Chapter 13

Lockbox

IN THIS CHAPTER

- ***** Lockbox Integration Setup
- * Notification Setup
- * Accounting Setup
- Invoice Defaults Setup
- * Territory Level Lockbox Sestup
- * Lockbox Exceptions Handling

Lockbox Integration Setup

Lockbox files are transferred via daily transmissions from bank provided client software and placed in a directory accessible to Nexsure. Nexsure monitors the destination folder and processes all files as they are received. If all matching is a success, lockbox files will process automatically. Any exceptions will be marked with an icon to identify the type of exception. For details on exceptions, see the Lockbox Exception Handling section in this chapter.

Start by setting up the Lockbox. Setup in Nexsure is accessed by clicking Utility menu > SETUP > Setup Console > Interface > Lockbox. The first tab is called the file log tab. Any received lockbox downloads will be cataloged here. The detail for the lockbox is held at HOME > INTERFACE > lockbox tab. This tab is used to identify what has been received or manually imported. An [Add New] link is available if manual imports are needed.



Place the cursor over an error status to show the error message on the summary screen.

The lockbox file log tab holds high level file information. A Warning icon indicates that a user can correct the exception and continue processing the file by clicking the icon and then clicking Accept. An Error icon is an exception and indicates that the file cannot continue processing. The file log tab contains the following information:

- File Name Name of file retrieved from bank.
- File Number File Number that uniquely identifies file.
- Date Generated The date the file was generated.
- Date Received This the date that the file is received by Nexsure.
- Date Completed This is the date that all exceptions within the file are completed.
- Imported By Name of user.
- System The statuses are:
 - Completed The file has been processed all the way through.
 - □ Processing This file has exceptions at the Batch or receipt level.
 - □ Error The message will vary depending on the exception at the file level. Hovering over exception message provides detailed information regarding exception.
- Import File Provides the ability to manually upload files locally, however, security rights must be granted.

Notification Setup

Users can set up their notifications through the notification tab by clicking the [Add New] link. Select the processing level for notification; File, Batch or Receipt. A file holds multiple batches and a batch holds multiple invoices. Selecting File and / or Batch sends notification of unsuccessful or successful receipt. Selecting Receipt sends notification that the receipt was successfully matched and applied to the client invoice. Specifying these levels will assist with the proper notification being sent to the correct person(s). Select the User Rights Template that will receive the notifications. Hold the Ctrl key to select multiple user template types. Select the check box for sending notification of whether there was an exception and / or success. Click Save to add a new notification or Cancel to abort the addition.

On the summary screen, click the Details icon to bring up the detail so the record can be edited. Clicking the Remove icon on the notification setup summary view will remove the notification for that particular template and exception level.



Accounting Setup

General Ledger Mandatory Account:

Access the mandatory accounts by clicking on Primary menu > ORGANIZATION > accounting > general ledger > mandatory general ledger numbers tab. The General Ledger Mandatory Account number assigned to the Lockbox Suspense account is 110050. The general ledger number will be increased sequentially if

110050 is already assigned in existing Orgs, and the next available general ledger number will be used. The account name can be changed if desired and the number can be changed provided the following criteria are met:

- 110050 has no transactions
- New number falls in classification, group and type
- New number has no transactions

At initial setup, before organization entities are added, users can set the preferred general ledger number within the Asset classification. The mandatory general ledger numbers are locked down and analysis must be handled by XDTI to change a number.

hart of accounts mandatory general ledge	e numbers gl allocation trial balance balance	sheet income stat	tement			
Assign Mandatory General Ledger Numbers						
[Open All] [Close All]	General Ledger Number		Account Type	Account Group	Classification	
E Retail Agent Expense						2
Expense						
Accounts Payable						
Check Issuance						
Receive Payments						
A Make Deposit						
Trust Account	100000 Trust Account		Cash Account	Current Assets	Asset	
Operating Account	100500 Operating Account		Cash Account	Current Assets	Asset	
Lockbox Suspense Account	110050 Lockbox Suspense AR		Receivable	Current Assets	Asset	
Reconciliation						
Sournal Entry						
E Intra-Office						~
		income stat	ament // balance sheet // trial b	alance glallocation manda	tory general ledger numbers	chart of accounts
			TI & batch summary & transi	actions bank accounts gen	eral ledger	setup summa

Invoice Defaults Setup

Click the Primary menu > ORGANIZATION > accounting > invoicing setup > invoice defaults tab. The invoice defaults tab is displayed. Make selections in the Invoice Lockbox Matching area to facilitate lockbox processing as follows:

- Include Lockbox Dropdown: When selected, a selection list for matching is displayed at the invoice. The matching option must be selected to post the invoice. If this option is not selected and lockbox processing is done, matches will be based on Amount and Invoice ID.
- Default: The selection here determines the matches available at invoice:
 - □ Please Select: User will always have to select an item at the invoice.
 - Amount, Invoice ID: The invoice for lockbox processing must match the Amount and Invoice ID. The invoice amount must be greater than zero. If there is a zero amount or credit invoice balance, there will be an exception. The invoice amount must match so there are no residuals.
 - Invoice ID: The invoice for lockbox processing match will apply payment based on Invoice ID only. The invoice amount must be greater than zero. If there is a zero amount or credit invoice balance, there will be an exception. Excess payment will be residual for the receive payment.

o Search People: Provides a means to associate a specific individual to the downloaded lockbox file. This name will display as the Updated By name in the lockbox batch header.

Lockbox Matching Rules:

- Unpaid or open agency bill invoices are the only items available for matching
- Direct bill invoices are excluded from matching
 - Direct bill invoices have the match option but selection won't pay
 - Payment received with direct bill invoice id will find client through invoice id but will result in an exception
 - Client that sends agency their direct bill payment check will result in an exception to apply to residual
 - □ Agency fee included in a direct bill invoice will display and can be paid
- Paid invoices are excluded
- Invoice balance must be greater than 0
- Amount applied to invoice cannot exceed the balance of the invoice
- The setting for invoice matching determines invoice match requirements
 - □ Invoice ID only required
 - □ Invoice ID and Amount required
- Unmatched items will be flagged and handled in the exception process
- Exception item balance must equal 0 to post

Casuch Dacada		
Search People		Search
First Name:	Last Name:	Clear Selection
Employees: Morgan Sp	urlin	
	Search People First Name: Employees: Morgan Sp	Search People First Name: Last Name: Employees: Morgan Spurlin

Once a selection has been made, click [Update] link to save the changes.

Setting up the Lockbox at Branch Level for Custom Invoice

If a custom invoice has been added into the Org for lockbox detail, the information may be added at branch level. To set up at the accounting level, access the branch by navigating to the branch.

After logging into Nexsure, click Primary menu > ORGANIZATION > branches > branch Details icon > accounting > invoice lockbox T1 tab. To purchase a Custom Invoice, contact Nexsure support.

ckbox				[Update]
Lockbox Name:				
Bank Name:				
ACH Routing Number:]		
ACH Account Number:]		
SWIFT				
Wire Routing Number:		1		
Wire Account Number:		j		
1	to the second se		and the second design of the second	

Territory Level Lockbox Setup

Adding the lockbox at the territory level is done by clicking on Primary menu > ORGANIZATION > territories > Details icon of the territory > accounting > bank accounts > Details icon of the bank account being used for lockbox. Click the receipt automation lockbox T1 tab and click the [Add New] link to add the receipt automation lockbox detail. The lockbox must be added for the lockbox downloads to process successfully.

After clicking the [Add New] link the details are displayed for the new lockbox. Enter the lockbox number. The entry must match lockbox download batch. Select a status of active to activate the lockbox for download and inactive to disable lockbox for downloads. If an active lockbox is marked as inactive, any activity that occurred when lockbox was 'Active' will still be available in reports. Select all branches, a single branch or use the Ctrl key on the keyboard while clicking to select some branches. Click the [Update] link to store the changes. Click [Cancel] to abort the addition.

To modify, click the Details icon on the summary screen. To remove, click the Remove icon on the summary screen. The lockbox can be removed provided no download activity has occurred prior to the attempt to remove. Mark as inactive when remove is not available due to use, if it is desired to discontinue use of the lockbox. If the lockbox has been used the Remove icon is not available to select. If there are multiple lockboxes, use the search filter to locate a specific lockbox by clicking the [Show] link and entering data into the search filters.

mmary setup invoicin	ng setup general ledger bank accounts	transactions batch summ	Ta)		
				Search	Filters [Hide] [Add New]
Search Filters	Lackbox et	-	Description		
	Branch: All	~	Status Al 💌		

What Happens when Lockbox file is received?

When a lockbox file is received in Nexsure whether downloaded automatically or manually Nexsure will process all possible matches based on the invoice lockbox match selected at the time the invoice is created. This selection is made by editing the header of the invoice.



Edit Invoice Header	ne su	re
Bill Method:	Direct Bill	^
AR Entity Bill To: Receivable:	Nunnally's Glass & Framing Inc.	
Lockbox Match:	Invoice ID	
Annualize:	Please Select Amount, Invoice ID	
Bill Type:	Invoice ID	
Department:	4 AB/DB Accrual, PP Full - Accrue45678901234567890 💌	
Unit:	Please Select 💌	
Effective Date:	09/28/2010	
Date Booked:	02/11/2011	
Invoice Due Date:	03/03/2011	
Full Pay:	۲	
Compound Billing:	0	¥
	OK Cancel	

Upon receipt of the file, Nexsure creates and posts a deposit for the receipts included in the file. Also created is a receive payment. If there are no exceptions the receive payment is posted but does include a Reverse link should the receive payment need to be reversed for any reason by the Organization. If there are exceptions, the receive payment is created and posted without a Details icon to access the detail. In order make the receive payment accessible, all the exceptions in the file must be addressed. Once all exceptions are processed, the receive payment will have a Details icon and a Reverse link available. To address exceptions, see the Lockbox Exceptions Handling section in this chapter.

Lockbox Exceptions Handling

After receipt of the Lockbox file, Nexsure processes all matches and if matches are not found creates exceptions, which must be manually processed. To access, click Utility menu > HOME > INTERFACE > lockbox tab. Exceptions are created based on the Invoice Lockbox Matching selected on the invoice.

Lockbox Matching	Description
Invoice ID	When Invoice ID is selected, the ID on the Nexsure invoice must match exactly to what is received in the downloaded record. If it does not match, this will create an exception. This selection might be made when monies are expected to come from a Premium Finance Company (bill to changed to Finance Company) for example when they make a payment it could include several amounts for different clients and only the IDs will match.

Lockbox Matching	Description
Amount, Invoice ID	When Amount, Invoice ID is selected, both the Nexsure id on the invoice and the amount must match exactly to what is received in the downloaded record. If it does not match this will create an exception. This selection might be made when monies are expected for the billed amount from the client for an agency billed invoice where the amount and id would match.

After accessing the Utility menu > HOME > INTERFACE > lockbox tab all batches are displayed. Any batch with a red status count indicates that the batch has exceptions that need to be manually processed. Missing lockbox numbers in Nexsure will be flagged with a red Details icon which will allow the user to continue processing the batch when the lockbox has been added in Nexsure to the correct territory. Click either the red status count or the Details icon. Clicking the Details icon will bring up all records in the batch and clicking the red status count only brings up the exceptions.

different state	and the second s										
VIP Nat	ional Acces	ints	~	1							f Show
Details	Batch ID	Lockbox #	Lockbox Name	Territory	Deposit ID	Deposit Amount	Recieved Date	Status Count	95 Complete	Batch Status	Remove
	1413	VIP-1234	VIP NI Acts Lockbox	VIP National Accounts	477	\$32,334.10	8/27/2010	6/8	25%	Exceptions Pending	
12	1289	VIP-1234	VIP NE Acrts Lockbox	VIP National Accounts	467	\$431,371.79	8/26/2010	0/4	100%	Completed	

The exceptions display with a brief description of the exception. To process the exception, click the red exception message.

Lockbox Name: Lockbox #: Batch ID: LB Batch #: Received Date:	VIP NU Accts Lockbox VIP-1234 1413 1 00/27/2050 Lockbox Summary	1	Territory: Deposit ID: Status: Completed Date: Print	VIP National 477 Punding Post	Save	Total Exceptions: Total Transactions: Last Updated: Updated By: Cascal	e B 08/27/2010 Admin Nexsure Add Row	Total Deposit Amount: Total Exception Balanc Total Assigned Amoun	532 6: 510 5: 521	.334.10 .973.95 .360.15
				H < 5	howing Page 1 of 1	E H 1			Records per Pag	ersi (Show
Details Rem	itter Name Re	ceive Payment	10 Iav	nice # Check #	•	Check Amount	Assigned Amount	Exception Balance	AR Suspense Amount	Remove
Allar Unable to determ	tate			88408		\$2.160.00	\$0.00	\$2.160.00	\$2.160.00	
CO Atlan	intic Mutual			88070	1	\$2,500.00	\$0.00	\$2,500.00	\$2,500.00	
Cash	nine payee. h Righ 21 7 does not use spency bill met	35	441	107 12445		\$164.00	\$0.00	\$164.00	\$164.00	
G GwP	P 21	33	Mult	tiple 23548		\$4,746.05	\$4.046.10	\$699.95	\$699.95	
S May	t \$699.95 did not match balan 21 t \$260.00 did not match balan	ce due of \$700. 34 ce due of \$240.	441	22 55100	•	\$260.00	\$0.00	\$260.00	\$260.00	
Vinc	cent Enterprises		221	60300-	4	\$5.190.00	\$0.00	\$5,190.00	\$5.190.00	
Unable to determ	nine payee.									
					All page total:	\$15.020.05	\$4,046.10	\$10,973.95	\$10,973.95	

Note: Default sort order of exception list is alphabetical, ascending, then remitter name.

When the exceptions link is clicked, the detail for the receipt is displayed. The screen has a header with the lockbox detail. The Navigation Toolbar contains the following links:

Navigation Toolbar Links	Description
Summary	Summary returns user to the lockbox summary screen.
Print	Once receipt has been matched, click the Print link to print a receipt summary or proof of payment.
Post	Post is enabled for receipt line items when Exception Balance is \$0.00. Each receipt line item is handled individually requiring balance = 0.
Save	Saves selections made when the receipt is identified.

Navigation Toolbar Links	Description
Cancel	Cancel selected before Save will eliminate all information entered.
	Cancel selected after Save will not eliminate all information entered if previously saved.
Add Row	Add Row is enabled for line items processing when a general ledger link is selected for exceptions handling. Used for example when a contingency check is received from the carrier and the funds need to be offset to a general ledger account number instead of a client or retail agent.
Next/Previous	Next and Previous allow navigation to the next exception or prior exception. This provides the ability to complete all the exceptions before returning to the summary screen.

Initial screen display before search and selection.

