



DOING BUSINESS

Online exception handling of the Lockbox Service



User Guide

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Useful information

Definitions:

Accept: once the transaction is accepted, the transaction will be processed.

- If accepted before 2:00 pm, the transaction will be included in the data file transaction of that day.
- If accepted after 2:00 pm, the transaction will be included in the next business day file.

Reject: once a transaction is rejected, the transaction will not be processed and will be included in the reject report at the end of that day.

Exceptions handling

This document will cover Exception processing use cases for both Wholesale and Retail Lockboxes. This document does not replace the User Guide, which contains general information regarding Exceptions.

The Exception types included in this document are as follows:

- Unbalanced Transaction (Cheque Amount does not Balance to Invoice Amount)
- Check Digit failure/Invalid Account/Invalid Invoice
- Cheque Only with No Invoice
- Unacceptable Payee
- Remittance Shows Credit Balance
- Postdated Cheques Outside of Range
- Paid in Full

Unbalanced Transaction

The following unbalanced transaction types will be marked for Exception decisioning during Lockbox processing:

- Single Cheque and Multi Invoice transactions, unbalanced amount.
- Multi Cheque and Multi Invoice transactions , unbalanced amount.

Web Users will not be able to “**Accept**” unbalanced transactions unless the invoice information is modified. Once the unbalanced condition is corrected, and all items within the transaction are reviewed, the User will be able to “**Accept**” the transaction.

For this Exception type, the Balance field will be highlighted in yellow, and will display the out of balance amount. This amount will be the difference between the Credit (total cheque/s amount) and Debit (total amount from invoices/remittance stubs).

The user must review the “**Item List**” section in order to identify the type and number or items included within the transaction.

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Sample of both cases mentioned above :
Transaction Review

The "Item List" in this sample includes the following items:

Item Name	Description
Cheque	Single Cheque. Total Credit = 1,978,59
Invoice	Invoice Listing. Total Debit = 1,878.59
Invoice	Additional Document.

Exception Detail

Business Date	Lockbox Number	Ref No	Trans No	Exception Code	
7/11/2019		410041	1	UNBALANCED TRANSACTION/CHEQUE AMOUNT DOES NOT BALANCE TO INVOICE AMOUNT	<input type="button" value="Reject"/> <input type="button" value="Accept"/>

Transaction Print

Item List

Select	Amount
Cheque	\$1,978.59
Invoice	\$1,878.59
Invoice	

Credit Total: \$1,978.59

Debit Total: \$1,878.59

Balance: \$100.00

Prev Item
Next Item →
B/W Rear
Rotate
Zoom In
Zoom Out
Fit to Width

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METRO COMPANY , Inc.
VOID SAMPLES - DO NOT SHIP
 137 ERB STREET
 CALGARY, AB T2M 1C2

DATE 1 1 0 7 2 0 1 9
D D M M Y Y Y Y

ABC TEST

\$ 1978.59

One Thousand, Nine Hundred Seventy-eight Dollars and 59/100 DOLLARS

METROBANK
 OAK VIEWS SQUARE
 300 - 10 AVE.. TEL: (649) 342-4223
 TORONTO, ON L4C 4E1

MEMO _____ Georgian Bay Islands National Park, Ontario

⑆ 4 7 3 ⑆ ⑆ 5 4 5 0 3 ⑆ ⑆ 8 3 5 ⑆ ⑆ 4 2 6 ⑆

TRANSIT NUMBER	CHEQUE ACCOUNT	CHEQUE SERIAL	CHEQUE AMOUNT
54503835	426	473	1978.59

PAYOR NAME	CHEQUE DATE
METRO COMPANY INC	7/11/2019

Item Processing:

The User must navigate to the invoice item that contain the debit amount, using the "Next Item" button.

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The screenshot shows an 'Item List' window with a left-hand summary panel and a main data area. The summary panel includes 'Credit Total: \$1,978.59', 'Debit Total: \$1,878.59', and 'Balance: \$100.00'. The main area displays 'COMPANY' information and a table of invoice records. A red arrow points to the 'Add Record' button at the bottom left.

