User Guide

Regions Association Image Lockbox Online

REGIONS

It's time to expect more.

Association Image Lockbox User Guide

Association Image Lockbox Online is an Internet-based service designed specifically for the condominium and home owner association industries. *Association Image Lockbox Online* provides users with the ability to order and manage their coupon and statement orders In addition, there are tools to help you attach a budget and letters for your Association Members as well as track your submitted orders.

Please refer to the page of the guide that best suits your coupon and statement order process.

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Basic System Requirements

Image Lockbox Online has the following basic system requirements:

- Internet Explorer® 6.0, 7.0 or 8.0
- Mozilla Firefox® 2.0, 3.0 or 3.5
- Adobe Flash® - To download, visit http://www.adobe.com/support/flashplayer/downloads.html

Coupon and Statement Ordering Overview

Regions understands that Association clients use various methods for placing coupon and statement orders. Regions Association Image Lockbox provides the ability for Association clients to enter coupon orders by:

1. **Manually entering property owner information**
2. **Creating an order by "Cloning" (or editing) a previously submitted order**
3. **Uploading a CSV file spreadsheet containing order data**
4. **Importing an order file from TOPS-212 software**

Once a coupon or statement order has been created and saved, it is fully editable. This allows you to open your previously submitted or saved order, make and save changes, then submit to create a new order.

In addition to providing several methods to create an order, Regions Image Association Lockbox provides you with tools to:

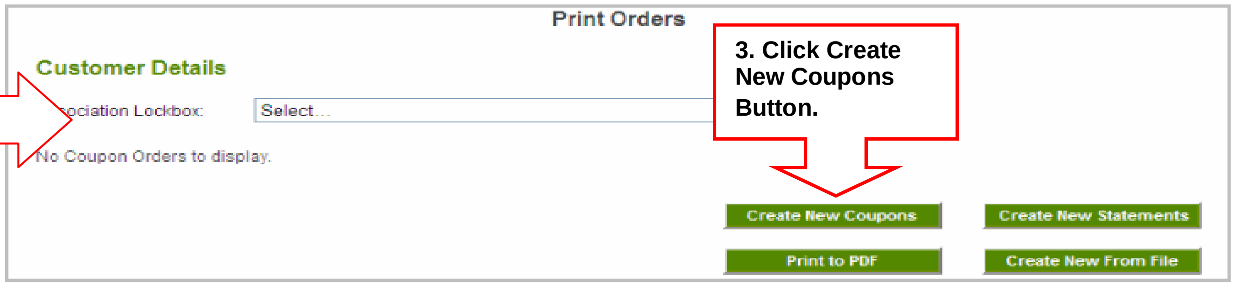
- Add association level messages in the coupon booklet or on the statement
- Add property owner specific messages in the coupon booklet or on the statement
- Attach an association letter and/or budget that will print in the coupon booklet or on the statement
- Mail coupons and/or statements to the property owners or bulk ship to the property management company or association
- Track submitted orders online

This guide is designed to provide step-by-step instructions for managing your orders. As always, should you have questions regarding this or any Association Image Lockbox process, contact Regions Client Services. Contact information is provided on the **Contact Us** option located on the Image Lockbox Toolbar.

Manually Entering Coupon Orders

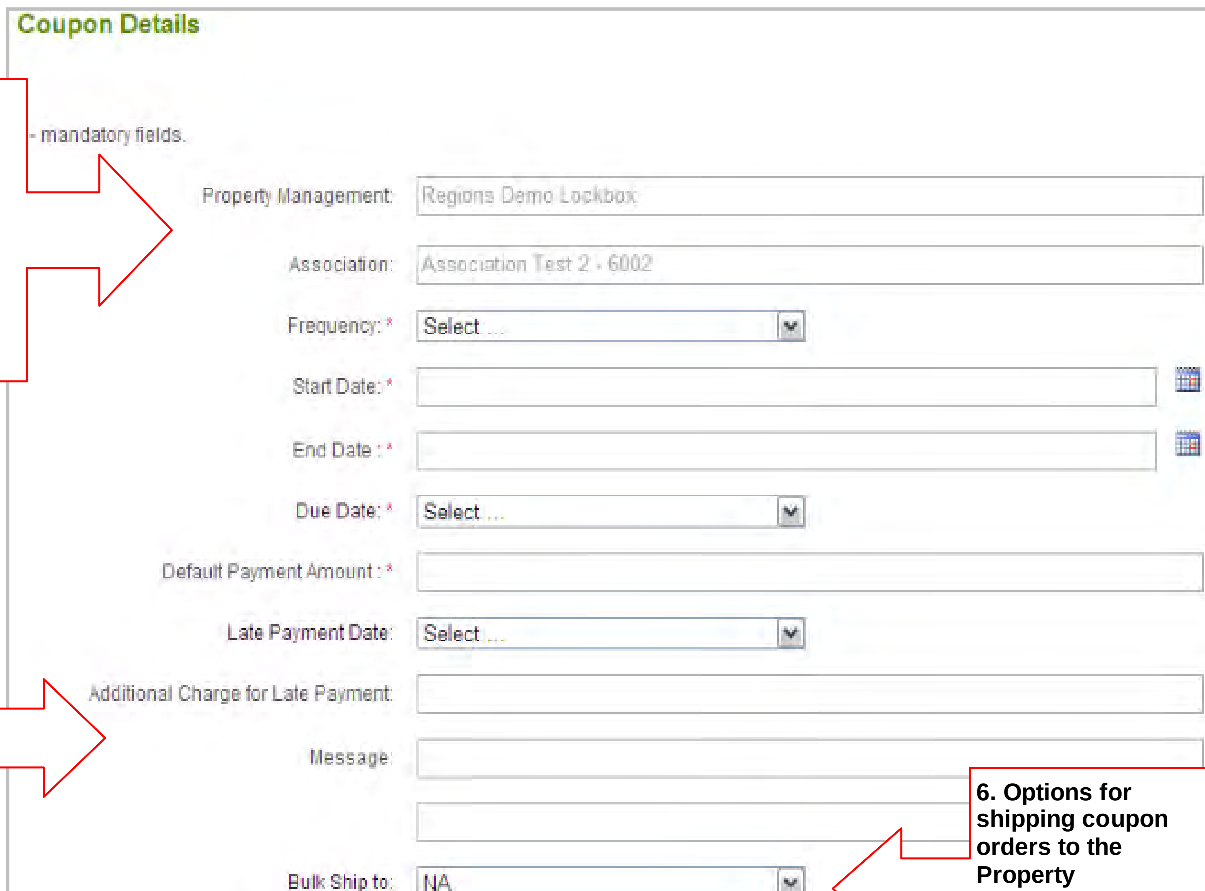
To create a new coupon order by manually entering your property owner information:

1. Click Enter Print Orders on the Association Toolbar Menu.



2. Select a Property from the drop-down box.

3. Click Create New Coupons Button.



4. In the Coupon Details section enter all information regarding the order. Required information is denoted with an asterisk (*).

5. Add a Message here that will be seen by all property owners. (Optional)

6. Options for shipping coupon orders to the Property Management Company or Association.

See Next Page for Field Requirements and Definitions.

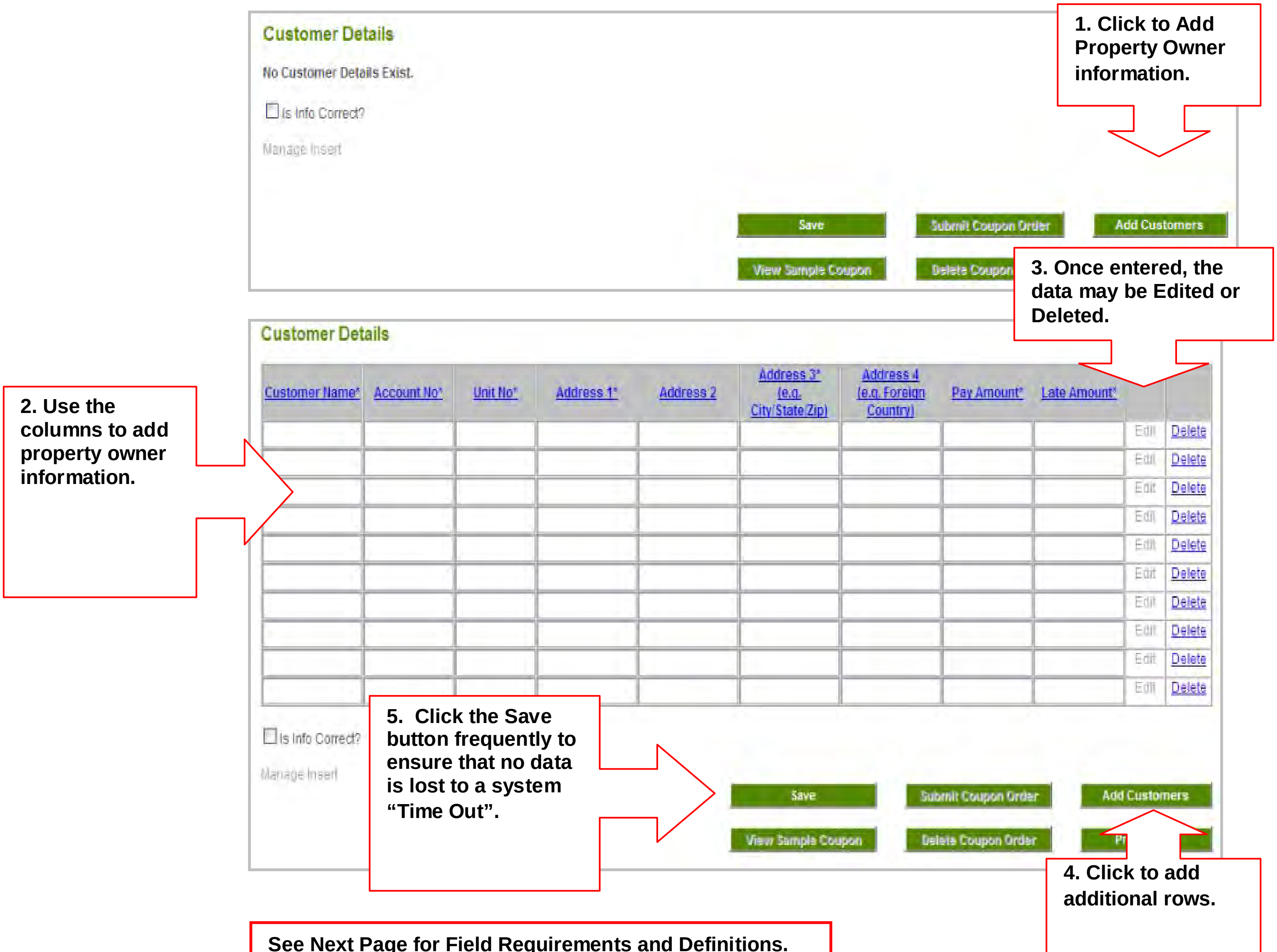
Manually Entering Coupon Orders – Continued

Coupon Details Screen Field Definitions

Property Management	Displays the name of the Property Management Company. If your Association is independently managed, the Association name will display.
Association	The Name and Lockbox Number of the Association or Property.
Frequency	Payment Frequency. The options are: **Monthly** – A payment is due monthly. Up to **16** coupons mailed to the property owner. **Quarterly –** A payment is due quarterly **4** payment coupons mailed to the property owner. **Semi-Annual –** A payment is due twice per year. **2** coupons mailed to the property owner. **Annual –** A payment is due once per year. **1**coupon mailed to the property owner. **One-Time** – A one-time payment is due. **1** coupon mailed to the property owner.
Start Date	The **first day of the month** for the payment period.
End Date	The **last day of the month** for the payment period.
	For example: A **January-December** order must have the start date of **01/01/YYYY** and an end date of **12/31/YYYY.**
Due Date	The due date determined by the Association.
Default Payment Amount	Although payment amounts may vary by property owner, enter the amount of the most frequent payment.
Late Payment Date	The late date determined by the Association.
Additional Charge for Late Payment	. **Enter the amount of the late charge.** **For example:** **Expected Payment amount = $400.00 and late charge is $50.00 you will enter $50.00.** ***It is not a requirement that a late charge be added. If you do not want to include a late charge, enter 0.00 for the amount.**
Message (Optional)	Enter a maximum of **40** characters per line to display a message on page one of the coupon booklet. (Directly above the change of address form.)
Bulk Ship	If you prefer to have the coupon booklets **shipped in bulk to the Property Management Company or Association**, select the correct option from the drop-down box.

Manually Entering Coupon Orders – Continued

The bottom section of the Manage Coupon Order screen is used for entering your property owner information.



See Next Page for Field Requirements and Definitions.