Laubber at	THE REAL PROPERTY.	Lockbox	Territory	VIP National Ac	counts	Total Exceptions:		Total Deposit Amount:	\$32,334.10
LOCADOR #1	VIP-1234		Deposit ID:	437		Total Transactions:		Total Exception Balance:	\$10,973,95
Batch 1D:	1413		Status	Pending		Last Updated:	08/37/2010	Total Assigned Amounts	\$21,360,15
LB Batch #1	1		Completed Date:			Updated By:	Admin Nexture		
Received Date:	08/27/2010								
Summa	ry .	Print	Post	Save	Cano	4	Add Row	Next / Previou	
Remitter Name:	Allatate		Charle Amount	12.160.00	Undered By:	Matthew E Kassard	Ouick No	vigation Link	
Payee Name:			Amount Allocated:	\$0.00	Lest Updated:	08/27/2010	Batch 1	Information /	\
Check #1	88408		Residual Amount:	\$0.00	Date Posted			N _/	
Receive Payment ID	k .		Exception Balance:	\$2,160.00	Date Booked:		PI	Navi	ration
					Description:			I Navi	sation
									barlinks
	-//	[Search]		C	Charles and	Design of the			o ar mino
-				Search or	r Change	Payee actio	on		
	/ /								12 days
	_ L	-						Quick Navigation	Links
Receipt	_/ Header							Quick Navigation	Links
Receipt	_/ Header							Quick Navigation	Links
Receipt	Header							Quick Navigation	Links
Receipt	_/ Header							Quick Navigation	Links
Receipt	Header]	Chack Amounts	\$2.160.00	Updated By:	Matthew F Kannar	d Quick	Quick Navigation	Links
Receipt I	Header]	Check Amounts Amount Allocated:	\$2.160.00 \$0.00	Updated By: Last Updated	Matthew F Kannar 08/27/2010	d Quick	Quick Navigation	Links
Receipt I	Allstate 00400]	Check Amount: Amount Allocated: Residual Amount:	\$2.160.00 \$0.00 \$0.00	Updated Byr Last Updated Date Posted:	Matthew F Kannas 06/27/2010	d Quick Bat	Quick Navigation	Links
Receipt I	Allatate 00400]	Check Anounti Amount Allocatedi Rasidual Amounti Exception Balancei	\$2.160.00 \$0.00 \$0.00 \$2.160.00	Updated Byr Last Updated Date Postedi Date Bookedi	Matthew F Kanna 08/27/2010	e Quick Bat	Quick Navigation	Links
Receipt I	Header]	Check Amounti Amount Allocatedi Rasidval Amounti Exception Balance:	\$2.160.00 \$0.00 \$0.00 \$2.160.00	Updated Byr Last Updatedi Date Bookedi Description:	Matthew Filanna 08/27/2010	d Quick Bat	Quick Navigation	Links
Receipt I	Allatate 00400]	Check Amount: Amount Allocated: Rasidual Amount: Exception Balance:	\$2.140.00 \$0.00 \$0.00 \$2.140.00	Updated Byr Last Updated: Date Posted: Date Booked: Description:	Matthew F Kannaa 06/27/2010	d Quick Bate	Quick Navigation	Links
Receipt I mitter Name: yee Name: eck #: ceive Payment ID:	Header] [Search]	Check Amount; Amount Allocated: Rasidual Amount: Exception Balance:	\$2.160.00 \$0.00 \$2.160.00 \$2.160.00	Updated By: Last Updated Date Posted Date Booked Description:	Matthew F Kannar 08/27/2010	d Quick Bat	Quick Navigation	Links

Quick Navigation links are described as follows:

Client	Carrier	Retail Agent	Description		
Batch Information			If available, link will include the lockbox invoice number and amount as received in the download file.		
General Ledger		This link provides the ability to search for a general led number to apply the receipt to.			
Invoices			Displays the invoices for the selected client.		
Posting Summary			Displays the general ledger account posting.		
	Batch Information		If available, link will include the lockbox invoice number and amount as received in the download file.		
	General Ledger		Provides the ability to search for a general ledger number to apply the receipt to.		
	Posting Summary		Displays the general ledger account posting.		

Client	Carrier	Retail Agent	Description
		Batch Information	If available, link will include the lockbox invoice number and amount as received in the download file.
		General Ledger	Provides the ability to search for a general ledger number to apply the receipt to.
		Invoices	Displays invoices for the selected Retail Agent.
		Posting Summary	Displays the general ledger account posting.

Note: The Quick Navigation links do not display until a search for client, retail agent or carrier has been selected after searching.

Carrier Exception Handling

Carrier exception examples –invoice # and amount exception result.

EXCEPTION: Download could not find an invoice number for a receipt where the payee is a carrier.

To search for the Carrier, enter part of the remitter name into the search field and click the [Search] link. Nexsure searches Carrier, Retail Agent, and Client Named Insured records. Click the checkbox to select and bring up the confirmation popup window. Click the OK button to accept the selection or Cancel to return the to the search process.

Lockbox Name:	VIP Ntl Accts Lockbox	Territorys	VIP National Accounts	Total Exceptions:	1	Total Deposit Amount:	\$32,334.10
Lockbox #1	VIP-1234	Deposit ID:	477	Total Transactions:		Total Exception Balance:	\$10,973.95
Batch ID:	1413	Status:	Pending	Last Updated:	08/27/2010	Total Assigned Amount:	\$21,360.15
LB Batch #1	1	Completed Date:	_	Undered Rus	Admin Nexsure		
Received Date:	08/27/2010		Windows Internet E	xplorer 🛛 🔀			
Summar	Y Print	Post			Row	Next / Previous	
Remitter Name: Payee Name: Check #: Receive Payment ID:	Allatate 2 88408 8	Check Amount: \$2 Imount Allocated: \$0 Iasidual Amount: \$0 Doception Balance: \$2	Click OK to select or	Cancel	Quick Navi Batch In	igation Link Iformation	
Alistate Search Results:	[Search]	Showing page 1 of 1 >)	Page 1 M				
Select Payee	Payee Type Insurance Company Carrier	Primary Mailing Addre P O Box 3384 New York	ss A/R Balance				

Lockbox Name: Lockbox =: Batch ID: LB Batch =: Received Date:	VIP NU Accts Lockbox VIP-1234 1433 1 06/27/2010	Territory: Deposit ID: Status: Completed Date:	VIP National Acces 477 Punding	unts	Total Excepti Total Transac Last Updated Updated By:	ons: ctions: i	8 8 08/27/2010 Admin Nexsure	Total Deposit Amount: Total Exception Balance: Total Assigned Amount:	\$32,334.10 \$10,973,95 \$21,360.15
Ramitter Name: Payee Name: Check #: Receive Payment ID: [Change Payee	Allutate Allutate Inpurance Company 88408 2141	Post Check Amount: S Amount Allocated: S Residual Amount: S Exception Balance: S	Save 2.160.00 0.00 2.160.00	Cance Updated By: Last Updated: Date Posted: Date Booked: Description:	Matthe- 06/27/3 08/27/3 VIP-12	Add F Kannard 2010 2010 34, 1413, 1	Roos Quick Nar Batch I General Posting	Next / Previous rigation Link aformation Ledger Summary	
				Total:	_				

The Payee Name is updated with the name selected and the Receive Payment ID is assigned. The Date Booked defaults, but if necessary can be edited. The Description defaults to the lockbox number, Batch ID and batch number but if necessary can be edited. Since a selection has been made, the General Ledger link is now available. Select the General Ledger link to add a row and begin the process of applying receipt funds to a general ledger number. In this example a contingency check has been received, so the contingency income account will be used. To add, click the [Add Row] link on the Navigation Toolbar.

Lockbox Name: Lockbox #: Batch ID: LB Batch #: Received Date:	VIP Ntl Accts Lockbox VIP-1234 1413 1 08/27/2010	Territory: Deposit ID: Status: Completed Date:	VIP National Account 477 Pending	sts	Total Exceptions: Total Transactions: Last Updated: Updated By:	8 8 08/27/2010 Admin Nexsure	Total Depos Total Excep Total Assign	it Amount: tion Balance: red Amount:	\$32.3 \$10.9 \$21.3	34.10 73.95 60.15
Summary Remitter Name: Payse Name: Chack #: Receive Payment ID: [Change Payment General Ledger	Allezes Allezes Allezes 2341 2341	Post Check Amount: Amount Allocated Residual Amount: Exception Balance:	Save \$2.160.00 \$0.00 \$0.00 \$2.160.00	Cancel Updated By: Last Updated: Date Posted: Date Booked: Description:	Matthew F Kann 08/27/2010 08/27/2010 VIP-1234, 141	Add Row and Quick Nav Batch 1 General D Pesting 13. 1	igation Link formation Ledger Summary	Next / Previous		
Account Number 61.002.0000.000. Please Select	.00.110011 Lockbox Suspens	- AR		Description		Total	0.	bit 00	Credit 0.00	6

At the bottom of the screen, click the Ellipsis button to search for and select the general ledger number.

as somethosphas	C Search - Windows Internet Explorer				
lo, Anne Hamm	http://dev1web2.nexsure.com/Application/NexsureX/Sei	archGLNumbers.aspx?NameField=cti00_Default0	Content_cti00_gridViewGen	eralLec V Home	
veloads rating a	Nexsure Accounting				
ockbox summary					
Lockbox Name:	Region: National Accounts (M.	Branchi	~	eposit Amount: \$32,334.10	
Lockbex #1	Territory: VIP National Accounts V	Departments	~	sception Balance: \$10,973.95	
Batch ID:		Units	*	asigned Amount: \$21,360.15	
LB Batch #1					
Received Date:	Classification: All				
Samma	Groupi			Best / Previous	
Remitter Name:	Турет				
Chack #1	Eiter part of the ceneral ledner number or name or both and	dick "Reach".			
Receive Payment ID	Name	General Ledger Numbe	E.		
	contin				
		East			
		- Searc			
[Change Pays	Select the general ledger numbers				
[Change Pays	Select the general ledger number: 61.002.0000.000.00.420090 - Contingency Income				
[Change Pays General Ledger	Select the general ledger numbers 61.002.0000.000.00.420090 - Contingency Income 61.002.0000.000.00.802990 - Continuing Ed Seminars				
Change Pays General Ledger	Select the general ledger numberi 61.002.0000.000.00.420090 - Centingency Income 61.002.0000.000.00.802990 - Continuing Ed Seminars			Debit Credit	
Change Para General Ledger Account Number 61.002,0000.00	Select the general ledger number: 61.002.0000.000.00.420090 - Contingency Income 61.002.0000.000.00.802990 - Continuing Ed Seminars			Debit Credit 5.00 5.00	
Change Pays General Ledger Account Number 61.002.0000.00 Please Select	Salect the general ledger number: 61.002.0000.000.00.420090 - Contingency Income 61.002.0000.000.00.802990 - Continuing Ed Seminars	Cancel OK	_	Debit Credit 0.00 0.00	

In this example, part of the name is entered for Contingency Income. Click to highlight the general ledger number and click OK. Cancel will return to the work screen, General Ledger link. Enter values as appropriate for the receipt and click the Save link on the Navigation Toolbar to store the entry.

Lockbox Name:	VIR NELACITA	Lockhor	Territory	VIP National Arrow	and a	Total Except	(near)		Total	Depart Am	Aug. 10	\$12,334,50
Lockbox #	VIP-1234		Dennait ID:	477		Total Transa	(Tinne)		Teta	Excention B	alance	\$10,973,95
Batch ID:	1413		Status	Pending		Last Updates	to .	08/27/2010	Total	Assigned Ar	mount	\$21,360,15
LB Batch #1	1		Completed Date:			Updated By:		Admin Nexture				
Received Date:	08/27/2010											
Summary		Print	Post	Save	Cance	- 1	Add	Row		Nex	rt / Previous	
Ramitter Name: Payse Name: Check e: Receive Payment ID: [Change Payer General Ledger	Allstate Allstate Ins. 88408 2141	urance Company	Sheck Amount: mount Allicated: seldual Amount: biception Balance:	82.160.00 80.00 82.160.00	Updated By: Last Updated: Date Posted: Date Booked: Description:	Anne 08/27 08/2 VIP-1	M Hammond /2010 7/2010	Quick Na Batch I General Posting	vigation Link Information I Ledger 9 Summary			
Account Number 61.002.0000.000	.00.110011 L	ockbox Suspense A	R		Description					Debit 2,160.00	Cred 0.0	lat O
61.002.0000.000.	00.420090 - 0	Contingency Incom	• •••								2,160.0	• 🖷
								Tota	alle .	2,160.00	2,160	00

Clicking the Cancel link on the Navigation Toolbar before saving will eliminate all information entered. Clicking Cancel after Save will not eliminate all information entered previously saved. Values are updated when the Save link is clicked.

Lockbox Name:	VIP Ntl Accts Lock	deax	Territory:	VIP National Acces	ants To	stal Excep	tional	2	Total Deposit Amount:	\$32,334.10
Lockbox #1	VIP-1234		Deposit ID:	477	Te	cal Trans	actional		Total Exception Balance:	\$8,813.95
Batch ID:	1413		Status	Pending	La	at Update	edi	08/27/2010	Total Assigned Amounti	\$23,520.15
LB Batch =:	1		Completed Date:		Up	idated By		Admin Nexture		
Received Date:	08/27/2010									
Summary		Print	Post	Save	Cancel		Add	Row	Next / Previous	
Remitter Name: Payee Name: Check #1	Allatate Allatate Insuranc 88408	e Company A	Check Amount: Amount Allocated: Residual Amount:	\$2.160.00 \$2.160.00	Updaped By: Last Updated: Date Posted:	08/2	7/2010	Quick Na Batch I Genera	vigation Link Information I Ledger	
Receive Payment ID:	2141		Exception Balance:	\$0.00	Date Booked: Description:	OB/S	1234, 1413, 1	Peating	Summary	

CHAPTER 13

Notice in the batch header that the Total Exception Balance is reduced by clearing the item, and the Total Allocated Amount is increased by clearing the item. The Total Balance Amount is reduced by exception and assigned items. Once selected, the Post link on the Navigation Toolbar is enabled. Clicking the Posting Summary link on the Quick Navigation panel shows the posting for selected items. In this example an offset to Lockbox Suspense AR account uses a mandatory general ledger number. When the exception on the receipt is equal to zero, the record may be posted by clicking the Post link.

Lockbox Name: Lockbox #: Batch ID: LB Batch #: Received Date:	VIP Ntl Acets Lockbox VIP-1234 1413 1 08/27/2010	Territory: Deposit ID: Status: Completed D	VIP National / 477 Pending Jute:	Accounts	Total Exceptions: Total Transactions: Last Updated: Updated By:	5 8 08/27/2010 Admin Nexsure	Total Deposit Amount: Total Exception Balance: Total Assigned Amount:	\$32,334.50 \$8,813.95 \$23,520.15
Summary	P	rint Pos	t Save	Cancel		Add Row	Next / Previou	
Remitter Name: Payee Name: Check #: Receive Payment ID: [Change Payee	Allstate Allstate Insurance Com 86408 2141	Check Amount: Amount Allocate Residual Amount Exception Balanc	\$2.160.00 di \$2,160.00 i \$0.00 tei \$0.00	Updated By: Last Updated: Date Posted: Date Booked: Description:	Anne M Hammond 08/27/2010 08/27/2010 VIP-1234, 1413.	Quick Nav Batch is General Posting	igatisa Link dermatiya Ledger Sammary	
Account Number			Account Descrip	tion			Debit	Credit
	61.002.0000.000.00	420090		Contingenc	y Income		\$0.00	\$2,160.00
	61.002.0000.000.00	110011		Lockbox Sur	spense AR		\$2.160.00	\$0.00
						Total:	\$2,160.00	\$2,160.00

A post popup confirmation is displayed to show it is in balance. Click the OK button to post or Cancel to abort the process.

