TOPS

Lockbox Setup and Process

User Guide

By
TOPS Software, LLC
Clearwater, Florida

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	Edition	**Date**	**Document**	**Software**
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Disclaimer

This guide is provided by TOPS Software, LLC as a reference and help tool when using the ***TOPS 2000*™ Lockbox** function. Illustrations used in this guide may display screens with modules, features, and or functions that may not be part of the basic system but available as add-ons or as plug-ins to an interface to third party products.

It is neither the intent nor purpose of TOPS Software, LLC, to provide wage or tax advice. For specific information regarding tax rates, deductions, and earnings calculation speak to your company accountant or contact the appropriate Federal or State agency.

It is also assumed that the user of this guide is familiar with basic windows functionality and navigation tools. Refer questions regarding the use of Windows Explorer to your system administrator.

Contents

Section 1

LOCKBOX PROGRAM INSTALL

When you purchase the ***TOPS Global Module*** you will receive instructions via email on how to retrieve your key. This new key will allow you access to all the features in the Global Module. Then simply run the **TOPS Internet Updater**, making sure you update your server and/or individual workstation(s) as required based on your networking needs.

The ***Global Module*** is also available on CD. To install from the CD: all users should exit the program before loading this CD. Make sure no one has TOPS running on their workstation.

From your desktop:

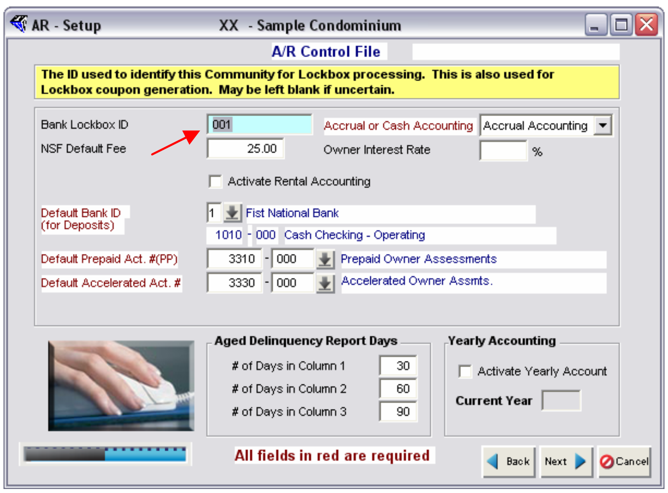
1. Place the CD in your CD-ROM drive.
2. ***Click*** **START**.
3. ***Click*** **RUN**.
4. Type "D:SETUP" (Where D: = CD-ROM Drive) press ENTER.
5. The install program should automatically find the ***TOPS 2000™*** main folder and proceed to load the necessary program files. If it cannot find the main ***TOPS 2000™*** folder, you may need to browse to locate this folder.

   You DO NOT need to restart your computer for these changes to take effect.

SECTION 2

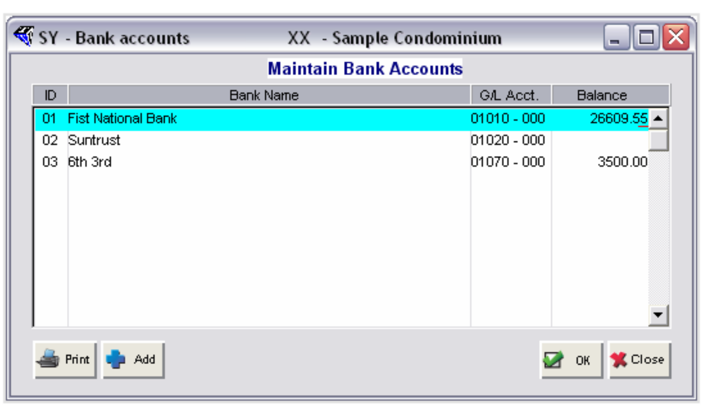
DEFAULT BANK LOCKBOX ID

The **Bank Lockbox ID** used on coupons will vary in length up to 13 alpha-numeric characters depending on each individual bank's requirements. The Community ID must be a 2 or 3 character alpha-numeric id. **Owner ID** (Account # or Lot/Unit) may be alpha-numeric and up to six (6) characters long.



Additional Banks

To add banks that can be used for additional lockbox transactions such as special assessments or other charges go to **AP, Bank Accts, Maintain Bank Accounts** and add new bank information.



Section 3

TOPS 2000™ LOCKBOX SETUP

The AR Lockbox process is controlled at the community level therefore the **Setup** must be performed for each community individually. Once the initial setup is complete, you will save an incredible amount of time processing your cash receipts.

