A/R Lockbox Introduction

📖 Overview

The Govern OpenForms Lockbox is used to facilitate the data entry of multiple payments. Payments can be processed from a Lockbox file received from a Lockbox service or bank or entered manually.

Because payments received through a government office are cyclical, the A/R Lockbox is useful. It:

- Speeds up data entry time.
- Speeds up time to deposit payments in the organization's account.
- Reduces data entry stress during heavy payment periods.

The Govern OpenForms A/R Lockbox solution includes the:

- **A/R Lockbox User Form**: Integrates Deposit Management A/R Lockbox Header and A/R Lockbox Details information
- **A/R Lockbox Batch Process**: Provides options for Validating a File, Loading a File, Processing Payments Directly from a File, Processing Payments from a Preloaded File.

This document describes the following:

- Configuring the A/R Lockbox
- Using the A/R Lockbox in Govern
- Running the A/R Lockbox Batch Processes
- Viewing the A/R Lockbox File Layouts

Configuring the A/R Lockbox

📖 Overview

The configuration of the A/R Lockbox comprises the following steps:

- Verifying the Configuration in the Business Entity Designer (BED)
- Setting the Default User Registry Parameters in GNA
- Defining the A/R Subsystem Priorities
- Setting Up Deposit Management
- Setting Up A/R General Parameters for the Subsystems
- Defining the Lockbox Batch Process
- Setting Security for the Lockbox
- Customizing the Layout of the Govern A/R Lockbox Form

Verifying the Configuration in the Business Entity Designer (BED)

The A/R Lockbox contains one business model and two entities:

- **Business Model**: AR_Lockbox
- **Business Entities**. AR_Lockbox_Header and AR_Lockbox_Detail

Perform the following configuration if required:

- **On the Model**: Allow use in the Govern Query Tool.
- **On the Entities**: Set rules for Auditing and Central Notes

For details on these procedures, refer to the Business Entity Designer (BED) documentation.
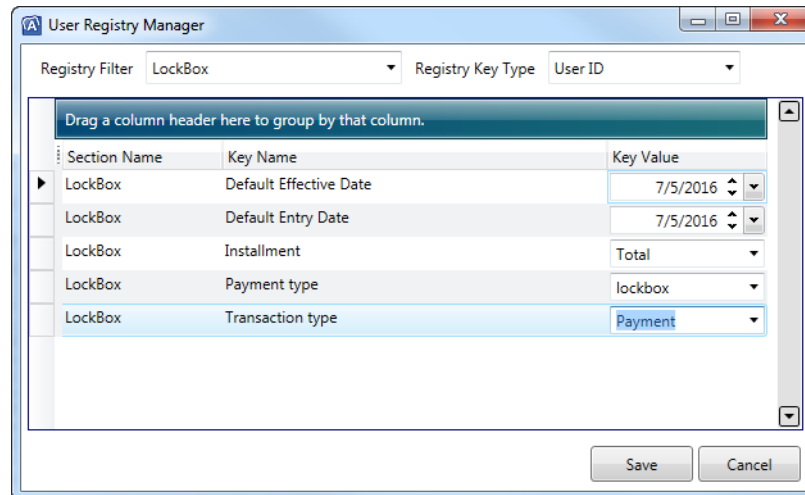
Setting the Default User Registry Parameters in GNA

The following defaults are defined in the User Registry Manager in GNA. They are applied to the Lockbox user form in Govern. They can be configured for the Lockbox user form in Govern. These are defined in the User Registry Manager.

- Effective Date
- Entry Date
- Installment
- Payment Type
- Transaction Type

To configure the default settings:

1. Launch GNA.

2. Select **Parameters** > **User Registry Editor**.

3. Select **Lockbox** from the **Registry Filter**.

4. Enter a date in the **Default Effective Date** parameter. This date appears in the **Effective Date** field on the Lockbox Details tab of the Lockbox form in Govern, when you click **New**.

   The **Effective Date** is the date that the payment becomes effective.

5. Enter a date in the **Default Entry Date** parameter. This date appears in the **Entry Date** field on the Lockbox Details tab of the Lockbox form in Govern, when you click **New**.

   Typically, the **Entry Date** is the date that the payment is entered.

6. Select an installment from the **Installment** drop-down list. The installment appears on the user form. Installments are used with Real Property Tax. They are defined in the VT_SYSTEM INSTALL table. Setting the installment type for the period in which the payments are entered, speeds up the data entry process.

7. Select a payment type from the **Payment Type** drop-down list. Payment types include: ACH, American Express, Collection Agency, Debit, Discover, eCheck Personal, Lockbox, MasterCard, Pinless Debit, and Visa.

8. Select a transaction type from the **Transaction Type** drop-down list. Typically, this is **Payment**.

9. Click **Save**.

Users have access to these settings from the Lockbox user form in Govern, if they have the required security permissions. *See Setting Security for the Lockbox on page 264.*

Defining the A/R Subsystem Priorities

Open the A/R Subsystem Priorities form in GNA to define the order for distributing payments received through the A/R Lockbox. This order applies to payments received by other means, as well.
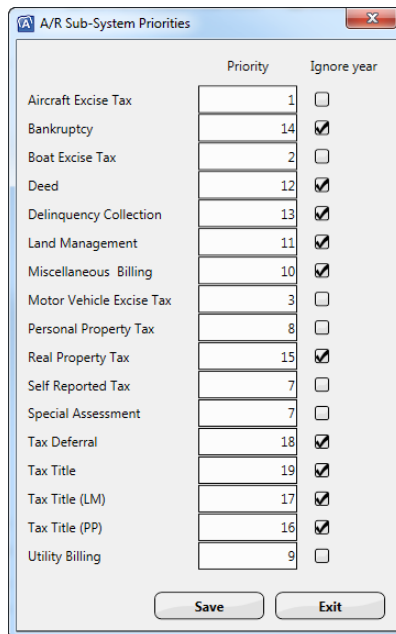
Payments are distributed as follows:

- Payments are made first to the subsystems with the **Ignore Year** option selected, according to Priority Number. The subsystem with the highest priority number is paid first.
- Payments are then made to subsystems with the **Ignore Year** option deselected, according to Priority Number. The subsystem with the highest priority number is paid first.

Note: If two subsystems have the same priority number, and the Ignore Year is the same, payments are made in alphabetical order.

To access the A/R Subsystem Priorities form:

1. Launch GNA.

2. Select **Application Configurations** > **Accounts Receivable** > **A/R Subsystem Priorities**.

3. Enter a number in the **Priority** field beside each subsystem for which payments are received through the lockbox. This number corresponds to the order in which payments are made on billed items. The highest number represents the highest priority (AR_Master.PRIORITY).

4. Select **Ignore Year** to give the subsystem priority. Otherwise, payments are made on all outstanding bills according to year; i.e., all bills from 2016 are paid before the bills from 2017 if this option is deselected.

5. Click **Save**.

6. Click **Exit** to close the form.

   A confirmation message appears if there are any unsaved modifications. Click **Yes** to save your modifications or **No** to close the form without saving.

Setting Up Deposit Management

Deposit Management is required for all A/R transactions including those received through the Lockbox. Deposit numbers can be entered manually or generated automatically. They are managed through the Deposit Management entity, which is part of the A/R Lockbox form in Govern.

