

**TOPS Software®**  
**Accounts Receivable Manual**  
*Version 4.0*

# Accounts Receivable

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## Owner Balances

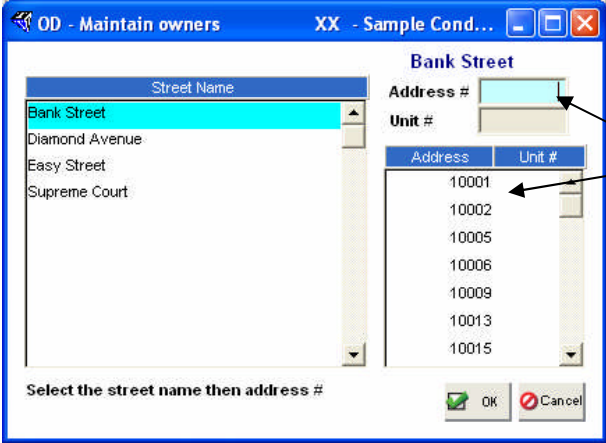
The Owner Balances is a convenient place to go to view all the charge and payment history for owners and make adjustments to their balances. It's a dashboard where everything about an owner's charge and payment history can be seen and changed by making adjustments as needed.

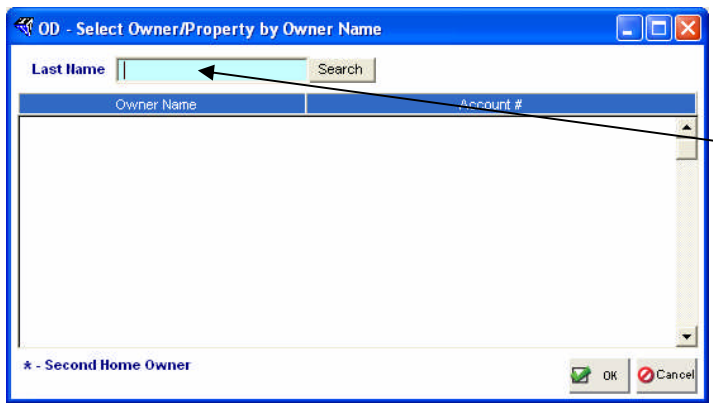
Use the Owner Balances to:

- Answer owner inquiries on their account balances
- Make adjustments to owner balances
- Backout NSF checks
- Change an owners opening balances
- Enter payment history notes to document a conversation with an owner
- Print Form Letters individually for an owner
- Print Invoices or Coupons individually for an owner
- Change owner Flag settings

<p>Owner Balances</p>	<p>From the AR menu, click the <b>Owner Balances</b> menu tab.</p>
<p>You will see the Owner Balances screen:</p>	
<div style="text-align: center;"> <h3>Owner Balances</h3> </div>	
<p>The screen will be blank until you select a home and owner. Notice this area of the screen to select the home and owner. Use any of these options to select a home and owner.</p>	
	<p>Use the <b>Arrow</b> buttons to move from home to home staying on the Owner Balance screen or jump to the LAST/FIRST home. The arrow navigation can be handy when you want to review/change the Owner Balances for several homes at a time.</p>
<p><b>Preferred Access</b></p>	<p>This is the default way you generally want to select a home and owner. The cursor will automatically go to this field for selecting</p>



	<p>the home and owner. This default is set in the Owner Control File. The default can be changed whenever you wish. No matter what the Preferred Access is set to, you can always select a home “on-the-fly” using any of these 4 methods:</p>
<b>Account # (F3)</b>	<p>Use this option to select the home and owner by the <b>Account #</b> from the Property Info for the home.</p> <p><i>Tip</i> – pressing the <b>F3</b> key to jumps the cursor to the Account # field.</p>
<b>Lot/Unit # (F6)</b>	<p>Use this option to select the home and owner by the <b>Lot/Unit #</b> from the Property Info for the home.</p> <p><i>Tip</i> – pressing the <b>F6</b> key to jumps the cursor to the Lot/Unit # field.</p>
<b>Street Address</b>	<p>Displays the Street Address of this home. The Street Address is entered into the Property screen since it is fixed information about the home.</p>
Street Address (F2)	<p>Click this button to select a home using the address. You will then see the selector screen for selecting the home:</p> <div style="text-align: center;">  </div> <p>First click on the Street Name. Then enter the Address # or use the browse area to locate the home and double click to select it.</p> <p><i>Tip</i> – pressing the <b>F2</b> key jumps the cursor to the Street Address button.</p>
Name Search (F5)	<p>Click this button to select a home by the owners Last Name. You will then see the selector screen for selecting the home:</p>



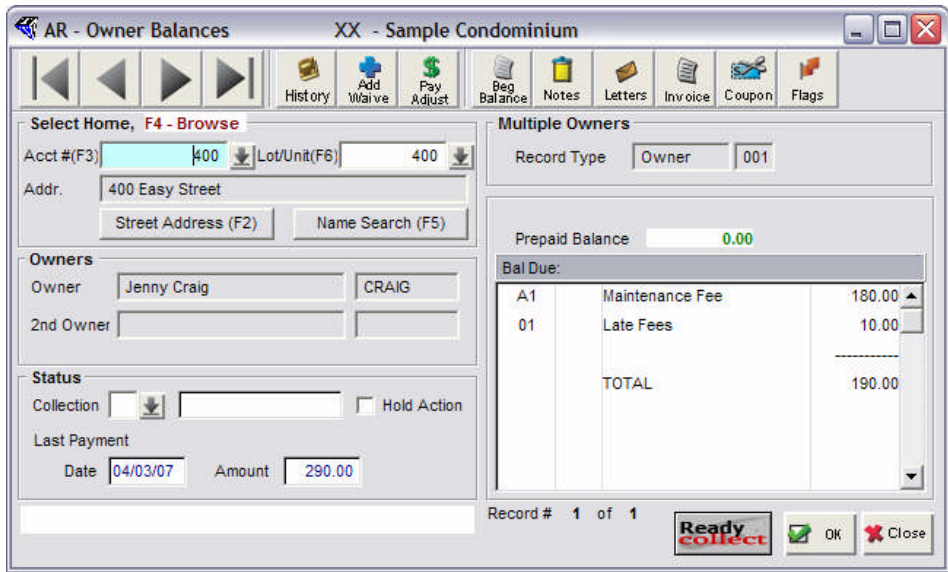
Enter Last Name, then click Search

The Name Search uses the Owner's last name only.

**Tip** – pressing the **F5** key jumps the cursor to the Owner Name button.







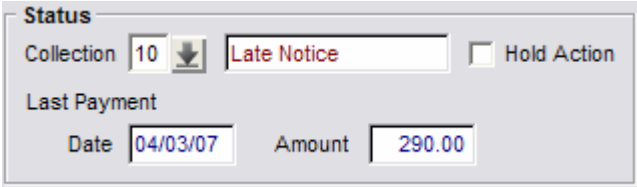
Once you select a home, you will see the owner name, property info and have access to the owner payment history and balances due:

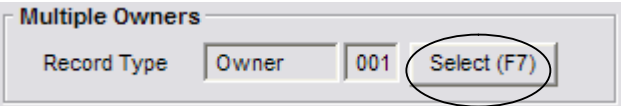
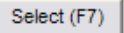
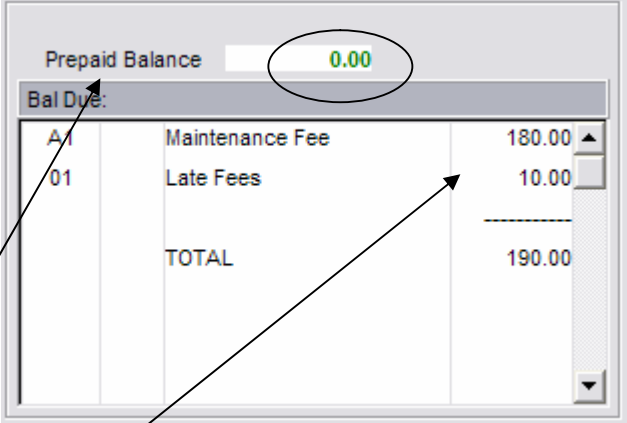

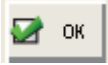
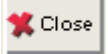
### Owner Balances



The following is a brief guided tour of the Owner Balance screen.

	<p>Use these <b>browse arrows</b> to move from home to home or jump to First/Last Homes.</p>
	<p>Click the <b>History</b> button to see all the charge and payment history transactions on file for this home.</p>
	<p>Click <b>Add/Waive</b> to make an adjustment to the owner balance, for example, if you wished to waive a late fee.</p>
	<p>Click <b>Pay Adjust</b> to make an adjustment to an owner payment on file in the payment history, for example, if you had to backout an NSF check.</p>


	<p>Click the <b>Beginning Balance</b> button to enter or change the opening balance for this owner back when you first entered the initial owner balances. This is normally done when you are adding homes and owners initially through the community setup wizard, but the Beginning Balance button here lets you make corrections to the Beginning Balances that were entered, if needed.</p> <p><b>Warning</b> – Do not use this option to adjust anything other than the original opening owner balances. No entries are generated to the General Ledger when you do a Beginning Balance transaction, so you may put your General Ledger out of balance with your AR owner balances if you use this to option to change an owner balance.</p>
	<p>Click the <b>Notes</b> button to record a note directly into the owner’s payment history record. This is best used to explain why an action is being taken, or not being taken based on a conversation with the owner. However, when making any type of Owner Adjustment, a Note of explanation can also be entered there to explain the adjustment, this button just gives you yet another place where you can enter a Payment History Note.</p>
	<p>Click the <b>Letters</b> button to print a Form Letter for this owner.</p>
	<p>Click the <b>Invoice</b> button to print an Invoice for this owner.</p>
	<p>Click the <b>Coupon</b> button to print Coupons for this owner.</p>
	<p>Click the <b>Flags</b> button to view/change some of the settings that affect the way the owner AR works with this homeowner.</p>
<p>To continue the guided tour of the <b>Owner Balances</b> screen, the remaining areas of the screen follows:</p>	
<p><b>Status</b></p>	<p>The <b>Status</b> box shows if this owner has been picked up by the collection action and the action step that was last taken.</p> <div data-bbox="602 1423 1235 1608" data-label="Form">  </div> <p>In the example above, this owner has been sent a Late Notice.</p> <p><b>Hold Action</b> - Checkmark the Hold Action to freeze the collections actions at the one shown in the Status box.</p> <p><b>Last Payment</b> – Shows the date and the amount of the most recent payment received from this owner.</p>

<p><b>Multiple Owners</b></p>	<p>The Multiple Owners box lets you know if there are more owners that could each have their own payment history records attached to them.</p>  <p>If you see the  button displayed on the screen, it means more than one owner record exists for this home.</p>
<p><b>Owner Balance Breakdown</b></p>	<p>If this owner has any balance other than zero (0) currently, you will see the Balance Breakdown on the right side of the Owner Balance screen:</p>  <p><b>Prepaid Balance</b> – This is an unapplied credit balance resulting from an early payment or overpayment. It will be applied by the Apply Prepays program once there are balances due for this owner.</p> <p><b>Balance Breakdown</b> – Shows the current owner balance broken down by Charge Codes adding up to the Total Due.</p>
	<p>The <b>Ready Collect</b> button will take a delinquent homeowner and all the details from their account history and upload all the data to the community attorney who subscribes to this online attorney collection service. If the community attorney does not use this service, clicking this button will do nothing.</p>
	<p>Click the <b>OK</b> button to accept any changes shown on the Owner Balances screen.</p>
	<p>Click the <b>Close</b> button to exit from the Owner Balances screen.</p>

This concludes the brief tour of Owner Balances, we will now cover each major function in detail.

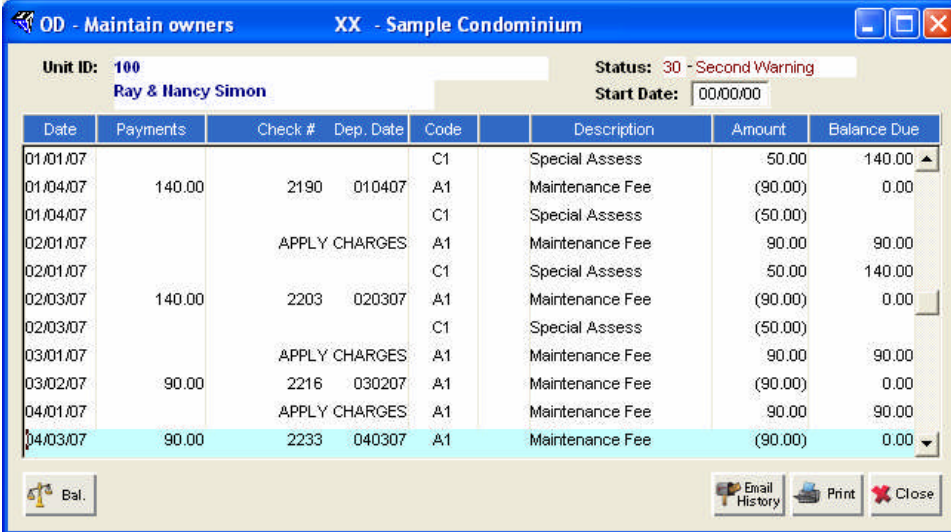
## History

Use this button to display the charge and payment history that makes up the account balance for a home. The Owner's Payment History is displayed to the screen but may also be printed ready to be sent or e mailed directly to the owner who has a question.

	Click the <b>History</b> button to view the Owner's charge and payment history on the screen.
---	---

You will see the Owner's charge and payment history displayed like this:

**Owner Payment History**



Date	Payments	Check #	Dep. Date	Code	Description	Amount	Balance Due
01/01/07				C1	Special Assess	50.00	140.00
01/04/07	140.00	2190	010407	A1	Maintenance Fee	(90.00)	0.00
01/04/07				C1	Special Assess	(50.00)	
02/01/07		APPLY CHARGES		A1	Maintenance Fee	90.00	90.00
02/01/07				C1	Special Assess	50.00	140.00
02/03/07	140.00	2203	020307	A1	Maintenance Fee	(90.00)	0.00
02/03/07				C1	Special Assess	(50.00)	
03/01/07		APPLY CHARGES		A1	Maintenance Fee	90.00	90.00
03/02/07	90.00	2216	030207	A1	Maintenance Fee	(90.00)	0.00
04/01/07		APPLY CHARGES		A1	Maintenance Fee	90.00	90.00
04/03/07	90.00	2233	040307	A1	Maintenance Fee	(90.00)	0.00

We will discuss each data field displayed on this screen.

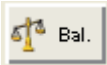
<b>Unit ID</b>	Depending on the defaults for this community, either the Account #, Lot/Unit # or Street Address of the home will be displayed so you are reminded which home is being displayed. Also, the Owners Name is displayed below the <b>Unit ID</b> .
<b>Status</b>	If this owner has a balance due and has been picked up by the TOPS automated collection system, the step of the collection action will be displayed next to the <b>Status</b> heading.
<b>Start Date</b>	The Owner History display will always show the <i>LAST</i> (most recent) transaction for the owner. If there are several years of charge and payment history, you can enter the <b>Start Date</b> here so it displays the transactions from this date <i>FORWARD</i> .

*The following description explains the columns on the Owner Payment History screen:*

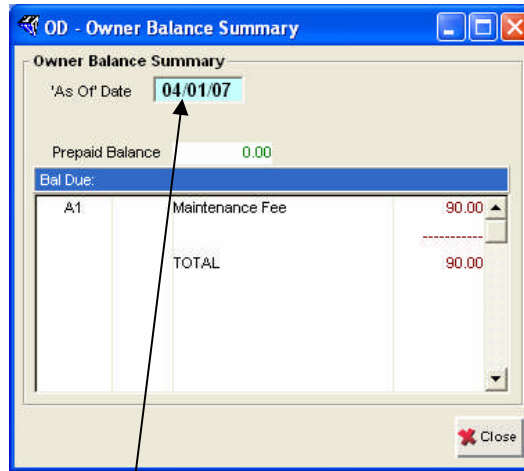
<b>Date</b>	<p>The <b>Date</b> of each transaction in the Owner Payment History. The Date is very important in TOPS, it is used to determine the Owner's account balance "as of" any given date.</p> <p>The transactions in the Owner Payment History may not always be in exact date order. Instead, by default, TOPS will display the transactions <i>in the order they were done</i>, rather than by strict date order. But even if transactions show out of date order, TOPS knows how to read them correctly by date in order to give the correct owner account balance on a certain date.</p> <p>There are <b>A/R Utilities</b> that can be used to re-order Owner Payment Histories in strict date order. But these should only be run by someone who is familiar with the issues that may be caused by such a utility. The <b>A/R Utilities</b> are discussed under the manual section titled "<i>Utilities</i>".</p>
<b>Payments</b>	Only owner <b>Payments</b> or payment adjustments, like an NSF check, are displayed in this column. Payments are always subtracted from the owners balance due. A payment adjustment may add or subtract from the owner balance due.
<b>Check #</b>	If a payment transaction, the <b>Check #</b> , if any will display here. If no <b>Check #</b> has been entered for a payment, then TOPS will assign a transaction # in place of the <b>Check #</b> .
<b>Deposit Date</b>	If a payment transaction, the <b>Deposit Date</b> will be shown in this column. This is the date you will see a Owner Cash Receipt transaction in the community's general ledger.
<b>Code</b>	TOPS keeps track of owner balances by a 2 digit <b>Charge Code</b> . Every charge or payment transaction in an Owner's Payment History has <b>Charge Codes</b> attached to it. It shows how much of a charge or payment transaction was applied to each <b>Charge Code</b> . Using this approach, TOPS can show you an accurate breakdown of an Owner's balance by <b>Charge Code</b> as of any date you wish.
<b>Description</b>	The name of the Charge Code. Depending on the type of Charge Code, the name can be changed in either the recurring Charge Tables or in the Misc Charge Code setup.
<b>Amount</b>	The <b>Amount</b> of the charge or payment transaction applied to a particular Charge Code.
<b>Balance Due</b>	This is the running total Balance Due for the Owner shown after every charge or payment transaction.

### Screen Navigation

There are other options on the Owners Payment History screen. Notice these buttons below:



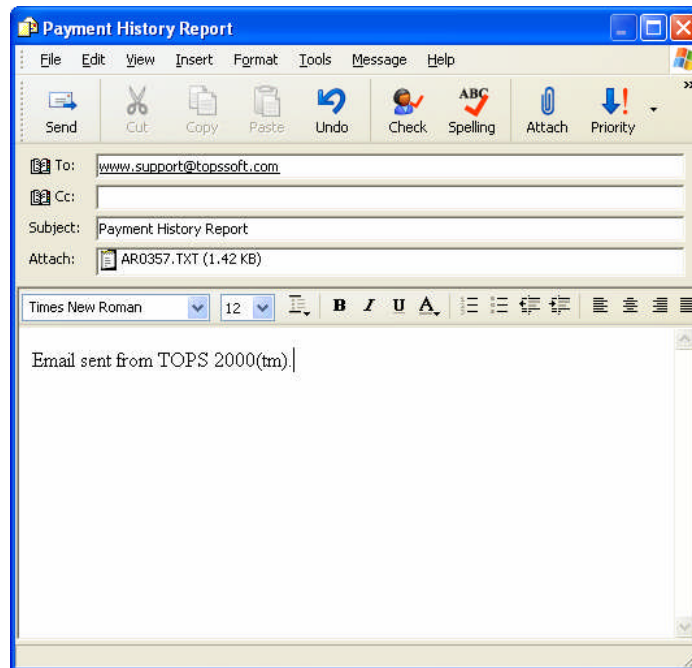
**Balance Breakdown** – Click this button to view a breakdown of the owner’s balance by Charge Code.



By changing the “As Of Date” at the top of the screen, you can take a “snapshot” of an Owner’s balance at any point in time. Click Close to exit back to the Owner Payment History screen.


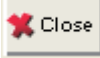


**E Mail History** – Click this button to e mail the Owner’s Payment History to either the owner or another party.



It will use your default e mail program from your computer. The e mail will be addressed to the owner if their e mail address was entered in the Owner Maintain screen. If not or if you wish to e mail it to another e mail address, you will need to type the e mail address into the To line at the top.

The Owner’s Payment History will be an attachment to this e mail. It is sent in a plain text format which can be opened by any word processor or by Windows Notepad®.

 <b>Print</b>	<b>Print</b> – Click this button to print a the Owner’s Payment History report. The report will include all charge and payment transactions on file for this owner. It is in a simple enough format that you could send it to the owner for them to review.
 <b>Close</b>	<b>Close</b> – Click this button to exit from the Owner’s Payment History screen and return to the Owner Maintain screen.



## Add/Waive

Use this button to view a complete breakdown of an owner's balance by Charge Code so you can manually make an adjustment to the balances. You can adjust any balance showing on the screen for an owner or add a new charge to the owner. You can also adjust the Prepaid (unapplied credits) for an owner.

Use **Add/Waive** for any of the following:

- Add Recurring Charges
- Add Late Fees
- Add Accelerated Assess.
- Add Misc. Charges
- Prorating Charges
- Waive Recurring Charges
- Waive Late Fees
- Waive Accelerated Assess
- Waive Misc. Charges
- Write-off Balances

As you make an Add/Waive adjustment, you can also enter a Note to explain the reason for the adjustment. This is a good way to document why an adjustment was made. The Note will show in the owner's payment history linked with the adjustment transaction.


As with all financial transactions, the date of the "Add/Waive Adjustment" is critical. The system uses this date to determine balances due for such things as "Collection Action" and "Delinquency Reports". Be sure when you enter the date that it is for the period you wish the adjustment to be reflected in.

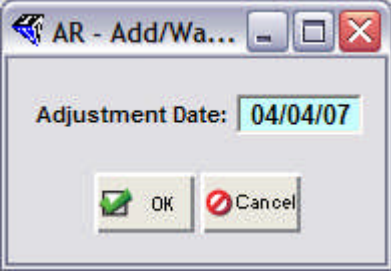
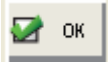

Start at the Owner Balance screen, then select the home and owner as explained earlier in this section.

**Owner Balances**

Bal Due:		
A1	Maintenance Fee	180.00
01	Late Fees	10.00
TOTAL		190.00

The following will show how to make owner adjustments using Add/Waive:

	Click <b>Add/Waive</b> to make an adjustment to the owner balance, for example, if you wished to waive a late fee.
---	--

<p><b>Date</b></p>	<p>First, you must enter the effective date of the adjustment. You will see this entry screen:</p>  <p>The date of the adjustment is very important in it's impact on the owners balance and the accounting system.</p> <ul style="list-style-type: none"> <li>• The date of the adjustment changes the owner balance “as of” the date entered here. The AR module will not recognize the adjustment on any reports that are dated PRIOR TO the Adjustment Date.</li> <li>• The owner’s balance will be recalculated to include the adjustment “as of” the Adjustment Date, which may change the overall balance due and the aging of that balance.</li> <li>• Under Accrual Accounting, a General Ledger transaction will be generated to keep the General Ledger in balance with the AR subsidiary ledger on the Adjustment Date.</li> </ul> <p>The Adjustment Date must be entered MMDDYY without using any slashes (/) as separators.</p>
	<p>Click the <b>OK</b> button once you have entered the correct Adjustment Date to proceed to the next screen.</p>
	<p>Click the <b>Cancel</b> button to return to the Owner Balance screen.</p>

If you clicked the OK button to proceed with the Adjustment, you will see the owners balance breakdown on the Add/Waive screen:

### Owner Add/Waive

Code	Year	Description	Amount	Adj. Amt.	Eff. Date	Effect Acct.	End Bal.
A1		Maintenance Fee	180.00				180.00
01		Late Fees	10.00				10.00
<b>Totals</b>			<b>190.00</b>	<b>0.00</b>			<b>190.00</b>
PP		Credit-Prepaid	0.00	0.00			0.00
							<b>Total Due 190.00</b>


Here's a brief tour of all the elements showing on this screen.