* *	C Post Payment #Receipt Post Confirmation21 📰 🗆 🔀	🚱 • 🔯 - 🖶 • 🖓 Page • 🕲 Tools •
nex	P http://dev1web2.nexsure.com/Application/NexsureX/accounting/transactions/receip	HOME HELP SUTUP SUPPORT LOCO
ACTIONS	ne sure	Boolimarka: Expand Add Remove Selected ENDORSHINTS CANCELATIONS CLAIMS INTERACE DELIVERY COLLABORATIONS Microsoft
develoa	Assign Credit Ansunt = \$0.00 Click OK to post, or Cancel to return to previous screen.	- Norma
lockb-	OK Cancel	Total Exceptions: 1 Total Deposit Amount: \$22,234.10
Loci		Total Exception Balance: \$4.833.85 Last Updated: \$6/27/2010 Total Assigned Amount: \$23.538.15
LB E Rec		Updated By: Admin Nexture
Rat		Cancel Add Item Next / Previous Lined By: Anne M Hammond Quick Navigation Link
Che		In Posteli Del/27/2010 Batch Entimation General Ledger B Booket D0/27/2010 Del Posting Summary
	Done 🕞 🕒 Internet 4, 100% -	VUP-1224, 1413, 1

Exceptions Processing Error

The following are examples of posting errors that could occur in processing exceptions. Since accounting is affected, these errors are consistent with posting of accounting transactions to locked or closed months depending upon a user's security rights. The Date Booked is the date the batch is received in Nexsure.

Note: Dates are not appropriate to Batch ID 121 with date 5/12/2010. Displays are examples only where date values would be applicable to specific entry.

When the accounting period selected has been closed and the user does not have rights to post to a closed month a warning is displayed. Correction requires that the Date Booked be updated to the current or next available accounting period. The warning will look similar to the below message.





When the Date Booked is in a locked month and the user has rights to post receive payments to a locked month, the below message is displayed. If the OK button is clicked, the entry will be posted to the locked period. If the Cancel button is clicked, the post is aborted allowing the user to modify the Date Booked to an unlocked period.

Windows Internet Explorer
You are posting to a locked period. Click OK to post to period 1 with beginning date = 01/01/2010 or click Cancel to change the date booked an unlocked period. The next unlocked period is period 2 with beginning date = 02/01/2010.

When the Date Booked is in a locked month and the user does not have rights to post receive payments to locked month a warning message is displayed. To correct the Date Booked to an unlocked period, the user will click the Close button on the warning and modify the Date Booked.



After the date is updated, Post is selected and completed. The cleared exception detail is added to the receive payment, in this example 2141 in Batch ID 1413.

Lockbox Name: Lockbox #: Batch ID: LB Batch #: Received Date:	VIP NII Accts Lockbox VIP-1234 1413 1 08/27/2010	Territory: Deposit ID: Status: Completed Date:	VIP National Acc 477 Pending	ounts	Total Exceptions: Total Transactions: Last Updated: Updated By:	3 8 08/27/2010 Admin Nexsure	Total Deposit Amount: Total Exception Balance: Total Assigned Amount:	\$32,334,10 \$8,813,95 \$23,520,15
Summary	Print	Post	Save	Cancel	1	Add Row	Next / Previou	
Remitter Name: Payee Name: Check +: Receive Payment ID: [Change Payee	Alistate Alistate Insurance Company 88400 2141	Check Amount: Amount Allocated: Residual Amount: Exception Balance:	\$2.160.00 \$2.160.00 \$0.00 \$0.00	Updated Byr Last Updated Date Posted: Date Booked Description:	Anne M Hammond 06/27/2010 08/27/2010 08/27/2010 08/27/2010	Quick Na Barch I Genera Posting	vigation Link Enformation Lindgen 5 Summary	
Account Number		and the second	Account Descriptio				Debit	Credit
2010 CONTRACTOR (0.000)	61.002.0000.000.00.1100	11		Lockbex Susp	ense AR (p)		\$2,160.00	\$0.00
	61.002.0000.000.00.4200	90		Contingency	Income (p)		\$0.00	\$2,160.00
						Total:	\$2,160.00	\$2,160.00

The batch header Total Exceptions are reduced by the posted item. The receipt header Date Posted is updated and the Post, Save, and Cancel links are disabled. If the check could not be cleared by the bank for example, the receive payment would need to be reversed manually by the user if necessary through territory > accounting > receive payments tab. To navigate to the next exception, click the Next link on the Navigation Toolbar. To go to the prior exception, click the Previous link on the Navigation Toolbar. Once exceptions are completed, click the Summary link on the Navigation Toolbar to return to the lockbox summary screen.

Return Premium from Carrier Exception

Return premium from the carrier is where the carrier has sent the agency a check for an agency bill return premium. As is handled in manual receive payment, when a carrier sends a return premium refund, the offset is to a general ledger account number. The reconciliation clearing account will be cleared in the carrier reconciliation process.

Search for and select the appropriate carrier. The process here is the same as the contingency payment with exception to the general ledger number selected.

Client Exception Handling

Exception: No match on Amount but Invoice ID match found for the client. In this example the receipt final result will pay an invoice and leave residual on the client's account.

On the Quick Navigation panel, select the Invoices link. Since in this example, the invoice number was a match, the 'Mayfly Attire' client and the matching invoice are automatically returned. At this point, review and apply the receipt to the open, unpaid invoices.

Lockbox Name: Lockbox #: Batch ID: LB Batch #: Received Date:	VIP Ntl Accts VIP-1234 1413 1 00/27/2010	Lockbox	Territory: Deposit ID: Status: Completed Date:	VIP National Accou 477 Pending	ents Total Eb Total Tr Last Up Updated	oceptions: ansactions: dated: f By:	5 8 08/27/2010 Admin Nexsure	Total Deposit Amount: Total Exception Balance: Total Assigned Amount:	\$32,334.10 \$4,313.95 \$26,020.15
Symmetry	· 1	Print	Post	Save	Cancel	A.6	d Row	Next / Previous	
Remitter Name: Payee Name: Check e: Receive Payment ID: [Change Payee	Mayfly Mayfly Attine 551000 2134	Chu Am Rea Evo	ick Amount: \$ ount Allocated: \$ idual Amount: \$ ieption Belance: \$	260.00 0.00 260.00	Updated By: N Last Updated: 0 Date Posted: Date Socked: Description: 2	tatthew F Kannard 8/27/2010 8/27/2010	Quick Na Bacch Gener Imvoic Postin	vişətləri Ləfənəzisin Ji Ləfəjər Bi Q Summary Seanc	h Filter: [Show]
[Select All] [Dese	elect All]			⊠ ≼ 54	howing Page 1 of 1 🕨 🗏	1 V Total	Rows: 1	Display:	efault (10) 💌
Transactions									
Select	Date	Installment #	Policy Number	Bill Typ	e Descriptio		Total Balan	ce Assigned	Revised Balance
•	8/27/2010	44122	LBX-NeBalMar	tch Term Pol	icy Premium	\$2	40.00 \$240.0	0.00	\$240.00
					This Pa	Residual: ge Totali \$2	40.00 \$240.0	0.00	\$240.00

Invoice detail populates as follows:

- Effective Date is the effective date of invoice in this example.
- Installment # is from the ID assigned by Nexsure when invoice was created. The installment number is used for the Invoice ID match.
- Policy Number is from the policy number on the invoiced policy.
- Bill Type is from the invoice bill type.
- Description is from the invoice line item description.
- Total is the original Item total.
- Balance is the total less previous payments applied and posted.
- Assigned Amount to balance populates when a check is placed in the select box or the value can be entered manually.
- Revised Balance is the balance less credit assigned.

In the Quick Navigation panel, clicking the Batch Information link shows the invoice information from the batch file. In this example, \$260.00 was paid but Nexsure shows an invoice balance of \$240.00.

Lockbox Name: Lockbox #: Batch ID: LB Batch #: Received Date:	VIP Ntl Acets Lockbox VIP-1234 1413 1 08/27/2010		Territory: Deposit ID: Status: Completed Date:	VEP National Acc 477 Pending	ounts	Total Exce Total Tran Last Upda Updated B	gtions: sactions: ted: yi	1 8 08/27/2010 Admin Nexsure	Total Deposit Amount: Total Exception Balance: Total Assigned Amount:	\$32,334.10 \$6,313.95 \$26,020.15
Semmary Remitter Name: Payes Name: Chack #: Receive Payment ID: [Change Payee	May6y Print May6y Astire 551000 2134	Che Am Res Exc	Post ck Amount: \$ unt Allocated: \$ idual Amount: \$ eption Balance: \$	Save 260.00 3.00 260.00	Cance Updated By: Last Updated: Date Posted: Date Booked: Description:	4 08/2 08/2 VIP	Ad hen F Kannard 7/2010 27/2010 27/2010 27/2010 27/2010	d Row Quick Nav Batch I Genera Drubic Posting	Next / Previous information Ledge Summary	
				Invoice Num 44122	total:		Amount Paid \$260.00 \$260.00			

Click the Select checkbox for the invoice to populate the Credit Assigned field. Click the Save link to update the batch and receipt headers with payment selected.

Lockbox Name: Lockbox #: Batch ID: LB Batch #: Received Date:	VIP NEI Accts VIP-1234 1413 1 08/27/2010	Lockbox	Territory: Deposit ID: Status: Completed Date:	VIP National Accou 477 Pending	ents Tot Tot Las Upr	al Exceptions: al Transactions: t Updated: dated By:	4 8 08/27/20 Admin No	т. т. 200 т.	otal Deposit Amount: otal Exception Balance: otal Assigned Amount:	\$32,334.10 \$6.073.95 \$26,260.15
Summary Remitter Name: Payee Name: Check #: Receive Payment ID: [Change Payer	May8y May8y Attin 551000 2134	Print Chi Am Ras Exe	Poot sck Amounti \$ ount Allocated: \$ idual Amounti \$ eption Balance: \$	5ave 246.00 246.00 0.00 220.00	Cancel Updated By: Last Updated: Date Booked: Date Booked: Description:	Anne M Hamm 08/27/2010 08/27/2010 VIP-1234, 1/	Add Row	Quick Navigation Li Batch Enformation General Ledger Invoices Posting Summary	Next / Previous	
(Select All) [Desc	elect All)		_	ii∢ st	howing Page 1 of 1	H IV	Total Rows: 1	_	Searci Display: D	Filter: [Show] efault (10) 💌
Select	Date	Installment #	Policy Number	Bill Typ	e Desc	iption	Total	Balance	Assigne	d Revised t Balance
v 0	8/27/2010	44122	LBX-NeBalMa	tch Term Pol	icy Pre	nium Residual:	\$240.00	\$240.00	240.0	so.oo
					TA A	is Page Total: Il Pages Total:	\$240.00 \$240.00	\$240.00 \$240.00	\$240.0 \$240.0	0 \$0.00 0 \$0.00

In the Residual field enter any residual amount to be handled later. Click the Save link to store and update the residual amount entered.

Lockbox Name:	VIP NU Accts	Lockbox	Territory	VIP National Accord	unts T	otal Exceptions:	4		Total Depos	it Amount:	\$32,334.10
Lockbox #1	VIP-1234		Deposit ID:	477	т	otal Transactions:			Total Except	tion Balance:	\$6.053.95
Batch ID:	1413		Status	Pending	L	ast Updated:	08/27/	2010	Total Assign	ed Amount:	\$26,280.15
LB Batch #:	1		Completed Date:		U	pdated By:	Admin	Nexsure			
Received Date:	08/27/2010										
Summary		Print	Post	Save	Cancel		Add Row			Next / Previous	
Remisser Name:	March.		and descent	260.00	Hadared Bar	dana Malana		Ouick Nav	rigation Link		
Davies Name:	Maydy Amira		Annual Allocated	240.00	Last Dedated:	08/27/2010	m g m g	Barch I	diametian.		
Check #:	551000	R	aidual Amount:	\$20.00	Date Posted	00/27/2010		General	Leiner		
Receive Payment 1D:	2134	Ð	ception Balance:	\$0.00	Date Booked:	08/27/2010		Invoice			
							1021	Peating	Summary		
					Description	VIP-1234, 1	1413, 1				
[Change Payer	•]									Search Fi	ter: [Show]
[Select All] [Dese	elect All			H 4 54	howing Page 1 of 1	1 H H 1 💌	Total Rows: 1			Display: Defa	ult (10) 💌
Transactions											
Select	Date	Installment #	Pulicy Number	Bill Typ	pe Des	scription	Total	Balan		Assigned Amount	Revised Balance
v 0	8/27/2010	44122	UBX: NoBalMa	tch Term Po	licy Pr	remium	\$240.00	\$240.0	00	240.00	\$0.00
						Residuals			i	20.00	
						This Page Total:	\$240.00	\$240.0	00	\$240.00	\$0.00
						An Pages Totali	\$240.00	\$240.0	20	\$240.00	\$0.00
(

The exception can be posted when the Exception Balance is equal to "0". When Post is clicked a receipt confirmation is displayed. In this case, the confirmation is showing a payment of \$260.00 and the amount of the assigned credit of \$240.00. Clicking the Cancel button will abort the post and clicking the OK button will post the exception to apply the payment. When the payments are applied they are added to the receive payment created when the lockbox information was downloaded.

~ (Post Payment #Receipt Post Confin	mation21 💷 🗖 🔀				9 · 0 · #	• 🔛 Page • 🔘 To	• sloc
ex	http://deviweb2.nexsure.com/Appication/NexsureX/a	ccounting/transactions/receit				HOHE HELP	SETUP SUPPORT	LOSE
1046		nevsure	ENDORSEMENTS	CANCELLATIONS		Dockmarks: Expand DELIVERY COLLABORATIONS	Add Remove Sele	ected
ello, /	Payment is in balance! Total Amount = \$260.00 Assign Credit Amount = \$240.00						Home	
Lock	Click OK to post, or Cancel to return to previous screen.		Tet	al Exceptions:		Total Deposit Amount:	\$32,334.10	n l
Loci		OK Cancel	Ten	al Transactiona:		Total Exception Balance:	\$4.053.95	
Batc			Las	t Updated:	08/27/2010	Total Assigned Amounts	\$26,280.15	
LBE			Upr	lated By:	Admin Nexsure			
Rec			Cancel		Add Row	Next / Previous		
R.arr			fated By:	Anne M Hammond	Quick Navig	ation Link		
Pay			t Updatedi	08/27/2010	Batch Infi	ormation		
Rec			a Booked:	06/27/2010	a Invoices	sope.		
			cription	VIP-1234, 1413.	Pasting S	ummary		
	one 🕞 🖨 Internet	100% T						

The batch header Total Exceptions Balance is reduced by the posted item. The receipt header Date Posted is updated and the Post, Save, and Cancel links are disabled. Should it be necessary to reverse the receive payment, this is done manually through the territory > accounting > receive payments tab.

Clicking on the Posting Summary link under Quick Navigation panel shows the general ledger account posting.