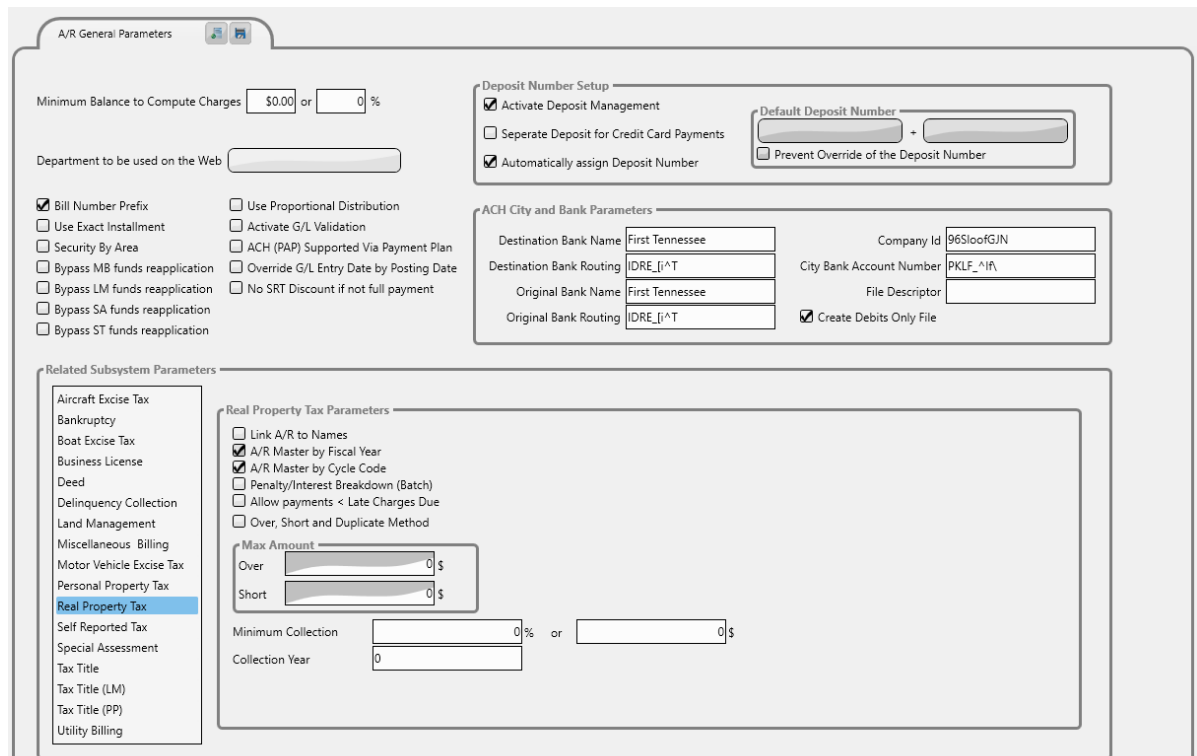Full details of setting up Deposit Management are provided in the Accounts Receivable documentation.

Setting Up A/R General Parameters for the Subsystems

Review the Accounts Receivable General Parameters to ensure that the rules for minimum payments are correctly setup.

To review the A/R General Parameters:

1. Launch GNA.

2. Select **Application Configurations** > **Accounts Receivable General Parameters**.

6.0.1606.25 - CTG-MTL-SQL2014-SQL

3. Verify the **Minimum Balance to Compute Charges** parameter.

4. Scroll through the settings for each subsystem under Related Subsystem Parameters.

5. Verify the setting for **Allow Payments < Late Charges Due** for each subsystem.
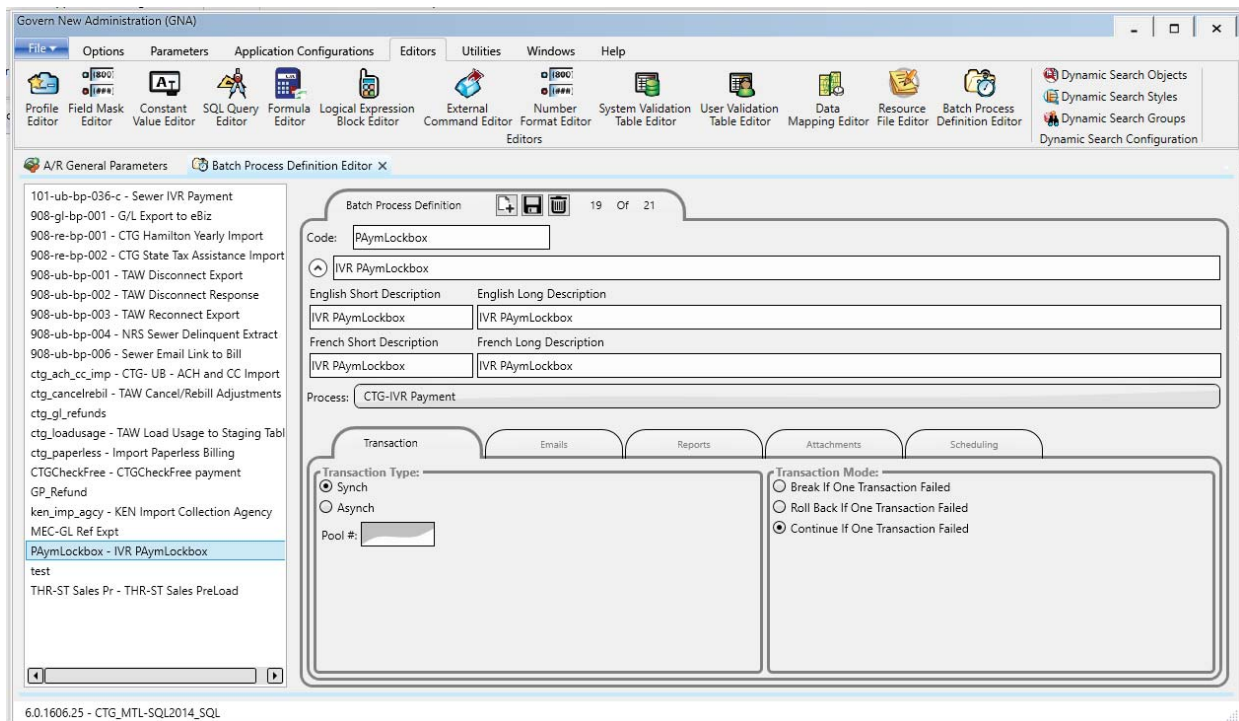
By default, payments that are less than the late charges due cannot be entered on the user forms. A message appears and the payment cannot be saved.

6. Verify the **Minimum Collection Amount** for each subsystem for which it appears.

Defining the Lockbox Batch Process

To define the A/R Lockbox batch process:

1. Launch GNA.

2. Select **Editors** > **Batch Process Definition Editor.**

3. Click **New**.

4. Select **A/R Lockbox** from the **Process** drop-down list.

5. Set up the parameters as defined in the Batch Processing documentation.

Setting Security for the Lockbox

Security for the A/R Lockbox is applied, as all OpenForms security, at multiple levels:

- **Administrative forms**: Security on administrative forms used in the A/R Lockbox, such as the User Registry Maintenance, A/R General Parameters, and A/R Subsystems, is defined in the GSM.
- **User forms**: Security for the A/R Deposit Management and A/R Lockbox user forms is set first in the GSM. This is to give users permission to execute the form or not. Security on the entities and the fields on the form is set in Security Mode in the OFD.

The following scenario illustrates how security is applied to the User Registry Maintenance form parameters.

- **GSM**: The right to access the User Registry Maintenance form in GNA is set is defined in the Govern Security Manager (GSM). This applies to the entire form, not just the Lockbox options.
- **OFD**: Users can access the User Registry Maintenance parameters by clicking the Lockbox Settings action button on the A/R Lockbox form. You can provide security for this action button, as for all action buttons, in the OpenForms Designer (OFD) Property Explorer for the form.

Defining Security in the GSM

The Govern Security Manager (GSM) is used for granting access permissions on administrative and user forms as well as batch processes. The access applies to the entire form or batch process.

