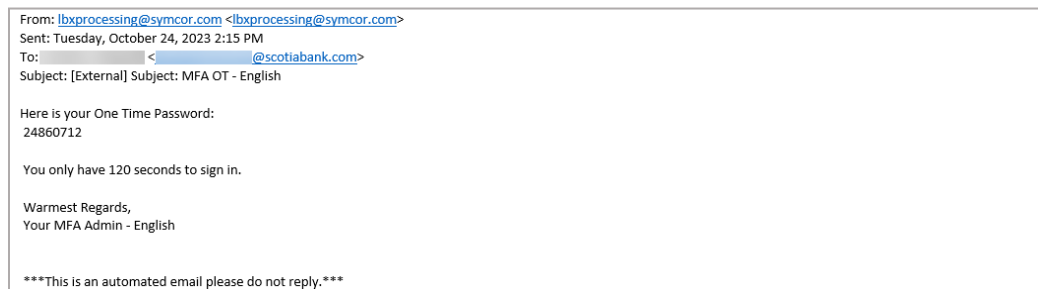Type in your Lockbox specific **username** and **password** and click **Login**.

Note: If you have forgotten your username or password, contact your Lockbox administrator or the ScotiaConnect Help Desk to have your credentials reset.

To maintain the security of your account, an eight-digit One Time Passcode will be sent to your registered email address. Click **Generate One Time Passcode** to receive the code.

Note: If you do not see the email, please check your spam, junk, or filtered email folders.

Sample email:

From: lbxprocessing@symcor.com <lbxprocessing@symcor.com>
Sent: Tuesday, October 24, 2023 2:15 PM
To: < _____@scotiabank.com>
Subject: [External] Subject: MFA OT - English

Here is your One Time Password:
24860712

You only have 120 seconds to sign in.

Warmest Regards,
Your MFA Admin - English

This is an automated email please do not reply.

Once you have received the email containing the **One Time Passcode**, copy and paste it into the **Enter One Time Passcode** box then click **Submit**.

If you have not received the **One Time Passcode**, click the **Regenerate One Time Passcode** button to have a new code sent to the email address registered to your profile.

ADMINISTRATION

Adding Users

Note: Only Administrators can add users. If you need administrator access, you will need to ask your relationship manager to set you up as a company administrator.

To add users, please open the **User Maintenance** page:

❶Mouse over your name in the top right of the screen then click **Users** under the administration section of the menu.

❷Click **Add Company User** if you want the user to be able to view multiple lockboxes.

If you wish to add a user that only has access to one lockbox follow the steps outlined below:

❶Select a lockbox from the dropdown menu.

❷**Add Lockbox Admin**: This will let you add a user who can perform administrative functions for the lockbox you selected.

❸**Add Lockbox User**: This will let you add a standard user to the lockbox.

Enter the user's information.

❶**Login**: The username for logging in. You will need to provide this to the new user.

❷**Password**: Enter and re-enter the new user's password. The password must contain at least 8 characters with at least one uppercase character, one lowercase character and one number.

❸**Name**: Enter the user's first and last name.

❹**Exception** – TE: Check this box if you want the user to be able to view and process exceptions.

❺**Setup Alerts**: Check this box to allow the user to view and create alerts for the lockbox service.

❻**Notes**: These are internal messages attached to specific transactions. **View** allows the user to view notes; **View/Add** allows the user to view and add notes to transactions. **Disable** prevents access to notes entirely.

❼**Email Address**: If the user receives an alert, this is the email address that will be used to send the notification.

❽**Assign Lockboxes**: Select the lockboxes that the user will have access to, either by checking **All Lockboxes**, or **Select Lockbox** to specify one or more lockboxes from a list. This field will not show if you are setting up a lockbox user.

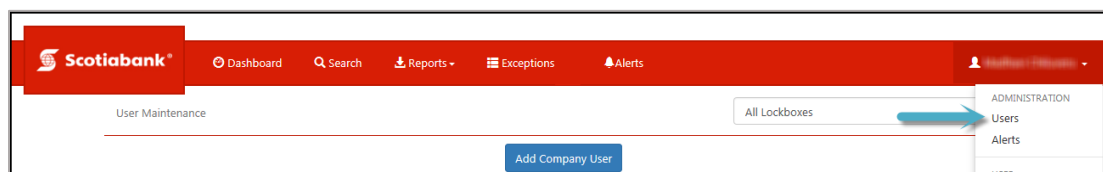❾**Language**: Specify the language for the user's account.