Lockbox Name:	VIP Ntl Accts Lockb	ex.	Territory	VIP National Acc	ounts	Total Exceptions:	2	т	otal Deposit Amount:	\$32,334.10
Lockbox #1	VIP-1234		Deposit ID:	477	7	Total Transactions:		т	otal Exception Balance:	\$6,053.95
Batch ID:	1413		Status	Pending		Last Updated:	08/27/2	1010 T	otal Assigned Amount:	\$26,290.15
LB Batch #1	1		Completed Date:			Vodated By:	Admin N	lexsure		
Received Date:	08/27/2010									
Summary		Print	Post	Save	Cancel	A	dd Row		Next / Previou	\$
Remitter Name: Payee Name: Check #:	Mayfly Mayfly Attire 551000		Check Amount: Amount Allocated: Residuel Amount:	\$260.00 \$240.00 \$20.00	Updated By: Last Updated: Date Posted: Date Booked:	Anne M Hammond 08/27/2010 08/27/2010 08/27/2010	8	Quick Navigation U Batch Informatio General Ledger Invoices	n.	
Receive Payment ID: [Change Payee	2134				Description:	VIP-1234, 1413,	1	Posting Summary		
Receive Payment ID: [Change Payee Account Number	2134		oceptin dalance	Account Descriptio	Description:	VIP-1234, 1413.	1	Posting Summary	Debit	Credit
Receive Payment ID: [Change Payee Account Number	61.002.0000.000	0.00.110011	exaptin dalarce	Account Descriptio	Description:	VIP-1234, 1413.	1	Posting Summary	Debit \$260.00	Credit \$0.00
Receive Payment ID: [Change Payee Account Number	2134 61.002.0000.000 61.002.0000.000	0.00.110011	ocapore datarce	Account Descriptio	Description: Lockbox Suspe Clent- PremAccounts	VIP-1234, 1413. Inse AR (p) a Receivable (p)	1	Posting Summary	Debit \$260.00 \$0.00	Credit \$0.00 \$260.00
Receive Payment ID: [Change Payee Account Number	2134 61.002.0000.000 61.002.0000.000 61.002.0000.000	0.00.110011		Account Descriptio	Description: as Lockbox Suspe Sient-PremAccounts gency Bill Comm U	VIP-1234, 1413, inse AR (p) is Receivable (p) insemmed Inc (p)	1	Posting Summary	Debit \$260.00 \$0.00 \$354.40	Credit \$0.00 \$260.00 \$0.00
Receive Payment ID: [Change Payee Account Number	2134 61.002.0000.000 61.002.0000.000 61.002.0000.000 61.002.0001.022	0.00.110011 0.00.110000 0.00.112010 0.00.400000		Account Descriptio	Leckbox Suspe Leckbox Suspe Clent: Premiccounts gency Bill Comm U Agency Bill Insuran	VIP-1234, 1413, inse AR (p) s Receivable (p) inearned Inc (p) ine income (p)	1	Posting Summary	Debit \$260.00 \$0.00 \$26.40 \$0.00	Credit \$0.00 \$260.00 \$0.00 \$26.40
Receive Payment ID: [Change Payee Account Number	61.002.0000.000 61.002.0000.000 61.002.0000.000 61.002.0000.000 61.002.0000.000	0.00.110011 0.00.110000 0.00.112010 0.00.40000 0.00.201000		Account Descriptio	Lockbox Suspe Lockbox Suspe Stent-PremAccounts gency Bill Comm U Agency Bill Town U People Comm Pay	vIP-1234, 1413, vice AR (p) inceaned Inc (p) inceaned Inc (p) inceaned (p)	3	Posting Summary	Debit \$260.00 \$0.00 \$36.40 \$0.00 \$0.00	Credit \$0.00 \$260.00 \$0.00 \$2.00 \$2.00 \$2.23
Receive Payment ID: [Change Payee Account Number	2134 61.002.0000.000 61.002.0000.000 61.002.0001.022 61.002.0001.022 61.002.0001.023	0.00.110011 0.00.110000 0.00.112010 0.00.400000 0.00.201000 0.00.500000		Account Descriptio	Lockbox Suspe Lockbox Suspe Senty Permission U Agency Bill Comm U Agency Bill Insuren People Comm P	vIP-1234, 1413, mae AR (p) R Receivable (p) ine Income (p) toe Income (p) pable-Due (p) Eupense (p)	3	Posting Summary	Debit \$260.00 \$264.00 \$264.0 \$0.00 \$0.00 \$3.23	Credit \$0.00 \$240.00 \$3.40 \$3.23 \$0.00

Posting includes:

- Offset to Lockbox Suspense AR account uses mandatory general ledger number
 - □ Account Number may be different
 - Account Description may be different
- General Ledger link line item is reflected in offset as applicable
 - General Ledger link was not used so is not included
- Offset to Client Accounts Receivables mandatory general ledger number
 - □ Account Number may be different
 - Account Description may be different
 - □ Item offset for application against invoice
 - □ Item offset for application 'on account'
- Based on posting rules, people payable entries will occur
- Based on posting rules, income entries will occur
- Date Posted/Booked will update to transaction date

Exception: No match on amount found

- Initial screen has Batch Information Quick Navigation link only
- User searches for 'Vincent' and selects Vincent Enterprises
- Click Invoices link

- **D** Example reflects no open invoices so user will leave on account
 - > Item matching invoice # was incorrect and not associated to Vincent Enterprises
 - > Determined in research that invoice ID was incorrect in downloaded data and Vincent Enterprises has not yet been billed.

Lockbox Name: Lockbox #1 Batch ID1 LB Batch #: Received Date:	VIP Ntl Accts Lockbox VIP-1234 1413 1 08/27/2010	Territory: Deposit ID: Status: Completed Date:	VIP National Accor 477 Pending	ants	Total Exceptions: Total Transactions: Last Updated: Updated By:	2 8 08/27/2010 Admin Nexsure	Total Deposit Amount: Total Exception Balance: Total Assigned Amount:	\$32,334.10 \$6.053.95 \$26,280.15
Summary Ramitter Name: Payse Name: Check #I Receive Payment ID:	Print Vincent Enterprises Vincent Enterprises 603004 2143	Post Check Amount \$2 Amount Allocated: \$0 Residual Amount: \$2 Exception Belance: \$2	Save 190.00 100 190.00	Cancel Updated Bys Last Updated: Date Posted: Date Booked: Description:	Matthew F Kannard 08/27/2010 08/27/2010 VIP-1234, 1412, 1	Udd Rove Qwick Na Basch Genera Invoice Peating	Next / Previous vigation Link Linformation Lindoper Lindoper Summary	
[Select All] [Dese	fact AU]	x	X < s o open invoices availat Residual: [Showing Page 0 o le - Enter Residual 0.00	of 0 > Total amount to leave on account 0	Rows: 0 E	Sear	ch filten: [Show]

Enter the amount into the Residual box to populate credit assigned and click the Save link in the Navigation Toolbar to update the header.

Lockbox Name: Lockbox #: Batch ID: L8 Batch #: Received Date:	VIP NEI Accts VIP-1234 1413 1 08/27/2010	Lockbox	Territory: VIP National Accounts Deposit ID: 477 Status: Pending Completed Date:		mis	Total Exce Total Tran Last Updat Updated B	ptions: Iactions: ed: /1	2 8 08/27/2010 Admin Nexsure	Total Deposit Amount: Total Exception Balance: Total Assigned Amount:	\$32,334.10 \$863.85 \$31,470.15
Semmary Remitter Name: Payee Name: Check #: Receive Payment ID: [Change Payee	Vincent Ente Vincent Ente 603004 2143	Priet rprises Ch An Re Ex	Post eck Amounti \$2 sount Allocated: \$6 sidual Amount: \$2 ception Balance: \$6	Save 5.190.00 5.00 5.190.00 5.00	Cance Updated By: Last Updated: Date Posted: Date Booked: Dascription:	Anne 08/2 08/2 VIP-	Ad M Hammond 7/2010 7/2010 1234, 1413, 1	d Row Quick Na Batch I Genera Invoice Posting	Next / Previo vigation Link Linformation Linfoper H Summary	<u>n</u>
[Select Al] [Cese	dect All]			X € e o open invoices availab Realdvah [Showing Page 0 de - Enter Residua 5,190.0	of0 ⊨ H I amount to	Total I	tows: 0	54	arch Filter: [Show]

- Item can be posted; select Post if Exception Balance = 0.
 - □ Popup is the same as the manual client receive payment with total \$5,190.00 and credit assigned \$0.00 information displayed.
 - > OK posts the exception item.
 - Batch header Total Exceptions Balance are reduced by posted item.
 - Receipt header Date Posted updated.
 - Post, Save, and Cancel links are disabled.
 - Receive payment would be reversed if necessary through territory > accounting > receive payments tab.
 - Locked / closed period errors will occur as occurs in receive payments entered manually

 see examples in Appendix A in this chapter.

- Cancel returns user to the exception for review and/or additional work.
- Posting Summary

Lockbox Name:	VIP Ntl Accts Lockbox	Territory	VIP National Acco	unts	Total Exceptions:	2	Total Deposit Amount:	\$32,334.10
Lockbox #1	V1P-1234	Deposit ID:	477		Total Transactions:		Total Exception Balance:	\$863.95
Batch ID:	1413	Status	Pending		Last Updated:	08/27/2010	Total Assigned Amount:	\$31,470.15
B Batch #:	1	Completed Date:			Updated By:	Admin Nexsure		
Received Date:	08/27/2010							
Summary	Print	Post	Save	Cancel		Add Row	Next / Previos	n .
temitter Name: Payee Name: Deck #: teceive Payment ID: [Change Payee	Vincent Enterprises Vincent Enterprises 633034 2143	Check Amount Amount Allocated Residual Amount: Exception Balance	\$5.190.00 \$0.00 \$5.190.00 \$0.00	Updated By: Last Updated: Date Posted: Date Booked: Description:	Anne M Hammond 04/27/2010 04/27/2010 04/27/2010 04/27/2010 VIP-1234, 1413, 1	Quick Bate Gen Invo Post	Navigation Link A folgemation erail Ladger icea icea ing Summary	
Account Number	61 003 0030 003 00 110		Account Description	Lockbox Sugar	ana AR (a)		Debit	Credit
	61.002.0000.000.00.110	000		lient-PremAccount	s Receivable (p)		\$0.00	\$5,190.00

- Offset to Lockbox Suspense AR account uses mandatory general ledger number.
 - > Account Number may be different.
 - > Account Description may be different.
- General Ledger link line item is reflected in offset as applicable.
 - > General Ledger link was not used so is not included.
- **D** Offset to Client Accounts Receivables mandatory general ledger number.
 - > Account Number may be different.
 - > Account Description may be different.
 - > Item offset for application 'on account'.
- Click Summary to select or Next to move to the next exception item.

Exception: Direct Bill Invoice

Γ	8	Cash Rich	2135	44107	124451	\$164.00	\$0.00	\$164.00	\$164.00	
14	roice #	44107 does not use a	pancy bill method.							

• Click the exception link on the lockbox detail summary screen to bring up the exception screen. The initial screen is populated because the payee was found with direct bill invoice. In this case a search is not necessary. If it were, clicking on the [Change Payee] link allows searching to locate and select the correct payee. Click on the Invoices link in the Quick Navigation panel to bring up any available invoices for the selected payee.

Lockbox Name: Lockbox #1 Batch ID: LB Batch #1 Received Date:	VIP-1234 VIP-1234 1413 1 08/27/2010	ockbox.	Territory: Deposit ID: Status: Completed Date:	VIP National Acc 477 Pending	ounts	Total Exceptions: Total Transactions: Last Updated: Updated By:	2 8 08/27/2010 Admin Nexsure	Total Deposit Amount: Total Exception Balance: Total Assigned Amount:	\$32,334,10 \$863,95 \$31,478,15
Summary Remitter Name: Payee Name: Check #: Receive Payment ID:	Cash Rich Cash Rich 124451 2135	Print C A B	Post Sheck Amount: Imount Allocated: eaidual Amount: Soception Balance:	5164.00 50.00 50.00 5164.00	Cancel Updated By: Last Updated: Date Posted: Date Booked: Description:	Matthew F Kannard 08/27/2010 08/27/2010 VIP-1234, 1413, 1	Quick Navig Batch Ini General I Drutices Posting S	Next / Previous pation Link brmation adger iummary	
[Change Payee	1								

Lockbox Name: Lockbox #1 Batch ID1 LB Batch #1 Received Date:	VIP Ntl Accts VIP-1234 1413 1 08/27/2010	Lockbox	Territory: Deposit ID: Status: Completed Date:	VIP National Accou 477 Pending	ants	Total Excep Total Trans Last Update Updated By	tions: ections: d:	2 8 08/27/2010 Admin Nexsure	Total Deposit Amount: Total Exception Balance: Total Assigned Amount:	\$32,334,10 \$963,95 \$31,470,15
Semmary Remitter Name: Payes Name: Check #: Receive Payment ID: [Change Payee	Cash Rich Cash Rich 124451 2135	Print Che Am Ras Eve	Post sck Amount: sunt Allocated: idual Amount: sption Balance:	Save 1164.00 10.00 1164.00	Cance Updated By: Last Updated: Date Posted: Date Booked: Description:	Matth- 08/27 08/27 VIP-1	Adv v F Kannard 2010 /2010 224, 1413, 1	Quick Na Batch Gener Invoic Postin	Next / Previous vigation Link Information al Ledgar al g Gummary	
[Select All] [Dese	elect All]			i < s No open invoices avaifab Residuals [Showing Page 0 le - Enter Residual 0.0	of 0 >) annount to) 	V Total R	lowst Ø	Sear	ch Filteri [Show]

This example reflects no open invoices so the user will leave on account. Invoice exists but does not meet agency bill criteria. Bill Method is Direct Bill. The client sent check payable to agency instead of carrier. Enter an amount in the Residual box to populate credit assigned. Click the Save link to update headers. Once the exception balance is zero, Post may be selected to complete the exception. Click the Next link to address the next exception.

Jockbox Name:	VEP NU Accts Lockbox	Territorys	VIP National Acco	ounts	Total Exceptional	2	Total Deposit Amount:	\$32,334.50
lockbex #1	VIP-1234	Deposit ID:	477		Total Transactions:		Total Exception Balance:	\$699.95
latch ID:	1413	Status	Pending		Last Updated:	08/27/2050	Total Assigned Amount:	\$31,634,15
B Batch #1	1	Completed Dat	**		Updated By:	Admin Nexsure		
Received Date:	08/27/3010							
Summary	Print	Post	Save	Cancel		Add Row	Next / Previous	
temitter Name:	Cash Rich	Check Amount:	\$164.00	Updated By:	Anne M Hammond	Quick Navig	ation Link	
Payee Name:	Cash Rich	Amount Allocated:	\$0.00	Last Updated:	08/27/2010	Batch Infi	ormation	
Check #1	124451	Residual Amount:	\$164.00	Date Postedi		General L	adger	
Receive Payment ID:	2135	Exception Balance:	\$0.00	Date Booked:	08/27/2010	Invoices		
				Description	VIP-1234, 1413, 1	Pesting 5	10010	
Change Payee	1							
							Seat	sch Filter: [Show]
[Select All [Dese	lact All		H 4	Showing Page 0	of 0 V Total	Rowa: 0		

Retail Agent Exception Handling

Exception: Single check paying multiple retail agent invoices billed to the same client or a check paying multiple retail agent invoices billed to multiple clients.



Click the exception link on the lockbox summary detail screen. The initial screen is populated because the payee is found with invoice IDs. Since the correct payee was selected, a search is unnecessary. Clicking the [Change Payee] link allows searching for a different payee if necessary. Click on the Invoices link on the Quick Navigation panel to bring up any available invoices for the selected payee.