The screen is divided into two vertical halves:

**Existing Balance** – lists the balance due broken down by Charge Code

**Pending Adjustments** – shows the adjustments you enter and the affect of the adjustments on the ending balance for this homeowner if you proceed with the adjustment.



<b>Charge Code</b>	The 2 digit Charge Code used by the AR module to keep track of the owner balances. When making an adjustment, you can browse the active Charge Codes for the community by clicking on the down browse arrow
<b>Year</b>	If the Yearly Accounting is active in the AR module, then you have the option of adjusting owners balances broken down by year in addition to the Charge Codes.
<b>Description</b>	The Charge Code <b>Description</b> as setup in either the Charge Tables (for recurring charges) or the Misc. Charges.
<b>Amount</b>	The <b>Amount Due</b> for each Charge Code.
<b>Adjustment Amount</b>	The amount of an Adjustment you wish to make to the balance showing under a Charge Code. <b>Add Charge</b> – enter the Adjustment Amount as a positive amount, with no sign, to add a balance due to a Charge Code. <b>Waive Charge</b> – enter the Adjustment Amount with a minus sign (-) to make a credit to a Charge Code. A credit reduces the balance due for a Charge Code.


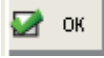
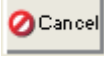
<b>Effective Date</b>	<p>The <b>Date</b> of the Adjustment in the owner’s charge and payment history. Although it will default to the general date you entered when you clicked the Add/Waive button, you can enter any date you wish on each line of the adjustment.</p> <p><b>Remember</b> - The date of the adjustment changes the owner balance “as of” the date entered here. The AR module will not recognize the adjustment on any reports that are dated PRIOR TO the Adjustment Date.</p>
<b>Offset Account #</b>	<p>This is the G/L Account # that receives the other side of the "Adjustment". Since TOPS 4.0 is a "double-entry" bookkeeping system, for every debit there must be a credit including "Adjustments". The “Offset Account #” will be filled in for you automatically once you select a Charge Code.</p> <p>The offset account is NORMALLY an Income account in the Chart of Accounts. It comes from the Charge Tables or Misc. Charges setup for the Charge Code. You can override the default Account # and enter any valid Account # from the Chart of Accounts if you wish. You can browse the Chart of Accounts using the down browse arrow  to select the Offset Account # if needed.</p>
<b>Ending Balance</b>	<p>Shows the ending balance for each Charge Code if you were to proceed with the pending adjustment. Make sure the Ending Balance is what you want before you post the adjustment.</p>

Here is a Pending Adjustment showing amounts being waived from the owner’s balance:

### Pending Adjustment

We’ll explain the rest of the functions on the Add/Waive screen:

 Add	<p>Click the <b>Add</b> button to add a new transaction line to the adjustment screen. You can then select the Charge Code and proceed with making an adjustment.</p>
 Notes	<p>Click the <b>Notes</b> button to enter an explanation about why the adjustment is being made to this owner. The Note is then recorded in the payment history for this home.</p>

	<p>Click the <b>Select Prepaid</b> to open up a browse screen so you can select a particular Prepaid Charge Code to adjust. Read about making adjustments to Prepaid balances later in this manual section.</p>
	<p>Click the <b>OK</b> button to accept the pending adjustment transactions and proceed with posting them to the owner's payment history.</p>
	<p>Click the <b>Cancel</b> button to exit from this adjustment <b>WITHOUT</b> posting the adjustment to the owner's payment history.</p>

If the Pending Adjustment transaction displayed on the screen looks correct, click the OK button to proceed with posting it. As a safeguard, you will see this message:



If you answer YES, this will update the owner's payment history for the adjustment using the Effective Dates from the adjustment.

## Adjusting Prepaid Balances

Prepays means owners who have a credit balance. A credit normally comes about because of an overpayment or because an owner pays their maintenance fees early. When owners pay before a charge is due or pay more than what is owed, then a credit balance is created.

TOPS 4.0 must be able to track the credit balance and apply the credits against future charges. In order to do this correctly, TOPS 4.0 uses Prepaid Charge Codes (PP) to keep track of the owner's credit balances.

Sometimes you have the need to make an adjustment to an owner's Prepaid balance. You would use Add/Waive owner charges to make this adjustment.

We'll go through the process of adjusting a Prepaid balance starting at the Add/Waive screen:

**Add/Waive – Prepaid Balance**

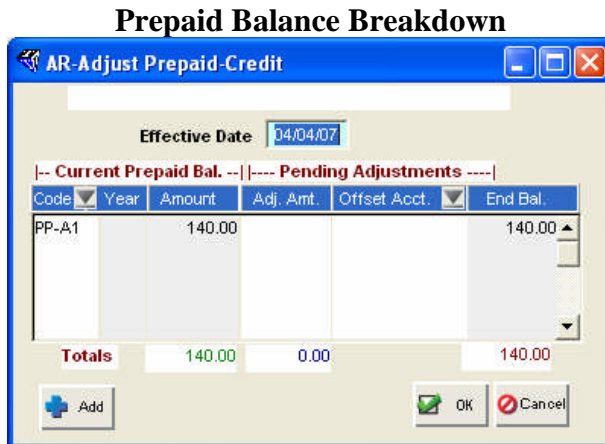
The screenshot shows a software window titled "AR - Adjust Balances" for Unit ID 12212, Thomas & Diane Sawyer. It features a table with columns: Code, Year, Description, Amount, Adj. Amt., Eff. Date, Offset Acct., and End Bal. The table is currently empty. Below the table, there are summary fields: "Totals" (Existing Balance: 0.00, Pending Adjustments: 0.00, End Bal.: 0.00), "PP Credit-Prepaid" (Amount: -140.00, Adj. Amt.: 0.00, End Bal.: -140.00), and "Total Due" (-140.00). A "Select Prepaid" button is circled in the screenshot.

Notice the credit balance showing on the "PP Credit-Prepaid" line. To adjust a Prepaid (credit) balance, follow these steps:



Click the **Select Prepaid** button.

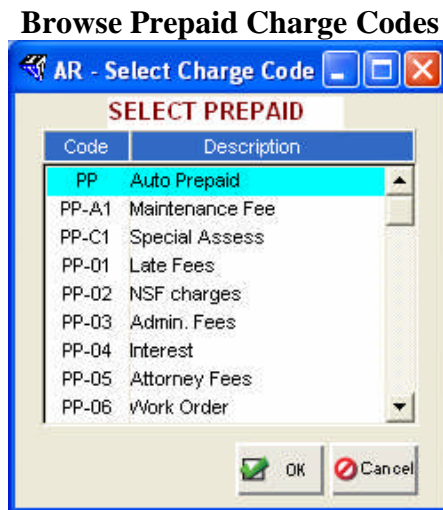
You will then see this owner's Prepaid (credit) balances broken down by the Prepaid Charge Code:



You are ready to make an adjustment to the owner's Prepaid (credit) balance. Either click on the line item to make the adjustment or add a new line using the Add button.

	Click the <b>Add</b> button to add a new Prepaid adjustment line, if needed.
--	--

If you click to Add a new line, you can then browse the Prepaid Charge Codes. Click the down browse arrow to open up the browse screen which looks like this:



**PP** – The main Prepaid Charge Code. Any credit balances here will be applied against future charges when the Apply Prepays is performed.

**PP-XX** – When Charge Codes are appended to the PP Charge Code, then any credits under the Prepaid Charge Code will ONLY be applied against balances due under that charge code.

For example – PP-A1 will only apply credits against charges due under Charge Code A1 and no other Charge Code.

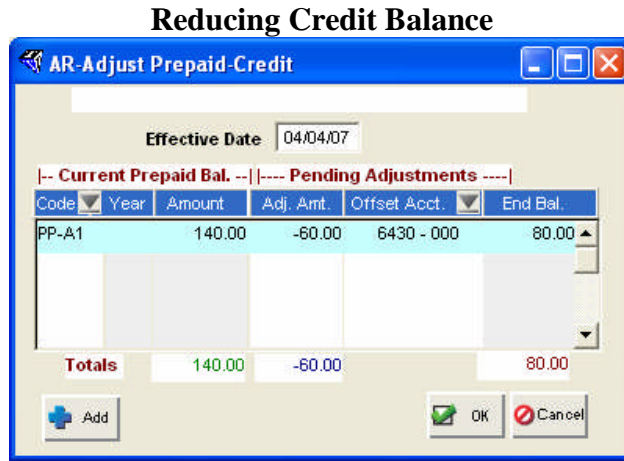
There can be a Prepaid Charge Code for every Charge Table and Misc. Charge Code. Credits will ONLY be applied against balances due under that Charge Code unless the general Prepaid Charge Code (PP) is used. Any Prepaid balances under code PP will be applied against balances due using the Charge Code order specified in the Cash Application Table for the community.

**Prepaid Adjustment Rules:**

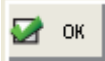
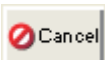
REDUCING CREDIT BALANCES - Enter the Adjustment Amount with a **minus (-)** sign.

INCREASING CREDIT BALANCES – Enter the Adjustment Amount with no sign.

An example of Reducing the Credit Balance would look like this:



Make sure the Ending Balance is correct before clicking the OK button.

	Click the <b>OK</b> button to proceed with posting the Pending Adjustment to the owner's payment history.
	Click the <b>Cancel</b> button to exit WITHOUT making any adjustment.



## **Accelerated Assessments**

TOPS 4.0 can handle Accelerated Assessment for you. Let's discuss *Accelerated Assessments* so that you have a clear picture about this technique for handling chronically delinquent Owners.

### **What are Accelerated Assessments?**

Assessments are usually considered to be annual charges which may be broken down into installment payments for the convenience of the Owners. When Owners default in making installments of Monthly, Quarterly or Semi-Annual Assessment payments, many Communities have the authority to call due the entire balance of the Assessments through the end of the current year so that you can begin collection action on the entire balance rather than in pieces. This is commonly called "*Acceleration*" of Assessments.

### **What Does Acceleration Do?**

When you add an Accelerated balance to an owner using Add/Waive, it marks that Owner's Record so that future Assessments are not added to the Owner's account until the Accelerated Assessment is earned in full. **TOPS 4.0** will make an entry each time regular Assessments are applied to the Community to take the amount of the Assessment out of Accelerated Assessments and reclassify it into the normal Assessment Income account on the General Ledger. When **TOPS 4.0** determines that all Accelerated Assessment have been earned as Income and the Accelerated balance is zero, it will automatically remove the flag in the Owner's record so that regular Assessments are applied again.

### **Accelerating Owners**

Using Add/Waive you can 'Add' or 'Waive' Accelerated Assessments to Owners. There is a special Charge Code used for Accelerated Assessments:

#### **AC Accelerated Assessments**

Any adjustments entered to the AC Charge Code are assumed to involve Accelerated Assessment balances. Only use the AC Charge Code for Accelerated Assessments.

For example, if the Assessment is \$155.00 p/month and you are 'Adding' the *Accelerated Assessment* from March to December (10 months), the calculation would be:

$$\text{Example - } \quad \quad \quad \mathbf{\$155.00 \times 10 = \$1550.00}$$

Therefore, you would want to add \$1550.00 using Charge Code AC.

$$\mathbf{AC \quad Accelerated Assessments = \$1550.00}$$

The next page will show you what it looks like as the adjustment is being added.

## Add Accelerated Amount

Start at the Add/Waive screen:

### Add/Waive Owner Balance

Code	Year	Description	Amount	Adj. Amt	Eff. Date	Offset Acct.	End Bal.
AC		Accel Assmt	0.00	1,550.00	03/01/07	3330 - 000	1,550.00
<b>Totals</b>			0.00	1,550.00			1,550.00
PP		Credit-Prepaid	0.00	0.00			0.00
<b>Total Due</b>							1,550.00

You want to add a line for the Accelerated Assessments.

	Click the <b>Add</b> button.
<b>Charge Code - AC</b>	Use Charge Code <b>AC</b> for the Accelerated Assessment.
<b>Adjustment Amount</b>	Enter the amount to Accelerate. This should be future charges that have not been applied to the owner yet, through the end of the current year.
<b>Offset Account #</b>	If should default to the Accelerated Account # from the Accounting Control File which should be correct.
	Click the <b>OK</b> button to proceed with posting the Accelerated Assessment against this owner.

Waiving an Accelerated Assessment is done just the opposite way. Enter an amount with a minus (-) sign in the Adjustment Amount field to reduce the Accelerated Balance. If you zero it out, then the owner no longer has an Accelerated Assessment balance and normal charges will resume being applied.

This completes the section on Add/Waive owner charges.

## Payment Adjustments

This adjustment function provides the means to manually adjust payments already entered to an Owner's account whereas Add/Waive deals with Owner balances and charges. You may backout a check returned from the bank, backout a check posted to the wrong Owner, add an amount to a deposited check, deduct an amount from a deposited check or change the distribution of a payment already entered. You can add an "NSF" Fee to an Owner's account as you backout a returned check.


Use this function for:

- **Backout NSF Check**
- **Backout Misposted Payment**
- **Add/Deduct Amount from Payment**
- **Change Payment Distribution**
- **Change Received Date of Payment**
- **Change Check #**

As with all financial transactions, the date of the "*Payment Adjustment*" is critical. The system uses this date to determine balances due for such things as "*Collection Action*" and "*Delinquency Reports*". Be sure when you enter the date that it is for the period you wish the adjustment to be reflected in.

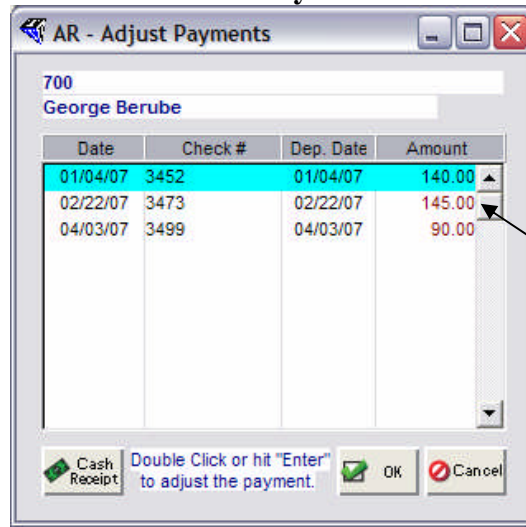
### **Note:**

You CANNOT "Adjust" a Payment unless it has already been entered and DEPOSITED. *YOU CANNOT "ADJUST" AN UNDEPOSITED PAYMENT.*

	From the Owner Balances screen, first select the home and owner. Click <b>Pay Adjust</b> button to make adjustments to owner payments.
---	--

When you click the **Pay Adjust** button, you will see all the payments received from that owner starting with the oldest.

### Owner Payments

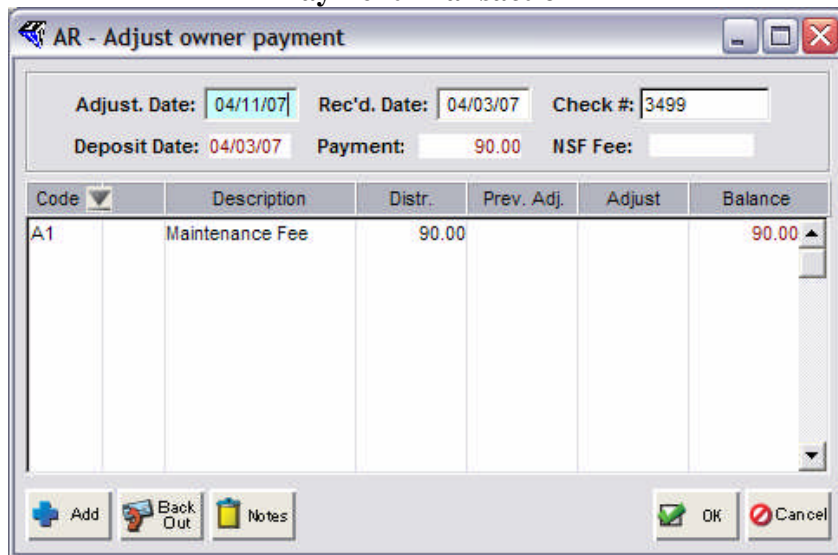


Use scroll bar to view more payments

Using the scroll bar on the right side of the screen, scroll down until you see the payment you wish to adjust. Once you see the payment you wish to adjust, double click on it or click to highlight, then click the **OK** button.

You will see the payment you selected displayed on the screen:


### Payment Transaction



The cursor is positioned at the **Adjust Date** field ready for you to proceed. Let's review the screen so you understand how to make Payment Adjustments:

#### Adjust Date

This is the *effective date* of the Payment Adjustment you are about to make. The system uses this date to determine balances due for such things as "*Collection Action*" and "*Delinquency Reports*". Be sure you enter the date that it is for the period you wish the adjustment to be reflected in. In the case of an NSF check, it should be the same date the bank took the money out of the community bank account.

<b>Received Date</b>	<p>You may change the <b>Received Date</b> for a payment to correct a date entry error. The Received Date is used by TOPS321 as the effective date for a cash receipt. An owner is given credit for the payment as of the Received Date regardless when the payment was actually deposited in the bank.</p> <p>You can change the Received Date for a payment, if needed, by simply typing in a new date.</p>
<b>Check #</b>	<p>The <b>Check #</b> for this payment is displayed. If the Check # is wrong and needs to be corrected, simply type in the correct Check #. Other than updating the Check # in the Owner's Payment History, changing a Check # does not affect the TOPS321 accounting system.</p>
<b>Deposit Date</b>	<p>The <b>Deposit Date</b> is the date the cash receipt was recorded in the General Ledger for this community. Because there is a deposit report with this payment on it that ties into a general journal entry in the General Ledger, we do not allow changes to the Deposit Date directly on the Pay Adjust screen. To do so would unbalance the AR subsidiary ledger to the General Ledger.</p> <p>If you need to change a Deposit Date, you must backout the payment using the original Deposit Date, then enter it over again with the correct Received Date and Deposit Date. This will also correct the General Ledger so it has the cash receipt recorded on the correct date.</p>
<b>Payment</b>	<p>This is the <i>total amount</i> of this payment transaction. Because there is a deposit report with this payment on it that ties into a general journal entry in the General Ledger, we do not allow changes to the <b>Payment Amount</b> directly on the Pay Adjust screen. To do so would unbalance the AR subsidiary ledger to the General Ledger.</p> <p>If you need to change the amount of the payment, you can do it in the Adjust column below where you can either Add or Deduct an amount from the payment. This will also correct the General Ledger so it has the cash receipt recorded for the correct amount on the correct date.</p>
<b>NSF Fee</b>	<p>The <b>NSF Fee</b> will be blank unless you backout a payment and proceed to charge the owner an NSF fee. You cannot enter the NSF fee directly into this field, it is done as you backout the payment.</p>
<p>The following explains each of the columns on the Payment Adjustment screen:</p>	
<b>Code</b>	<p>This shows the <b>Charge Code(s)</b> that the payment was distributed against. If you wish to change the payment distribution to other Charge Codes, you may do so in this column by entering Charge Codes, then using the Adjust column to redistribute the way the payment was applied.</p> <p>Click the <b>Add</b> button, then use the down browse arrow  to open up the Charge Code browser to select Charge Codes not displayed on the screen, if needed.</p>
<b>Description</b>	<p>The <b>Description</b> of the Charge Code from either the Charge Tables or the Misc. Charge setup.</p>

<b>Distribution</b>	The <b>Distribution</b> column shows the amount of the payment that was applied to each Charge Code.
<b>Prev Adjust</b>	If a <b>Previous Adjustment</b> was made to this payment, it will show in this column. When making another Payment Adjustment to a payment that had already been adjusted, you need to pay attention to the remaining balance in the far right column because that shows the net amount distributed to each Charge Code taking the Previous Adjustment into account.
<b>Adjust</b>	This is a column for entering an <b>Adjustment Amount</b> for each Charge Code. You can either add an additional payment amount to a Charge Code or deduct an amount as long as the net effect of the Adjustment Amounts adds back to the total of the original payment. <b>Add Amount</b> – enter as a positive amount with no sign. <b>Deduct Amount</b> – enter amount as a minus (-).
<b>Balance</b>	This is the <b>Ending Balance</b> for each Charge Code involved in the payment distribution. If you are adjusting the payment distribution, make sure the Ending Balance for each Charge Code is correct.

We'll cover each type of Payment Adjustment starting on the next page.

## Backout Payment

Use a Payment Adjustment to reverse an owner's payment. There are two situations in which you might want to do this:

- **NSF Check** - an owner payment that was returned by the bank for insufficient funds. When this happens, you must enter a Payment Adjustment to backout the payment from the owner's payment history and reverse the deposit in the General Ledger. The Payment Adjustment will handle this for you and let you charge the owner an NSF fee.
- **Misposted Payment** – a payment that was applied to the wrong home or the wrong owner of a home. Use a payment adjustment to backout the payment. You can then re-enter a cash receipt to the correct home or correct owner. In this case, you probably do not want to apply and NSF Fee.


No matter which of the above situations, the steps to follow are the same.

From the Owner Balances, select the home and owner, then click the Pay Adjust button. Select the payment that needs to be backed out as described above. You will see the **Payment Adjustment** screen:

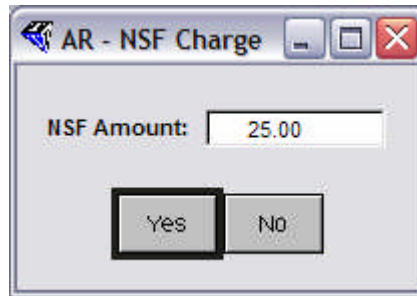
**Payment Adjustment**

Code	Description	Distr.	Prev. Adj.	Adjust	Balance
A1	Maintenance Fee	90.00			90.00

Notice the **Back Out** button at the bottom of the Payment Adjustment screen.

<b>Adjust Date</b>	For an NSF check, this should be the date the bank removed the payment from the community's bank account. If a Misposted payment, you generally want to use the same date as the original payment. The date entered here is going to be the effective date for this Payment Adjustment.
	Click the <b>Back Out</b> button.

You will see the **NSF Fee** screen:



A dialog box titled "AR - NSF Charge" with a close button (X) in the top right corner. It contains a text field labeled "NSF Amount:" with the value "25.00" entered. Below the text field are two buttons: "Yes" and "No". The "Yes" button is highlighted with a black border.

