

A "lockbox" refers to a service offered by third parties (usually banks) whereby the taxpayer sends payments by mail to a post office box. The bank picks up the payments, deposits them into the city/town's account, and sends a notice of deposit. The notification takes the form of an electronic file, which may be transmitted in a variety of ways: email, file transfer protocol, or physical storage device.

This document describes how to process the electronic files received from banks and deputy collectors as payment for tax bills. Regardless of the type of receivable or the vendor supplying the payment file, all uploaded payments will be processed using this single point of entry.

Getting Started

Before beginning, acquire the following:

between the local workstation/PC and the application server.

Layout of the electronic file that will be sent from the bank, on-line payment processor and/or deputy
collector
Name and contact information for the technical person at the bank for testing
Ability to move the file from the source (e.g., email attachment, flash drive, etc) to the designated folder on
the ALIC server. This may require working with the local IT Department to establish proper connectivity

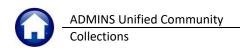
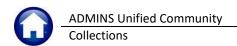


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1. Set Up System - Lockbox Upload Methods

Payment files can be provided by more than one bank. There is no standard file layout for electronic payment files, so ADMINS must configure the system for each bank. This involves creating a special program for each bank. ADMINS will create a code and a file conversion program for each bank in use, and lockbox payments will be processed based on those codes.

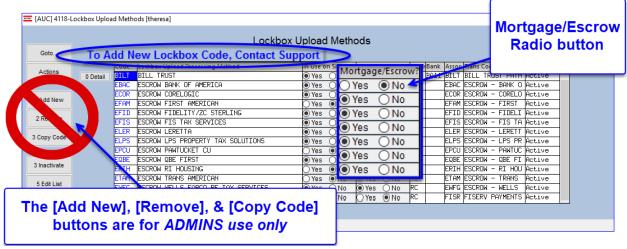


Figure 1 Lockbox Upload Methods



Warning: do not change this table. If changing banks, online payment processors or deputies, contact ADMINS to establish procedures with the new vendor. Do not process a file from a new vendor without contacting ADMINS.

Obtain the file layout information from the bank(s) and provide it to **ADMINS** as the actual setup must be done by **ADMINS** support.

1.1 Transaction Codes

The transaction code table will be populated by **ADMINS**. The codes maintained in this table correlate to the types of files to be uploaded. If the checkbox in the "**Lockbox?**" column is set, then only those values become available during the "**Upload Lockbox**" step.

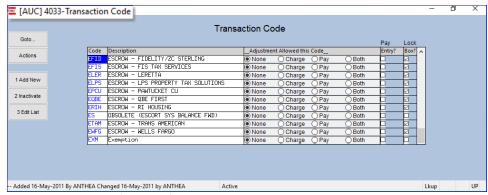
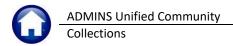
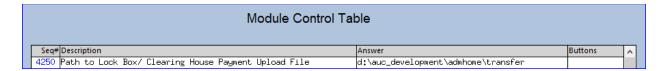


Figure 2 Collections ▶ Tables ▶ Transaction Codes



1.2 File Location

Specify where the payment files will be stored on the server. Select **Collections** Module Maintenance Module **Control Table** and edit item #4250. Enter the drive letter and path where the electronic files supplied by the bank will be stored.





WHERE DO I PUT THE FILES?

While files can be stored in any location, it is best to store them on the server that is running the AUC applications. Store them in a folder called **<drive letter>:\admhome\Transfer\Lockbox.** Doing so will ensure that ADMINS support staff will be able to access the files if assistance is needed.

2 Process Lockbox Payment File

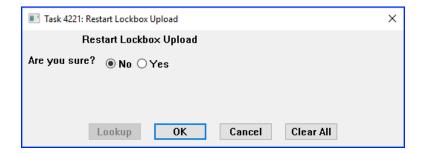


From the menu, select **Collections** Payments Process Lockbox Payments. The system will display a **Steps Menu**, which will guide the process. **Bolded** items are available for use.

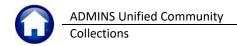
Figure 3 Lockbox Steps Menu

2.1 Restart Lockbox Process Restart Lockbox Upload

The system creates temporary work files and does not update any "live" files until the last step: [Post Lockbox]. Restart the process at any time before posting. Restarting will simply clear out all the work files. Do this if you have uploaded the wrong file, if there were errors in a file, or another user has already uploaded the file.