Lockbox Name: Lockbox #: Batch ID: LB Batch #: Received Date:	VTP Ntl Accts VTP-1234 1413 1 08/27/2010	Lockbox		Territory: Deposit ID: Status: Completed Date:		VIP National Acces 477 Pending	nts	Total Exc Total Tra Last Upd Updated	eptions: nsactions: nted: By:	1 8 08/27/2 Admin N	010 exsure	Teta Teta Teta	el Deposit Amount: al Exception Belance: al Assigned Amount:	\$32,334.10 \$699.95 \$31,634.15
Semmary Remitter Name: Payee Name: Check #1 Receive Payment ID:	GwP GwP Brokers 235488 2133	Print	Chec Amo Resi Exce	Post ck Amount: unt Allocatedi dual Amounti ption Balance:	\$4.7 \$4.0 \$0.0 \$691	Save 46.05 46.10 0 9.95 1	Cancel Updated By: Last Updated: Date Posted: Date Booked: Description:	Mat OB/ VDF	Ad thew F Kannard (7/2010 27/2010 1234, 1413, 1	l Row	Quick Nav Batch I General Invoice Posting	igation Link aformation Ledger B Summary	Next / Previous	
[Change Payee	1		_		_									

In this example, two invoices are displayed. 44100 and \$4,046.10 matched the invoice ID and amount so it was selected in the lockbox matching process. The user applies \$699.95 to invoice 44103. Invoice ID matched but amount did not. Click the Save link on the Navigation Toolbar to store and update the header.

ickbox Name: ickbox #1	VIP Ntl Accts VIP-1234	Lockbox	Territory: Deposit ID:	VIP National Account 477	n Total Ex Total Tr	ceptions: ansactions:	1	Total Total	Deposit Amount: Exception Balance:	\$32,334.10 \$0.00
etch ID:	1413		Status: Completed Date:	Pending	Last Up: Updated	dated: Eliti	08/27/2010 Admin Next	0 Total	Assigned Amount:	\$32,334.10
eceived Date:	08/27/2010									
Sur	mary	Print	Post	Save	Cancel	A	d Row		Next / Previous	
iyee Namei ieck #i icelve Paymer	GwP Brokers 235488 t ID: 2133		Amount Allocated: Residual Amount: Exception Balance:	\$4,746.05 La \$0.00 Di \$0.00 Di	at Updated: 01 ate Posted: ate Booked: 0 escription: V	8/27/2010 08/27/2010 /IP-1234, 1413, 1		Batch Information General Ledger Invoices Posting Summary		
[Change I	'ayee] [Deselect All]			ií ∢ Shor	wing Page 1 of 1 }	1 ¥ Total	Rows: 2		Search P Displays Defe	iben (Show) sult (10) 👻
[Change F	'ayot] [Deselect All] Is		_	K 4 Show	wing Page 1 of 1 $Dest$	1 V Total	Rows: 2	_	Search P Display: Def	iben (Shee) suit (10) 💌
[Change I [Select AI] Transaction Select	layee] [Deselect All] IS Effective Date	Installment #	Policy Number	K 4 Shor	wing Page 1 of 1 > X Description	1 💌 Total	Rows: 2 Total	Balance	Search P Displays Defi Assigned Amount	iben [Show] suit (10) ¥ Revised Balance
[Change I (Select AI) Transaction Select	(Desslect All) (Sective Date 04/17/2010	Installment # 44100	Policy Number RetAgt-211 LBX	K 4 Sho Bill Type Term Policy	wing Page 1 of 1 $ ightarrow$ E Description Dramium	1 V Total	Rows: 2 Total 000.00	Balance \$4.046.10	Search P Displays Defi Assigned Amount 4066.10	iten (Show) wit (10) ¥ Revised Balance \$0.00
[Change I [Select Al]] Transaction Select	(Deselect Alf) (Sective Date 06/17/2010 06/17/2010	Installment # 44100 44103	Policy Number ResAgt-211 LBX ResAgt-211 LBX	K 4 Shor Bill Type Term Policy Account Service	wing Page 1 of 1 $ ightarrow$ K Description Pranium Censulting F	1 V Total n S3	Rows: 2 Tetal 000.00	Balance \$4.046.10 \$700.00	Search P Displays Ord/ Assigned 4046.10 699.95	iben (Show) kult (10) ¥ Revised Balance S0.00 \$0.05
[Change I (Select Al)) Transaction Select V	(Deselect All) is Effective Date 06/17/2010 06/17/2010	Installment # 44100 44103	Policy Number ResAge-211 LBX ResAge-211 LBX	K 4 Shor Bill Type Term Policy Account Service	ving Page 1 of 1 > X Description Pranium Consulting F &	1 V Total 53. Fee 5 Lesidual:	Rows: 2 Total 000.00 700.00	Balance \$4,046.10 \$700.00	Search P Display: Defi Assigned 4046.10 699.95 0.00	iten (Sho=) wit (10) V Revised Balance \$0.00 \$0.05

The exception can be posted if Exception Balance is equal to zero. Click the Post link on the Navigation Toolbar and confirm by clicking the OK button on the confirmation popup.

- Batch header Total Exceptions Balance is reduced by posted item.
- Receipt header Date Posted updated.
- Post, Save, and Cancel links are disabled.

If for some reason the receive payment created needs to be reversed, this will be done by the user through territory > accounting > receive payments tab.

In this example, the balance on invoice 44103 is \$0.05. The General Ledger link could be used to write off the \$0.05. The posting Summary link shows general ledger account postings.

and the second s	VIP Ntl Accts Lo	ockbox	Territory	VIP National Acc	counts T	otal Exceptions:	2	Total Deposit Amount:	\$32,334.10
ockbox =1	VIP-1234		Deposit ID:	477	7	otal Transactions:	8	Total Exception Balance	ce: \$0.00
latch ID:	1413		Status	Complete	L	ast Updated:	08/27/2010	Total Assigned Amoun	\$32,334.10
B Batch #:	1		Completed Date:	08/27/2010	U	pdated By:	Admin Next	ure	
eceived Date:	08/27/2010								
Summary	Y	Print	Post	Save	Cancel		Add Row	Next / P	Previous
Nayee Name: Check #: Receive Payment ID:	GwP Brokers 235488 2133		Amount Allocated: Residual Amount: Exception Balance:	\$4.746.03 \$0.00 \$0.00	Date Posted: Date Booked:	08/27/2010 08/27/2010 08/27/2010	a	Batch Information General Ledger Invoices	
[Change Payes	e]				Description:	VIP-1234, 1413	.1	Pooting Summary	
Change Payee	e]			Account Descriptic	Description:	VIP-1234, 1413	1	Pooting Summary Deabilt	Credi
[Change Payes	e] 61.002.0000	.000.00.11001	1	Account Description	Description:	VIP-1234, 1413	.1	Pooting Summary Debit \$4.746.05	Credi \$0.0
Change Payee	e] 61.002.0000 61.002.0000	.000.00.11001	1	Account Description	Description: on Lotkbox Susper Retail Agent /	VIP-1234, 1413	.1	Peeting Summary Debit \$4,746.05 \$0.00	Credi \$0.00 \$4,746.01
[Change Payee	e] 61.002.0000 61.002.0000 61.002.0000	.000.00.11001	1 2	Account Descriptio	Description: on Lockbox Susper Retail Agent / People Comm Pays	VIP-1234, 1413 was AR (p) A/R (p) able-Due (p)	. 1	Peeting Summary Debit \$4.746.03 \$0.00 \$0.00	Credi \$0.0 \$4.746.0 \$3.1
[Change Payee	e] 61.002.0000 61.002.0000 61.002.0000 61.002.0000	.000.00.11001 .000.00.11020 .000.00.20100	1 2 0	Account Description	Description: an Lockbox Sysper Retail Agent / People Comm Payab People Comm Payab	VIP-1234, 1413 vse AR (p) A/R (p) able-Due (p) le Non-due (p)		Peeting Summary Debit \$4,746.05 \$0.00 \$3.19	Credi 50.00 \$4,746.00 \$3.11 50.00
[Change Payee	e] 61.002.0000 61.002.0000 61.002.0000 61.002.0000	.000.00.11001 .000.00.11020 .000.00.20100 .000.00.20100	1 2 0 1 0	Account Descriptio	Description: an Lockbox Syspen Retail Agent / People Comm Pays People Comm Pays	VEP-1234, 1413 was AR (p) A/R (p) able-Due (p) le Non-due (p) able-Due (p)	a 1	Peeting Summary Debit \$4.746.05 \$0.00 \$0.00 \$3.19 \$0.00	Cred \$4.746.0: \$3.3 \$0.00 \$0.7;
[Change Payee	61.002.0000 61.002.0000 61.002.0000 61.002.0000 61.002.0000 61.002.0000	.000.00.11001 .000.00.11020 .000.00.20100 .000.00.20100 .000.00.20100	1 2 0 1 0	Account Description	Description: Lockbox Susper Retail Agent People Comm Payab People Comm Payab People Comm Payab	VIP-1234, 1413 vae AR (p) A/R (p) able-Due (p) de Non-due (p) able-Due (p)	<u>1</u>	Peeting Summary Debit \$4,746.05 \$0.00 \$0.00 \$3.19 \$0.00 \$0.75	Creds 50.00 54.746.07 50.00 50.70 50.70

- **Offset to Lockbox Suspense AR account uses mandatory general ledger number.**
- General Ledger link line item is reflected in offset as applicable.
 - > General Ledger link was not used so is not included in this example.
- Definition Offset to Retail Agent Accounts Receivables mandatory general ledger number.
 - > Item offset for application against invoices.
- Based on posting rules, people payable entries will occur.
- Based on posting rules, income entries will occur.
 - Locked/Closed period errors will occur as occurs in receive payments entered manually – see examples from Appendix A in this chapter.

Exceptions processing is complete

Whether the exceptions are processed or not the deposit is created and posted in Nexsure. The corresponding receive payment is held in a processing mode until all the exceptions have processed. Once processed, the deposit items are moved from the Lockbox Batch to the Receipts link. The Details icon and Reverse link on the receive payment will be enabled. If not enabled, this indicates that all the exceptions have not been processed as seen in the following graphic.

mmary	setup in	voicing setup	gene	ral ledger 👔 b	bank accounts	transactio	ons bate	h summary					
ransaction	n summary	journal ent	ry dis	bursements	receive payme	ts depo	osit acc	ounts payable	e reconciliation	invoices			
											Filter	[Show]	fadd
											Filter:	[Show]	[Add I
Details	Paye	e Ref	erence	Payment I	ID Descrip	tion	Amount	Residual	Created By	Date Created	Filter: Posted	[Show] Printed	[Add Rem

Note: For lockbox security see the Admin Training Manual, Chapter 9.

Appendix A: Exception and Posting Errors

The following are exception and posting errors that may be encountered with lockbox processing.

Posting Errors	Handling Posting Errors
Date Booked is in a Closed period	This message is received when the Date Booked is a date that is for an accounting period that has been closed and the user does not have security access to post to the closed accounting period. Change the Date Booked to the current period so that the item can be posted.
You are posting to a locked period. Click OK to post or Cancel to return to the screen and update to an open month.	This message is received when the Date Booked is a date that is for an accounting period that has been closed and the logged in user has security access to post to the closed accounting period. Either click OK to post to the closed period or Cancel to go back and change the Date Booked to the current period so that the item can be posted.
Display returns appropriate error with incorrect value.	Date Booked is in a locked period – User does not have rights to post receive payments to a locked period. Change the Date Booked to the current period so that the item can be posted.

Appendix B: Exception Library

File Level

Transaction Status – Duplicate File

Duplicate files are determined by the File # (which is a unique number), file size, date generated, payment amount and payment count inside the file. The file will display as follows:



Status:

File Level – Error

Batch Level – N/A

If notification is set to yes, an email will be sent that contains the same information as found on the file log tab when holding the pointer over the error status.

Web Message/Email Message:

```
Lockbox File Exception
Exception Type = Duplicate File
A copy of the file has been previously received.
dlFileID: 143, FileName: , Date Received: 7/27/2010 12:03:04 PM.
```

File Log view:

a the navigation below to access Nexture	ALIZATION ALIZ	ORTS CARPASCAS ILIANS				ickmarks: Expand	All Lamp	re Selected •
tun Console	file log no	ofication						
pand Minimize								
Actions					_	[Impo	n File] Filter	a: [Show]
Client Access		H 4 sh	owing page 2 of 21 P1	Go to page: 2	1			
Retail Agent Access	Details	File Name	File Number	Generated Date	Received Date	Completed Date	Status	Remove
Submission Suite		UIX Dupicatellatch.txt	104	06/04/2009	06/09/2010		Processing	
Color Schames		LEX_DuplicateBATCH.tvt	102	06/04/2009	08/09/2010		Empr	
Integration		LEX_DownloadTestData_08062010.tvt	0806201000001	08/04/2010	08/06/2010		File	the file has
Interface		LBX_FileContentException_ACH_with_LBX_08062010.txt	200408062010	08/04/2010	08/06/2010		been previ	ously
D IVANS		LBX_DeannasDanceStudio.txt	15008062010	08/04/2010	08/06/2010		FileName:	prileiDi 196, , Date
Download Defaults		pr_ormOreateLockboxTestBatch.bxt	100	08/06/2010	08/06/2010		Received: 10:36:03.4	8/5/2010
Rating Vendors		LEX_HoneyTire_Test_080620102.tvt	12208062010	08/04/2010	08/06/2010	08/06/2010	Same and	- 10
Leckbex		LBX_HoneyTrexxx_080620102.6xt	12908062010	08/04/2010	08/06/2010		Processing	
Lookup Management	0	LBX_HoneyTirePayee_080620102.6xt	11908062010	08/04/2010	08/06/2010		Error	1
Construction		LEX HoneyTireNewkeen 080620102.8vt	11908062010	08/04/2010	08/06/2010		Processing	

Batch Level

Transaction status – File with Payments other than LBX

If it there are 0 LBX transactions in the File / Batch, then there will be an Error icon in the details and the status of error in the file log. Any Batches with LBX payment types will be processed.



Status:

File Level – Error / Processing if at least one batch in the file is LBX, then completed since the individual error is showing at the batch level

Batch Level - Error

If notification is set to yes, an email will be sent that contains the same information as found in the hover on the file log tab.

Web Message/Email Message:

```
File Name: LBX_FileContentException_ACH_with_LBX_08062010.txt
File Number: 200408062010
Date Generated: 8/6/2010 2:44:41 PM
Date Received= 8/6/2010 2:44:41 PM
```

```
Lockbox File Exception
Exception Type = File Content Exception
File contains batches with payment type codes which are not currently
supported.
dlFileID 233 contains payment types of:
Batch ID: 1123, BatchNumber: 200308062010, Payment Code: ACH, Number of
Items: 4.
```

File log View:

es the navigation below to access Nexture rup information etup: Console	notification						
spand Minimize							
Actions					[Smpe	cfile] filter	(a) [Show]
Client Access	X 4 sh	owing page 2 of 21 P	K Go to page (2	1			
Retail Agent Access Ovetail	is File Name	File Number	Cenerated Date	Received Date	Completed Date	Status	Remove
Bubmission Suite	Con_pupilianeesen.or	104	06/04/2009	08/08/2010		Processing	14
Color Schemes	UBX_Duphcate@ATCH.8xt	102	06/04/2009	08/09/2010		Error	14
Integration	UKX DeveloarTastCata 08062010.8vt	0804201000001	08/04/2010	08/04/2010		Processing	-
Distorface	LBX_FileContentException_ACH_with_LEX_08062010.txt	200408062010	08/04/2010	08/06/2010		Processing	18
D IVANS	UIX_DeannasDanceStudio.txt	15008062010	08/04/2010	08/06/2010		File contain	ne betches v
Download Defaults	pr_ormCreateLockboxTestBatch.txt	100	08/06/2010	06/06/2010		payment t	ype codes
Rating Vendors	LBX_HoneyTire_Test_080620102.bxt	12208062010	08/04/2010	06/06/2010	08/06/2010	supported.	diFileID 23
Lockbox	LBX_HoneyTirecox_080620102.txt	12908062010	08/04/2010	08/06/2010	1. Sec. 1. Sec	of: Batch I	D: 1123,
Lookup Management O	LBX_HoneyTirePayee_080620102.txt	11908062010	08/04/2010	08/06/2010		BatchNumi	bert
Opportunities	LBX_HoneyTireNewAssn_080620102.txt	11908062010	08/04/2010	08/06/2010		Code: AC	4, Number of
Lines of Business						Receipt	
Programa						Unable to a	determine
Document Templates						Receipt	A
Becurity Administration						payee.	petermine
						Receipt Unable to	Astermine
						payee.	
						Receipt	Astannina

Transaction status – Duplicate Batch

If there are multiple batches in the file, those batches that are not duplicates will be processed.