Manually Entering Coupon Orders – Continued

Customer Details Field Definitions and Requirements

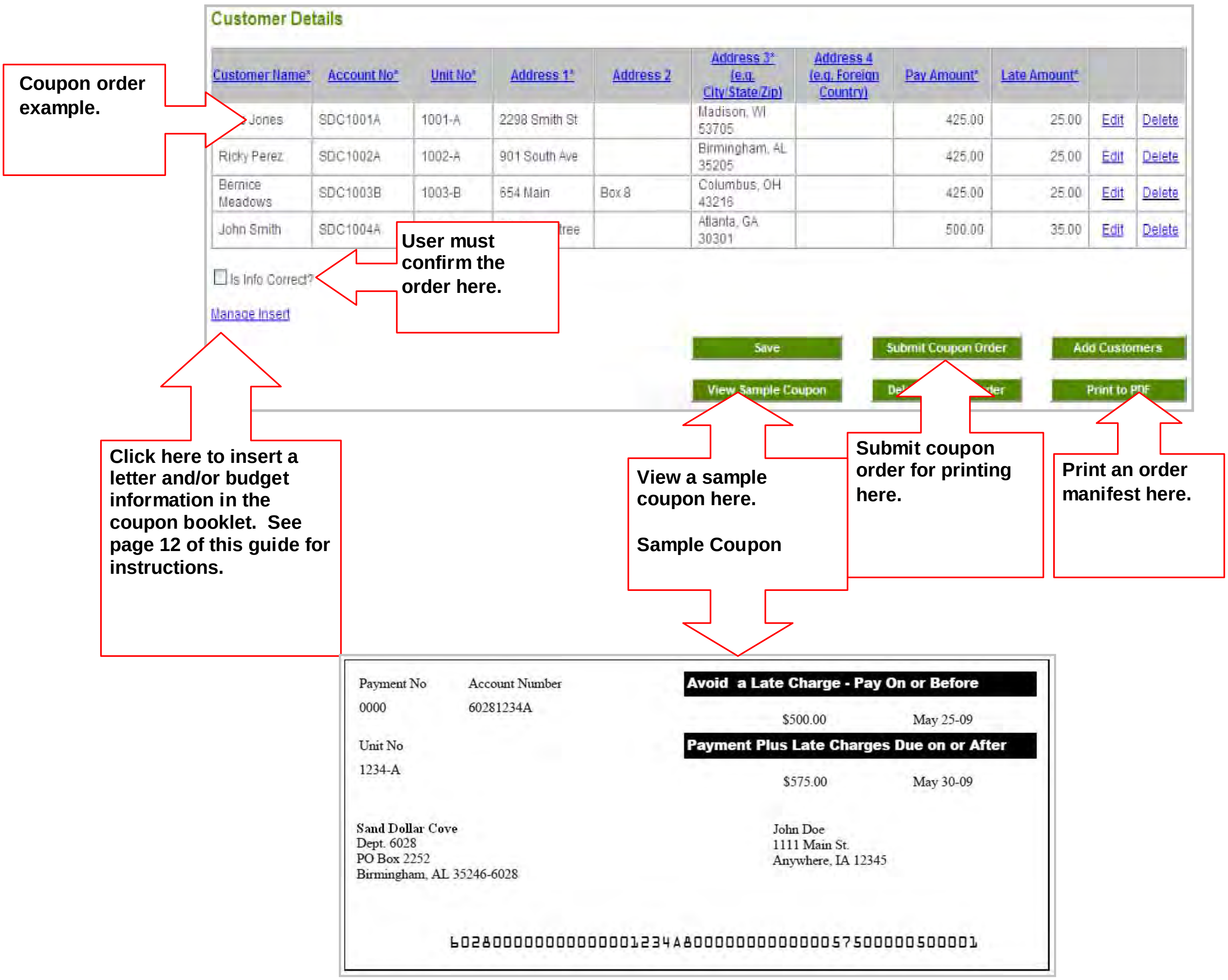
Customer Name*	Enter the property owner(s) names. **Max Length: 50 Characters**
Account No.*	**Enter a unique Account Number for each Property Owner.** • The account number **must be different for each Property Owner.** • May be a variation of the property address or unit number • May be alphanumeric. (Contain letters and numbers) • Cannot contain symbols, dashes, punctuation or spaces. **IMPORTANT** **If you subscribe to the optional Automatic (ACH) Association Payments option, you must not change the Account Number for any property owners that pay by ACH in future coupon orders. Changing an account number will cause the ACH payment to reject.**
Unit No.*	**Enter the unit/property number for each Property Owner.** • May be alphanumeric. • May contain a dash. • Cannot contain other symbols, punctuation or spaces.
Address Line 1*	**Enter the mailing address for the coupon booklet or statement.**
Address Line 2	Additional address space. Not required.
Address Line 3*	**Enter the City, State and Zip code for mailing the coupon order.**
Address Line 4	**Additional Address Space. Not required.** • If an international mailing, enter the Foreign Country Name here.
Payment Amount*	**Enter the amount of the Property Owner's payment here.**
Late Payment Amount*	**Enter the amount of the late payment here.** • **It is not a requirement that a late fee be added. If you do not want to include a late fee, enter 0.00 for the amount.**
Edit	**Once property owner information has been entered and Saved, click Edit to :** • Make changes to unit owner Name, Address, Amounts, etc. • Add a **Coupon Level Message for the Property Owner.** o Two Message Fields provided. Each limited to 40 characters.
Delete	**Once property owner information has been entered and Saved, click Delete to remove the Property Owner information.** • Once **Deleted**, and **Saved**, unit owner date is removed permanently from an order.
***Required Field**	
AS NOTED ON THE PREVIOUS PAGE, CLICK THE SAVE BUTTON FREQUENTLY WHEN ENTERING COUPON OR STATEMENT ORDERS. THIS WILL PREVENT IMAGE ASSOCIATION LOCKBOX FROM "TIMING OUT" DUE TO INACTIVITY, AND WILL THEREFORE PRESERVE YOUR ENTRIES.	

Manually Entering Coupon Orders – Continued

Verifying Orders

Once you have entered all the property owner information for an order and saved it, the order may be submitted Regions using the **Submit Coupon Order** button. Before you submit an order, you should review each line item for accuracy. To ensure that you are satisfied with the order before it is submitted to the bank, you must check the **"Is Info Correct?"** checkbox**.**

Once Regions receives an order, it is passed directly to the print vendor for printing and mailing. Any errors due to the entry of the order must be corrected before the order is submitted.



Statements

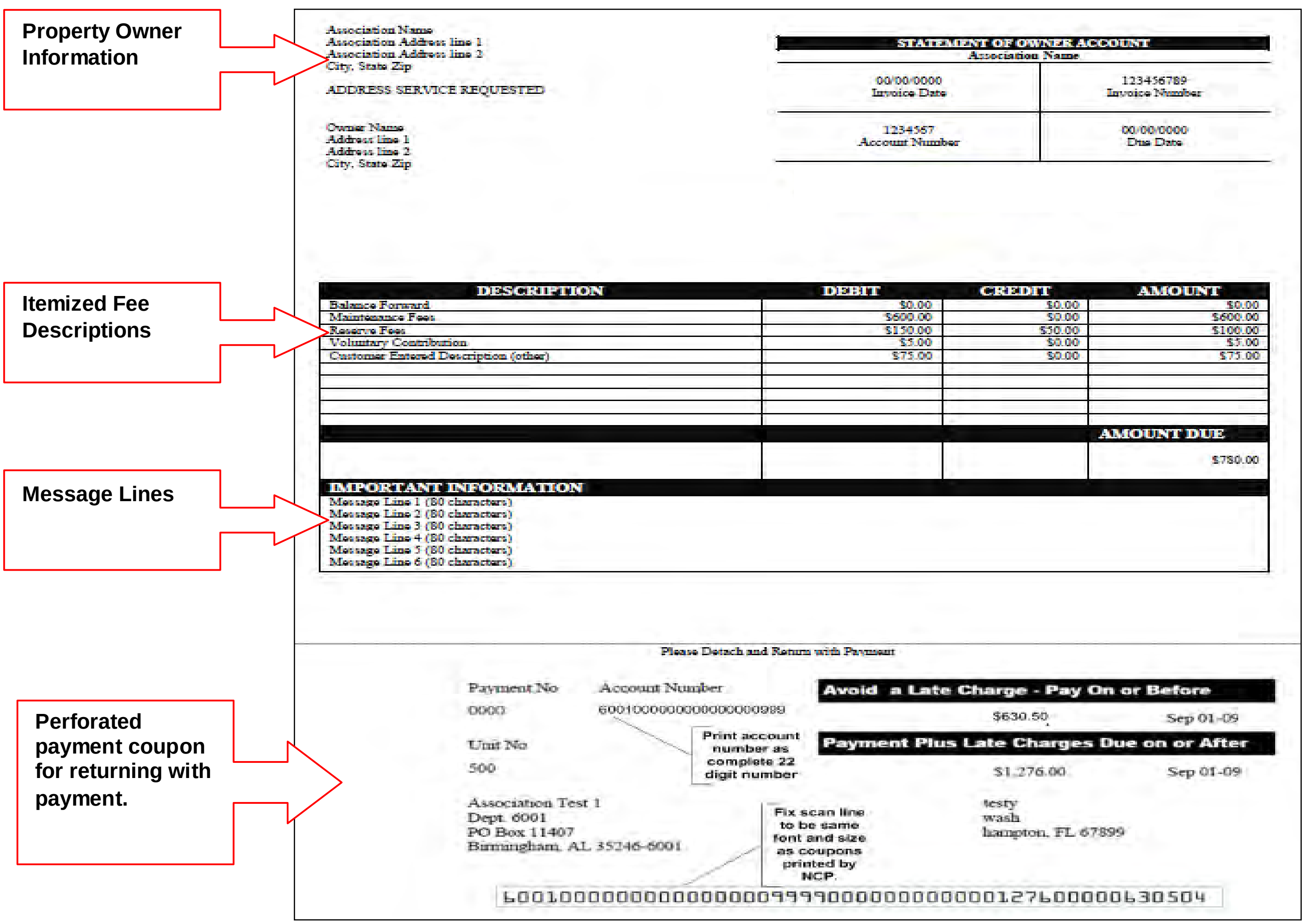
Regions Image Association Lockbox provides a convenient way for you to order statements. Using the statement option, you can create an itemized statement as a one-time billing event. Statements are particularly useful in the collection of fees that are infrequent, or are subject to change such as:

- Special assessments
- Quarterly or semi-annual parking fees
- Quarterly garbage dues
- Other miscellaneous dues and fees

The statement option provides you with a list of common fee descriptions to use, or you can define your own. In addition, if a credit is due the property owner, you can define those as well and the credit will aggregate in the **Amount Due** shown on the statement.

Please note that unlike a coupon order, which can be ordered in advance for up to 16 months, statements must be created for each fee collection event.

Sample Statement



Association Name
Association Address line 1
Association Address line 2
City, State Zip

ADDRESS SERVICE REQUESTED

Owner Name
Address line 1
Address line 2
City, State Zip

STATEMENT OF OWNER ACCOUNT Association Name	
00/00/0000 Invoice Date	123456789 Invoice Number
1234567 Account Number	00/00/0000 Due Date

DESCRIPTION	DEBIT	CREDIT	AMOUNT
Balance Forward	$0.00	$0.00	$0.00
Maintenance Fees	$600.00	$0.00	$600.00
Reserve Fees	$150.00	$50.00	$100.00
Voluntary Contribution	$5.00	$0.00	$5.00
Customer Entered Description (other)	$75.00	$0.00	$75.00
			AMOUNT DUE
			$780.00

IMPORTANT INFORMATION

Message Line 1 (80 characters)
Message Line 2 (80 characters)
Message Line 3 (80 characters)
Message Line 4 (80 characters)
Message Line 5 (80 characters)
Message Line 6 (80 characters)

Please Detach and Return with Payment

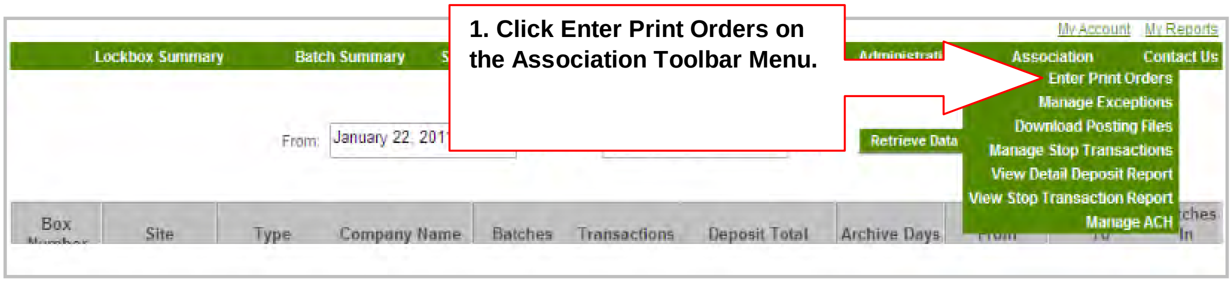
Payment No 0000
Account Number 6001000000000000000989
Print account number as complete 22 digit number
Avoid a Late Charge - Pay On or Before $630.50 Sep 01-09
Unit No 500
Payment Plus Late Charges Due on or After $1,276.00 Sep 01-09
Association Test 1
Dept. 6001
PO Box 11407
Birmingham, AL 35246-6001
Fix scan line to be same font and size as coupons printed by NCP.
testy
wash
hampton, FL 67899

6001000000000000000999000000000000001276000006305 04

Manually Entering Statement Orders

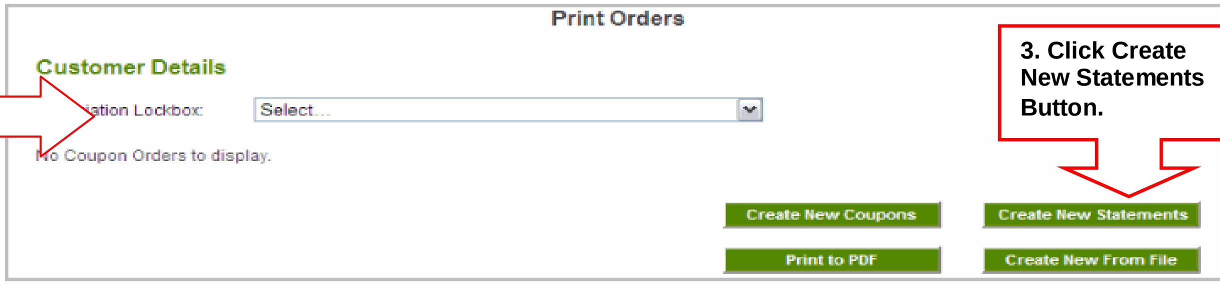
To create a new coupon order by **manually entering your property owner information**:

1. Click Enter Print Orders on the Association Toolbar Menu.



2. Select a Property from the drop-down box.

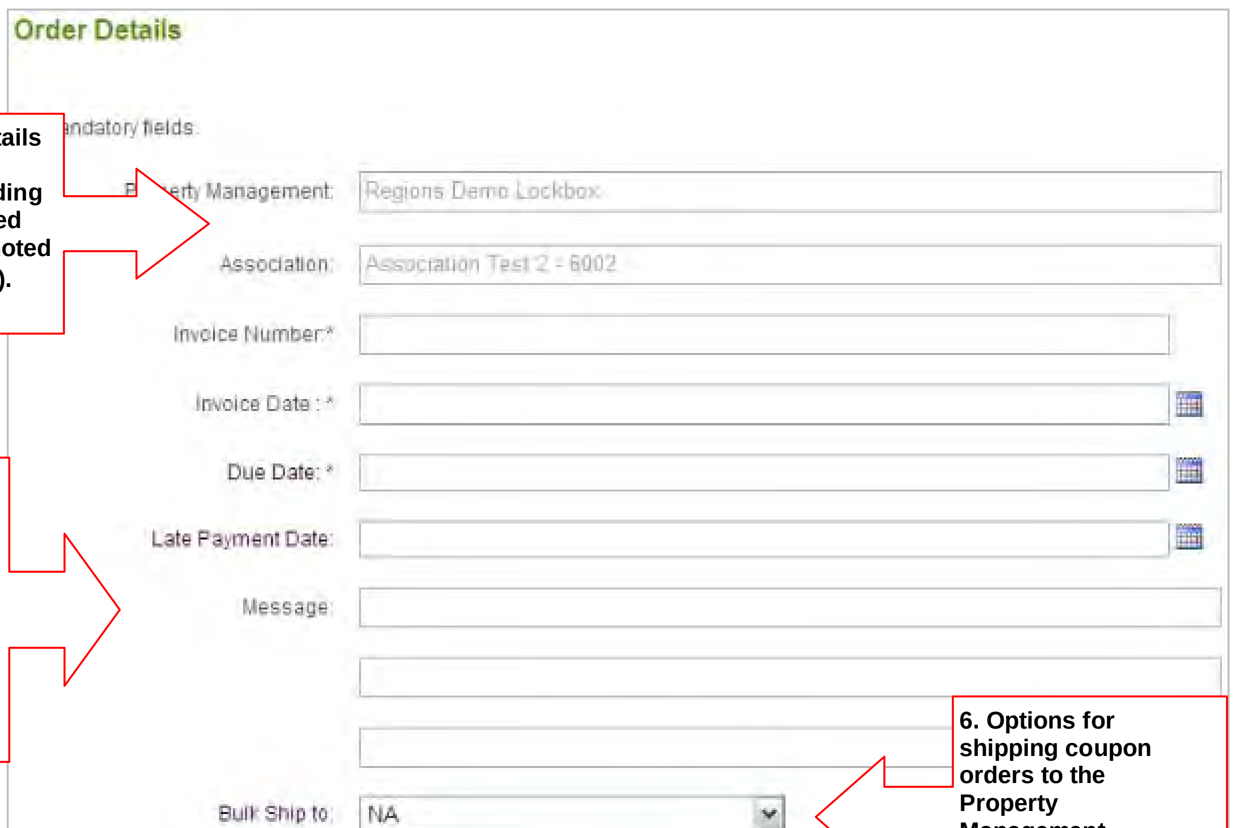
3. Click Create New Statements Button.



4. In the Order Details section enter all information regarding the order. Required information is denoted with an asterisk (*).

5. Add an optional Message here that will be seen by all property owners. (Optional)

6. Options for shipping coupon orders to the Property Management Company or Association.



See Next Page for Field Requirements and Definitions.

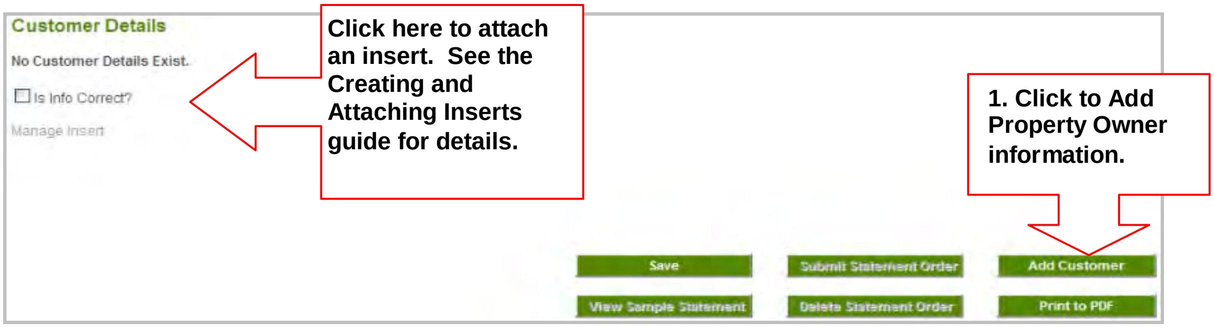
Manually Entering Statement Orders – Continued

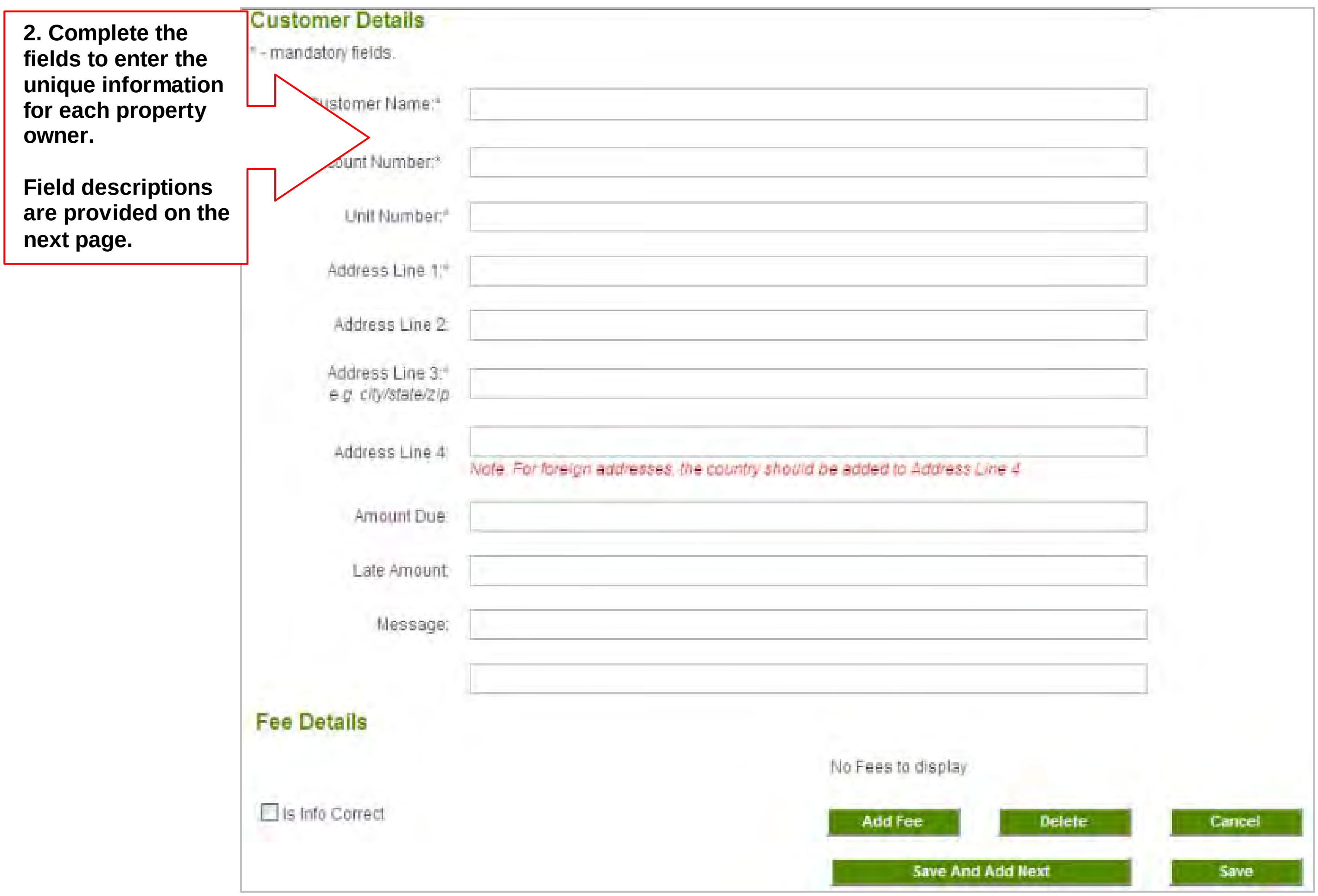
Order Details Field Definitions and Requirements – (* denotes a required field.)

Property Management	Displays the name of the Property Management Company. If your Association is independently managed, the Association name will display.
Association	The **Name** and **Lockbox Number** of the **Association or Property**.
Invoice Number*	Enter an **Invoice Number** unique to this fee event. (***Maximum of 10 alphanumeric characters. No dashes, punctuation or symbols.)***
Invoice Date*	Assigned by the creator of the order, based on the fee event. (***MM/DD/YYYY)***
Due Date*	The due date as determined by the Association. ***(MM/DD/YYYY)***
Late Payment Date	Enter the date a payment is to be considered late. ***(MM/DD/YYYY)*** This filed should be left blank if no late payment is expected.
Additional Charge for Late Payment – Future User.	**Enter the amount of the late charge.** **For example:** **Expected Payment amount = $400.00 and late charge is $50.00 you will enter $50.00.** ***It is not a requirement that a late charge be added. If you do not want to include a late charge, enter 0.00 for the amount.**
Message (Optional)	Three enterable fields provided allowing you to enter a message that will display on the statement, individualized to the specific property owner. Each line allows a maximum of 80 characters.
Bulk Ship	If you prefer to have the coupon booklets **shipped in bulk to the Property Management Company or Association**, select the correct option from the drop-down box.

Manually Entering Statement Orders – Continued

Once the Order Details have been entered, you are now ready to add property owners to your order.





Customer Details Field Definitions – (* denotes a required field.)

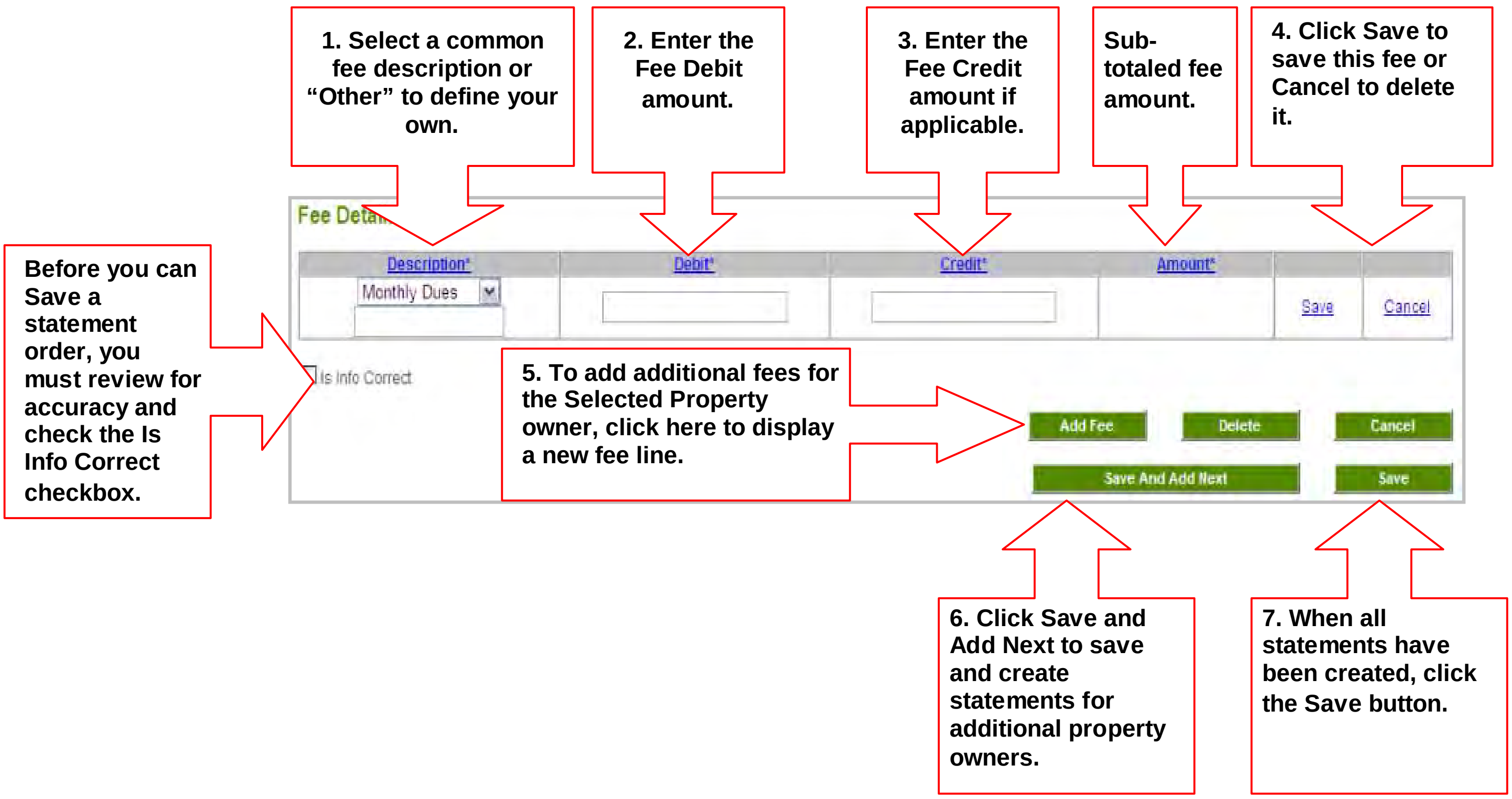
Customer Name*	Enter the name(s) of the property owner exactly as you want it printed on the statement. **Maximum 80 characters.**
Account Number*	**Enter a unique Account Number for each Property Owner.** • The account number **must be different for each Property Owner.** • May be a variation of the property address or unit number • May be alphanumeric. (Contain letters and numbers) • Cannot contain symbols, dashes, punctuation or spaces. **Maximum 18 Characters**.
Unit Number*	**Enter the unit/property number for each Property Owner.** • May be alphanumeric. • May contain a dash. Cannot contain other symbols, punctuation or spaces. **Maximum 18 Characters**.
Address line 1*	**Enter the mailing address for the coupon booklet or statement.**
Address line 2	Additional address space. Not required.
Address Line 3*	**Enter the City, State and Zip code for mailing the coupon order.**
Address Line 4	**Additional Address Space. Not required.** • If an international mailing, enter the Foreign Country Name here.
Amount Due	This field is not editable. After fees have been added, this field will display the value of all fees entered.
Late Amount	**Enter the amount of an additional late fee to display on the statement.**
Message (Optional)	Three enterable fields provided allowing you to enter a message that will display on the statement, individualized to the specific property owner. **Maximum of 80 characters per line.**

Adding individual fees to a statement order

Once the Customer Details section is completed for your first property owner click on the **Add Fee** button to create specific fee descriptions and amounts.

