

Chapter 13

Lockbox

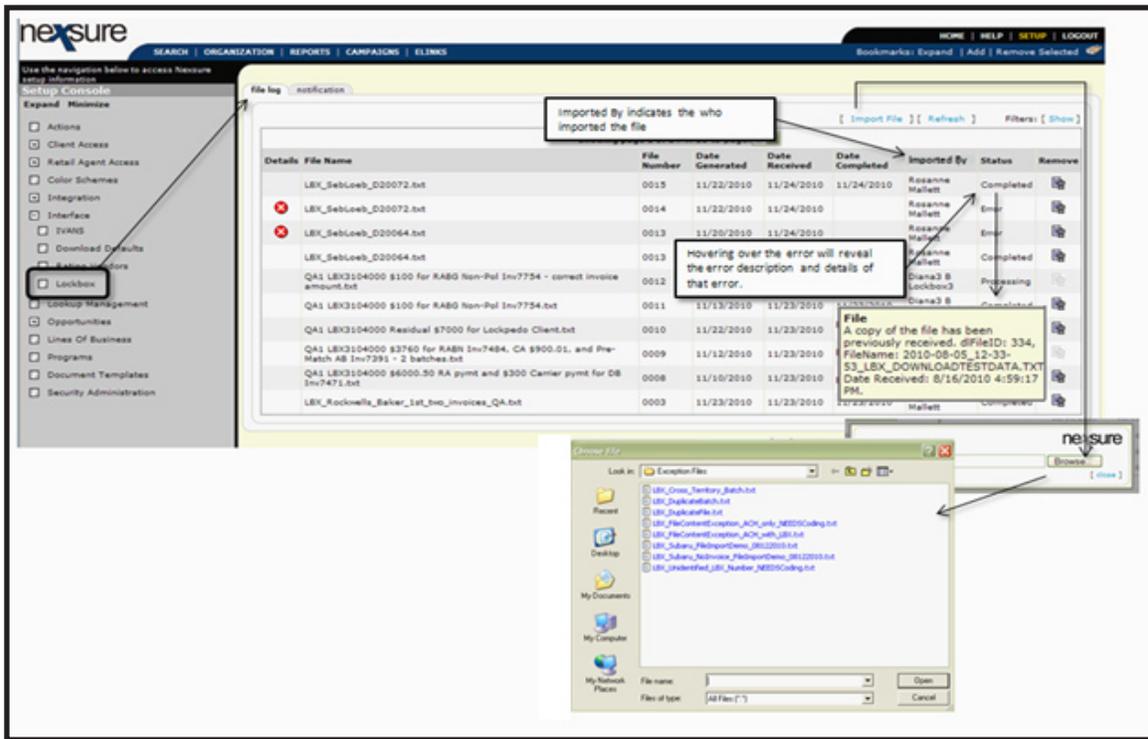
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 - ✘ Notification Setup
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Lockbox Integration Setup

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.

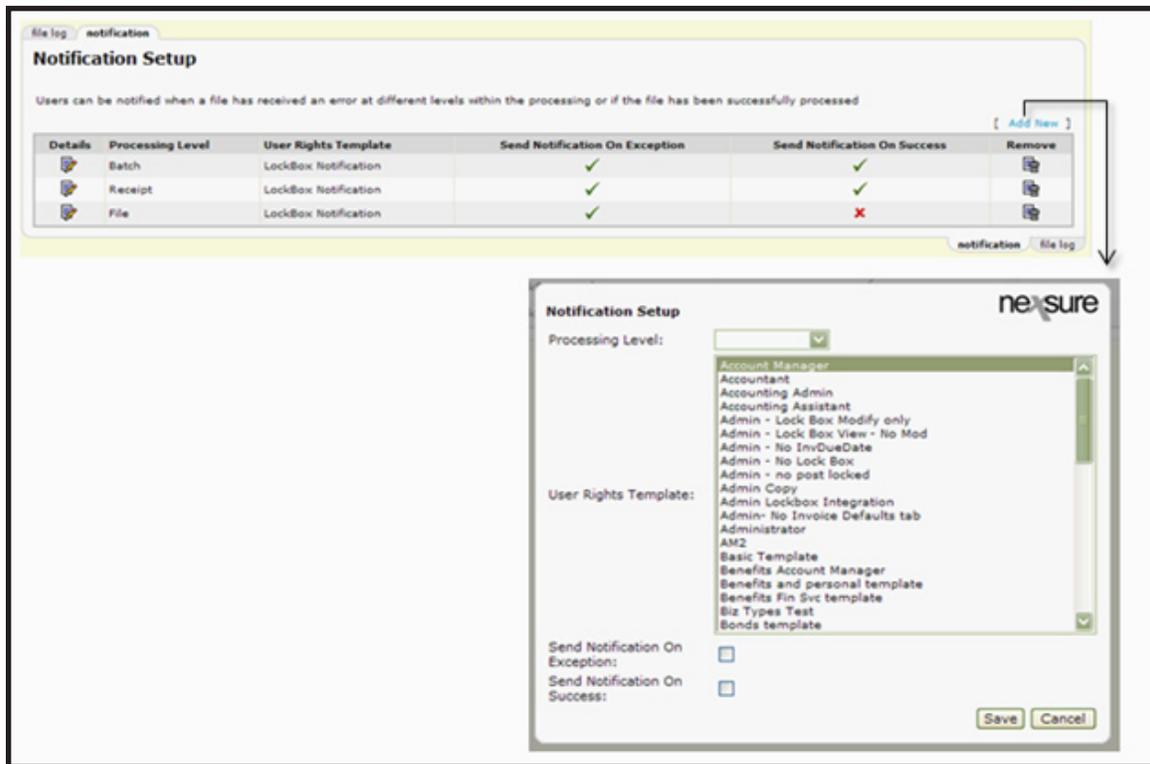
The lockbox file log tab holds high level file information. A Warning icon indicates that a user can correct the exception and continue processing the file by clicking the icon and then clicking Accept. An Error icon is an exception and indicates that the file cannot continue processing. The file log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



The screenshot displays the 'Notification Setup' interface. At the top, there is a summary table with the following data:

Details	Processing Level	User Rights Template	Send Notification On Exception	Send Notification On Success	Remove
	Batch	LockBox Notification	✓	✓	
	Receipt	LockBox Notification	✓	✓	
	File	LockBox Notification	✓	✗	

Below the table is a detailed form for editing a notification. It includes a 'Processing Level' dropdown menu, a 'User Rights Template' list box containing various templates such as 'Account Manager', 'Accountant', and 'Administrator'. There are also checkboxes for 'Send Notification On Exception' and 'Send Notification On Success', and 'Save' and 'Cancel' buttons at the bottom right.

Accounting Setup

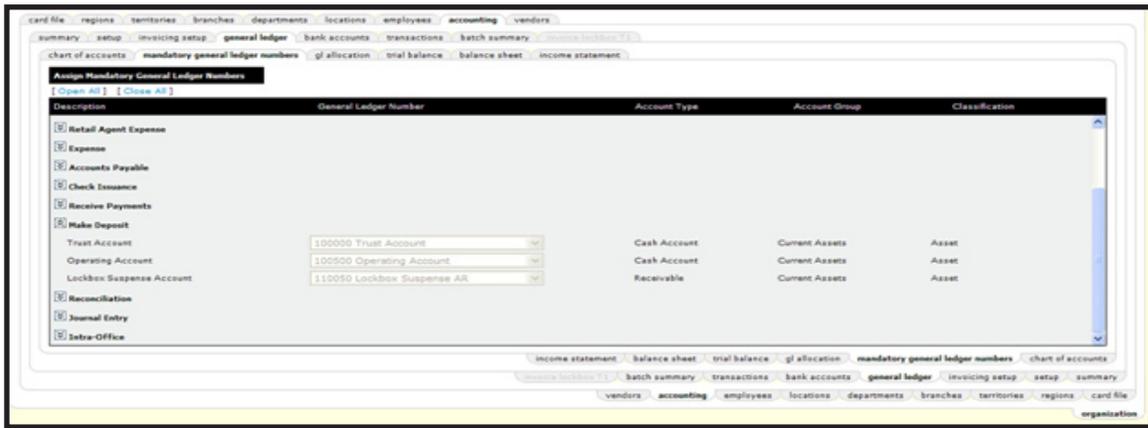
General Ledger Mandatory Account:

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:

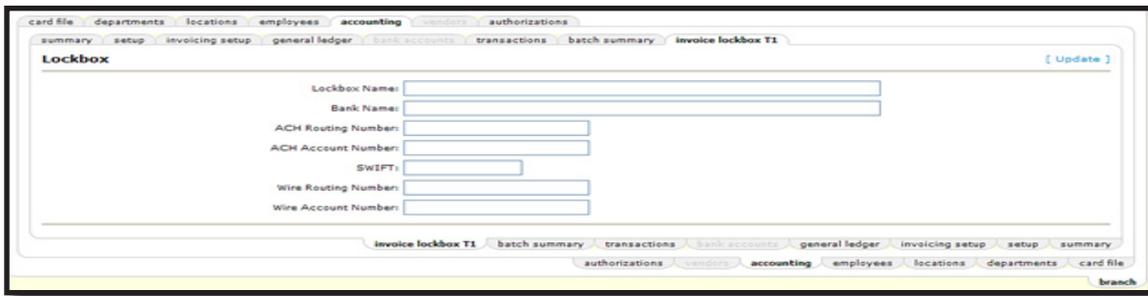
- Unpaid or open agency bill invoices are the only items available for matching
- Direct bill invoices are excluded from matching
 - ❑ Direct bill invoices have the match option but selection won't pay
 - ❑ Payment received with direct bill invoice id will find client through invoice id but will result 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.