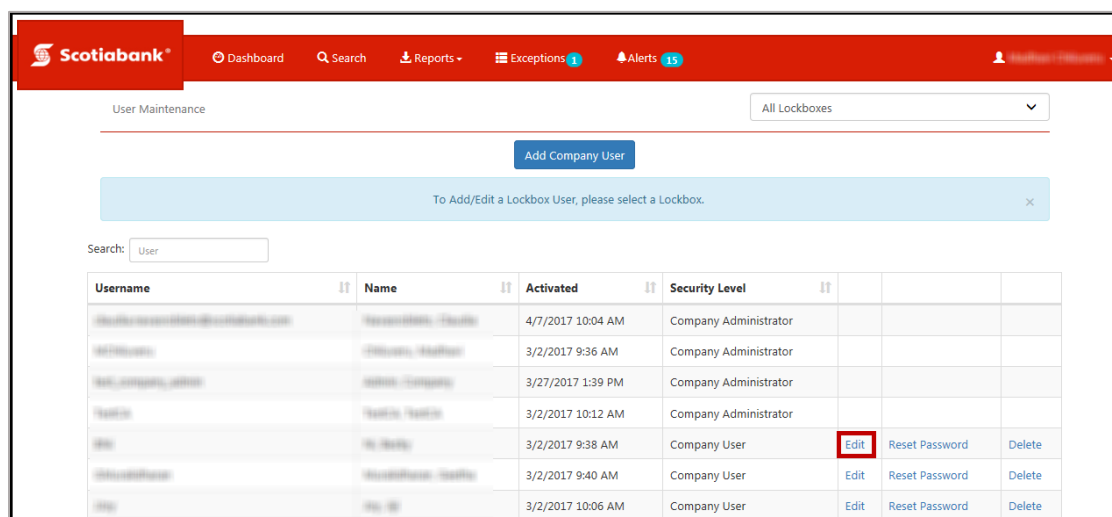❿Click **Add** to finish creating the user.

Modifying Users

Note: Only Administrators can modify users.

To modify a user, mouse over your name and click **Users** under the administration section.

On the User Maintenance page click on the **Edit** link next to the user's name.

Below are the fields that can be edited:

❶ **Name**: Enter the user's first and last name.

❷ **Exception** – TE: Check this box if you want the user to be able to view and process exceptions.

❸ **Setup Alerts**: Check this box to allow the user to view and create alerts for the lockbox service.

❹ **Notes**: These are internal messages attached to specific transactions. 'View' allows the user to view notes; 'View/Add' allows the user to view and add notes to transactions. 'Disable' prevents access to notes entirely.

❺ **Email Address**: If the user receives an alert, this is the email address that will be used to send the notification.

❻ **Assign Lockboxes**: Select the lockboxes that the user will have access to, either by checking **All Lockboxes**, or **Select Lockbox** to specify one or more lockboxes from a list. This field will not show if you are setting up a lockbox user.

❼ **Language**: Specify the language for the user's account

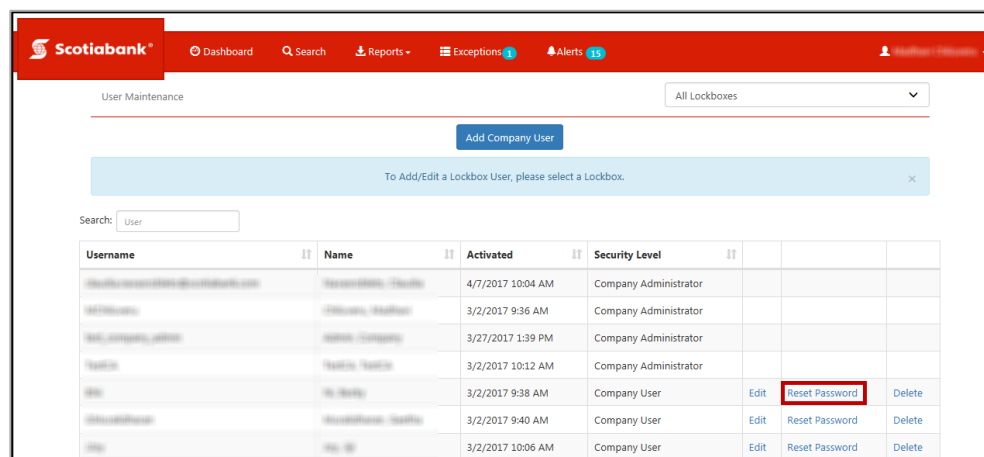❽ Once you've made all your changes click **Save** to finalize them.