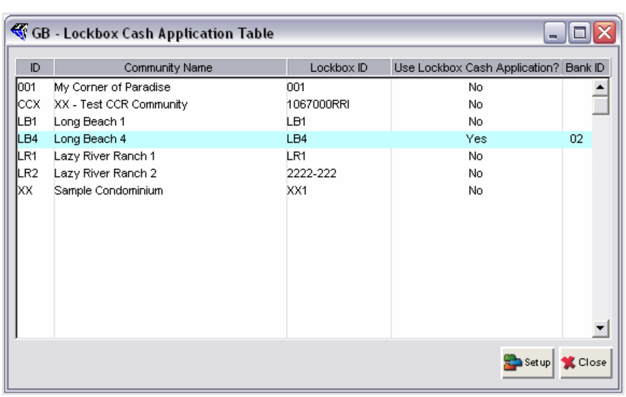
The bank formats the cash receipt files so they are recognized by the ***TOPS 2000™*** system. The file tells TOPS which community and which home the payment should be credited to, along with the date, amount, and typically the check number.

Before you begin processing your Lockbox files you will need to create a folder in which to store the file from the bank. The ***TOPS 2000™*** Lockbox process does not accept file or folder names with spaces in the name. Therefore, a lockbox folder in "My Documents" ***WILL NOT*** work. The following is an example of an acceptable data path for the lockbox folder **C:\LOCKBOX**.

SETUP FOR RECEIVING LOCKBOX FILE

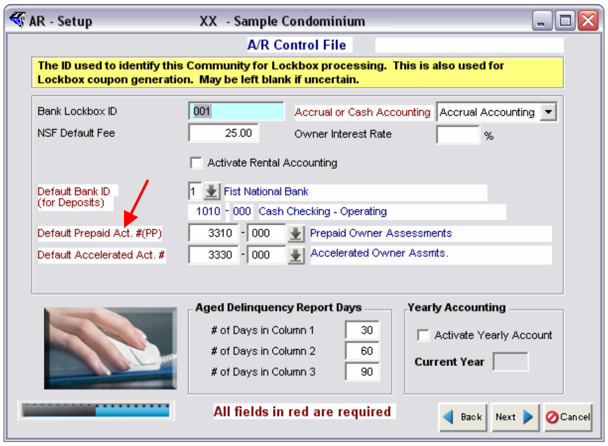
TOPS 2000™ Lockbox Process provides the Lockbox Cash Application Table setup that gives you more flexibility in controlling how monies received will be applied to charge codes. Also define how remaining money would be applied by selecting new prepaid codes that would override the default **Cash Application Order** table defined during your community **Setup Owner Data AR Setup**.

You may also designate a different bank account from the default account as defined in the **Owner Data AR Setup**. The **Lockbox Cash Application Table** setup is especially helpful when processing special assessments or other charges that are unrelated to your monthly maintenance fees.



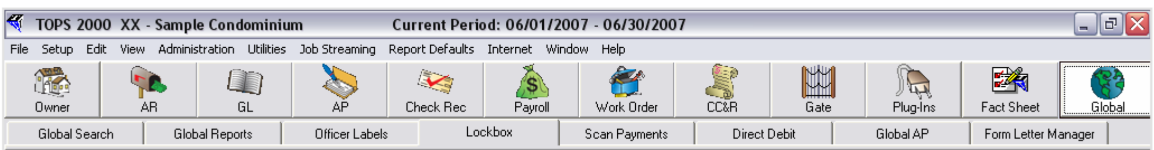
To use the Default Owner AR Cash Application Order Table

This setup will apply the cash receipts exactly as defined in the **Owner Data, AR Setup, Cash Application Order table**. Remaining monies are applied to the **Default Prepaid** account selected in the AR Control File.

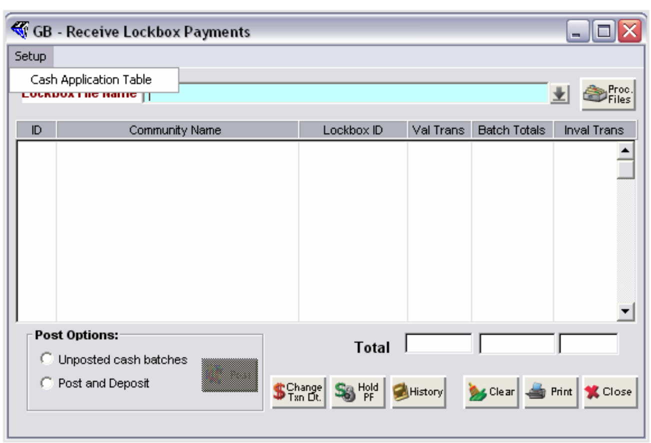


From the TOPS Main menu:

1. ***Click* Global**.
2. ***Click* Lockbox** on the sub-menu.

