

TOPS Professional™ Bills & Coupons User Guide

By

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Bills & Coupons

Table of Contents

Bills & Coupons.....	3
Bills.....	5
Itemized Statement.....	14
South Data Statement.....	18
Custom Bills.....	28
Print Coupons.....	29
Create Coupon Folder.....	40

Bills & Coupons

Within TOPS 321 you have the ability to print owner Bills, Statements, Coupons as well as generate files for outside coupon and statement printers. Bills and Statements can be printed on plain paper or on special pre-printed forms available from your 212 Software forms supplier. Coupons can be printed 3 per page or 4 per page and require special perforated forms that separates the returnable payment coupon from the stub kept by the owner for their records.

The special forms for Bills, Statements and Coupons are available from:

Dynamic Systems
800-782-2946

Formost Graphic Communications
301-424-4242

If you use a bank lockbox system for processing cash receipts, then you probably need to provide owners with payment coupons or statements with a scan line the bank can read. The scan line would identify the community so the bank can deposit the money into the correct bank account, a unit identifier so the home can be updated for the payment and the amount(s) due. Normally, this is done using an outside coupon and statement printer. You would then use the menu choices for SouthData statement or Create Coupon File to generate the owner payment information needed for scannable payment documents to be printed.

Custom Programs

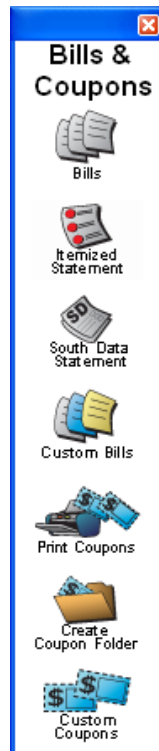
For certain banks, we have the availability of coupons and statements that you can print in-house that includes the scan line your bank needs for lockbox processing. That gives you the ability to print scannable payment documents yourself without having the pay and outside printing service. Custom coupons and statement programs are available at a modest cost through our 212 Software Sales Dept – 800-760-9966. The most popular custom coupons and statements are available for purchase on our web site, www.212software.com, from our online store.

No matter which type of Bills & Coupons you wish to generate, you must start on the AR Menu under the Bills & Coupons menu tab.

Bills & Coupons	From the AR Menu, click on Bills & Coupons .
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You will see the **Bills & Coupons** menu:

Bills & Coupons




We'll cover each menu choice in turn.

Bills

There are 2 types of Bills that can be printed in TOPS 321.

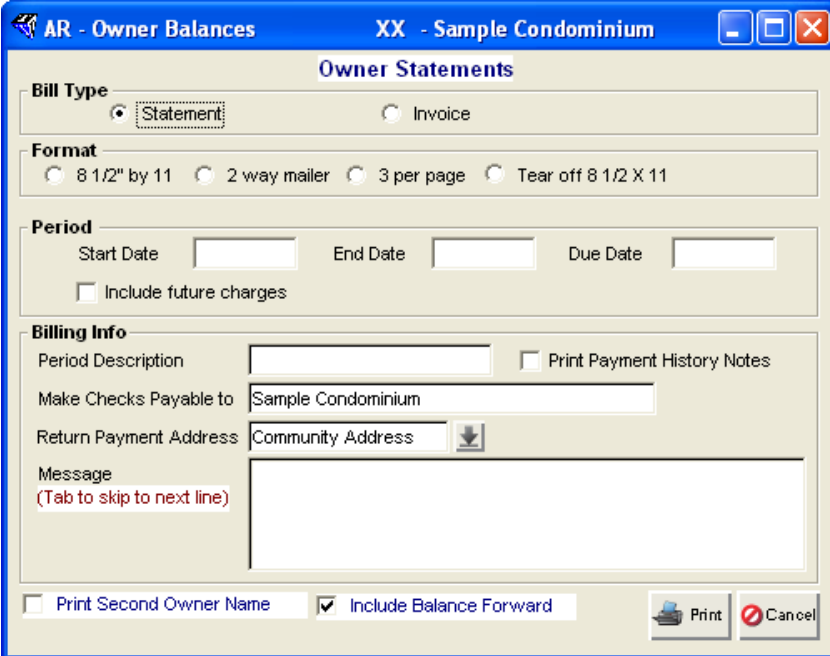
- **Invoice** – a bill with future charges for the next accounting period. You do NOT need to apply the charges for the future period for them to be printed on the Invoice. The software knows how to read the owner charge setup to include the future charges. Invoices can have a balance forward showing past due balances. There are several formats you can select.
- **Statement** – a bill that shows all the charge and payment activity for a range of dates. It can also fill for future charges for the next accounting period. You do NOT need to apply the charges for the future period for them to be printed on the Invoice. The software knows how to read the owner charge setup to include the future charges. There are several formats you can select.

No matter which option you choose, the steps are pretty much the same.

 Bills	From the Bills & Coupons menu, click on the Bills button.
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The owner **Bills** screen looks like this:

Owner Bills






The screenshot shows a software window titled "AR - Owner Balances" and "XX - Sample Condominium". The main heading is "Owner Statements".

- Bill Type:** Radio buttons for "Statement" (selected) and "Invoice".
- Format:** Radio buttons for "8 1/2\" by 11", "2 way mailer", "3 per page", and "Tear off 8 1/2 X 11".
- Period:** Text boxes for "Start Date", "End Date", and "Due Date". A checkbox for "Include future charges" is present.
- Billing Info:** Text boxes for "Period Description", "Make Checks Payable to" (containing "Sample Condominium"), and "Return Payment Address" (containing "Community Address"). A checkbox for "Print Payment History Notes" is present.
- Message:** A large text area with the instruction "(Tab to skip to next line)".
- Bottom:** Checkboxes for "Print Second Owner Name" and "Include Balance Forward" (checked). "Print" and "Cancel" buttons.

We'll cover each item on this screen in more detail below.

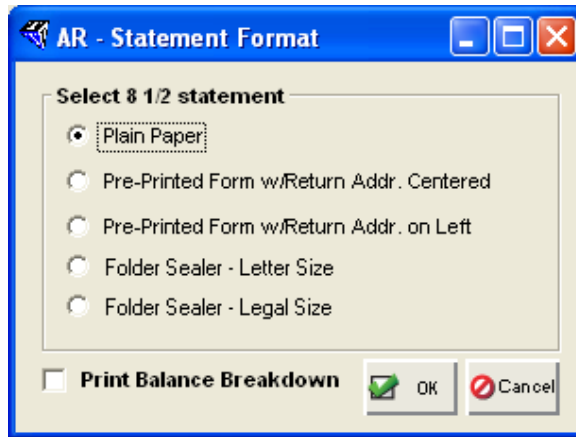
<p>Bill Type</p>	<p>Select the Bill Type you wish to generate for the owner. The choices are:</p> <ul style="list-style-type: none"> • Statement – shows the charge and payment activity for a range of dates. It also offers the option to include future charges, based on the recurring owner charges each owner is setup to be charged. It reads the Charge Tables to know what the future charges will be. • Invoice – shows a balance due or balance forward as of a cutoff date. It also offers the option to include future charges, based on the recurring owner charges each owner is setup to be charged. It reads the Charge Tables to know what the future charges will be. <p>Make the selection of the Bill Type.</p>
<p>Format</p>	<p>Select one of the following form types:</p> <ul style="list-style-type: none"> • 8 ½ by 11 – a full page form with the owner name and address positioned to fit a standard #10 window envelope. • 2 Way Mailer – if you use a dot matrix printer, you can order a sealed mailer form from your TOPS 321 forms supplier so that your bill is printed in a sealed envelope ready to mail after putting postage on it. • 3 Per Page – a brief bill designed around a perfed form where 3 bills are printed per page. This is a very economical way to do billing. The owners’ name and address is positioned to fit a standard #10 window envelope. • Tear Off 8 ½ by 11 – a full page bill with a tear-off return coupon the owner can send back with their payment. The owners’ name and address is positioned to fit a standard #10 window envelope. <p>Make the selection of the bill Format.</p>
<p>Period</p>	<p>The dates to be completed here will change depending on whether you selected a Statement or Invoice Bill Type above.</p> <p>Statement Complete these dates:</p> <p style="padding-left: 40px;">Start Date – the beginning period date for showing the owner charge and payment activity.</p> <p style="padding-left: 40px;">End Date – the ending period date for showing the owner charge and payment activity.</p> <p style="padding-left: 40px;">Due Date – the date the payment is due from the owner.</p> <p>Invoice Complete these dates:</p>

	<p>Cutoff Date – The date to calculate the owner Balance Forward on the bill. TOPS 321 will look at all the charge and payment history up through and including the Cutoff Date in determining the Balance Forward.</p> <p>Due Date – the date the payment is due from the owner.</p>
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<input type="checkbox"/> Include future charges	<p>This checkbox option will include the recurring owner charges each owner is setup to be charged. It reads the Charge Tables to know what the future charges will be for an owner.</p> <p>If you checkmark this option, you will see this field appear:</p> <p style="text-align: center;">Description <input type="text" value="Current Charges"/></p> <p>The default is “Current Charges”, but you can enter any Description you wish.</p>
<p>Billing Info</p>	<p>Complete this information:</p> <p>Period Description – Enter the heading for the Bill.</p> <p style="text-align: center;">For example: May 2007</p> <p>Print Payment History Notes – A checkbox option that will print any payment history notes on file for the owner. The default is NOT to print the Notes, which is normally the option to use.</p> <p>Make Checks Payable to – The default will be the Return Payment Info name in the Owner Control File, but you can change it here if needed.</p> <p>Return Payment Address – the default will be the address from the Return Payment Info in the Owner Control File, but you can change it here if needed. Use the down browse arrow  to select one of the other Return Payment Addresses in the Owner Control File.</p> <p>Message – Enter a multi-line message to be printed on the bill. Each line contains 50 characters, there is no text wrapping down to the next line. You must use the TAB key to move down to the next Message line.</p>
<input type="checkbox"/> Print Second Owner Name	<p>Notice this checkbox option at the bottom of the screen. If you checkmark it, Bills will be printed with the Second Owner Name, if any, on file for each home.</p>
<input checked="" type="checkbox"/> Include Balance Forward	<p>The Include Balance Forward checkbox option at the bottom of the screen will include a balance forward on the Bill. If you uncheck this option, then no Balance Forward will be printed on the Bill. The Bill would only show current period or future charges activity with no Balance Forward.</p>
	<p>Click the Print button to proceed with printing the owner Bill with the dates and options you selected.</p>
	<p>Click the Cancel button to exit from the owner Bills screen WITHOUT printing the Bill.</p>

