## 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.
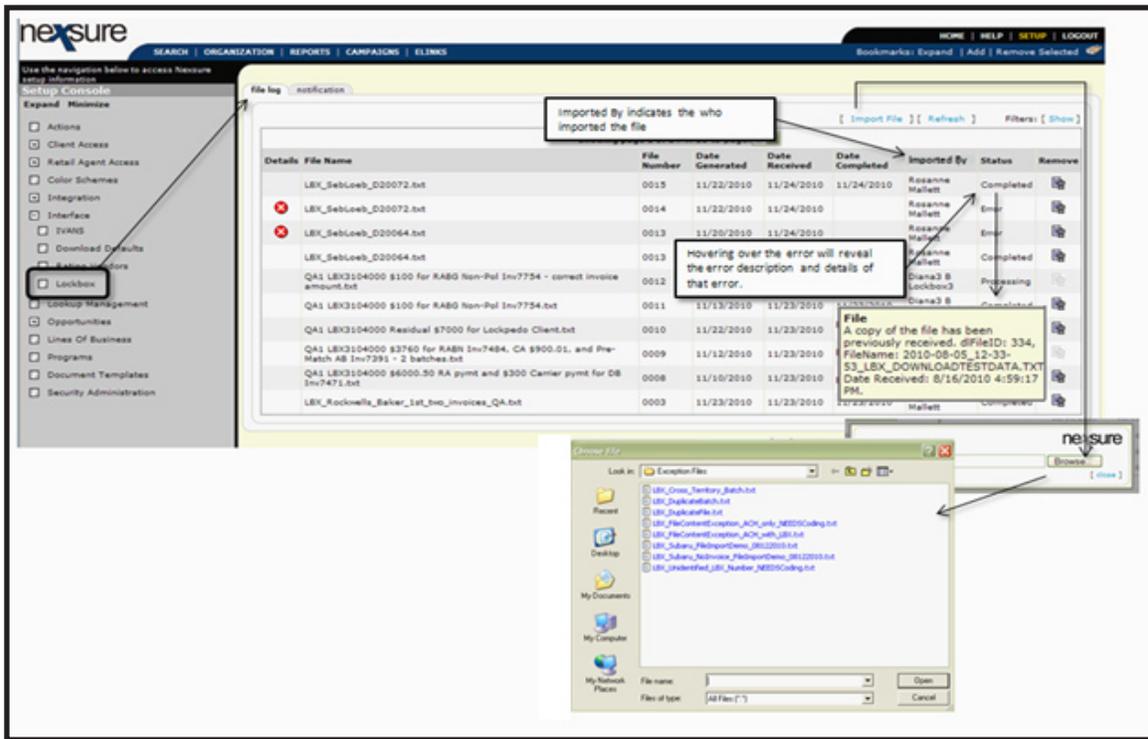
Place the cursor over an error status to show the error message on the summary screen.
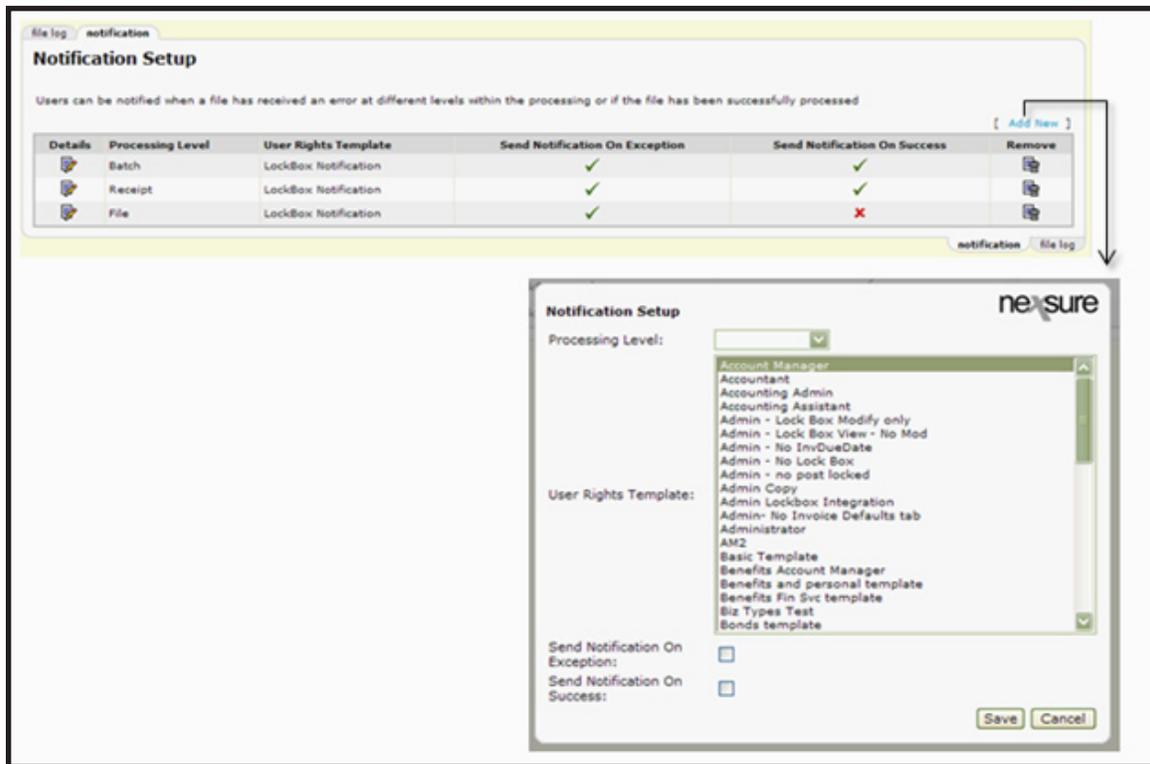
The lockbox file log tab holds high level file information. A Warning icon indicates that a user can correct the exception and continue processing the file by clicking the icon and then clicking Accept. An Error icon is an exception and indicates that the file cannot continue processing. The file log 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] 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.
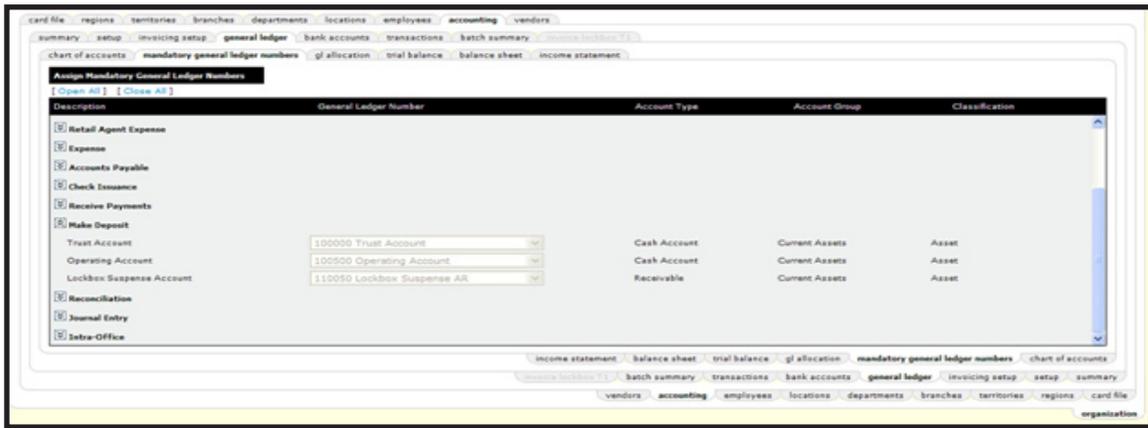