Date	Invoice Num	Amount
06/04/2019	4534578	520.98
02/08/2019	6901247	479.01
05/09/2019	3437485	878.6

INV COR INDICAT	INVOICE NO (C)	INV GROSS AMT	DISCOUNT AMOUNT	NET AMOUNT
X	4534578	520.98	0.00	520.98
	6901247	479.01	0.00	479.01
	3437485	878.60	0.00	878.60

In this sample, in order to “**Accept**” the transaction, the User must edit the invoice information by performing one of the following actions:

- Adjust the invoice amount in the “**Net Amount**” field for one or more invoice records.
- Add invoice record/s, using the “**Add Record**” button, and enter the missing invoice information.
- Replace an amount by zero in the “**Net Amount**” field for one or more invoice.

Once the “out of balance” condition has been corrected, the User must review other items within the transaction prior to accepting the Exception item.



Notes:

- If the Lockbox subscribe to “**Check Digit**” validation on the account information, the User must ensure a valid account is entered.
- The user will not be able to delete the invoice record presented for each coupon/Stub.
- The user will be able to key a “**0**” dollar invoice amount in order to cancel a remittance stub, and adjust the invoice amount for other remittance stubs to balance the transaction.

Once the “out of balance” condition has been corrected, the User can proceed to “**Accept**” the Exception, since all items within the transaction has already been reviewed.

Note: if the new account information entered did not pass “**Check Digit**” validation, the following message will appear on the screen when attempting to “**Accept**” the Exception item.

The screenshot shows an 'Exception Detail' window with a red error banner at the top that reads 'Invalid account number'. Below the banner is a table with one row of data. To the right of the table are 'Reject' and 'Accept' buttons, with a red arrow pointing to the 'Accept' button.

Business Date	Lockbox Number	Ref No	Trans No	Exception Code
7/15/2019		110033	1	UNBALANCED TRANSACTION/CHEQUE AMOUNT DOES NOT BALANCE TO INVOICE AMOUNT

The User must review and enter a valid account information to “**Accept**” the Exception item.

Cheque Digit failure/Invalid Amount/Invalid Invoice

There are format and cheque digit validations on the data entered, consistent with the instructions received at the time of Lockbox Profile enrollment. Account information that failed format or check digit validation will be left blank by Operator during Lockbox processing, and marked for Exception decisioning.

Web Users will not be able to “Accept” transactions sent to the exception queue until a valid invoice information is keyed in.

Transaction Review

The “Item List” in this sample includes the following items

Item Name	Description
Cheque	Single Cheque. Total Credit = 3,081.68
Invoice	Invoice Listing. Total Debit = 3,081.68

Exception Detail

Business Date	Lockbox Number	Ref No	Trans No	Exception Code
7/15/2019		110037	1	CHECK DIGIT FAILURE/INVALID ACCOUNT/INVALID INVOICE

Transaction Print

Item List

Select	Amount
Cheque	\$3,081.68
Invoice	\$3,081.68

Credit Total: \$3,081.68
Debit Total: \$3,081.68
Balance: \$0.00

Transaction Print Content:

METRO COMPANY , Inc. 06686266344
VOID SAMPLES - DO NOT SHIP
137 ERB STREET
CALGARY, AB T2M 1C2
DATE 0 3 0 7 2 0 1 9
ABC TEST \$ 3081.68
Three Thousand, Eighty-one Dollars and 68/100 DOLLARS
METROBANK
OAK VIEWS SQUARE
300 - 10 AVE., TEL: (649) 342-4223
TORONTO, ON L4C 4E1
MEMO Georgian Bay Islands National Park, Ontario
MP
06686266344 52522601 3084 06686266344 3081.68
TRANSIT NUMBER CHEQUE ACCOUNT CHEQUE SERIAL CHEQUE AMOUNT
CHEQUE DATE 07/03/2019

Item Processing:

The User must navigate to the invoice item that contain the debit amount, using the “Next Item” button.