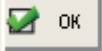
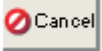
If you clicked the **Print** button, you will then see a screen for making further choices on the Bill format you wish to print for this owner:

Select Format

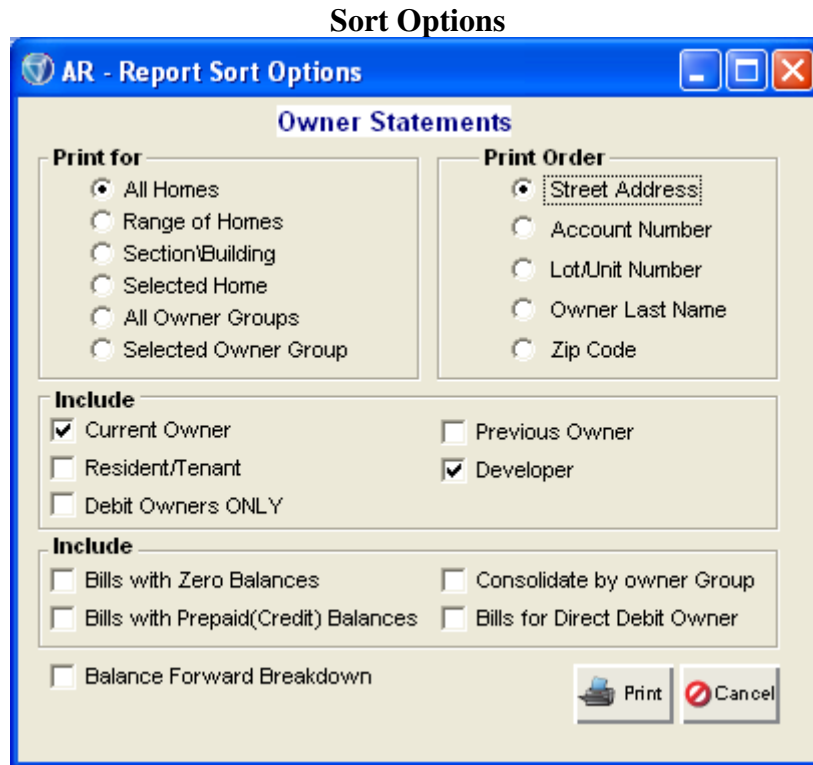


You can select from any of these Format options:

- **Plain Paper** – TOPS 321 will format a professional looking Bill for you.
- **Pre-Printed Form w/Return Address Centered** – Use a Pre-Printed form available from your TOPS 321 forms supplier.
 Dynamic Systems Formost Graphic Communications
 800-782-2946 301-424-4242
- **Pre-Printed Form w/Return Address on Left** – Use a Pre-Printed form available from your TOPS 321 forms supplier.
 Dynamic Systems Formost Graphic Communications
 800-782-2946 301-424-4242
- **Folder Sealer – Letter Size** – Prints on forms designed for a folder/sealer machine available from:
 Dynamic Systems
 800-782-2946
- **Folder Sealer – Legal Size** – Prints on forms designed for a folder/sealer machine available from:
 Dynamic Systems
 800-782-2946


<input type="checkbox"/> Print Balance Breakdown	Checkmark this option to breakdown the owner balance by Charge Code. This would let the owner see exactly what makes up any balance due.
	Click the OK button to proceed with printing the owner Bill.
	Click the Cancel button to exit without printing the owner Bill.


When you click OK, you will see a screen with more options for printing owner Bills:



These options let you print Bills for just the owners you want to include.

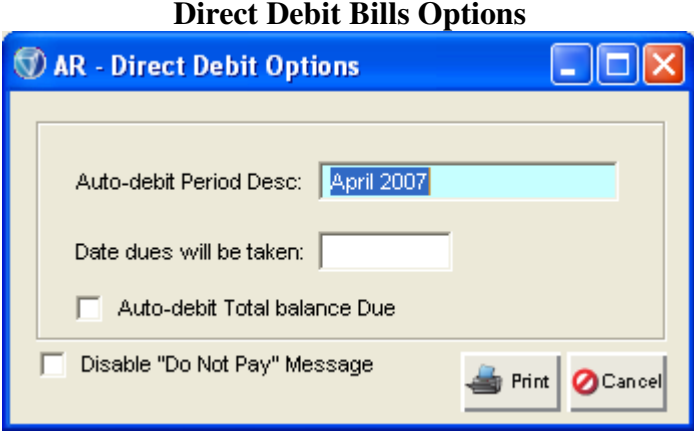
<p>Print For</p>	<p>Check one of the following options:</p> <ul style="list-style-type: none"> • All Homes – this will print a Bill for each home in the community. All Homes is the default option. • Range of Homes – select a starting and ending home. Only those homes within the range will have a Bill printed. • Section/Building – select a Section # or Building # to print Bills for. Only those homes within the range will have a Bill printed. • Selected Home – individually select the homes for printing Bills. • All Owner Groups – print Bills for just the Owner Groups (owners that own more than one home in the community). • Selected Owner Group – print a Bill for a selected Owner Group. This option is handy for printing a Bill for Developer/Builder owned homes.
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Print Order	<p>Select the output order you wish for the printed Bills. The Print Order options are self-explanatory:</p> <ul style="list-style-type: none"> • Street Address – the default order. • Account Number • Lot/Unit Number • Owner Last Name • Zip Code – for doing presorted mail at lower postage rates.
Include	<p>Gives you options for which owners to include in the Bill printing. You can checkmark or uncheck any of the owners to include or not include them in the Bill printing. Options are:</p> <ul style="list-style-type: none"> • Current Owner – this is checked by default. • Resident/Tenant – check to include renters. • Debit Owners Only – do you wish to include owners who pay by Direct Debit when printing Bills? • Previous Owners – generally, you do not want to print Bills for previous owners. • Developer/Builder – if the builder still owns homes or lots in the community, you can include them in the Bill printing. This is checked by default, but no Bill will be printed for a Developer/Builder if they no longer own any homes or lots in the community.
Include	<p>These are further Bill options to help you reduce the total number of Bills to be printed. The options include:</p> <ul style="list-style-type: none"> • Bills with Zero Balances – checkmark this option to <i>skip</i> printing Bills for owners if the total amount due equals zero. • Bills with Prepaid (Credit) Balances – checkmark this option to <i>skip</i> printing Bills for owners who have a credit balance due. • Consolidate by Owner Group – checkmark this option to get consolidated Bills for those owners who own 2 or more homes in the community. If checked, one Bill will be generated that will include ALL homes owned by an owner (an Owner Group). • Bills for Direct Debit Owner – checkmark this option to print Bills for those owners who have opted to pay by Direct Debit. While the Bill will be printed, it will include a “Do Not Pay” message letting them know the amount will be auto-debited against their bank account.
Balance Forward Breakdown	<p>Checkmark this option to take the Balance Forward on the Bill and break it down into the different charge code balances that make it up.</p>
	<p>Click the Print button to proceed with the printing of the Statements.</p>


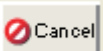
	Click the Cancel button to exit without printing the owner Bills.
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Direct Debit Owners

When you checkmark to include Bills for Direct Debit owners, then click the **Print** button, you then see a screen for handling the Bills for those owners:



Because Direct Debit owners have elected to pay recurring charges by ACH directly from their bank accounts, a Bill is generally just for informational purposes only to remind them how much is being deducted from their bank account. So the Bill accurately tells them how much will be deducted from their bank account, you will need to complete the screen above as follows:

Auto-Debit Period Desc.	This will default to the Period Description entered on the first screen of Bills above. You can change the description for the Direct Debit bills only by entering a different description here.
Date Dues will be Taken	Enter the date the homeowner will see the debit against their bank account. This is generally 2 business days after you generated the Direct Debit file on the Global Functions menu. Tip: Dates are always entered WITHOUT the slashes – 040507 = April 5, 2007
Auto Debit Total Balance Due	Checkmark this box if you debit the owner for ALL recurring charges.
Disable “Do Not Pay” Message	Checkmark this box if you do NOT want to print the message “Paid by Direct Debit - Do Not Pay” message on the total balance due line of the Bill.
	Click the Print button to proceed with the printing of the Statements.
	Click the Cancel button to exit without printing the owner Bills.

Future Charges

If you checked the option to Include Future Charges on the owner's Bill, you then have the chance to select which Recurring Charges to include:

Select Future Charges

Double click each Charge to Include this Future Charge on the Bill.

Include	Code	Description	Last Appl.	Freq.
No	A1	Maintenance Fee	04/01/07	M
No	C1	Special Assess	04/01/07	M

Notice the default answer is NO to include each of the Future Charges. To have the Future Charges included on the Bill, you have to change the NO to a YES by clicking on the NO.

Future Charges Selected

Include	Code	Description	Last Appl.	Freq.
Yes	A1	Maintenance Fee	04/01/07	M
Yes	C1	Special Assess	04/01/07	M

Once the Future Charges have been selected to be included on the Bill, you are ready to proceed with the Bill printing.


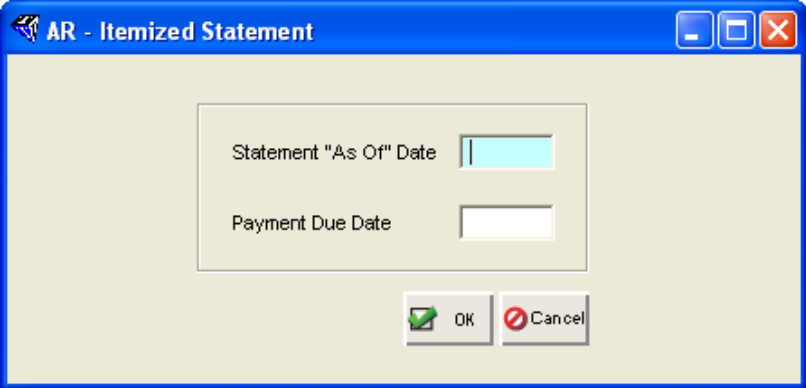


	Click the Next button to proceed with printing the owner Bill. You can then make your printer selection.
	Click the Cancel button to exit without printing the owner Bill.

