

Cash management



ENTREPRENDRE

Wholesale lockbox

Specifications User Guide

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Introduction

National Bank offers a suite of solutions to simplify your payment collection activities. Our customized wholesale lockbox service efficiently processes payments you receive by mail, allowing you to better manage your company's cash inflows and accounts receivable.

This guide describes the wholesale lockbox service, which is ideal for companies that receive a small number of high-value cheques by mail.

Description

With the wholesale lockbox service, the Bank will empty your lockbox **at the sites served by National Bank** and proceed with the automated envelope opening. We deposit the funds to your National Bank account and provide online reports to assist with payment reconciliation.

The service includes access to an online portal, where you can view various reports, cheque and stub images and the correspondence associated with each payment. You can also look up, save, download and print images of these items.

How it works

Lockbox pick-up

National Bank uses a courier service to empty your company's lockbox **at the sites served by National Bank**, every business day during the agreed-upon processing periods.

Processing centres

The wholesale lockbox service is available in all our processing centres across Canada (Montreal, Toronto, Halifax, Winnipeg, Calgary and Vancouver).

Online record of images

Users of the service can retrieve lockbox data and images of their lockbox items (cheques, stubs and correspondence) online.

They can look up, view, print and download data, reports and images related to previous transactions for the duration set out in their user profile.

Main features:

- Search postdated items
- Search through multiple user profiles
- Handle exceptions
- Add transaction notices¹
- Set up email alerts²

Handling exceptions

Depending on the procedure established at integration, some transactions may appear in the "exception" module.

Transactions pending a decision will be shown as exceptions when viewing lockbox images. **Authorized users** must accept or reject transactions before 2:00 p.m. for them to be processed the same day.

For more details, please refer to the User Guide under

[Online-access-to-Lockbox-service-user-guide.pdf](#)

¹ Depends on the chosen package and extra fees may apply

² Depends on the chosen package and extra fees may apply

Lockbox processing

The contents of the lockbox are sent to the appropriate regional processing centre (Montreal, Toronto, Halifax, Winnipeg, Calgary or Vancouver).

Transactions are all processed in the same batch, regardless of the payment type (postdated, partial, full, single and multiple payments). An image of the document will then be entered and stored for three (3) or ten (10) years, depending on the archive period you select when setting up the service.

Payments processed and imaged

- Cheques with one or multiple invoice payment stubs
- Cheques without payment stubs, if payor can be identified
- Postdated cheques with a deposit due date in 30 business days or more
- CAD cheques
- USD cheques (deposited to a USD account)

Items in exception

- Multiple payments that do not balance: more than one stub and cheque(s)
- Payments without a payment stub or valid reference number
- Payments with the mention “Paid in full”
- Unacceptable beneficiary
- Postdated cheque outside the established period

Items not processed

- Payments in foreign currencies (other than US\$)
- Payment with stale-dated cheque
- Cheque with no signature

Cheques cashed and account credited daily

On the day the transactions are processed, National Bank will credit the amounts processed in CAD or USD to your bank account(s).

A mechanical identifier will be stamped on the back of cheques and stubs when they are processed and include the following information:

Sequence No.	National Bank client No.
Client's name	Batch reference number
Processing date	Processing region
Bank account number	National Bank/department
Branch transit number	Client No. (processing centre)

Lockbox location

National Bank will establish your lockbox **at the sites served by National Bank** near our processing centre and inform you of the chosen location.

Verified legal names

You must provide us with a copy of your company's charter or an amending declaration when we set up the service. This document is required to confirm which legal names can be accepted when depositing cheques to the bank account linked to your lockbox. You must notify us of any changes by sending us the relevant legal documentation.

Setting up the service

Contact a National Bank representative if you need information and support in setting up this service. They will help you fill out the technical sheet with all the information required by our implementation team and provide a copy of the agreement outlining the terms and conditions. You will be asked to attach the list of legal names accepted for payments (copy of the charter or an amending declaration).

A representative will then set up the service and validate the documents and information received. They will open the lockbox, set up the courier service **at the sites served by National Bank** also they will contact you to schedule the start date of the service.

Appendix A - Customer Service

Support

To obtain information or notify us of any issue or irregularity, please contact our customer service team.