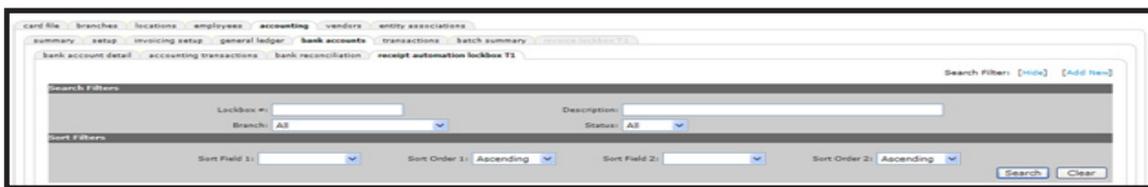


Territory Level Lockbox Setup

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.

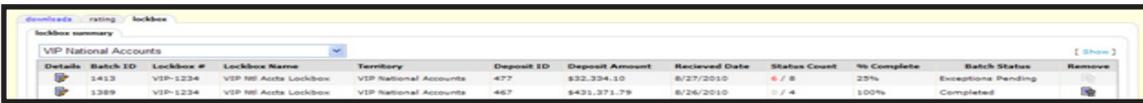
Lockbox Exceptions Handling

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.

Details	Remitter Name	Receive Payment ID	Invoice #	Check #	Check Amount	Assigned Amount	Exception Balance	AR Suspense Amount	Remove
Unable to determine payee.	Allstate			88408	\$2,160.00	\$0.00	\$2,160.00	\$2,160.00	
Unable to determine payee.	Atlantic Mutual			882701	\$2,500.00	\$0.00	\$2,500.00	\$2,500.00	
Unable to determine payee.	Cash Rich	2135		44107	\$164.00	\$0.00	\$164.00	\$164.00	
Invoice # 44107 does not use agency bill method.	Qor	2132		Multiple	\$4,746.00	\$4,046.10	\$699.90	\$699.90	
Payment amount \$699.90 did not match balance due of \$700.00	Mayfly	2134		44122	\$260.00	\$0.00	\$260.00	\$260.00	
Payment amount \$260.00 did not match balance due of \$240.00	Vincent Enterprises			221	\$5,190.00	\$0.00	\$5,190.00	\$5,190.00	
Unable to determine payee.									
This page total:					\$15,020.00	\$4,046.10	\$10,973.90	\$10,973.90	
All page total:					\$15,020.00	\$4,046.10	\$10,973.90	\$10,973.90	

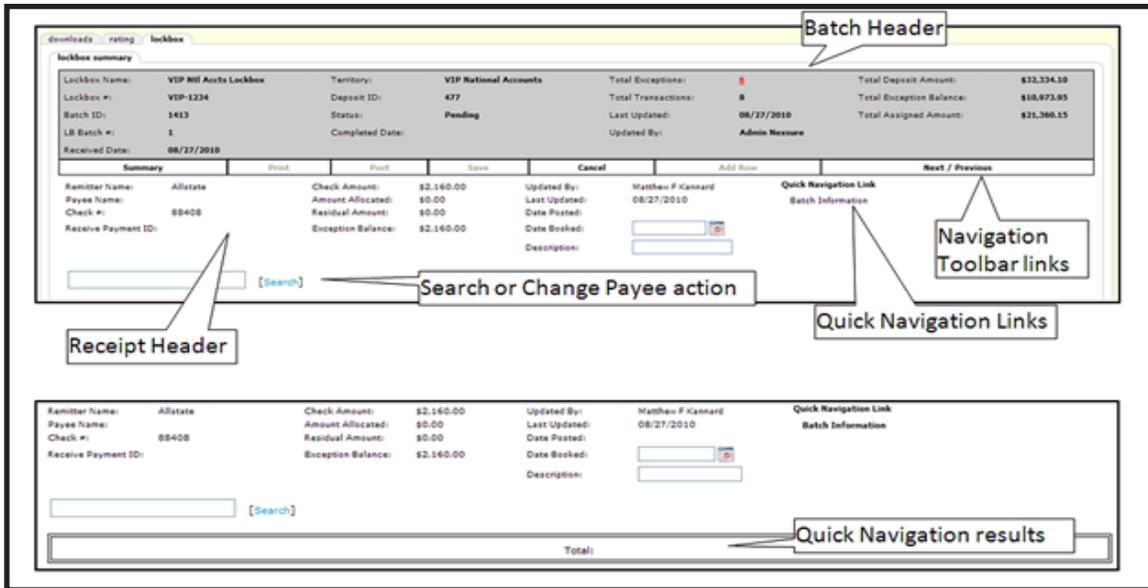
Note: Default sort order of exception list is alphabetical, ascending, then remitter name.

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.

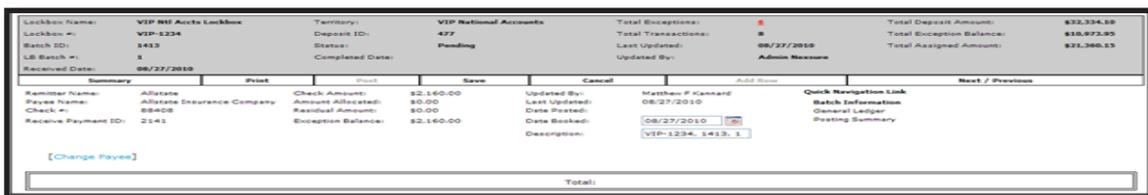
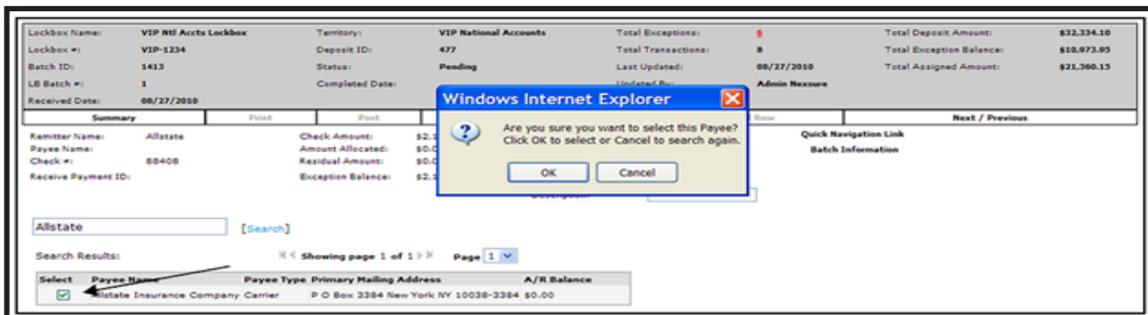
Note: The Quick Navigation links do not display until a search for client, retail agent or carrier has been selected after searching.

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.

Lockbox Name: VIP NRI Accts Lockbox Territory: VIP National Accounts Total Exceptions: 5 Total Deposit Amount: \$32,334.10
 Lockbox #: VIP-1234 Deposit ID: 477 Total Transactions: 8 Total Exception Balance: \$18,973.95
 Batch ID: 1413 Status: Pending Last Updated: 08/27/2010 Total Assigned Amount: \$21,360.15
 LB Batch #: 1 Completed Date: Updated By: Admin Nexsure
 Received Date: 08/27/2010

Summary	Print	Post	Save	Cancel	Add Row	Next / Previous
Remitter Name: Allstate Payee Name: Allstate Insurance Company Check #: 88408 Receive Payment ID: 2141	Check Amount: \$2,160.00 Amount Allocated: \$0.00 Residual Amount: \$0.00 Exception Balance: \$2,160.00	Updated By: Matthew F Hammond Last Updated: 08/27/2010 Date Posted: Date Booked: 08/27/2010 Description: VIP-1234, 1413, 1	Quick Navigation Link Batch Information General Ledger Posting Summary			

[Change Payee]

General Ledger

Account Number	Description	Debit	Credit
61.002.0000.000.00.110011 Lockbox Suspense AR		0.00	0.00
Please Select...			
Total:		0.00	0.00

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

Search - Windows Internet Explorer

Region: National Accounts Branch: Department: Unit: Classification: All Group: Type: Filter part of the general ledger number or name or both and click "Search".

General Ledger Number: Search

Select the general ledger number:

- 61.002.0000.000.00.420090 - Contingency Income
- 61.002.0000.000.00.802990 - Continuing Ed Seminars

Cancel OK

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: VIP NRI Accts Lockbox Territory: VIP National Accounts Total Exceptions: 5 Total Deposit Amount: \$32,334.10
 Lockbox #: VIP-1234 Deposit ID: 477 Total Transactions: 8 Total Exception Balance: \$18,973.95
 Batch ID: 1413 Status: Pending Last Updated: 08/27/2010 Total Assigned Amount: \$21,360.15
 LB Batch #: 1 Completed Date: Updated By: Admin Nexsure
 Received Date: 08/27/2010

Summary	Print	Post	Save	Cancel	Add Row	Next / Previous
Remitter Name: Allstate Payee Name: Allstate Insurance Company Check #: 88408 Receive Payment ID: 2141	Check Amount: \$2,160.00 Amount Allocated: \$0.00 Residual Amount: \$0.00 Exception Balance: \$2,160.00	Updated By: Anna M Hammond Last Updated: 08/27/2010 Date Posted: Date Booked: 08/27/2010 Description: VIP-1234, 1413, 1	Quick Navigation Link Batch Information General Ledger Posting Summary			

[Change Payee]

General Ledger

Account Number	Description	Debit	Credit
61.002.0000.000.00.110011 Lockbox Suspense AR		0.00	0.00
61.002.0000.000.00.420090 - Contingency Income		2,160.00	2,160.00
Total:		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 NRI Accts Lockbox Territory: VIP National Accounts Total Exceptions: 5 Total Deposit Amount: \$32,334.10
 Lockbox #: VIP-1234 Deposit ID: 477 Total Transactions: 8 Total Exception Balance: \$18,973.95
 Batch ID: 1413 Status: Pending Last Updated: 08/27/2010 Total Assigned Amount: \$21,360.15
 LB Batch #: 1 Completed Date: Updated By: Admin Nexsure
 Received Date: 08/27/2010