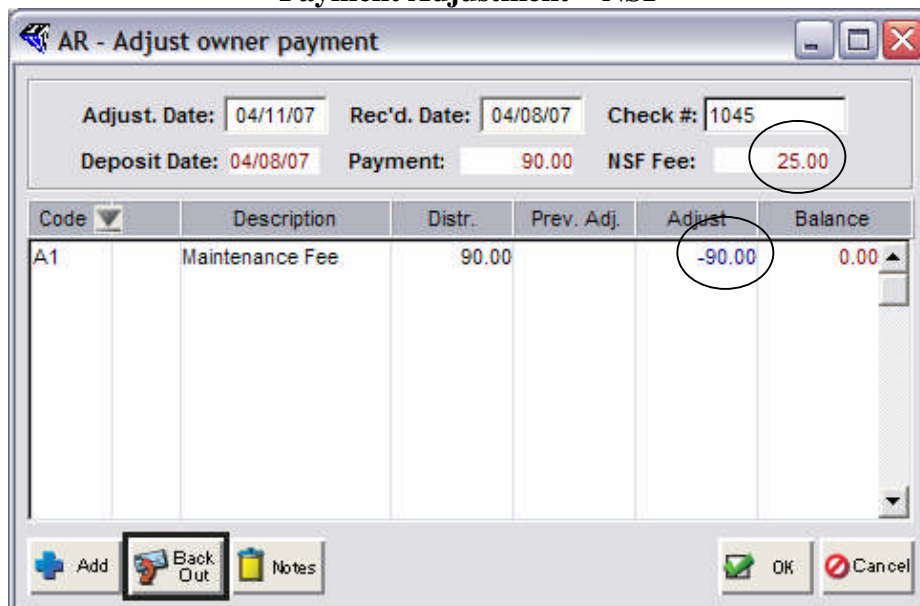
The default NSF Fee comes from the Accounting Control File for this community. You can change the amount if you wish or blank it out totally so it is not charged.

- **NSF check** - you probably want to charge the NSF Fee, so Click YES.
- **Misposted payment** - you probably do NOT want to charge a fee, so click the NO button to skip charging a fee.

Click the **YES** button to continue.

You will see the pending Payment Adjustment transaction with the NSF Fee amount you accepted displayed:

### Payment Adjustment – NSF




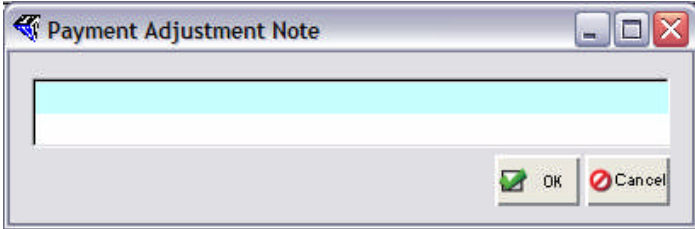
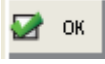

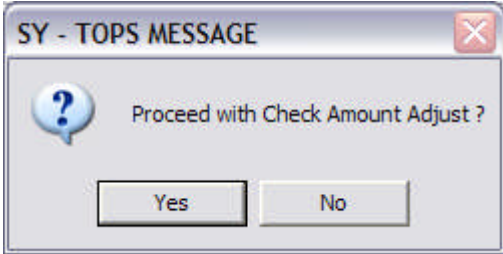
A dialog box titled "AR - Adjust owner payment" with a close button (X) in the top right corner. It contains several fields: "Adjust. Date:" (04/11/07), "Rec'd. Date:" (04/08/07), "Check #:" (1045), "Deposit Date:" (04/08/07), "Payment:" (90.00), and "NSF Fee:" (25.00). Below these fields is a table with columns: Code, Description, Distr., Prev. Adj., Adjust, and Balance. The table has one row with Code "A1", Description "Maintenance Fee", Distr. "90.00", Prev. Adj. blank, Adjust "-90.00", and Balance "0.00". At the bottom of the dialog are buttons: "Add", "Back Out", "Notes", "OK", and "Cancel".

Code	Description	Distr.	Prev. Adj.	Adjust	Balance
A1	Maintenance Fee	90.00		-90.00	0.00

Notice the amount of the payment distribution to each Charge Code shows as a negative amount in the Adjust column. The Payment Adjustment will reverse the payment the same way it was originally distributed to the Charge Codes.

The Payment Adjustment is still pending, it has not been posted to the owner's payment history yet and no entries have been created to the General Ledger.



	<p>Click the <b>Notes</b> button if you want to enter an explanation for this Payment Adjustment. If you click the Notes button, you will see a pop-up for entering up to a 2 line explanation:</p>  <ul style="list-style-type: none"> <li>• NSF Check – usually no Note is needed since you will clearly be able to tell that the adjustment is due to an NSF check.</li> <li>• Misposted payment – a Note to explain why the adjustment is being made is recommended.</li> </ul> <p>Enter the Note, then Click the <b>OK</b> button to save it.</p>
	<p>Click the <b>OK</b> button to proceed with the Payment Adjustment as displayed on the screen.</p>
	<p>Click the <b>Cancel</b> button to exit the Payment Adjustment without recording it.</p>
<p>If you clicked the <b>OK</b> button, you will see this final confirmation question:</p>  <p>Click the <b>YES</b> button to post the Payment Adjustment. Click the <b>NO</b> button to exit without posting.</p> <p>If you clicked <b>YES</b>, it will post the adjustment to the owner's payment history and record an entry in the General Ledger to keep the accounting modules in balance.</p>	

## Add/Deduct Payment Amount

Use a Payment Adjustment to correct the amount of an owner's payment. Perhaps when the payment was originally entered, there was a mistake entering the amount. With a Payment Adjustment, you can correct the error.

You can adjust the payment amount either of two ways:

- **Add Amount** – this records an additional payment amount that is linked to the original payment transaction. It will show as a separate Payment Adjustment transaction rather than a change to the original payment, but the system knows the Payment Adjustment is related to a particular payment in the owner's payment history. It will always net the original payment amount with this adjustment when computing owner balances.
- **Deduct Amount** – just like the Add Amount above, this records a separate Payment Adjustment transaction that is linked to the original payment transaction. It will show as a separate Payment Adjustment transaction rather than a change to the original payment amount, but the system knows the Payment Adjustment is related to a particular payment in the owner's payment history. It will always net the original payment amount with this adjustment when computing owner balances.

No matter which of the above situations, the steps to follow are the same.

From the Owner Balances, select the home and owner, then click the Pay Adjust button. Select the payment that needs to be adjusted as described above. You will see the **Payment Adjustment** screen:

**Payment Adjustment**

Code	Description	Distr.	Prev. Adj.	Adjust	Balance
A1	Maintenance Fee	90.00			90.00

Notice the **Adjust** column on the Payment Adjustment screen. This is where you can either add an amount or deduct an amount from a payment.

Enter the amount to adjust the payment by in the Adjust column:

**Enter Payment Adjustment**

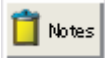
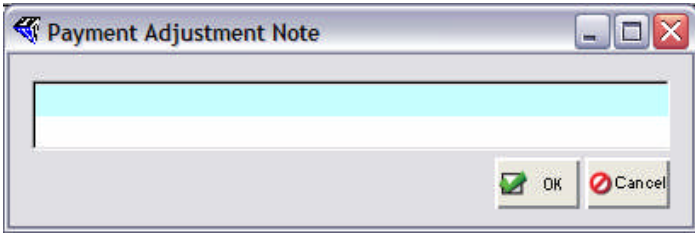
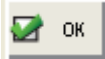

You need to distribute the Payment Adjustment to the individual Charge Codes you see on the payment distribution screen or click the **Add** button to select additional Charge Codes.

In the above case, we are adding an additional amount to the original payment.

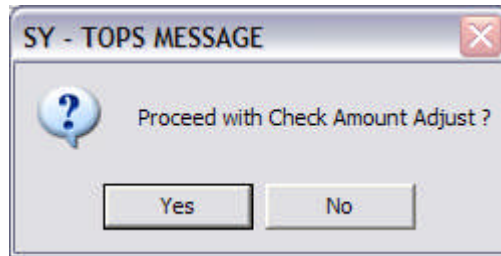
Keep these rules in mind when adjusting Owner payments:

**Add Amount** – Enter a positive amount in the Adjust column for a Charge Code.

**Deduct Amount** – Enter a minus (-) amount in the Adjust column for a Charge Code.

	<p>Click the <b>Notes</b> button if you want to enter an explanation for this Payment Adjustment. If you click the Notes button, you will see a pop-up for entering up to a 2 line explanation:</p>  <p>When you are adjusting a payment already entered, it is probably a good idea to enter a Note to explain why the adjustment was needed. Enter the Note, then Click the <b>OK</b> button to save it.</p>
	<p>Click the <b>OK</b> button to proceed with the Payment Adjustment as displayed on the screen.</p>
	<p>Click the <b>Cancel</b> button to exit the Payment Adjustment without recording it.</p>

If you clicked the **OK** button, you will see this final confirmation question:



Click the **YES** button to post the Payment Adjustment. Click the **NO** button to exit without posting.

If you clicked **YES**, it will post the adjustment to the owner's payment history and record an entry in the General Ledger to keep the accounting modules in balance.

## Change Payment Distribution

Cash receipts are applied based on the order specified in the Cash Application Table. Sometimes, you might have a need to change the payment distribution after the owner's payments has been posted and deposited. You can do this with a Payment Adjustment.

Follow these steps to adjust the payment distribution.

From the Owner Balances, select the home and owner, then click the Pay Adjust button. Select the payment that needs to be adjusted as described above. You will see the **Payment Adjustment** screen:

**Payment Adjustment**

Code	Description	Distr.	Prev. Adj.	Adjust	Balance
A1	Maintenance Fee	120.00			120.00
01	Late Fees	5.00			5.00
C1	Special Assess	100.00			100.00

You can see the way the original payment was distributed to the Charge Codes. You are now ready to adjust they way it was distributed. Notice the **Adjust** column on the Payment Adjustment screen. This is where you can change the payment distribution.

You don't want to change the overall amount of the payment, just the way the payment was distributed. So you will need to enter both positive and negative amounts in the Adjust column to change the distribution but keep the overall amount of the payment the same.

Enter the change to the Payment Distribution in the Adjust column:

**Enter Change in Payment Distribution**

Code	Description	Distr.	Prev. Adj.	Adjust	Balance
A1	Maintenance Fee	120.00		100.00	220.00
01	Late Fees	5.00			5.00
C1	Special Assess	100.00		-100.00	0.00

You can change the Payment Distribution to the individual Charge Codes you see on the payment distribution screen or click the **Add** button to select additional Charge Codes. In the above case, we are applying an extra \$100 to Maintenance Fees taking that payment away from Special Assessments.

Keep these rules in mind when adjusting Payment Distributions:

**Add Amount** – Enter a positive amount in the Adjust column for a Charge Code.

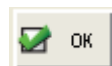
**Deduct Amount** – Enter a minus (-) amount in the Adjust column for a Charge Code.



Click the **Notes** button if you want to enter an explanation for this Payment Adjustment. If you click the Notes button, you will see a pop-up for entering up to a 2 line explanation:

When you are adjusting a payment already entered, it is probably a good idea to enter a Note to explain why the adjustment was needed.

Enter the Note, then Click the **OK** button to save it.



Click the **OK** button to proceed with the Payment Adjustment as displayed on the screen.



Click the **Cancel** button to exit the Payment Adjustment without recording it.

## Change Received Date/Check #

Use a Payment Adjustment to correct either the Received Date for a payment or the Check # entered for the payment

- **Received Date** – This date is critical to the determination of owner balances due for either collection action or AR reports. The Received Date is used to give the owner credit for payments regardless of when you deposit the payment in the bank. If the Received Date is wrong, then the system may see a homeowner as delinquent and take action, like late fees or collection action, even though they actually paid. A Payment Adjustment is how you can correct the Received Date for a payment.
- **Check #** - This is an important reference # in the owner's payment history. Capturing the Check # is a way to eliminated disputes over whether payments were received or not. If the Check # was entered incorrectly, you can use a Payment Adjustment to correct it.

In both of these cases, you can directly change the information about a payment using a Payment Adjustment. Follow these steps to adjust a payment.

From the Owner Balances, select the home and owner, then click the Pay Adjust button. Select the payment that needs to be adjusted as described above. You will see the **Payment Adjustment** screen:

**Payment Adjustment**

Code	Description	Distr.	Prev. Adj.	Adjust	Balance
A1	Maintenance Fee	60.00			60.00
01	Late Fees	5.00			5.00

The Adjust Date should be the date you are making the correction.

You can change the Received Date or Check # directly on this screen. Simply click on either field:

### Change Received Date

**AR - Adjust owner payment**

Adjust. Date: 04/18/07    Rec'd. Date: 04/28/07    Check #: 281

Deposit Date: 04/28/07    Payment: 65.00    IISF Fee:

Code	Description	Distr.	Prev. Adj.	Adjust	Balance
A1	Maintenance Fee	60.00			60.00
01	Late Fees	5.00			5.00

Buttons: Add, Back Out, Notes, OK, Cancel

Click on the **Received Date** field, then type the correct Received Date for this payment.

Click on the **Check #** field:

### Change Check #

**AR - Adjust owner payment**

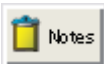
Adjust. Date: 04/18/07    Rec'd. Date: 04/28/07    Check #: 281

Deposit Date: 04/28/07    Payment: 65.00    IISF Fee:

Code	Description	Distr.	Prev. Adj.	Adjust	Balance
A1	Maintenance Fee	60.00			60.00
01	Late Fees	5.00			5.00

Buttons: Add, Back Out, Notes, OK, Cancel

Now enter the correct **Check #**.



Click the **Notes** button if you want to enter an explanation for this Payment Adjustment. If you click the Notes button, you will see a pop-up for entering up to a 2 line explanation:

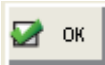
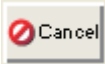
**Payment Adjustment Note**

OK    Cancel

When changing the Received Date or Check #, it is usually not necessary to enter a Note to explain why.

If you enter a Note, then Click the **OK** button to save it.



	Click the <b>OK</b> button to proceed with the Payment Adjustment as displayed on the screen.
	Click the <b>Cancel</b> button to exit the Payment Adjustment without recording it.

This completes the manual section for Payment Adjustments.

## Beginning Balances

Beginning Balances are the opening balances for owners when you startup the community on TOPS 4.0. They are the owner balances from the previous software at the time you moved the community to TOPS 4.0 or the owner balances when you took over management from another company.

Normally, the Beginning Balances are entered through the Setup Wizard on the Setup menu as you enter the homeowner information. However, you can use the option under Owner Balances to either enter Beginning Balances for owners that were not entered previously or to adjust the Beginning Balances entered when you first setup this community.

There are a couple of things that are unique to Beginning Balances that you should understand:

- **No GL Entry** – When a Beginning Balance transaction is entered for an owner, it does *NOT* generate a balancing transaction in the General Ledger. It is the only place in TOPS 4.0 where you can change an owner balance without the software passing an entry to the General Ledger to keep the AR Subsidiary Ledger in balance with the General Ledger.

There is a good reason why Beginning Balances does not pass an entry to the General Ledger. When you are setting up the General Ledger balances for a community on TOPS 4.0, the General Ledger balances you enter at startup already include the AR balances. So, if the software generated a General Ledger entry for the Beginning Balances, it would duplicate the beginning General Ledger balances.

- **Transaction Date** – The date of the Beginning Balances should always be the *LAST DAY* of the accounting period just prior to when the community is started up in TOPS 4.0. Entering the Beginning Balances on the last day of the previous period will assure that the software can properly age the owners' balances. If you date the Beginning Balance transaction on the 1<sup>st</sup> day of the accounting period, it will see the Beginning Balance transaction as part of that accounting month and show the transaction on AR activity reports distorting the actual charges and payments for the first accounting period on the software.



From the Owner Balances screen, first select the home and owner. Click **Beg Balance** button to enter or change the Owners opening balance.

Once you click on the **Beginning Balance** button, you will see the screen for entering a Beginning Balance. If the owner has a Beginning Balance transaction already, it will be displayed so it can be changed:


**Existing Beginning Balance Transaction**




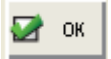
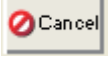
Code	Description	Date	Amount	Offset Acct.
A1	Maintenance Fee	12/31/06	200.00	6310 - 000

PP Credit - Prepaid: 0.00

Buttons: Clear, Select Prepaid, Delete Histories, OK, Cancel

We'll cover each data item on this screen so you understand it.

<b>Charge Code</b>	The 2 digit Charge Code used by the AR module to keep track of the owner balances. When making a Beginning Balance transaction, you can browse the active Charge Codes for the community by clicking on the down browse arrow  .
<b>Description</b>	The Charge Code <b>Description</b> as setup in either the Charge Tables (for recurring charges) or the Misc. Charges.
<b>Date</b>	The <b>Date</b> of the Beginning Balance transaction in the owner's charge and payment history. We recommend that Beginning Balances be entered with LAST DAY of the last accounting period before starting this community on TOPS 4.0. This will stop the Beginning Balance transaction from being picked up as AR activity in the first accounting period on the software.  Recommend: 12/31/07 NOT 01/01/08  <b>Remember</b> - The date of the Beginning Balance transaction changes the owner balance "as of" the date entered here. The AR module will not recognize the adjustment on any reports that are dated PRIOR TO the Adjustment Date.
<b>Amount</b>	The Beginning Balance <b>Amount</b> due for each Charge Code. If the owner owes money under this charge code, enter the amount as a positive number with no sign. If the owner has a credit balance, enter the amount as a negative amount with a minus (-) sign, although we recommend entering credits under the Prepays below.

<p><b>Offset Account #</b></p>	<p>This is the GL Account # that is used by the Charge Code to record “Income” for this Charge Code. Since the Beginning Balances does not generate any General Ledger entries, it really does not matter what the Offset Account is for any Beginning Balance transaction. This is just displayed for your information only.</p> <p>The Offset Account comes from the Charge Tables or Misc. Charges setup for the Charge Code. You can override the default Account # and enter any valid Account # from the Chart of Accounts if you wish. You can browse the Chart of Accounts using the down browse arrow  to select the Offset Account # if needed.</p> <p>We recommend you leave the Offset Account # “as is” for Beginning Balance transactions.</p>
<p><input type="checkbox"/> <b>Delete Histories</b></p>	<p>Notice this checkbox option at the bottom of the Beginning Balance screen. If you checkmark this option, it will delete <b>ALL</b> the charge and payment transactions in the owner’s payment history—not just Beginning Balance transactions. Sometimes you might want to do this to start over with a particular owner.</p> <p>If you checkmark the Delete History option, you will see this warning:</p> <p style="text-align: center;"><b>Warning</b></p> <div data-bbox="613 909 1261 1226" data-label="Image"> </div> <p>You will see this warning because taking this action can create serious problems because the owner’s charge and payment history is totally erased leaving the owner with a zero balance due. It can also make it so the AR Subsidiary Ledger does not balance with the receivable accounts in the General Ledger.</p> <p>Click <b>Proceed</b> only if you want to erase the owner’s payment history.</p>
<p> <b>Clear</b></p>	<p>Click the <b>Clear</b> button to erase existing Beginning Balance transactions displayed on the screen. If you click the Clear button, you can then reenter Beginning Balance transactions to the Charge Codes.</p>
<p> <b>Select Prepaid</b></p>	<p>The <b>Select Prepaid</b> button has to do with owner’s who have Prepaid Credit Beginning Balances. See the section on Beginning Owner Credits for more information on handling Prepaid Credits.</p>
<p> <b>OK</b></p>	<p>Click <b>OK</b> button to accept the Beginning Balance transactions as displayed on the screen.</p>
<p> <b>Cancel</b></p>	<p>Click the <b>Cancel</b> button to exit the owner’s Beginning Balance screen <b>WITHOUT</b> saving any changes.</p>

## Beginning Owner Credits

If a homeowner has a beginning credit balance, you could enter it as a negative using a minus sign to one of the Charge Codes on the Beginning Balance screen. If you do that, the credit will show under that Charge Code and be absorbed as future charges are added to that Charge Code.

A better way to enter beginning credit balances is to enter to a Prepaid Charge Code and let it be applied automatically to future owner charges by the software.

Starting at the Owner Beginning Balance screen:


**Owner Beginning Balances**

Code	Description	Date	Amount	Offset Acct.
------	-------------	------	--------	--------------

PP Credit - Prepaid      0.00

Clear    **Select Prepaid**    Delete Histories    OK    Cancel

Notice the **Select Prepaid** button.

 If a homeowner has a credit Beginning Balance, click the **Select Prepaid** button to enter it.

You will see the screen for selecting the Prepaid Charge Codes:

**Select Prepaid Charge Code**


Enter Prepaid Date: 12/31/06

Code	Amount
------	--------

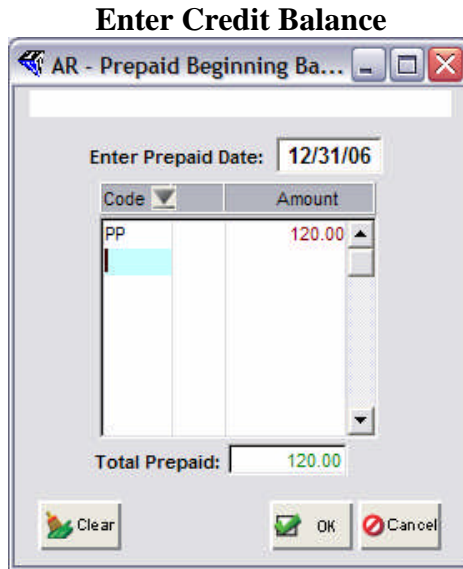
Total Prepaid: 0.00

Clear    OK    Cancel


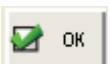
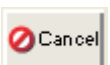
Let's go over how to use this screen.

<b>Date</b>	Again, the date of the Beginning Prepaid Balances should be the LAST DAY of the previous accounting period before starting the community on TOPS 4.0.																				
<b>Code</b>	<p>Click on the first line under the Codes heading to make it the active field.</p> <p>Use the down browse arrow  to open up a browse screen of the Prepaid Charge Codes. They will look like this:</p> <div data-bbox="724 436 1149 890" data-label="Image"> <table border="1"> <thead> <tr> <th>Code</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>PP</td> <td>Auto Prepaid</td> </tr> <tr> <td>PP-A1</td> <td>Maintenance Fee</td> </tr> <tr> <td>PP-C1</td> <td>Special Assess</td> </tr> <tr> <td>PP-C2</td> <td>Undeveloped Lot</td> </tr> <tr> <td>PP-01</td> <td>Late Fees</td> </tr> <tr> <td>PP-02</td> <td>NSF charges</td> </tr> <tr> <td>PP-03</td> <td>Admin. Fees</td> </tr> <tr> <td>PP-04</td> <td>Interest</td> </tr> <tr> <td>PP-05</td> <td>Attorney Fees</td> </tr> </tbody> </table> </div> <p><b>PP</b> – The main Prepaid Charge Code. Any credit balances here will be applied against future charges when the Apply Prepays is performed.</p> <p><b>PP-XX</b> – When Charge Codes are appended to the PP Charge Code, then any credits under the Prepaid Charge Code will ONLY be applied against balances due under that charge code.</p> <p style="padding-left: 40px;">For example – PP-A1 will only apply credits against charges due under Charge Code A1 and no other Charge Code.</p> <p>There can be a Prepaid Charge Code for every Charge Table and Misc. Charge Code.</p> <p>Credits will ONLY be applied against balances due under that Charge Code unless the general Prepaid Charge Code (PP) is used. Any Prepaid balances under code PP will be applied against balances due using the Charge Code order specified in the Cash Application Table for the community.</p>	Code	Description	PP	Auto Prepaid	PP-A1	Maintenance Fee	PP-C1	Special Assess	PP-C2	Undeveloped Lot	PP-01	Late Fees	PP-02	NSF charges	PP-03	Admin. Fees	PP-04	Interest	PP-05	Attorney Fees
Code	Description																				
PP	Auto Prepaid																				
PP-A1	Maintenance Fee																				
PP-C1	Special Assess																				
PP-C2	Undeveloped Lot																				
PP-01	Late Fees																				
PP-02	NSF charges																				
PP-03	Admin. Fees																				
PP-04	Interest																				
PP-05	Attorney Fees																				

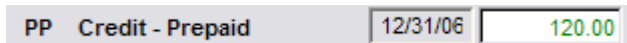
Double click to select a Prepaid Charge Code. Then enter the credit balance for that Charge Code.