Duplicate batches are based on the Batch # (which is a unique number), date generated, payment amount and payment count inside the batch.



Status:

File Level – Error/Processing if at least one batch in the file is not a duplicate batch, then completed since the individual error is showing at the batch level

Batch Level - Error

If notification is set to yes, an email will be sent that contains the same information as found in the hover on the file log tab.

Web Message/Email Message:

```
Lockbox Batch Exception
Exception Type = Duplicate Batch
A copy of the batch has been previously received.
dlBatchID: 162, Batch Number: 5, Batch Date: 6/4/2009 3:30:00 PM, Pay-
ment Amount: 5883.4600.
```

File Log View:

a the navigation below to access Nexsure							
tup Console file log in	refication)						
pand Hinimize					1.1000		
Actions	H 4 sa	owing page 2 of 21 P	do to page 2	1	L public	time 1 mile	a. [2-0-
Details	File Name	File Number	Generated Date	Received Date	Completed Date	Status	Remove
Colonization Colon	LBX_DuplicateBatch.txt	104	06/04/2009	08/09/2010		Processing	
Color Schemes	LBX_DuplicateBATCH.txt	102	06/04/2009	08/09/2010		Error	- Re
Internation	LEX_DownloadTestData_08062010.txt	0806201000001	08/04/2010	08/06/2010		Processing	
Interface	LBX_FileContentException_ACH_with_LBX_08062010.txt	200408062010	08/04/2010	08/06/2010		Processing	i i i i i
D IVANS	LBX_DeannasDanceStudio.bxt	15008062010	08/04/2010	08/06/2010		Processing	Re .
Download Defaults	pr_ormCreateLockboxTestBatch.txt	100	08/06/2010	08/06/2010		Processing	18
Rating Vendors	LBX_HoneyTire_Test_080620102.8xt	12208062010	08/04/2010	08/04/2010	08/06/2010	Completed	18
Leckbox	LBX_HoneyTirecox_080620102.bxt	12908062010	08/04/2010	08/06/2010		Processing	18
Lookup Management	LEX_MoneyTirePayee_080620102.bxt	11908062010	08/04/2010	08/06/2010		Batch	the basis is
Opportunities	LBX_MoneyTireNewAssn_080620102.6xt	11908062010	08/04/2010	08/06/2010		been previ	ously
Lines of Business						received. (1115, Bato	h Number
Programs						102008063 Date: 8/5/	2010, Batch
Document Templates						PH, Payme	int Amoun

Lockbox Summary View

, Rosa	rating bod	ett iben								• Her	ne
ckbox sur	amary .										
Al				v							[Show]
					H 4 Showing pay	pe 3 of 14 \$ \$ 00 to ;	aga 3 🔛				
Details	Batch 1D	Lockbox #	Lockbox Name	Territory	Deposit ID	Deposit Amount	Recieved Date	Status Count	% Complete	Batch Status	Remove
	1126	9999992	Lockbox Testing		0	\$1,300.00	8/6/2010	1/1	0%	Processing	1
10	1125	9999992	Lockbox Testing		0	\$0.00	8/6/2010	0/0	200%k	Processing	1
	1124	9999992	Lockbox Testing	Download Territory	295	\$368.07	8/6/2010	1/1	0%	Exceptions Pending	lè i
	1122	9999992	Lockbox Testing	Download Territory	294	\$3.983.20	8/6/2010	1/1	0%	Exceptions Pending	
	1121	9999992	Lockbox Testing	Download Territory	293	\$770.15	8/6/2010	1/2	50%	Exceptions Pending	
	1120	9999992	Lockbox Testing	Download Territory	292	\$5.025.00	8/6/2010	0/1	500%	Exceptions Pending	1
	1118	9999992	Lockbox Testing	Download Territory	290	\$2,200.00	8/6/2010	0/1	100%	Completed	
1	1117	99999992	Lockbox Testing	Download Territory	0	\$2,200.00	8/6/2010	1/1	6%	1	- 14
1	1116	9999992	Lockbox Testing		0	\$2,200.00	8/6/2010	1/1	0%	Batch	
	1115	9999992	Lockbox Teating	Download Territory	289	\$2,200.00	8/6/2010	1/1	0%	A copy of the bats previously receive 1115, Batch Numb 102008062010, Ba 8/5/2010 12:30:00	ch has been d. dBatchID: er: tch Date:) PM, Paymer

Transaction Status – Date Booked does not exist for General Ledger Periods



Status:

File Level – Error/Processing if multiple batches in the file are not general ledger period batches, then completed since the individual error is showing at the batch level

Batch Level – Error

If notification is set to yes, an email will be sent that contains the same information as found in the hover on the file log tab.

Web Message/Email Message:

```
Batch ID: 1370
Batch Number:
Batch Date: 8/5/2010 3:30:00 PM
```



Payment Amount: 5600.0000

Lockbox Batch Exception Exception Type = Batch Error Unable to post cash receipt: The date booked does not exist in glPeriods for CashReceiptID = 2109; DateBooked = 10/1/2007 12:00:00 AM

Lockbox Summary

41				•							[Shew]
				H 4 Showing page 1	of 43 P.H.	Do to page: 1 🔛					
and sold in	-	to block a	The Monte Warraw	Terrettory	Carpense	The Design of Street or	the local firsts		-	tie Batch Brates	-
37	1370	9999992	Lockbox Testing	Download Territory	446	\$5.600.00	8/25/2010	:/1	0%	Error	9
	1369	VIP-555	VIP Mids Northeast	VDP Markets - Northeast	445	\$3.455.00	8/25/2010	0/1	200%	Batch	
P	1268	mattatatility	Matt's testing lockbox	Pacific Coast Territory (CRM, OI & Delivery)	444	\$555.55	8/25/2010	0/1	100%	The date booked	does not
*	1367	9999992	Lockbox Testing	Download Territory	443	\$8.865.50	8/25/2010	0/2	100%	exist in glPeriods	for
	1266	9999992	Lockbox Testing	Download Territory	442	\$5.700.00	8/25/2010	0/1	100%	CashReceiptID =	2109;
٠	1265	VIP-555	VIP Mids Northeast	VIP Markets - Northeast	441	\$3,501.55	8/25/2010	0/1	100%	12:00:00 AM	1,2007
8	1264	9999992	Lockbox Testing		0	\$26.997.11	8/25/2010	24/24	0%	tribe	- 10
8	1264	NW5920	Michigan - Universal		0	\$26,997.11	8/25/2010	24/24	0%	Error	
	1263	V1P-1234		VIP National Accounts	435	\$12,340.00	8/25/2010	1/1	0%	Exceptions Pending	
	1362	VIP-1234		VIP National Accounts	434	\$33,409.55	8/25/2010	0/1	100%	Completed	1

Transaction Status – Unidentified Lockbox Number

The batches with the unidentified lockbox will not process if there are multiple batches within the file. User will need to create a lockbox and return to the batch summary. Users will click on the icon and a new window will pop up prompting user to process the batch.



Status:

```
File Level - Processing
```

Batch Level - Exceptions Processing

If notification is set to yes, an email will be sent that contains the same information as found in the hover on the file log tab.

Web Message/Email Message:

```
Batch ID: 1377
Batch Number: 100208252010
Batch Date: 8/5/2010 5:30:00 AM
Payment Amount: 650.00
```

```
Lockbox Batch Exception
Exception Type = Unidentified Lockbox Number The batch contains payment
transactions with unidentified lockbox numbers.
Lockbox Numbers: 9999112.
```

File Log

nexsure						HOME HELP S	CTUP SUPP	ORT LOGO
SEARCH ORC	ANIZATION REP	PORTS CAMPAJONS ELINKS			Book	marks: Expand	Add Remov	re Selected
se the navigation below to access Nexsure itup information								
etup Console	file log _n	etification						
spand Minimize						[Import	File 1 Filter	at [Show]
Actions		X (thurstoo	and the face billing	1				
Client Access	Details	File Name	File Number	Generated Date	Received Date	Completed Date	Status	Remove
Retail Agent Access		LEX_UnidentifiedLockboxDemo_09012010.txt	000208252010	08/04/2010	08/25/2010		Processing	
Submission Suite		LEX_FileContentException_ACH_only_NEEDSCoding.txt	412108252010	08/15/2010	08/25/2010	08/25/2010	File is cur	rently
Color Schemes		LBX_FileContentException_ACH_with_LBX.txt	312208252010	08/04/2010	08/25/2010		processin	Q.
Integration		LBX_FileContentException_ACH_with_LBX.txt	312208252010	08/04/2010	08/25/2010		Processing	1b
Difference		LEX_FileContentException_ACH_with_LEX.txt	312108252010	08/04/2010	08/25/2010		Processing	Re .
Download Defaults		pr_ormCreateLockboxTestBatch.txt	100	08/25/2010	08/25/2010	08/25/2010	Completed	
Rating Vendors		pr_ormCreateLockboxTestBatch.txt	100	08/25/2010	08/25/2010	08/25/2010	Completed	
Lockbox		LEX_Demo twobatches 1 invoice in multiple invoices is wrong.txt	000108252010	08/19/2010	08/25/2010	08/25/2010	Completed	
Lookup Management		pr_crmCreateLockboxTestBatch.txt	100	08/25/2010	08/25/2010	08/25/2010	Completed	
Opportunities		LBX_Cross_Territory_Batch.but	999108252010	06/04/2009	08/25/2010		Error	
Lines of Business				-				

Lockbox Summary

All				v							[Show]
				H 4 Showing page 1	of 43 P N Go 1	o pager 1 🔛					
Details	Batch ID	Lockbox #	Lockbox Name	Territory	Deposit ID	Deposit Amount	Recieved Date	Status Count	% Complete	Batch Status	Remove
	1377	9999112			0	\$650.00	8/25/2010	1/1	0%	Error	
	1374	9999992	Lockbox Testing	Download Territory	449	\$4,500.00	8/25/2010	0/1	500%	Batch	
	1372	9999992	Lockbox Testing	Download Territory	447	\$5,600.00	8/25/2010	1/1	0%	The batch conta transactions wit	iins paym h unidenti
	1370	9999992	Lockbox Testing	Download Territory	446	\$5.600.00	8/25/2010	1/1	0%	lockbox numbers	Lockbox
	1369	VDP-555	VIP Mids Northeast	VIP Marioets - Northeast	445	\$3,455.88	8/25/2010	0/1	100%	Numbers: 99991	12.
	1268	mattatatiba	Matt's testing lockbox	Pacific Coast Territory (CRM, OI & Delivery)	444	\$333.33	8/25/2010	0/1	500%	Completed	Re .
	1367	9999992	Lockbox Testing	Download Territory	443	\$8,865.50	8/25/2010	0/2	100%	Completed	Re .
	1366	9999992	Lockbox Testing	Download Territory	442	\$5,700.00	8/25/2010	0/1	100%	Completed	le l
	1365	VIP-555	VDP Mids Northeast	VIP Markets - Northeast	441	\$3.501.55	8/25/2010	0/1	100%	Completed	
	1264	9999992	Lockbox Testing		0	\$26,997.11	8/25/2010	24/24	0%	Error	

Transaction Status – Cross-Territory Batch

- Error at the file level if a file comes in and all the batches have cross territory issues
- Processing at the file level if a file comes in with only some of the batches having cross territory issues
- Error at the batch level if the file is a cross territory batch

Icon: 🔛

Status:

File Level – Error/Processing if multiple batches in the file are not cross territory batches, then completed since the individual error is showing at the batch level

Batch Level - Error

If notification is set to yes, an email will be sent that contains the same information as found in the hover on the file log tab.



CHAPTER 13

Web Message/Email Message:

Lockbox Batch Exception Exception Type = Cross Territory Batch The batch contains payments for lockbox numbers which are assigned to multiple territories.

Contains Receipts for the following Lockbox Numbers / Territory Assignments: 9999992 / Download Territory, NW5920 / Internet Markets Territory.

File Log

SEARCH ORCANIZATION	REPORTS CAMPAIGNS ELINKS				Bookmarks: Exp	and Add Ren	nove Selected
se the navigation below to access Nexsure step information etup Conscole second Minimize	(notication)						
Actions					t	Import File] Fil	hers: [Show]
Client Access		X < Showing	nage 1 of 38 PN Go to	reger 1 🔛			
Retail Agent Access De	alls File Name	File Number	Generated Date	Received Date	Completed Date	Status	Remove
Submission Suite	LEX_Cross_Territory_Batch.txt	999108252010	06/04/2009	08/25/2010		Error	1
Color Schemes	pr_crmCreateLockboxTestBatch.txt	100	08/25/2010	08/25/2010		File The batch o	ontains payme
Integration	pr_srmCreateLockboxTeatBatch.txt	100	08/25/2010	08/25/2010	08/25/2010	for lockbax	numbers which
Interface	LEX_Demo_Test.txt	210608242010	08/19/2011	08/24/2010		territories. 0	S to multiple Contains Rece
I IVANS	LBX_Demo_Test208242010.txt	240608242010	08/19/2010	08/24/2010	08/24/2010	for the follo Numbers / 1	wing Lockbox Territory
Download Defaults	LBX_Demo_Test08242010.txt	230608242010	08/19/2010	08/24/2010	08/24/2010	Assignment	s: 9999992 /
Rating Vandors	LEX_Demo_Testnew.txt	220608242010	08/19/2010	08/24/2010		NW5920 / 1	nternet Marke
Leckbex	LBX_Demo_Test.txt	210608242010	08/19/2010	08/24/2010		Terntory.	
Lookup Management	LBX_DuplicateFile.txt	102	06/04/2009	08/24/2010		Error	
Opportunities	pr_crmCreateLockboxTestBatch.txt	100	08/24/2010	08/24/2010		Processing	
Lines of Business Programs						(not)	fication file b

Transaction Status – Correspondence Item Only

- Error at the file level if a file comes in and all the batches are correspondence items
- Processing at the file level if a file comes in with only some of the batches having correspondence items
- Error at the batch level if the file is a correspondence item

```
Icon: 🔛
```

Status:

File Level – Error/Processing if multiple batches in the file are not Correspondence only, then completed since the individual error is showing at the batch level

Batch Level – Error

If notification is set to yes, an email will be sent that contains the same information as found in the hover on the file log tab.