Summary	Print	Post	Save	Cancel	Add Row	Next / Previous
Remitter Name: Allstate Payee Name: Allstate Insurance Company Check #: 88408 Receive Payment ID: 2141	Check Amount: \$2,160.00 Amount Allocated: \$2,160.00 Residual Amount: \$0.00 Exception Balance: \$0.00	Updated By: Anna M Hammond Last Updated: 08/27/2010 Date Posted: Date Booked: 08/27/2010 Description: VIP-1234, 1413, 1	Quick Navigation Link Batch Information General Ledger Posting Summary			

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:	VIP/NI Accts Lockbox	Territory:	VIP National Accounts	Total Exceptions:	5	Total Deposit Amount:	\$32,334.10
Lockbox #:	VIP-1234	Deposit ID:	477	Total Transactions:	8	Total Exception Balance:	\$8,813.95
Batch ID:	1413	Status:	Pending	Last Updated:	08/27/2010	Total Assigned Amount:	\$23,520.15
LB Batch #:	1	Completed Date:		Updated By:	Admin Nexsure		
Received Date:	08/27/2010						

Summary	Print	Post	Save	Cancel	Add Row	Next / Previous
Remitter Name:	Allstate	Check Amount:	\$2,160.00	Updated By:	Anna M Hammond	Quick Navigation Link
Payee Name:	Allstate Insurance Company	Amount Allocated:	\$2,160.00	Last Updated:	08/27/2010	Batch Information
Check #:	88408	Residual Amount:	\$0.00	Date Posted:		General Ledger
Receive Payment ID:	2141	Exception Balance:	\$0.00	Date Booked:	08/27/2010	Posting Summary
				Description:	VIP-1234, 1413, 1	

Account Number	Account Description	Debit	Credit
61.002.0000.000.00.420090	Contingency Income	\$0.00	\$2,160.00
61.002.0000.000.00.110011	Lockbox Suspense AR	\$2,160.00	\$0.00
Total:		\$2,160.00	\$2,160.00

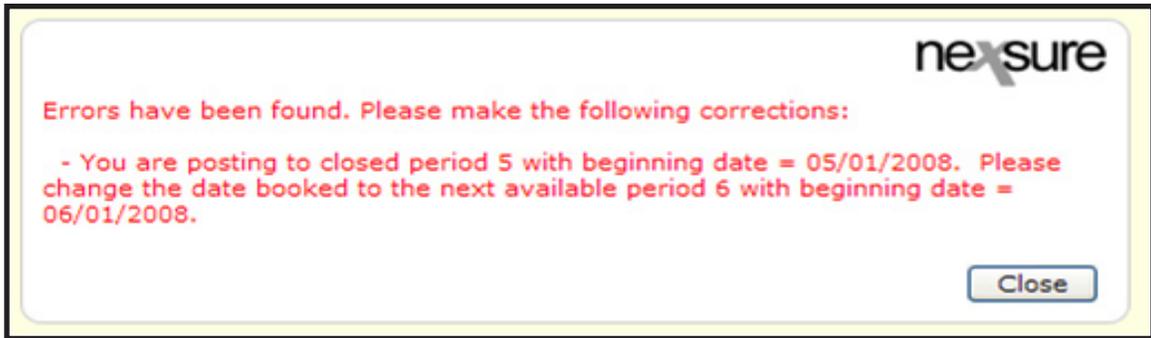
A post popup confirmation is displayed to show it is in balance. Click the OK button to post or Cancel to abort the process.

Exceptions Processing Error

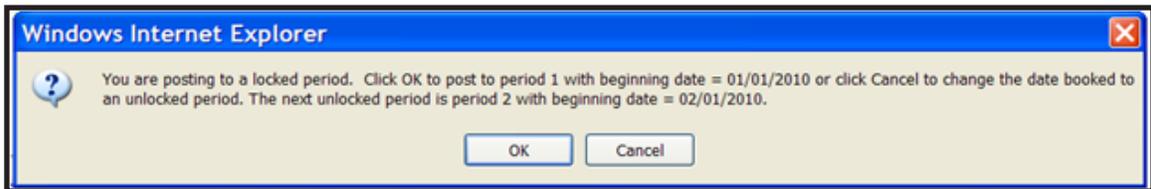
The following are examples of posting errors that could occur in processing exceptions. Since accounting is affected, these errors are consistent with posting of accounting transactions to locked or closed months depending upon a user's security rights. The Date Booked is the date the batch is received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

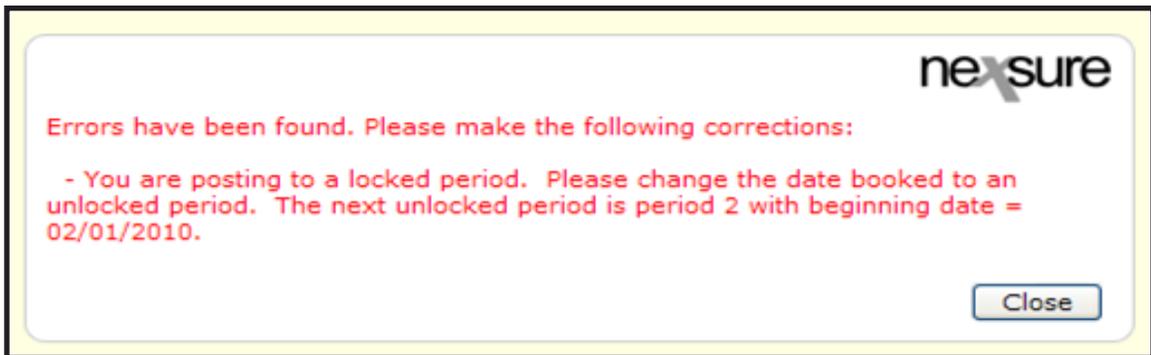
When the accounting period selected has been closed and the user does not have rights to post to a closed month a warning is displayed. Correction requires that the Date Booked be updated to the current or next available accounting period. The warning will look similar to the below message.



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.

Lockbox Name:	VIP NH Accts Lockbox	Territory:	VIP National Accounts	Total Exceptions:	3	Total Deposit Amount:	\$32,334.50
Lockbox #:	VIP-1234	Deposit ID:	477	Total Transactions:	8	Total Exception Balance:	\$8,813.95
Batch ID:	1413	Status:	Pending	Last Updated:	08/27/2010	Total Assigned Amount:	\$23,520.55
LB Batch #:	1	Completed Date:		Updated By:	Admin Measure		
Received Date:	08/27/2010						

Summary	Print	Post	Save	Cancel	Add Row	Next / Previous
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Remitter Name:	Allstate	Check Amount:	\$2,160.00	Updated By:	Anne M Hammond	Quick Navigation Link
Payee Name:	Allstate Insurance Company	Amount Allocated:	\$2,160.00	Last Updated:	08/27/2010	Batch Information
Check #:	88408	Residual Amount:	\$0.00	Date Posted:	08/27/2010	General Ledger
Receive Payment ID:	2145	Exception Balance:	\$0.00	Date Booked:	08/27/2010	Posting Summary
				Description:	VIP-1234, 1413, 1	

[Change Payee]

Account Number	Account Description	Debit	Credit
61.002.0000.000.00.110011	Lockbox Suspense AR (p)	\$2,160.00	\$0.00
61.002.0000.000.00.420090	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: VIP NE Accts Lockbox Territory: VIP National Accounts Total Exceptions: 5 Total Deposit Amount: \$32,334.10
 Lockbox #: VIP-1234 Deposit ID: 477 Total Transactions: 8 Total Exception Balance: \$6,313.95
 Batch ID: 1413 Status: Pending Last Updated: 08/27/2010 Total Assigned Amount: \$26,020.15
 LB Batch #: 1 Completed Date: Admin Nexsure
 Received Date: 08/27/2010

Summary Print Post Save Cancel Add Row Next / Previous

Remitter Name: Mayfly Check Amount: \$260.00 Updated By: Matthew F Kennard Quick Navigation Link
 Payee Name: Mayfly Attire Amount Allocated: \$0.00 Last Updated: 08/27/2010 Batch Information
 Check #: 551000 Residual Amount: \$0.00 Date Posted: Invoices
 Receive Payment ID: 2134 Exception Balance: \$260.00 Date Booked: 08/27/2010 Invoices
 Description: VIP-1234, 1413, 1 Posting Summary

[Change Payee]

[Select All] [Deselect All] << Showing Page 1 of 1 >> 1 Total Rows: 1 Search Filter: [Show]
 Display: Default (10)

Select	Effective Date	Installment #	Policy Number	Bill Type	Description	Total	Balance	Assigned Amount	Revised Balance
<input type="checkbox"/>	08/27/2010	44122	LBX-NoBalMatch	Term Policy	Premium	\$240.00	\$240.00	0.00	\$240.00
					Residual:			0.00	
					This Page Total:	\$240.00	\$240.00	\$0.00	\$240.00
					All Pages Total:	\$240.00	\$240.00	\$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: VIP NE Accts Lockbox Territory: VIP National Accounts Total Exceptions: 5 Total Deposit Amount: \$32,334.10
 Lockbox #: VIP-1234 Deposit ID: 477 Total Transactions: 8 Total Exception Balance: \$6,313.95
 Batch ID: 1413 Status: Pending Last Updated: 08/27/2010 Total Assigned Amount: \$26,020.15
 LB Batch #: 1 Completed Date: Admin Nexsure
 Received Date: 08/27/2010

Summary Print Post Save Cancel Add Row Next / Previous

Remitter Name: Mayfly Check Amount: \$260.00 Updated By: Matthew F Kennard Quick Navigation Link
 Payee Name: Mayfly Attire Amount Allocated: \$0.00 Last Updated: 08/27/2010 Batch Information
 Check #: 551000 Residual Amount: \$0.00 Date Posted: Invoices
 Receive Payment ID: 2134 Exception Balance: \$260.00 Date Booked: 08/27/2010 Invoices
 Description: VIP-1234, 1413, 1 Posting Summary

[Change Payee]