In the example above, the Beginning Prepaid Balance was entered to the general prepaid Charge Code PP where it will be applied to future charges based on the Cash Application Table for the community.

	Click the <b>Clear</b> button to erase any Prepaid Credit transactions showing on the Beginning Balance screen.
	Click the <b>OK</b> button to accept the Beginning Prepaid Credits as displayed on the screen.
	Click the Cancel button to exit the owner's Beginning Prepaid Credits screen <b>WITHOUT</b> saving any changes.

After a Beginning Prepaid Balance is entered for an owner, the total amount of the credit is displayed on the Beginning Balance screen on the PP Credit – Prepaid line:



This completes the manual section on Beginning Balances.


## Notes

Notes entered through the AR module are different than regular Owner Notes. Regular Owner Notes are stored as part of the owner record in the Owner Database module. Notes entered in the AR module are stored as part of the owner's payment history. It's a way to record a Note to document a conversation you had with the homeowner regarding their account balance or payment history.

When you make an adjustment to an owner's balance, either through Add/Waive or Payment Adjustments, you can enter a 2 line Note to explain the reason for the adjustment. This Note is recorded in the owner's payment history. If you use the Collection Action part of the AR module to send delinquency letters, the actions you take against owners with balances are also recorded automatically as Notes in the owner's payment history. The Notes entered through the Owner Balances are also recorded directly in the owner's payment history.

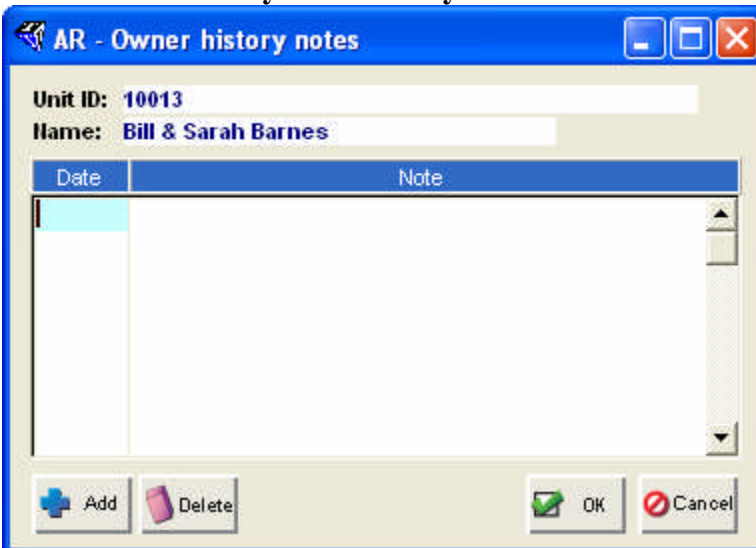
The reason Notes are recorded in the owner's payment history is, when you are reviewing an owner's history, you will see all the payment history notes that have been entered. If a homeowner is requesting that you waive a late fee, you can see if the owner has a history of paying late and being picked up by the Collection Action with delinquency letters being sent. Being able to see this history might affect your decision on whether to waive a Late Fee or not.

So Notes in the payment history is a very important way to document things about a particular owner's account history.

	From the Owner Balances screen, first select the home and owner. Click the <b>Notes</b> button to enter a Note in the owner's payment History.
---	--

You will see the screen for entering a Note in the owner's payment history:


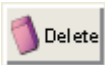
**Payment History Notes**



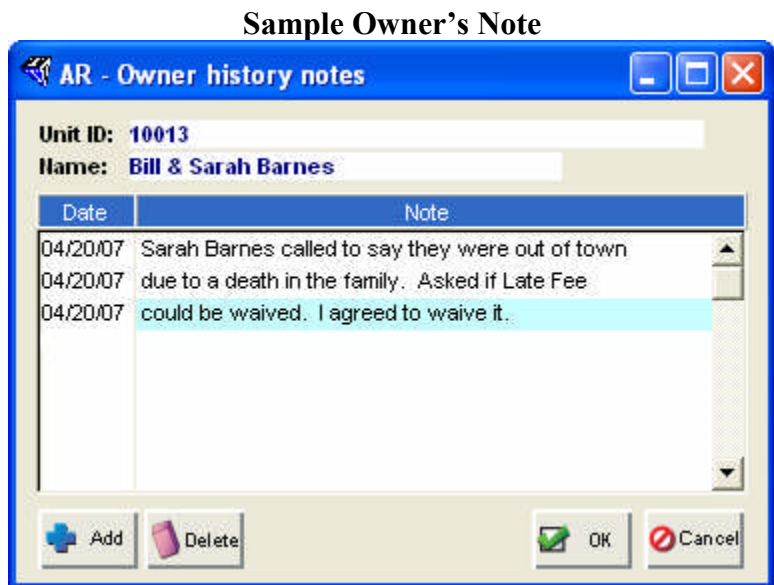
Date	Note

This screen is easy to understand, but we will cover each item in turn.

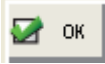



<b>Date</b>	Each Note is dated and will display on the owner's payment history with the <b>Date</b> that is entered.
<b>Note</b>	A free-form Note field where you can type the Note you wish to record in the owner's payment history.
	When you open the owner payment history Notes it automatically goes to the first available new Note line. However, you can also click the <b>Add</b> button to jump to the next available new Note line.
	Click to highlight a Note, then click the <b>Delete</b> button to delete the highlighted Note.

Here is a sample owner's Note:



Notice that you can have multiple lines in your Note. Each line will have a date.

	Click the <b>OK</b> button to record it in the owner's payment history.
	Click the <b>Cancel</b> button to quit the owner Notes without recording it.

Here's the way a Payment History Note would look in the owner's payment history:

### Payment History Note

AR - Owner Balances      XX - Sample Condominium

Unit ID: 10013      Status: -

Bill & Sarah Barnes      Start Date: 00/00/00

Date	Payments	Check #	Dep. Date	Code	Description	Amount	Balance Due
02/08/07	110.00	246	020807	A1	Maintenance Fee	(60.00)	0.00 ▲
02/08/07				C1	Special Assess	(50.00)	
03/01/07		APPLY CHARGES		A1	Maintenance Fee	60.00	60.00
03/16/07		APPLY LATE FEE		01	Late Fees	5.00	65.00
04/01/07		APPLY CHARGES		A1	Maintenance Fee	60.00	125.00
04/16/07		APPLY LATE FEE		01	Late Fees	5.00	130.00
04/28/07	65.00	281	042807	A1	Maintenance Fee	(60.00)	65.00
04/28/07				01	Late Fees	(5.00)	
04/20/07	Sarah Barnes called to say they were out of town						
04/20/07	due to a death in the family. Asked if Late Fee						
04/20/07	could be waived. I agreed to waive it.						

Notes are a great way to document conversations, actions or explanations for things that affect an owner's balance.

This completes the manual section on owner payment history Notes.

## Letters


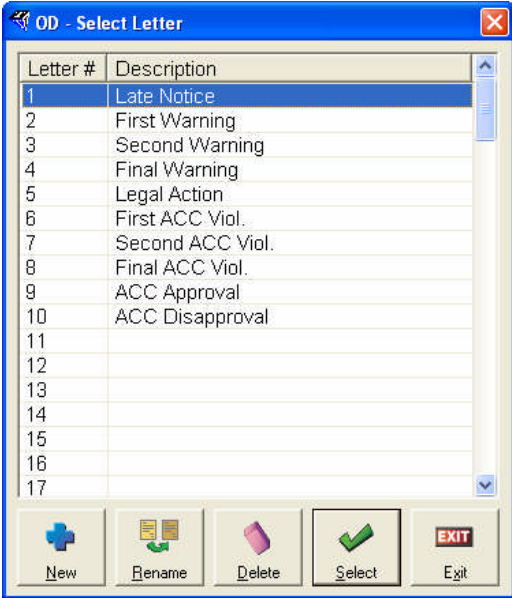
Open the Form Letter program here to select and print a customized letter for the owner. Form Letters are letter templates that use merge codes to insert owner information into the letter resulting in a letter that looks like it was individually typed. In addition to the owner name and address, there are merge codes for virtually ALL the data being tracked for an owner including their current account balance. There are also merge codes for community info and the management company, where applicable.

Form Letters can also be used to create ballots, billing statements or any form you can think of to send to one or all owners. Form Letters are a powerful and flexible tool that you can use in a variety of ways. Please consult Form Letters elsewhere in this manual for a further explanation of how to create Form Letters and use the Merge Codes.

### Collection & Violation Letters

If you print these letters through Owner Maintain, you will NOT have a history of the letters like you would using Collection Action (AR Module) to print collection letters or using Violation Action (CCR Module) to print a violation letter. Therefore, we do NOT recommend printing these letters using the Letter button on the Owner Maintain screen.

For purposes of explaining Form Letters here, we will just cover the steps to print a Form Letter for the owner that was selected on the Owner Maintain screen. There are only a few steps involved to print an owner letter.

	Click the <b>Letters</b> button to select and print a letter for this Owner.																																				
<p>You will see all the Form Letters that exist in this community:</p> <p style="text-align: center;"><b>Select Form Letter</b></p>  <table border="1"><thead><tr><th>Letter #</th><th>Description</th></tr></thead><tbody><tr><td>1</td><td>Late Notice</td></tr><tr><td>2</td><td>First Warning</td></tr><tr><td>3</td><td>Second Warning</td></tr><tr><td>4</td><td>Final Warning</td></tr><tr><td>5</td><td>Legal Action</td></tr><tr><td>6</td><td>First ACC Viol.</td></tr><tr><td>7</td><td>Second ACC Viol.</td></tr><tr><td>8</td><td>Final ACC Viol.</td></tr><tr><td>9</td><td>ACC Approval</td></tr><tr><td>10</td><td>ACC Disapproval</td></tr><tr><td>11</td><td></td></tr><tr><td>12</td><td></td></tr><tr><td>13</td><td></td></tr><tr><td>14</td><td></td></tr><tr><td>15</td><td></td></tr><tr><td>16</td><td></td></tr><tr><td>17</td><td></td></tr></tbody></table>		Letter #	Description	1	Late Notice	2	First Warning	3	Second Warning	4	Final Warning	5	Legal Action	6	First ACC Viol.	7	Second ACC Viol.	8	Final ACC Viol.	9	ACC Approval	10	ACC Disapproval	11		12		13		14		15		16		17	
Letter #	Description																																				
1	Late Notice																																				
2	First Warning																																				
3	Second Warning																																				
4	Final Warning																																				
5	Legal Action																																				
6	First ACC Viol.																																				
7	Second ACC Viol.																																				
8	Final ACC Viol.																																				
9	ACC Approval																																				
10	ACC Disapproval																																				
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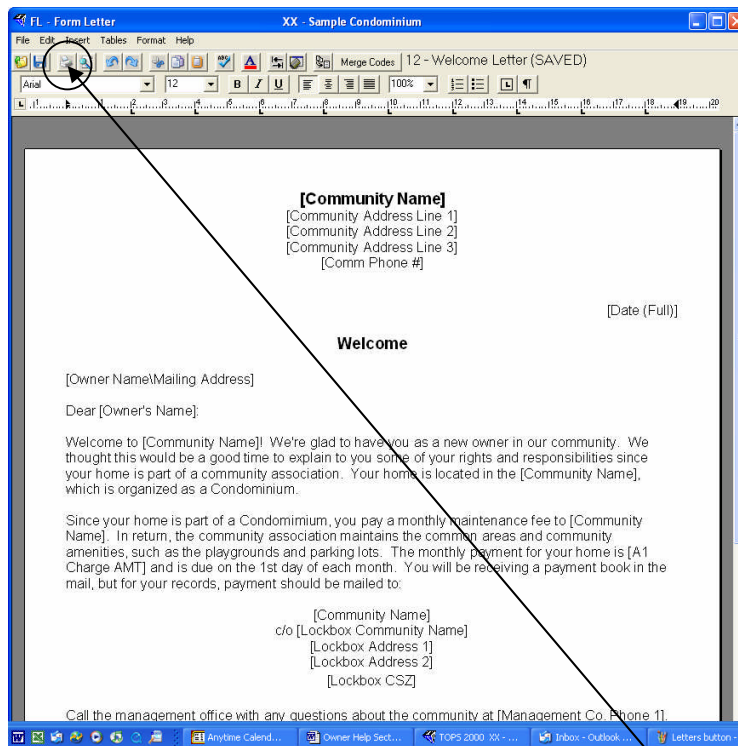
Using the mouse, highlight the Form Letter you wish to print for this owner.





If the letter does not exist, you can setup a letter “on-the-fly” by clicking the New button, then typing the name letter name on the above screen on an empty line, then type the body of the letter template. Again, we will not cover how to create a new letter from scratch here, this will be covered elsewhere in the manual under **Form Letters**. For our purposes here, we will assume the letter template does exist already.

The letter template will open like this:

### Form Letter Template



To print the letter for this owner, simply click on either the printer  button or the File, then select Print on that drop down menu. You can then select the printer and the letter will print with the community and owner information inserted into it like a custom letter. A PDF copy of the letter will automatically be stored as an attachment in the homeowners electronic file cabinet which you can access in Maintain Owner.

If you make changes to the letter template while it is open, be sure to Save the changes. You can Save changes by clicking the Disk  button or click File, then Save.


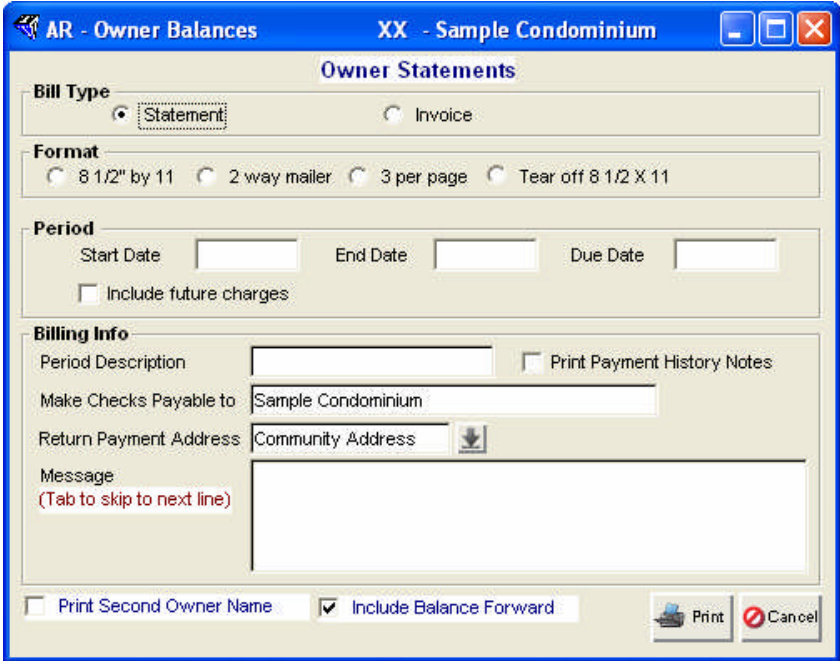
That’s how easy it is to printing a custom letter for the selected owner.

## Invoice

You can print an Invoice or Statement for an owner from the Owner Balances screen. This is a way to print Invoices or Statements for selected homeowners versus printing them for the entire community which is done under the Bills & Coupons menu tab in the AR Menu.



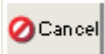
There are two types of bills you can print for an owner:

- **Statement** – shows the charge and payment activity for a range of dates. It also offers the option to include future charges, based on the recurring owner charges each owner is setup to be charged. It reads the Charge Tables to know what the future charges will be.
- **Invoice** – shows a balance due or balance forward as of a cutoff date. It also offers the option to include future charges, based on the recurring owner charges each owner is setup to be charged. It reads the Charge Tables to know what the future charges will be.

	From the Owner Balances screen, click the <b>Invoice</b> button then select the type of bill to print and complete all the options.
The owner <b>Bills</b> screen looks like this:	
<div style="text-align: center;"><h3>Owner Bills</h3></div>  <p>We'll cover each item on this screen in more detail below.</p>	

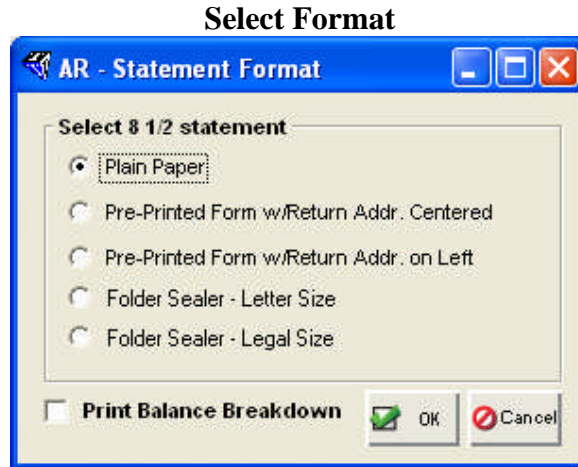
<p><b>Bill Type</b></p>	<p>Select the <b>Bill Type</b> you wish to generate for the owner. The choices are:</p> <ul style="list-style-type: none"> <li>• <b>Statement</b> – shows the charge and payment activity for a range of dates. It also offers the option to include future charges, based on the recurring owner charges each owner is setup to be charged. It reads the Charge Tables to know what the future charges will be.</li> <li>• <b>Invoice</b> – shows a balance due or balance forward as of a cutoff date. It also offers the option to include future charges, based on the recurring owner charges each owner is setup to be charged. It reads the Charge Tables to know what the future charges will be.</li> </ul> <p>Make the selection of the Bill Type.</p>
<p><b>Format</b></p>	<p>Select one of the following form types:</p> <ul style="list-style-type: none"> <li>• <b>8 ½ by 11</b> – a full page form with the owner name and address positioned to fit a standard #10 window envelope.</li> <li>• <b>2 Way Mailer</b> – if you use a dot matrix printer, you can order a sealed mailer form from your TOPS 4.0 forms supplier so that your bill is printed in a sealed envelope ready to mail after putting postage on it.</li> <li>• <b>3 Per Page</b> – a brief bill designed around a perfed form where 3 bills are printed per page. This is a very economical way to do billing. The owners’ name and address is positioned to fit a standard #10 window envelope.</li> <li>• <b>Tear Off 8 ½ by 11</b> – a full page bill with a tear-off return coupon the owner can send back with their payment. The owners’ name and address is positioned to fit a standard #10 window envelope.</li> </ul> <p>Make the selection of the bill Format.</p>
<p><b>Period</b></p>	<p>The dates to be completed here will change depending on whether you selected a Statement or Invoice Bill Type above.</p> <p><b>Statement</b> Complete these dates:</p> <p><b>Start Date</b> – the beginning period date for showing the owner charge and payment activity.</p> <p><b>End Date</b> – the ending period date for showing the owner charge and payment activity.</p> <p><b>Due Date</b> – the date the payment is due from the owner.</p> <p><b>Invoice</b> Complete these dates:</p> <p><b>Cutoff Date</b> – The date to calculate the owner Balance Forward on the bill. TOPS 4.0 will look at all the charge and</p>

	<p>payment history up through and including the Cutoff Date in determining the Balance Forward.</p> <p><b>Due Date</b> – the date the payment is due from the owner.</p>
--	--

<input type="checkbox"/> Include future charges	<p>This checkbox option will include the recurring owner charges each owner is setup to be charged. It reads the Charge Tables to know what the future charges will be for an owner.</p> <p>If you checkmark this option, you will see this field appear:</p> <p style="text-align: center;"> <input type="text" value="Description"/> <input type="text" value="Current Charges"/> </p> <p>The default is “Current Charges”, but you can enter any Description you wish.</p>
<b>Billing Info</b>	<p>Complete this information:</p> <p><b>Period Description</b> – Enter the heading for the Bill. For example:  <div style="text-align: center;">May 2007</div></p> <p><b>Print Payment History Notes</b> – A checkbox option that will print any payment history notes on file for the owner. The default is NOT to print the Notes, which is normally the option to use.</p> <p><b>Make Checks Payable to</b> – The default will be the Return Payment Info name in the Owner Control File, but you can change it here if needed.</p> <p><b>Return Payment Address</b> – the default will be the address from the Return Payment Info in the Owner Control File, but you can change it here if needed. Use the down browse arrow  to select one of the other Return Payment Addresses in the Owner Control File.</p> <p><b>Message</b> – Enter a multi-line message to be printed on the bill. Each line contains 50 characters, there is no text wrapping down to the next line. You must use the <b>TAB</b> key to move down to the next Message line.</p>
<input type="checkbox"/> Print Second Owner Name	<p>Notice this checkbox option at the bottom of the screen. If you checkmark it, Bills will be printed with the <b>Second Owner Name</b>, if any, on file for each home.</p>
<input checked="" type="checkbox"/> Include Balance Forward	<p>The <b>Include Balance Forward</b> checkbox option at the bottom of the screen will include a balance forward on the Bill. If you uncheck this option, then no Balance Forward will be printed on the Bill. The Bill would only show current period or future charges activity with no Balance Forward.</p>
	<p>Click the <b>Print</b> button to proceed with printing the owner Bill with the dates and options you selected.</p>
	<p>Click the <b>Cancel</b> button to exit from the owner Bills screen <b>WITHOUT</b> printing the Bill.</p>





If you clicked the Print button, you will then see a screen for making further choices on the Bill format you wish to print for this owner:



You can select from any of these Format options:

- **Plain Paper** – TOPS 4.0 will format a professional looking Bill for you.
- **Pre-Printed Form w/Return Address Centered** – Use a Pre-Printed form available from your TOPS 4.0 forms supplier.  
     Dynamic Systems      Formost Graphic Communications  
     800-782-2946      301-424-4242
- **Pre-Printed Form w/Return Address on Left** – Use a Pre-Printed form available from your TOPS 4.0 forms supplier.  
     Dynamic Systems      Formost Graphic Communications  
     800-782-2946      301-424-4242
- **Folder Sealer – Letter Size** – Prints on forms designed for a folder/sealer machine available from:  
     Dynamic Systems  
     800-782-2946
- **Folder Sealer – Legal Size** – Prints on forms designed for a folder/sealer machine available from:  
     Dynamic Systems  
     800-782-2946

<input type="checkbox"/> <b>Print Balance Breakdown</b>	Checkmark this option to breakdown the owner balance by Charge Code. This would let the owner see exactly what makes up any balance due.
	Click the <b>OK</b> button to proceed with printing the owner Bill.
	Click the <b>Cancel</b> button to exit without printing the owner Bill.

## Future Charges

If you checked the option to Include Future Charges on the owner's Bill, you then have the chance to select which Recurring Charges to include:

### Select Future Charges

Double click each Charge to Include this Future Charge on the Bill.