To define security on the administrative forms used by the A/R Lockbox:

1. Launch the Govern Security Manager (GSM).
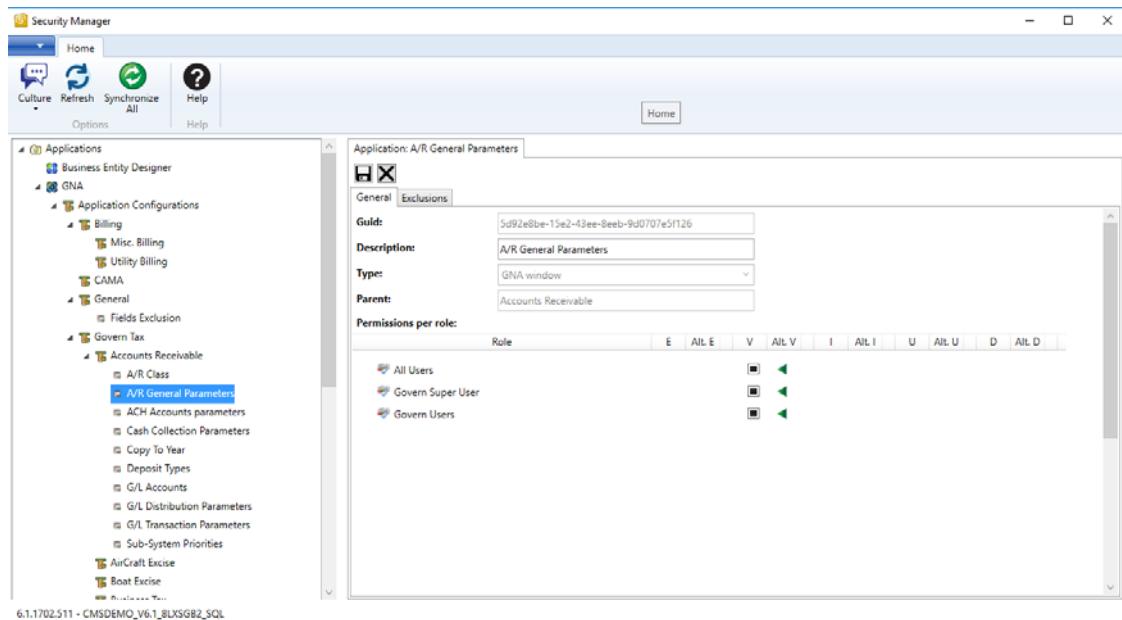
2. Select **Applications** > **GNA** > **Application Configurations** > **Billing** > **Govern Tax** > **Accounts Receivable**.

3. Select the A/R General Parameters or other form to which you want to grant access.

4. Right-click on the form.

5. Click **Edit** to set up permissions.

6. Click **Exclusions** to define exceptions to the permissions.

7. Repeat steps **4** to **6** for each form as required.

8. Click **Save**.

To define security on the User Registry Maintenance form:

1. Launch the GSM.

2. Select **Applications** > **GNA** > **Parameters** > **User Parameters** > **User Registry Editor**.

3. Right-click on the form.

4. Click **Edit** to set up permissions.

5. Click **Exclusions** to define exceptions to the permissions.

6. Repeat steps **4** to **6** for each form as required.

7. Click **Save**.

To define security to execute the A/R Lockbox user form and batch process:

1. Launch the Govern Security Manager (GSM).
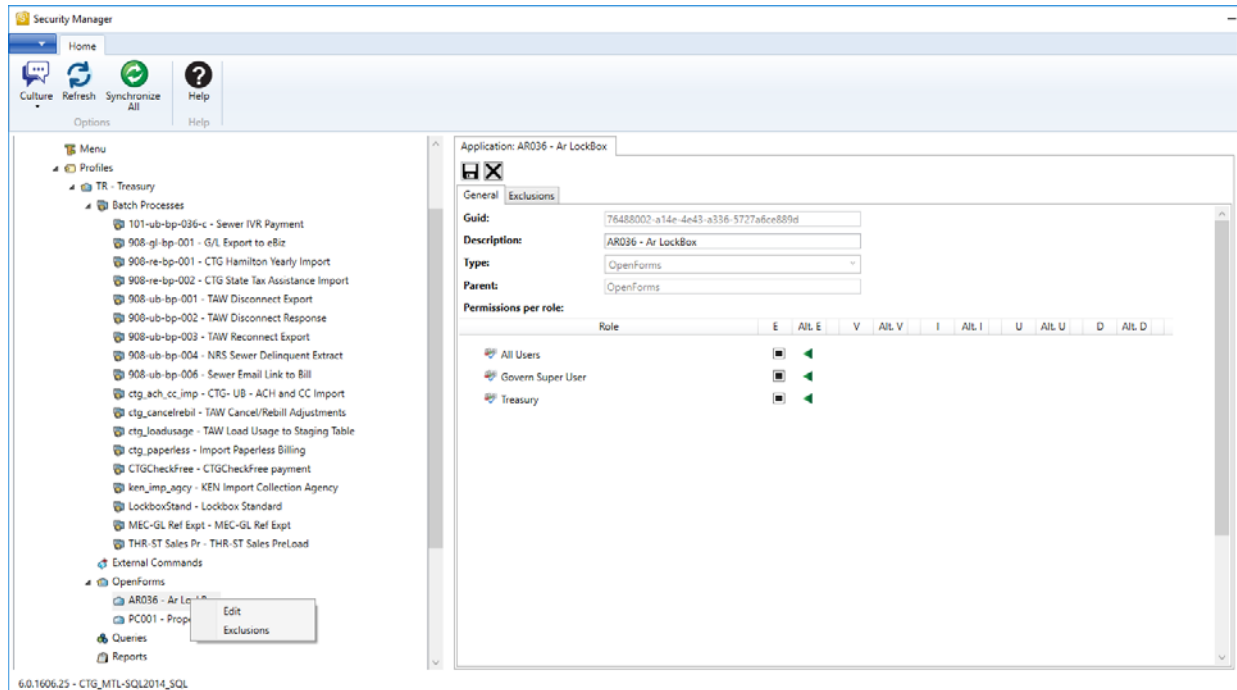
2. Select **Applications** > **Govern** > **Profiles**.