Accounting Setup

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.

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

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.
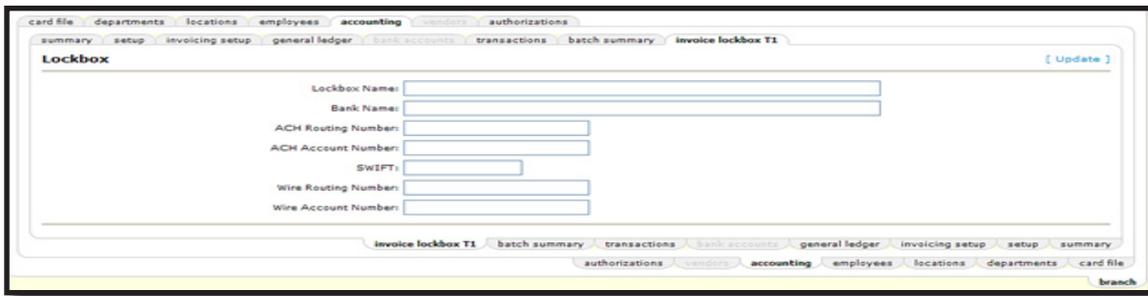
Territory Level Lockbox Setup

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.
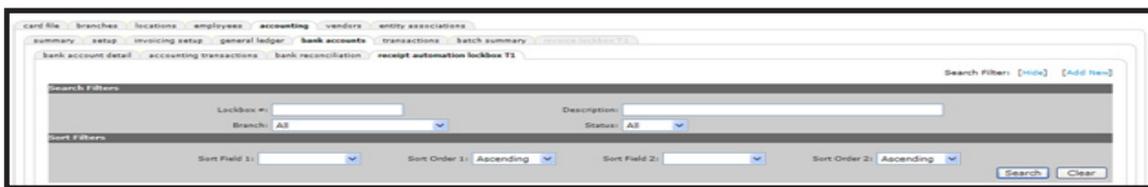
What Happens when Lockbox file is received?