Include	Code	Description	Last Appl.	Freq.
No	A1	Maintenance Fee	04/01/07	M
No	C1	Special Assess	04/01/07	M

Notice the default answer is NO to include each of the Future Charges. To have the Future Charges included on the Bill, you have to change the NO to a YES by clicking on the NO.

### Future Charges Selected

Include	Code	Description	Last Appl.	Freq.
Yes	A1	Maintenance Fee	04/01/07	M
Yes	C1	Special Assess	04/01/07	M


Once the Future Charges have been selected to be included on the Bill, you are ready to proceed with the Bill printing.

	Click the <b>Next</b> button to proceed with printing the owner Bill. You can then make your printer selection.
	Click the <b>Cancel</b> button to exit without printing the owner Bill.

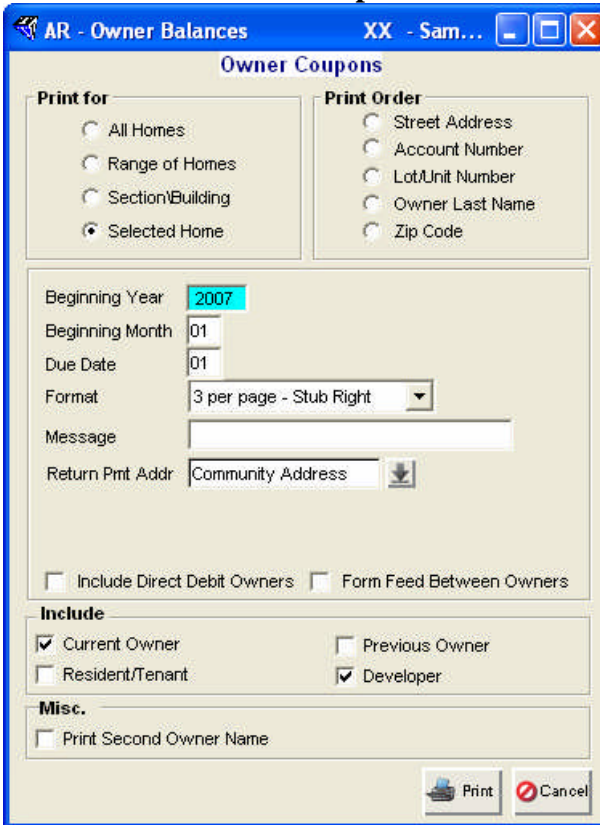
This completes the manual section on printing owner Bills from the Owner Balances.

## Coupon

You can print payment Coupons for an owner from the Owner Balances screen. This is a way to print Coupons for selected homeowners versus printing them for the entire community which is normally done under the Bills & Coupons menu tab in the AR Menu. But you do have the option to print coupons for an entire community or portion of a community from the Owner Balances if you wish to do so.

	From the Owner Balances screen, click the <b>Coupon</b> button, then select the type of coupon to print and complete all the options.
---	---

The owner **Coupon** screen looks like this:



The screenshot shows a window titled "AR - Owner Balances" with a sub-header "Owner Coupons". The window is divided into several sections:


- Print for:** Radio buttons for "All Homes", "Range of Homes", "Section/Building", and "Selected Home" (which is selected).
- Print Order:** Radio buttons for "Street Address", "Account Number", "Lot/Unit Number", "Owner Last Name", and "Zip Code".
- Form Fields:** "Beginning Year" (2007), "Beginning Month" (01), "Due Date" (01), "Format" (3 per page - Stub Right), "Message" (empty text box), and "Return Pmt Addr" (Community Address).
- Checkboxes:** "Include Direct Debit Owners" and "Form Feed Between Owners" (both unchecked).
- Include:** "Current Owner" (checked), "Resident/Tenant" (unchecked), "Previous Owner" (unchecked), and "Developer" (checked).
- Misc.:** "Print Second Owner Name" (unchecked).
- Buttons:** "Print" and "Cancel" at the bottom right.


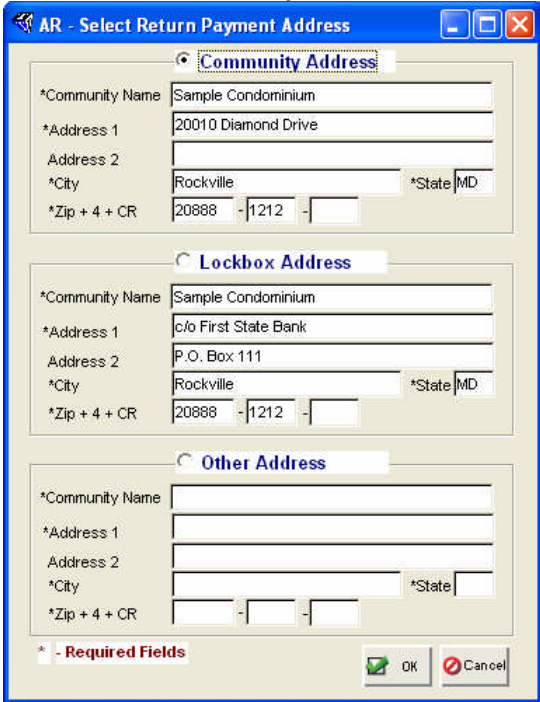
We'll cover each item on this screen in more detail below.

### Print For

Because you are printing Coupons from Owner Balances after selecting a home, the default option is to print Coupons for the Selected Home. But you can select from the other options if you wish:

- **All Homes** – prints Coupons for every home in the community with the Coupon options you select.
- **Range of Homes** – you can select a beginning home and ending home to have Coupons printed for all the homes in that range.
- **Section/Building** – print Coupons for just a Section or Building where you have this setup in the Owner Database.

<p><b>Print Order</b></p>	<p>If you select any <b>Print For</b> option above other than the default of Selected Home, you can select the <b>Print Order</b>. Choices include:</p> <ul style="list-style-type: none"> <li>• <b>Street Address</b> – prints Coupons in order from the first Street on file in the community to the last street in ascending order from lowest street address # to highest.</li> <li>• <b>Account Number</b> – prints Coupons in ascending order from the lowest Account # to the highest.</li> <li>• <b>Lot/Unit Number</b> - prints Coupons in ascending order from the lowest Lot/Unit # to the highest.</li> <li>• <b>Owner Last Name</b> – prints Coupons in alphabetic order starting with the letter A to Z.</li> <li>• <b>Zip Code</b> – prints Coupons in Zip Code order so you can take advantage of presorted mail rates. It will print in ascending order from the lowest Zip Code # to the highest.</li> </ul> <p>If you are just printing Coupons for the selected home, you don't need to make any selections here.</p>
<p><b>Beginning Year</b></p>	<p>The Year the Coupons to be printed are for. It will default to the current Year, but you may enter any Year you wish. If the Coupons will range into the following year, you would still enter the <b>Beginning Year</b> here.</p>
<p><b>Beginning Month</b></p>	<p>The Month for the first Coupon. It defaults to “01” because normally you want to print Coupons for an entire year, but you can change it to any <b>Beginning Month</b>.</p>
<p><b>Due Date</b></p>	<p>The Day of the Month that payments are due by. Normally, payments are due on the first of each accounting period, so it defaults to the Day “01”, but you can change the Day to any <b>Due Date</b> from 01 – 31.</p>
<p><b>Format</b></p>	<p>There are several Coupon <b>Formats</b> you can select from. The default is 3 per page – Stub Right, but you can click the down browse arrow  to select from any of these Coupon Formats:</p> <ul style="list-style-type: none"> <li>• <b>3 Per Page – Stub Right</b> – This format will print 3 Coupons on a page with the Stub printed to the right of the Coupon. With this format, the owner name and address will show through a standard #10 window envelope.</li> <li>• <b>3 Per Page – Stub Left</b> – This format also prints 3 Coupons on a page with the Stub printed to the left of the Coupon. With this format, you may need a special window envelope to show the owners name and address.</li> <li>• <b>4 Per Page – Stub Right</b> – This format will print 4 Coupons on a page with the Stub printed to the right of the Coupon. With this format, the owner name and address will show through a standard #10 window envelope.</li> <li>• <b>4 Per Page – Stub Left</b> – This format also prints 4 Coupons on a page with the Stub printed to the left of the Coupon.</li> </ul>

	<p>With this format, you may need a special window envelope to show the owners name and address.</p> <p>These Coupon forms are available from our forms suppliers:</p> <p>Dynamic Systems      Formost Graphic Communications  800-782-2946            301-424-4242</p>
<p><b>Message</b></p>	<p>Because space is very limited on Coupons, you may enter a brief, one line <b>Message</b> up to 30 characters in length. You may also leave this blank if not needed.</p>
<p><b>Return Payment Address</b></p>	<p>The <b>Return Payment Address</b> will default to the Community Address, but can use the down browse arrow  to select one of the other Return Payment Addresses in the Owner Control File.</p> <p>If you click the down browse arrow, you will see these choices:</p> <p style="text-align: center;"><b>Select Return Payment Address</b></p>  <p>Just click on the radio button to select a different Return Payment Address. Click the <b>OK</b> button after making a selection here.</p>
<p><input type="checkbox"/> Include Direct Debit Owners</p>	<p>Checkmark this option to print Coupon for owners that are paying by Direct Debit. The default is NOT to print Coupons for owners paying by Direct Debit to save you time and postage. Checkmark this option if you do wish to print Coupons for those owners paying by Direct Debit.</p>
<p><input type="checkbox"/> Form Feed Between Owners</p>	<p>Checkmark this option to eject to the top of a new Coupon page after it finishes printing Coupons for one owner, then is ready to print Coupons for the next owner.</p>
<p><b>Include</b></p>	<p>Which of the 4 Owner Types do you want to include when printing Coupons. You can select from:</p> <ul style="list-style-type: none"> <li>• <b>Current Owner</b> – the main owner of the home who is</li> </ul>

	<p>checked to receive Coupons under the Owner Flags (see the Flags section next). The Current Owner is checked by default to receive Coupons.</p> <ul style="list-style-type: none"> <li>• <b>Resident/Tenant</b> – These would be renters. Normally, they would not receive payment Coupons, so the default is to leave them unchecked.</li> <li>• <b>Previous Owner</b> – Normally, you would not be sending payment Coupons to a Previous Owner, so the default is to leave them unchecked.</li> <li>• <b>Developer</b> – If there are Builders/Developers who own unsold homes, you can send them payment Coupons if you wish. By default, Developers are checked to have Coupons printed. If there are not Developer/Builder owned homes in the community, then it does not matter if this is checked or not, no Developer/Builder Coupons would be printed.</li> </ul> <p>You can select which of the 4 Owner Types to include when printing Coupons. Normally, the defaults of Current Owner and Developer/Builder are the correct ones in most cases.</p>
<b>Misc.</b>	<p>There is only one option here:</p> <p style="text-align: center;"><input type="checkbox"/> Print Second Owner Name</p> <p>If you have homes with second owners, you can have the Coupons printed with their names as well as the main, Current Owner. Check this option to have any Secondary Owner Names included in the printed Coupons.</p>

A complete Coupon screen would look like this:

**Owner Coupons**

**Print for**

- All Homes
- Range of Homes
- Section/Building
- Selected Home

**Print Order**

- Street Address
- Account Number
- Lot/Unit Number
- Owner Last Name
- Zip Code

Beginning Year: 2007  
 Beginning Month: 05  
 Due Date: 01  
 Format: 3 per page - Stub Right  
 Message: 2007 Community Maintenance Fee  
 Return Pmt Addr: Community Address

Include Direct Debit Owners     Form Feed Between Owners

**Include**

- Current Owner     Previous Owner
- Resident/Tenant     Developer

**Misc.**

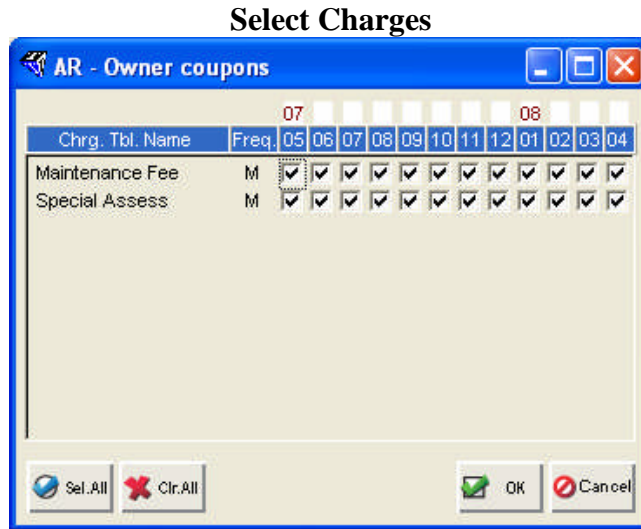
- Print Second Owner Name

Once you have completed the Coupon options screen, you are now ready to proceed with the Coupon printing.

	Click the <b>Print</b> button to proceed with printing Coupons for this owner.
	Click the <b>Cancel</b> button to exit without printing Coupons.



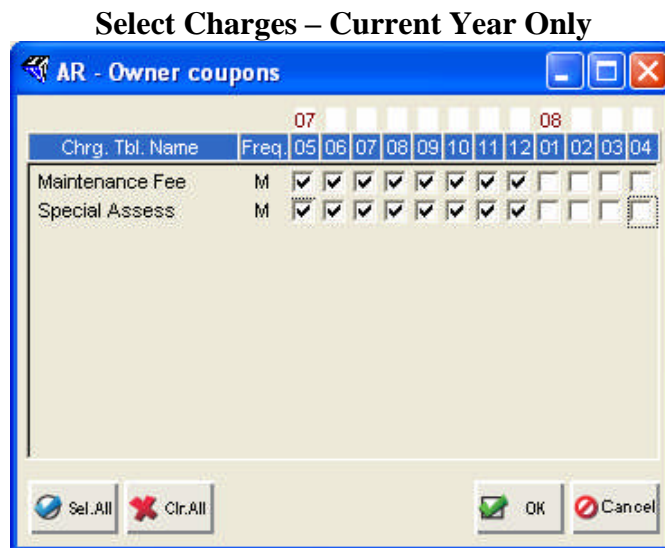
If you clicked the Print button, you will then see the **Select Charges** screen:



The Charge Tables for this community are shown so you can verify which ones to include on the Coupons. Based on the Frequency (Monthly, Quarterly, Bi-Monthly, Semi-Annual, Annual) of each Charge Table, you will see a full years worth of period automatically checked for you so you can easily print coupons for up to a year into the future.

**Select Periods** – to change the number of Coupons to be printed to a lesser time than a full year, you will need to uncheck the periods.

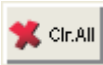
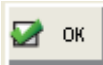

For example, to only print Coupons for this owner through the end of the current year, you would need to uncheck the periods in the following year. So it might end up looking like this:



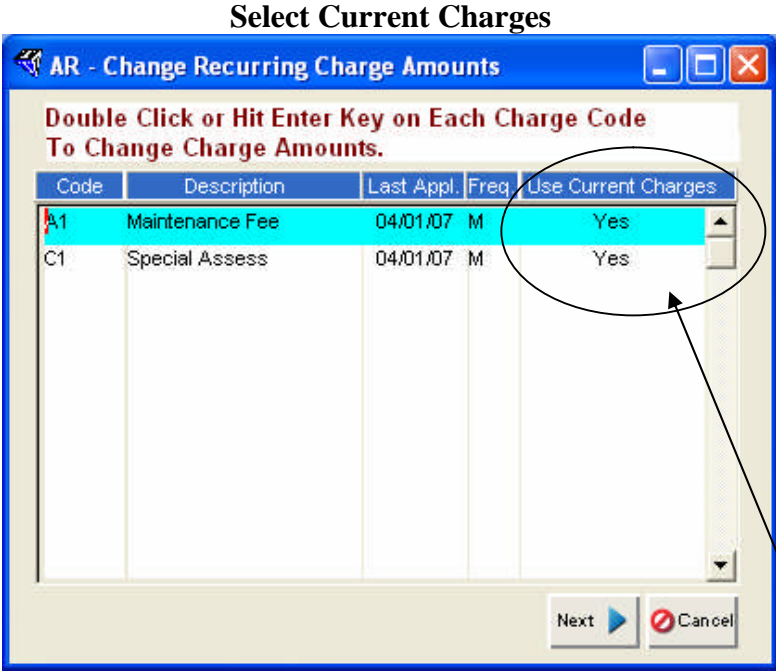
Make sure you have just those periods checked that you want to print Coupons for.

	<p>Click the <b>Select All</b> button to checkmark ALL the charge periods showing on the screen.</p>
--	--



	<p>Click the Clear All button to uncheck ALL the charge periods showing on the screen. Sometimes this is easier because there are less periods to be checked if you are past the mid-point of the current year and you want to print Coupons just to the end of the year for this owner.</p>
	<p>Click the <b>OK</b> button to proceed with the Coupon printing.</p>
	<p>Click the <b>Cancel</b> button to exit from the Coupon printing.</p>


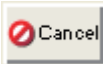
If you clicked the OK button, then you will see the following screen to make sure the amounts on the Coupons are correct:



This screen gives you the chance to select whether the Coupons are for the Current Year's Charges or Next Year. Typically, when you print Coupons from Owner Balances, you are just trying to print replacement coupons through to the end of the current year. So the default of **YES** under the Use Current Charges column is normally correct.

**Next Year Charges**

If you did want to print Coupons for the following year, you can change the YES to a NO for each Charge Table, then enter the amount of Next Years Charges into the Charge Table before printing Coupons. Changing the Charge Amounts here will not affect the amounts stored in the Charge Table for the Current Year, it will simply keep the Next Year Charges on file until year-end, then let you update the Charge Tables for the new amounts.

	<p>Click the <b>Next</b> button to proceed with printing the Coupons. You can then make your printer selection.</p>
	<p>Click the <b>Cancel</b> button to exit without printing the Coupons.</p>


This completes the manual section for printing Coupons from Owner Balances.

## Flags

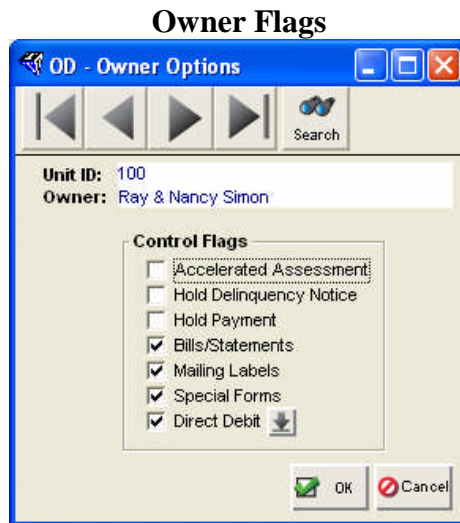
Flags are checkmark boxes that control actions for this owner such as mailing labels, bills & statement, hold payment, hold collection action and direct debit payment setup.

Checkmark or uncheck this control information as needed to get the results you desire.

The function of each **Flag** will be explained below.

	From the Owner Balances screen, click the <b>Flags</b> button to see the settings for this Owner.
---	---

The owner **Flags** looks like this:



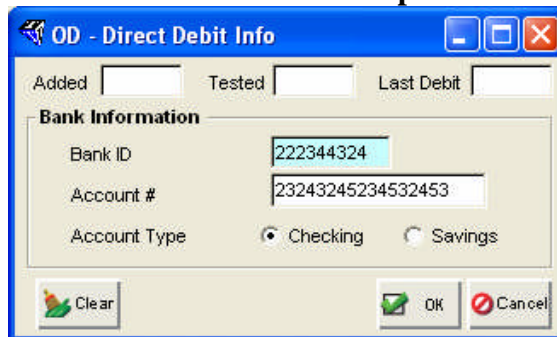
We'll cover each item on this screen in more detail below.

<p><b>Accelerated Assessments</b></p>	<p>This is an option when dealing with a delinquent owner. It recognizes that the maintenance fee is an annual assessment broken up into installment payments to make it more affordable and convenient for owners to pay. In communities that allow for monthly, quarterly or semi-annually payments, if an owner is delinquent, you can declare the entire <i>unpaid</i> maintenance fee for the remainder of the year as delinquent, thereby “<i>accelerating</i>” the future installment payments, so you only have to take one legal action against the owner for collection of that year’s entire maintenance fee.</p> <p>Typically, an owner’s “<i>accelerated</i>” balance is added using the Add/Waive function in the Accounts Receivable module. If done correctly in the Add/Waive (using the AC Charge Code), the <b>Accelerated Assessment</b> flag will automatically be checked here in the owner Flags. The <b>Accelerated Assessments</b> is a self-maintaining system, meaning, you typically do NOT need to either checkmark or uncheck this box in the owner Flags. TOPS 3.2.1 will take care of everything for you.</p> <p>Accelerated Assessments are covering in more detail earlier in this manual section as part of Add/Waive owner balances.</p>
<p><b>Hold Delinquency Notice</b></p>	<p>If an owner is delinquent and has been referred to an attorney for collection action, you can checkmark here to prevent TOPS from sending any further collections notices or letters. This checkmark can also be set under the TOPS Collection Action that is part of the Accounts Receivable module.</p> <p>Checkmark this box if you do NOT want to send any further delinquency correspondence to this owner automatically from the TOPS Collection Action.</p> <p>Uncheck this box if you wish to resume sending delinquency correspondence to this owner.</p>
<p><b>Hold Payment</b></p>	<p>Checkmark the <b>Hold Payment</b> box if you wish to be warned not to accept payments from this owner when entering owner cash receipts. If the owner is in attorney collection action, the attorney may instruct you not to accept any direct payments from the delinquent owner, checking this box will help to prevent this.</p> <p>There is a further benefit of checking this box. Under the Global Functions module, you have the ability to generate a “Hold Payment” file which can be uploaded to your bank so they can block payments from being accepted through their lockbox system.</p>
<p><b>Bills/Statements</b></p>	<p>Checkmark if this owner is the one who should received <b>Bills/Statements</b> and Coupons for this home. Where there are multiple owners of a home or renters, this gives you the ability to pick and choose who receives the <b>Bills/Statements</b> and payment coupons.</p>
<p><b>Mailing Labels</b></p>	<p>Checkmark if this owner is the one who should receive <b>Mailing Labels</b> for this home. Where there are multiple owners of a home or renters, this gives you the ability to pick and choose who receives the mailings from the community.</p>

<b>Special Forms</b>	If you used the Form Letter program to create a special form, like a customized bill, to send to some or all owners in a community, checkmark this box to indicate which owners should receive the <b>Special Forms</b> .
<b>Direct Debit</b>	If this owner has elected to pay their maintenance fee by <b>Direct Debit</b> , checkmark this box, then complete the <b>Direct Debit</b> bank setup. TOPS has the built-in ability to generate the required NACHA file under the <b>Direct Debit</b> menu tab on the Global Functions menu.

The following are instructions to complete the **Direct Debit** setup for an owner:

### Direct Debit Setup




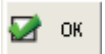
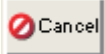
**Bank ID** – The 9 digit ABA # that identifies the owner’s bank. It is the first set of MICR numbers on a typical owner’s check.

**Account #** - The owner’s bank account #. Although there may be spaces within the Account # on the MICR line of the check, do not enter it with spaces here. It should be entered as one continuous number.