3. Select the Profile containing the **A/R Lockbox** form and Batch Process.

4. Select **Batch Processes** > **A/R Lockbox**.

5. Right-click on the **A/R Lockbox** batch process.

6. Click **Edit** to set up permissions.

7. Click **Exclusions** to define exceptions to the permissions.

8. Click **OpenForms**.
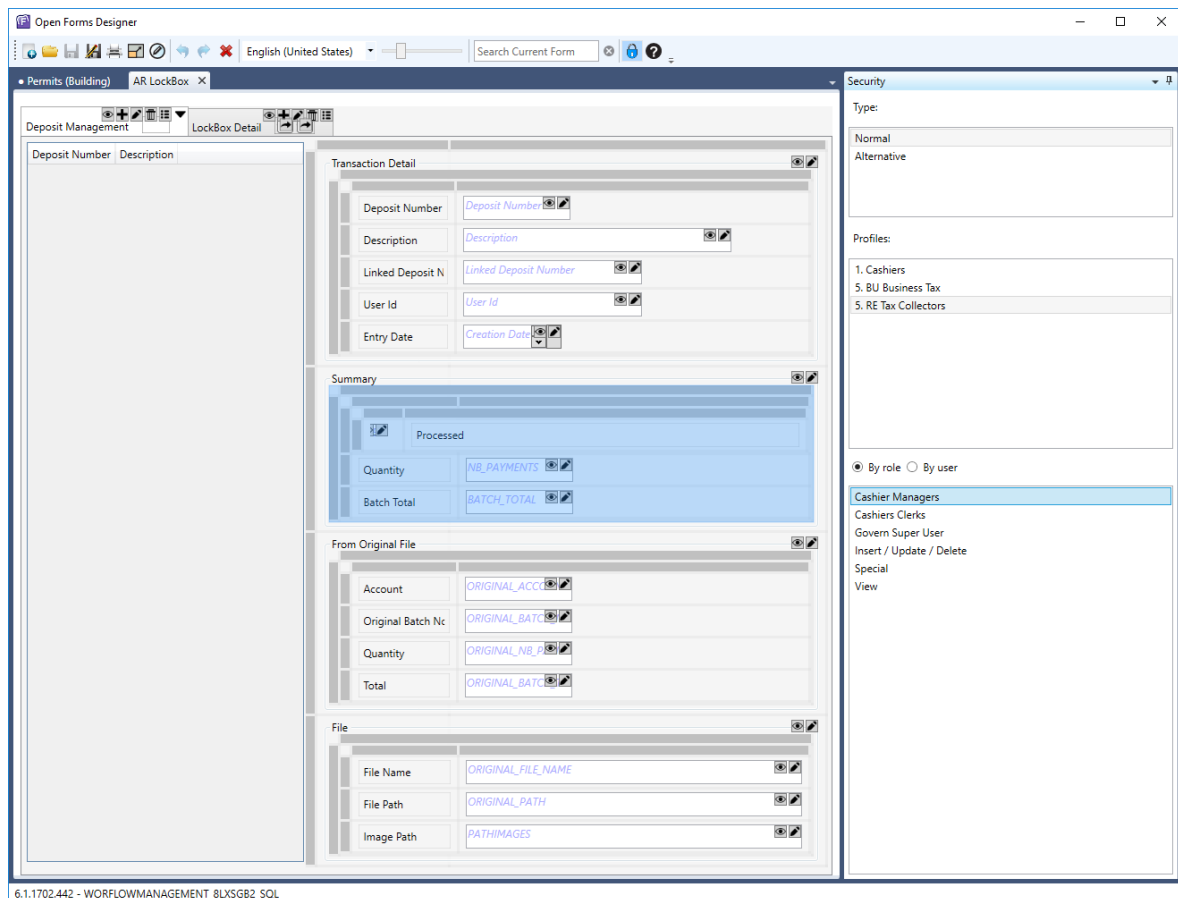
9. Select the **A/R Lockbox** form.

10. Repeat steps **6** and **7**.

11. Click **Save**.

Setting Security on the Entity and Fields

To set up the security:

1. Launch the Govern OpenForms Designer (OFD).

2. Open the A/R Lockbox form.

3. Select the **Security** icon to shift to **Security Mode**.

4. Select a Security Type, Profile, and Role or user.

5. Select the **User Registry** action button.

6. Define the security permissions.

7. Click **Save**.

8. Repeat steps 4 to 7 for all required combinations of Security Type, Profile, and Role or user.

9. Repeat steps 4 to 7 for all required combinations of Security Type, Profile, and Role or user, but select the **Quick Save and Insert** action button.

Customizing the Layout of the Govern A/R Lockbox Form

You can make the following changes to the Lockbox user form in the OpenForms Designer (OFD):

- Customize the form by renaming and repositioning the fields as required by your organization.
- Customize the Browse screen and the Record Description, if required.
- Set the security for the Lockbox user form in Govern.

A/R Lockbox Batch Processes

📖 Overview

The A/R Lockbox batch processes are used for processing A/R Lockbox payment details. There is one form with four options:

- **Validating a File**: Loads payment details to a log file. They are not stored in the database.
- **Preloading a File**: Loads lockbox payment details to the Govern A/R_Lockbox_Header and Lockbox_Detail database tables. Data can be viewed on the Govern A/R Lockbox user form.
- **Processing Payments from a File**: Loads data from the Lockbox file directly to A/R
- **Processing Payments from a Preloaded File**: Loads the data from the Preloaded file to A/R

Note: After you run an A/R Lockbox batch processes, with the exception of the Preload, the A/R Lockbox file can no longer be viewed on the AR Lockbox form in Govern

Accessing the A/R Lockbox Batch Processes

To access A/R Lockbox Batch Process form:

1. Launch Govern.

2. Open a Profile that contains the A/R Lockbox batch process.

3. Select the Batch Processes Explorer.

4. Select the A/R Lockbox batch process.

5. Select one of the following options:
   - Preload
   - Process from File
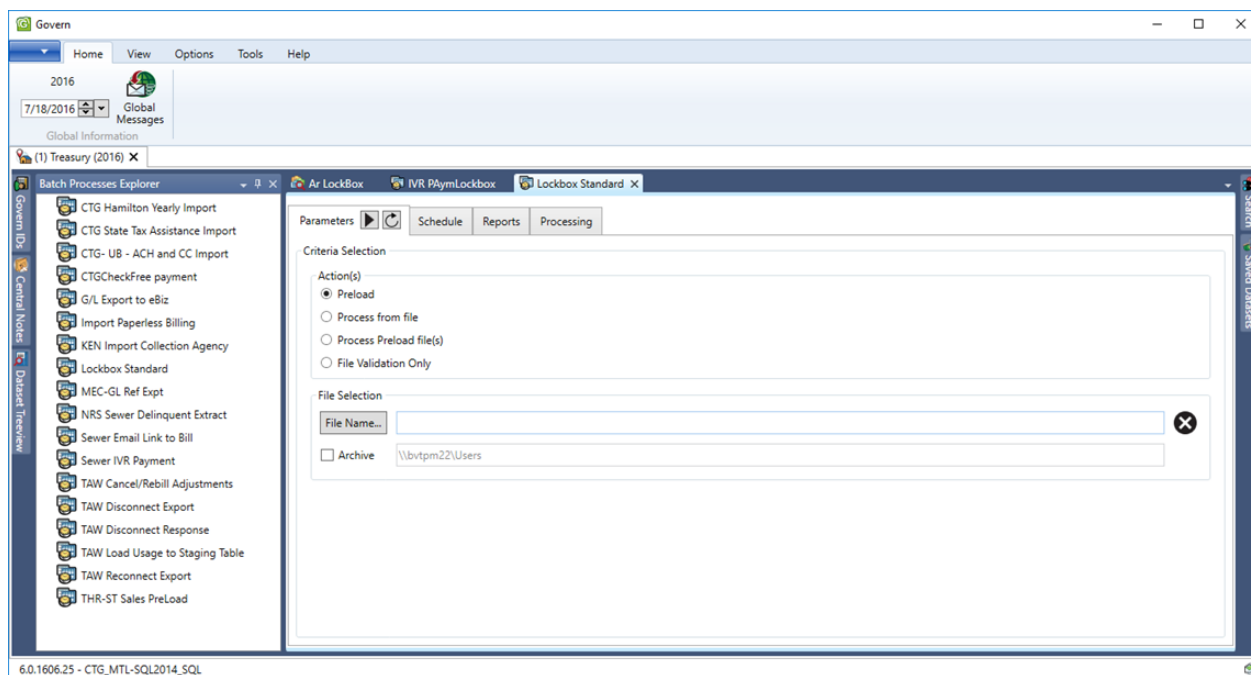   - Process Preload File
   - File Validation Only

Note: There are two possible sources for the Lockbox file. It can be compiled from deposited bank payments, by a Lockbox service at a bank, or from entries made in the Lockbox form in Govern.

Running the Preload Batch Process

Run the Preload batch process in order to load a lockbox file to the Govern A/R_Lockbox_Header and Lockbox_Detail database tables. Once the process is complete, you can view it on the A/R Lockbox form in Govern.