Resetting Passwords

Note: Only Administrators can reset passwords.

To reset a user's password, mouse over your name in the top right corner and select **Users** under the administration section of the menu.
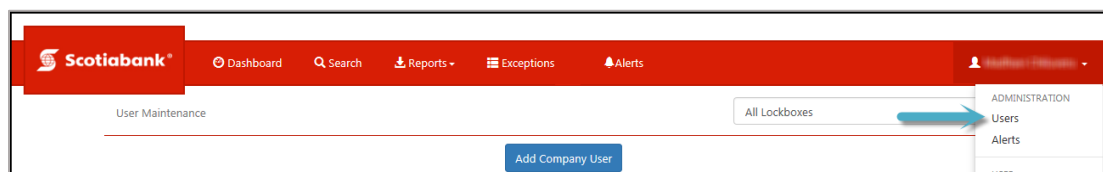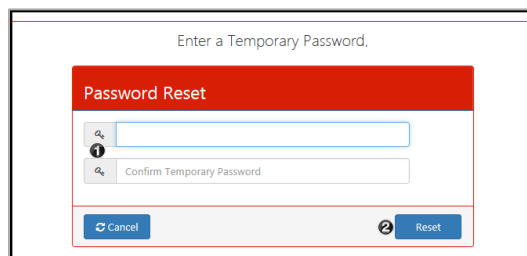

Once the User Maintenance page appears, click **Reset Password** next to the user's name.

Note: If you do not see the link next to their username this indicates that they are a Company Administrator. To reset a Company Administrator's password, you will need to contact the helpdesk (see contact information at the end of this guide).

Enter a temporary password for the user then click **Reset**. The password must contain at least 8 characters with at least one uppercase character, one lowercase character and one number.
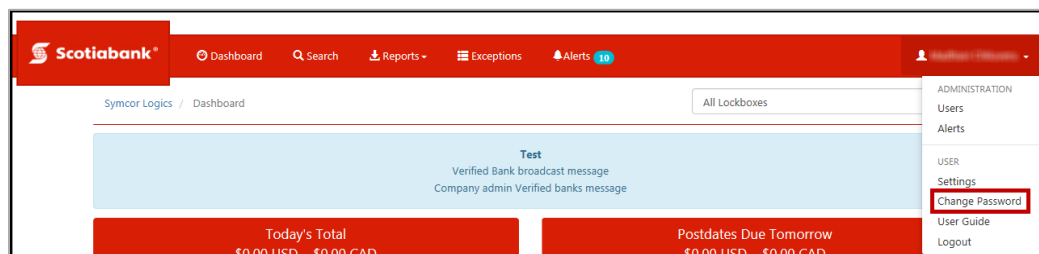

You will need to provide the user with their temporary password. Once they login, they will be prompted to select a new password.
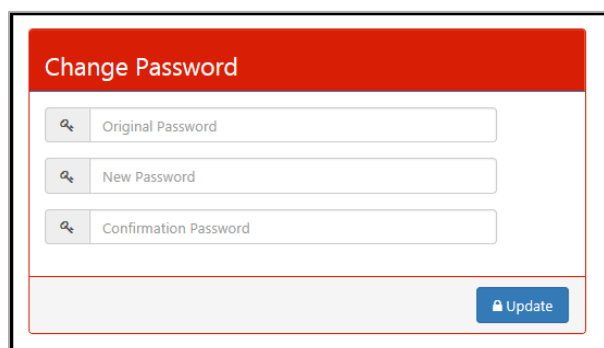
Changing Your Password

To change your password, mouse over your name and select **Change Password** from the menu.

Enter your current password then select a new password and click **Update** to finalize the change. The password must contain at least 8 characters with at least one uppercase character, one lowercase character and one number.

Deleting a User

To delete a user, mouse over your name in the top right corner and select **Users** under the administration section of the menu. Once the 'User Maintenance' page appears, click **Delete** next to the user's name.