**Checking** – Checkmark if the account to be Direct Debited is a checking account.




**Savings** - Checkmark if the account to be Direct Debited is a savings account.

Do not be concerned with the fields shown at the top of the screen – **Added, Tested, Last Debit**. These fields are updated automatically by TOPS as you work with the Direct Debit system. The information is displayed here in case you need it.

	Use the <b>Clear</b> button to erase the owner’s bank info.
	Click the <b>OK</b> button to save any changes made to the owner’s Direct Debit bank info.
	Click <b>Cancel</b> to scratch any changes made to the owner’s Direct Debit bank info.

### Screen Navigation

	Use the <b>Arrow</b> buttons to move from home to home staying on the Flags screen or jump to the LAST/FIRST home. The arrow navigation can be handy when you want to review/change Flags for a several homeowners at a time.
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 The <b>Search</b> button lets you select a particular home in the community and jump to the Flags screen for that home.
 The <b>OK</b> button saves any changes to the Flags for the Owner. You will exit to the Maintain Owners screen.
 The <b>Cancel</b> button scratches any changes made to the Flags for the Owner. You will exit to the Maintain Owners screen.

This completes the manual section on owner Flags under Owner Balances.

This also completes the manual section on Owner Balances.


## Cash Receipts

Through the menu choice you can enter owner cash receipts, miscellaneous cash receipts and make bank deposits. Cash receipt entry is done in batch processing mode, meaning, you create a batch, which is nothing more than a grouping of payments, then perform a "Post" function to actually update the system for the payments.

There are two kinds of cash receipts:

- **Owner Cash Receipts** – payments received from community homeowners
- **Misc. Cash Receipts** – non-owner payments received from other parties.

We'll explain more about each type of cash receipt in this manual section.

<p>Cash Receipts</p>	<p>From the AR menu, click the <b>Cash Receipts</b> menu tab.</p>
 <p>The screenshot shows a menu titled "Cash Receipts" with three options: "Cash Receipts" (with a green bill icon), "Misc. Receipts" (with a green bill and receipt icon), and "Make Deposits" (with a piggy bank icon).</p>	<p>On the "Cash Receipts Menu" you will see three choices:</p> <p><b>Cash Receipts</b> - lets you enter the Owner cash receipts and prepare bank deposits.</p> <p><b>Misc. Receipts</b> - payments not received from homeowners, such as, interest, vending machine income, laundry rooms, guest fees, etc.</p> <p><b>Make Deposits</b> – let's you select owner cash receipt batches which have already been entered and do a cash deposit into the bank which then updates the General Ledger module for the cash receipt.</p>

## Owner Cash Receipts

TOPS 4.0™ Software will guide you through the input of owner payments received, including the distribution of the payment based on amounts due at the time. The "Cash Application Table" setup for the Community determines the order in which payments are automatically applied to balances due. You may override this automatic payment distribution on any particular check.

There is a sequence of events that needs to be followed to be assured that Owner cash receipts are applied correctly. The order is:

- Add Charges Due
- Enter Cash Receipts
- Prepare Bank Deposits

The system must be able to “see” the charges due from owners in order to apply cash receipts against them properly. If you need to apply a charge to a homeowner “on-the-fly” while entering cash receipts, you can do so using the Add/Waive button on the cash receipts entry screen.

When entering Owner cash receipts you have complete visibility about amounts owed and control over how payments will be applied. You have the opportunity to see all the Owners of a home and apply the payment against "Previous Owners". Likewise, you can override the default payment distribution if you wish to apply the payment differently than the distribution order in the "*Cash Application Table*".

Payments need to be 'Posted' in order to update the owner's account balance. 'Unposted' payments can be changed as needed. 'Posted' payment cannot be changed directly, you must use "*Payment Adjustments*" for an offsetting correction entry if a 'Posted' cash receipt needs to be changed.

### Batches

“Batches” are just a group of payments being entered or waiting to update the system. There are two types of "batches" used in the Cash Receipts module. They are:

#### 1. Processing Batch

When entering payments into the system, a "Processing Batch" is created with a system assigned "Batch Number". The system uses the system assigned "Batch Number" to keep track of all the payments entered into this "Processing Batch".

#### 2. Deposit Batches

A Deposit Batch is one or more "Processing Batches" grouped together for deposit into the Community's bank account. You may group several days of "Processing Batches" together into one large "Bank Deposit Batch" if you wish.

## Receipt Date vs. Deposit Date

TOPS uses transaction dates as a basis for determining whether an Owner is delinquent or not at any given point. Transaction dates are the major determining factor in taking delinquency action such as "Late Fees", "Interest" and rendering collection notices.

There are 2 dates of importance in the cash receipts programs.


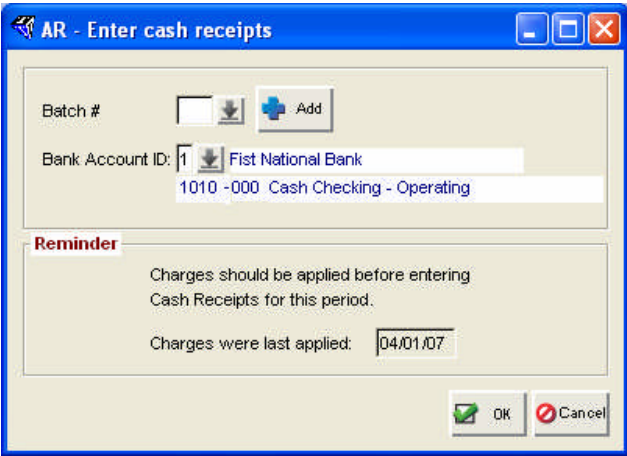


### 1. Cash Receipt Date

The date entered into the "Date Received" field for each Owner payment. This should be the date the payment was actually received. The "Date Received" is the "transaction date" used by TOPS in determining whether an Owner is delinquent at any given point. The delinquency processing programs check the cash receipt dates for Owners when making their determination whether an Owner should have action taken, like applying a "Late Fee" or sending a "Late Letter".

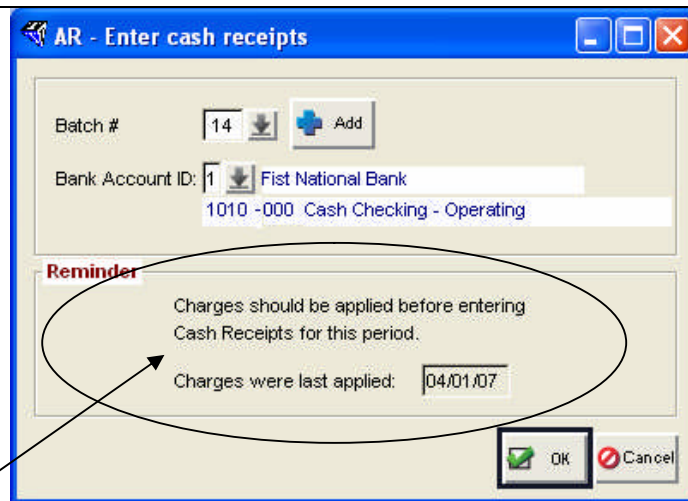
Make sure the "Date Received" is correct when you create a new cash "Processing Batch" or add to an existing "Processing Batch".

### 2. Deposit Date

Used as the date of the cash receipt transaction in the General Ledger, Check Reconciliation module and for the Cash Receipts Journal. This date is not used for determining Owner delinquencies.

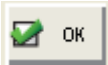

 Cash Receipts	From the Cash Receipts menu, click on <b>Cash Receipts</b> button.
You will see the Owner cash receipts batch control screen:	
<b>Batch Control</b> 	
From here you can either click the <b>Add</b> button to start a new Owner Cash Receipt batch or use the down browse arrow  to view existing Owner Cash Receipt batches.	
	Click the <b>Add</b> button to start a new Owner Cash Receipt batch.
It will assign the next available Batch # and display that on the screen ready to proceed: <b>Batch Control</b>	



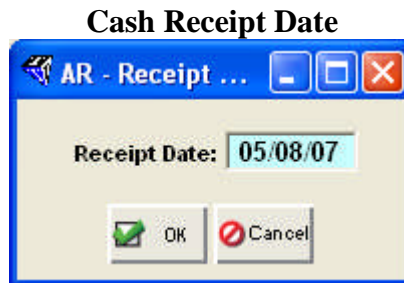


**Reminder**

The reminder at the lower part of the screen lets you know the last date recurring owner charges were applied. This is important because charges must be applied for a period before cash receipts are entered if payments are to be applied against owner balances correctly.

	Click the <b>OK</b> button to proceed with the owner cash receipt.
	Click the <b>Cancel</b> button to exit the owner cash receipts.

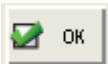
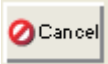
If you clicked the OK button, you will see the Cash Receipt Date entry screen:



The **Cash Receipt Date** is very important, it is used as the default date for each owner cash receipt you enter during this session. It is also used as the “transaction date” for the cash receipt, meaning, it is used to determine when to give the owner credit for the payment, therefore, it controls whether an owner is “late” in making payments or not.

Enter the date WITHOUT the slashes in a MMDDYY format.

Example – 050807

	Click the <b>OK</b> button to proceed with the owner cash receipt.
	Click the <b>Cancel</b> button to exit the owner cash receipts.

If you clicked the OK button, you will then see the screen for selecting a home:

**Select Home**

You can select the home and owner any by any of these means:

- Account # (F3)
- Lot/Unit # (F6)
- Street Address (F2)
- Owner Last Name (F5)

**Preferred Access**

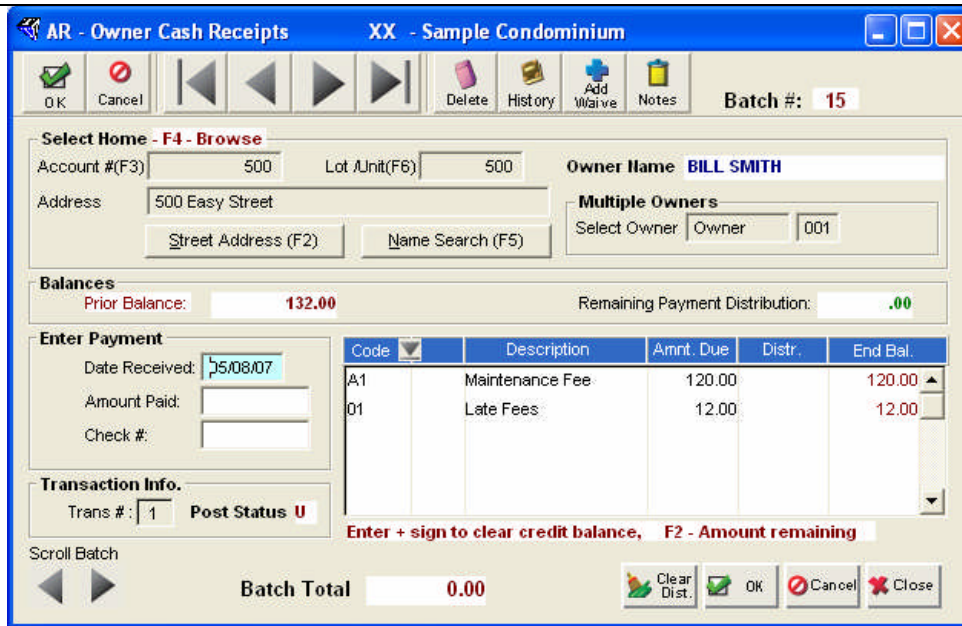
The automatic default for selecting a home and owner is the “Preferred Access” method for selecting a home in the Owner Control File. But you can use any of the above methods and switch between them to select a home for entering Owner Cash Receipts.

**Hot Buttons**

You can also use the “hot button” keys to change your method of selecting homes rather than use the mouse. This can be handy when doing a keyboard intensive function like Owner Cash Receipts.

Once you select the home, you will see the owners name displayed along with their current balance due, if any:

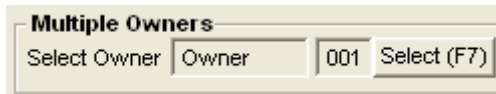
**Owner Cash Receipt**



When you select a home, it automatically displays the primary current owner. To enter a payment to a different owner of this home, see Multiple Owners below.

### Multiple Owners

If there are multiple owner records for a home, such as a Previous Owner or Renter, you can enter the cash receipt to any of the owners. Notice the Multiple Owner box in the upper right section of the Cash Receipt screen:



Click the Select (F7) button to see all the owners for this home so you can select someone other than the primary current owner.

### Select Owner

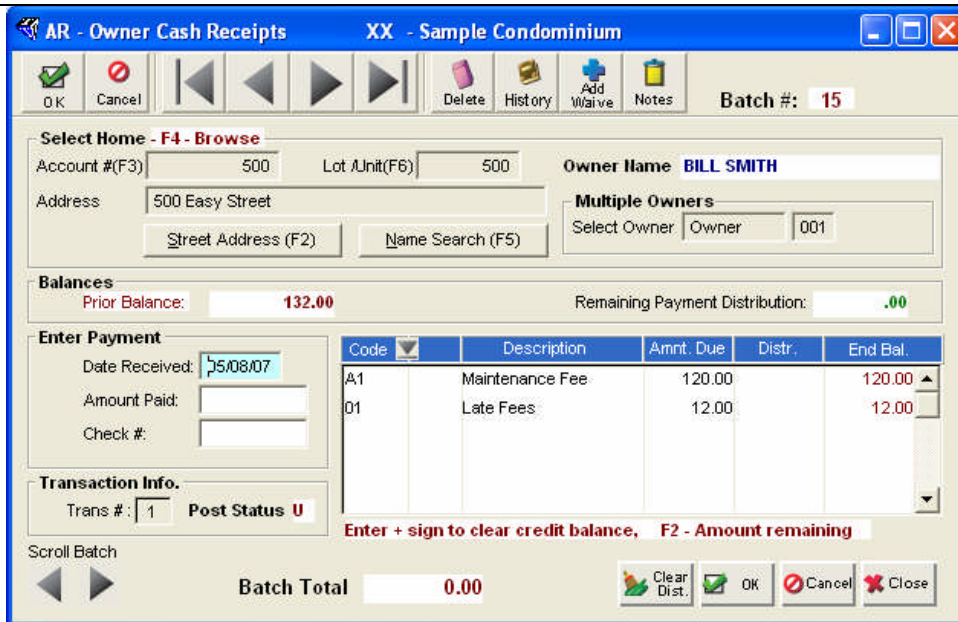


Either double-click on the owner to select them or click once to highlight, click the **OK** button to return to the Owner Cash Receipt entry screen with the owner you selected displayed.

The **Cancel** button will return you to the Owner Cash Receipt entry screen with the primary current owner selected.

Starting back on the Owner Cash Receipt screen:

### Owner Cash Receipts



We'll review each major function on the Owner Cash Receipt screen so you understand how to use them.

<p><b>Balances</b></p>	<p>This shows the balance due prior to this owner payment:</p> <div data-bbox="711 892 1144 966" data-label="Image"> </div> <p>The payment distribution area of the screen shows the breakdown of this <b>Prior Balance</b> by charge code.</p>
<p><b>Enter Payment</b></p>	<p>This is the box where you are entering the amount paid for this owner. It looks like this:</p> <div data-bbox="722 1144 1128 1333" data-label="Image"> </div> <p>There are 3 fields for entering a cash receipt to an owner:</p> <ul style="list-style-type: none"> <li>• <b>Date Received</b> – The transaction (effective) date for this owner's payment. It will default to the Receipt Date you entered when you created the cash batch.</li> <li>• <b>Amount Paid</b> – The total amount paid by the owner regardless of how the payment will be distributed against the balance due.</li> <li>• <b>Check #</b> - It's a good idea to enter the Check #, if any, as part of the history of the payment. That way, if there are disputes over the owner's balance, you can give them their Check #'s so they can research the dispute themselves.</li> </ul>
<p>Scroll Batch</p> <div data-bbox="227 1774 357 1848" data-label="Image"> </div>	<p>Use this option to move back and forth through all the owner payments already entered in this cash receipt batch.</p>
<p><b>Payment Distribution</b></p>	

Once you enter the payment info, the proposed payment distribution will be displayed:

### Proposed Payment Distribution

<b>Enter Payment</b> Date Received: 05/08/07 Amount Paid: 120.00 Check #: 5366		<table border="1"> <thead> <tr> <th>Code</th> <th>Description</th> <th>Amnt. Due</th> <th>Distr.</th> <th>End Bal.</th> </tr> </thead> <tbody> <tr> <td>A1</td> <td>Maintenance Fee</td> <td>120.00</td> <td>120.00</td> <td>0.00</td> </tr> <tr> <td>01</td> <td>Late Fees</td> <td>12.00</td> <td></td> <td>12.00</td> </tr> </tbody> </table>	Code	Description	Amnt. Due	Distr.	End Bal.	A1	Maintenance Fee	120.00	120.00	0.00	01	Late Fees	12.00		12.00
Code	Description	Amnt. Due	Distr.	End Bal.													
A1	Maintenance Fee	120.00	120.00	0.00													
01	Late Fees	12.00		12.00													
<b>Transaction Info.</b> Trans #: 1 Post Status U		Enter + sign to clear credit balance, F2 - Amount remaining															

The **Payment Distribution** is based on the order you specified in the Cash Application Table when you setup this community. It will always default to this distribution, but you may override it to distribute the payment any way you wish.

#### Amount Remaining

If you are manually changing the payment distribution, you will see the **Amount Remaining** to be distributed in the box above the distribution screen:

Remaining Payment Distribution: .00

You cannot exit from the Owner Cash Receipt screen unless the owner's payment is completed distributed.

#### Payment Distribution Options

**F2** – Enters the Amount Remaining to the highlighted distribution line. This gives a convenient way to complete the payment distribution when you manually override the default distribution and are distributing the payment yourself.

+ **Sign** – If an owner balance breakdown shows a credit balance in a charge code, enter a + sign, then the amount of the credit to clear (zero out) the credit. You can then distribute that credit against other balances due.

A completed Owner Cash Receipt would look like this:

### Owner Cash Receipt

AR - Owner Cash Receipts      XX - Sample Condominium

Batch #: 15

Select Home - F4 - Browse  
 Account #(F3): 500    Lot /Unit(F6): 500    Owner Name: BILL SMITH  
 Address: 500 Easy Street  
 Street Address (F2)    Name Search (F5)    Multiple Owners: Select Owner: Owner    001

Balances  
 Prior Balance: 132.00    Remaining Payment Distribution: .00

Enter Payment  
 Date Received: 05/08/07  
 Amount Paid: 120.00  
 Check #: 5366

Code	Description	Amnt. Due	Distr.	End Bal.
A1	Maintenance Fee	120.00	120.00	0.00
01	Late Fees	12.00		12.00

Transaction Info.  
 Trans #: 1    Post Status U

Enter + sign to clear credit balance, F2 - Amount remaining

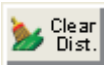
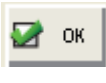


Batch Total: 0.00

Clear Dist.    OK    Cancel    Close

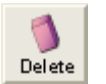



The Owner Cash Receipt above is now complete with the payment fully distributed.

We'll discuss all the button functions on the Owner Cash Receipt screen starting at the bottom of the screen.

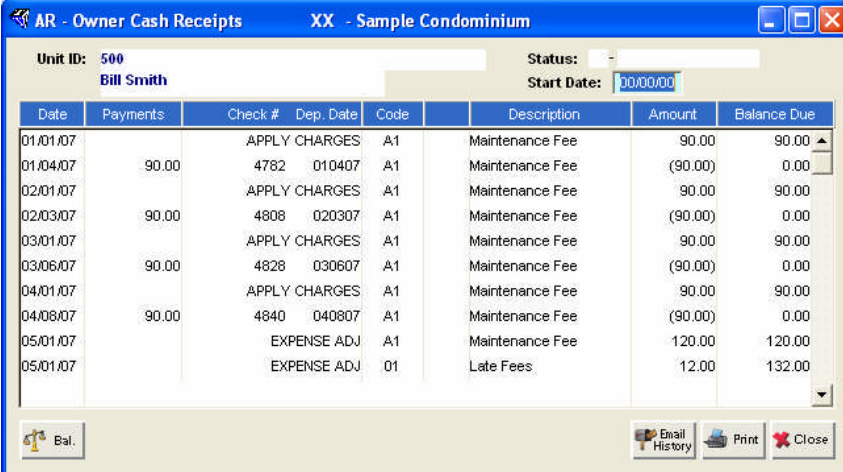
	Click the <b>Clear Distribution</b> button to clear the proposed payment distribution so you can distribute the Owner Cash Receipt manually.
	Click <b>OK</b> to accept the Owner Cash Receipt as shown. This will clear the screen so you can select another home or exit.
	Click <b>Cancel</b> to erase the Owner Cash Receipt showing on the screen. You can then select another home or exit.
	Click <b>Close</b> to accept the Owner Cash Receipt showing on the screen, if any, and exit the Owner Cash Receipt entry screen.

Buttons at the top of the screen are:

	Click the <b>Delete</b> button to erase the Owner Cash Receipt showing on the screen. Once posted, an Owner Cash Receipt cannot be deleted. You must use a Payment Adjustment to change a posted Owner Cash Receipt.
---	--


	Click the <b>History</b> button to view the entire history of this owner's charge and payment history. It would look like this:
---	---

### Owner Payment History



Date	Payments	Check #	Dep. Date	Code	Description	Amount	Balance Due
01/01/07					Maintenance Fee	90.00	90.00
01/04/07	90.00	4782	010407	A1	Maintenance Fee	(90.00)	0.00
02/01/07					Maintenance Fee	90.00	90.00
02/03/07	90.00	4808	020307	A1	Maintenance Fee	(90.00)	0.00
03/01/07					Maintenance Fee	90.00	90.00
03/06/07	90.00	4828	030607	A1	Maintenance Fee	(90.00)	0.00
04/01/07					Maintenance Fee	90.00	90.00
04/08/07	90.00	4840	040807	A1	Maintenance Fee	(90.00)	0.00
05/01/07					Maintenance Fee	120.00	120.00
05/01/07				01	Late Fees	12.00	132.00

When you are done reviewing the owner's payment history, click the **Close** button.

	Click the <b>Add/Waive</b> button to adjust the owner's balance. Perhaps you need to add a charge to the owner before applying the cash receipt. You can do that through Add/Waive.
---	---

If you click the Add/Waive button, you will see the adjustment screen:

### Owner Add/Waive

Code	Year	Description	Amount	Adj. Amt.	Eff. Date	Offset Acct.	End Bal.
A1		Maintenance Fee	120.00				120.00
01		Late Fees	12.00				12.00
<b>Totals</b>			132.00	0.00			132.00
PP		Credit-Prepaid	0.00	0.00			0.00
<b>Total Due</b>							132.00

It shows a complete breakdown of the owner's current balance due. You can add a new charge before entering the cash receipt so you can apply the payment against the new charge. You can also waive a balance showing on the screen if you wish.

For more info on Add/Waive owner charges, see the manual section under Owner Balances.



Click the Notes button to enter a note directly into this owner's payment history. If you click this button, you will see the screen for entering the Note:

### Enter Payment History Note

Date	Note

You can enter a date for the Note, then the Note itself. Click **OK** to save the Note to the owner's payment history.

For more info on payment History notes, see the manual section under Owner Balances.