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.

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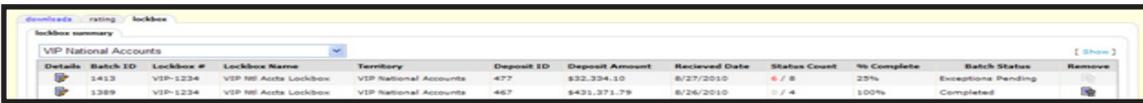
The exceptions display with a brief description of the exception. To process the exception, click the red exception message.

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.
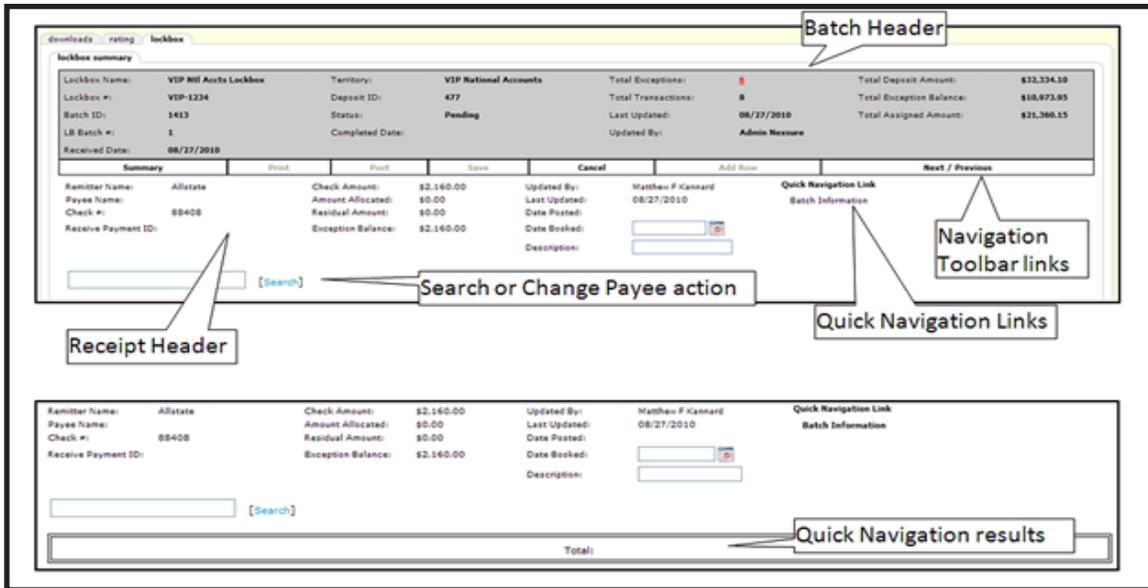
Quick Navigation links are described as follows:

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 ledger 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.
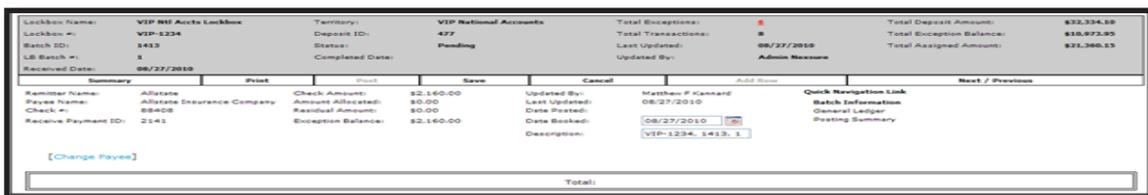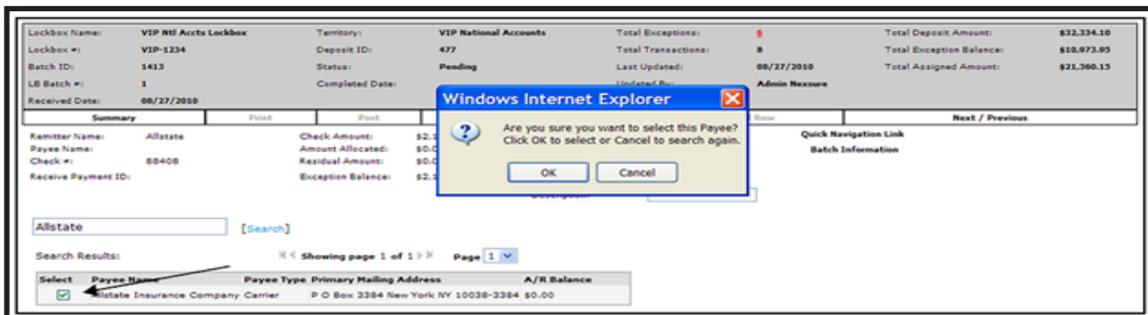
The Payee Name is updated with the name selected and the Receive Payment ID is assigned. The Date Booked defaults, but if necessary can be edited. The Description defaults to the lockbox number, Batch ID and batch number but if necessary can be edited. Since a selection has been made, the General Ledger 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.

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

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.

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.

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.

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

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.
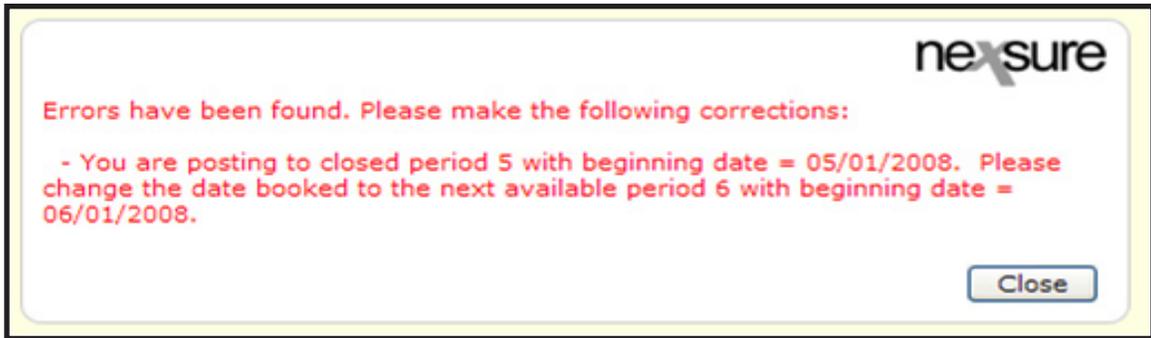
When the Date Booked is in a locked month and the user has rights to post receive payments to a locked month, the below message is displayed. If the OK button is clicked, the entry will be posted to the locked period. If the Cancel button is clicked, the post is aborted allowing the user to modify the Date Booked to an unlocked period.
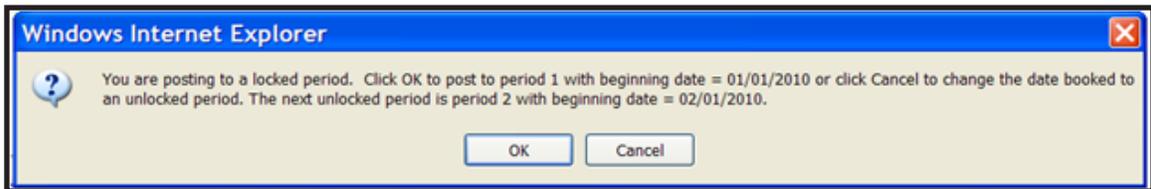
When the Date Booked is in a locked month and the user does not have rights to post receive payments to locked month a warning message is displayed. To correct the Date Booked to an unlocked period, the user will click the Close button on the warning and modify the Date Booked.
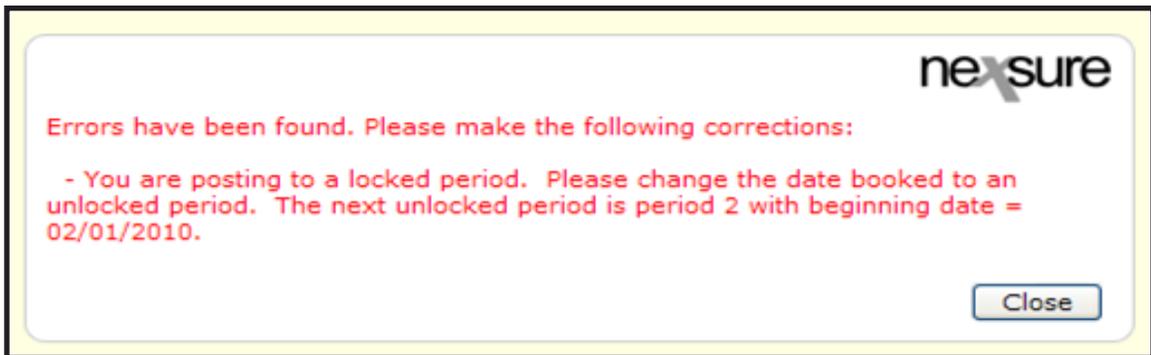
After the date is updated, Post is selected and completed. The cleared exception detail is added to the receive payment, in this example 2141 in Batch ID 1413.