The system will present a prompt to verify the restart. Click **O** Yes and [OK] to continue or [Cancel] to stop the process.

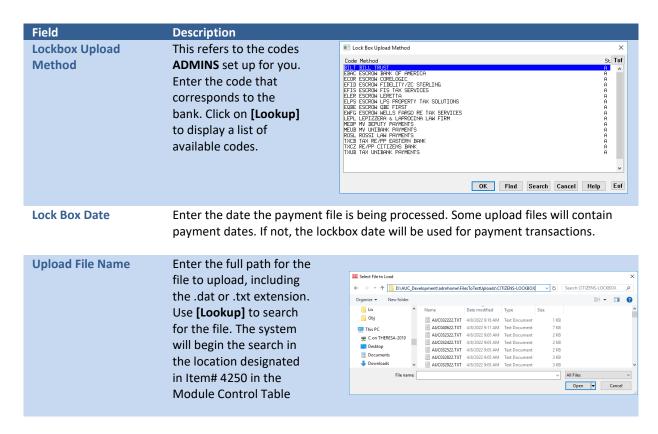


2.2 Upload Lockbox Upload Lockbox

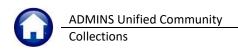
Click on [Upload Lockbox] to start the process. The following screen will display:

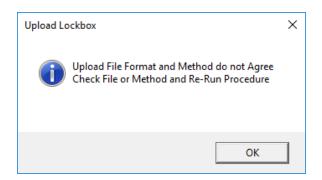


Figure 4 Lockbox File Upload

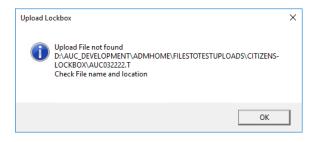


If there is an error in the file name and the file does not match the format that **ADMINS** has established for the bank code, the following message will pop up:

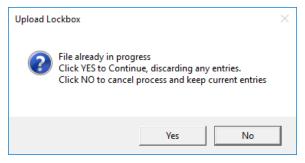




The procedure will not run until there is a match between the file and upload method. If this message pops up, verify that the **Method** selected corresponds to the file being processed. If there is a match, the system will load the file with no further messages; proceed to the next step.



Check that the *entire file name* including the file extension (.csv, or .txt, or .dat) appears in the screen shown in Figure 4. If the message persists, contact ADMINS support. Notice in the error message that the ".txt" file extension was truncated to just ".t".



If an upload was begun, but not completed, and the restart process is not run, the system will notify you that there is an upload file in progress.

To discard the existing file and proceed with the new one, click **Yes**.

To abandon the new file and keep the existing one, click **No**.

2.3 Maintain Lockbox Batch Dates

Maintain Lockbox Batch Dates

The file provided by the bank may supply one or more batch numbers. If not, the system will automatically assign a batch number. Indicate certain critical dates for posting purposes. Batch date, Deposit Date, and Pay Date are required. Alternate Batch date is optional.

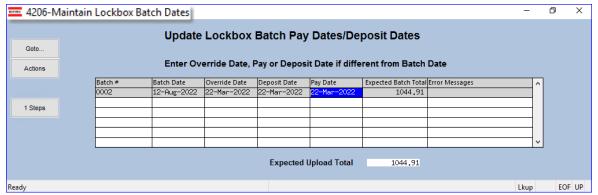
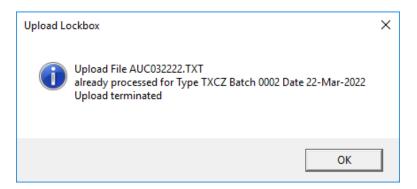


Figure 5 Maintain Batch Dates

Each file can be uploaded once; the system will detect duplicates, and will display an error message like this:



The following fields will be automatically supplied and cannot be changed:

Field	Description
Batch Number	This is a system-assigned number that is used as a key to the work file. For reference purposes, it will begin with the first three letters of the lockbox method used.
Expected Batch Total	Calculated from the upload file. Verify this amount against totals supplied by the bank.
Error Messages	The system will check the file and will display any error messages related to the file. Possible errors are: "Batch Already Posted" if this file was previously processed "Module Not Installed" if ADMINS has not installed the module for the tax type being collected (e.g., Motor Excise)
	"Billing Type Error" if the billing type in the file does not match a code in the Bill Type table.