Back on the Owner Cash Receipt screen:

### Owner Cash Receipts

**AR - Owner Cash Receipts**      **XX - Sample Condominium**

Batch #: 15

Select Home - F4 - Browse

Account #(F3) 500      Lot /Unit(F6) 500      Owner Name **BILL SMITH**

Address 500 Easy Street

Street Address (F2)      Name Search (F5)

Multiple Owners  
Select Owner Owner 001

**Balances**  
Prior Balance: 132.00      Remaining Payment Distribution: .00

**Enter Payment**

Date Received: 05/08/07  
Amount Paid: 120.00  
Check #: 5366

Code	Description	Amnt. Due	Distr.	End Bal.
A1	Maintenance Fee	120.00	120.00	0.00
01	Late Fees	12.00		12.00

Transaction Info.  
Trans #: 1      Post Status **U**

Enter + sign to clear credit balance, F2 - Amount remaining

Batch Total 0.00

Clear Dist.      **OK**      Cancel      Close

When you are done entering Owner Cash Receipts, click the **Close** button.

Once you click the **Close** button on the Owner Cash Receipt entry screen, you will see a listing of all the payments entered into this payment batch:

### Unposted Payment Batch

**AR - Owner Cash Receipts**      **XX - Sample Condominium**

Cash Account: 1010 -000      Batch Number: 15      Total Trans: 2

Tran.#	Unit ID	Responsible Party	Amount	Check #
1	500	SMITH	120.00	5366
2	700	BERUBE	95.00	178


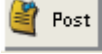
Batch Total \$215.00

Add      Print      Post      OK      Cancel

This lists all the owner payments in this batch along with a total of all the payments. At this point, the owner's payment history has NOT been updated for the payments entered. These are pending payments that you can change or delete. Posting the batch, a button on this screen, is the function that actually records the payments in the owners' payment history.

	Click the <b>OK</b> button to exit from the unposted batch screen without proceeding. You might want to leave this batch open so you can enter more payments to it later.
	Click the <b>Cancel</b> button to exit from the unposted batch screen. It will leave all the payments entered "as is".
	Click the <b>Add</b> button to enter more owner payments to this batch.



	Click the <b>Print</b> button to see all the payments in this batch along with their proposed distribution against the owners' balance due.
	Click the <b>Post</b> button to actually update the owners' payment histories for the payments in this batch. <i>You MUST Post the batch to give the owners credit for making the payments.</i> Up until you Post, you can make changes to the pending payments. After Posting, you cannot change a payment. Instead, you must use a Payment Adjustment (see Owner Balances).

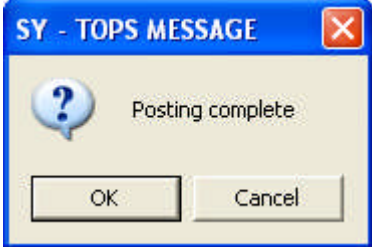
Once you click the Post button, you will be asked if you wish to print a Posting Report:



The default is NO since this report is very similar to the bank Deposit Report you will print later for this owner payments. If you do wish to print this report, click the YES button, then select your printer option.

After you answer the Posting Report question, the system will proceed to Post the payments to the owners' payment history. This will give the owners credit for making the payments effective on the cash receipt date you entered.

**Posting Complete**



Click the **OK** button to clear the message. In this case, the **Cancel** button will have no effect since the payments have already been Posted.

After completing the Posting of the payments, you will see a Deposit Reminder:

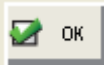
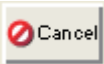
**Deposit Reminder**



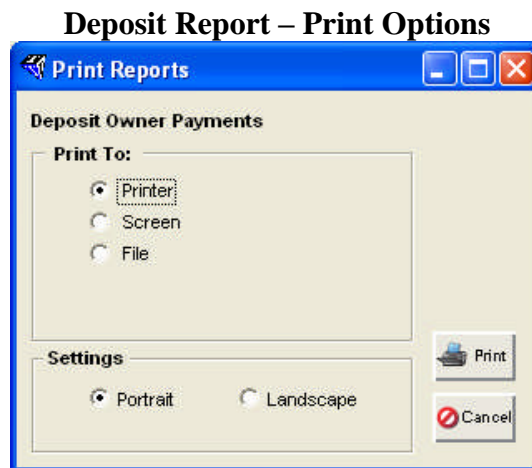
Although Posting the payments gives the owners credit for making the payments in the owners' payment history, it does NOT update the General Ledger and Check Reconciliation modules for the payments. Performing the Deposit function actually updates the General Ledger and Check Rec modules for the payments.

We separate the Posting and Deposit to give customers a chance to accumulate several days worth of owner payments before making a deposit in the bank. This allows you to enter the owner payments with the correct cash receipt date to make sure the owners get credit on the right date while letting you decide when you wish to take the payments to the bank to actually deposit them.

We'll review each item on the Deposit Reminder screen.

<b>Deposit Date</b>	The <i>effective date</i> of this Deposit. This date will be used to record the total amount of the payments in the General Ledger and the Check Reconciliation modules.
<b>Print Deposit Slip</b>	A Deposit Report will be printed automatically when you proceed with the Deposit. This checkbox is asking if you wish a Deposit Slip Report that most banks accept as the detailed listing of all the payments in a deposit. This can save you time over having to manually write each owner payment on a deposit slip.
	Click the <b>OK</b> button to proceed with making the Deposit. This will record the Deposit in the General Ledger and the Check Rec modules.
	Click the <b>Cancel</b> button to exit WITHOUT doing the Deposit function. You can come back to this cash receipt batch later to do the Deposit whenever you wish.


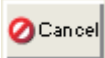
If you clicked the OK button, you will see your printer options for the Deposit Report:



The Deposit Report is an important part of your accounting “audit trail”. It lists each owner who has made a payment in this batch along with the distribution of the payments against the balance due. The report also shows an accounting summary of the General Ledger entries it created effective on the Deposit Date.

*It is important to keep this report.*

<b>Print To</b>	Select from the Print To options:
-----------------	-----------------------------------

	<ul style="list-style-type: none"> <li>• <b>Printer</b> (the default) – you can then select the printer</li> <li>• <b>Screen</b> – displays the Deposit Report on the screen but does not keep a hard copy of the report for an audit trail. This is not recommended.</li> <li>• <b>File</b> – stores a copy of the Deposit Report on the computer where it can be retrieved and printed at any time.</li> </ul>
	<p>Click the <b>Print</b> button after making the Print To selection above. This will proceed with printing the Deposit Report.</p>
	<p>Click the <b>Cancel</b> button to exit <b>WITHOUT</b> doing the Deposit function. You can come back to this cash receipt batch later to do the Deposit whenever you wish.</p>


## Misc. Cash Receipts

Use this menu selection to enter Cash Receipts that are from sources other than Owners' payments or for payments from Owners that you do not wish to track in the Owner's Payment History records. Examples of Miscellaneous Cash Receipts are:

- Tax Refunds
- Insurance Claims
- Vending Machine Income
- Facilities Rental
- Money Transfers

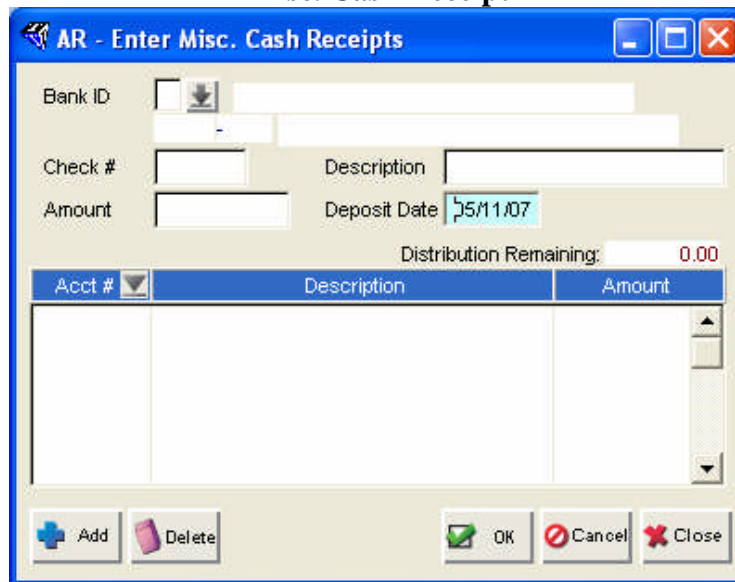
It is a good idea to keep the Misc. Cash Receipts separate from the Owner Cash Receipts. For a clear audit trail, use different bank deposit tickets for these two types of receipts. It is helpful to write the company or source description for the Miscellaneous Cash Receipts on the deposit ticket for future reference as well as enter this description when recording the payment in TOPS 4.0®.

When you use this function, the system will automatically update both the General Ledger and the Check Reconciliation modules as of the date you enter for the Misc. Cash Receipt.

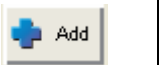
	From the Cash Receipts menu, click on <b>Misc. Receipts</b> button.
--	---

You will see the Misc. Cash Receipts batch control screen:


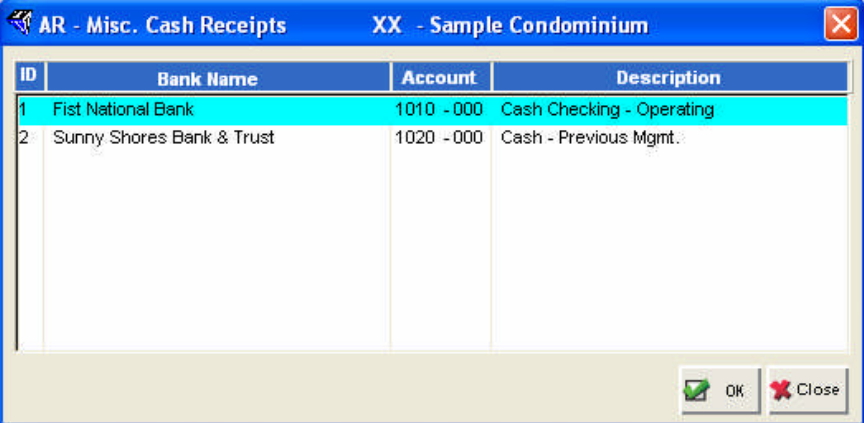

**Misc. Cash Receipt**

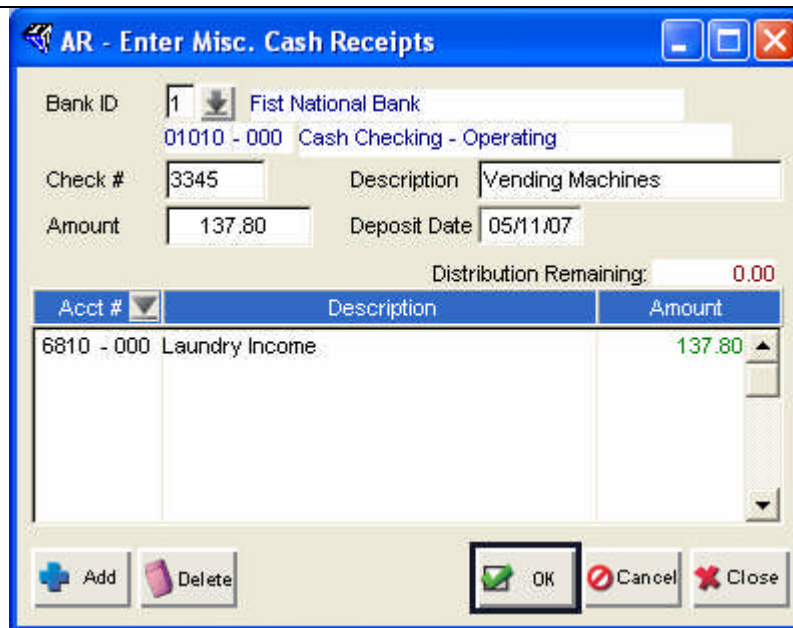


From here you can either click the **Add** button to enter a new Owner Cash Receipt. or use the down to view existing Unposted Misc. Cash Receipts.

	Click the <b>Add</b> button to enter a new Misc. Cash Receipt.
---	--

If you clicked the **Add** button, you will then need to complete these fields:

<b>Bank ID</b>	<p>Use the down browse arrow  to select the bank account where you wish to make the Misc. Cash Receipt. It will look like this:</p> <div style="text-align: center;"> <p><b>Select Bank</b></p>  </div> <p>Click on the correct bank, then click the <b>OK</b> button.</p> <p>You must select a Bank before you can proceed with entering a Misc. Cash Receipt.</p>
<b>Check #</b>	Enter the <b>Check #</b> here, if any.
<b>Amount</b>	Enter the <b>Total Amount</b> of the Misc. Cash Receipts regardless of how the payment is to be distributed.
<b>Description</b>	Enter a <b>Description</b> that explains what this Misc. Cash Receipts represents. This Description will show in the Cash Receipts Journal, General Ledger and Check Reconciliation modules as the Reference for this transaction.
<b>Deposit Date</b>	The effective date for this deposit. The Deposit Date is used to create a transaction in the Cash Receipts Journal, General Ledger and Check Reconciliation modules for this Misc. Cash Receipt.
Next, you will enter the payment distribution for the Misc. Cash Receipt against the GL accounts where you wish the payment to be credited.	
<b>Account #</b>	<p>Enter the <b>GL Account #</b> or use the down browse arrow  to open up the Chart of Accounts so you can select the first GL Account to credit this Misc. Cash Receipt against.</p> <p>You <i>MUST</i> select a GL Account # to credit this cash receipt against.</p>
<b>Description</b>	The name of the GL Account in the Chart of Accounts is displayed here.
<b>Amount</b>	The Amount of the Misc. Cash Receipt that is to be credited against this GL Account #. You can have multiple lines of GL Account #'s to fully distribute the total amount. You cannot exit the screen unless the total amount of the cash receipt is fully distributed.
<p>A completed Misc. Cash Receipt would look like this:</p> <p style="text-align: center;"><b>Misc. Cash Receipt</b></p>	

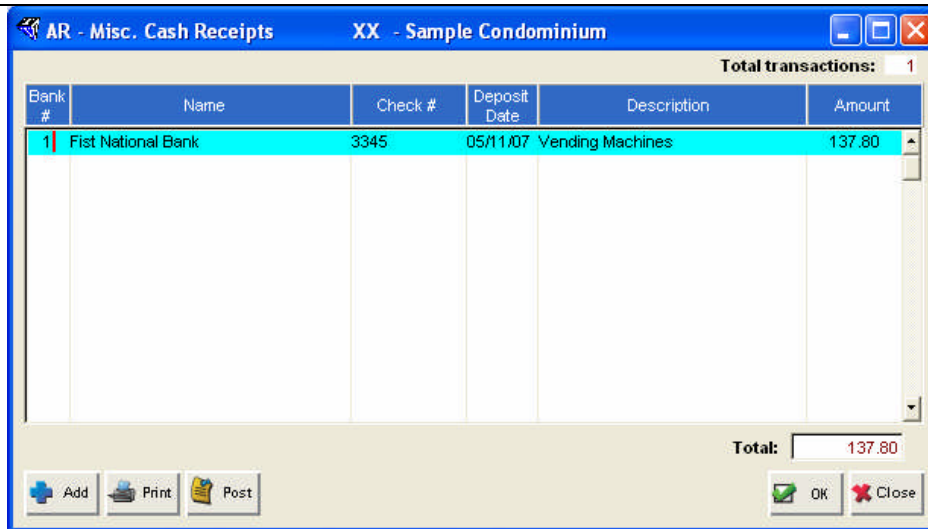


We'll review the rest of the button functions on this screen.

	Click the <b>OK</b> button to accept the Misc. Cash Receipt as shown and proceed.
	Click the <b>Cancel</b> button to exit from the Misc. Cash Receipt screen deleting the pending transaction showing on the screen.
	Click the <b>Close</b> button to exit from the Misc. Cash Receipt screen saving the pending transaction showing on the screen. You can then come back to Post it later.
	Click the <b>Add</b> button to save a completed Misc. Cash Receipt transaction showing on the screen, then clear the screen so you can enter another Misc. Cash Receipt transaction.
	Click the <b>Delete</b> button to completely delete the Misc. Cash Receipt transaction showing on the screen.






Once you click the Close button, you will see any pending Misc. Cash Receipt transactions you have entered:

### Pending Misc. Cash Receipts

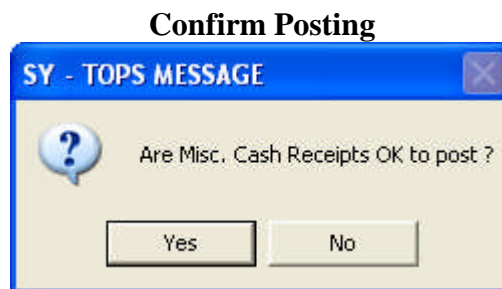


This screen will show ALL pending Misc. Cash Receipt transactions that have not be Posted yet. The Post function is what actually updates the accounting system for the Misc. Cash Receipts.

We'll review all the button options showing on this screen.

 Add	Click the <b>Add</b> button to enter another Misc. Cash Receipt.
 Print	Click the <b>Print</b> button to print a report showing all the details of the pending Misc. Cash Receipt transactions displayed on the screen.
 Post	<p>Click the <b>Post</b> button to update the accounting system for this Misc. Cash Receipt. It will create entries in the Cash Receipts Journal, General Ledger and Check Reconciliation modules.</p> <p><i>Until the Misc. Cash Receipts are Posted, they will not have any effect on the accounting system.</i></p>
 OK	Click the <b>OK</b> button to select the highlighted Misc. Cash Receipt transaction. You can then make changes to it if you wish.
 Close	Click the <b>Close</b> button to exit from the Pending Misc. Cash Receipts saving any transactions displayed on the screen but not Posting them. You can then come back to Post them at a later time.

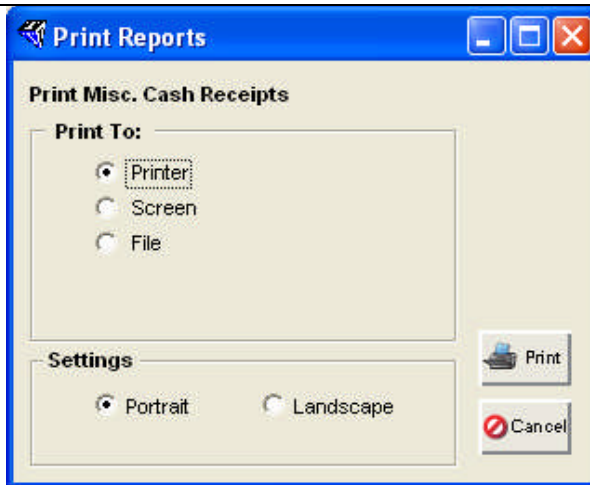
If you clicked the Post button, you will then see this confirming message:



Click the YES button to proceed. Click NO to exit without Posting the transactions.


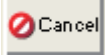
If you clicked YES to the Posting Confirmation question, you will see the Printer Options:

### Printer Options



The Misc. Cash Receipt Report is an important part of your accounting “audit trail”. It lists all the Misc. Cash Receipts along with the distribution of the payments against the GL Accounts.

*It is important to keep this report.*

<b>Print To</b>	Select from the Print To options: <ul style="list-style-type: none"> <li>• <b>Printer</b> (the default) – you can then select the printer</li> <li>• <b>Screen</b> – displays the report on the screen but does not keep a hard copy of the report for an audit trail. This is not recommended.</li> <li>• <b>File</b> – stores a copy of the report on the computer where it can be retrieved and printed at any time.</li> </ul>
	Click the <b>Print</b> button after making the Print To selection above. This will proceed with printing the Misc. Cash Receipt Report.
	Click the <b>Cancel</b> button to exit <b>WITHOUT</b> Posting the Misc. Cash Receipts. You can come back later to Post them whenever you wish.




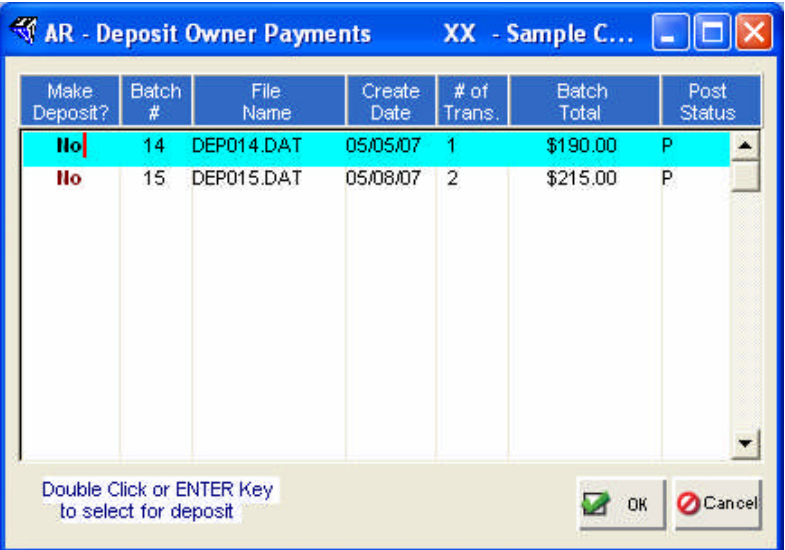
## Make Deposits

This menu choice only involves Owner Cash Receipts, not Misc. Cash Receipts. If, when you were entering Owner Cash Receipts, you Posted the cash receipt batch, but elected NOT to do the Deposit function, this menu choice let's you easily select an owner cash batch to complete the process.

Doing the *"Deposit"* is an important step in the Owner Cash Receipts, without it, the system does not recognize the Cash Receipt in the Cash Receipts Journal or General Ledger. It is the *"Deposit"* routine that actually creates an entry to the Cash Receipts Journal and also the General Ledger for the Owner Cash Receipts. Therefore, it is important to do a *"Deposit"* on all checks received by the end of the Accounting Period to keep the General Ledger in 'sync' with the Delinquency Reports which use the "Receipt Date", not "Deposit Batch Date", for AR reporting purposes and Delinquency Action.

A *"Deposit"* can be made up of one or more cash *"Processing Batches"*. *"Deposits"* are the actual payment deposits made to the Community's bank account. You can accumulate several days (or weeks) worth of Owner Cash Receipts in the system before preparing a *"Deposit"* to the bank.

The *"Deposit"* routine marks each check in the cash *"Processing Batch"* as *"Deposited"* as of the date you enter. The total of the Deposit Batch should always equal the total of the actual deposit ticket prepared for the bank. It is a good idea to keep miscellaneous cash receipts (insurance claim, tax refunds and other non-owner related receipts) separate from the Owner Assessment payment deposits. It makes the audit trail much clearer.

 Make Deposits	From the Cash Receipts menu, click on <b>Make Deposits</b> button.																					
You will see all the pending Owner Cash Receipt batches:																						
<p style="text-align: center;"><b>Select Cash Batches</b></p>  <table border="1"><thead><tr><th>Make Deposit?</th><th>Batch #</th><th>File Name</th><th>Create Date</th><th># of Trans.</th><th>Batch Total</th><th>Post Status</th></tr></thead><tbody><tr><td>Ho</td><td>14</td><td>DEP014.DAT</td><td>05/05/07</td><td>1</td><td>\$190.00</td><td>P</td></tr><tr><td>Ho</td><td>15</td><td>DEP015.DAT</td><td>05/08/07</td><td>2</td><td>\$215.00</td><td>P</td></tr></tbody></table>		Make Deposit?	Batch #	File Name	Create Date	# of Trans.	Batch Total	Post Status	Ho	14	DEP014.DAT	05/05/07	1	\$190.00	P	Ho	15	DEP015.DAT	05/08/07	2	\$215.00	P
Make Deposit?	Batch #	File Name	Create Date	# of Trans.	Batch Total	Post Status																
Ho	14	DEP014.DAT	05/05/07	1	\$190.00	P																
Ho	15	DEP015.DAT	05/08/07	2	\$215.00	P																
We'll review the process of Making a Deposit and also how to use the options on this																						

screen.