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.

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.

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.

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

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.

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.

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

❑ 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.

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

• 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

> ❑ 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 'on account'.

- Click Summary to select or Next to move to the next exception item.

Exception: Direct Bill Invoice

- 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.

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.

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.

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.

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.

- ❑ 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.

- ❑ 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.

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:

Icon:

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:
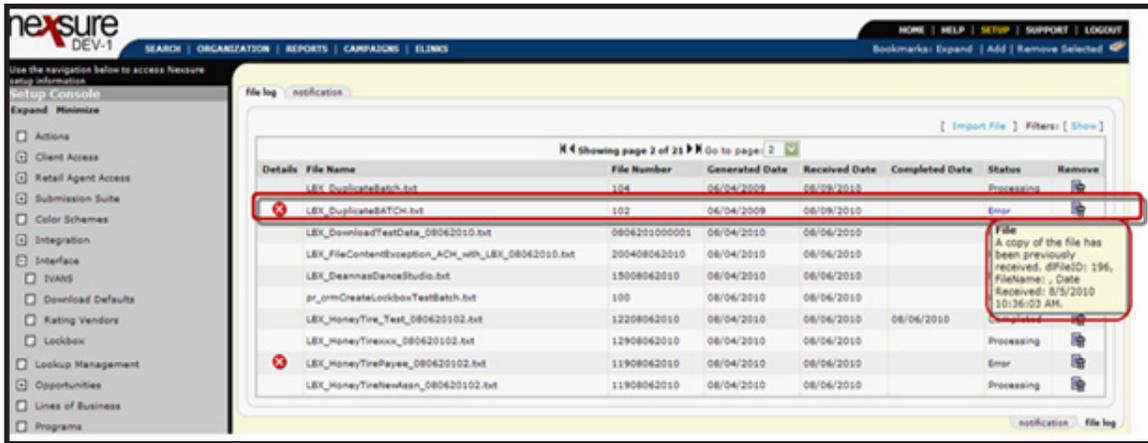
Batch Level

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.

Icon:

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:
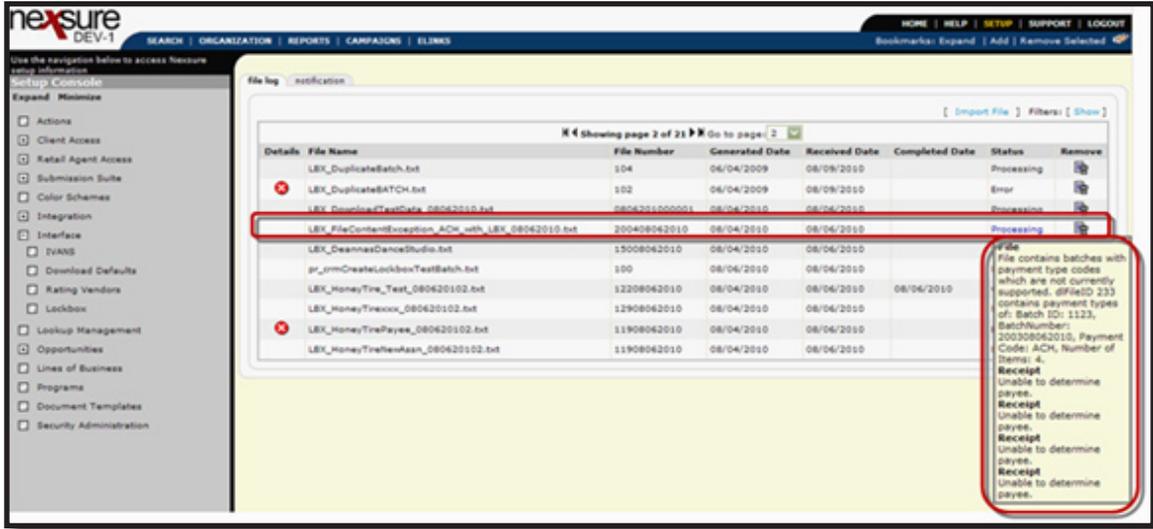
Transaction status – Duplicate Batch

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.