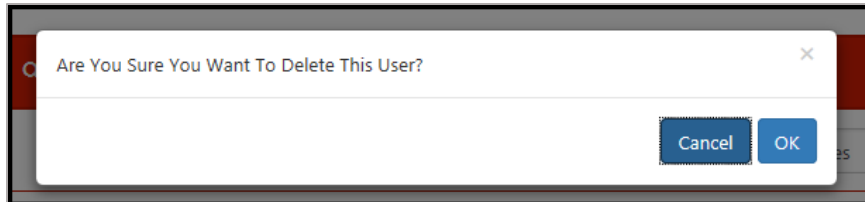You will then be prompted to confirm the request. Click **OK** to delete the user.

Note: Deleting a user is permanent.

SEARCHING

To search for transaction that have been deposited to your lockboxes click the **Search** tab.

Once the page loads you will need to specify your search criteria then click **Search**.

❶ **Search Type:** This option gives you the option to filter whether you see cheques (Cheque) only, invoices (Invoice) only, or both (Transaction).

❷ **Work Type**:

Work Type	Financial	Non-Financial	Post Date	Exceptions
Contains	-Cheques -Invoices	-Envelopes -Supporting documents	-Post Dated Cheques -Post Dated Invoices	-Cheques that triggered an Exception -Associated Invoices

❸ **Date**: Choose one of the preset ranges or set a custom date range by selecting **Custom Date**.

❹ **Search**: Indicate the criteria for your search. You can set additional criteria by clicking the plus (**+**) icon.

Highlight any of the search results as shown below to display the image of the cheque or invoice.

❶ **Transaction Details**: Will show the full details of the item on a separate page: Cheque, Invoice, and supporting documentation. Click '**Search Results**' to return to the previous page.

❷   These options will allow you to manipulate or print the image you're currently viewing.

❸   **CSV**: This will download the search results into a csv file that can be saved locally.

Saved Searches

To help save time, you can save your search criteria. This is useful when you repeat identical searches within your lockboxes.

**Note**: Saved Searches are user specific and are named based on the search criteria.

❶ Click '**Edit**' after having performed a search.

❷ Click '**Save**' when the button appears to save the search.

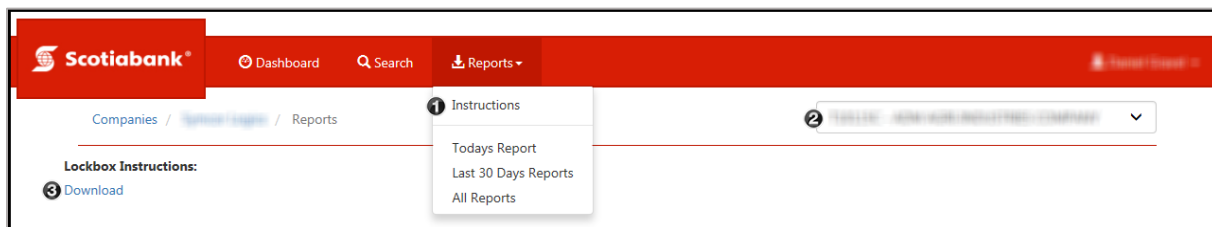❸ Your saved Search can now be selected from the drop down menu.