Invoice Number	Amount Paid
44122	\$260.00
Total:	\$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: VIP NRI Accts Lockbox Territory: VIP National Accounts Total Exceptions: 1 Total Deposit Amount: \$32,334.10
 Lockbox #: VIP-1234 Deposit ID: 477 Total Transactions: 8 Total Exception Balance: \$6,073.95
 Batch ID: 1413 Status: Pending Last Updated: 08/27/2010 Total Assigned Amount: \$26,260.15
 LB Batch #: 1 Completed Date: Admin Nexsure
 Received Date: 08/27/2010

Summary Print Post Save Cancel Add Row Next / Previous

Remitter Name: Mayfly Check Amount: \$260.00 Updated By: Anna M Hammond Quick Navigation Link
 Payee Name: Mayfly Attire Amount Allocated: \$240.00 Last Updated: 08/27/2010 Batch Information
 Check #: 551000 Residual Amount: \$0.00 Date Posted: General Ledger
 Receive Payment ID: 2134 Exception Balance: \$20.00 Date Booked: 08/27/2010 Invoices
 Description: VIP-1234, 1413, 1 Posting Summary

[Change Payee]

[Select All] [Deselect All] Showing Page 1 of 1 Total Rows: 1 Search Filter: [Show]
 Displays: [Default (10)]

Select	Effective Date	Installment #	Policy Number	Bill Type	Description	Total	Balance	Assigned Amount	Revised Balance
<input checked="" type="checkbox"/>	08/27/2010	44122	LBX-NoBalMatch	Term Policy	Premium	\$240.00	\$240.00	240.00	\$0.00
					Residual:			0.00	
					This Page Total:	\$240.00	\$240.00	\$240.00	\$0.00
					All Pages Total:	\$240.00	\$240.00	\$240.00	\$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 NRI Accts Lockbox Territory: VIP National Accounts Total Exceptions: 1 Total Deposit Amount: \$32,334.10
 Lockbox #: VIP-1234 Deposit ID: 477 Total Transactions: 8 Total Exception Balance: \$6,053.95
 Batch ID: 1413 Status: Pending Last Updated: 08/27/2010 Total Assigned Amount: \$26,280.15
 LB Batch #: 1 Completed Date: Admin Nexsure
 Received Date: 08/27/2010

Summary Print Post Save Cancel Add Row Next / Previous

Remitter Name: Mayfly Check Amount: \$260.00 Updated By: Anna M Hammond Quick Navigation Link
 Payee Name: Mayfly Attire Amount Allocated: \$240.00 Last Updated: 08/27/2010 Batch Information
 Check #: 551000 Residual Amount: \$20.00 Date Posted: General Ledger
 Receive Payment ID: 2134 Exception Balance: \$0.00 Date Booked: 08/27/2010 Invoices
 Description: VIP-1234, 1413, 1 Posting Summary

[Change Payee]

[Select All] [Deselect All] Showing Page 1 of 1 Total Rows: 1 Search Filter: [Show]
 Displays: [Default (10)]

Select	Effective Date	Installment #	Policy Number	Bill Type	Description	Total	Balance	Assigned Amount	Revised Balance
<input checked="" type="checkbox"/>	08/27/2010	44122	LBX-NoBalMatch	Term Policy	Premium	\$240.00	\$240.00	240.00	\$0.00
					Residual:			20.00	
					This Page Total:	\$240.00	\$240.00	\$240.00	\$0.00
					All Pages Total:	\$240.00	\$240.00	\$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 Confirmation21...
 Payment is in balance! Total Amount = \$260.00
 Assign Credit Amount = \$240.00
 Click OK to post, or Cancel to return to previous screen.

OK Cancel

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 NH Accts Lockbox	Territory:	VIP National Accounts	Total Exceptions:	2	Total Deposit Amount:	\$32,334.50
Lockbox #:	VIP-1234	Deposit ID:	477	Total Transactions:	8	Total Exception Balance:	\$6,853.95
Batch ID:	1413	Status:	Pending	Last Updated:	08/27/2010	Total Assigned Amount:	\$26,280.15
LB Batch #:	1	Completed Date:		Updated By:	Admin Nexsure		
Received Date:	08/27/2010						

Summary	Print	Post	Save	Cancel	Add Row	Next / Previous
Remitter Name: Mayfly	Check Amount: \$260.00	Updated By: Anne M Hammond	Quick Navigation Link			
Payee Name: Mayfly Active	Amount Allocated: \$240.00	Last Updated: 08/27/2010	Batch Information			
Check #: 551000	Residual Amount: \$20.00	Date Posted: 08/27/2010	General Ledger			
Receive Payment ID: 2134	Exception Balance: \$0.00	Date Booked: 08/27/2010	Invoices			
		Description: VIP-1234, 1413, 1	Posting Summary			
[Change Payee]						

Account Number	Account Description	Debit	Credit
61.002.0000.000.00.110011	Lockbox Suspense AR (p)	\$260.00	\$0.00
61.002.0000.000.00.110000	Client-PremAccounts Receivable (p)	\$0.00	\$260.00
61.002.0000.000.00.112010	Agency Bill Comm Unearned Inc (p)	\$26.40	\$0.00
61.002.0001.022.00.400000	Agency Bill Insurance Income (p)	\$0.00	\$26.40
61.002.0000.000.00.201000	People Comm Payable-Due (p)	\$0.00	\$3.23
61.002.0001.022.00.500000	People Comm Expense (p)	\$3.23	\$0.00
Total:		\$289.63	\$289.63

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.

The screenshot shows a software interface for a lockbox. At the top, there is a header with the following information: Lockbox Name: VIP NH Accts Lockbox, Territory: VIP National Accounts, Total Exceptions: 1, Total Deposit Amount: \$32,334.10. Below this, there are fields for Lockbox #: VIP-1234, Deposit ID: 477, Total Transactions: 8, Total Exception Balance: \$6,053.95, Batch ID: 1413, Status: Pending, Last Updated: 08/27/2010, Total Assigned Amount: \$26,280.15, LB Batch #: 1, Completed Date: (blank), Updated By: Admin Nexsure, and Received Date: 08/27/2010.

Below the header is a navigation toolbar with buttons: Summary, Print, Post, Save, Cancel, Add Row, and Next / Previous. There are also fields for Remitter Name (Vincent Enterprises), Payee Name (Vincent Enterprises), Check #: 603004, and Receive Payment ID: 2143. A 'Quick Navigation Link' section includes Batch Information, General Ledger, Invoices, and Posting Summary.

At the bottom, there is a message: "No open invoices available - Enter Residual amount to leave on account." Below this message is a "Residual:" field with the value "0.00".

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

This screenshot is similar to the previous one, but the "Residual:" field now contains the value "5,190.00". The "Total Exception Balance" in the header has changed to \$663.95, and the "Total Assigned Amount" has changed to \$31,476.15. The "Status" remains "Pending".

- 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 NE Accts Lockbox	Territory:	VIP National Accounts	Total Exceptions:	2	Total Deposit Amount:	\$32,334.10
Lockbox #:	VIP-1234	Deposit ID:	477	Total Transactions:	8	Total Exception Balance:	\$863.95
Batch ID:	1413	Status:	Pending	Last Updated:	08/27/2010	Total Assigned Amount:	\$31,470.15
LB Batch #:	1	Completed Date:		Updated By:	Admin Nexsure		
Received Date:	08/27/2010						

Summary	Print	Post	Save	Cancel	Add Row	Next / Previous
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Remitter Name:	Vincent Enterprises	Check Amount:	\$5,190.00	Updated By:	Ann M Hammond	Quick Navigation Link Batch Information General Ledger Invoices Posting Summary
Payee Name:	Vincent Enterprises	Amount Allocated:	\$0.00	Last Updated:	08/27/2010	
Check #:	603004	Residual Amount:	\$5,190.00	Date Posted:	08/27/2010	
Receive Payment ID:	2143	Exception Balance:	\$0.00	Date Booked:	08/27/2010	
				Description:	VIP-1234, 1413, 1	

[Change Payee]

Account Number	Account Description	Debit	Credit
61.002.0000.000.00.110011	Lockbox Suspense AR (a)	\$5,190.00	\$0.00
61.002.0000.000.00.110000	Client-PremAccounts Receivable (p)	\$0.00	\$5,190.00
Total:		\$5,190.00	\$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.
- 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

	Cash Rich	2135	44107	124451	\$164.00	\$0.00	\$164.00	\$164.00
--	-----------	------	-------	--------	----------	--------	----------	----------

Invoice # 44107 does not use agency 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:	VIP NE Accts Lockbox	Territory:	VIP National Accounts	Total Exceptions:	2	Total Deposit Amount:	\$32,334.10
Lockbox #:	VIP-1234	Deposit ID:	477	Total Transactions:	8	Total Exception Balance:	\$863.95
Batch ID:	1413	Status:	Pending	Last Updated:	08/27/2010	Total Assigned Amount:	\$31,470.15
LB Batch #:	1	Completed Date:		Updated By:	Admin Nexsure		
Received Date:	08/27/2010						

Summary	Print	Post	Save	Cancel	Add Row	Next / Previous
---------	-------	------	------	--------	---------	-----------------

Remitter Name:	Cash Rich	Check Amount:	\$164.00	Updated By:	Matthew F Kannard	Quick Navigation Link Batch Information General Ledger Invoices Posting Summary
Payee Name:	Cash Rich	Amount Allocated:	\$0.00	Last Updated:	08/27/2010	
Check #:	124451	Residual Amount:	\$0.00	Date Posted:		
Receive Payment ID:	2135	Exception Balance:	\$164.00	Date Booked:	08/27/2010	
				Description:	VIP-1234, 1413, 1	

[Change Payee]

Lockbox Name: VIP NH Accts Lockbox	Territory: VIP National Accounts	Total Exceptions: 2	Total Deposit Amount: \$32,334.10
Lockbox #: VIP-1234	Deposit ID: 477	Total Transactions: 8	Total Exception Balance: \$663.95
Batch ID: 1413	Status: Pending	Last Updated: 08/27/2010	Total Assigned Amount: \$31,470.15
LB Batch #: 1	Completed Date:	Updated By: Admin Nexsure	
Received Date: 08/27/2010			

Summary	Print	Post	Save	Cancel	Add Row	Next / Previous
Remitter Name: Cash Rich	Check Amount: \$164.00	Updated By: Matthew F Kannard	Quick Navigation Link			
Payee Name: Cash Rich	Amount Allocated: \$0.00	Last Updated: 08/27/2010	Batch Information			
Check #: 124451	Residual Amount: \$0.00	Date Posted:	General Ledger			
Receive Payment ID: 2135	Exception Balance: \$164.00	Date Booked: 08/27/2010	Invoices			
		Description: VIP-1234, 1413, 1	Posting Summary			

[Change Payee]

[Select All] [Deselect All] Showing Page 0 of 0 Total Rows: 0

No open invoices available - Enter Residual amount to leave on account.
Residual:

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.