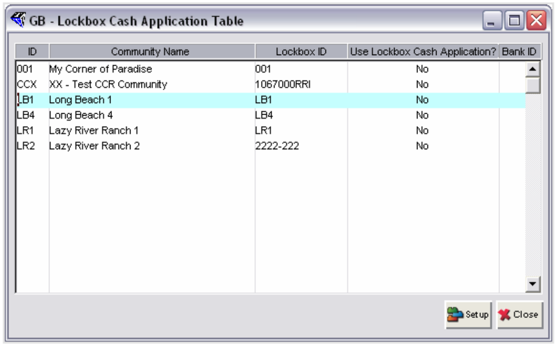


3. The **Receive Lockbox Payments** window appears.



4. ***Click* Setup**.
5. ***Click* Cash Application Table**.

6. The **Lockbox Cash Application Table** appears.



If "***NO"*** is displayed in the **Use Lockbox Cash Application?** column for a community, the lockbox transactions will be applied according to the default settings in the **Owner AR Cash Application Order Table** for that community.

7. ***Click*** **Close**.
8. You return to the **Receive Lockbox Payments** window.
9. Skip to the **Section 4**, "**Processing Lockbox a File**" to proceed.

Special Assessments, Other Charges and Prepaids

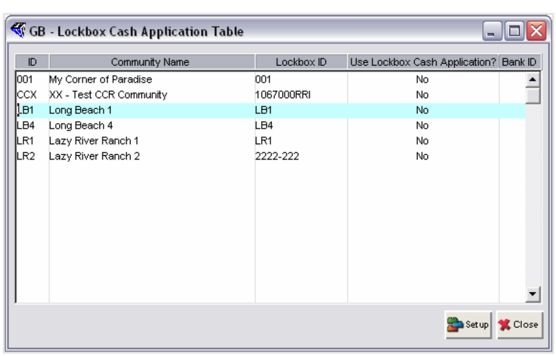
At times you may have *Special Assessments* and there will be homeowners that prepay and also want other charges paid. Lockbox setup enables you to designate a setup just for those special situations. You may also set up a different bank to handle these special payments.

Use Lockbox Cash Application Table and AR Setup - Auto Prepaid Code

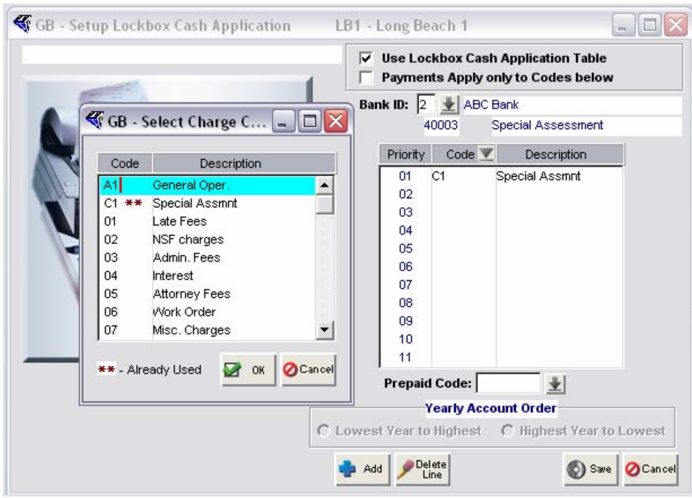
When the lockbox is processed, each community with this setup will first have payments applied to the charge codes in the **Lockbox Cash Application Table.** If there is a remaining balance the credits are applied to the **Owner Data AR Setup Cash Application Table.** If there are still additional credits remaining, then those will be applied to the **Lockbox Cash Application Table Prepaid Code**.

From the **Receive Lockbox Payments** window:

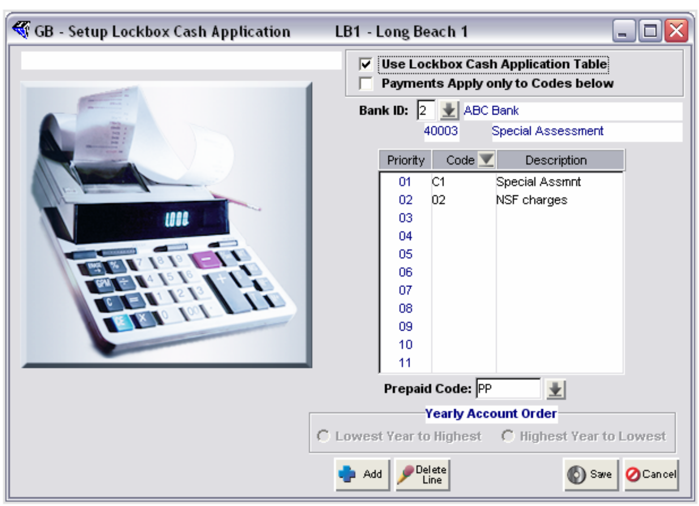
10. ***Click*** **Setup**.
11. ***Click*** **Cash Application Table**.
12. The **Lockbox Cash Application Table** appears.