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INV COR INDICAT	ISN NUMBER	ACCOUNT NO (C)	NET AMOUNT
-		0012345678900000012	740.33
-		0023456789120000023	908.83
-			663.48
-		0045678912340000045	149.96
-		0056789123450000056	619.08

In this sample, the third account number from the listing failed check digit validation. In order to “Accept” the transaction, the User must key in a valid account number.



Note: If the new account information entered did not pass check digit validation, or, if the User did not enter an account number, the following message will appear on the screen when attempting to “Accept” the Exception item.

Business Date	Lockbox Number	Ref No	Trans No	Exception Code
7/15/2019		110037	1	CHECK DIGIT FAILURE/INVALID ACCOUNT/INVALID INVOICE

The User must review and enter a valid account information to “Accept” the Exception item.

Cheque Only with No Invoice

Transactions that do not have a reference/invoice number will be marked for Exception decisioning during Lockbox Processing. Depending on the missing field requirement, the Web User may or may not be able to “Accept” transactions without completing the missing reference/invoice number.

Sample A: Cheque and Cheque Skirt Transaction Review

The “Item List” in this sample includes the following items :

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Item Name	Description
Cheque	Single Cheque. Total Credit = 250.00
Invoice	Invoice Listing. Total Debit = 250.00

Exception Detail

Business Date	Lockbox Number	Ref No	Trans No	Exception Code	Reject
7/15/2019		110040	1	CHEQUE ONLY/WITH NO INVOICE	Accept

Transaction Print

Item List

Select	Amount
Cheque	\$250.00
Invoice	\$250.00

Credit Total:

Debit Total:

Balance:

Prev Item
Next Item
B/W Rear
Rotate
Zoom In
Zoom Out
Fit to Width

METRO COMPANY , Inc. 88
VOID SAMPLES - DO NOT SHIP
 137 ERB STREET
 CALGARY, AB T2M 1C2
ABC TEST DATE 2 8 0 6 2 0 1 9
\$ 250.00
 PAY TO THE ORDER OF 0 / 100 DOLLARS
Two Hundred Fifty Dollars and
 METROBANK
 OAK VIEWS SQUARE
 300 - 10 AVE.. TEL: (649) 342-4223
 TORONTO, ON L4C 4E1
 MEMO _____ Georgian Bay Islands National Park, Ontario

TRANSIT NUMBER	CHEQUE ACCOUNT	CHEQUE SERIAL	CHEQUE AMOUNT
52522601	5128551217	88	250.00

CHEQUE DATE
06/28/2019

Item Processing:

The User must navigate to the invoice item that contain the debit amount, using the "Next Item" button.

Item List

Select	Amount
Cheque	\$250.00
Invoice	\$250.00

Credit Total:

Debit Total:

Balance:

Prev Item
Next Item
Rotate
Zoom In
Zoom Out
Fit to Width

COMPANY Sum = 250.00
LBX: Default Lbx

Account No.	Amount
	\$ 250.00

INV COR INDICAT	ISN NUMBER	ACCOUNT NO (C)	NET AMOUNT
-			250.00

Add Record

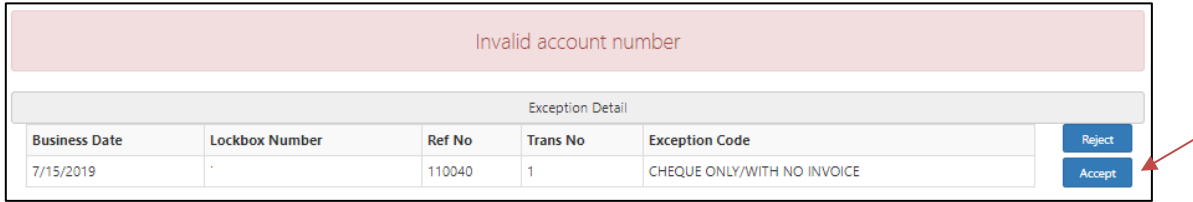
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In this sample, the cheque skirt nor the cheque image contain an account number. The **account number** field for this lockbox is "Required" and must pass check digit validation; therefore, the User must enter the invoice missing account information.

Note: The User can enter one or more invoice records as required.