Hello, Anne Hammond

download summary lockbox

Lockbox Name: VIP NH Accts Lockbox	Territory: VIP National Accounts	Total Exceptions: 2	Total Deposit Amount: \$32,334.10
Lockbox #: VIP-1234	Deposit ID: 477	Total Transactions: 8	Total Exception Balance: \$699.95
Batch ID: 1413	Status: Pending	Last Updated: 08/27/2010	Total Assigned Amount: \$31,634.15
LB Batch #: 1	Completed Date:	Updated By: Admin Nexsure	
Received Date: 08/27/2010			

Summary	Print	Post	Save	Cancel	Add Row	Next / Previous
Remitter Name: Cash Rich	Check Amount: \$164.00	Updated By: Anne M Hammond	Quick Navigation Link			
Payee Name: Cash Rich	Amount Allocated: \$0.00	Last Updated: 08/27/2010	Batch Information			
Check #: 124451	Residual Amount: \$164.00	Date Posted:	General Ledger			
Receive Payment ID: 2135	Exception Balance: \$0.00	Date Booked: 08/27/2010	Invoices			
		Description: VIP-1234, 1413, 1	Posting Summary			

[Change Payee]

[Select All] [Deselect All] Showing Page 0 of 0 Total Rows: 0

No open invoices available - Enter Residual amount to leave on account.
Residual:

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.

✖	OWP	2133	Multiple	235488	\$4,746.05	\$4,046.10	\$699.95	\$699.95
---	-----	------	----------	--------	------------	------------	----------	----------

Payment amount \$699.95 did not match balance due of \$700.00

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:	VIP NH Accts Lockbox	Territory:	VIP National Accounts	Total Exceptions:	1	Total Deposit Amount:	\$32,334.10
Lockbox #:	VIP-1234	Deposit ID:	477	Total Transactions:	8	Total Exception Balance:	\$699.95
Batch ID:	1413	Status:	Pending	Last Updated:	08/27/2010	Total Assigned Amount:	\$31,634.15
LB Batch #:	1	Completed Date:		Updated By:	Admin Nexsure		
Received Date:	08/27/2010						

Summary	Print	Post	Save	Cancel	Add Row	Next / Previous
---------	-------	------	------	--------	---------	-----------------

Remitter Name:	GWP	Check Amount:	\$4,746.05	Updated By:	Matthew F Kannard	Quick Navigation Link
Payee Name:	GWP Brokers	Amount Allocated:	\$4,046.10	Last Updated:	08/27/2010	Batch Information
Check #:	235488	Residual Amount:	\$0.00	Date Posted:		General Ledger
Receive Payment ID:	2133	Exception Balance:	\$699.95	Date Booked:	08/27/2010	Services
				Description:	VIP-1234, 1413, 1	Posting Summary

[Change 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.

Lockbox Name:	VIP NH Accts Lockbox	Territory:	VIP National Accounts	Total Exceptions:	1	Total Deposit Amount:	\$32,334.10
Lockbox #:	VIP-1234	Deposit ID:	477	Total Transactions:	8	Total Exception Balance:	\$0.00
Batch ID:	1413	Status:	Pending	Last Updated:	08/27/2010	Total Assigned Amount:	\$32,334.10
LB Batch #:	1	Completed Date:		Updated By:	Admin Nexsure		
Received Date:	08/27/2010						

Summary	Print	Post	Save	Cancel	Add Row	Next / Previous
---------	-------	------	------	--------	---------	-----------------

Remitter Name:	GWP	Check Amount:	\$4,746.05	Updated By:	Anna M Hammond	Quick Navigation Link
Payee Name:	GWP Brokers	Amount Allocated:	\$4,746.05	Last Updated:	08/27/2010	Batch Information
Check #:	235488	Residual Amount:	\$0.00	Date Posted:		General Ledger
Receive Payment ID:	2133	Exception Balance:	\$0.00	Date Booked:	08/27/2010	Services
				Description:	VIP-1234, 1413, 1	Posting Summary

[Change Payee]

[Select All] [Deselect All] < Showing Page 1 of 1 > 1 Total Rows: 2 Search Filter: [Show] Display: Default (10)

Select	Effective Date	Installment #	Policy Number	Bill Type	Description	Total	Balance	Assigned Amount	Revised Balance
<input checked="" type="checkbox"/>	06/17/2010	44100	ResAgnt-211 LBX	Term Policy	Premium	\$5,000.00	\$4,046.10	4046.10	\$0.00
<input checked="" type="checkbox"/>	06/17/2010	44103	ResAgnt-211 LBX	Account Service	Consulting Fee	\$700.00	\$700.00	699.95	\$0.05
					Residual:			0.00	
					This Page Total:	\$5,700.00	\$4,746.10	\$4,746.05	\$0.05
					All Pages Total:	\$5,700.00	\$4,746.10	\$4,746.05	\$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.

Lockbox Name:	VIP NJ Accts Lockbox	Territory:	VIP National Accounts	Total Exceptions:	0	Total Deposit Amount:	\$32,334.10
Lockbox #:	VIP-1234	Deposit ID:	477	Total Transactions:	8	Total Exception Balance:	\$0.00
Batch ID:	1413	Status:	Complete	Last Updated:	08/27/2010	Total Assigned Amount:	\$32,334.10
LB Batch #:	1	Completed Date:	08/27/2010	Updated By:	Admin Nexsure		
Received Date:	08/27/2010						

Remitter Name:	QWP	Check Amount:	\$4,746.05	Updated By:	Anna M Hammond	Quick Navigation Link Batch Information General Ledger Invoices Posting Summary
Payee Name:	QWP Brokers	Amount Allocated:	\$4,746.05	Last Updated:	08/27/2010	
Check #:	235488	Residual Amount:	\$0.00	Date Posted:	08/27/2010	
Receive Payment ID:	2133	Exception Balance:	\$0.00	Date Booked:	08/27/2010	
				Description:	VIP-1234, 1413, 1	

[Change Payee]			
Account Number	Account Description	Debit	Credit
61.002.0000.000.00.110011	Lockbox Suspense AR (p)	\$4,746.05	\$0.00
61.002.0000.000.00.110202	Retail Agent A/R (p)	\$0.00	\$4,746.05
61.002.0000.000.00.201000	People Comm Payable-Due (p)	\$0.00	\$3.19
61.002.0000.000.00.201001	People Comm Payable Non-due (p)	\$3.19	\$0.00
61.002.0000.000.00.201000	People Comm Payable-Due (p)	\$0.00	\$0.75
61.002.0000.000.00.201001	People Comm Payable Non-due (p)	\$0.75	\$0.00
Total:		\$4,749.89	\$4,749.89

- ❑ 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.

card file branches locations employees accounting vendors entity associations											
summary setup invoicing setup general ledger bank accounts transactions batch summary invoice lockbox T1											
transaction summary journal entry disbursements receive payments deposit accounts payable reconciliation invoices											
Filter: [Show] [Add New]											
Details	Payee	Reference	Payment ID	Description	Amount	Residual	Created By	Date Created	Posted	Printed	Remove
--	End of the Line	55189	2212	NW5920, 1515, 1	\$480.00	\$0.00	Matthew Kannard	10/1/2010	<input type="checkbox"/>	<input type="checkbox"/>	--

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:

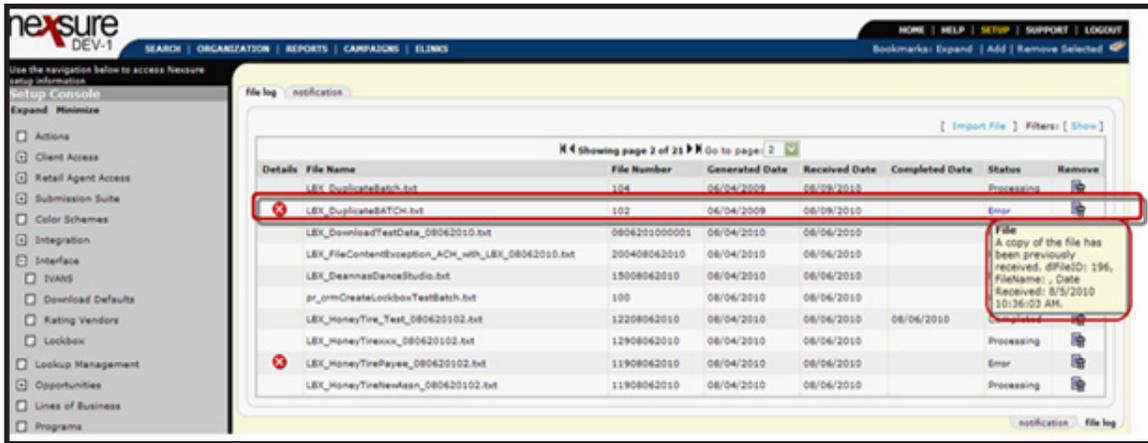
Lockbox File Exception

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 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