The **Next** button will give you the normal printer selections. This completes the manual section for Bills printing.

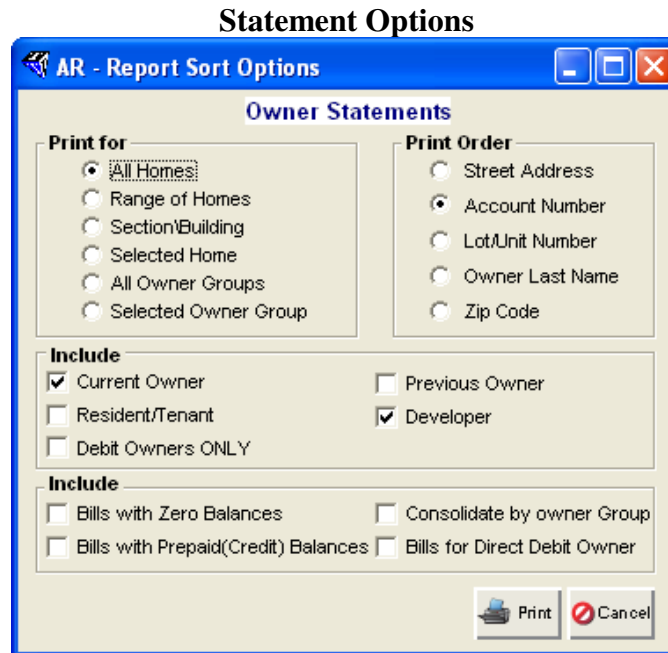
Itemized Statement

An Itemized Statement is an owner bill that breaks down the balance due into the separate Charge Codes that combined make-up the total due from an owner. This can be a handy bill format to show owners what the different charges are that make-up the total due.

Like all other Bills and Coupons, Itemized Statements give you a number of options in the format of the statement and the printing options.

	<p>From the Bills & Coupons menu, click on Itemized Statement.</p>
<p>You will see the Date entry screen:</p>	
<div style="text-align: center;"> <p>Enter Dates</p>  </div>	
<p>You must complete the two Dates on this screen in order to proceed.</p>	
<p>Statement “As of” Date</p>	<p>The cutoff date for the software to use to calculate the owner’s balances due for the Itemized Statement.</p>
<p>Payment Due Date</p>	<p>The Due Date for the owner’s payment which is printed on the Itemized Statement</p>
	<p>After entering the dates above, click the OK button to proceed.</p>
	<p>Click the Cancel button to exit without printing the statement.</p>



If you clicked the OK button, you will then see the Statement Options screen:



These options give you control over the print order and which owners get the Statements. We'll cover each section of this screen so you understand it.

<p>Print For</p>	<p>The Print For lets you select which homes are to be included in the Statement printing. Select from:</p> <ul style="list-style-type: none"> • All Homes – A Statement is printed for every home • Range of Homes – Enter a starting home and ending home. All homes in this range will have Statements printed. • Section/Building – If you have Section or Building tracking turned on for the community, you can print Statements for a selected Section or Building. • Selected Home – Select homes individually to have Statements printed for just those homes. • All Owner Groups – If you have Owner Groups (owners who own multiple homes in the community) you can print Statements for all the Owner Groups. • Selected Owner Group – This option lets you print a Owner Group Statement for just one selected Owner.
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<p>Print Order</p>	<p>Select the Print Order that best suits your needs for distributing the Statements. Select from:</p> <ul style="list-style-type: none"> • Street Address – Prints Statements from the first Street on file to the last Street on file in ascending order from the lowest to highest Street Address #. • Account Number – Prints Statements in ascending order from the lowest Account # to the highest. • Lot/Unit # - Prints Statements in ascending order from the lowest Lot/Unit # to the highest. • Owner Last Name – Prints in descending alphabetical order starting with the letter A to Z. • Zip Code – Prints in Zip Code order so you can take advantage of presorted mail rates. Prints in ascending order from the lowest Zip Code to highest. 						
<p>Include</p>	<p>Select the Owner Types that you wish to print Statements for. Select from:</p> <div data-bbox="581 863 1292 1003" style="border: 1px solid #ccc; padding: 5px; margin: 10px 0;"> <p>Include</p> <table style="width: 100%; border: none;"> <tr> <td><input checked="" type="checkbox"/> Current Owner</td> <td><input type="checkbox"/> Previous Owner</td> </tr> <tr> <td><input type="checkbox"/> Resident/Tenant</td> <td><input checked="" type="checkbox"/> Developer</td> </tr> <tr> <td><input type="checkbox"/> Debit Owners ONLY</td> <td></td> </tr> </table> </div> <p>Notice that Current Owner and Developer are selected as the defaults. But you can checkmark any of the other Owner Types.</p> <p>Debit Owners ONLY – This option lets you print an Itemized Statement for just those owners who pay by Direct Debit. You might want to do this to send them a Statement which backs up the amount they are debited each period.</p>	<input checked="" type="checkbox"/> Current Owner	<input type="checkbox"/> Previous Owner	<input type="checkbox"/> Resident/Tenant	<input checked="" type="checkbox"/> Developer	<input type="checkbox"/> Debit Owners ONLY	
<input checked="" type="checkbox"/> Current Owner	<input type="checkbox"/> Previous Owner						
<input type="checkbox"/> Resident/Tenant	<input checked="" type="checkbox"/> Developer						
<input type="checkbox"/> Debit Owners ONLY							

<p>Include</p>	<p>There are more options so that you print Itemized Statements for just those owners you wish to have receive them:</p> <div data-bbox="581 279 1292 401" style="border: 1px solid black; padding: 5px; margin: 10px 0;"> <p>Include</p> <p><input type="checkbox"/> Bills with Zero Balances <input type="checkbox"/> Consolidate by owner Group</p> <p><input type="checkbox"/> Bills with Prepaid(Credit) Balances <input type="checkbox"/> Bills for Direct Debit Owner</p> </div> <ul style="list-style-type: none"> • Bills with Zero Balances – Unless you checkmark this option, TOPS 321 will automatically skip printing Statements if the homeowner has no balance due. • Bills with Prepaid (Credit) Balances – Unless you checkmark this option, TOPS 321 will automatically skip printing Statements if the homeowner has a credit balance. • Consolidate by Owner Group – Click this option to get one consolidated Statement for your Owner Groups (owners that own more than one home in the community) • Bills for Direct Debit Owner – Click this option to print Statements for homeowners who have authorized payments by Direct Debit. Normally, if they pay by Direct Debit, you would not need to print Statements because there should be no balance due. But this option lets you control whether to print the Statements for the Direct Debit homeowners too.
	<p>Click the Print button to proceed with the printing of the Statements.</p>
	<p>Click Cancel to exit from the Statement printing.</p>

If you clicked the **Print** button, the next screen will give you the normal printer selections. This completes the manual section on Itemized Statement printing.

South Data Statement


This menu choice actually lets you generate an owner file that contains all the charge information so that you can have statements printed by an outside printer. The file can then be uploaded electronically to the statement printer. The file that is generated is in a format created by South Data, however, many other statement printing companies can take the file and print the statements for you.

Normally, statements printed by an outside printer would have a scan line printed on them so they will work with your bank's lockbox system. If you don't need to have a scan line printed on the statements, then you should consider printing either a Bill or Itemized Statement for your owners as described in the two preceding sections.

While the name of this menu choice is South Data Statement, a number of other statement printers can take the file and print the statements for you. You do not have to use South Data for the statement printing unless that is your preferred printing company.

Here is a partial list of statement printers who can print these statements for you with your bank's scan line on the statement:

Statement Printers	Statement Printers
Alphagraphics (480) 821-0985 www.alphagraphics.com	American Coupon (800) 624-3952 www.amcoup.com
Bank-A-Count (800) 445-3913 www.bank-a-count.com	Best Bill (866) 237-8245 www.bestbill.com
Optimal Outsource (949) 916-3700 www.optimaloutsource.com	South Data (800) 549-4722 www.southdata.com


	From the Bills & Coupons menu, click the South Data Statement button.
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You will then see the screen for completing the necessary info to generate a Statement File:

Generate Statement File

We'll cover each item on this screen so you understand how to complete the screen.

<p>Period</p>	<p>You have to define the date range for the statement activity. Complete these fields:</p> <p>Start Date – The beginning date for showing the owner charge and payment activity.</p> <p>End Date – The ending date for showing the owner charge and payment activity. All charges and payments within this range of dates will be part of the Statement file.</p> <p>Due Date – The date payment is due from the homeowners.</p>
<p><input type="checkbox"/> Include future charges</p>	<p>Use this checkbox to include the next billing period's recurring charges in the statement file even though the charges have not been applied to the owners yet. TOPS 321 knows how to read the Charge Tables to include future charges so you do NOT need to apply the charges to the owners in order for them to appear on the statements. Simply check the Include Future Charges to add them.</p> <p>If you checkmark Future Charges, you will then see a line appear to entering a description of this Future Period:</p> <p style="text-align: center;">Description May 2007</p> <p>This Description is included in the Statement file as an explanation of the Future Charges.</p>
<p>Billing Info</p>	<p>Complete this information for the statement file you will be sending</p>

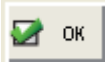
	<p>to an outside printer:</p> <p>Community ID – This is the ID that will be used by the bank’s lockbox system to identify the community and the bank account to deposit payments from owners in this community. This is the same as the Lockbox ID in the Accounting Control File for the community.</p> <p>The Community ID is one of the items that is printed on the scan line of payment processing documents like statements or coupons.</p> <p>Statement “as of” Date – The date used to calculate the owner balances forward to be printed on the statements. Any charges and payments up to and including this date will be included in the calculation of the balance due, if any.</p> <p>Period Description – The billing description you want to have printed on the statement.</p> <p style="text-align: center;">Example – May 2007</p> <p>Print Payment History Notes – A checkbox option to let you include any Payment History Notes on file for owners. Normally, you would NOT want to print the Payment History Notes, so the default is to leave this unchecked, but you may check it if you wish.</p> <p>Make Checks Payable To – The default is the Return Payment Community Name from the Owner Control File. You can change the name by overtyping it with a different payable name if you wish.</p> <p>Return Payment Address – The default is the Community Address from the Owner Control File, but you can change it to another address. Notice the down browse arrow  next to this line. Click the down browse arrow to see other addresses:</p> <p style="text-align: center;">Select Payment Address</p>
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The address choices are:

- Community Address
- Lockbox Address
- Other Address

You can select any of the 3 addresses by clicking on one of them, then click the **OK** button.