To run this process:

1. Open the A/R Lockbox batch process.

2. Select the **Preload** option.

3. Click the **File Name** button.

4. Select the Lockbox file from a computer or network drive.

5. Click **Archive** to store the file in a specific location.

6. Click the **Run** button to run the process and load the file to the database tables.
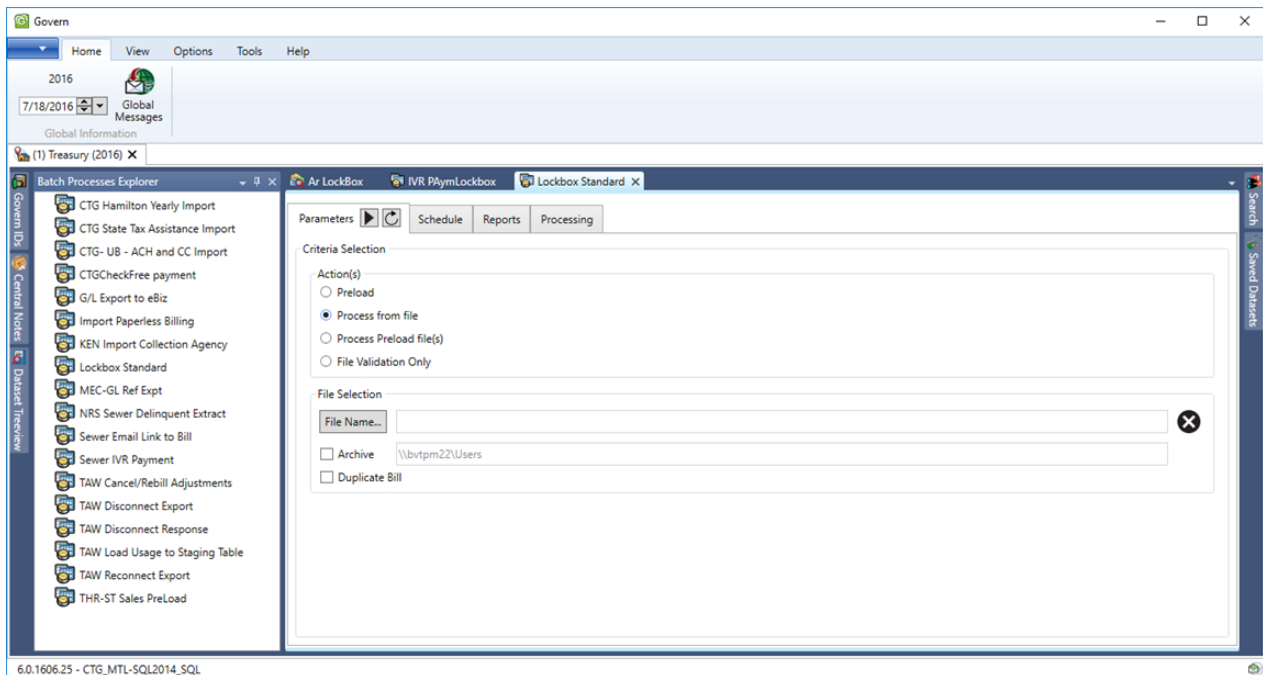
Running the Process From File Batch Process

Run the Process From File batch process in order to load the payment data directly to the Govern A/R from a Lockbox file.

> **Note:** After you run the Process From File batch process, the file can no longer be viewed on the AR Lockbox form in Govern.

To run this process:

1. Open the A/R Lockbox batch process.

2. Select the **Process From File** option.

3. Click the **File Name** button.

4. Select the Lockbox file from a computer or network drive.

5. Click **Archive** to store the file in a specific location.

6. Click the **Duplicate Bill** option to create copies of the bills for the name selected as the Primary Index in the Mailing Index.

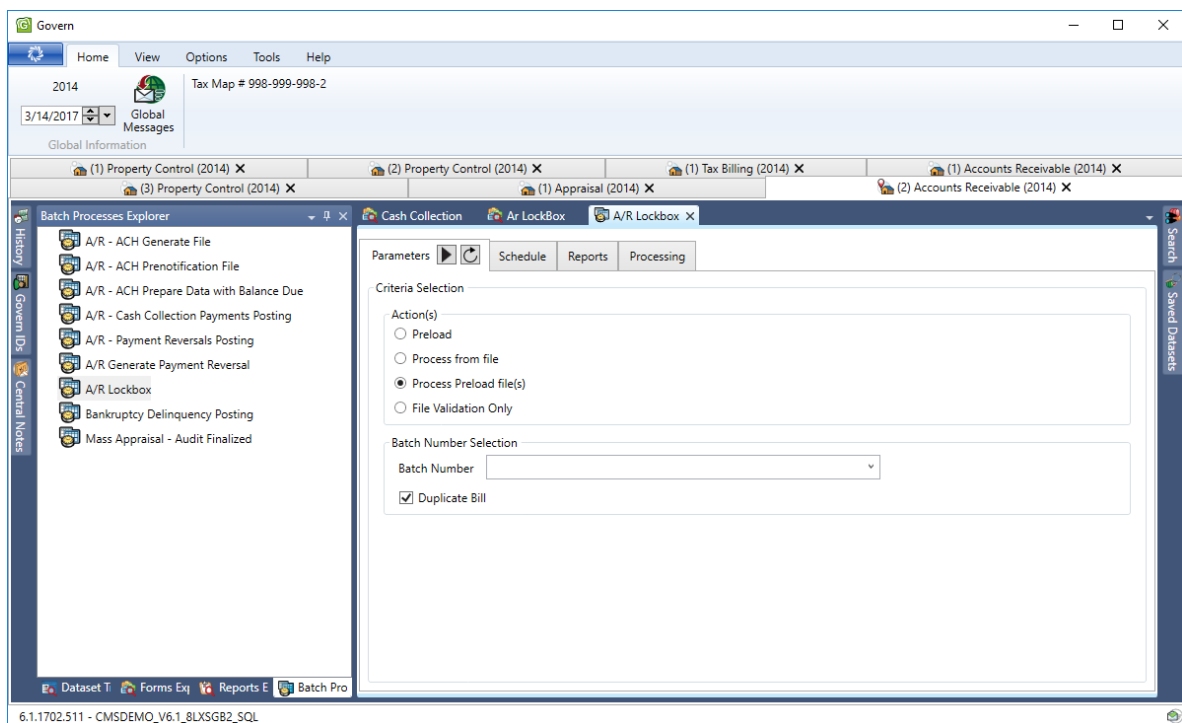7. Click the **Run** button to run the process and load the file to the database tables.

Running the Process From Preload File Batch Process

The Process From Preload File batch process is similar to the Process From File process. It loads the payment data from the Lockbox file directly to the Govern A/R.

Note: After you run this Process From File batch process, the file can no longer be viewed on the AR Lockbox form in Govern.

To run this process:

1. Open the A/R Lockbox batch process.

2. Select the **Process Preload File(s)** option.
3. Click the **File Name** button.
4. Select the Lockbox file from a computer or network drive.

5. Select the batch number created for the preloaded file from the Batch Number drop-down list.

6. Click the **Duplicate Bill** option to create copies of the bills for the name selected as the Primary Index in the Mailing Index.

7. Click the **Run** button to run the process and load the file to the database tables.

# Running the File Validation Only Batch Process

Run the File Validation Only batch process in order to ensure that the Lockbox file is valid. Payments are loaded to a log file but are not stored in the database.

Note: After the process is File Validation ONly batch process is run, the file can no longer be viewed in Govern.

The file cannot be viewed in Govern.