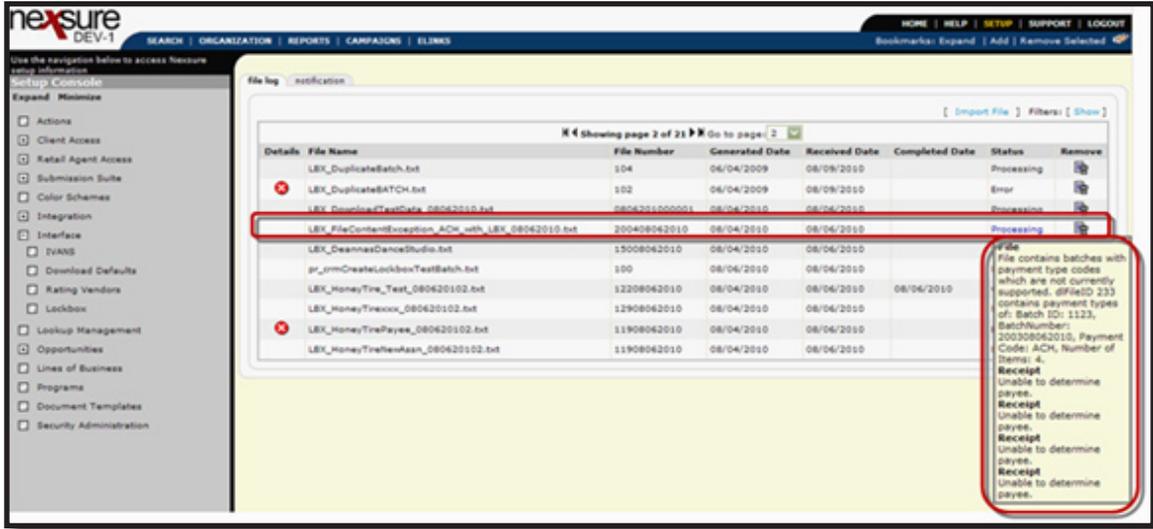
Exception Type = File Content Exception

File contains batches with payment type codes which are not currently supported.

dFileID 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:

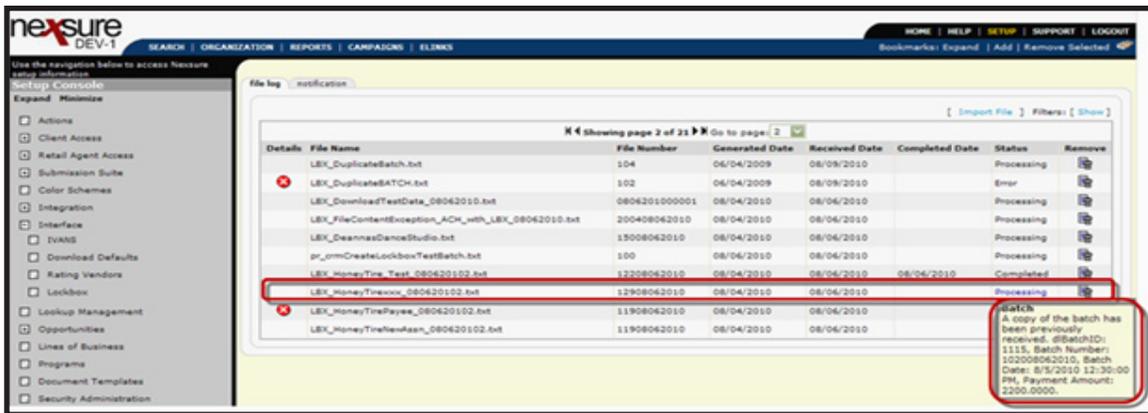
Lockbox Batch Exception

Exception Type = Duplicate Batch

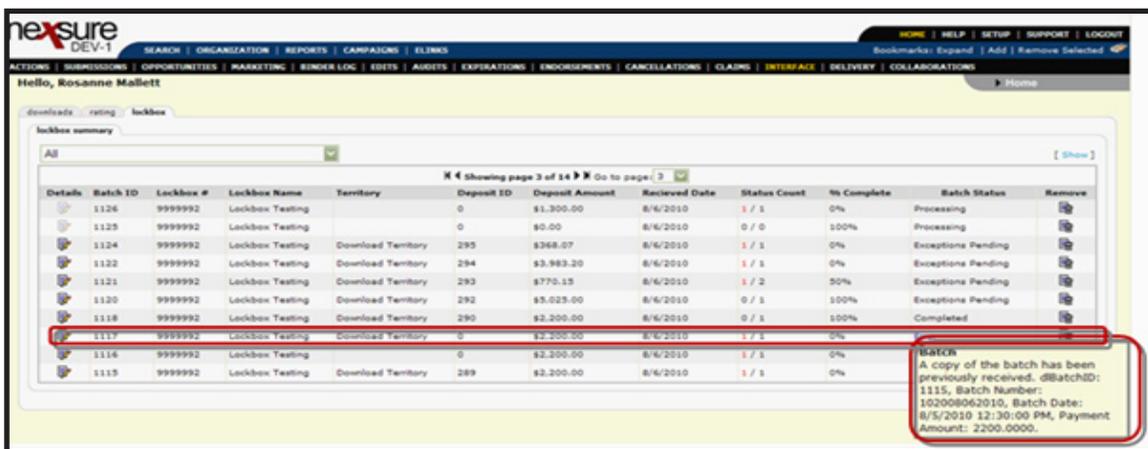
A copy of the batch has been previously received.

dIBatchID: 162, Batch Number: 5, Batch Date: 6/4/2009 3:30:00 PM, Payment 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

The screenshot shows a table with columns: Batch ID, Lockbox Number, Lockbox Name, Territory, Download Amount, Deposit Amount, Booked Date, Status Code, % Complete, and Status. A tooltip is visible over the 'Status' column for the row with Batch ID 1365, containing the text: 'Batch (Unable to post cash receipt: The date booked does not exist in glPeriods for CashReceiptID = 2109; DateBooked = 10/1/2007 12:00:00 AM)'. The table also includes a search bar at the top and pagination controls.

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

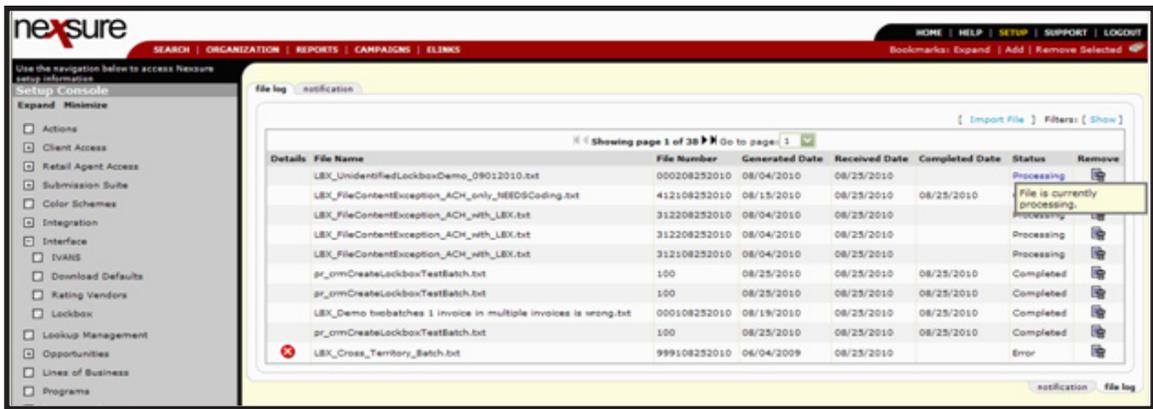
Payment Amount: 650.00

Lockbox Batch Exception

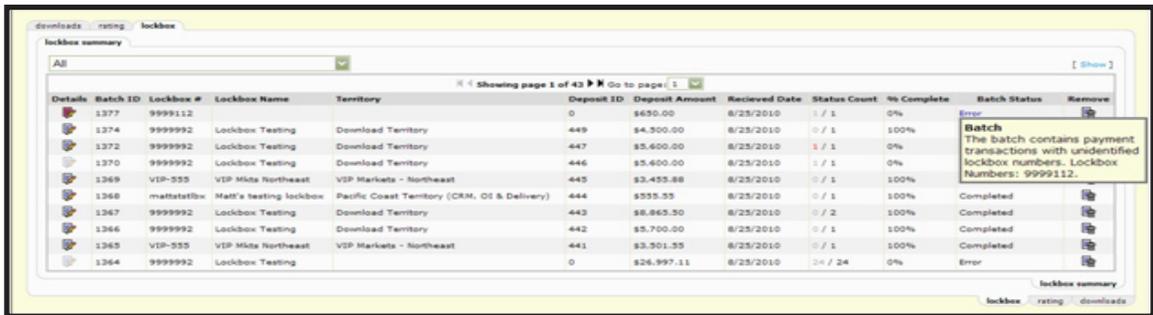
Exception Type = Unidentified Lockbox Number The batch contains payment transactions with unidentified lockbox numbers.

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 Assignments: 9999992 / Download Territory, NW5920 / Internet Markets Territory.

File Log

Details	File Name	File Number	Generated Date	Received Date	Completed Date	Status	Remove
✘	LBX_Cross_Territory_Batch.txt	999108252010	06/04/2009	08/25/2010		Error	
	pr_ormCreateLockboxTestBatch.txt	100	08/25/2010	08/25/2010			
	pr_ormCreateLockboxTestBatch.txt	100	08/25/2010	08/25/2010	08/25/2010		
	LBX_Demo_Test.txt	210608242010	08/19/2010	08/24/2010			
	LBX_Demo_Test08242010.txt	240608242010	08/19/2010	08/24/2010	08/24/2010		
	LBX_Demo_Test08242010.txt	230608242010	08/19/2010	08/24/2010	08/24/2010		
	LBX_Demo_Testnew.txt	220608242010	08/19/2010	08/24/2010	08/24/2010		
	LBX_Demo_Test.txt	210608242010	08/19/2010	08/24/2010		Processing	
✘	LBX_DuplicateFile.txt	102	06/04/2009	08/24/2010		Error	
	pr_ormCreateLockboxTestBatch.txt	100	08/24/2010	08/24/2010		Processing	

File
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.