Fee Details

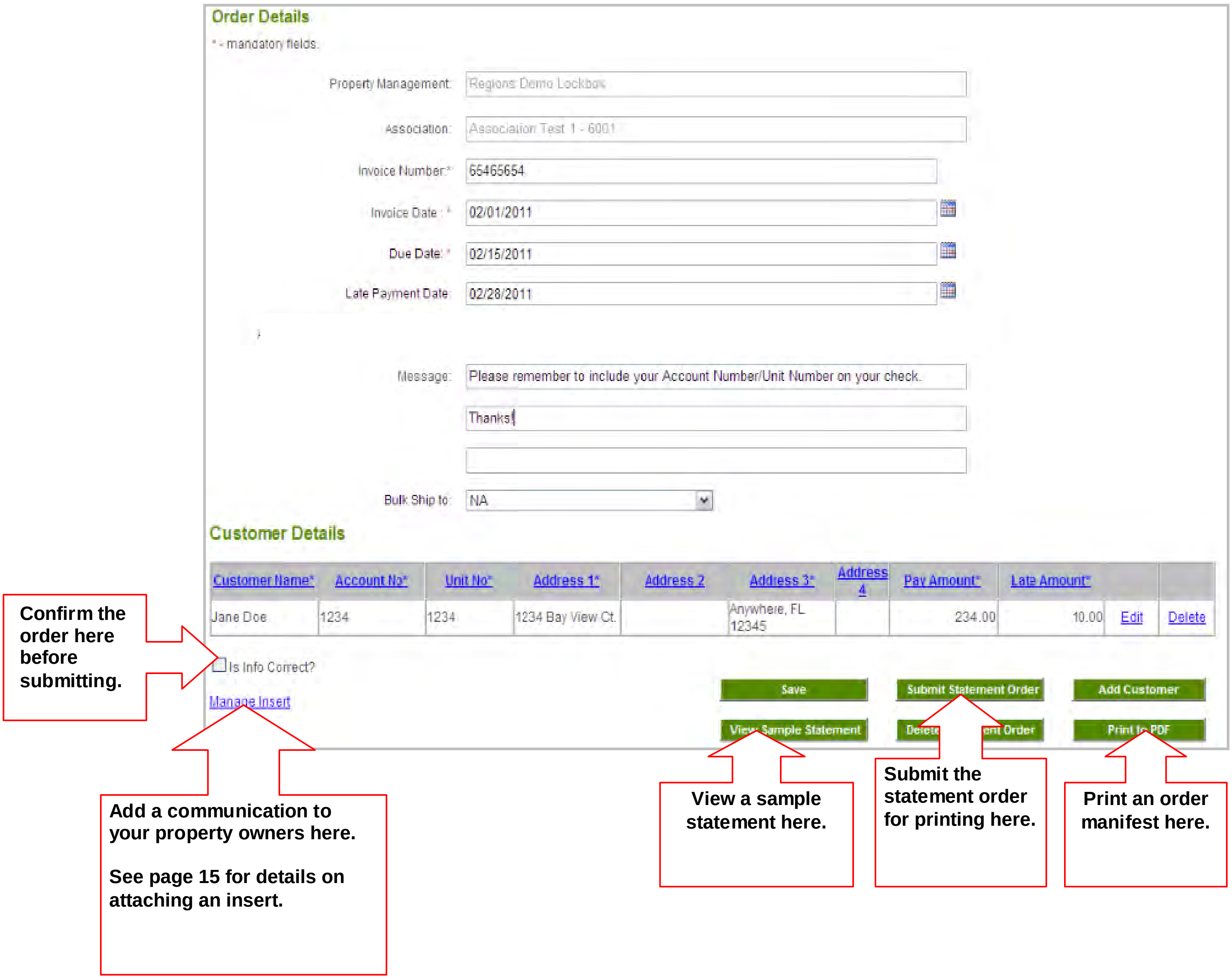
Clicking the Add Fee button displays the Fee Details screen. Follow the steps below to add fees (or credit amounts) for the property owner.



Reminder: Frequently save your statement input data to prevent a system time-out.

Manually Entering Statement Orders – Continued

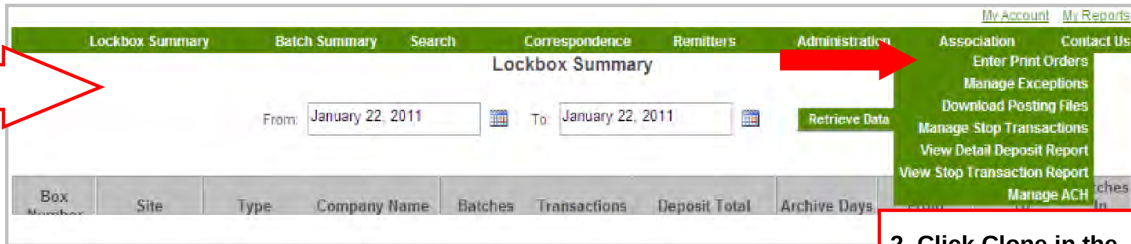
Once you have entered and saved all of the statement contained in your order, review the **Order Details** screen and attach an insert (if desired) before submitting.



Create a New Coupon or Statement Order from a Previously Submitted Order

If you have previously submitted a coupon or statement order, you may edit the previous order to create a new one. This can save you valuable time by eliminating the manual data entry of unit owner information when creating a new order. This process, referred to as **"cloning"** is particularly useful when submitting a revised annual re-order. Follow the steps below to **Clone** a previous order:

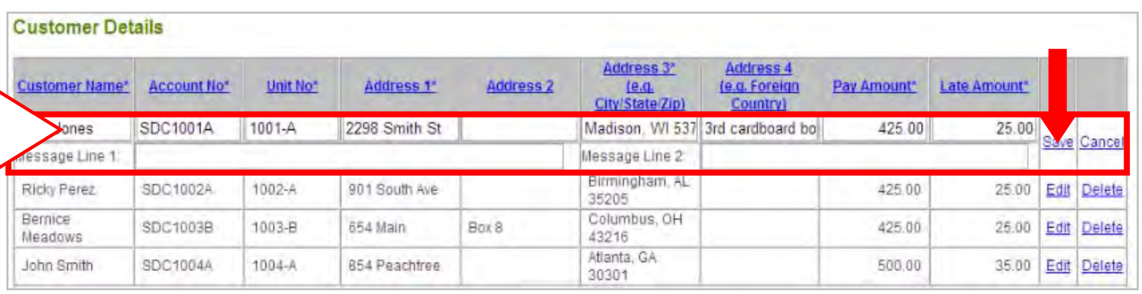
1. Click Enter Print Orders on the Association drop-down.



2. Click Clone in the grid for a previously submitted coupon or statement order.

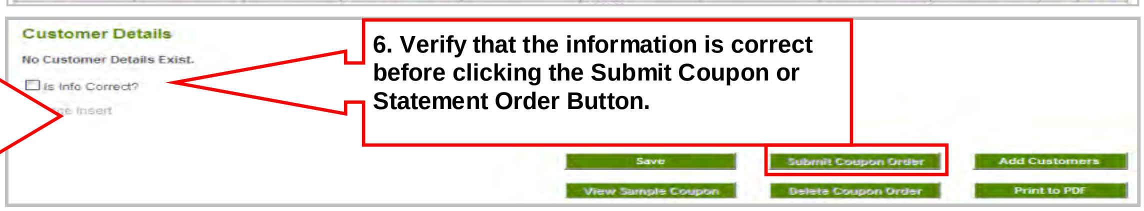
3. Click Edit to make any changes for the new order.

4. Each field of data is fully editable. Once changes have been made, click Save.



5. Follow the instructions on Page 15 for attaching an Insert with the order.

6. Verify that the information is correct before clicking the Submit Coupon or Statement Order Button.



Creating and Attaching Inserts

The **Manage Inserts** link enables you to attach messages to your property owners that are printed inside the coupon booklets or accompany a statement order. Typical insert information includes:

- Welcome messages
- Budget Information
- Special Payment Instructions
- Association Meeting Schedules
- Contact Information
- Important Reminders

Coupon Booklets: Inserted pages print front and back on **two** 8 ½ x 5 ½ inch pages. To ensure that the information fits within the margins, the insert size is limited to 7 ½ x 5 inches.

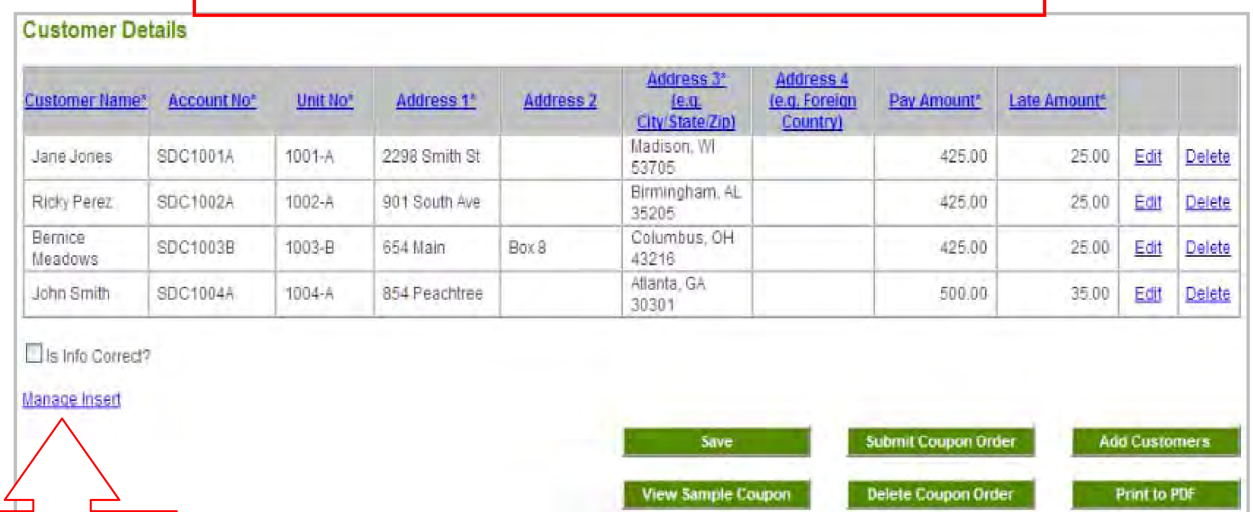
Statements: When included with a statement order, the inserted information will print front/back on a separate 8 ½ x 11 page.

IMPORTANT

The Insert feature is designed as a basic method for communicating information to your property owners. It is not intended for supplying large scale communications or color graphics.

It is recommended that your inserted text be pasted from a Word document. If you manually type in your information, you MUST frequently save your data to prevent a system time-out.

Steps Required for Creating and Attaching an Insert


Customer Details

Customer Name*	Account No*	Unit No*	Address 1*	Address 2	Address 3* (e.g. City/State/Zip)	Address 4 (e.g. Foreign Country)	Pay Amount*	Late Amount*		
Jane Jones	SDC1001A	1001-A	2298 Smith St		Madison, WI 53705		425.00	25.00	Edit	Delete
Ricky Perez	SDC1002A	1002-A	901 South Ave		Birmingham, AL 35205		425.00	25.00	Edit	Delete
Bernice Meadows	SDC1003B	1003-B	654 Main	Box 8	Columbus, OH 43216		425.00	25.00	Edit	Delete
John Smith	SDC1004A	1004-A	854 Peachtree		Atlanta, GA 30301		500.00	35.00	Edit	Delete

Step 1. Click the Manage Insert link to begin the insert process.

Creating and Attaching Inserts – Continued

Step 2. Browse your computer files to locate your company or association logo (optional).

Then click Upload Image. A preview of your logo will display here.

Step 3. To include a Header line on Page 1, type it here.