13. ***Double-click*** to select the community you will be setting up.
14. **Setup Lockbox Cash Application** window appears.
15. The default setting for **Use Lockbox Cash Applications Tables** is checked.



16. If applicable, ***Click*** the down arrow to select a different **Bank ID** for this setup.
17. Place your cursor in the **Code** field next to **Priority 01** and click the **Code** down arrow.
18. The **Select Charge Code** window appears.
19. ***Double-click*** to select the desired **Charge Code(s)** for processing this community's Lockbox file.
20. ***Click* OK**.
21. You return to **Setup Lockbox Cash Application** window.
22. ***Click* Save**.



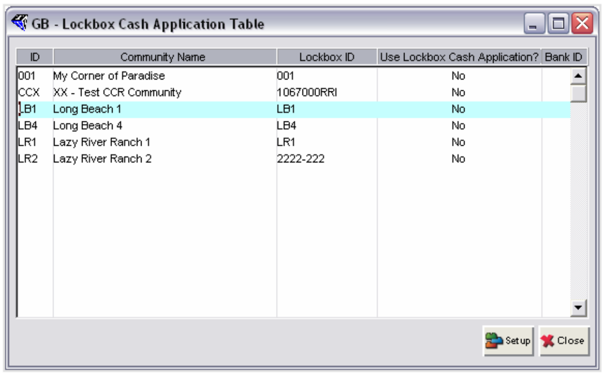
The **Prepaid Code** field will default to ***PP***, and you return to the **Lockbox Cash Application Table**.

Use Lockbox Application Table Only

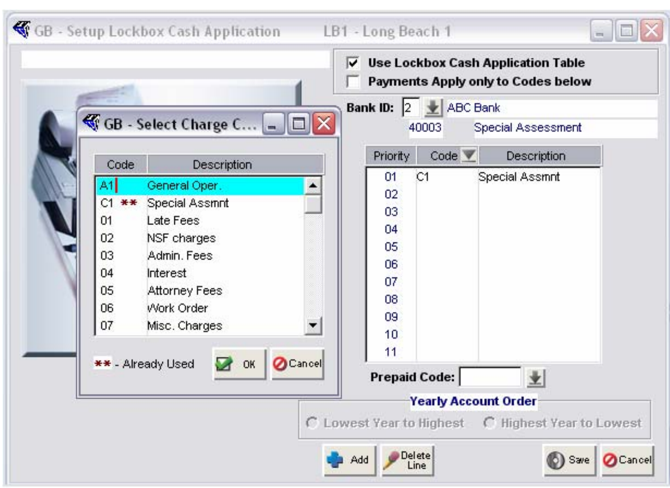
This will designate that monies received in a lockbox file are applied as defined in the **Lockbox Cash Application** only, including a new **Prepaid Code** specifically for this **Charge Code.**

From the **Receive Lockbox Payments** window:

1. ***Click* Setup**.
2. ***Click* Cash Application Table**.
3. The **Lockbox Cash Application Table** appears.

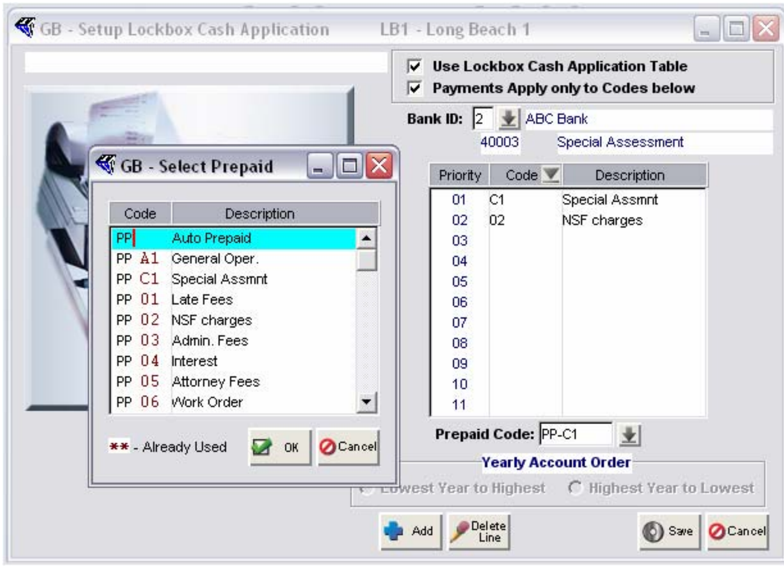


4. ***Double-click*** to select the community you will be setting up.
5. ***Setup Lockbox Cash Application*** window appears.
6. The default for *Use Lockbox Cash Applications Tables* is checked.
7. ***Click*** the **Payments Apply only to Codes below** checkbox.
8. If applicable, ***Click*** the down arrow to select a different **Bank ID** for this setup.
9. Place your cursor in the **Code** field next to **Priority 01** and click the **Code** down arrow.
10. The **Select Charge Code** window appears.