Message – Type a free form message to the homeowners that will be printed on all the owner statements. You can skip the message by leaving it blank if not needed.

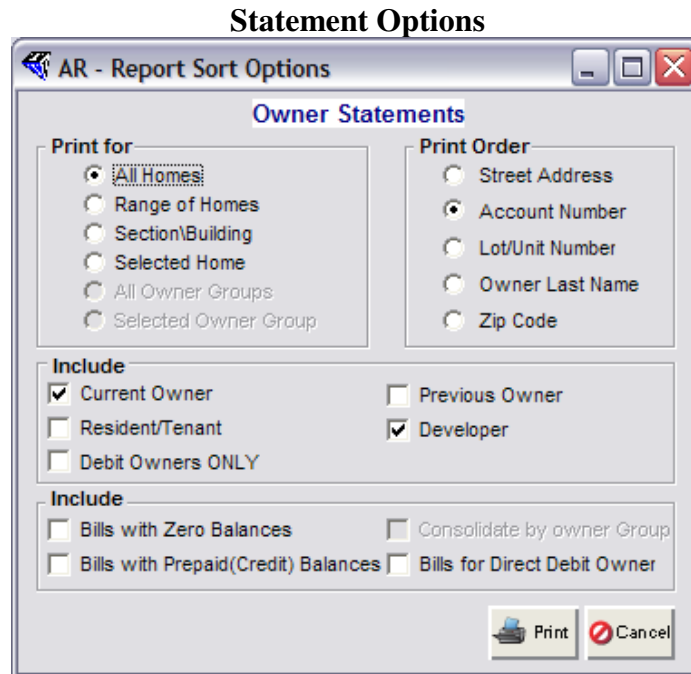


Click the **OK** button to proceed with generating the statement file.



Click the **Cancel** button to exit without generating the statement file.

If you clicked the **OK** button, you will then see options for generating the statement file:



Complete the Statement Options screen by selecting from the following:



Print For

Select which homes you want to include in the statement file you are about to create. Select from:

- **All Homes** – Every home in the community will be included in the statement file.
- **Range of Homes** – Enter a beginning home and an ending home. All homes in this range will be included in the statement file.
- **Section/Building** – If you setup Section, Phase or Building tracking in the Owner Database, you can select a particular Section or Building to include in the statement file.
- **Selected Home** – Select individual home(s) to include in the statement file.

Make the selection of who to include in the statement file.

<p>Print Order</p>	<p>Select the Print Order that best suits your needs for generating the statement file. Select from:</p> <ul style="list-style-type: none"> • Street Address – Generates statements from the first Street on file to the last Street on file in ascending order from the lowest to highest Street Address #. • Account Number – Generates statements in ascending order from the lowest Account # to the highest. • Lot/Unit # - Generates statements in ascending order from the lowest Lot/Unit # to the highest. • Owner Last Name – Generates statements in descending alphabetical order starting with the letter A to Z. <p>Zip Code – Generates statements in Zip Code order so whoever mails the statements can take advantage of presorted mail rates. The statement file is generated in ascending order from the lowest Zip Code to highest.</p>
<p>Include</p>	<p>Select the Owner Types that you wish to include in the statement file you are going to create. Select from:</p> <div data-bbox="594 894 1305 1041" style="border: 1px solid #ccc; padding: 5px; background-color: #f9f9f9;"> <p>Include</p> <p><input checked="" type="checkbox"/> Current Owner <input type="checkbox"/> Previous Owner</p> <p><input type="checkbox"/> Resident/Tenant <input checked="" type="checkbox"/> Developer</p> <p><input type="checkbox"/> Debit Owners ONLY</p> </div> <p>Notice that Current Owner and Developer are selected as the defaults. But you can checkmark any of the other Owner Types.</p> <p>Debit Owners ONLY – This option lets you generate a statement file for just those owners who pay by Direct Debit. You might want to do this to send them a Statement which backs up the amount they are debited each period. Because these statements will probably be used with a bank lockbox system, you probably do NOT want to ever checkmark this option because it will generate a lockbox statement for owners who are paying by Direct Debit.</p>

<p>Include</p>	<p>There are more options so that you generate a statement file for just those owners you wish to have receive them:</p> <div data-bbox="609 283 1291 394" style="border: 1px solid gray; padding: 5px;"> <p>Include</p> <p><input type="checkbox"/> Bills with Zero Balances <input type="checkbox"/> Consolidate by owner Group</p> <p><input type="checkbox"/> Bills with Prepaid(Credit) Balances <input type="checkbox"/> Bills for Direct Debit Owner</p> </div> <ul style="list-style-type: none"> • Bills with Zero Balances – Unless you checkmark this option, TOPS 321 will automatically skip including owners who have no balance due. • Bills with Prepaid (Credit) Balances – Unless you checkmark this option, TOPS 321 will automatically skip including owners who have a credit balance. • Bills for Direct Debit Owner – Click this option to include homeowners who have authorized payments by Direct Debit. Normally, if they pay by Direct Debit, you would not need to print Statements because there should be no balance due. But this option lets you control whether to include these owners in the statement file or not.
	<p>Click the Print button to continue with the statement file creation.</p>
	<p>Click the Cancel button to exit without creating the statement file.</p>

Future Charges

If you checked the option to Include Future Charges in the statement file, you then have the chance to select which Recurring Charges to include:

Select Future Charges

Include	Code	Description	Last Appl.	Freq.
No	A1	Maintenance Fee	04/01/07	M
No	C1	Special Assess	04/01/07	M

Effective Date: 04/01/07

Double Click or hit Enter to Include/Skip the charge

Next Cancel

Double click each Charge to Include this Future Charge in the statement file

Notice the default answer is NO to include each of the Future Charges. To have the Future Charges included in the statement file you have to change the NO to a YES by clicking on the NO.

Future Charges Selected



Include	Code	Description	Last Appl.	Freq.
Yes	A1	Maintenance Fee	04/01/07	M
Yes	C1	Special Assess	04/01/07	M

Effective Date: 04/01/07

Double Click or hit Enter to Include/Skip the charge

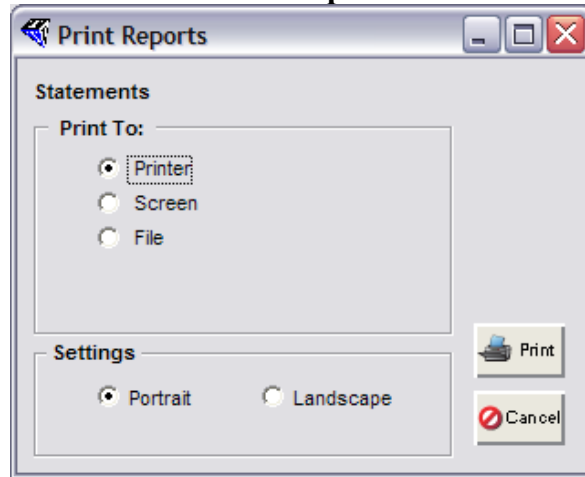
Next Cancel

Once the Future Charges have been selected to be included in the statement file, you are ready to proceed with creating the file to send to the statement printer.



	Click the Next button to proceed with the statement file creation.
	Click the Cancel button to exit without creating the statement file.

If you clicked the **Next** button, the last screen in the process will be the printer options.

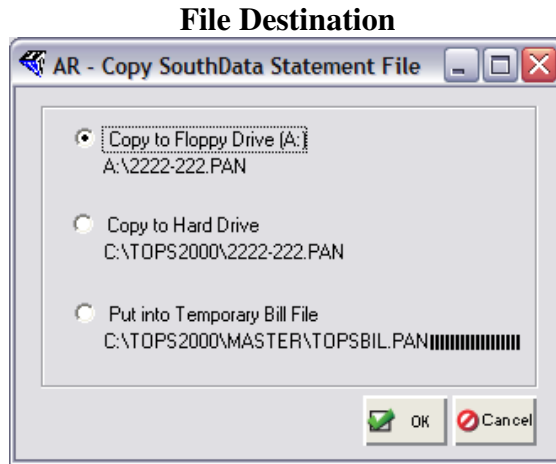
Printer Options



You are not actually going to print the owner statements, a file is going to be created so you can send it to an outside statement printer. However, so you have a record of which homes were included in the statement file, a report will be printed showing you the statement information for your review and reference.

	Click the Print button to proceed with printing the statement report and create the statement file.
	Click the Cancel button to exit without printing the statement report or creating the statement file.

If you clicked the **Print** button on the screen above, you will then see the Statement File Destination screen:



This screen lets you select where to save the Statement File. The choices are:

Copy to Floppy Drive (A) – copies the file to a diskette.

Copy to Hard Drive – copies the file to the main TOPS2000 folder under the Community ID you entered on the first screen of the statement file creation when you completed the Billing Info. Normally, this is the same as the Lockbox ID in the Accounting Control File for the community.

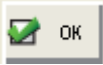

- **Put into Temporary Bill File** – copies the file to the path shown on the screen. The statement file is copied to the main TOPS folder using this path:

\TOPS2000\MASTER\TOPSBIL.PAN

| | |
 Main TOPS Folder SubFolder State ment File Name

Make the Destination Selection so the statement file can be created, then saved in this location.

Note: Remember the file destination location and the file name. You will need to know it so you can send the file to the statement printer.

	Click the OK button to proceed to generate the statement file and save it to the destination location selected above.
	Click the Cancel button to exit without generating the statement file.