Step 4. Type or "paste" in your text into the "Pages" provided.

For coupon booklets, each Page represents either the front or back of one of the two Insert Pages provided.

For example, text entered on Page 1 and Page 2 will cause your text to print two-sided (front/back).

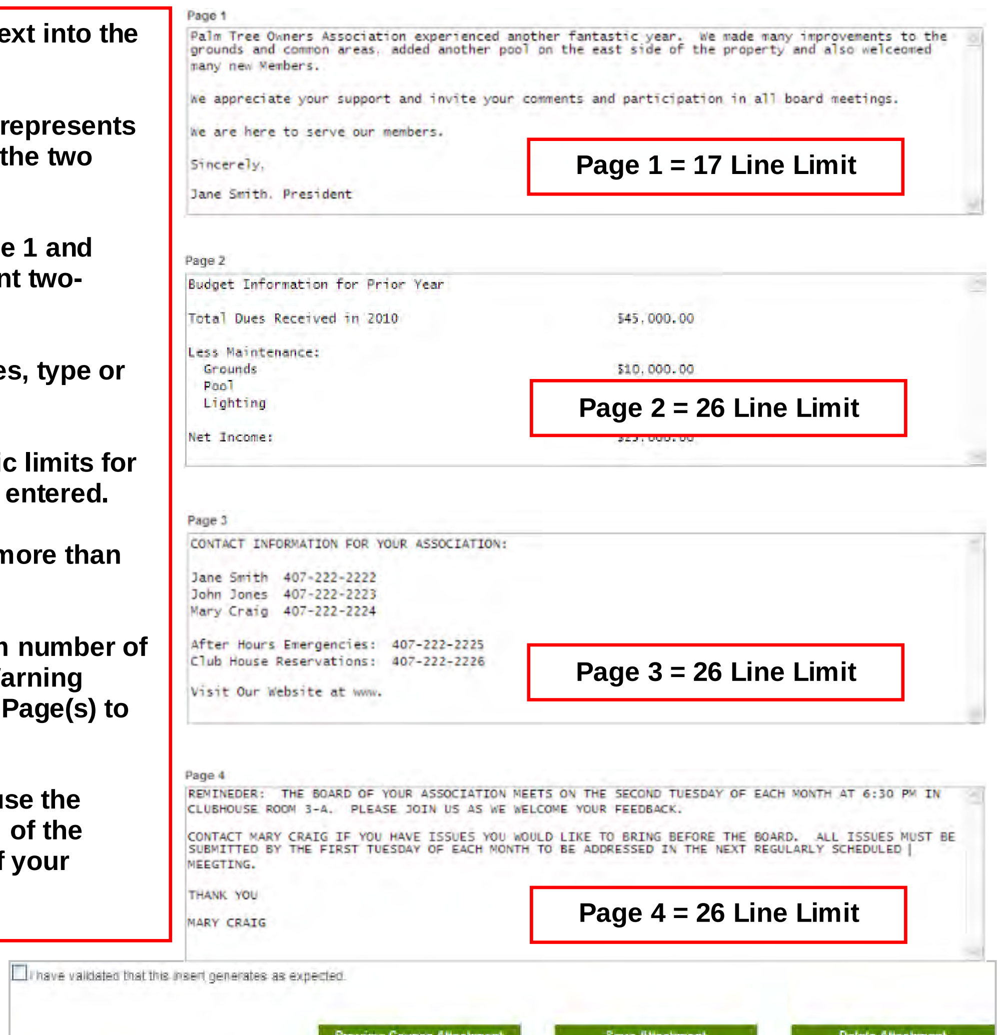
To print only on front facing pages, type or past your text on Pages 1 and 3.

Notice that each page has specific limits for the number text lines that can be entered.

Note: Each line may contain no more than <u>78</u> text characters.

If your text exceeds the maximum number of lines allowed for a Page box, a Warning Message Box will indicate which Page(s) to modify.

Once all information is entered, use the Preview link button at the bottom of the screen to view a sample image of your Coupon or Statement insert.



Page 1 = 17 Line Limit

Page 2 = 26 Line Limit

Page 3 = 26 Line Limit

Page 4 = 26 Line Limit

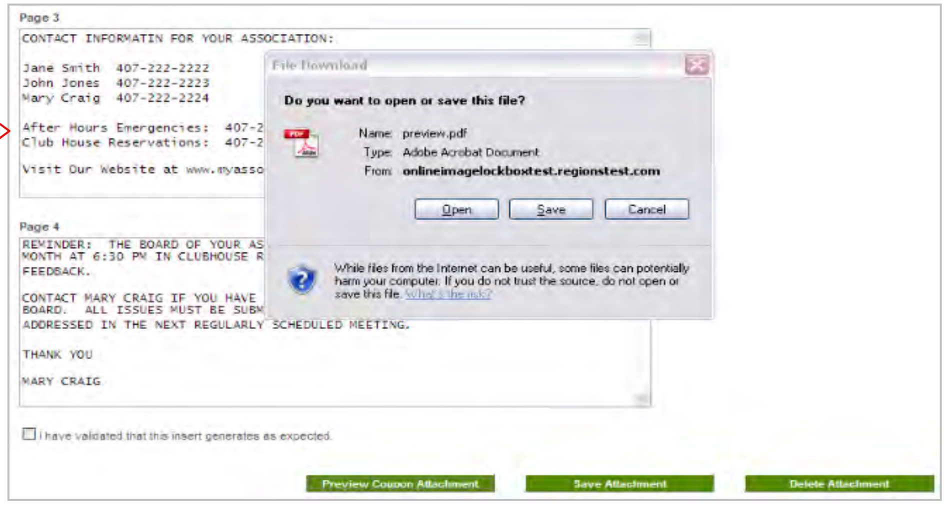
Step 5. Preview your Insert here.

Creating and Attaching Inserts – Continued

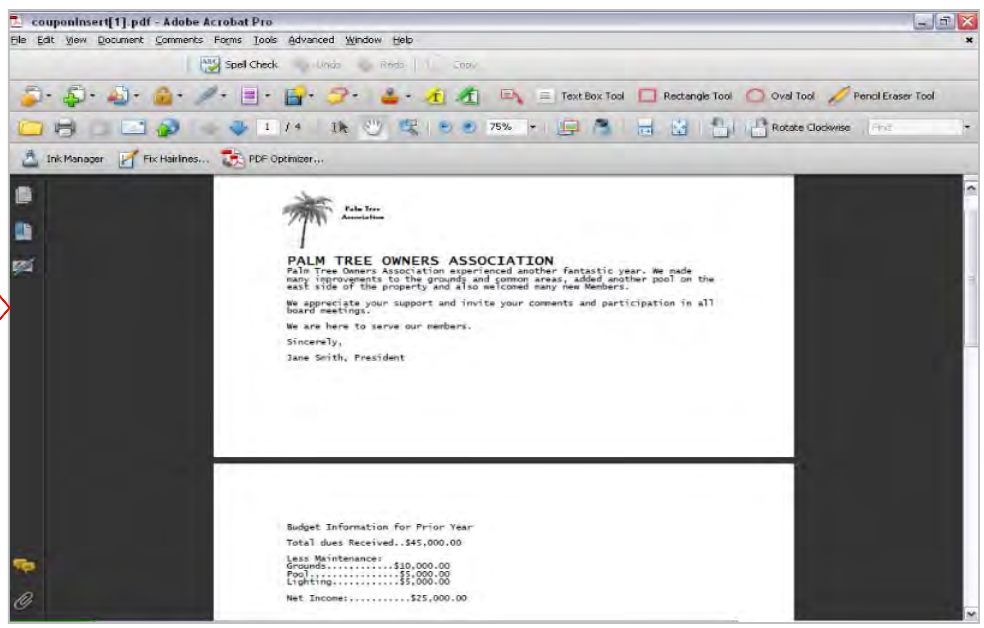
The Preview Attachment process allows you to review your attachment insert prior to saving and submitting your coupon or statement order.

The preview is displayed as a PDF document. Use the scroll function to review all pages of text.

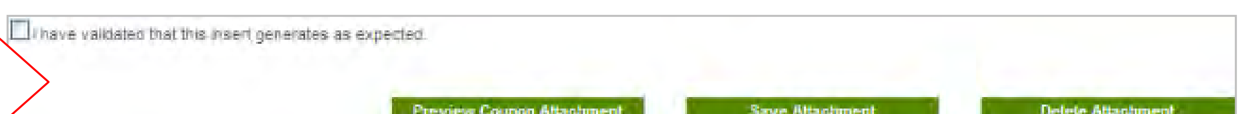
Step 6. Click Open on the PDF File Download box to view your attachment.



Step 7. Review each Page of your attachment for spelling, grammar and formatting. Then close the PDF viewer. It is not necessary to save this PDF file.



Step 8. If you are satisfied with the attachment, you must confirm acceptance of the attachment by checking the validation box before saving.



Step 9. Click Save Attachment to save the attachment and return to the Enter Coupon/Statement orders screen.

Click Delete Attachment to delete the attachment.

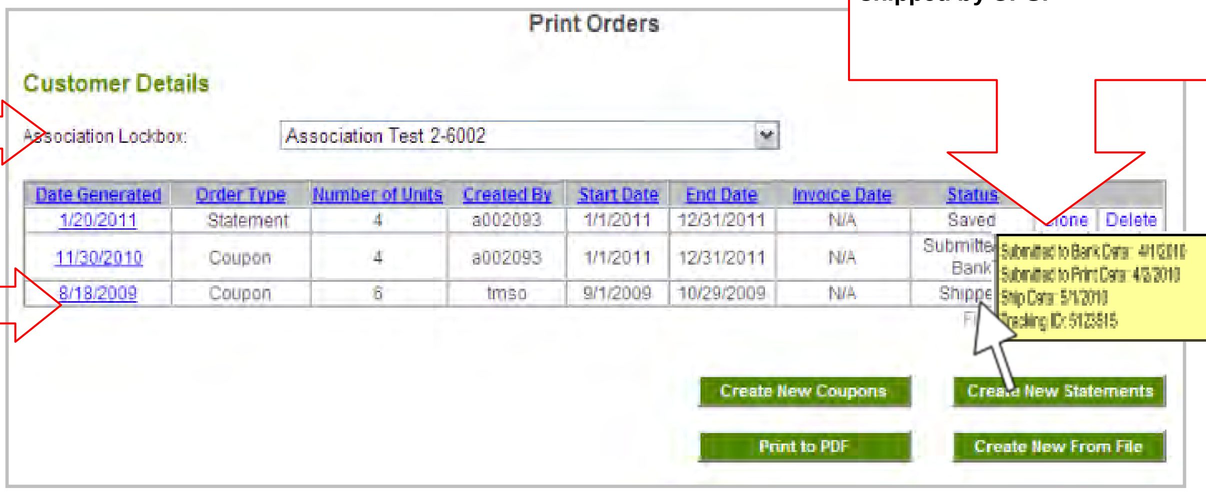
Tracking Submitted Coupon and Statement Orders

The **Print Orders – Customer Details Screen** displays a list and status of a recently submitted order and all previously entered orders for each property. In addition, you can also obtain specific information regarding the date the order was submitted and the date the order was shipped from the print vendor to your unit owners or directly to the Association or Property Management Company if the "bulk ship" option was selected.

By placing your mouse pointer in the Status field of an order with a "Shipped" status, you can obtain detailed tracking information including the Tracking ID for orders bulk shipped by UPS.

Select a property here.

View order details here.



Creating a Coupon or Statement Order from a CSV File

If you prefer to maintain your property owner manifest in a spreadsheet or other software, you may be able to import a saved file in order to create a coupon or statement order. For a file to be imported to create an order:

- The file must contain all of the correct coupon order information required by Regions Image Association Lockbox in the correct order.
- The file must be saved in the .csv (comma separated value) file format.

If both of these qualifiers are met, importing a file can save you from the manual entry process for ordering statements or coupons.

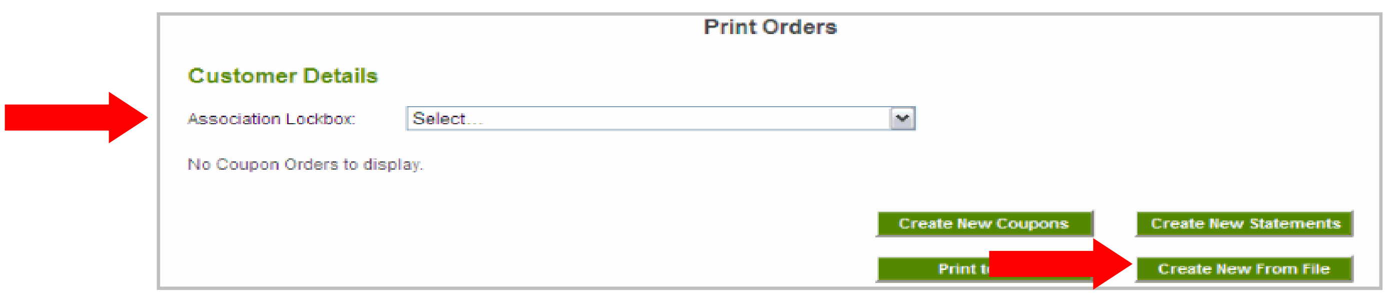
You may need to check with your accounts receivables software manufacturer to determine if property owner files can be exported and saved in the .csv file format. Technical documents describing the .csv file layout are provided for you within the online application.

How to Import a .CSV File to Create a Coupon or Statement Order.

Before attempting to import and upload a .csv file to create an order, please download the correct Coupon or Statement Format Instructions and template as shown in step three.

1. Click on **Enter Print Orders** on the Association Toolbar drop-down menu.

2. Next, select the appropriate property from the Association Lockbox drop-down menu and then click the **Create New From File** button.