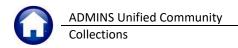
Following is an explanation of the required fields.

Field	Description
Batch Date	This date refers only to the date of the batch, which may or may not be the same as the payment transaction dates. Defaults to the current date.
Alt Batch Date	To assign a different date for historical reference purposes, enter it here. This field is optional.
Deposit Date	This is the date that payments were received. Some bank files contain a payment date and the date will default from the file. This is also referred to as the Revenue Date in some collections screens.
Pay Date	This is the payment transaction date. If present, the payment date in the upload file will be used. If not, it will be set to the lockbox date entered in the Upload Lockbox process. This is the date that will show on the bill as the date payment was made.



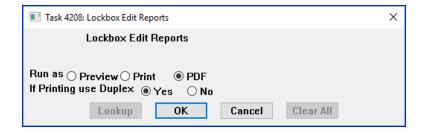
Choose either the Pay Date or the Deposit Date to be the General Ledger Transaction Date. This is determined by the setting of **Module Control Item #4031**. If set to "**D**", then the GL posting transaction date will be the **Deposit Date**. If set to "**T**", then the **Pay Date** will be the GL transaction date.

Seq# Description	Answer	Buttons	^
4031 Date Used for Posting to Ledger - Transaction Date or Deposit	T		



2.4 Lockbox Edit Reports

Lockbox Edit Reports



Selecting this option will generate two reports for each batch – one in summary and one in detail. Select PDF file, and if required, print the reports.

The summary report will show the total for each batch.

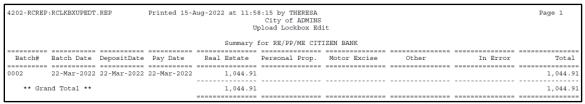


Figure 6 Summary Lockbox Edit Report

The detail report lists each bill, with a total by billing year.

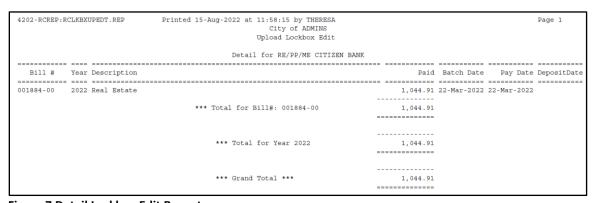
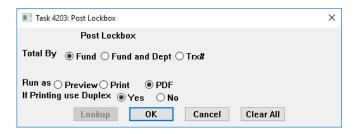


Figure 7 Detail Lockbox Edit Report

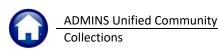
2.5 Post Lockbox Post Lockbox

The posting process does the following:



- Assigns an AUC Batch # to all transactions being posted
- Applies payments to the bills in the order specified in the **Bill Category** table
- Posts payments to the Billing Files
- Creates transactions in the GL Unposted file, ready to be posted to the General Ledger

The posting reports can be sorted by Fund, by Fund/Department, or by Transaction number by selecting the corresponding radio button. Run the report as **PDF**® format.



At this point the system assigns a permanent batch number (lockbox batches will begin with LRC) which can be referenced in reports and inquiries.

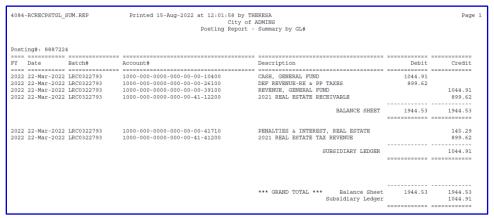


Figure 8 Posting Report: GL Summary

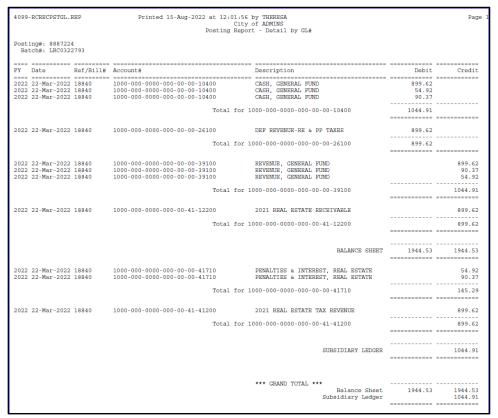
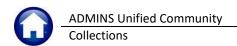