To run this process:

1. Open the A/R Lockbox batch process.
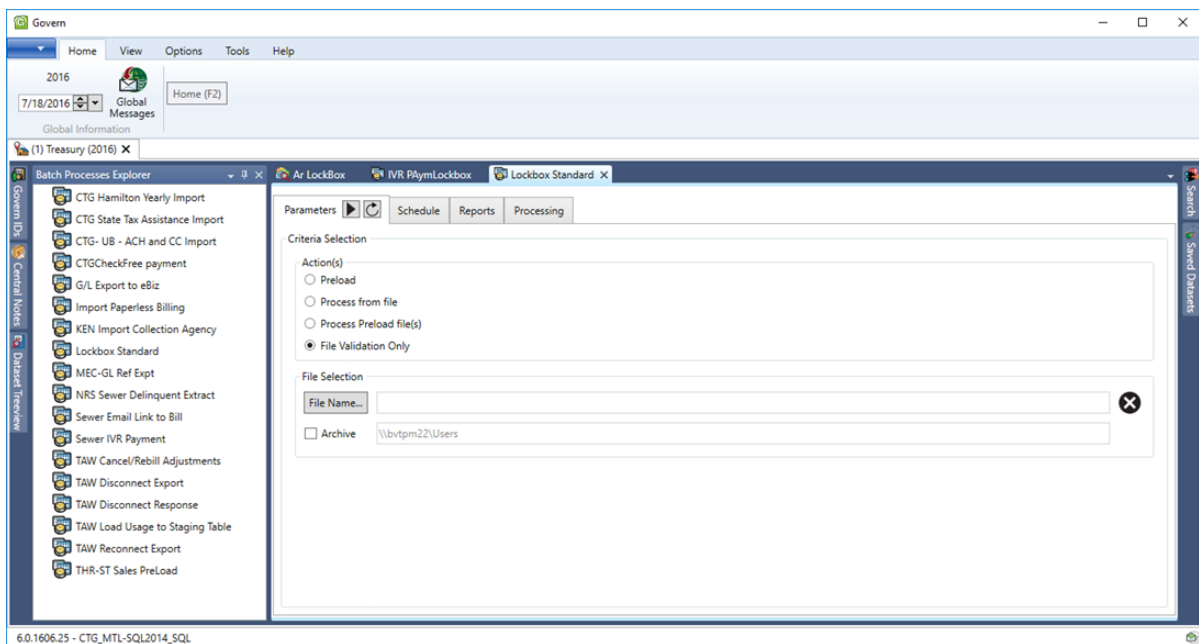
2. Select the **File Validation Only** option.

3. Click the **File Name** button.

4. Select the Lockbox file from a computer or network drive.

5. Click **Archive** to store the file in a specific location.

6. Click the **Run** button to run the process and load the file to the database tables.

Chapter 4: A/R Lockbox User Form

📖 Overview

The Govern A/R Lockbox user form can be used in the following ways:

- Entering new lockbox payments
- Viewing payments uploaded to the Govern tables through the Preload batch process
- Updating payment information form these files

The A/R Lockbox:

- Speeds up Data Entry
- Speeds up the time required to make a deposit
- Provides direct access to default parameters to make it faster
- Provides a Quick Save and Insert action button to make it faster

This document describes the following:

- Viewing the A/R Lockbox user form
- Accessing the A/R Lockbox User Form
- Creating a New A/R Lockbox Record

Viewing the A/R Lockbox User Form

The A/R Lockbox user form contains two tabs:

- **Deposit Management**: This is standard for all A/R and Cash Collection payment records.
- Lockbox Detail: This displays information about each lockbox record.

Lockbox Detail

The Lockbox Detail tab contains the following sections:

- **Browsing window**: The browsing window lists all the records in the Lockbox file by AR_ID or barcode, Tax Map Number, transaction type, and amount, as well as details about the record, such as whether it was loaded, modified, or processed.
- **Summary**: The summary section is completed by the user if the record is entered manually. It contains the barcode, payer information, and details about the payment.
- **Lockbox Detail General Information**: This section can be manually completed. It contains
- **Lockbox Detail Transaction Status**: This section is automatically populated by the batch process.

Lockbox Detail Action Buttons

The Lockbox Detail tab contains the New, Save, Delete, and Cancel standard action buttons, as well as:

Lockbox Settings: The Lockbox Settings action button provides access to the User Registry Maintenance form. If you are making multiple entries, you can set defaults for common fields. For the lockbox, these settings are:
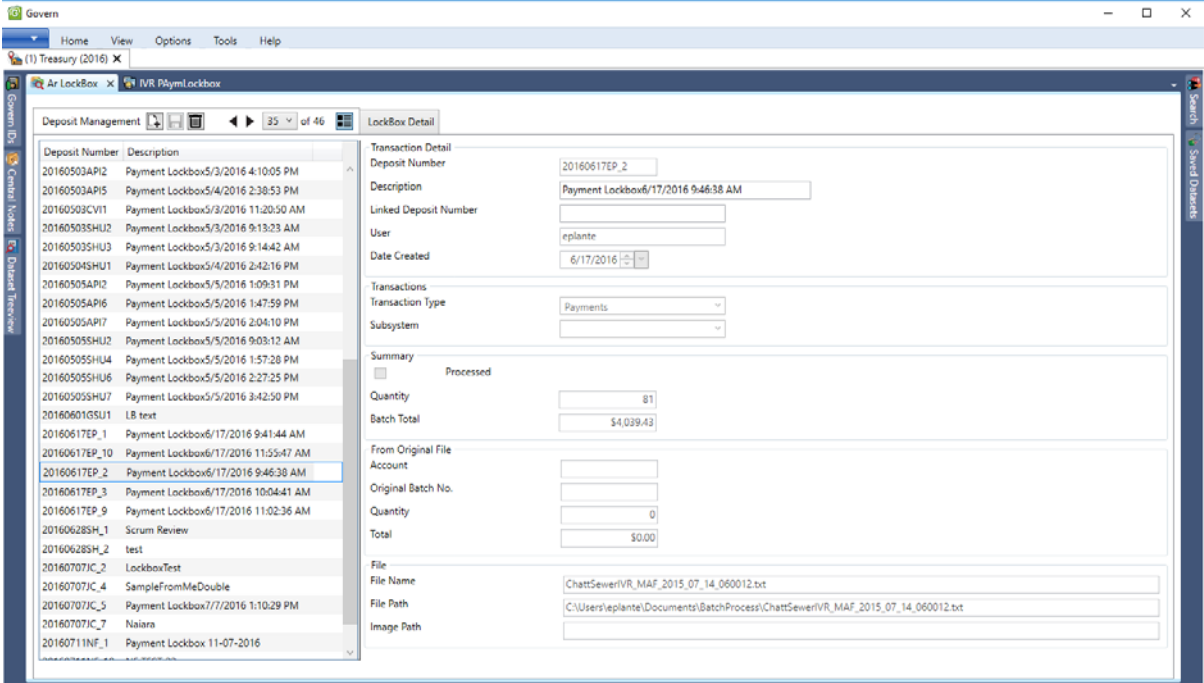
- **Default Effective Date**: To save time if you are creating multiple entries, you can predefine the **Effective Date** field. This is the date that the payment becomes effective.
- **Default Entry Date**: Enter a default date to save time on multiple data entries. Typically, the **Entry Date** is the date that the payment is entered.
- **Installment**: Select a default installment for Real Property Tax payments.
- **Payment Type**: Select a default payment type from the drop-down list. Payment types include: ACH, American Express, Collection Agency, Debit, Discover, eCheck Personal, Lockbox, MasterCard, Pinless Debit, and Visa.
- **Transaction Type**: Select a transaction type from the drop-down list. Typically, this is **Payment**.

Quick Save and Insert: Select this option to enable the **Quick Save and Insert**. This speeds up data entry time. When, you click **Save**, the form is reset immediately. You do not to click **New**.

Accessing the A/R Lockbox User Form

To access the A/R Lockbox:

1. Launch Govern.

2. Open a Profile that contains the A/R Lockbox form.

3. Open the A/R Lockbox form.

Adding Lockbox Data Records

There are two ways of adding lockbox data records, by:

- Creating new lockbox records. See the following procedure.
- Loading existing lockbox records. *See Loading Lockbox Records* on page 266.