Creating a Coupon or Statement Order from a CSV File – Continued

3. The **Create Coupon From File** screen provides you with download instructions and a sample file for creating coupon and statement orders. Begin by clicking the correct option in the **Select Order Type** box. Then download the **Format Instructions and Sample CSV file layout.**

1. Select an option to create a coupon or statement order here.

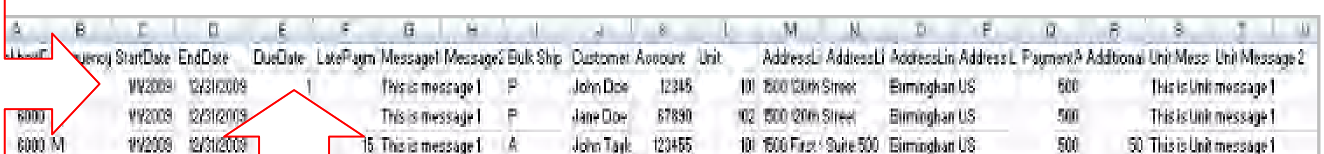
2. Download detail field definition instructions here.

3. Use the Sample CSV file to create your order file.

4. The **Format Instructions** contain field level descriptions of each CSV file cell, including information on how the data should be entered. The **CSV templates** are fully editable and contain examples of how data should be entered.

5. **Each column contains a "header" description that must remain unchanged, and must not be deleted.** The columns contained in the CSV templates match up exactly to the fields contained on the Create Coupon or Create Statement Order input screens.

Column Headers (Line 1) must not be altered or deleted.



Sample date is provided beginning on Line 2 as a template for how to enter data.

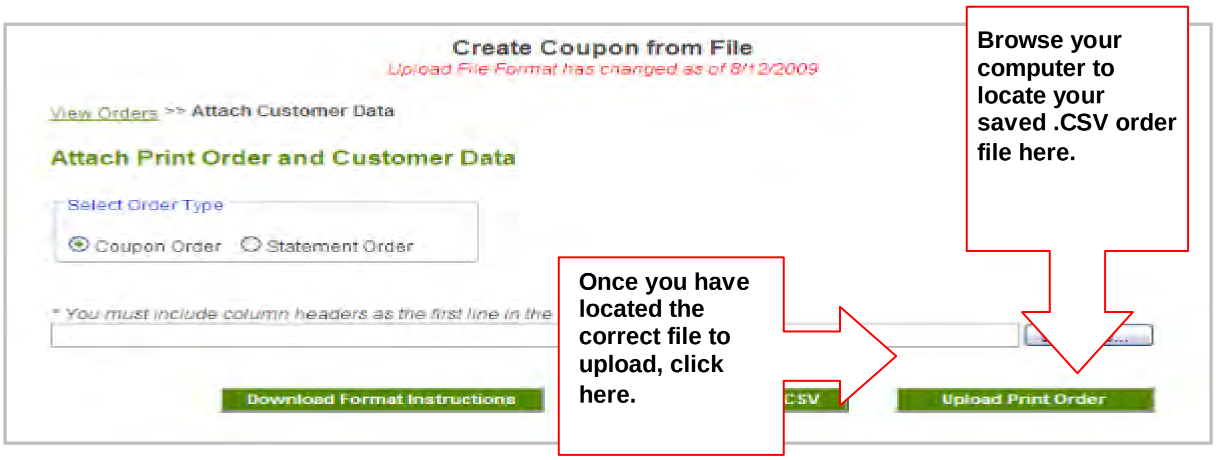
Note: Due to the time required to create a coupon or statement order using the file import method, you may experience a system time-out. It is not necessary to remain logged in to Image Lockbox while you are working in the CSV Spreadsheet. You must log back in to Image Lockbox and access the Create Coupon from File screen to upload your coupon order CSV file.

Creating a Coupon or Statement Order from a CSV File – Continued

6. Beginning on Line 2 of the spreadsheet, enter your first Unit Owner order information. Then repeat for each owner. Please make sure you delete the sample "dummy" reference data before saving your file.

7. Once you have entered all of the Unit Owner information to create your upload order file, save your file. **Your saved file must contain the .CSV file extension.**

8. After saving the file, use the browse feature on the Create Coupon from File screen to locate your saved file.



9. After clicking the **Upload Print Order** button, the Coupon Order (or Statement Order) Details window will open. As described in the previous sections for creating coupon and statement orders, verify that your information is correct, attach your *Insert* (if preferred), Save, and then submit your coupon or statement order.
.

Manage Association Exception Items

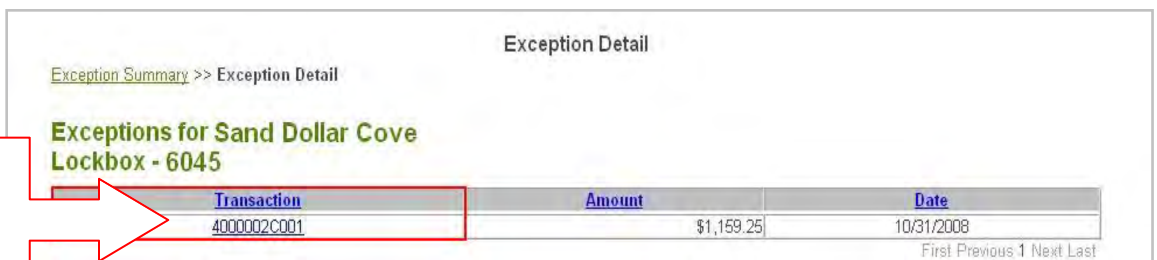
Checks received without a remittance coupon or the unit account number written on the check are called Exception Items. When received, the bank will attempt to associate the check's payer name with a previously submitted coupon order before processing. If no match is found, the check is deposited to your checking account and an image of the check is **posted on the Manage Exceptions screen for you to enter the correct property owner account number.**

Note: The client's Administrator can set up users to receive email alerts to notify that exceptions have been processed. See the Administrator Supplement posted on the User Guides page link located on the My Account link on the Toolbar.

To process an exception item:

1. Click the Box Number that shows Exceptions items.

2. Click the Transaction Number of the exception.



3. Enter the unit owner's account number as submitted with a previous coupon order.

4. Click Submit.

Note: If you do not know the correct account number to enter, click Cancel. The payment will be deposited to the account assigned to the Lockbox ID Number. A copy of the item can be obtained on the Search screen once processing has concluded for the day.

Download Posting Files Using a Standard Provided Format

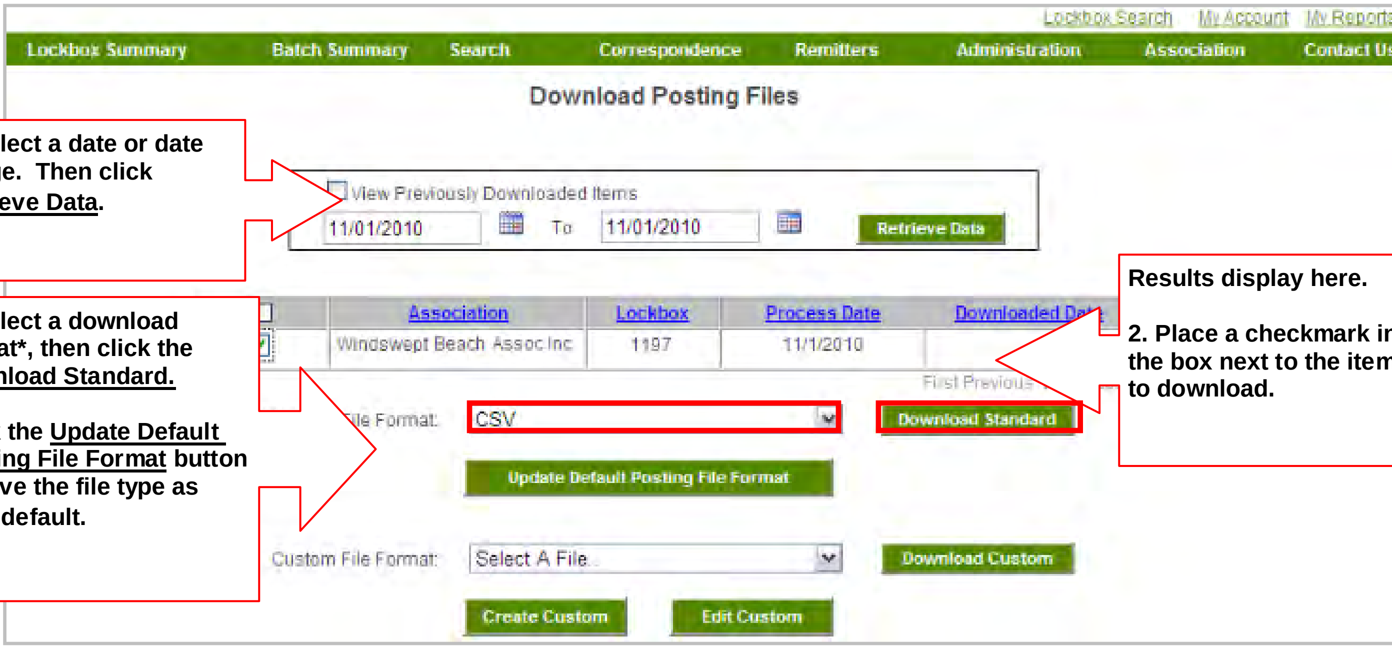
Association Lockbox provides file download compatibility for a number of industry standard accounts receivables software including Tops and QuickBooks as well as a CSV file. In addition, you can use the Create Custom Download option to create your own unique file format.

To download payment data using Standard file format:

1. Select a date or date range. Then click <u>Retrieve Data</u>.

3. Select a download format*, then click the <u>Download Standard.</u>

Click the <u>Update Default Posting File Format</u> button to save the file type as your default.



Results display here.

2. Place a checkmark in the box next to the item to download.

4. Click Open to view the file, or Save to specify a file name and save location on your computer.

***Current options are:**

- **Great Plains**
- **Yardi**
- **Tops**
- **Quicken**
- **QuickBooks**
- **CSV**
- **Promas**

While every attempt is made to support all file options listed, all versions may not be suitable for import into your software. In these cases, it may be necessary to use the custom download option discussed in the next section.

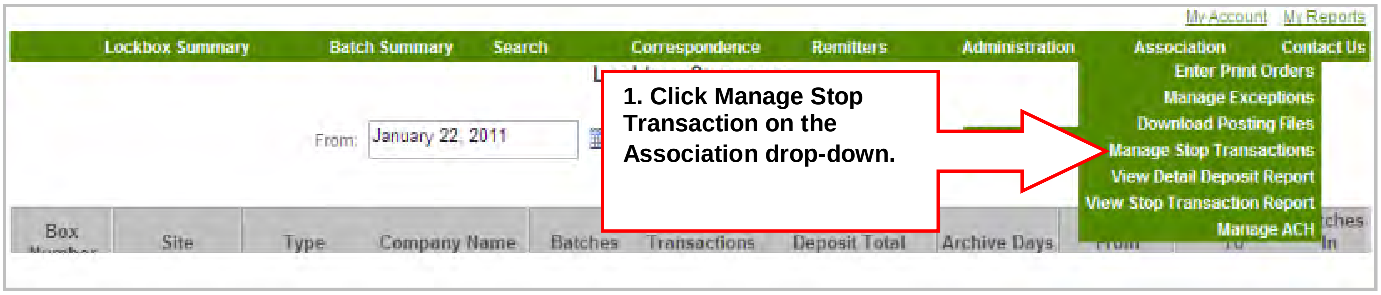
Creating Custom Download

If your accounts receivables software is not compatible with a "standard" download format offered in Image Association Lockbox, it may be necessary to create a custom download format. Please see the **Creating a Custom Download Format** guide. This guide is accessed from the **My Account** tab by clicking the **User Guide** link.

Manage Stop Transactions

Manage Stop Transactions allows you to enter the account number of one of your payers so that check and coupon payments received by the bank will not be processed.

To place a **Stop:**



- Stops placed for a property are displayed on the Stop Transaction screen. The column headers can be sorted, making it easy to locate individual stopped items. To delete a stop, locate the entry and then click Delete.

IMPORTANT

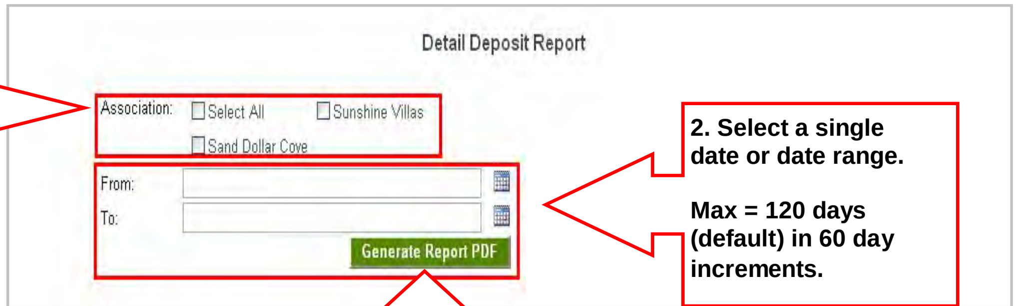
The effective date of placed or deleted stops will be the <u>next business day</u>.

If the property for which you are placing a Stop is set up to pay using the ACH option, the current ACH payment will be automatically suspended beginning on the next business date.

View Detail Deposit Report

View Detail Deposit Report allows you to create a **PDF** report of payments received. The report can be created based on your preferences. For example, if you have multiple lockbox numbers, you can create the report for all boxes, or you can select boxes individually.