The Statement file will be generated and saved in the destination location under the file name you selected in the last step above. You can then e mail the statement file as an attachment directly to the statement printer, so it is important to remember the location and the file name—which is normally the Community ID with the PAN extension.

Example – 2222-222.PAN

This completes the manual section on generating the SouthData Statement file.

Custom Bills

If you want the ability to print Bills in-house with a scan line so they work with your bank's lockbox system, we handle this through the creation of Custom Bills. The reason this is done as a Custom Bill is, there are many different scan line formats used by banks around the country. We have to work with each bank to create a Bill with a scan line the bank's lockbox system can read and process.

Because over the years we have worked with many banks across the country, we have a library of Custom Bill programs that are available at a modest cost. Some can even be purchased through our web site, www.212software.com, Customer Care Center, Online Store. If you wish to purchase a Custom Bill from the Online Store, once you enter your credit card information and an authorization is received, you can download and install the Custom Bill program so you are ready to use it in minutes.

The following is a *partial* list of banks with Custom Bills available from 212 Software:

Custom Statements

Bank Name	Bank Name
SmartStreet	US Bank
Community Association Banc (CAB)	Banco Popular
Barrington Bank	BB&T
First Bank	Gulf Coast Bank
TD Bank	Technology Mgmt Resources (TMR)
Union Bank of California	San Jose National Bank

If you don't see your bank on the list above, we may still have their Statement in our program library. Call the Sales Dept. at 800-760-9966 to inquire.

The steps to print Custom Bills are very similar to printing regular Bills. See the instructions under Bills earlier in this manual section for guidance in printing Custom Bills.

Print Coupons

You can print payment Coupons for the entire community, a range of homes or individually selected homes from the Bills & Coupons menu. Coupons are intended to bill owners for recurring charges for future periods. As such, you do not have the option to print any past due balances. If you wish to print something with a past due balance, you would print an Invoice or Statement under the Bills menu choice.

There are two main coupon formats you can select from:

- **3 Coupons per page** – it takes more coupon sheets to print 12 coupons using this format, but the larger size of the coupon gives you the option of printing an itemized breakdown of the recurring owner charges.
- **4 Coupons per page** – it takes less coupon sheets to print 12 coupons using this format, but space is limited so you can only print the total amount due from each owner.

Forms Needed

To print Coupons, you will need special perforated forms that will match the Custom Coupon design. For most Custom Coupons, you can select from either a 3 per page or 4 per page Coupon format. Be sure to order the correct Coupon forms from one of these authorized TOPS 321 forms suppliers:


Dynamic Systems
800-782-2946

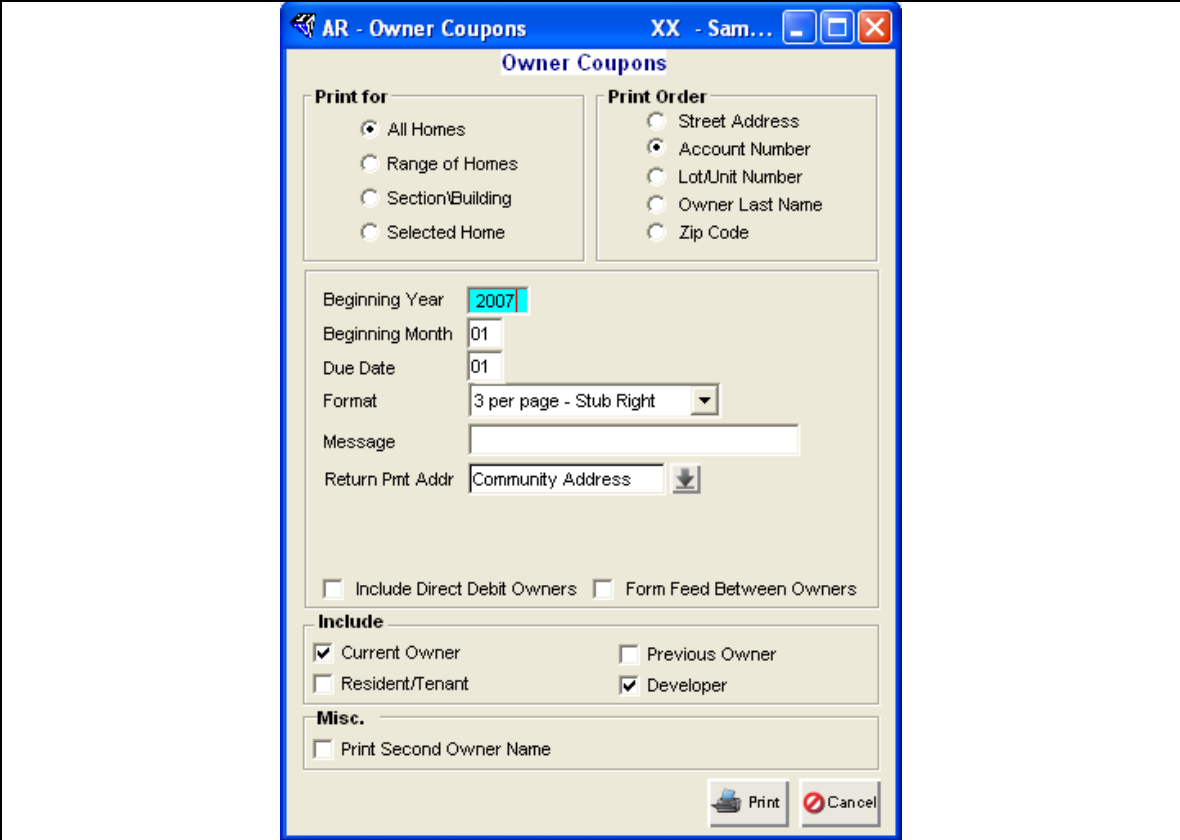
Formost Graphic Communications
301-424-4242

You may need to order special window envelopes to fit with the coupons. Coupon envelopes are available from the above forms suppliers.

Lockbox Coupons


The coupons printed through this menu choice do NOT print a scan line for use with a bank lockbox system. These are simply a form of bill to remind owners to pay their maintenance fees on time. If you wish to print coupons with a scan line to use with your bank's lockbox system, these are considered "custom" programs which may be available for purchase on our web site at www.212software.com, Customer Care Center, Online Store or through the Sales Dept. at 800-760-9966.


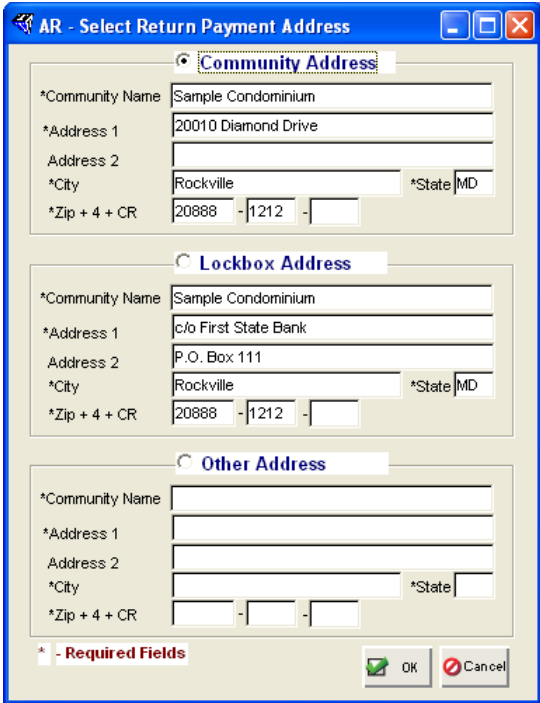
 <p>Print Coupons</p>	From the Bills & Coupons menu, click the Coupon button, then select the type of coupon to print and complete all the options.
The Coupon screen looks like this: <p style="text-align: center;">Owner Coupons</p>	



We'll cover each item on this screen in more detail below.

<p>Print For</p>	<p>The Print For default is to print Coupons for All Homes in the community. But you can select any of the options you wish:</p> <ul style="list-style-type: none"> • All Homes – prints Coupons for every home in the community with the Coupon options you select. • Range of Homes – you can select a beginning home and ending home to have Coupons printed for all the homes in that range. • Section/Building – print Coupons for just a Section or Building where you have this setup in the Owner Database. • Selected Home – pick individual homes for printing Coupons.
<p>Print Order</p>	<p>The Print Order default will be the Preferred Access order from the Owner Control File. You can change the order to any of these choices:</p> <ul style="list-style-type: none"> • Street Address – prints Coupons in order from the first Street on file in the community to the last street in ascending order from lowest street address # to highest. • Account Number – prints Coupons in ascending order

	<p>from the lowest Account # to the highest.</p> <ul style="list-style-type: none"> • Lot/Unit Number - prints Coupons in ascending order from the lowest Lot/Unit # to the highest. • Owner Last Name – prints Coupons in alphabetic order starting with the letter A to Z. • Zip Code – prints Coupons in Zip Code order so you can take advantage of presorted mail rates. It will print in ascending order from the lowest Zip Code # to the highest. <p>If you are just printing Coupons for the selected home, you don't need to make any selections here.</p>
Beginning Year	The Year the Coupons are for, which is printed on the coupons as part of the date each billing period. It will default to the current Year, but you may enter any Year you wish. If the Coupons will range into the following year, you would still enter the Beginning Year here.
Beginning Month	The Month for the first Coupon. It defaults to “01” because normally you want to print Coupons for an entire year, but you can change it to any Beginning Month .
Due Date	The Day of the Month that payments are due by. Normally, payments are due on the first of each accounting period, so it defaults to the Day “01”, but you can change the Day to any Due Date from 01 – 31.
Format	<p>There are several Coupon Formats you can select from. The default is 3 per page – Stub Right, but you can click the down browse arrow  to select from any of these Coupon Formats:</p> <ul style="list-style-type: none"> • 3 Per Page – Stub Right – This format will print 3 Coupons on a page with the Stub printed to the right of the Coupon. With this format, the owner name and address will show through a standard #10 window envelope. • 3 Per Page – Stub Left – This format also prints 3 Coupons on a page with the Stub printed to the left of the Coupon. With this format, you may need a special window envelope to show the owners name and address. • 4 Per Page – Stub Right – This format will print 4 Coupons on a page with the Stub printed to the right of the Coupon. With this format, the owner name and address will show through a standard #10 window envelope. • 4 Per Page – Stub Left – This format also prints 4 Coupons on a page with the Stub printed to the left of the Coupon. With this format, you may need a special window envelope to show the owners name and address. <p>These Coupon forms are available from our forms suppliers:</p>