Icon:

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:

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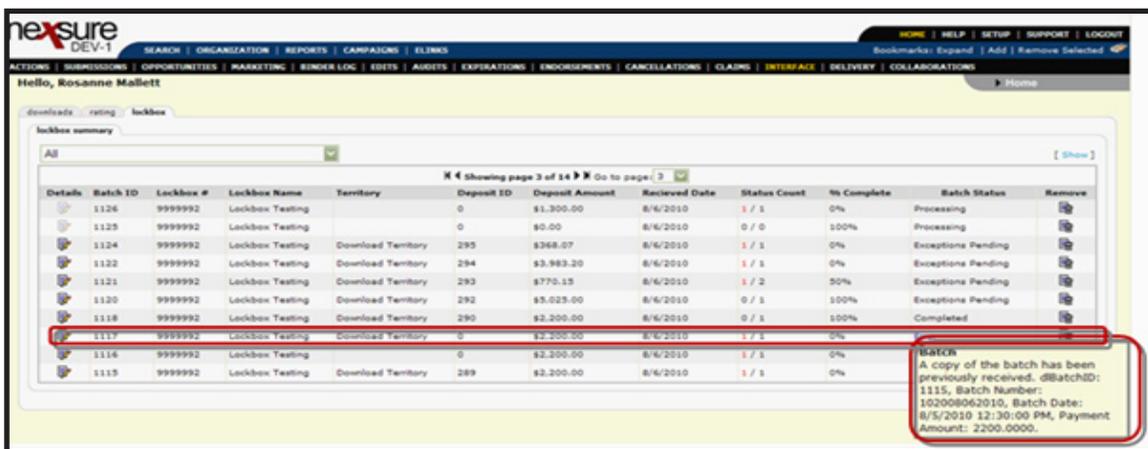
Transaction Status – Date Booked does not exist for General Ledger Periods

Icon:

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.
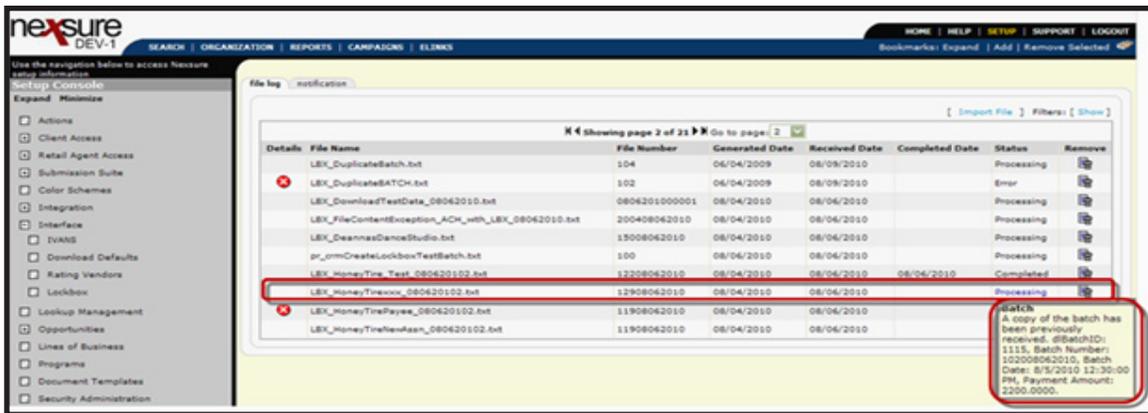
Web Message/Email Message:

```
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

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.

Icon:

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.
```
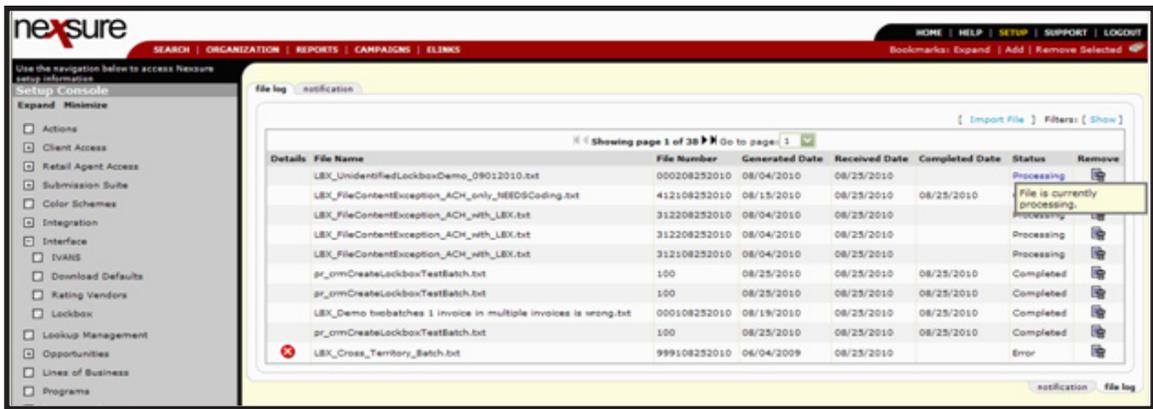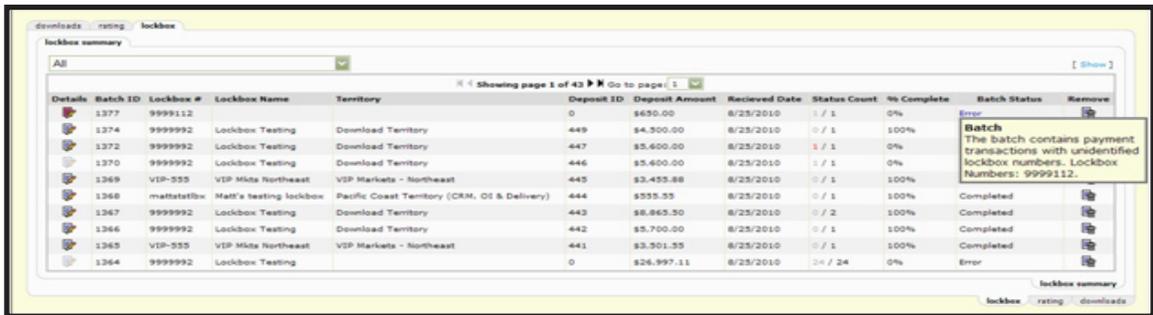
File Log