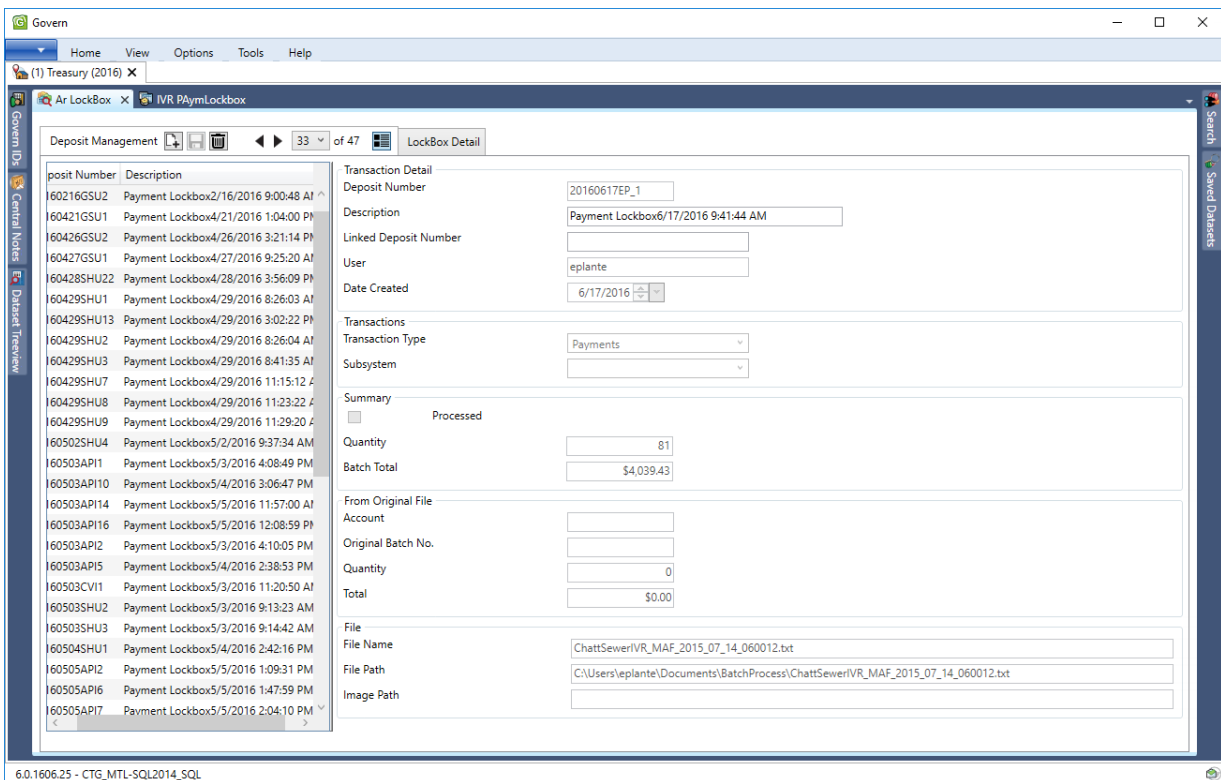# Creating a New A/R Lockbox Record

To create a new lockbox record:

1. Launch Govern.

2. Open a Profile that contains the A/R Lockbox form.

3. Open the A/R Lockbox form.

Entering the Deposit Information

To enter the Deposit Information:

1. Select the **Deposit Management** tab.

2. Do one of the following:
   - Click **New** to create a new deposit number.
   - Select an existing deposit number on the left.

Creating a New Deposit Number for Lockbox Entries
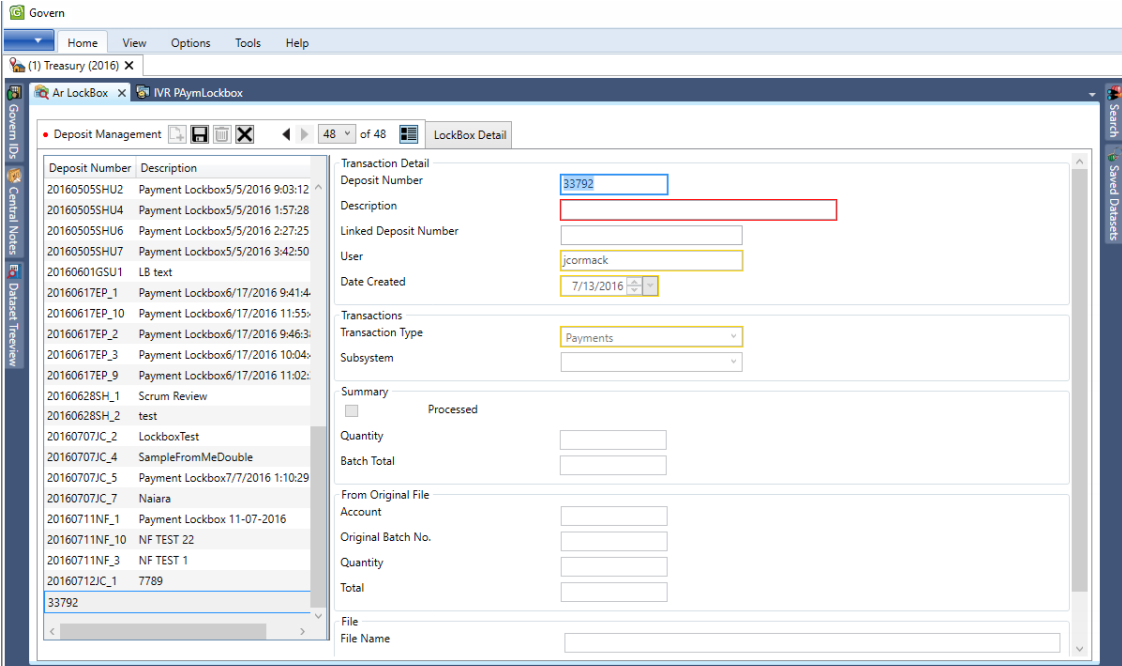
Deposit Management is mandatory for all A/R systems in Govern OpenForms, including the A/R Lockbox. All transactions and entries are managed and accessed through deposit numbers. How deposit numbers are added to your form depends on your setup. They may be generated automatically or entered manually.

The A/R Lockbox Deposit Management tab contains the following sections:

- **Transaction Detail**: Entered manually by the user.
- **Summary**: Automatically populated by the batch process.
- **From Original File**: Automatically populated by the batch process.
- **File**: Automatically populated by the batch process.

To create a new Deposit Number:

1. Select the **Deposit Management** tab in the Lockbox entity.
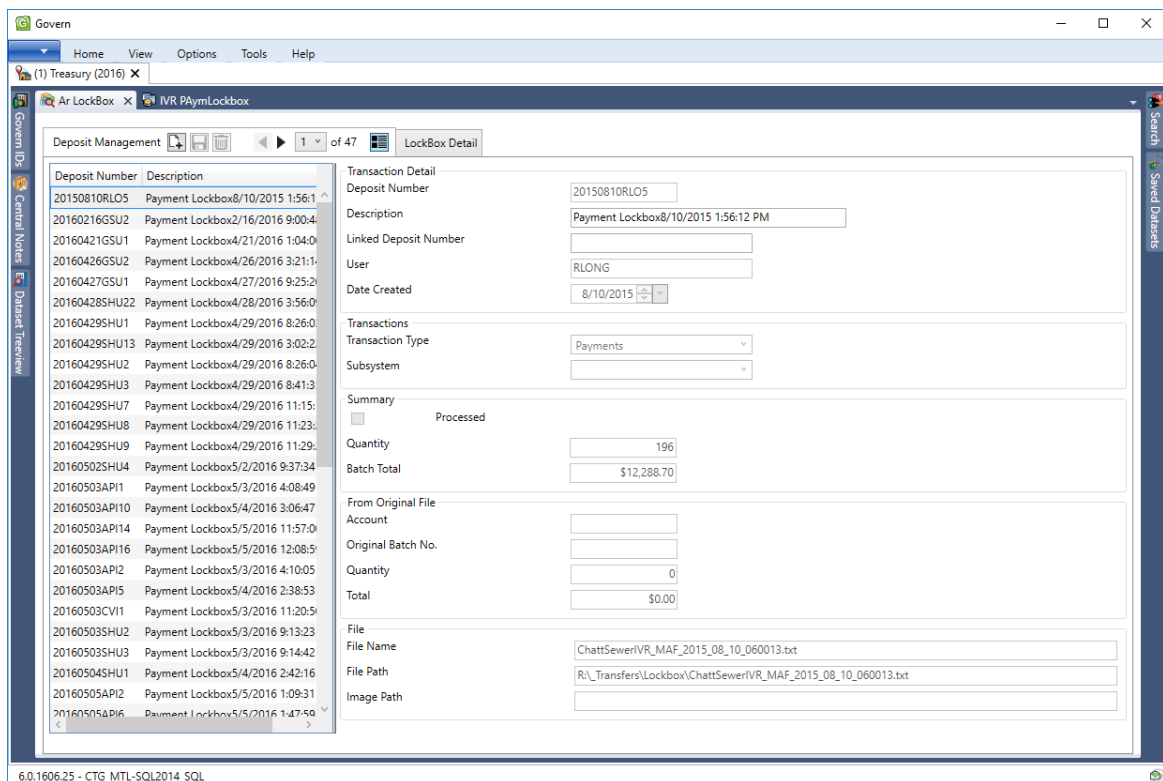
If deposit numbers are entered manually, you can enter a number in the **Deposit Number** field or override the automatically generated number.

2. Do one of the following:

- Enter a new deposit number in this field.
- Override the automatically generated number.
- Leave the automatically generated number;

3. Enter descriptive text to identify the deposit in the **Description** text box.

   The following parameters are automatically populated:
   - User Name
   - Creation Date

   For the A/R Lockbox, select **Payments**. as the transaction type.

4. Click **Save**.

   The Summary information is entered through the batch process. This is described in the following section.

   The Lockbox Data information

Entering New Lockbox Detail Information

The Lockbox Detail information is associated with a barcode. The first step is to provide the barcode for this form. You can either enter the barcode manually or select one that is returned automatically through a search.

To create a new Lockbox Detail record:

1. Click **New**.

2. Do one of the following:
    *   Select **By Barcode (A/R)** in the **Search** window.
    *   Enter a barcode in the **Barcode (A/R)** field.

3. Click the ellipsis button beside the **Payer Name** field and select one of the following:
    *   **Search** to search the database for an existing name or payer account.
    *   **New Name** to create a new Name Account for the current record.
        The Name and Address form may be launched immediately or after the record is saved. This depends on your setup.
    *   **New Payer Name** to create a new payer account.

    Note: Depending on your setup, one or more of these options may be absent. The options that appear, and how they are executed, vary according to how the Payer Name control is configured in the OpenForms Designer (OFD). Refer to the Payer Name documentation for details.

4. Enter the amount of the transaction in the **Amount** field.

5. Enter a date in the **Effective Date** field. This is the date that the transaction becomes effective.

    Tip: To enter the current date, position your cursor in the field and click [Ctrl+T] on your keyboard.

6. Overwrite the date in the **Entry Date** field if required. By default, this field displays the current date.

7. Make a selection from the **Payment Type** drop-down list. Payment Types are saved in the VTSYSTEM Table under CCTYPE.

8. Select the **Installment**; such as, first, second, third, fourth installment or total (Table: VTSYSTEM_INSTALL).

Transaction Status

The following fields are automatically populated by the batch process. They are selected as applicable under **Transaction Status** when the batch process is complete.

- **Load**: The transaction is loaded to the database and saved to the tables AR_Lockbox_Detail and AR_Lockbox_Header.
- **Modified**: The transaction was modified on the Lockbox user form after it was loaded to the Govern Accounts Receivable A/R tables.

  Once the batch process is run on the file or on the database tables, the transactions cannot be modified or deleted.
- **Processed**: The batch process was run on the transaction and it was saved to Govern Accounts Receivable A/R.
- **Process Preload file(s):** Apply payment from Lockbox tables loaded previously in Lockbox table with the selected Batch number not processed from the combo

Lockbox File Layout

Example Lockbox File Header Layout

T4444	2	3000.23	2003/09/22 06:02:49 PM govern		
88888888			1000.00	2003/08/01Check	01Frank
78787878			2003.23	2003/08/01Check	01Frank

The following rules apply:

1. The first character must be a T.

2. The next ten characters contain the batch number.

3. The next 11 characters contain the number of payments following the header.

4. The date and time of file creation follow.

5. Finally, the user name of the person who created the file appears.

The Lockbox Payment Entries

Lockbox File Layout

Header					
Column Name	**Value**	**String Length**	**Position**		**Required**
			From	**To**	
Header Flag	"T"	1	1	1	Mandatory
Batch Number		10	2	11	Mandatory
Payer Account Number		10	12	21	Optional
Number of Payments		10	22	31	Mandatory
Total of all Payments		10	32	41	Optional
File Creation Date / Time and User Name		Variable	42	Variable	Optional

The Lockbox Payment Entries

Column Name	**String Length**	**Position**		**Comments**
		From	**To**	
barcode (ar_id)	10	1	10	
fiscal_year	4	11	14	
cycle_code	15	15	29	
ub_account	20	30	49	
bill_prefix	2	50	51	
bill_seq	8	52	59	
amount	12	60	71	
payment_date	10	72	81	
payment_type	15	82	96	
installment	2	97	98	

Column Name	String Length	Position		Comments
		From	To	
payer_name	40	99	138	
Address1	50	139	188	
Address2	50	189	238	
Address3	50	239	288	
The following fields have been added to the LockBox file layout, as a result the new record length is 400.				
EffectiveDate	10	289	298	
TransType	3	299	301	Spaces or **pmt** for payment; **dep** for deposit
SubSystem	2	302	303	Required for deposit
Empty_Buffer	96	304	399	Spaces

Note: Deposit is not allowed if the *Data Entry* field is set to **Payer Account**, **Parcel ID**, or **Tax Map**. Deposit is allowed for all other entries for existing A/R Records, e.g. **Barcode**, **Key ID**, **MB Invoice**, **UB Account**

Account Type		
Account	**Definition**	**File Update**
UB Account	Account Number is not NULL and **Bill Sequence is NULL**	UB account number is saved in the **UB account** field
MB Account	Account Number is not NULL and **Bill Sequence is 1**	MB invoice number is saved in the **UB account** field.
Payer Account	Account number is not Null and **Bill Sequence is 2**	Taxpayer account number is saved in the **UB account** field. This is used to distribute payments across multiple subsystems.

Account Type		
Account	**Definition**	**File Update**
Tax Map Number	Account number is not Null and **Bill Sequence is 3**	P_ID is saved in the **UB account** field, although the entry was made by tax map number.
Parcel ID (P_ID)	Account number is not Null and **Bill Sequence is 4**	P_ID is saved in the **UB account** field; the entry was made by P_ID.
Key ID	Account number is not Null and **Bill Sequence is 5**	The Key ID (Permit, Offense or Workflow ID) is saved in the **UB account** field.
Tax Map Number Unformatted	Account number is not Null and **Bill Sequence is 6**	The Tax Map Number Unformatted is saved in **UB account** (ub_account)
Self Reported Tax ID (ST_ID)	Account number is not Null and **Bill Sequence is 7**	The ST_ID is saved in the **UB account** field (ub_account).

Exit: Click **Exit**, a confirmation message appears. To save and end your current lock box session, click **Yes**.