	<p>Dynamic Systems Formost Graphic Communications 800-782-2946 301-424-4242</p>
Message	<p>Because space is very limited on Coupons, you may enter a brief, one line Message up to 30 characters in length. You may also leave this blank if not needed.</p>
Return Payment Address	<p>The Return Payment Address will default to the Community Address, but can use the down browse arrow  to select one of the other Return Payment Addresses in the Owner Control File.</p> <p>If you click the down browse arrow, you will see these choices:</p> <p style="text-align: center;">Select Return Payment Address</p>  <p>Just click on the radio button to select a different Return Payment Address. Click the OK button after making a selection here.</p>
Late Day	<p>4 Per Page Coupon Only</p> <p>The Late Day is the day of the month payment is considered “late”. It will print this Late Day on each coupon which may then be tied to charging a Late Fee which is explained below.</p> <p>You may leave the Late Day blank if you do not wish to print it on coupons.</p>
Late Fee	<p>4 Per Page Coupon Only</p> <p>The amount of a Late Fee, if any, to include with any late payments after the Late Date above.</p> <p>You may leave the Late Fee blank if you do not wish to print the Late Fee on coupons or if there is more than one Late Fee amount</p>

	in this community.
<input type="checkbox"/> Include Direct Debit Owners	Checkmark this option to print Coupon for owners that are paying by Direct Debit. The default is NOT to print Coupons for owners paying by Direct Debit to save you time and postage. Checkmark this option if you do wish to print Coupons for those owners paying by Direct Debit.
<input type="checkbox"/> Form Feed Between Owners	Checkmark this option to eject to the top of a new Coupon page after it finishes printing Coupons for one owner, then is ready to print Coupons for the next owner.
Include	<p>Which of the 4 Owner Types do you want to include when printing Coupons. You can select from:</p> <ul style="list-style-type: none"> • Current Owner – the main owner of the home who is checked to receive Coupons under the Owner Flags (see the Flags section next). The Current Owner is checked by default to receive Coupons. • Resident/Tenant – These would be renters. Normally, they would not receive payment Coupons, so the default is to leave them unchecked. • Previous Owner – Normally, you would not be sending payment Coupons to a Previous Owner, so the default is to leave them unchecked. • Developer – If there are Builders/Developers who own unsold homes, you can send them payment Coupons if you wish. By default, Developers are checked to have Coupons printed. If there are not Developer/Builder owned homes in the community, then it does not matter if this is checked or not, no Developer/Builder Coupons would be printed. <p>You can select which of the 4 Owner Types to include when printing Coupons. Normally, the defaults of Current Owner and Developer/Builder are the correct ones in most cases.</p>
Misc.	<p>There is only one option here:</p> <p><input type="checkbox"/> Print Second Owner Name</p> <p>If you have homes with second owners, you can have the Coupons printed with their names as well as the main, Current Owner. Check this option to have any Secondary Owner Names included in the printed Coupons.</p>

A completed Coupon screen would look like this:

Owner Coupons

Owner Coupons

Print for

All Homes

Range of Homes

Section/Building

Selected Home

Print Order

Street Address

Account Number

Lot/Unit Number

Owner Last Name

Zip Code

Beginning Year

Beginning Month

Due Date

Format

Message

Return Pmt Addr

Late Day

Late Fee

Include Direct Debit Owners Form Feed Between Owners



Include

Current Owner Previous Owner



Resident/Tenant Developer

Misc.

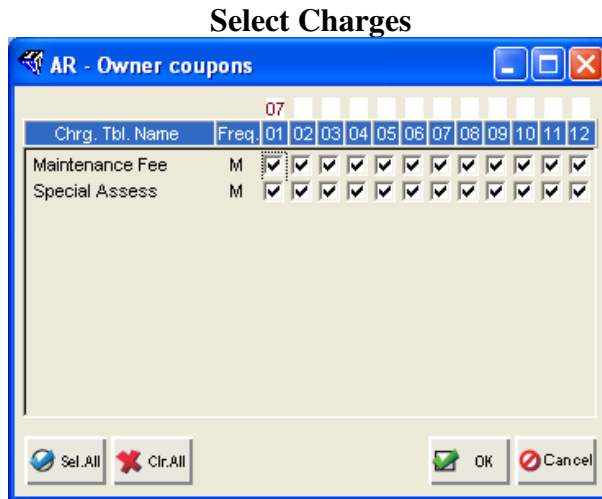
Print Second Owner Name

Once you have completed the Coupon options screen, you are now ready to proceed with the Coupon printing.

	Click the Print button to proceed with printing Coupons for this owner.
	Click the Cancel button to exit without printing Coupons.

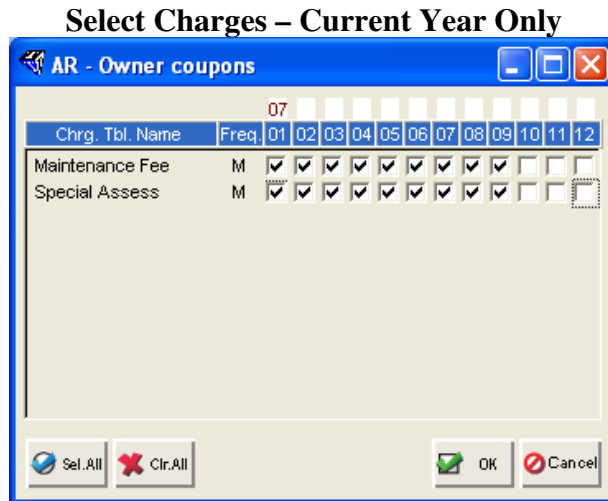
If you clicked the Print button, you will then see the **Select Charges** screen:



The Charge Tables for this community are shown so you can verify which ones to include on the Coupons. Based on the Frequency (Monthly, Quarterly, Bi-Monthly, Semi-Annual, Annual) of each Charge Table, you will see a full years worth of period automatically checked for you so you can easily print coupons for up to a year into the future.

Select Periods – to change the number of Coupons to be printed to a lesser time than a full year, you will need to uncheck the periods.




For example, to print Coupons for this owner through the end of the third quarter only, you would need to uncheck the periods in the fourth quarter. So it might end up looking like this:



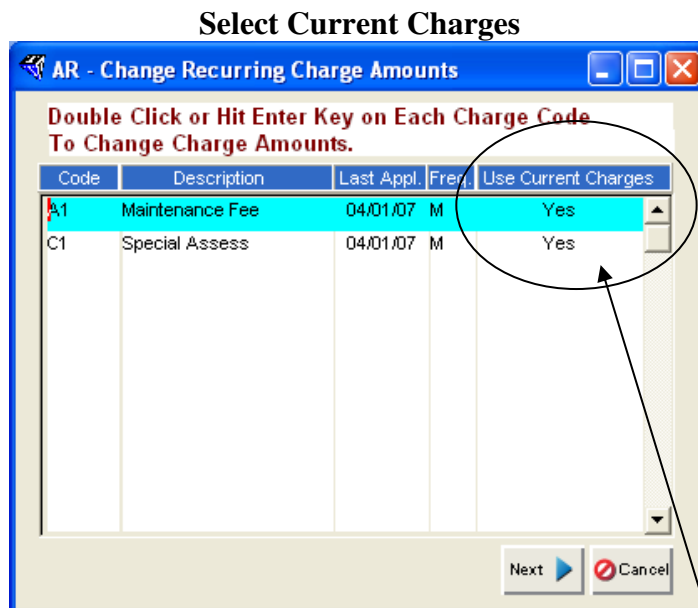
Make sure you have just those periods checked that you want to print Coupons for.





Click the **Select All** button to checkmark ALL the charge periods showing on the screen.

	<p>Click the Clear All button to uncheck ALL the charge periods showing on the screen. Sometimes this is easier because there are less periods to be checked if you are past the mid-point of the current year and you want to print Coupons just to the end of the year for the owners.</p>
	<p>Click the OK button to proceed with the Coupon printing.</p>
	<p>Click the Cancel button to exit from the Coupon printing.</p>

If you clicked the **OK** button, then you will see the following screen to make sure the amounts on the Coupons are correct:



This screen gives you the chance to select whether the Coupons are for the Current Year's Charges or Next Year. It defaults to **YES** under the Use Current Charges column which is correct for replacement coupons for the Current Year, but not correct if printing coupons for Next Year.

	<p>Click the Next button to proceed with printing the Coupons. You can then make your printer selection.</p>
	<p>Click the Cancel button to exit without printing the Coupons.</p>

Next Year Charges

If you want to print Coupons for the following year, change the YES to a NO for each Charge Table, then enter the amount of Next Years Charges into the Charge Table before printing Coupons. Changing the Charge Amounts here will not affect the amounts stored in the Charge Table for the Current Year, it will simply keep the Next Year Charges on file until year-end, then let you update the Charge Tables for the new amounts.

Next Year Charge Amounts

Charge Code: **A1 Maintenance Fee**

Date of Last Application Fee: 04/01/07 Frequency: Monthly
Date of Last Late Fee: 04/16/07 Calculation Method: Flat Dollar Amount

Select
 Current Year Amount Next Year Amount

Catg.	Description	Current Assmt Amount	Next Assmt Amount
01	Duplex	60.00	60.00
02	Townhome	90.00	90.00
03	Piggybacks	155.00	155.00

Buttons: Print, OK, Cancel

Current Years Charges show initially

Click on the Next Year Amount option above the Charge Tables, then enter the new Amounts for Next Year.