Lockbox Summary

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.

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 Assign-
ments: 9999992 / Download Territory, NW5920 / Internet Markets Terri-
tory.
```

File Log

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

Lockbox Summary

Batch Status – No LBX Payment Activity

Icon:

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.
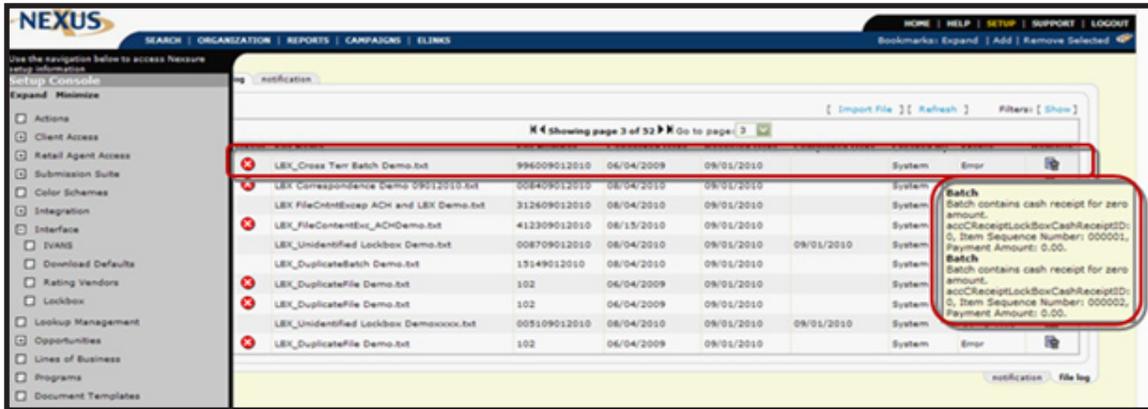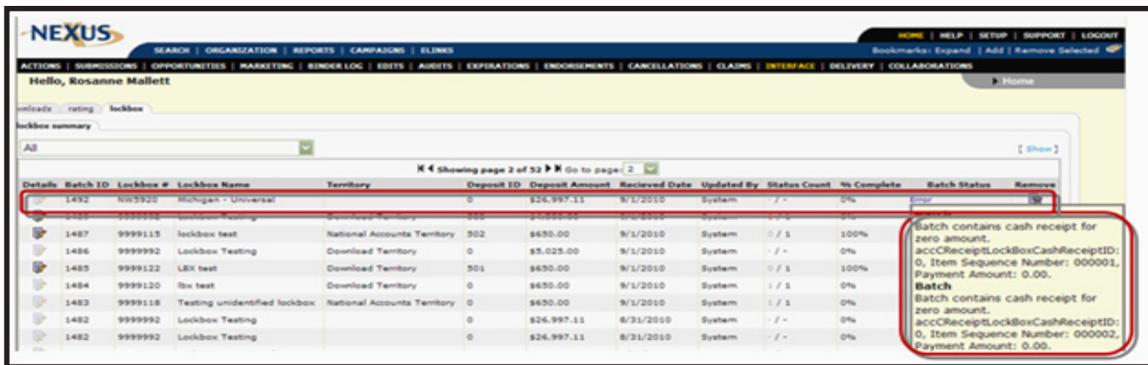
Web Message/Email Message:

```
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
```
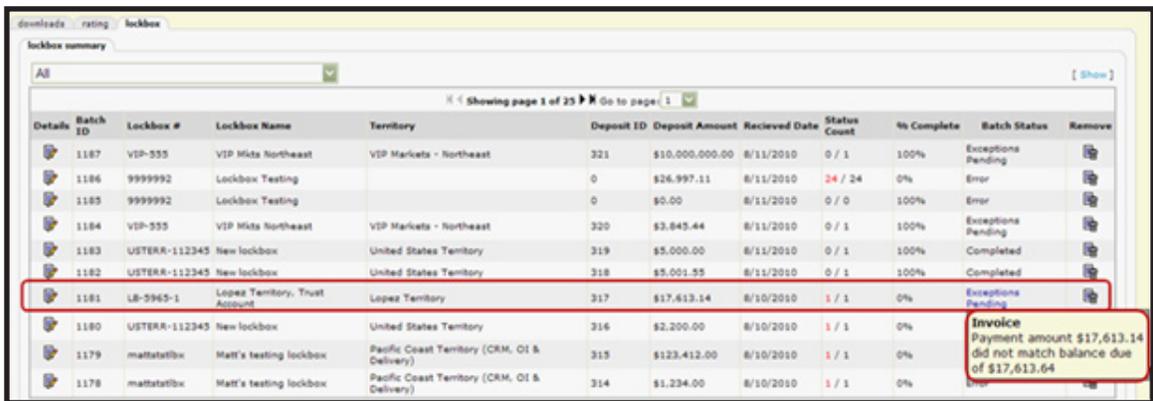
Lockbox Summary

Receipt Summary

Transaction Status – Unable to Determine Payee

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: 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

Receipt Summary

Transaction Status – Invoice does not use Agency Bill Method

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: 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

Receipt Summary

Transaction Status – Invoice is not Posted

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
```
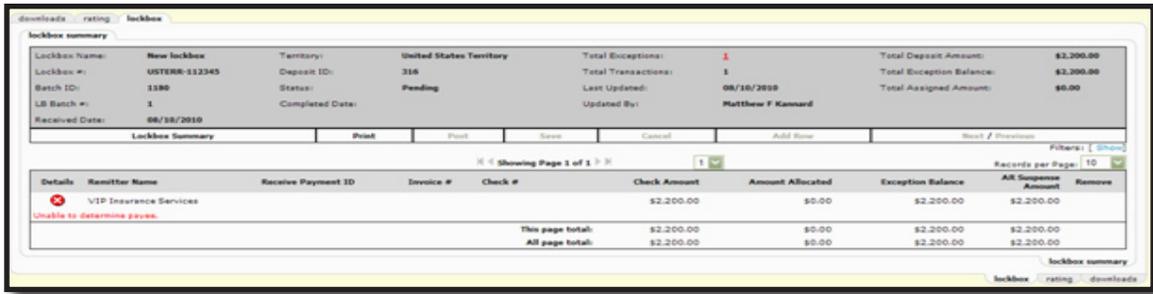
```
Lockbox Invoice Exception
Exception Type = Invoice Amount Mismatch
Invoice # 42422 must be posted before processing via the receipt automa-
tion lockbox.
```

Batch Summary

Receipt Summary

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

Receipt Summary

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

Summary of General Ledger Posting from Initial Deposit to Exceptions Handling

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

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 makes all receive payments 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-deposited and receive payments are reversed individually						
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 added when funds are sent to cover the following 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 is added and includes the 2 items (reversal and re-entry) resulting 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

Details 📝 **Remove** 🗑

Notes