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:

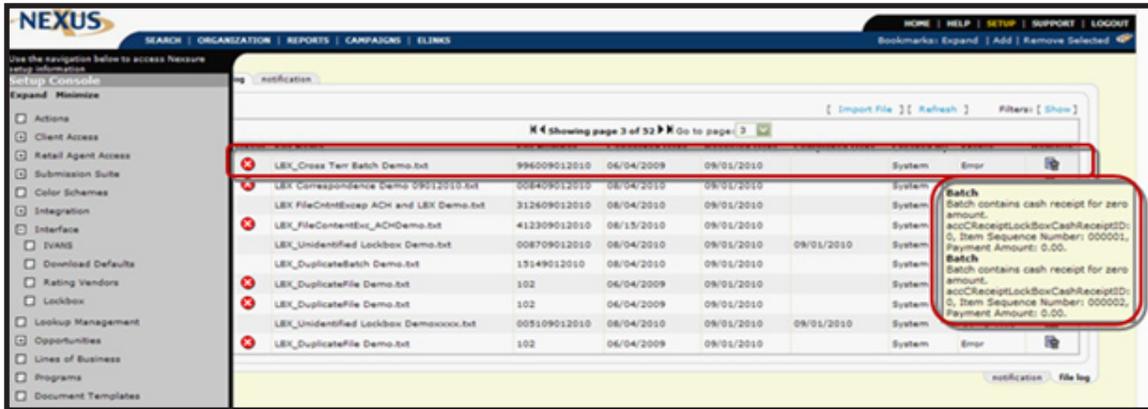
Lockbox Batch Exception

Exception Type = Correspondence Batch

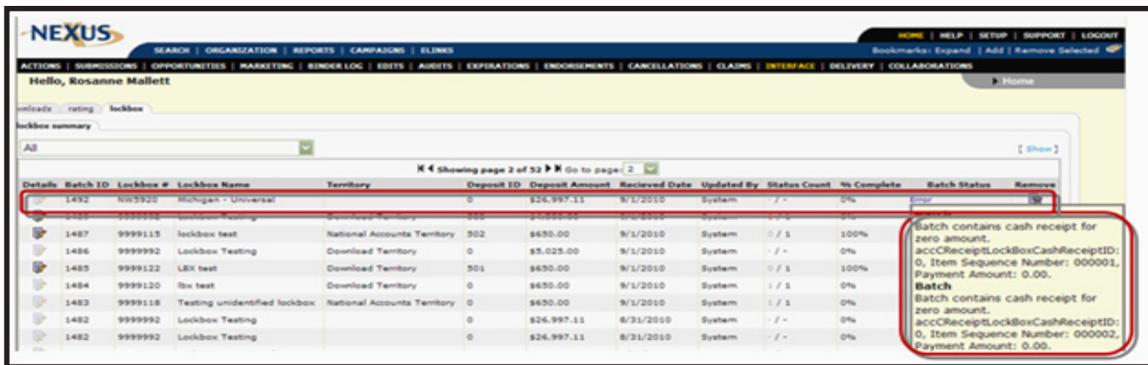
The batch contains cash receipt for zero amount.

accReceiptLockboxCashReceiptID: 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

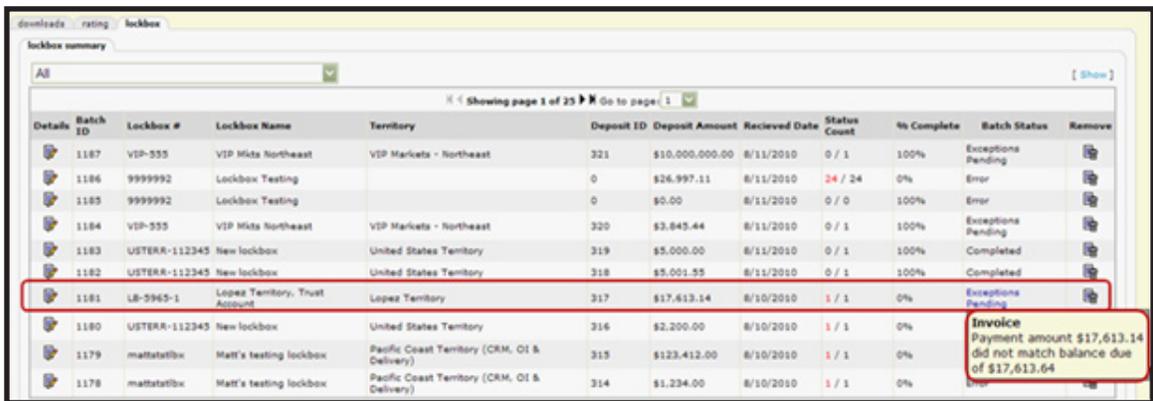
Payment Effective Date: 8/10/2010 4:23:00 PM

Lockbox Invoice Exception

Exception Type = Invoice Amount Mismatch

Payment amount \$17,613.14 did not match balance due of \$17,613.64

Lockbox Summary



Details	Batch ID	Lockbox #	Lockbox Name	Territory	Deposit ID	Deposit Amount	Received Date	Status Count	% Complete	Batch Status	Remove
	1187	VIP-555	VIP Mktz Northeast	VIP Markets - Northeast	321	\$10,000,000.00	8/11/2010	0 / 1	100%	Exceptions Pending	
	1186	9999992	Lockbox Testing		0	\$26,997.11	8/11/2010	24 / 24	0%	Error	
	1185	9999992	Lockbox Testing		0	\$0.00	8/11/2010	0 / 0	100%	Error	
	1184	VIP-555	VIP Mktz 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	
	1182	USTERR-112345	New lockbox	United States Territory	318	\$5,001.55	8/11/2010	0 / 1	100%	Completed	
	1181	LB-5965-1	Lopez Territory, Trust Account	Lopez Territory	317	\$17,613.14	8/10/2010	1 / 1	0%	Exceptions Pending	
	1180	USTERR-112345	New lockbox	United States Territory	316	\$2,200.00	8/10/2010	1 / 1	0%		
	1179	mattatlbx	Matt's testing lockbox	Pacific Coast Territory (CRM, OI & Delivery)	315	\$123,412.00	8/10/2010	1 / 1	0%		
	1178	mattatlbx	Matt's testing lockbox	Pacific Coast Territory (CRM, OI & Delivery)	314	\$1,234.00	8/10/2010	1 / 1	0%		

Invoice
 Payment amount \$17,613.14
 did not match balance due
 of \$17,613.64

Receipt Summary

Lockbox Name:	Lopez Territory, Trust Account	Territory:	Lopez Territory	Total Exceptions:	1	Total Deposit Amount:	\$17,613.14
Lockbox #:	LB-5965-1	Deposit ID:	317	Total Transactions:	1	Total Exception Balance:	\$17,613.14
Batch ID:	1184	Status:	Pending	Last Updated:	08/10/2010	Total Assigned Amount:	\$0.00
LB Batch #:	1	Completed Date:		Updated By:	Matthew F Kennard		
Received Date:	08/10/2010						

Details	Remitter Name	Receive Payment ID	Invoice #	Check #	Check Amount	Amount Allocated	Exception Balance	All Suspense Amount	Remove
	Covina Animal Hospital	1947	22398	222222	\$17,613.14	\$0.00	\$17,613.14	\$17,613.14	
					Payment amount \$17,613.14 did not match balance due of \$17,613.64				
					This page total:	\$17,613.14	\$0.00	\$17,613.14	\$17,613.14
					All page total:	\$17,613.14	\$0.00	\$17,613.14	\$17,613.14

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

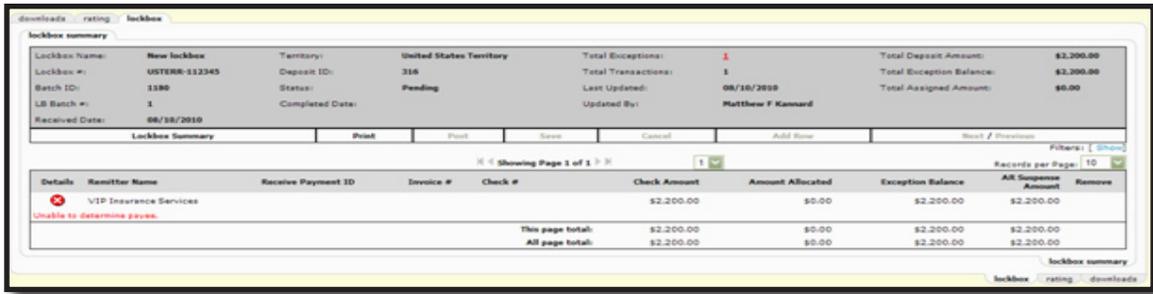
Payment Effective Date: 8/11/2010 7:24:38 AM

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

Lockbox Summary

Details	Batch ID	Lockbox #	Lockbox Name	Territory	Deposit ID	Deposit Amount	Received Date	Status Count	% Complete	Batch Status	Remove
	1187	VIP-555	VIP Mids Northeast	VSP Markets - Northeast	321	\$10,000,000.00	8/11/2010	0 / 1	100%	Exceptions Pending	
	1186	9999992	Lockbox Testing		0	\$26,997.11	8/11/2010	24 / 24	0%	Error	
	1185	9999992	Lockbox Testing		0	\$0.00	8/11/2010	0 / 0	100%	Error	
	1184	VIP-555	VIP Mids Northeast	VSP 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	
	1182	USTERR-112345	New lockbox	United States Territory	318	\$5,001.35	8/11/2010	0 / 1	100%	Completed	
	1181	LB-5965-1	Lopez Territory, Trust Account	Lopez Territory	317	\$17,613.14	8/10/2010	1 / 1	0%	Exceptions Pending	
	1180	USTERR-112345	New lockbox	United States Territory	316	\$2,200.00	8/10/2010	1 / 1	0%	Exceptions Pending	
	1179	mattstallbox	Matt's testing lockbox	Pacific Coast Territory (CRM, OI & Delivery)	315	\$123,412.00	8/10/2010	1 / 1	0%	Receipt Unable to determine payee	
	1178	mattstallbox	Matt's testing lockbox	Pacific Coast Territory (CRM, OI & Delivery)	314	\$1,234.00	8/10/2010	1 / 1	0%	Error	