It will look like this when you have entered Next Year's Amounts:

Next Year Charge Amounts

Charge Code: **A1 Maintenance Fee**

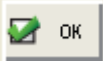
Date of Last Application Fee: 04/01/07 Frequency: Monthly
Date of Last Late Fee: 04/16/07 Calculation Method: Flat Dollar Amount

Select
 Current Year Amount Next Year Amount

Catg.	Description	Current Assmt Amount	Next Assmt Amount
01	Duplex	60.00	70.00
02	Townhome	90.00	103.00
03	Piggybacks	155.00	170.00

Buttons: Print, OK, Cancel

Change the amounts for each charge category to next year's amounts.



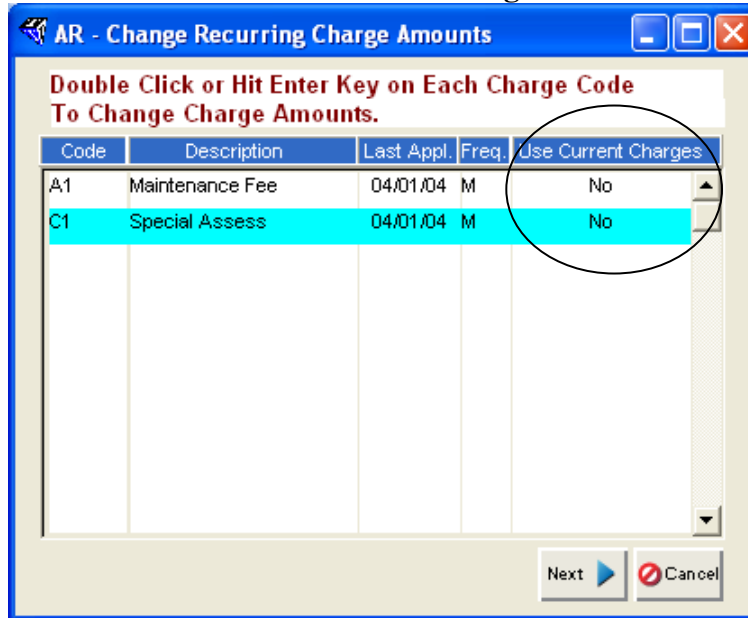
Click the **OK** button to proceed with printing the coupons.



Click the **Cancel** button to exit from the coupon file.

If you clicked the **OK** button above, you will see the Select Charges screen again:

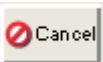
Select Current Charges



Notice the **Use Current Charges** column now says NO. That's the indication to you that the Coupon File will be created with Next Years Charge Amounts.

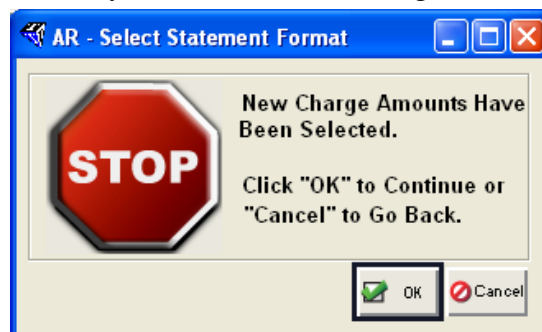


Click the **Next** button to proceed with printing Coupons.

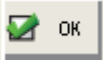
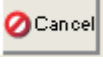


Click the **Cancel** button to exit without printing Coupons.

If you clicked the **Next** button, you will see this warning:



This is merely letting you know that the Coupons will have amounts that are different from the Current Year Charge Amounts. It is making sure you want to proceed with printing Coupons with the different Charge Amounts.

	Click the OK button to proceed with printing Coupons.
	Click the Cancel button to exit without printing Coupons.

This completes the manual section for printing Coupons.


Create Coupon Folder

TOPS 321 has the built-in ability to generate an owner coupon file which contains the owner's name, mailing address, recurring charges due, late fees and other information which may be needed by an outside coupon printer. From this file, companies that specialize in coupon printing can print coupons with a scan line that will work with your bank's lockbox system.

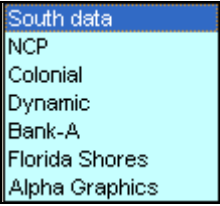
Companies that print coupons from the file generated in TOPS 321 include:

Coupon Printer	Coupon Printer
Alphagraphics (480) 821-0985 www.alphagraphics.com	American Coupon (800) 624-3952 www.amcoup.com
Bank-A-Count (800) 445-3913 www.bank-a-count.com	Best Bill (866) 237-8245 www.bestbill.com
Optimal Outsource (949) 916-3700 www.optimaloutsource.com	South Data (800) 549-4722 www.southdata.com

Follow these steps to generate the coupon file.

	<p>From the Bills & Coupons menu, click on Create Coupon Folder.</p>
<p>You will see the options screen for generating a coupon file:</p> <p style="text-align: center;">Create Coupon File</p>	

We'll review each field on this screen so you understand how to complete it.

<p>File Format</p>	<p>Select which coupon printer's format the coupon file will be created in. The choices are:</p>  <p>Select the printer format by highlighting it with the mouse, then clicking on it. If your coupon printer is not listed, try selecting either SouthData or NCP formats since most printers can read these file formats.</p>
<p>Community ID</p>	<p>If the Lockbox Community ID is setup in the Accounting Control File, then it will display that ID here. The ID is used by the bank lockbox and by TOPS 321 to know which community the lockbox cash receipts are deposited into. TOPS Software can handle any ID here, but it must match with the lockbox system used by your bank.</p> <p>It must be correct the correct Lockbox Community ID on the coupon order or it will cause a problem with your lockbox cash receipt processing. If you are in doubt about the Lockbox Community ID, check with your bank.</p>

Beginning Year	Enter the 4 digit year that goes with the first month you wish to have coupons printed for. Example - 2008
Beginning Month	It automatically defaults to 1 for January. But you can enter any number from 1 to 12 for the first month for printing coupons. Example – May = 5
Beginning Due Date	The Month/Day/Year that the first payment is due. Typically, it would be the first month and first day of the next accounting year, but you can enter any date you wish. Example – 01 01 08 = January 1, 2008 You NEVER need to enter the slashes (/) to separate your date fields. TOPS 321 will insert them for you automatically.
Number of Payments	How many coupons do you want to have printed for each home? You must tell the coupon printer how many coupons to print for each home in your coupon order. Monthly Payments – 12 Bi-Monthly Payments - 6 Quarterly Payments - 4 Enter the number of coupons to be printed for each home here.
Grace Period (Days)	How many days will you allow as a “grace period” before you consider the payment as late? Example – 10 = 10 days after the Beginning Due Date value above. You can leave this blank if you wish or enter a day’s value.
Messages	On certain coupon formats you can have a two line message printed on each coupon. If you coupon printer can handle printing a message, enter the message here. If your printer cannot handle printing a message, just leave this blank.
<input type="checkbox"/> Include Direct Debit Owners	Checkmark this option to print Coupons for owners that are paying by Direct Debit. The default is NOT to print Coupons for owners paying by Direct Debit to save you time and postage. Checkmark this option if you do wish to print Coupons for those owners paying by Direct Debit.
Select	This gives you a way to select which homes to include in the Coupon File. The choices are: <ul style="list-style-type: none"> • All Homes – will include every home in the community except those paying by Direct Debit, depending on how you answered the Direct Debit

	<p>option above.</p> <ul style="list-style-type: none"> • Range of Homes – enter a beginning and ending home. All homes within the range will be included in the Coupon File except Direct Debit depending on how you answered the Direct Debit option above. • Section/Building – if you activated the Phase/Section/Building option, you can select which to include in the Coupon File. • Selected Home – you can individually select the homes to be included in the Coupon File. This can be handy when you need replacement coupons or if there has been a resale and you wish to give the new owners coupons through the end of the year. <p>You must Select one of these options.</p>
<p>Include</p>	<p>Which of the 4 Owner Types do you want to include when printing Coupons. You can select from:</p> <ul style="list-style-type: none"> • Current Owner – the main owner of the home who is checked to receive Coupons under the Owner Flags (see the Flags section next). The Current Owner is checked by default to receive Coupons. • Resident/Tenant – These would be renters. Normally, they would not receive payment Coupons, so the default is to leave them unchecked. • Previous Owner – Normally, you would not be sending payment Coupons to a Previous Owner, so the default is to leave them unchecked. • Developer – If there are Builders/Developers who own unsold homes, you can send them payment Coupons if you wish. By default, Developers are checked to have Coupons printed. If there are no Developer/Builder owned homes in the community, then it does not matter if this is checked or not, no Developer/Builder Coupons would be printed. <p>You can select which of the 4 Owner Types to include when printing Coupons. Normally, the defaults of Current Owner and Developer/Builder are the correct ones in most cases.</p>
<p>A completed Coupon File screen would look like this:</p> <p style="text-align: center;">Coupon File – Completed Screen</p>	

AR - Create Coupon File XX - Sample ...

Owner Coupon File

File Format: South data

Community ID: 2222-222

Beginning Year: 2008

Beginning Month: 1

Beginning Due Date: 01/01/08

Number of Payments: 12

Grace Period (Days): 15

Messages (Colonial and Florida Shores): BOARD OF DIRECTORS ELECTION
WILL BE HELD IN NOVEMBER

Include Direct Debit Owners

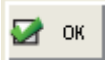
Select

- All Homes
- Range of Homes
- Section/Building
- Selected Home

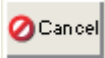
Include

- Current Owner
- Resident/Tenant
- Previous Owner
- Developer

OK Cancel



Click the **OK** button to proceed with creating a coupon file.



Click the **Cancel** button to exit without proceeding.