Since the account number is required and includes check digit validation, the User will be presented with the following message when attempting to "Accept" the Exception item without entering the missing account information.



The User must enter a valid account information in order to "Accept" the Exception item.

Sample B: Cheque Only

Transaction Review

The "Item List" in this sample includes the following items

Item Name	Description
Invoice	Cheque Image added as the Invoice. Total Debit = 412.00
Cheque	Cheque Only. Total Credit = 412.00

In this sample, since the transaction is cheque only, the invoice item will be presented first under "Item List". The User will be able to enter the missing account information in the fields presented with the image.

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Business Date	Lockbox Number	Ref No	Trans No	Exception Code	Reject	Accept
7/15/2019		110041	1	CHEQUE ONLY/WITH NO INVOICE		

Select	Amount
Invoice	\$412.00
Cheque	\$412.00

Credit Total:	\$412.00
Debit Total:	\$412.00
Balance:	\$0.00

INV COR INDICAT	INVOICE NO (C)	INV GROSS AMT	DISCOUNT AMOUNT	NET AMOUNT
-		412.00	0.00	412.00



Note: The User will be able to "Accept" the Exception item without reviewing the cheque item under "Item List"; this is due to fact that the same cheque image was presented as the invoice image.

Unacceptable payee

Items will be marked for Exception decisioning when the Payee information on the cheque does not match any acceptable payees on file for the lockbox.

Authorized Web Users will have the option to "Reject" or "Accept" transactions after review the information.

Business Date	Lockbox Number	Ref No	Trans No	Exception Code	Reject	Accept
7/15/2019		110045	1	UNACCEPTABLE PAYEE		

Select	Amount
Cheque	\$200.00
Cheque	\$50.00
Invoice	\$250.00

Credit Total:	\$250.00
Debit Total:	\$250.00
Balance:	\$0.00

TRANSIT NUMBER	CHEQUE ACCOUNT	CHEQUE SERIAL	CHEQUE AMOUNT
52522601	477154	587710541	200.00

PAYOR NAME	CHEQUE DATE
METRO COMPANY INC.	06/27/2019

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Item Processing:

The User must navigate to the cheque items, using the “Next Item” button, to review all cheques within the transaction.

The screenshot shows a software interface for processing cheques. On the left, there is an 'Item List' table with columns 'Select' and 'Amount'. It lists three items: a Cheque for \$200.00, a Cheque for \$50.00 (highlighted), and an Invoice for \$250.00. Below the list are fields for 'Credit Total' (\$250.00), 'Debit Total' (\$250.00), and 'Balance' (\$0.00). The main area displays a detailed view of the selected \$50.00 cheque. The payor is 'METRO COMPANY, Inc.' with address '137 ERB STREET, CALGARY, AB T2M 1C2'. The payee is 'ABC TEST'. The amount is '\$ 50.00' and 'Fifty Dollars and 0/100 DOLLARS'. The date is '03072019'. The bank is 'METROBANK' with address '300 - 10 AVE., TORONTO, ON L4C 4E1'. At the bottom, there are fields for 'TRANSIT NUMBER', 'CHEQUE ACCOUNT', 'CHEQUE SERIAL', and 'CHEQUE AMOUNT', along with 'PAYOR NAME' and 'CHEQUE DATE'.

In this sample, the Payee for Cheque 1 is unacceptable. The User will decide whether to “Accept” or “Reject” the Exception item.

Remittance Shows Credit Balance

Items will be marked for Exception processing when the transaction contains a remittance with a credit amount. The credit remittance balances the transaction, however, the application will not prompt the negative amount leaving remittance/invoice payment amount blank and out of balanced.