To create a Detail Deposit Report:



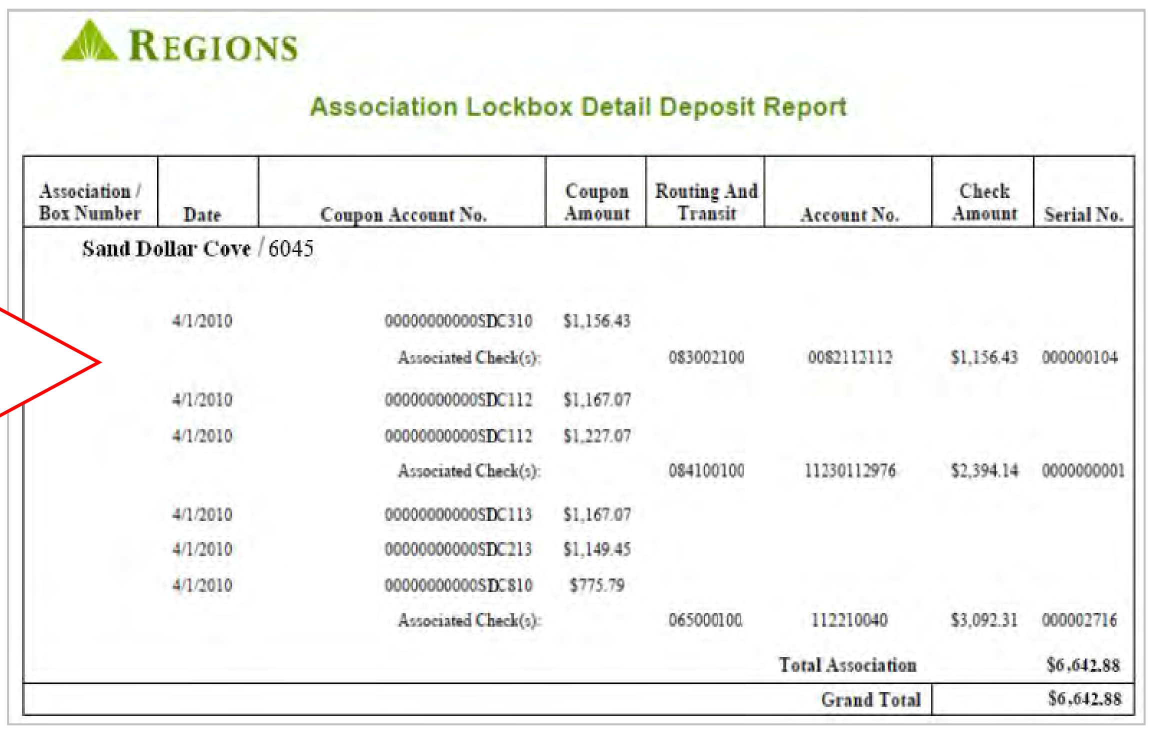
1. Select a single property or all properties.

2. Select a single date or date range.

Max = 120 days (default) in 60 day increments.

3. Click to generate the report.

Sample of the **Association Lockbox Detail Deposit Report**



REGIONS

Association Lockbox Detail Deposit Report

Association / Box Number	Date	Coupon Account No.	Coupon Amount	Routing And Transit	Account No.	Check Amount	Serial No.
Sand Dollar Cove / 6045							
	4/1/2010	00000000000SDC310	$1,156.43				
		Associated Check(s):		083002100	0082113112	$1,156.43	000000104
	4/1/2010	00000000000SDC112	$1,167.07				
	4/1/2010	00000000000SDC112	$1,227.07				
		Associated Check(s):		084100100	11230112976	$2,394.14	0000000001
	4/1/2010	00000000000SDC113	$1,167.07				
	4/1/2010	00000000000SDC213	$1,149.45				
	4/1/2010	00000000000SDC810	$775.79				
		Associated Check(s):		065000100	112210040	$3,092.31	000002716
					Total Association		$6,642.88
					Grand Total		$6,642.88

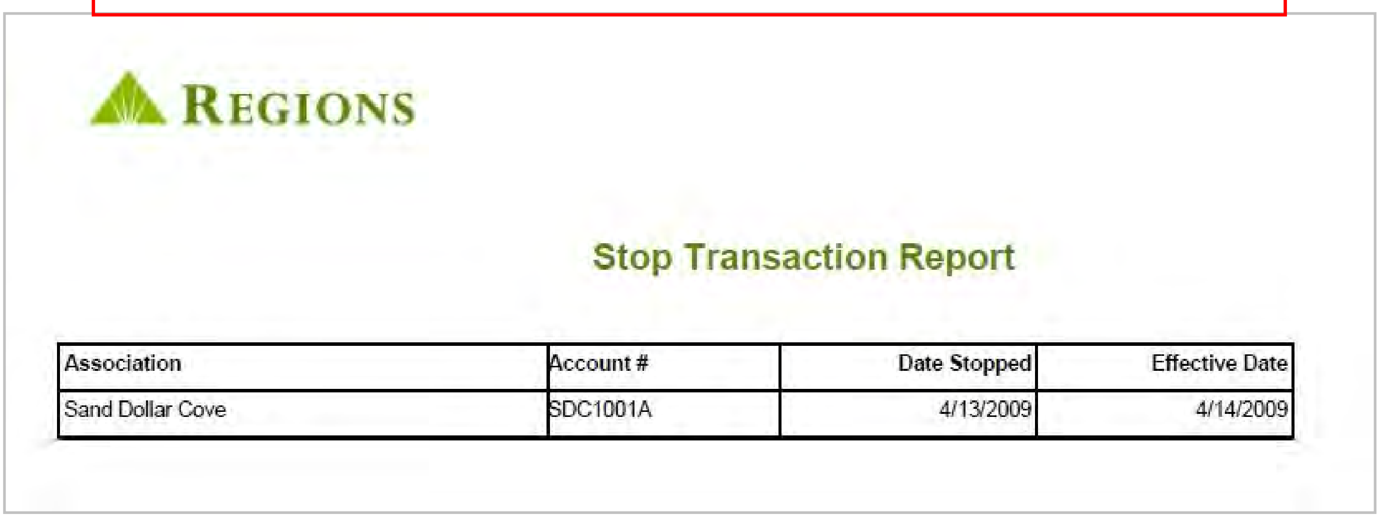
The report contains payment information captured from each transaction processed for the date specified.

View Stop Transaction Report

The **View Stop Transaction Report** allows you to generate a **PDF** report of all stops that have been placed and that are currently in effect. To display the report:

1. On the **Stop Transaction Report** screen, check the **Select All** box, or check the box next to the name(s) of the Association(s) you would like included in the report.
2. Select a **From** and **To** date range and then click the "**Generate Report PDF"** button**.**
3. A **File Download** dialog box will display, prompting you to **Open** or **Save** the document.

Sample Stop Transaction Report.
The report may be saved as a PDF document or printed.



REGIONS

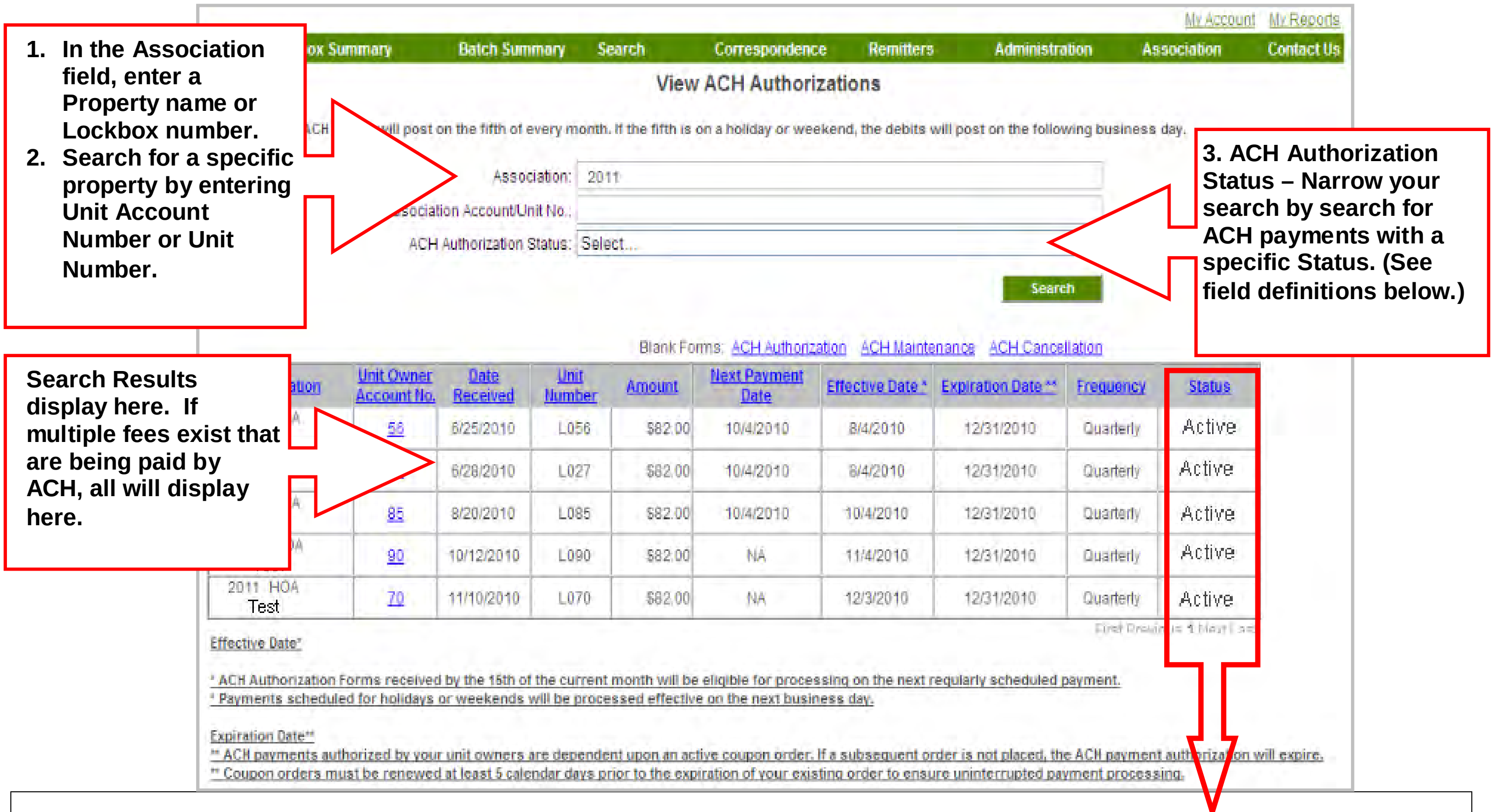
Stop Transaction Report

Association	Account #	Date Stopped	Effective Date
Sand Dollar Cove	SDC1001A	4/13/2009	4/14/2009

View ACH Authorizations

This Section Only Applies to Clients that Subscribe to the Optional ACH Debit Service. For More Information Regarding ACH Payments, Please Review the ACH Payments Supplement.

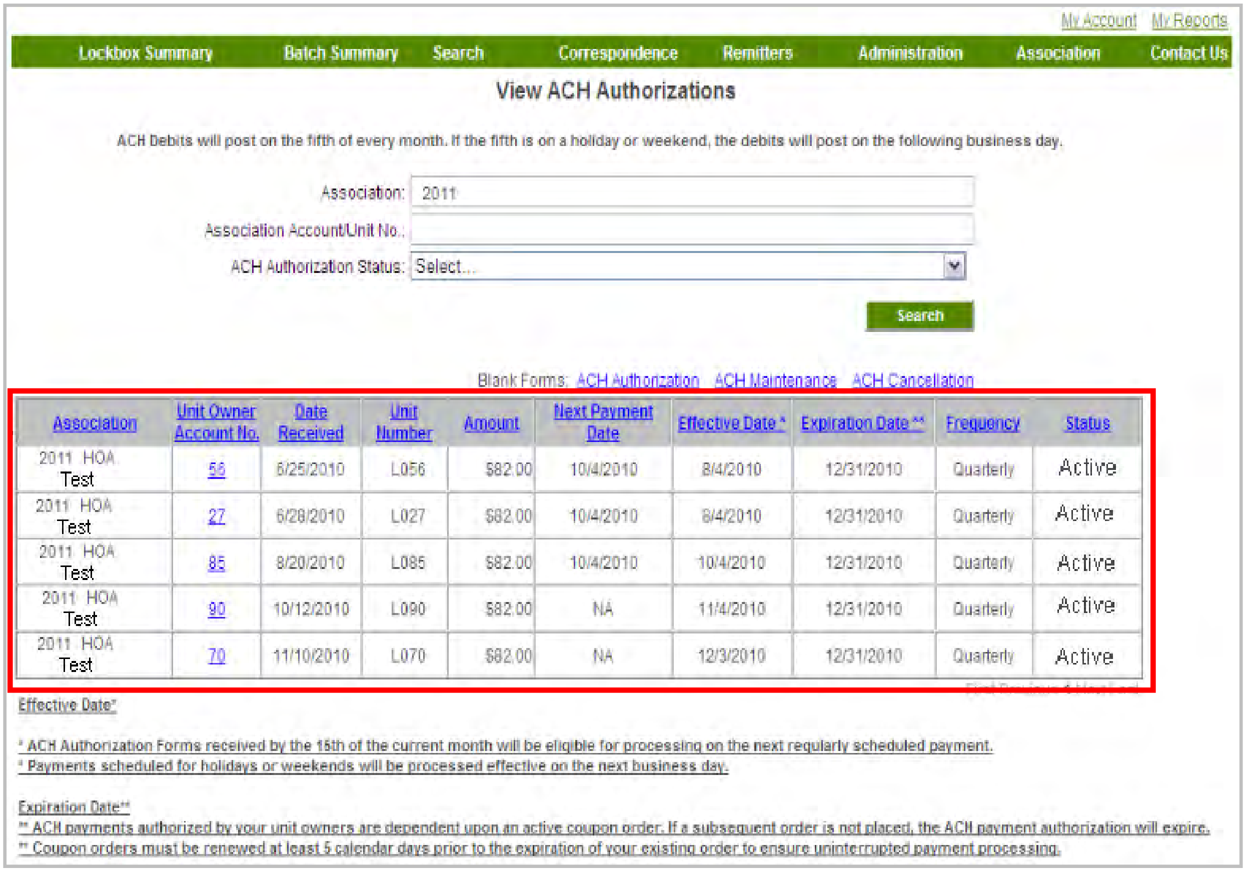
The **View ACH Authorizations** screen lets you view details of property owners who have set up to pay using the ACH debit option and allows you to **Cancel** or **Suspend** a unit owner's payment. By default, the screen displays all properties for which you have access. You may narrow your display results by completing the fields at the top of the screen.