Dashboard Searches

Dashboard Searches are standard searches generated by clicking on various sections of the dashboard (Home Page).
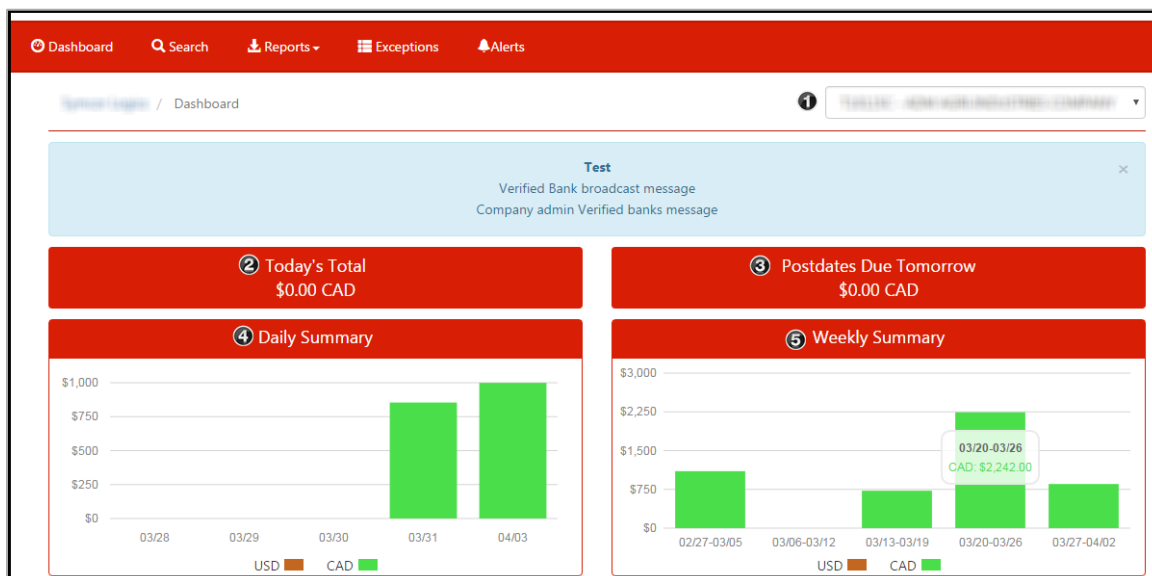
❶ **Lockbox**: Specify the lockbox you want to display in the Dashboard

❷ **Today's Total**: The current day's deposit total, clicking anywhere in this section will list the items that make up this total.

❸ **Postdates Due Tomorrow**: If your company is setup to process postdated cheques, this will display the total value of items maturing on the next business day. Click anywhere in this section to list all the postdated items.

❹ **Daily Summary**: Shows the last 5 days of deposits, you can click a specific day's total to show the corresponding search results.

❺ **Weekly Summary**: Shows 5 weeks of deposit totals. Click on any of the totals to see the search results for that week's transactions.

REPORTS

The reports available to your company will vary based on what was selected during enrollment for the service.

The **Instructions** report provides the details of a lockbox.

❶Select **Instructions** from the Reports menu.

❷Select a Lockbox.

❸Click **Download.** Depending on your browser you will get a prompt asking you to open or save the report in PDF format.

All other reports are accessed using the other three menu options. **Today's Report** will generate reports for the current business day, if any are available. **Last 30 Days Reports** will show all the reports from the last 30 days. **All Reports** shows all reports generated within the service's retention period.

Once you've selected a date you will need to select a specific lockbox.
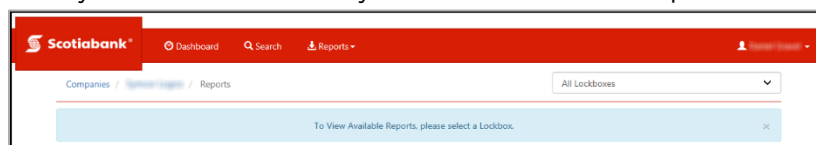
After selecting your lockbox you will see all the reports listed. Click the '**Download**' link next to the one you want to view. You will be prompted to either open or save the report.

ALERTS

Alerts are an optional feature that can be used to notify you when certain events relating to your Lockbox service occur. For example, an alert could be created to notify you when a cheque over $10,000 is deposited to your lockbox.

Only users with access to the alerts feature can complete these steps. Alerts must be setup in the Alerts Maintenance page. If your company does not subscribe to this feature, please speak to your Scotiabank Representative.

❶Mouse over your name at the top right of the screen then click **Alerts** under the administration section of the menu.

❷Select a lockbox from the dropdown menu. The alert will be associated to that lockbox only.

❸Click **Add Alert**

Next, fill in the fields to create the alert then click **Add**:

❶**Name**: Note that you will not see the alert criteria details when an alert is triggered, you will only see the name of the alert. For this reason it is important to use a name that will allow you to identify the alert. For example, "*Chq over 10K*".

❷**Work Type**:

Work Type	Financial	Non-Financial	Post Date
Contains	-Cheques -Invoices	-Envelopes -Supporting documents	-Post Dated Cheques -Post Dated Invoices

❸**Criteria**: Set the criteria that will trigger the alert. The list will vary depending on the work type you choose above.

Modifying Alerts

To modify an existing alert, you must search for it on the Alerts Maintenance page.

❶Mouse over your name at the top right of the screen then click 'Alerts' under the administration section of the menu.