If you clicked the **OK** button above, you will see the **Select Charges** screen:



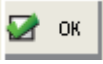
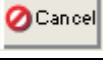
AR - Create Coupon File

Select Charges

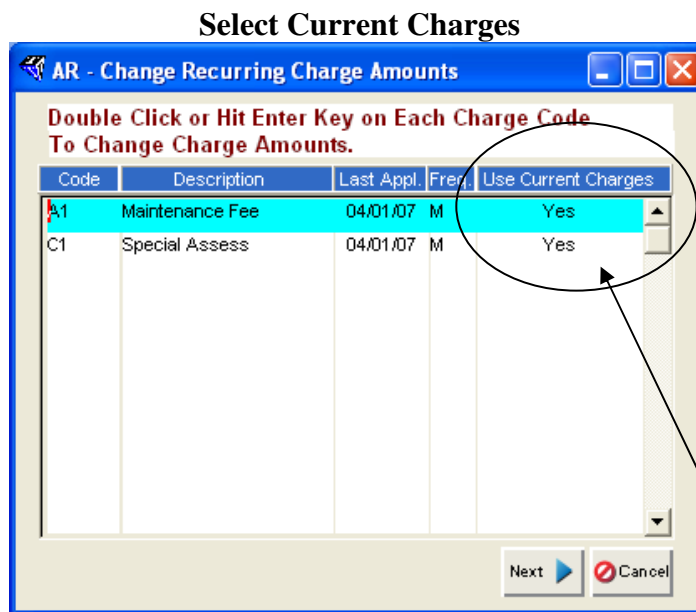
Chrg.Tbl. Name	Freq.	
Maintenance Fee	M	<input checked="" type="checkbox"/>
Special Assess	M	<input checked="" type="checkbox"/>

Sel.All Clr.All OK Cancel

All the recurring Charge Tables for the community will be displayed. You can checkmark which charges you wish to include in the Coupon File. Simply checkmark at recurring charge to include it in the Coupon File or uncheck it to skip it.


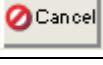
	Click the Select All button to checkmark ALL the recurring charge tables showing on the screen.
	Click the Clear All button to uncheck ALL the recurring charge tables showing on the screen.
	Click the OK button to proceed with creating the coupon file.
	Click the Cancel button to exit from the coupon file.

If you clicked the **OK** button, then you will see the following screen to make sure the amounts on the Coupons are correct:



This screen gives you the chance to select whether the Coupons are for the Current Year's Charges or Next Year. It defaults to **YES** under the Use Current Charges column which is correct for replacement coupons for the Current Year, but not correct if printing coupons for Next Year.

See below for instructions on entering Next Years Charge Amounts on Coupons.

	Click the Next button to proceed with creating the Coupon File.
	Click the Cancel button to exit without creating the Coupon File.

Next Year Charges

If you want to have Coupons printed for the following year, change the YES to a NO for each Charge Table, then enter the amount of Next Years Charges into the Charge Table. Changing the Charge Amounts here will not affect the amounts stored in the Charge Table for the Current Year, it will simply keep the Next Year Charges on file until year-end, then let you update the Charge Tables for the new amounts.

Next Year Charge Amounts

AR - Enter Changed Charge Amounts

Charge Code: A1 Maintenance Fee

Date of Last Application Fee 04/01/07 Frequency Monthly
Date of Last Late Fee 04/16/07 Calculation Method Flat Dollar Amount

Select
 Current Year Amount Next Year Amount

Catg.	Description	Current Assmt Amount	Next Assmt Amount
01	Duplex	60.00	60.00
02	Townhome	90.00	90.00
03	Piggybacks	155.00	155.00

Print OK Cancel

Current Years Charges show initially

Click on the Next Year Amount option above the Charge Tables, then enter the new Amounts for Next Year.

It will look like this when you have entered Next Year's Amounts:

Next Year Charge Amounts

AR - Enter Changed Charge Amounts

Charge Code: A1 Maintenance Fee



Date of Last Application Fee 04/01/07 Frequency Monthly
Date of Last Late Fee 04/16/07 Calculation Method Flat Dollar Amount

Select
 Current Year Amount Next Year Amount

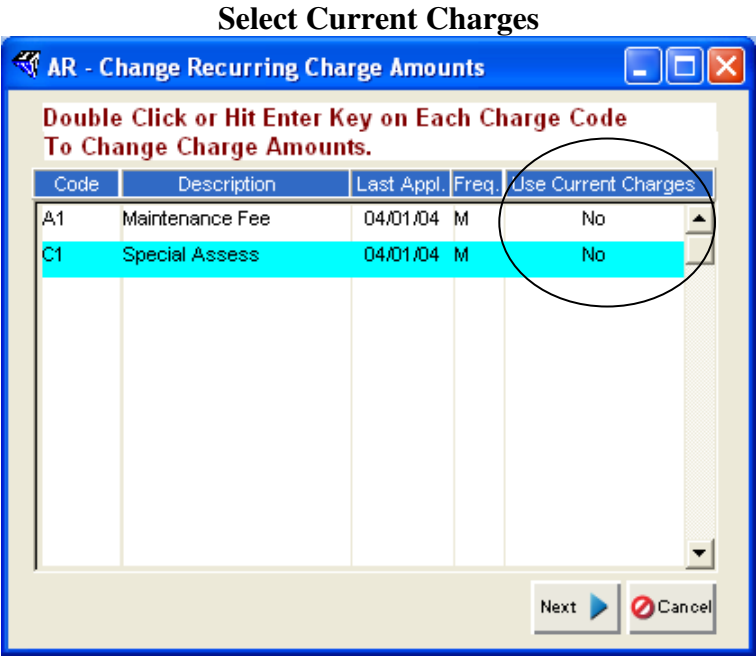
Catg.	Description	Current Assmt Amount	Next Assmt Amount
01	Duplex	60.00	70.00
02	Townhome	90.00	103.00
03	Piggybacks	155.00	170.00

Print OK Cancel



Change the amounts for each charge category to next year's amounts.

	Click the OK button to proceed with creating the coupon file.
	Click the Cancel button to exit from the coupon file.

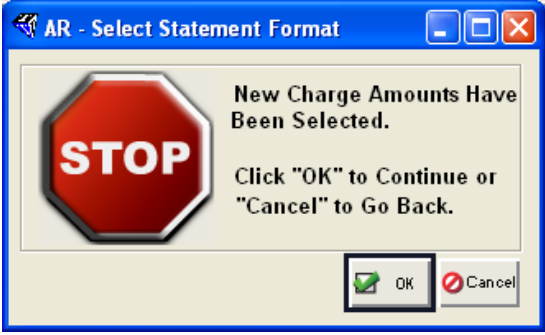
If you clicked the **OK** button above, you will see the Select Charges screen again:




Notice the **Use Current Charges** column now says NO. That's the indication to you that the Coupon File will be created with Next Years Charge Amounts.

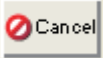
	Click the Next button to proceed with creating the Coupon File.
	Click the Cancel button to exit without creating the Coupon File.

If you clicked the **Next** button, you will see this warning:



This is merely letting you know that the Coupon File has amounts that are different from the Current Year Charge Amounts. It is making sure you want to proceed with creating the Coupon File with the different Charge Amounts.

	Click the OK button to proceed with creating the coupon file.
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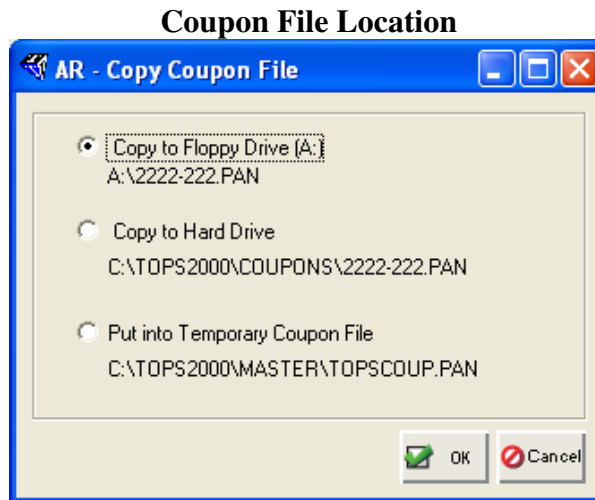
Click the **Cancel** button to exit from the coupon file.

Printed Report

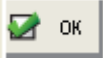
A report will be printed so you have a list of all the owners who were included in the Coupon File. The report will also show the coupon amount each owner is supposed to pay. You should review this report to make sure it is accurate before sending the Coupon File to the coupon printer.

Coupon File Location

The Coupon File will be created, then you will be asked to select the location on your computer where the Coupon File will be saved.



Select which of the 3 locations you wish to save the Coupon File to. Make a note of it, you will need to know the file location in order to send it to the coupon printer.



Click the **OK** button to proceed with saving the coupon file to the selected location.



Click the **Cancel** button to exit from the coupon file.

Sending the Coupon File

Depending on the coupon printer, each may have a different method they prefer you use to sending them the Coupon File. Some printers may want the file attached to an e mail, others may want you to upload it to their web site.

The Coupon File you created will be saved in the location you selected in the step above. You will need to know where it is so you can send it to the coupon printer.

This completes the manual section on Create Coupon File.

Custom Coupons

If you want the ability to print Coupons in-house with a scan line so they work with your bank's lockbox system, we handle this through the creation of Custom Coupons. The reason this is done as a Custom Coupon is, there are many different scan line formats used by banks around the country. We have to work with each bank to create a Coupon with a scan line the bank's lockbox system can read and process.

Because over the years we have worked with many banks across the country, we have a library of Custom Coupon programs that are available at a modest cost. Some can even be purchased through our web site, www.212software.com, Customer Care Center, Online Store. If you wish to purchase a Custom Coupon from the Online Store, once you enter your credit card information and an authorization is received, you can download and install the Custom Coupon program so you are ready to use it in minutes.

Forms Needed

To print Coupons, you will need special perforated forms that will match the Custom Coupon design. For most Custom Coupons, you can select from either a 3 per page or 4 per page Coupon format. Be sure to order the correct Coupon forms from one of these authorized TOPS 321 forms suppliers:

Dynamic Systems
800-782-2946

Formost Graphic Communications
301-424-4242

You may need to order special window envelopes to fit with the coupons. Coupon envelopes are available from the above forms suppliers.

Bank Coupons

The following is a partial list of bank Custom Coupons available from 212 Software:

SmartStreet	US Bank
Community Association Banc (CAB)	Colonial Bank
Bank Atlantic	Banco Popular
BB&T	Cyber Express
Executive National Bank	First Bank
Gulf Coast Bank	Peoples Community Bank
San Jose National Bank	SMS
TD Bank	Union Bank of California
Wachovia	

The steps to print Custom Coupons are very similar to printing regular Coupons. See the instructions under Print Coupons earlier in this manual section for guidance in printing Custom Coupons.