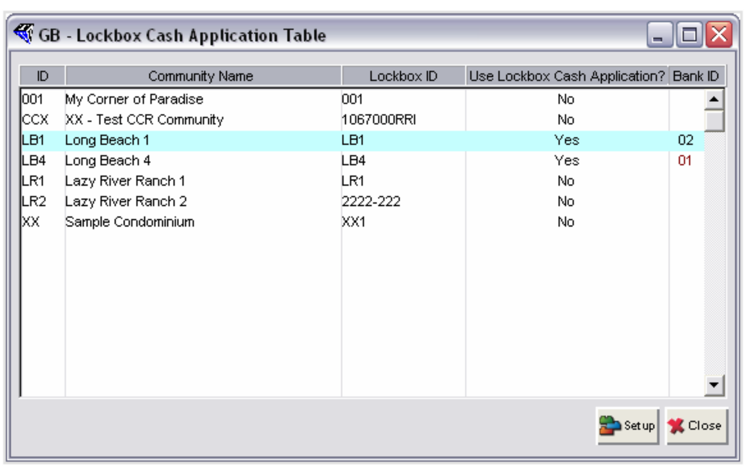
11. ***Double-click*** to select the desired **Charge Code(s)** for processing this community's Lockbox file.
12. ***Click* OK.**

13. ***Click*** the **Prepaid Code** down arrow.
14. The **Select Prepaid** window appears.
15. **Double-click** the **Prepaid Code** to be use specifically for this **Charge Code**.
16. You return to the **Setup Lockbox Cash Application** window.



17. ***Click*** **Save**.
18. You return to the **Lockbox Cash Application Table** window.

Yes is displayed in the ***Use Lockbox Cash Application?*** Column.



19. ***Click*** **Close**.

EDIT LOCKBOX CASH APPLICATION TABLE

To edit the setup for a community prior to processing a lockbox file, from the Lockbox Cash Application Table:

1. ***Double-click*** to select the community you will be editing.
2. ***Setup Lockbox Cash Application*** window appears.
3. **Use Lockbox Cash Application Table** is checked.
4. ***Click*** to uncheck the **Use Lockbox Cash Application Table** checkbox.

Note: The default **Bank ID** is set up in the ***Owner Data AR Setup*****,** ***AR Control*****.** Once you uncheck ***Use Lockbox Cash Application Table*** checkbox the lockbox, will be processed according to the default setup *Owner Data AR Setup*, *AR Control File* including the default Bank ID.

5. ***Click*** **Save**

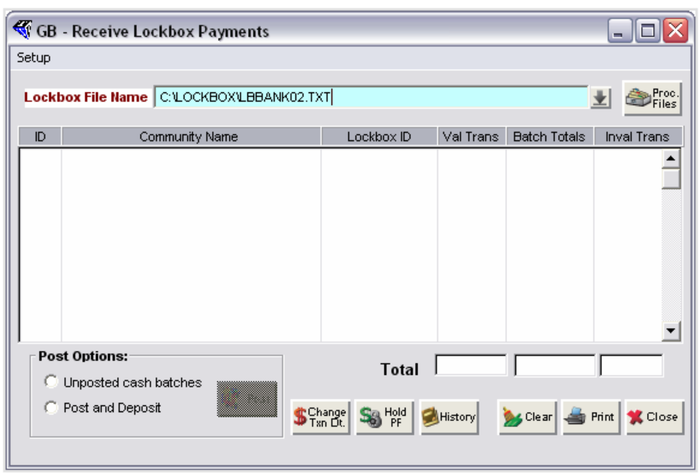
Section 4

PROCESSING A LOCKBOX FILE

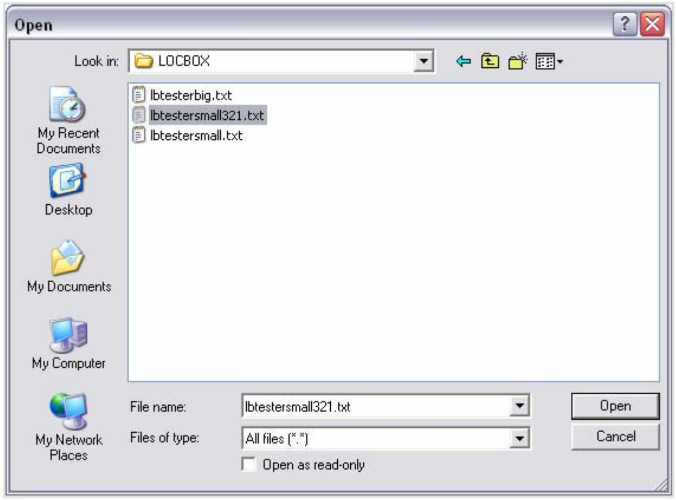
Before processing the bank's lockbox file it is ***important*** to note whether the cash receipts are for a special assessment, other charges, or for the regular maintenance fees. Remember to always review the **Lockbox Cash Application Table** before processing the lockbox file and edit any community's setup to ensure the payments received are applied to the homeowner's account using the correct cash application table.