Figure 9 Posting Report: GL Detail



2.5.1 Posting Receipts Detail Report

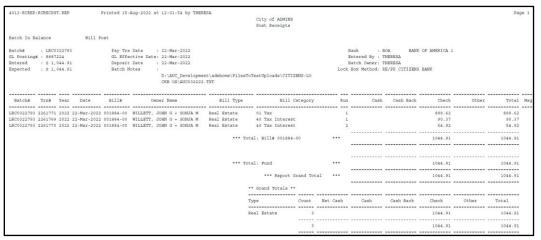


Figure 11 Posting Report: Receipts Detail

The General Ledger Transaction History screen shows the posting date & number once the batch posts to the GL:



3 Inquiries and Reports

To view information after the fact, there are reports and query screens, described below.

3.1 Lockbox Batch History Inquiry

Collections ▶ Payments ▶ Lockbox Batch History Inquiry

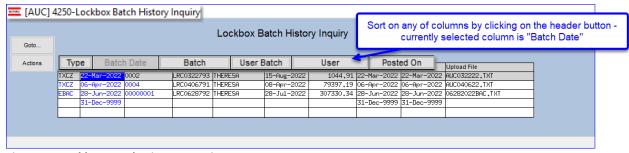
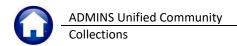


Figure 12 Lockbox Batch History Inquiry Screen

This screen displays summary information on lockbox batches that have been previously posted. Look here to see if a file has already been processed. Sort any of the columns by clicking on the header button, then search for a value by entering it.



3.2 Bill Inquiry

The Bill Inquiry Screen will display the batch information in the **[Display – Transaction Desc]** column that indicates the payment came from a lockbox file upload.

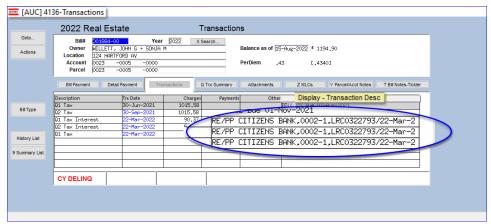
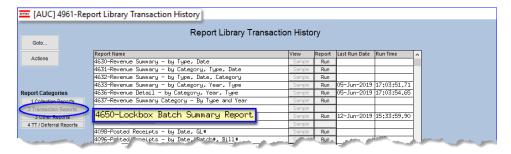


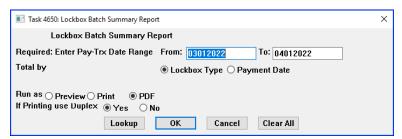
Figure 13 Bill Inquiry Screen

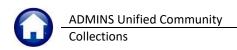
3.3 Lockbox Batch Summary Report

The **Lockbox Batch Summary Report** provides a listing of payments made for the selected date range. From the menu, select:

Collections ▶ Reports ▶ Report Library ▶ [2 Transaction Reports] ▶ #4650 Lockbox Batch Summary Report







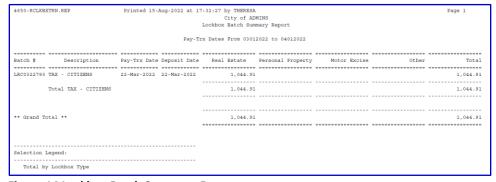
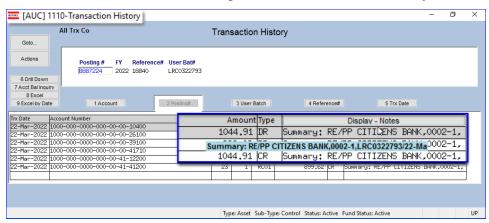


Figure 14 Lockbox Batch Summary Report

3.4 General Ledger Transaction History Screen

Once the RC01 batch created in the General Ledger posting transaction file is posted to the GL, the transaction will be viewable in the Transaction History Inquiry screen. Click on the **[Display – Notes]** button to view the information; the hover text will provide more information.

Ledgers ▶ Queries ▶ Transaction History



The entire text from the [Display - Notes] field is available by clicking [8 Excel]