Web Message/Email Message:

```
Lockbox Batch Exception
Exception Type = Correspondence Batch
The batch contains cash receipt for zero amount.
```

accCReceiptLockboxCashReceiptID: 0, Item Sequence Number:000001, Payment
Amount: 0.00

File Log View

SEARCH ORG	ANEZATIO	W REPORTS CAMPAIGNS ELINKS					Bookmarks	Expand Add	Remove Se	elected
e the navigation below to access Nexsure tup information										
etup Console	1.1	noth(ation)								
7 Actions						[Import	nie 30 met	heah 3 Mil	ters: (Show)	1
Client Access			H 4 Showing p	age 3 of 52 PKo	o to page 3					
Retail Agent Access	-							-	-	
Submission Suite	<u> </u>	LBX_Cross Terr Batch Demo.txt	996009012010	06/04/2009	09/01/2010		System	Empr	18	
Color Schemes		UEX Correspondence Demo 09012010.8x8	008409012010	08/04/2010	08/01/2010		System	Batch		
Integration		LEX FileCritetExcep ACH and LEX Demo.txt	312609012010	08/04/2010	09/01/2010		System	Batch contain	ns cash receip	pt for ze
Interface	0	LBX_FileContentExc_ACHDemo.txt	412309012010	08/15/2010	09/01/2010		System	acoCReceiptL	ockBoxCash	Receipt
D IVANS		LEX_Unidentified Lockbox Demo.txt	008709012010	08/04/2010	09/01/2010	09/01/2010	System	0, Item Sequ Payment Am	ence Numbe ount: 0.00.	/1 00000
Download Defaults		UEX_DuplicateBatch Demo.txt	15149012010	08/04/2010	09/01/2010		System	Batch Batch contain	a cash recei	of for an
Rating Vendors	0	UEX_DuplicateFile Demo.txt	102	06/04/2009	09/01/2010		System	amount.		
Lockbox	0	LEX_DuplicateFile Demo.txt	102	06/04/2009	09/01/2010		System	0, Item Sequ	ence Numbe	r: 00000
Lookup Management		LEX, Unidentified Lockbox Demoscoco.txt	005109012010	08/04/2010	09/01/2010	09/01/2010	System	Payment Am	ount: 0.00.	_
Opportunities	0	LEX DuplicateFile Demo.tut	102	06/04/2009	09/01/2010		System	Error		
Unes of Business										9
Programa								notif	cation file	leg.

Lockbox Summary

NE	XUS	-	RON ORGANIZATION REPO	RTS CAMPAIGNS ELINKS	CORRECTOR					Bookm	OHE HELP SETU arks: Expand Add	Remove Selected
Hello	, Rosani	ne Mallett										Home
minada	rating	lackberr.										
ockben m	manary											
Al												[50mm]
				H 4 show	eine ence 2 e	(52 P N Go to page	.2 2					
Details	Batch 10	Lockbox #	Lockbox Name	Territory	Deposit ID	Deposit Amount	Recieved Date	Updated By	Status Count	No Complete	Batch Status	Remove
	1492	NW5920	Michigan - Universal		0	\$25,997.11	\$/1/2010	System	.7.	0%	Error.	9
-	1111		territore Territory	Sector Sector	111				171	11.	1	
	1487	9999115	lockbox test	National Accounts Territory	502	\$650.00	9/1/2010	System	0/1	100%	Batch contains	cash receipt for
	1486	9999992	Lockbox Testing	Download Territory	0	\$5.025.00	9/1/2010	System	-1-	0%	accCReceiptLoc	kBoxCashReceipt1
	1485	9999122	LEX test	Download Territory	501	\$650.00	9/1/2010	System	0/1	100%	0, Item Sequen	ce Number: 00000
	1404	9999120	fbx test	Download Territory	0	\$650.00	9/1/2010	System	1/1	0%	Batch	AC: 0.00.
12	1483	9999118	Testing unidentified lockbox	National Accounts Territory	0	\$650.00	\$/1/2010	System	1/1	0%	Batch contains	cash receipt for
	1482	9999992	Lockbox Testing		0	\$26.997.11	8/31/2010	System	.1.	0%	zero amount. accCReceintLoc	kBoxCashReceint1
	1482	9999992	Lockbox Testing		0	\$26,997.11	8/31/2010	System	-1-	0%	0, Item Sequen	ce Number: 00000
-											Payment Amour	vt: 0.00.

Batch Status – No LBX Payment Activity



Status:

File Level – Error/Processing if multiple batches in the file are not "No LBX File Today", then completed since the individual error is showing at the batch level.

Batch Level - Error

If notification is set to yes, an email will be sent that contains the same information as found in the hover on the file log tab.

Web Message/Email Message:

```
Lockbox Batch Exception
Exception Type = No LBX Payment activity
```

There was no payment activity for LBX #

Receipt Level

Transaction Status – Invoice Amount does not Match

Icon: 🛃

Status:

File Level – Processing

Batch Level – Exceptions Pending

If notification is set to yes, an email will be sent that contains the same information as found in the hover on the file log tab.

Web Message/Email Message:

```
Batch ID: 1181
Lockbox Number: LB-5965-1
Payment Amount: 17613.1400
Payment Effective Date: 8/10/2010 4:23:00 PM
```

Lockbox Invoice Exception Exception Type = Invoice Amount Mismatch Payment amount \$17,613.14 did not match balance due of \$17,613.64

Lockbox Summary

ckbox se	mmary										
Al			~								[Show]
				H < Showing page 1 of	25 F N Go to pag	e 1 💟					
Details	Batch 1D	Lockbox #	Lockbox Name	Territory	Deposit ID	Deposit Amount	Recieved Date	Status Count	% Complete	Batch Status	Remove
	1187	V1P-555	VIP Hids Northeast	VIP Markets - Northeast	321	\$10,000,000.00	8/11/2010	0/1	100%	Exceptions Pending	
	1106	9999992	Lockbox Testing		0	\$26.997.11	8/11/2010	24/24	0%	Error	
	1105	9999992	Lockbox Testing		0	\$0.00	8/11/2010	0/0	100%	Error	
	1184	V0P-555	VIP Mids Northeast	VIP Markets - Northeast	320	\$2.045.44	8/11/2010	0/1	100%	Exceptions Pending	Re .
	1183	USTERR-112345	New lockbox	United States Territory	319	\$5.000.00	8/11/2010	0/1	100%	Completed	
	1182	USTERR-112345	New lockbox	United States Territory	318	\$5.001.55	8/11/2010	0/1	100%	Completed	
	1181	L8-5965-1	Lopez Territory, Trust Account	Lopez Territory	317	\$17.613.14	8/10/2010	1/1	0%	Exceptions Pending	- Ib
	1180	USTERA-112343	New lockbox	United States Territory	316	\$2,200.00	8/10/2010	1/1	0%	Invoice	
	1179	mattatatilex	Matt's testing lockbox	Pacific Coast Territory (CRM, OI & Delivery)	315	\$123,412.00	8/10/2010	1/1	0%	did not match	balance d
	1178	mattatatibx	Matt's testing lockbox	Pacific Coast Territory (CRM, OI & Delivery)	314	\$1,234.00	8/10/2010	1/1	0%	01 \$17,613.04	-

Receipt Summary

	Lopez Territory, Trust	Account	Territory	Lopez Territory	Total Exceptions:	10 a 10	Total Deposit Amount	\$17,613.14
ackbax =1	LB-5963-1		Deposit ID:	317	Total Transactions:	1	Total Exception Balan	S17,613.14
atch ID+	1181		Status	Pending	Last Updated	08/10/2010	Total Assigned Amoun	e: \$0.00
B Batch #1	1		Completed Date:		Updated By:	Hatthew F Kannard		
eceived Date:	08/10/2010							
	Lockbox Summary		Print P	ost Save	Cancel	Add Row	Next	/ Previews
						-		Filters: [Show
				R 4 Showing Page 1 of 1	P P 1	<u> </u>		Records per Page: 10
Details Remitte	er Name	Receive Payment II	Invoice #	Check #	Check Amount	Amount Allocated	Exception Balance	AR Suspense Amount Remove
	Animal Hospital	1947	22398	222222	\$17,613.14	\$0.00	\$17.613.14	\$17,613.14
Cevina Cevina		alance due of \$17,613	64					
Cavina Cavina	17.613.14 did not match b					\$0.00	\$17.613.14	\$17,613,14
Covina syment amount \$1	17.613.14 did not match b			This page total:	\$17,513.14			
Covina symetric amount \$	17.613.14 did not match b			This page total: All page total:	\$17,613.14	\$0.00	\$17.613.14	\$17.613.14

Transaction Status – Unable to Determine Payee



Status:

File Level – Processing

Batch Level – Exceptions Pending

If notification is set to yes, an email will be sent that contains the same information as found in the hover on the file log tab.

Web Message/Email Message:

Batch ID: 1184 Lockbox Number: VIP-555 Payment Amount: 3845.4400 Payment Effective Date: 8/11/2010 7:24:38 AM

Lockbox Receipt Exception Exception Type = Receipt Error Unable to determine payee

Lockbox Summary

ckbox re	mary										
All			×								[Show]
				II I Showing page 1 of	25 F N Go to pag	per 1 🔛					
Oetails	Batch	Lockbox #	Lockbox Name	Territory	Deposit ID	Deposit Amount	Recieved Date	Status Count	% Complete	Batch Status	Remove
	1187	VIP-555	VIP Mids Northeast	VIP Markets - Northeast	321	\$10,000,000.00	8/11/2010	0/1	100%	Exceptions Pending	Re .
P	1186	9999992	Lockbox Testing		0	\$26.997.11	8/11/2010	24/24	0%	Error	i b
۰	1185	9999992	Lockbox Testing		0	\$0.00	8/11/2010	0/0	100%	Error	
	1184	V1P-555	VIP Mkts Northeast	VIP Markets - Northeast	320	\$3.845.44	8/11/2010	0/1	100%	Exceptions Pending	
	1183	USTERR-112345	New lockbox	United States Territory	319	\$5.000.00	8/11/2010	0/1	100%	Completed	
۰.	1102	USTERR-112345	New lockbox	United States Territory	318	\$5.001.55	8/11/2010	0/1	100%	Completed	1
	1101	L8-5963-1	Lopez Territory, Trust Account	Lopez Territory	317	\$17,613.14	8/10/2010	1/1	0%	Exceptions Pending	18
	1180	USTERR-112345	New lockbox	United States Territory	316	\$2,200.00	8/10/2010	1/1	0%	Exceptions Pending	- Be
	1179	mettatatilox	Matt's testing lockbox	Pacific Coast Territory (CRM, OI & Delivery)	315	\$123.412.00	8/10/2010	1/1	0%	Receipt	mine na
	1178	mattatatilex	Matt's testing lockbox	Pacific Coast Territory (CRM, OI &	314	\$1.234.00	8/10/2010	1/1	0%	Drift Co Gette	and put

Receipt Summary



	New lockbox	Territory:	United States Ti	erritory To	al Exceptions:	1	Total Deposit Amount:	\$2,200.00
ckbax #1	USTERR-112345	Deposit ID:	316	Tel	al Transactions:	1	Total Exception Balance	\$2,200.00
rich ID+	1180	Status	Pending	Las	n Updated:	08/10/2000	Total Assigned Amount	\$0.00
Batch #1	1	Completed Date:		Up	dated By:	Matthew F Kannard		
ceived Date:	08/18/2010							
	Lockbox Summary	Print	Post	Save	Cancel	Add Rew	Next /	Previous
						-		Filters: [Sho
				H 4 Showing Page 1 of 1	P.R. 1	1		Records per Page: 10
	r Name	Receive Payment 1D	Invoice #	Check #	Check Amount	Amount Allocated	Exception Balance	AR Suspense Amount Remove
betails Remitte					42 200 00	\$0.00	\$2,200.00	\$2,200.00
VIP Ins	wrance Services				34.400.00			
VIP Ins	urance Services				52.200.00			
VIP Ins	erance Services			This page total:	\$2,200.00	\$0.00	\$2,200.00	\$2,200.00

Transaction Status – Invoice does not use Agency Bill Method



Status:

File Level – Processing

Batch Level – Exceptions Pending

If notification is set to yes, an email will be sent that contains the same information as found in the hover on the file log tab.

Web Message/Email Message:

Batch ID: 1103 Lockbox Number: 9999992 Payment Amount: 5000.0000 Payment Effective Date: 7/1/2010 12:00:00 AM

Lockbox Invoice Exception Exception Type = Invoice Is Not Agency Bill Invoice # 42180 does not use agency bill method.

Lockbox Summary

				v								[Hide]
	diara										Save Filter Set	tings 🐼
	Batch ID			Remitters		Received Date (Fr):		T 🖸	Received D	ate (To):		
Lockb	x Number			Deposit ID:		Batch Date (Fr):		10	Batch D	ete (To):		
	tch Status	Exceptions Pr	ending 🔛	Check Numbers		Check Date (Fr):		10	Check D	ate (To):		
Cort Fill												
	ort Field 1	Batch ID		Sort Order 11	DESC 🔛	Sort Field 2:	Received Date		Sort	Order 2: CI	isc 🔛	
Record	per Pages	10									Search	Clear
					H 4 Showing	page 3 of 5 P N Co to	page 3 🔛					
Octails	Batch ID	Lockbox #	Lockbox Name	Territory		Deposit ID	Deposit Amount	Recieved Date	Status Count	46 Complete	Batch Status	Remove
	1122	9999992	Lockbox Testing	Download Ter	ribory	294	\$3,983.20	8/6/2010	1/1	0%	Exceptions Pending	1
÷.	1121	9999992	Lockbox Testing	Download Ter	nibory	293	\$770.15	8/6/2010	1/2	50%	Exceptions Pending	
<u>ل</u>	1120	9999992	Lockbox Testing	Download Ter	ribory	292	\$5.025.00	8/6/2010	0/1	100%	Exceptions Pending	1
÷	1119	MATTSTSTUBX	Matt's testing lockbo	× Pacific Coast	Territory (CR.M. OI & C	Delivery) 291	\$2,500.00	8/6/2010	0/1	100%	Exceptions Pending	
	1115	9999992	Lockbox Testing	Download Ter	ribory	289	\$2,200.00	8/6/2010	1/1	0%	Exceptions Pending	
	1114	9999992	Lockbox Testing	Download Ter	ribory	287	\$2,200.00	8/6/2010	1/1	0%	Exceptions Pending	
₽ ₽		9999992	Lockbox Testing	Download Ter	wittery	285	\$2,200.00	8/6/2010	1/1	0%	Exceptions Pending	
8 8 8	1114	9999992	Lockbox Testing	Download Ter	ritory	283	\$5.000.00	8/5/2010	1/1	0%	Exceptions Pending	Be
	1103			Download Ter	vibory	282	\$3,365.50	8/5/2010	1/1	0%	Invoice	
8 8 8 8 8	1103	9999992	Lockbox Testing									

Receipt Summary

	Lockbox Testing	Territory:	Download T	erritory Tot	al Exceptions:	1	Total Deposit Amount:	\$5,000.00
ackbax #1	9999992	Deposit ID:	283	Test	al Transactiona:	1	Total Exception Balance:	\$5.000.00
atch ID:	1103	Statusi	Pending	Las	t Updatedi	08/05/2010	Total Assigned Amount:	\$0.00
B Batch #1	101300052010	Completed Date:		Upd	lated By:	Admin Nexsure		
leceived Date:	08/05/2000							
	Lockbox Summary	Print	Post	Save	Cancel	Add Row	Next	Previous
				I - Showing Page 1 of 1 >	K 1 2	1		Records per Page: 10
Details Remitter	Name	Receive Payment ID	Invoice #	Check #	Check Amount	Amount Allocated	Exception Balance	AR Suspense Amount Ramo
								** 000.00
S KESAR	Conditioning Inc.	1903	42180	351453	\$5.000.00	\$0.00	\$3,000.00	Barrana and
C K & S Av	Conditioning Inc. or not use agency bill metho	1903	42180	351453	\$5.000.00	\$0.00	\$3.000.00	
K & S Av	Conditioning Inc. es not use agency bill meth	1903 Id.	42180	351453 This page totals	\$5.000.00	\$0.00	\$5,000.00	\$5,000.00

Transaction Status – Invoice is not Posted



Status:

File Level – Processing

Batch Level – Exceptions Pending

If notification is set to yes, an email will be sent that contains the same information as found in the hover on the file log tab.