From the TOPS Main menu:

1. ***Click*** **Global**.
2. ***Click*** **Lockbox** on the **Global** sub-menu.
3. The **Receive Lockbox Payments** window appears.

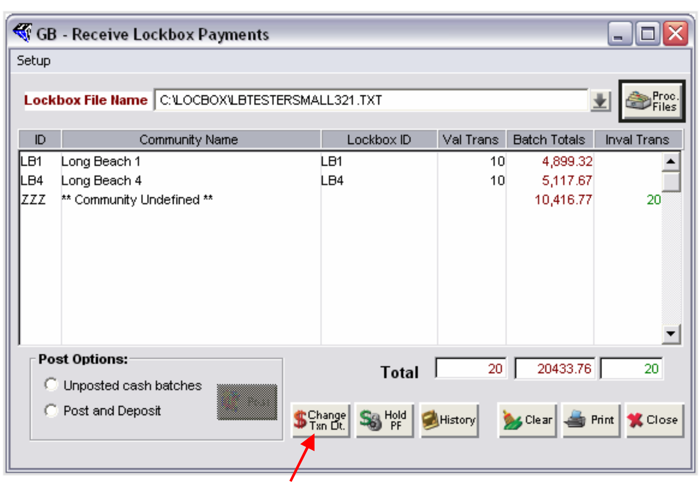


4. ***Click*** **Setup** to review settings for all communities.
5. Edit if necessary (refer to Edit section for instructions).
6. ***Click*** **Close**.
7. You return to the **Receive Lockbox file** window.
8. ***Click*** the **Lockbox File Name** down arrow and use the browser to locate the lockbox file.



9. ***Click* Open.**
10. ***Click* Process Files** located next to the Lockbox File Name field.
11. Use the **Receiving Lockbox with** default setting **Regular Lockbox**.

12. ***Click* OK**.
13. The lockbox information will display in the **Receive Lockbox Payment** window.

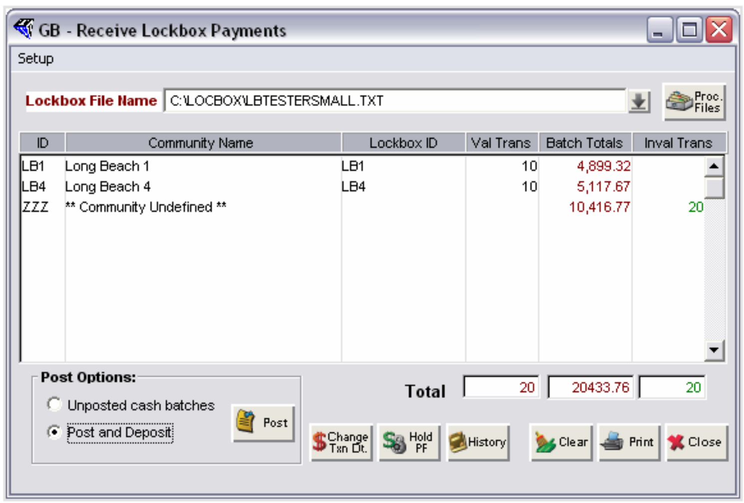


If you want to change the lockbox file receipt date to a date other than the transaction date:

14. ***Click* the Change Txn. Dt.** button.

15. The **Enter Receipt Date** window appears.
16. ***Enter*** the new date in the **Change Date To:** field.

17. ***Click*** **OK**.
18. You return to the **Receive Lockbox Payments** window.
19. ***Click*** the option to **Post & Deposit** all payments.



If you are satisfied that the totals and all transactions are correct.

20. ***Click*** **Post**.

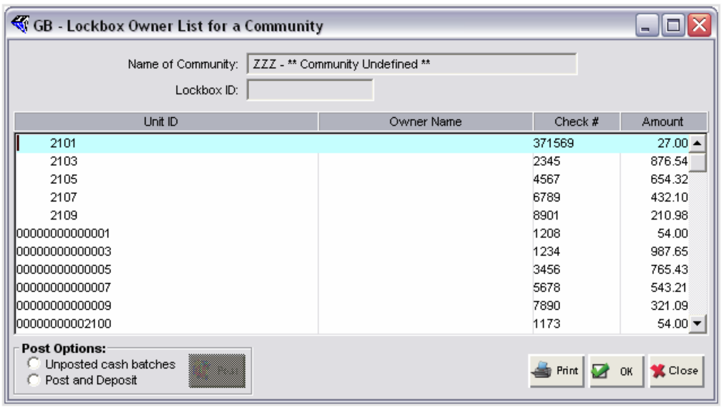
Payments are applied to the homeowners' accounts, and a separate Deposit Report is printed for each community listing every home where a payment was received and how the payments were applied against the balances due.