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

lockbox summary

Search Filters

Batch ID: Remitter: Received Date (Fr): Received Date (To):
 Lockbox Number: Deposit ID: Batch Date (Fr): Batch Date (To):
 Batch Status: Exceptions Pending Check Number: Check Date (Fr): Check Date (To):

Sort Filters

Sort Field 1: Batch ID Sort Order 1: DESC Sort Field 2: Received Date Sort Order 2: DESC

Records per Page: 10

Showing page 3 of 3

Details	Batch ID	Lockbox #	Lockbox Name	Territory	Deposit ID	Deposit Amount	Received Date	Status Count	% Complete	Batch Status	Remove
	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	100%	Exceptions Pending	
	1119	MATTSTSTLXB	Matt's testing lockbox	Pacific Coast Territory (CRM, GI & Delivery)	291	\$2,500.00	8/6/2010	0 / 1	100%	Exceptions Pending	
	1115	9999992	Lockbox Testing	Download Territory	289	\$2,200.00	8/6/2010	1 / 1	0%	Exceptions Pending	
	1114	9999992	Lockbox Testing	Download Territory	287	\$2,200.00	8/6/2010	1 / 1	0%	Exceptions Pending	
	1112	9999992	Lockbox Testing	Download Territory	285	\$2,200.00	8/6/2010	1 / 1	0%	Exceptions Pending	
	1103	9999992	Lockbox Testing	Download Territory	283	\$5,000.00	8/5/2010	1 / 1	0%	Exceptions Pending	
	1102	9999992	Lockbox Testing	Download Territory	282	\$3,365.50	8/5/2010	1 / 1	0%	Exceptions Pending	
	1101	9999992	Lockbox Testing	Download Territory	281	\$2,144.00	8/5/2010	0 / 1	100%	Exceptions Pending	

Invoice # 42180 does not use agency bill method.

Receipt Summary

lockbox summary

Lockbox Name: Lockbox Testing Territory: Download Territory Total Exceptions: 1 Total Deposit Amount: \$5,000.00
 Lockbox #: 9999992 Deposit ID: 283 Total Transactions: 1 Total Exception Balance: \$5,000.00
 Batch ID: 1183 Status: Pending Last Updated: 08/05/2010 Total Assigned Amount: \$0.00
 LB Batch #: 18138853808 Completed Date: Updated By: Admin Nexsure
 Received Date: 08/05/2010

Lockbox Summary Print Post Save Cancel Add Row Next / Previous Filters: Show

Showing Page 1 of 1

Details	Remitter Name	Receive Payment ID	Invoice #	Check #	Check Amount	Amount Allocated	Exception Balance	AR Suspense Amount	Remove
	K & S Air Conditioning Inc.	1903	42180	351453	\$5,000.00	\$0.00	\$5,000.00	\$5,000.00	
Invoice # 42180 does not use agency bill method.									
This page total:					\$5,000.00	\$0.00	\$5,000.00	\$5,000.00	
All page total:					\$5,000.00	\$0.00	\$5,000.00	\$5,000.00	

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

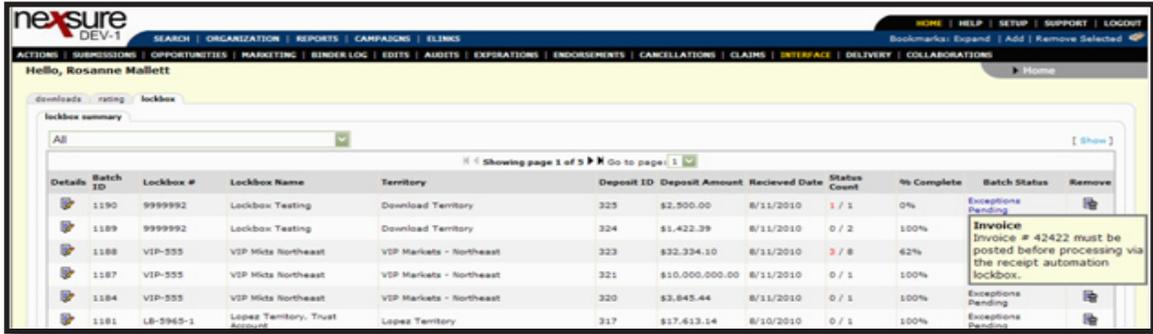
Payment Effective Date: 7/1/2010 12:00:00 AM

Lockbox Invoice Exception

Exception Type = Invoice Amount Mismatch

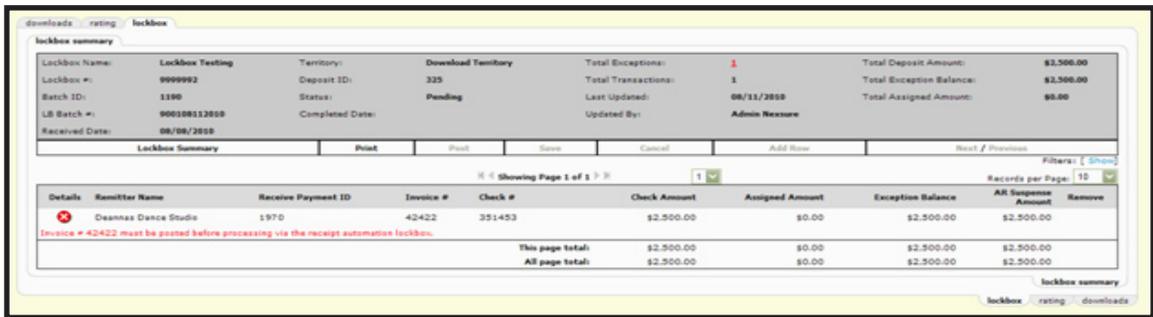
Invoice # 42422 must be posted before processing via the receipt automation lockbox.

Batch Summary



Batch ID	Lockbox #	Lockbox Name	Territory	Deposit ID	Deposit Amount	Received Date	Status Count	% Complete	Batch Status	Remove
1190	9999992	Lockbox Testing	Download Territory	325	\$2,500.00	8/11/2010	1 / 1	0%	Exceptions Pending	
1189	9999992	Lockbox Testing	Download Territory	324	\$1,422.39	8/11/2010	0 / 2	100%	Invoice # 42422 must be posted before processing via the receipt automation lockbox.	
1188	VIP-555	VIP Mkts Northeast	VIP Markets - Northeast	323	\$32,334.10	8/11/2010	3 / 8	62%	Exceptions Pending	
1187	VIP-555	VIP Mkts Northeast	VIP Markets - Northeast	321	\$10,000,000.00	8/11/2010	0 / 1	100%	Exceptions Pending	
1184	VIP-555	VIP Mkts Northeast	VIP Markets - Northeast	320	\$3,845.44	8/11/2010	0 / 1	100%	Exceptions Pending	
1181	LB-3963-1	Lopez Territory, Trust Account	Lopez Territory	317	\$17,613.14	8/10/2010	0 / 1	100%	Exceptions Pending	

Receipt Summary



Lockbox Name	Lockbox #	Territory	Deposit ID	Total Exceptions	Total Transactions	Total Deposit Amount	Total Exception Balance	Total Assigned Amount
Lockbox Testing	9999992	Download Territory	325	1	1	\$2,500.00	\$2,500.00	\$0.00

Details	Remitter Name	Receive Payment ID	Invoice #	Check #	Check Amount	Assigned Amount	Exception Balance	AR Sequence Amount	Remove
X	Deannas Dance Studio	1970	42422	351453	\$2,500.00	\$0.00	\$2,500.00	\$2,500.00	
This page total:					\$2,500.00	\$0.00	\$2,500.00	\$2,500.00	
All page total:					\$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

Details	Batch ID	Lockbox #	Lockbox Name	Territory	Deposit ID	Deposit Amount	Received Date	Status Count	% Complete	Batch Status	Remove
	1361	9999992	Lockbox Testing	Download Territory	433	\$8,865.50	8/24/2010	2 / 2	0%	Exceptions Pending	
	1330	9999992	Lockbox Testing	Download Territory	432	\$5,700.00	8/24/2010	1 / 1	0%	Exceptions Pending	
	1359	9999992	Lockbox Testing	Download Territory	431	\$5,700.00	8/24/2010	0 / 1	100%	Processing	
	1358	9999992	Lockbox Testing	Download Territory	429	\$8,865.50	8/24/2010	0 / 2	100%	Processing	
	1357	9999992	Lockbox Testing	Download Territory	0	\$8,865.50	8/24/2010	2 / 2	0%	Processing	
	1356	9999992	Lockbox Testing	Download Territory	0	\$5,700.00	8/24/2010	1 / 1	0%	Processing	
	1355	9999992	Lockbox Testing	Download Territory	0	\$8,865.50	8/24/2010	2 / 2	0%	Processing	
	1354	9999992	Lockbox Testing	Download Territory	0	\$5,700.00	8/24/2010	1 / 1	0%	Processing	
	1353	9999992	Lockbox Testing	Download Territory	0	\$14,500.00	8/24/2010	2 / 2	0%	Error	
	1352	9999992	Lockbox Testing	Download Territory	0	\$26,997.11	8/24/2010	24 / 24	0%	Error	

Receipt Summary

Details	Remitter Name	Receive Payment ID	Invoice #	Check #	Check Amount	Assigned Amount	Exception Balance	AR Suspense Amount	Remove
	Placenta Vet Clinic	2094	Multiple	901	\$5,700.00	\$4,500.00	\$1,200.00	\$1,200.00	
					This page total:	\$5,700.00	\$4,500.00	\$1,200.00	\$1,200.00
					All 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

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 