ACH Authorization Status Definitions	
Requires Review	Bank Use Only. Authorizations in this status are pending activation by the bank.
Active	The ACH Payment is in effect until the expiration date of the current coupon order end date.
Suspended	ACH payments are automatically Suspended if a Stop is placed. If a Stop is removed, the status will revert back to Active. (See the section on Placing Stops) If you Suspended an ACH payment you can reactivate it by changing the status to Active.
Cancelled	An ACH Payment Authorization was cancelled by the unit owner, Regions or the Association.
Expired	For an ACH payment to auto-renew for the next year, a coupon order that includes the Unit Owner's Account Number must be submitted prior to the last date of the current order. For example: **An ACH Payment is in effect for Unit No. 1234 for the period of 01/01/2011 to 12/31/2011. For the ACH payment to renew for 2012, a new coupon order must be received prior to the coupon order expiration date of 12/31/2011.** **You must submit a new coupon order annually for all unit owners who pay by an Association (ACH) Payment.**

View ACH Authorizations—Continued

When you conduct a search of Unit Owners that pay by ACH debit, the results display in a grid. Using this process, you can easily determine which of your property owners are paying using the ACH option and the status of the payment.



My Account My Reports

Lockbox Summary | Batch Summary | Search | Correspondence | Remitters | Administration | Association | Contact Us

View ACH Authorizations

ACH Debits will post on the fifth of every month. If the fifth is on a holiday or weekend, the debits will post on the following business day.

Association: 2011

Association Account/Unit No.:

ACH Authorization Status: Select...

Search

Blank Forms: ACH Authorization ACH Maintenance ACH Cancellation

Association	Unit Owner Account No.	Date Received	Unit Number	Amount	Next Payment Date	Effective Date *	Expiration Date **	Frequency	Status
2011 HOA Test	56	6/25/2010	L056	582.00	10/4/2010	8/4/2010	12/31/2010	Quarterly	Active
2011 HOA Test	27	6/28/2010	L027	582.00	10/4/2010	8/4/2010	12/31/2010	Quarterly	Active
2011 HOA Test	85	8/20/2010	L085	582.00	10/4/2010	10/4/2010	12/31/2010	Quarterly	Active
2011 HOA Test	90	10/12/2010	L090	582.00	NA	11/4/2010	12/31/2010	Quarterly	Active
2011 HOA Test	70	11/10/2010	L070	582.00	NA	12/3/2010	12/31/2010	Quarterly	Active

Effective Date*

* ACH Authorization Forms received by the 15th of the current month will be eligible for processing on the next regularly scheduled payment.
* Payments scheduled for holidays or weekends will be processed effective on the next business day.

Expiration Date**

** ACH payments authorized by your unit owners are dependent upon an active coupon order. If a subsequent order is not placed, the ACH payment authorization will expire.
** Coupon orders must be renewed at least 5 calendar days prior to the expiration of your existing order to ensure uninterrupted payment processing.

ACH Search Results Field Definitions	
Association	
Unit Owner Account Number	The Account Number entered in the original coupon order. **Changing an Account Number in a future coupon order will cause an existing ACH payment to REJECT.**
Date Received	The date the ACH Debit Authorization was received by the bank.
Unit Number	The Property Owner's Unit number as shown on the Debit Authorization form.
Amount	The Amount of the Debit Authorization provided by the property owner on the Debit Authorization form.
Next Payment Date	The date the next payment will be drafted.
Effective Date	The date the ACH Debit payment will be in effect based on the beginning date of a coupon order.
Expiration Date	The end date of a Debit Authorization based on the end date of a coupon order.
Frequency	The frequency of the debit. (Monthly, Quarterly, Semi-Annually, Annual)
Status	The current status of an ACH debit payment. (See previous page for definitions.)

Manage ACH Authorizations

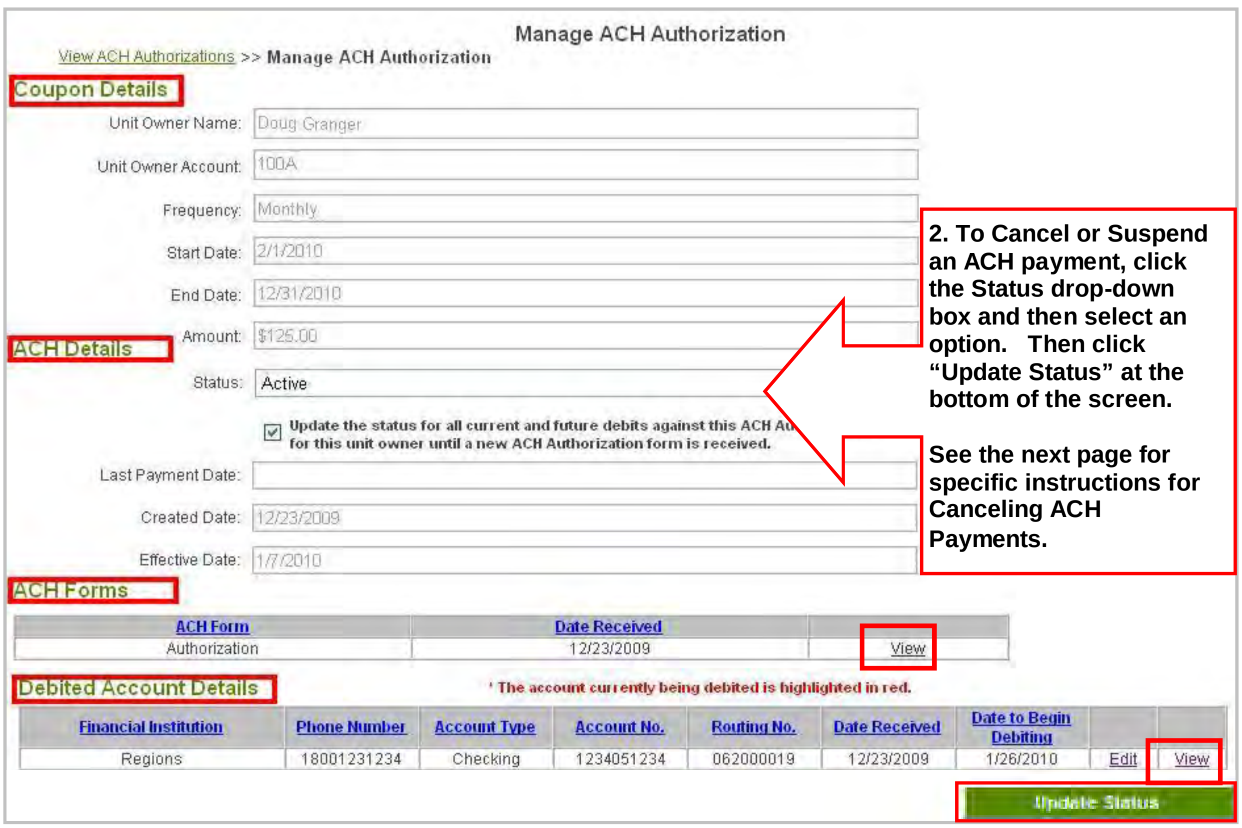
Viewing Individual Property Owner ACH Details – Suspending or Canceling an ACH Payment

From the View ACH Authorizations screen, you can view individual details of each property owner's ACH payment and **Cancel** or **Suspend an existing payment.**

1. Click a Unit Owner Account Number to display ACH details.

Association	Unit Owner Account No.	Date Received	Unit Number	Amount	Next Payment Date	Effective Date *	Expiration Date **	Frequency	Status
2011 HOA Test	56	6/25/2010	L056	$82.00	10/4/2010	8/4/2010	12/31/2010	Quarterly	Active
2011 HOA Test	27	6/28/2010	L027	$82.00	10/4/2010	8/4/2010	12/31/2010	Quarterly	Active
2011 HOA Test	85	8/20/2010	L085	$82.00	10/4/2010	10/4/2010	12/31/2010	Quarterly	Active
2011 HOA Test	90	10/12/2010	L090	$82.00	NA	11/4/2010	12/31/2010	Quarterly	Active
2011 HOA Test	70	11/10/2010	L070	$82.00	NA	12/3/2010	12/31/2010	Quarterly	Active

First Previous 1 Next Last



2. To Cancel or Suspend an ACH payment, click the Status drop-down box and then select an option. Then click "Update Status" at the bottom of the screen.

See the next page for specific instructions for Canceling ACH Payments.

3. The Debit Authorization form and Voided Check submitted can be viewed here.

Please see the ACH Payments Supplement for additional information regarding the ACH Payment process.

Cancelling ACH Payments

Before To **Cancel** an ACH payment for a Property Owner with **one** ACH Debit Payment in effect:

1. Locate the Unit Owner Account Number and Click the link. If multiple fees exist for the property, you must repeat this process to delete each fee.

Association	Unit Owner Account No.	Date Received	Unit Number	Amount	Next Payment Date	Effective Date *	Expiration Date **	Frequency	Status
2011 HOA [illegible]st	56	6/25/2010	L056	$82.00	10/4/2010	8/4/2010	12/31/2010	Quarterly	Active
[illegible]	27	6/28/2010	L027	$82.00	10/4/2010	8/4/2010	12/31/2010	Quarterly	Active
[illegible]	85	8/20/2010	L085	$82.00	10/4/2010	10/4/2010	12/31/2010	Quarterly	Active
2011 HOA Test	90	10/12/2010	L090	$82.00	NA	11/4/2010	12/31/2010	Quarterly	Active
2011 HOA Test	70	11/10/2010	L070	$82.00	NA	12/3/2010	12/31/2010	Quarterly	Active

First Previous 1 Next Last

2. Verify that you have the correct Unit Owner displayed.

3. If all fees for this property are being cancelled, change the Status for this fee to Cancelled and leave the checkbox checked.

4. If there are multiple ACH debits for the property, and only one is being cancelled, uncheck the checkbox.

Manage ACH Authorization

View ACH Authorizations >> Manage ACH Authorization

Coupon Details

Unit Owner Name: Doug Granger

Unit Owner Account: 100A

Frequency: Monthly

Start Date: 2/1/2010

End Date: 12/31/2010

Amount: $125.00

ACH Details

Status: Active

ACH Details

Status: Cancelled

☑ Update the status for all current and future debits against this ACH Authorization for this unit owner until a new ACH Authorization form is received.

Last Payment Date:

Created Date: 12/23/2009

Effective Date: 1/7/2010

ACH Forms

ACH Form	Date Received	
Authorization	12/23/2009	View

Debited Account Details

* The account currently being debited is highlighted in red.

Financial Institution	Phone Number	Account Type	Account No.	Routing No.	Date Received	Date to Begin Debiting		
Regions	18001231234	Checking	1234051234	062000019	12/23/2009	1/26/2010	Edit	View

Update Status

IMPORTANT

If MULTIPLE FEES are in effect and you cancel only one fee, the next time you submit a coupon order for this property, all fees will again be renewed as ACH payments. The only way to completely stop an ACH payment for one fee is to cancel ALL fees.

As stated in Step 1, you must repeat the cancellation process for each property owner fee you are cancelling.

If the Property Owner submits ACH Fee Cancellation forms to Regions, you are not required to do anything. Regions will make the cancellations and update the status of the property owner on the View ACH Authorization s screen.

Cancelling ACH Payments – Continued

There are several ways in which an active **ACH (Automatic) Payment Authorization** cancellation request can be initiated, including:

- The unit owner mails an Association **ACH Payment Cancellation form** to the bank
- Regions cancels a payment authorization at request of the Property Manager, Association, or unit owner's bank.
- The Property Manager or Association cancels an ACH Payment Authorization from the **Manage ACH Authorizations screen**

There will be times when the Property Manager or Association needs to cancel an Active ACH Payment for a unit. Examples include:

- The Property Manager may have knowledge of the pending sale of a unit
- The unit owner may request the Property Manager or Association to handle their request

Follow these steps to process a cancellation of an **Active** payment authorization:

To cancel ALL fees:

1. Click the **Status** drop down box and select **Cancelled**.
2. Ensure the **"Update the status for all future debits…" is checked**.
3. Click the **Update Status** button at the bottom of the screen. You will be prompted to confirm the **Update**.
4. **You must cancel all ACH Authorizations with an Active status.**

To cancel one individual fee when a unit owner has multiple fees:

1. Click the **Status** drop down box and select **Cancelled**.
2. **Uncheck** the **"Update the status for all future debits…"** checkbox.
3. Click the **Update Status** button at the bottom of the screen. You will be prompted to confirm the **Update**.
4. If you cancel one fee and another fee remains in effect, at the time you submit new annual coupon orders, both fees will again be renewed as ACH payments. The only way to completely stop an ACH payment for one fee is to cancel ALL fees.