View Lockbox File Details

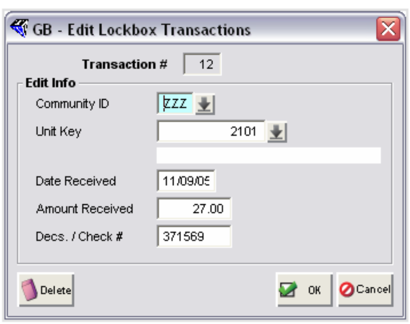
In the example below the file arrived from the bank with an incorrect Community ID for one of the cash receipt batches. You will have to review the data and determine what community and homeowner accounts this batch is for, to apply the payments correctly.

While still in the **Receive Lockbox Payments** window:

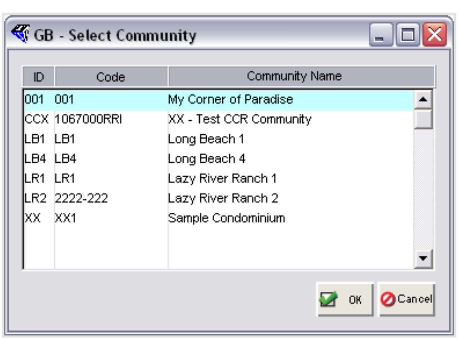
1. ***Double-click*** the community you wish to view.
2. The **Lockbox Owner List for a Community** window appears.



3. ***Double-click*** the line item in question.
4. The **Edit Lockbox Transaction** window appears.



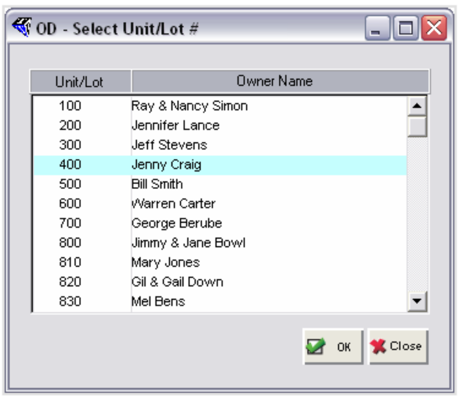
5. ***Click*** the **Community ID** drop down arrow.
6. The **Select Community** window appears.



7. ***Click*** the desired **Community Name**.
8. ***Click* OK**.
9. You return to the **Edit Lockbox Transactions**.
10. ***Click*** the **Unit Key** drop down arrow (**see Step 4**.)
11. The **Lockbox cash receipts** lookup window appears.

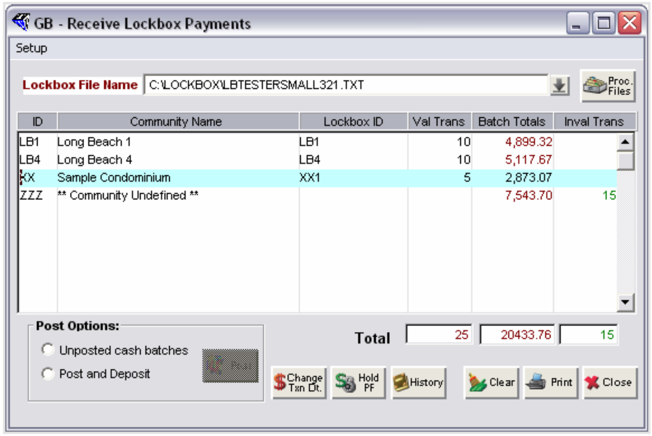
The ***Select By*** option will determine the type of information displayed in the drop down lookup field. In the example above it is Lot/Unit #.

12. ***Double-click*** the correct **Unit/Lot** from the list.



13. ***Click* OK.**
14. You return to the **Edit Lockbox Transactions**.

15. ***Click* OK.**
16. The **Received Lockbox Payments** window appears displaying the changes.



17. ***Click* Close**.

Section 5

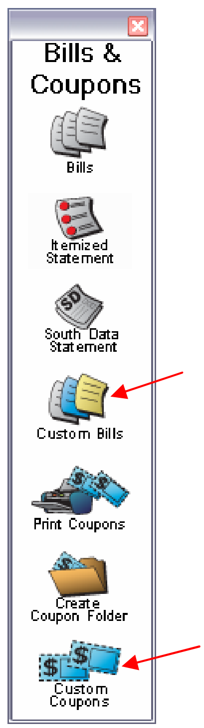
ACCESSING BILLS & COUPONS

To access your banks special coupons and statements programs from the ***TOPS 2000™*** main menu:

1. ***Click* A/R**.
2. ***Click*** "**Bills & Coupons**".
3. The **Bills & Coupons** menu appears.

Use these Custom menu choices to print the Your Bank statements and coupons.