The screenshot shows an 'Exception Detail' window. At the top, there is a table with columns: 'Business Date', 'Lockbox Number', 'Ref No', 'Trans No', and 'Exception Code'. The data row shows: '7/15/2019', a blank lockbox number, '110047', '1', and 'REMITTANCE SHOWS CREDIT BALANCE'. There are 'Reject' and 'Accept' buttons to the right. Below this is a 'Transaction Print' section with a red arrow pointing to the 'Next Item' button. The main area displays a detailed view of a \$763.71 cheque. The payor is 'METRO COMPANY, Inc.' with address '137 ERB STREET, CALGARY, AB T2M 1C2'. The payee is 'ABC INC'. The amount is '\$ 763.71' and 'Seven Hundred Sixty-three Dollars and 71/100 DOLLARS'. The date is '27062019'. The bank is 'METROBANK' with address '300 - 10 AVE., TORONTO, ON L4C 4E1'. At the bottom, there are fields for 'TRANSIT NUMBER', 'CHEQUE ACCOUNT', 'CHEQUE SERIAL', and 'CHEQUE AMOUNT', along with 'CHEQUE DATE'.

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Item Processing:

The User must navigate to the invoice item that contain the debit amount, using the “Next Item” button.

The screenshot shows a 'Transaction Print' window. On the left, an 'Item List' table shows 'Cheque' for \$763.71 and 'Invoice' for \$1,711.15. Below it, 'Credit Total' is \$763.71, 'Debit Total' is \$1,711.15, and 'Balance' is (\$947.44). The main area displays 'COMPANY' information: 'LBX: Default Lbx' and 'Sum = 763.71'. It lists 'Account No.' and 'Amount' for four different accounts. At the bottom, a table lists 'INV COR INDICAT', 'ISN NUMBER', 'ACCOUNT NO (C)', and 'NET AMOUNT' for each account. A red arrow points to the 'ACCOUNT NO (C)' column.

INV COR INDICAT	ISN NUMBER	ACCOUNT NO (C)	NET AMOUNT
-		00001234567890001234	258.80
-		00002345678910002345	0.00
-		00003456789120003456	789.13
-		00004567891230004567	663.22

In this sample, the User must adjust the invoice information in order to balance the transaction.

Note: if the Lockbox requirement is to only accept payment amounts with positive values, the User will not be able to enter a negative payment amount.

Postdated Cheques Outside of Range

Items will be marked for Exception processing when the issue date of the postdate cheque is outside the retention period indicated in the processing instructions, and Customer has indicated that item should be sent to Exceptions queue for review/decisioning.

The screenshot shows an 'Exception Detail' window with fields for 'Business Date' (7/15/2019), 'Lockbox Number', 'Ref No' (110049), 'Trans No' (1), and 'Exception Code' (POST DATED CHEQUES OUTSIDE OF RANGE). Below it, a 'Transaction Print' window shows a cheque from 'METRO COMPANY, Inc.' for \$895.97. The cheque is dated 05/01/2021. The 'Item List' on the left shows 'Cheque' for \$895.97, 'Invoice' for \$9.97, and 'Invoice' for \$886.00. A red arrow points to the 'Next Item' button.

TRANSIT NUMBER	CHEQUE ACCOUNT	CHEQUE SERIAL	CHEQUE AMOUNT
52522601	57752858107	67	895.97

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Note: The User must review all other items included in the transaction, by using the "Next Item" button, prior to accepting the Exception item.

