National Retail Lockbox

Efficiently collect monthly remittances and maximize the potential of your receivables.

Increasing the speed of your collections is essential to managing your business efficiently, particularly if you process a high volume of consumer remittances each month. It is critical, yet challenging, to minimize the time and expense required to collect, clear and reconcile your receivables. As the nation’s second-largest check processing institution, we can help you collect and post payments more efficiently, while reducing cost and float times.

Sending your remittances directly to one of our national retail lockbox processing sites in these key cities across the United States – Louisville, KY, Baltimore, MD, and Phoenix, AZ – helps reduce the time, resources and internal fraud risk that comes with opening, processing and depositing remittances in-house.

How it works

Your customers send payments to unique ZIP Codes created exclusively for our lockbox clients. We pick up the mail directly from the post office several times during the day and night, and process your remittances on the same day for deposit into your account.

Our high-speed processing uses optical character recognition (OCR) equipment to scan documents and checks, capturing payment information according to your preferences, such as account number, invoice number, amount due and due date. You select whether the information is delivered to your accounts receivable system same-day or next-day.

Deposit notification reports can be sent to you in a variety of formats and media. You choose the kind of information you need – including lockbox numbers, remitter names, check numbers, check amounts and availability by lockbox. You also choose the method by which to receive the information – Internet, PC, secure e-mail or fax.

We are an industry leader in quality and offer a dedicated customer support team to coordinate service delivery and facilitate continuous processing. And, in the event of an emergency, we’re among the few lockbox providers to offer continuous processing through a proprietary disaster recovery site.

Key features and benefits

- Reduce costs and exposure to internal fraud risk associated with processing remittances in-house
- Gain faster access to your funds through reduced mail time and high-speed processing
- Update internal systems using daily captured OCR data, such as customer account and invoice numbers, payment amount and due date
- View images of your checks and remittance documents via the Internet to quickly make decisions
- Receive dedicated customer support and recovery backup to facilitate continuous processing

Did you know

- As a leader in lockbox innovation for more than 50 years, we process more than 500 million payments annually at our national retail lockbox locations.
- We were named Best Bank Overall for Cash Management – North America by Global Finance, 2004
- We earned “A” Ratings in Product Capabilities and Performance – Phoenix-Hecht Cash Management Monitor, 2004

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Contact your representative to learn more, or visit us at jpmorganchase.com/ts.
Key features

We offer Web-based tools to help streamline your processes.

- **Exception Manager** is an interactive tool enabling your staff to process exception items via the Internet. This solution allows you to provide missing customer information (such as account numbers), review dollar tolerances, review out-of-balance transactions and resolve items that normally would be rejected for physical handling. Exception Manager gives you the flexibility to make decisions about an item over a 48-hour time frame, and the customization to have items placed in suspense or returned if no decision is made during that time. Exception Manager provides detailed audit tools that help you track the number of items yet to be decisioned, and their dollar value. If your team rejects items, special reports are produced, listing the reason for rejection and providing complete audit controls.

- **Lockbox Online Research Images (LORI)** is a product that provides electronic images of checks, remittance documents and envelopes to you via the Internet. Your staff can view document images the day after they have been processed, helping you make informed business decisions quickly, without handling paper documents. You can view images on our secure lockbox Web site quickly and easily, using nothing more than a standard Internet browser, such as Microsoft® Internet Explorer. LORI provides powerful dynamic querying capability that allows users to conduct searches and produce a variety of informative reports.

Additional solutions

Interested in National Retail Lockbox?
You may also be interested in these products:

- **Accounts Receivable Check (ARC) Conversion** – Convert consumer checks received at your lockbox to ACH debits, speeding payment collections and improving funds availability while reducing payment processing costs and banking fees.

- **Electronic Lockbox** – Consolidate incoming electronic bill payments into one daily credit posting to your JPMorgan Chase demand deposit account and receive detailed reporting of all items remitted through the ACH, MasterCard® RPPS and Visa® ePay bill payment networks.

- **Pay Connexion℠** – Deploy a robust, flexible and configurable payment solution that provides you with the ability to collect revenue electronically using your Web site, an IVR system or call center representatives. Payments can be initiated via electronic check (ACH debit), credit card or debit card.

- **Print Outsourcing Services** – Outsource printing, insertion and mailing of checks, bills and other communications to us via a cost-efficient, secure and highly flexible program.

- **Liquidity Management** – Access our industry-leading suite of products designed to increase your working capital, reserve and strategic cash, while integrating profit maximization in any rate environment.