Use the Create Coupon Folder; Select the file format from the available list of printing companies.



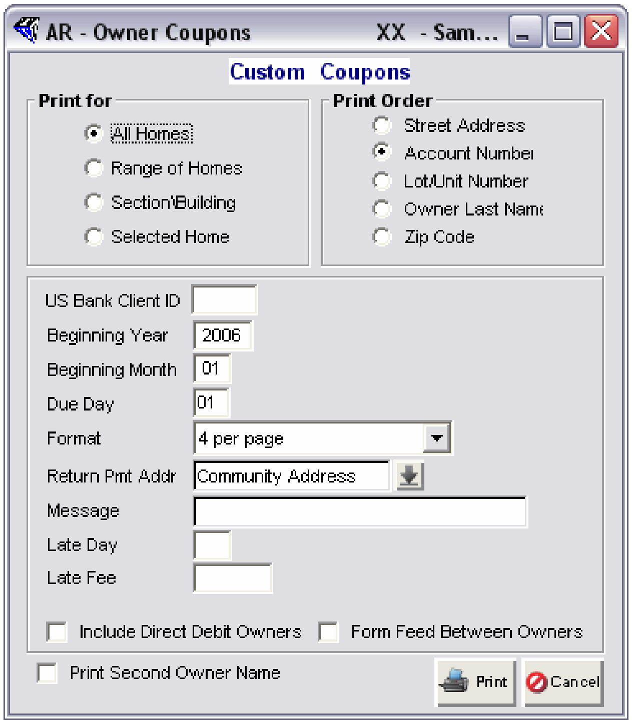
TOPS Software can create a custom coupon program, that will allow you to print coupons complete with the bank scan line from your TOPS 2000™ program. For more information on these custom coupon programs, Please contact our Sales Dept. at 800-760-9966

If you have any difficulty loading the custom program or with using the custom programs, please call our Technical Support Dept. at 800-899-5689 between the hours of 9:00 AM and 5:00 PM Monday through Friday for assistance.

PRINTING CUSTOM BILLS & COUPONS

To print custom bank coupons or bills with the scan line for use with the bank's lockbox system, from the ***TOPS 2000™*** main menu:

1. ***Click*** **AR**.
2. ***Click*** **Bills/Coupons** sub-menu option.
3. ***Click*** "**Custom Bills**" or "**Custom Coupons**" on the menu.



4. Complete the information on the screen.
5. Send to any printer.

ALERT

Because some lockbox programs require some customization, if you use our Internet Updater programs on the **www.topssoft.com** web sites which checks your programs against our latest release and then downloads the newest versions of our programs where needed, it may overwrite some special bank programs with the standard lockbox programs.

You can still use the Internet Updater to check your TOPS programs. Just make sure you use the option to "Replace After Update" when you do the program update. This will automatically reload any custom or special programs after the update is complete.

If in doubt after using the Internet Updater, to check your TOPS programs, simply use the custom CD to reload the special bank programs on your server and on all workstations.

Addendum 1

TYPICAL BANK / TOPS SOFTWARE LOCKBOX FORMAT

Some bank lockbox formats may be slightly different. The following information is an example of the most common layout and data file formats.

Bill/Coupon Scan Line Layout:

Some banks require that all characters are numeric with a space between each field.

Field	Length: 1 digit	Position	Description
1	**3**	**1-3**	**Community ID**
Space	**1**	**4**	**blank**
2	**6**	**5-10**	**Owner ID - Right justified with leading zeros**
Space	**1**	**11**	**blank**
3	**3**	**12-14**	**Bank ID**
Space	**1**	**15**	**blank**
4	**10**	**16-25**	**Right justified no decimals**
Space	**1**	**26**	**blank**
5	**1**	**27**	**Check digit**

Assoc. ID   Cust. ID   Bank ID   Ck Amount   Digit

Example: 111 222222 333 4444444444 5
Field Markers: 1234567890123456789012345

Check digit calculation method:

- **MOD by 10**
- **Weight Pattern 212121...,**
- **Apply Weight Pattern "Left to Right**
- **Ignore Spaces**

TOPS 2000™ **Lockbox File Layout:**

Each transaction record consists of a 51 character record layout as follows:

Field	Length: 1 digit	Position	Description
1	**Up to 13 use blank space-holders**	**1-13**	**Community Lockbox ID**
2	**14**	**14-27**	**Owner ID (payer) Right justified no leading zeros**
3	**6**	**28-33**	**Transaction Date (date received) YYMMDD**
4	**10**	**34-43**	**Check number. Left justified with spaces.**
5	**8**	**44-51**	**Amount Paid. No decimals**

Sample Transaction:

```
               Lockbox ID      Customer ID     Date     Check #     Amount
Example:       111__________22222222222222333333444444444455555555
Field Marker:  123456789012345678901234567890123456789012345678901
```