Web Message/Email Message:

```
Batch ID: 1190
Lockbox Number: 9999992
Payment Amount: 2500.0000
Payment Effective Date: 7/1/2010 12:00:00 AM
```



Lockbox Invoice Exception Exception Type = Invoice Amount Mismatch Invoice # 42422 must be posted before processing via the receipt automation lockbox.

Batch Summary

ess	ure								HOME H	ELP SETUP SU	PORT LOGO
	DEV-1	SEARCH C	REANIZATION REPORTS 0	AMPAJENS ELINKS					Bookmarks: Ex	pand Add Rem	ove Selected
IONS SU	Deleta Del	OPPORTUNET	IES MARKETING BINDER LO	S EDITS AUGITS EXPERATIONS	ENDORSEMENTS CAN	ICILLATIONS CL	AIMS INTERFAC	E DELIVE	RY COLLABORA	HONG NO.	
eau, nus	same #	Idinett								- Home	
dovaloads	rating	lockbox									
luckbes a	Ymmery										
All											[Show]
_				X ≤ Showing pag	e 1 of 5 ▶ N Go to pap						
Details	Batch	Lockbox #	Lockbox Name	Territory	Deposit 1D	Deposit Amount	Recieved Date	Status	46 Complete	Batch Status	Remove
	1190	9999992	Lockbox Testing	Download Territory	325	\$2,500.00	8/11/2010	1/1	0%	Exceptions Pending	Re .
	1189	9999992	Lockbox Testing	Download Territory	324	\$1,422.39	8/11/2010	0/2	100%	Invoice	2 must be
	1100	VIP-555	VIP Mids Northeast	VDP Markets - Northeast	323	\$32,334.10	8/11/2010	3/8	62%	posted before	processing
	1107	VIP-555	VIP Mixts Northeast	VDP Markets - Northeast	321	\$10.000.000.00	8/11/2010	0/1	100%	lockbox.	comation
	1184	VIP-555	VIP Mids Northeast	VIP Markets - Northeast	320	\$3.845.44	8/11/2010	0/1	100%	Exceptions Pending	le l
	1101	L8-3963-1	Lopez Territory, Trust	Lopez Territory	317	\$17.613.14	8/10/2010	0/1	100%	Exceptions	Re .

Receipt Summary

	Lockbox Testing	Terri	bery:	Download	d Temitory	Total Exceptions:	1	Total Deposit Amount:	\$2,5	00.00
ockbox #1	9999992	Depo	ait ID:	325		Total Transactions:	1	Total Exception Balance:	\$2,5	00.00
atch ID:	1190	State		Pending		Last Updated:	08/11/2010	Total Assigned Amount:	\$0.0	
B Batch #1	900108112010	Comp	plated Dates			Updated By:	Admin Nexsure			
eceived Date:	08/08/3058									
	Lockbox Summary		Print	Past	t Save	Cancel	Add Row	Next	Previous	
Details Remits	ler Name	Receive Paym	ent ID	Invoice #	Check #	Check Amount	Assigned Amount	Exception Balance	AR Suspense Amount	Remove
O Deann	as Dance Studio	1970		42422	351453	\$2,500.00	\$0.00	\$2,500.00	\$2,500.00	
voice # 42422 m	nust be posted before proc	easing via the rec	eipt automation	lockbox.						
					This page tota	h \$2,500.00	\$0.00	\$2,500.00	\$2,500.00	

Transaction Status – Invoice does not Match

Only this exception seen on a cash receipt that pays multiple invoices (1 payment record with multiple invoices) and at least 1 invoice matched, but another did not.

If 0 invoices match it cannot determine the payee, and so if no invoices match you'll get the unable to determine payee exception.

Icon: 💱

Status:

File Level - Processing

Batch Level – Exceptions Pending

If notification is set to yes, an email will be sent that contains the same information as found in the hover on the file log tab.

Web Message/Email Message:

Batch ID: 1190 Lockbox Number: 9999992 Payment Amount: 2500.0000 Payment Effective Date: 7/1/2010 12:00:00 AM

Lockbox Invoice Exception Exception Type = Invoice Amount Mismatch Invoice # 43791 did not match an existing invoice in Nexsure.

Lockbox Summary

	¥ Ho	ne / m. 1
		10-1
		10-1
		1000
ount 10 Complete	Batch Status	Remove
0%	Exceptions Pending	1è
0%	Exceptions Pending	
100%	Invoice	
100%	existing invoice in	ad not match a Nexsure.
0%		
0%	Processing	10
0%	Processing	19
0%	Processing	10
0%	Error	1
	Error	Rb III
	0% 0% 100% 0% 0% 0% 0%	Ote Exceptions Pending 00% Exceptions Pending 100% Invoice # 43791 cesting invoice in 0% Processing 0% Processing 0% Processing 0% Processing 0% Processing 0% Processing 0% Processing

Receipt Summary

	Lockbox Testing	Terr	(ittery)	De	welcad Territo	79	Total Exceptions:	1	Total Deposit Amount:	\$5.7	90.00
Lockbes: #1	9999992	Dep	eait ID:	43	i		Total Transactions:	1	Total Exception Balance:	\$1.2	99.99
Batch ID:	1359	Stat	1000	Pe	nding		Last Updated:	08/24/2010	Total Assigned Amounti	\$4.5	00.00
LB Batch #1	001200242050	Com	pleted Dute:				Updated By:	Admin Nexsure			
Received Date:	08/15/2010					5000					
	Lockbox Summary		Print		Post	Save	Cancel	Add Rew	Next	/ Previous	
Dataila Remitte	er Name	Receive Reymon	+ 10	Invoice #	R 4 s	howing Page 1 of	1 P H 1	Automat Amount	Execution Balance	Records per Page AR Suspense	10
Concerns and the second		success a shares			Control of		Contra Monoport	Kangers Kennen	Exception barance	Amount	
O Placent	la Vat Clinic	2094		Multiple	901		\$5.700.00	\$4,500.00	\$1,200.00	\$1,200.00	
Placent Invoice # 43791 dd	tia Vet Clinic I not match an existing i	2094 Ivoice in Nexaure		Multiple	901	This page total:	\$5,700.00	\$4.500.00	\$1,200.00	\$1.200.00	

Appendix C: Status Types and Definitions

File Log

- Processing Transactions are currently processing
- Error Unrecoverable error occurred while processing
- Completed All transactions have completed successfully

Lockbox Summary

- Error Unrecoverable error occurred while processing
- Processing Transactions are currently processing
- Exceptions Pending transactions that require user interaction
- Completed All transactions have completed successfully

Appendix D: General Ledger Posting Illustrations

Process Description	Transaction Result	ID	GL # (Sample)	Date	Debit	Credit
Initial Download	Deposit	148	100500-Bank Account	5/3/2010	32,334.10	
Initial Download	Deposit	148	110050-AR Lockbox Suspense	5/3/2010		12,312.50
Initial Download	Deposit	148	110050-AR Lockbox Suspense	5/3/2010		5,001.55
Initial Download	Deposit	148	110050-AR Lockbox Suspense	5/3/2010		2,500.00
Initial Download	Deposit	148	110050-AR Lockbox Suspense	5/3/2010		2,160.00
Initial Download	Deposit	148	110050-AR Lockbox Suspense	5/3/2010		260.00
Initial Download	Deposit	148	110050-AR Lockbox Suspense	5/3/2010		5,190.00
Initial Download	Deposit	148	110050-AR Lockbox Suspense	5/3/2010		164.00
Initial Download	Deposit	148	110050-AR Lockbox Suspense	5/3/2010		4,746.05
Initial Download	Receive Payment	1507	110050-AR Lockbox Suspense	5/3/2010	12,312.50	
Initial Download	Receive Payment	1507	110000-Client Accounts Receivable	5/3/2010		12,312.50
Initial Download	Receive Payment	1508	110050-AR Lockbox Suspense	5/3/2010	5,001.55	
Initial Download	Receive Payment	1508	110000-Client Accounts Receivable	5/3/2010		5,001.55
			Totals	5/3/2010	49,648.15	49,648.15
Exceptions Handling	Receive Payment	1518	110050-AR Lockbox Suspense	5/12/2010	2,500.00	
Exceptions Handling	Receive Payment	1518	Routing+420090- Contingency Income	5/12/2010		2,500.00
Exceptions Handling	Receive Payment	1522	110050-AR Lockbox Suspense	5/12/2010	2,160.00	
Exceptions Handling	Receive Payment	1522	110910-Reconciliation Clearing Acct	5/12/2010		2,160.00

Summary of General Ledger Posting from Initial Deposit to Exceptions Handling



Process Description	Transaction Result	ID	GL # (Sample)	Date	Debit	Credit
Exceptions Handling	Receive Payment	1511	110050-AR Lockbox Suspense	5/12/2010	260.00	
Exceptions Handling	Receive Payment	1511	110000-Client Accounts Receivable	5/12/2010		240.00
Exceptions Handling	Receive Payment	1511	110000-Client Accounts Receivable	5/12/2010		20.00
Exceptions Handling	Receive Payment	1531	110050-AR Lockbox Suspense	5/12/2010	5,190.00	
Exceptions Handling	Receive Payment	1531	110000-Client Accounts Receivable	5/12/2010		5,190.00
Exceptions Handling	Receive Payment	1513	110050-AR Lockbox Suspense	5/12/2010	164.00	
Exceptions Handling	Receive Payment	1513	110000-Client Accounts Receivable	5/12/2010		164.00
Exceptions Handling	Receive Payment	1514	110050-AR Lockbox Suspense	5/12/2010	4,746.05	
Exceptions Handling	Receive Payment	1514	110202-retail Agent Accts Rec	5/12/2010		4,746.05
			Totals	5/12/2010	15,020.05	15,020.05
			Grand Total 5/3+5/12		64,668.20	64,668.20

Summary of General Ledger Posting for Reversal Examples

Process Description	Transaction Result	ID	GL # (Sample)	Date	Debit	Credit		
1. All exceptions have been processed, Deposit transaction 'Reverse' link is enabled, Reverse is selected								
Reversal	Deposit	172	100500-Bank Account	5/18/2010		32,334.10		
Reversal	Deposit	148	110050-AR Lockbox Suspense	5/18/2010	12,312.50			
Reversal	Deposit	148	110050-AR Lockbox Suspense	5/18/2010	5,001.55			
Reversal	Deposit	148	110050-AR Lockbox Suspense	5/18/2010	2,500.00			
Reversal	Deposit	148	110050-AR Lockbox Suspense	5/18/2010	2,160.00			
Reversal	Deposit	148	110050-AR Lockbox Suspense	5/18/2010	260.00			
Reversal	Deposit	148	110050-AR Lockbox Suspense	5/18/2010	5,190.00			
Reversal	Deposit	148	110050-AR Lockbox Suspense	5/18/2010	164.00			
Reversal	Deposit	148	110050-AR Lockbox Suspense	5/18/2010	4,746.05			
			Totals	5/18/2010	32,334.10	32,334.10		
a. Reversal n	nakes all receiv	e paym	ents available for re-	deposit				
Manual	Deposit	173	100500-Bank Account	5/18/2010	32,334.10			

Process Description	Transaction Result	ID	GL # (Sample)	Date	Debit	Credit
Manual	Deposit	173	110050-AR Lockbox Suspense	5/18/2010		12,312.50
Manual	Deposit	173	110050-AR Lockbox Suspense	5/18/2010		5,001.55
Manual	Deposit	173	110050-AR Lockbox Suspense	5/18/2010		2,500.00
Manual	Deposit	173	110050-AR Lockbox Suspense	5/18/2010		2,160.00
Manual	Deposit	173	110050-AR Lockbox Suspense	5/18/2010		260.00
Manual	Deposit	173	110050-AR Lockbox Suspense	5/18/2010		5,190.00
Manual	Deposit	173	110050-AR Lockbox Suspense	5/18/2010		164.00
Manual	Deposit	173	110050-AR Lockbox Suspense	5/18/2010		4,746.05
			Totals		32,334.10	32,334.10
b. Funds are	not re-deposite	d and r	eceive payments are	reversed indiv	ridually	
Reverse	Receive payment	1559	110050-AR Lockbox Suspense	5/18/2010		12,312.50
Reverse	Receive payment	1559	110000-Client Accounts Receivable	5/18/2010	12,312.50	
Reverse	Receive payment	1560	110050-AR Lockbox Suspense	5/18/2010		5,001.55
Reverse	Receive payment	1560	110000-Client Accounts Receivable	5/18/2010	5,001.55	
Reverse	Receive payment	1561	110050-AR Lockbox Suspense	5/18/2010		2,500.00
Reverse	Receive payment	1561	Routing+420090- Contingency Income	5/18/2010	2,500.00	
Reverse	Receive payment	1562	110050-AR Lockbox Suspense	5/18/2010		2,160.00
Reverse	Receive payment	1562	110910-Reconciliation Clearing Acct	5/18/2010	2,160.00	
Reverse	Receive payment	1563	110050-AR Lockbox Suspense	5/18/2010		260.00
Reverse	Receive payment	1563	110000-Client Accounts Receivable	5/18/2010	240.00	
Reverse	Receive payment	1563	110000-Client Accounts Receivable	5/18/2010	20.00	
Reverse	Receive payment	1564	110050-AR Lockbox Suspense	5/18/2010		5,190.00
Reverse	Receive payment	1564	110000-Client Accounts Receivable	5/18/2010	5,190.00	
Reverse	Receive payment	1565	110050-AR Lockbox Suspense	5/18/2010		164.00
Reverse	Receive payment	1565	110000-Client Accounts Receivable	5/18/2010	164.00	

Process Description	Transaction Result	ID	GL # (Sample)	Date	Debit	Credit
Reverse	Receive payment	1566	110050-AR Lockbox Suspense	5/18/2010		4,746.05
Reverse	Receive payment	1566	110202-Retail Agent Accts Rec	5/18/2010	4,746.05	
			Totals		32,334.10	32,334.10
2. Entire Deposit is not reversed but a single item must be reversed						
Reverse	Receive payment	1572	110050-AR Lockbox Suspense	5/28/2010		164.00
Reverse	Receive payment	1572	110000-Client Accounts Receivable	5/28/2010	164.00	
a. A receipt is	s added when fi	unds ar	e sent to cover the fo	llowing month		
Manual	Receive payment	1682	110900-Undeposited Funds	6/10/2010	164.00	
Manual	Receive payment	1682	110000-Client Accounts Receivable	6/10/2010		164.00
b. A deposit i	s added and inc	ludes th	ne 2 items (reversal a	nd re-entry) re	sulting in net (0 result
Manual	Deposit	190	110050-AR Lockbox Suspense	5/28/2010	164.00	
Manual	Deposit	190	110900-Undeposited Funds	5/28/2010		164.00



Notes