❷Select a lockbox from the dropdown menu. The alerts associated with that lockbox will be listed.

Once you have the list of alerts, the following actions will be displayed.

❸**Enabled**: This option will change the alert's status to Disabled. Disabled alerts will not be triggered. A disabled alert can be reactivated by clicking **Disabled**.

❹**Edit**: Editing the alert will allow you to only change the name of the alert.   If you need to change any of the other alert criteria, you must delete and add a new alert.

❺**Delete**: This option will delete the alert.

Viewing Alerts

When an alert is triggered you will receive an email notification with the alert's name and your lockbox number. To view the details of an alert, click the '**Alerts**' tab at the top of the page.
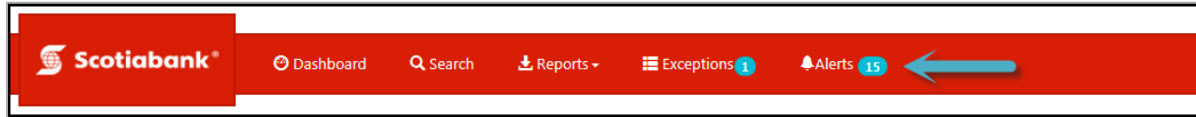
All the triggered alerts will be listed on this page. Click '**View Transaction**' to see the item associated with that alert:

Please Note: Clicking the 'View Transaction' link only shows the item that triggered the alert, not the criteria that triggered it. To view the criteria, you will need to look at the details of the alert in administration as outlined in the Modifying Alerts section of this guide.

It is recommended that you name your alerts so that you can easily define the criteria. For example, '***Chq over 10k***' could be used for an alert generated when cheques over $10,000 are deposited.

EXCEPTIONS

Exceptions are items that have encountered issues which prevented them from clearing. You have until 4pm ET to review and accept the item to ensure that it will be deposited that night; otherwise it will continue to be held. A cheque can be held for up to 6 months at which time it will become stale dated and be rejected automatically. To see a list of exception types please see the next section. If you have access to this feature you will see an '**Exceptions**' link in the top menu. The number of outstanding exceptions will be displayed within a blue icon.

Once you click on the '**Exceptions**' link you will see a list of lockboxes and the exception count for each. Click on the lockbox number to open its exceptions. Review the item and choose whether you want to '**Accept**' or '**Reject**' the item.

Exception Types

- **Unbalance Transaction/Cheque Amount does not Balance to Invoice Amount:** Lockbox instructions indicate that invoice and cheque amounts should balance. Invoice and Cheque amounts do not balance.
- **Cheque Digit Failure/Invalid Account/Invalid Invoice:** Item does not conform to Lockbox processing instructions.
- <u>**Important:**</u> This exception type will require you to correct the invoice prior to being able to accept the item. Click the 'Invoice' link on the left side of the page and type in the correct information in the fields provided. If you do not correct the invoice details it will remain outstanding.
- **Cheque Only/With No Invoice:** Transaction presented without invoice information and lockbox instructions indicate that Invoice # is a mandatory field.
- **Unacceptable Payee:** The Payee information on the cheque does not match any acceptable payees on file for the lockbox.
- **Remittance Shows Credit Balance**: The total Cheque amount is less than the total Invoice amount
- **Post Dated Cheques outside of range:** Issue date of the cheque is outside the range indicated in the processing instructions
- **Paid in Full:** Processing instructions indicate that cheques with "Paid In Full" notations should be directed to the Exceptions queue for Customer review/decisioning.

FOR FURTHER ASSISTANCE

Need Help?
In the footer of any page in ScotiaConnect, you will find a **Help Centre** link.

Privacy ⬀   Legal ⬀   Security ⬀   Contact us ⬀   Help centre ⬀

Clicking that link will take you to a resource page with documents, videos, webinars and guided tutorials. There is also a knowledge base of Frequently Asked Questions.

Global Business Payments Technical Helpdesk – Monday through Friday, 8:00 a.m. to 8:00 p.m. ET.

- 1-800-265-5613 - Toll-free number within North America

- 1-416-288-4600 - Local Toronto area customers

- 1-800-463-7777 - pour le service en français

- 1-800-320-3396 - para servicio en español

- Email: **hd.ccebs@scotiabank.com**. Your email will be answered within 24-48 business hours.

® Registered trademarks of the Bank of Nova Scotia