Paid in full

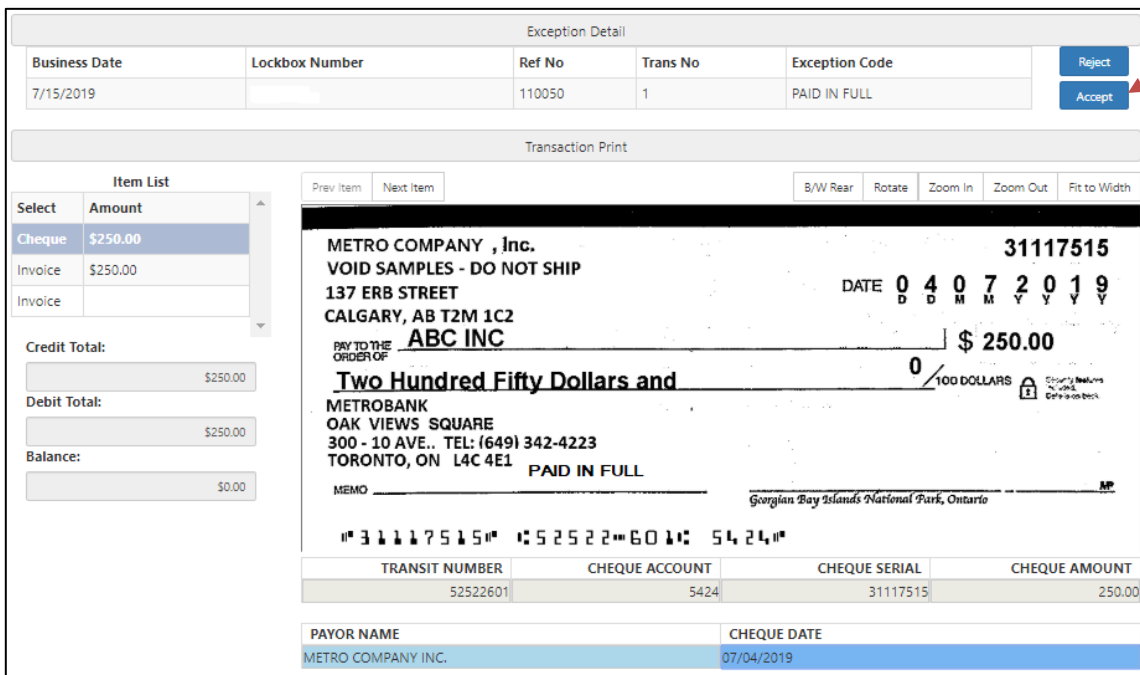
Processing instructions indicate that cheques with "Paid in Full" notations should be directed to the Exceptions queue for Customer review/decisioning.

Paid in Full indicates the Payor considers this cheque to cover any remaining money owed on their account/invoice. Typically, the notation is added on the Memo line; also may be written as "Final Payment", "Final Cheque" or "Final Remittance".

In this sample, the User must review the cheque to determine whether the item is to be accepted or rejected.



Note: The User must review all other items included in the transaction, by using the "Next Item" button, prior to accepting the Exception item.



The screenshot displays the 'Exception Detail' window. At the top, a table lists transaction details: Business Date (7/15/2019), Lockbox Number, Ref No (110050), Trans No (1), and Exception Code (PAID IN FULL). To the right are 'Reject' and 'Accept' buttons, with a red arrow pointing to 'Accept'. Below this is the 'Transaction Print' section, which includes an 'Item List' on the left showing a cheque for \$250.00. The main area shows a scanned image of a cheque from METRO COMPANY, Inc. for \$250.00, dated 04/07/2019, payable to ABC INC. The memo line reads 'PAID IN FULL'. At the bottom, a table provides metadata: TRANSIT NUMBER (52522601), CHEQUE ACCOUNT (5424), CHEQUE SERIAL (31117515), and CHEQUE AMOUNT (250.00). Below this, the PAYOR NAME is METRO COMPANY INC. and the CHEQUE DATE is 07/04/2019.

Other Instructions

There could be instances where the User is unable to "Accept" the transaction after editing the invoice/account information. For these instances, the "Balance" field will be highlighted in yellow, even though the transaction is balance as the field amount displays "0". Please refer to the sample provided below.

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Exception Detail

Business Date	Lockbox Number	Ref No	Trans No	Exception Code
7/22/2019		110006	2	CHEQUE ONLY/WITH NO INVOICE

Transaction Print

Item List

Select	Amount
Cheque	\$572.06
Invoice	\$572.06

Credit Total: \$572.06
Debit Total: \$572.06
Balance: 0.00 \$

COMPANY Sum = 572.06
LBX: Default Lbx

Date	Invoice Num	Amount
16/12/1997	383	21.97
08/03/2017	611	550.09

Inv Cor Indicat	Numéro ISN	Numéro compte	Montant net
-		45745585566	21,97
-		85969332544	550,09

Buttons: Prev Item, Next Item, Rotate, Zoom In, Zoom Out, Fit to Width, Add Record

In these scenarios, the User must select the “**Previous Item**” button. With this action, the yellow highlight on the “**Balance**” field will be removed, and the User will now be able to “**Accept**” the transaction.