Customer Service
Payment of Accounts

514-394-4494 (Montreal)
1-844-394-4494 (toll-free)

Fax: 514-394-8773

Email: sacperception@nbc.ca

**Please use the form you received when the service was set up to
email or fax us your tracing requests.**

Appendix B - Online portal reports

Report of all items (available in PDF)

WORK OF:	01/10/2016	BANK/INDEPENDENT NAME ALL ITEMS REPORT REMITTANCE SERVICES		PAGE: 1
DDA NUMBER	32141-313	DDA NAME	ABC Company LTD	REFERENCE NO.
LOCKBOX NUMBER	MT0001C	LOCKBOX NAME	ABC Company LTD	TRANSACTION NO.
CHEQUE SERIAL	TRANSIT NUMBER	CHEQUE ACCOUNT	CAPTURE NUMBER	
015668025	014834747	380124	0001	

METRO COMPANY, Inc.		015668025
VOID SAMPLES - DO NOT SHIP		
137 ERB STREET		DATE 2 7 0 9 2 0 1 6
CALGARY, AB T2M 1C2		
Default Payee		\$ 523.70
Five Hundred Twenty-three Dollars and		70
		100 DOLLARS
METROBANK		
OAK VIEWS SQUARE		
300 - 10 AVE., TEL: (649) 342-4223		
TORONTO, ON L4C 4E1		
MEMO		
		(Gangneung 1945 National Park, Ontario)
015668025		*014834747* 3=80124*

Cash detail report (available in TXT/PDF)

WORK OF:	01/10/2016	BANK/INDEPENDENT NAME CASH DETAIL REPORT CAD CASH REPORT		PAGE: 1
DDA NUMBER	321413	DDA NAME	324	
LOCKBOX NUMBER	MT0003C	LOCKBOX NAME	ABC Company LTD	

ITEM NUMBER	REF. NO.	CHEQUE SERIAL	TRANSIT NUMBER	CHEQUE ACCOUNT	CHECK AMOUNT
1	570014 570014	415	24182001	1038126	41,243.23 41,243.23
2	570016	011	24182001	1038126	3,413.24
3	570016 570016	008	24182001	1038126	13,245.54 16,658.78
					57,902.01

Activity report (available in TXT/PDF)

WORK OF:	01/10/2016	BANK/INDEPENDENT NAME DAILY ACTIVITY REPORT REMITTANCE SERVICES		PAGE: 1	
DDA NUMBER	321413	DDA NAME	324		
LOCKBOX NUMBER	MT0003C	LOCKBOX NAME	ABC Company LTD		
BUSINESS DATE	LOCK BOX REFERENCE #	ITEM COUNT	DEPOSIT AMOUNT		
01/10/2016	570014	3	6.00		
01/10/2016	570015	2	9.00		
01/10/2016	570016	1	6.00		
TOTALS		6	21.00		
ITEM NUMBER	REF NO.	CHEQUE SERIAL	TRANSIT NUMBER	CHEQUE ACCOUNT	CHEQUE AMOUNT
1	5700014	012	47371657	62730	1.00
2	5700014	234	47371657	62730	3.00
3	5700014	156	47371657	62730	2.00
4	5700015	190	47371657	62731	5.00
5	5700015	056	47371657	62731	4.00
6	5700016	337	47371657	62738	6.00

Reject report (available in PDF)

WORK OF:	01/10/2016	BANK/INDEPENDENT NAME REJECT REPORT REMITTANCE SERVICES		PAGE: 1	
DDA NUMBER	32141-313	DDA NAME	XYZ Inc.	REFERENCE NO.	310412
LOCKBOX NUMBER	MT0001C	LOCKBOX NAME	XYZ Inc.	TRANSACTION NO	0001
REJECT:	POST DATED CHEQUE (CUSTOMER)				
CHECK SERIAL	TRANSIT NUMBER	CHEQUE ACCOUNT	CAPTURE NUMBER		
015668025	014834747	380124	0001		

METRO COMPANY , Inc.	015668025
VOID SAMPLES - DO NOT SHIP	
137 ERB STREET	DATE 2 7 0 9 2 0 1 6
CALGARY, AB T2M 1C2	
Default Payee	\$ 523.70
Five Hundred Twenty-three Dollars and 70/100 DOLLARS	
METROBANK	
OAK VIEWS SQUARE	
300 - 10 AVE., TEL: (649) 342-4223	
TORONTO, ON L4C 4E1	
MEMO	
015668025 014834747 380124*	

Unmatched item report (available in PDF)

WORK OF:		01/10/2016		BANK/INDEPENDENT NAME UNMATCHED ITEM REPORT LOCKBOX MT0003C		PAGE: 1
DDA NUMBER		321413		DDA NAME		324
LOCKBOX NUMBER		MT0003C		LOCKBOX NAME		ABC Company LTD
BUSINESS DATE	REF NO.	TRANS NO.	SEQ NO.	CHECK AMOUNT	INVOICE AMOUNT	INVOICE NET AMOUNT
01/10/2016	310415	47670124	001	41,243.23	1,234.33	
01/10/2016	310415	47670124	001		12,323.44	
01/10/2016	310415	47670124	001		13,431.12	
						14,254.13
01/10/2016	310415	46865004	002	1,234.33	1,153.12	
						81.21
TOTALS				42,477.56	28,142.22	14,335.34