**Make Deposit**

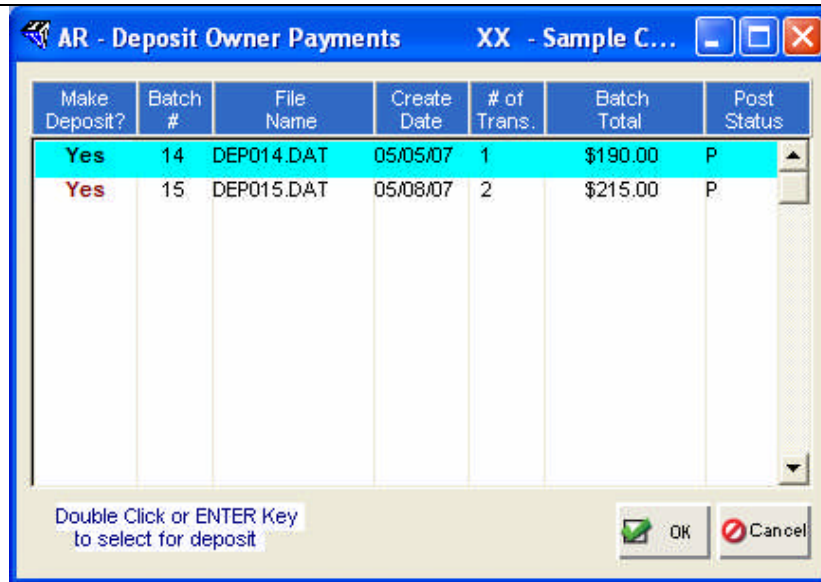
Notice the column titled “Make Deposit”. The default answer is NO next to each cash receipt batch. The NO means – do not include this batch in the Deposit.  
You must click on the NO to change it to a YES to include the batch in the Deposit.

**Post Status**

There are two possible status settings:  
**U** = Unposted Cash Batch – until a batch is Posted, it cannot be Deposited. You would need to return to Owner Cash Receipts to Post the batch.  
**P** = Posted Cash Batch – a posted cash batch can be Deposited. You can only select Posted Cash Batches on the screen above.

Once you have changed the NO to a YES for the selected batches, it will look like this:

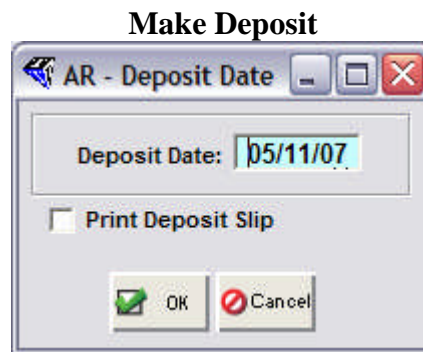
**Selected Cash Batches**



Now you are ready to complete making a deposit of the Owner Cash Receipt batches.

	Click the <b>OK</b> button to proceed making the deposit for the selected batches.
	Click the Cancel button to exit without proceeding to make a deposit.

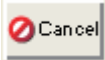
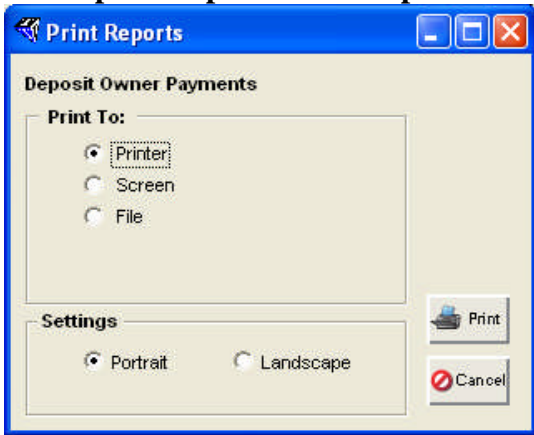


If you clicked the OK button, you will see the screen to enter the Deposit Date:



The Deposit completes the Owner Cash Receipt process. It creates the accounting transactions to record the deposit in the Cash Receipts Journal, General Ledger and Check Reconciliation modules.

We'll review each item on the Deposit Reminder screen.

<b>Deposit Date</b>	The <i>effective date</i> of this Deposit. This date will be used to record the total amount of the payments in the General Ledger and the Check Reconciliation modules.
<b>Print Deposit Slip</b>	A Deposit Report will be printed automatically when you proceed with the Deposit. This checkbox is asking if you wish a Deposit Slip Report that most banks accept as the detailed listing of all the payments in a deposit. This can save you time over having to manually write each owner payment on a deposit slip.
	Click the <b>OK</b> button to proceed with making the Deposit. This will record the Deposit in the General Ledger and the Check Rec

	modules.
	Click the <b>Cancel</b> button to exit WITHOUT doing the Deposit function. You can come back to this cash receipt batch later to do the Deposit whenever you wish.
<p>If you clicked the OK button, you will see your printer options for the Deposit Report:</p> <p style="text-align: center;"><b>Deposit Report – Print Options</b></p> 	
<p>The Deposit Report is an important part of your accounting “audit trail”. It lists each owner who has made a payment in this batch along with the distribution of the payments against the balance due. The report also shows an accounting summary of the General Ledger entries it created effective on the Deposit Date.</p> <p><i>It is important to keep this report.</i></p>	
<b>Print To</b>	<p>Select from the Print To options:</p> <ul style="list-style-type: none"> <li>• <b>Printer</b> (the default) – you can then select the printer</li> <li>• <b>Screen</b> – displays the Deposit Report on the screen but does not keep a hard copy of the report for an audit trail. This is not recommended.</li> <li>• <b>File</b> – stores a copy of the Deposit Report on the computer where it can be retrieved and printed at any time.</li> </ul>
	Click the <b>Print</b> button after making the Print To selection above. This will proceed with printing the Deposit Report.
	Click the <b>Cancel</b> button to exit WITHOUT doing the Deposit function. You can come back to this cash receipt batch later to do the Deposit whenever you wish.

This completes the manual section on Cash Receipts.

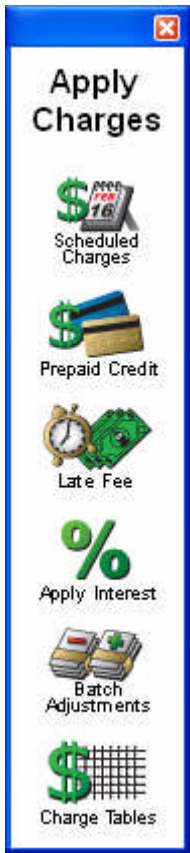
## Apply Charges

You apply owner charges through this menu choice, such as, maintenance fees, special assessments or any other charges against owners setup in the Charge Tables. Other charges applied on this menu include late fees, interest on owner balances, and misc. recurring owner charges.

All the Apply Charges programs work the same way. You follow this process when applying charges to owners:

- **Accrue** – creates a work file with the pending charges
- **Edit** – view and change the pending charges
- **Post** – actually updates the owner payment histories for the charges

We'll explain more about each item on the Apply Charges menu in this manual section.

<p>Apply Charges</p>	<p>From the AR menu, click the <b>Apply Charges</b> menu tab.</p>
 <p>The screenshot shows a window titled 'Apply Charges' with a close button in the top right corner. Below the title bar, there are six menu items, each with an icon and a label: 'Scheduled Charges' (calendar icon), 'Prepaid Credit' (credit card icon), 'Late Fee' (alarm clock icon), 'Apply Interest' (percent sign icon), 'Batch Adjustments' (stack of papers icon), and 'Charge Tables' (grid icon).</p>	<p>On the "Apply Charges Menu" you will see six choices:</p> <p><b>Scheduled Charges</b> – applies the recurring charges, such as Maintenance Fees and Special Assessments, to the owners in the community.</p> <p><b>Prepaid Credit</b> – searches the owners for any unapplied credit balances and applies them against owner balances due. It is good to do the Apply Prepaid right after applying the Scheduled Charges for a period.</p> <p><b>Late Fee</b> – calculates and applies late fee to delinquent owners for a specified cutoff date. Calculation method can be applied as a flat dollar amount or percent of unpaid balance.</p> <p><b>Apply Interest</b> – calculates and applies interest charges for delinquent owners for a specified cutoff date. Interest can be calculated based on selected Charge Code balances. There are interest calculation options of simple or compound interest.</p> <p><b>Batch Adjustments</b> – add or waive owner charges for a group of owners, or all owners, rather than make single Add/Waive adjustments under Owner Balances. Batch Adjustments can be recurring, meaning, you make the adjustment each period, or, they can be a one-time adjustment.</p> <p><b>Charge Tables</b> – Use this menu option to add, view or change recurring owner charges.</p>

*We'll cover each menu choice in turn.*

## Scheduled Charges

This function automatically adds "Maintenance Fees" (Assessments) and other recurring owner charges to each home in the Community. The timing of these charges is controlled by the user. The system does not "automatically" add charges to owners, you must start the process. However, if you use the optional Job Streaming module you can setup recurring jobs such as applying Scheduled Charges which can be performed automatically for you.

Scheduled Charges are the recurring owner charges setup through the Charge Tables. The system understands the "Frequency" of each Charge Table and should give you the correct defaults when you are selecting which Charges to apply in a given period.

When applying owner charges, the method is always the same:

- **Accrue** – creates a work file with the pending charges
- **View/Edit** – let's you check and change the pending charges, if needed
- **Post** – actually records the owner charges in the AR and GL modules

When posting, a report is printed showing the charges applied to each owners' account as part of the "audit trail" since performing this function changes owner balances.


## Future Charges

If you have Future Charges setup in your Charge Tables (these are new amounts to charge owners typically at the start of a new year), if the Effective Date for applying charges is equal to or after the Effective Date for changing Charge Table amounts in the Future Charges setup, you will be prompted to let TOPS automatically update the charge amounts before proceeding to apply charges for this period.

For more information on Future Charges, see the manual section on Charge Tables below.

## Backup

*We recommend making a "Backup" of the Community's files BEFORE "Applying Scheduled Charges".* This way, you have something to go back and "Restore" if there is a problem. There is no automatic way to remove or undo "Scheduled Charges" once they are "Applied".

	From the Apply Charges menu, click on <b>Scheduled Charges</b> button.
You will see the Apply Charges screen: <p style="text-align: center;"><b>Apply Charges</b></p>	

AR - Apply Charges      XX - Sample Condominium

Accrue Charges   Edit   Post   Print   Totals   Clear Work file      Effective Date: 05/01/07

Work File Exists, Click Edit to View Charges,  
Click Post to Post Charges, or Accrue Charge to

Date  
Effective Date: 05/01/07

Apply to  
 Owners    Renters

Amount  
Total Charge Amount      3,775.00  
Total Number of Homes      29

Include	Code	Description	Last Appl.	Freq.
Yes	A1	Maintenance Fee	04/01/07	M
Yes	C1	Special Assess	04/01/07	M

Double Click or hit Enter to Include/Skip the charge      Close

From here you can apply the regular, recurring charges, like maintenance fees and special assessments. Scheduled Charges works like all automatic owner charges, it follows this process:

- **Accrue** – creates a work file with the pending charges
- **Edit** – view and change the pending charges
- **Post** – actually updates the owner payment histories for the charges

We'll cover each item on the Scheduled Charges screen so you understand how to use it.

**Effective Date**

The date the Scheduled Charges will be posted to the owners' payment history records. If you are using accrual accounting, this will also be the date a General Ledger transaction will be created recording the income and receivables for the charges. If doing cash accounting, no General Ledger transactions are created.

The **Effective Date** of any charge is used by the system in determining owner balances due. Make sure the correct date is entered before proceeding.

**Future Charges** – If you have Future Charges setup in your Charge Tables (these are new amounts to charge owners typically at the start of a new year), if the Effective Date for applying charges is equal to or after the Effective Date for changing Charge Table amounts in the Future Charges setup, you will see a message asking if you wish to automatically update the charge amounts before proceeding to apply charges for this period.

**Stop Date** – If you have set any of the Optional Charges Tables (C1-C9) to be a "Temporary" charge with a Stop Date, when the Effective Date for applying charges is equal to or after the Stop Date, then those charges will no longer be applied to owners. This helps prevent a temporary charge from being applied to owners once the amount, like a

Special Assessment, has been fully assessed to the owners.  
For more information on Future Charges and Stop Date, see the manual section on Charge Tables below.

**Apply To**  
The choices here are:

- **Owners** (default)
- **Renters** – only active if this community is setup for rental accounting in the Accounting Control File.

**Amount**  
Shows two items of interest:  
**Total Charge Amount** - displays the total dollar amount of accrued charges that are pending.  
**Total Number of Homes** – total number of homes with accrued charges.

The right hand side of the screen shows the active recurring charges:

**Select Charges**

Include	Code	Description	Last Appl.	Freq.
Yes	A1	Maintenance Fee	04/01/07	M
Yes	C1	Special Assess	04/01/07	M

Make sure the "INCLUDE" column says YES next to Charge Codes you wish to apply to Owners

We'll explain each column in this area of the screen.

**Include**  
You must click to change a NO to a YES to include this recurring charge when you apply Scheduled Charges.  
**Note:** Make sure the answer is **YES** next to those charges you wish to apply to owner at this time.

**Code**  
This is the two digit **Charge Code** showing the active Charge Tables for this community.

**Description**  
The name of the Charge Code from the Charge Table setup.

**Last Applied**  
The date this Scheduled Charge was **Last Applied** to the owners. If the system detects that Scheduled Charges have already been applied for this period base on the Last Applied Date and the Frequency of the charge, it will default to NO in the "Include" column.

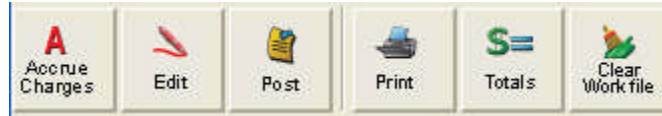
**Frequency**  
Scheduled Charges are recurring, this column shows how often each charge is applied to owners. Choices are:  
**M** = Monthly  
**B** = Bi-Monthly



**Q** = Quarterly  
**S** = Semi-Annually  
**A** = Annually

The Frequency is set in the Charge Tables. It is displayed here for informational purposes so you can decide if this is the correct timing to apply each recurring charge.

Next, we'll discuss the buttons on the toolbar at the top of the Scheduled Charges screen.



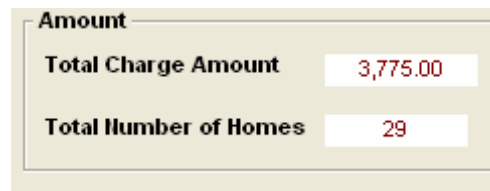
We'll cover the function of each button in order.



Click the **Accrue** button to generate the pending owner charges. It does not update the owners payment history until you Post the transactions.

When it is done Accruing the pending owner charges, you will return to the Apply Charges screen where you can Edit or Post the pending charges.

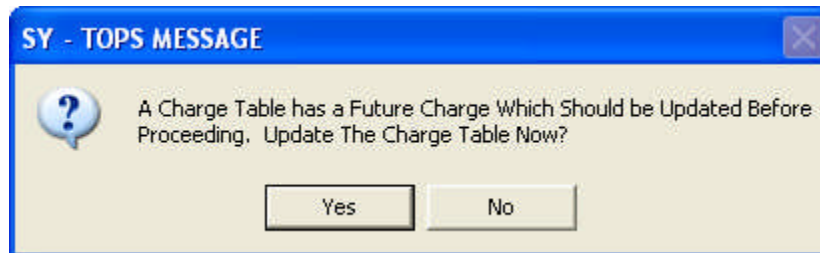
Because the Accrue function is very fast, you may not realize the system completed the function. To verify that it did Accrue the Scheduled Charges and a work file now exists with the pending charges, look at the lower left hand side of the Scheduled Charge screen to see the **Total Amount** accrued and the **Number of Homes**.



This verifies that the system completed the Accrue function.

### Future Charges

If Future Charges are setup in the Charge Tables you are accruing charges for a period that matches the Effective Date of Future Charges, you will see this message:



It is asking if you want TOPS to automatically update the Charge Tables for the future amounts before it Accrues the owner charges this period.

**Yes**- click this button to update the Charge Tables before accruing charges.

**No** – click this button to leave the Charge Tables “as is” and accrue the charges

Generally, if you see the Future Charges message, you want to answer Yes.

### Stop Date

If you have set any of the Optional Charges Tables (C1-C9) to be a “Temporary” charge

with a Stop Date, when the Effective Date for applying charges is equal to or after the Stop Date, then those charges will no longer be applied to owners. This helps prevent a temporary charge from being applied to owners once the amount, like a Special Assessment, has been fully assessed to the owners.



Click the **Edit** button to view and change the pending owner charges. When you click this button, you will see a browse list of the pending owner charges:

### Pending Owner Charges

Account #	Name	Amount
100	Ray & Nancy Simon	140.00
200	Jennifer Lance	90.00
300	Jeff Stevens	140.00
400	Jenny Craig	140.00
500	Bill Smith	90.00
600	Warren Carter	90.00
700	George Berube	140.00
800	Jimmy & Jane Bowl	140.00
810	Mary Jones	140.00
820	Gil & Gail Down	140.00
830	Mel Bens	140.00
840	Jerry Katz	140.00
850	Micky Mouse	140.00

Double click to select any owner to view the details of the pending charges. Notice the buttons at the bottom of the browse screen.

**Search** - jump to a particular home.

**OK** – accept the pending owner charges as displayed.


**Close** – exit the browse screen to return to the Scheduled Charge screen.

If you select an owner, the pending owner charges will look like this:

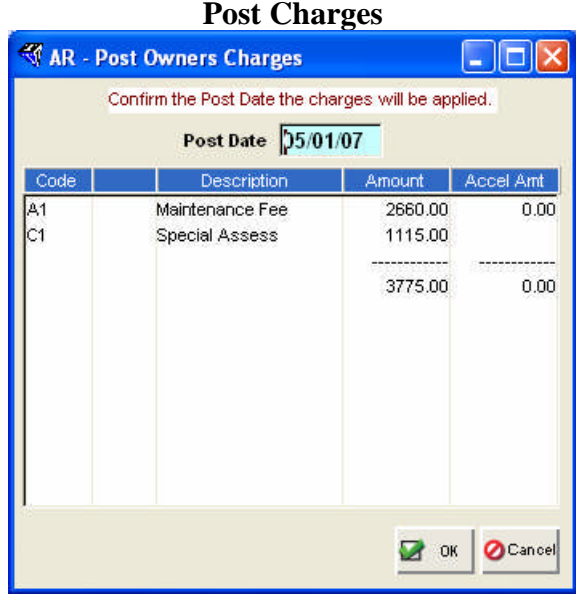
### Edit Owner Charges

Code	Description	Amount	Accel Amt
A1	Maintenance Fee	90.00	
C1	Special Assess	50.00	

You can change the amount of the pending owner charges for any of the active Charge Tables on this screen. When the pending owner charges are

	correct, click the <b>OK</b> button to save the changes, if any.
	Click the <b>Post</b> button to actually record the pending owner charges in the owners' payment history. The Post process writes the charges to the owners payment history and updates the accounting system.

If you click the **Post** button, you will see this screen:



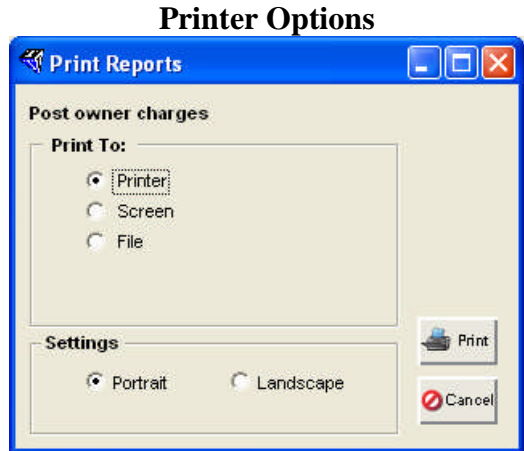
This shows the total of the pending charges broken down by Charge Code.

**Post Date** – make sure this is the correct EFFECTIVE DATE for these Scheduled Charges before proceeding. It will default to the date you entered when you performed the Accrue step, but you can change it here before Posting if the date is not correct.

**OK** – click this button to proceed with Posting the pending owner charges.

**Cancel** – click this button to exit WITHOUT Posting.

During the Post process, a printed report is generated as an “audit trail”. You will see the Printer Options screen:



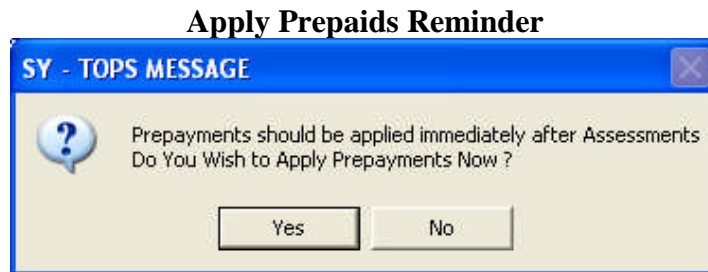
Select the printer option you wish.

**Print** - Click the **Print** button to proceed.

**Cancel** - Click the **Cancel** button to exit without applying Prepaid Credits.

## Apply Prepays

Once you are done Posting the Scheduled Charges, you will see this reminder screen:



This is asking if you wish the system to look for owner Prepaid Credits (owners paid in advance) and automatically apply them against the owner charges just applied. This will prevent owners from have both a Prepaid Credit and balance due at the same time.

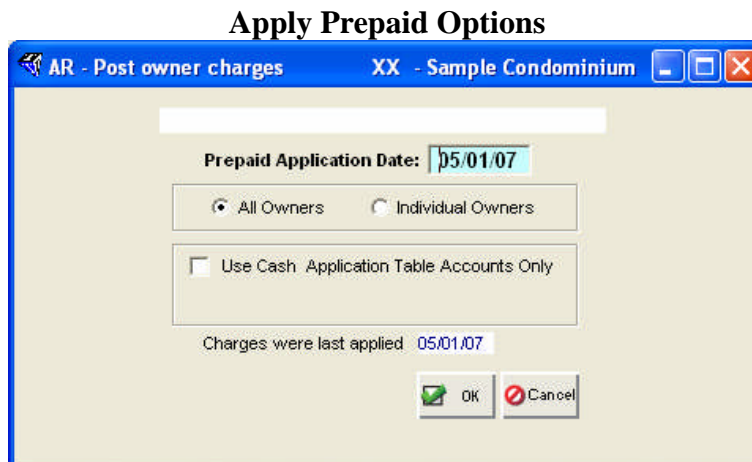
For more information on Prepaid Credits, see the next manual section titled “Prepaid Credit”

Generally, you DO want to do this immediately after Applying Scheduled Charges.

**Yes** - Click the **YES** button to proceed to Apply Prepaid Credits.

**No** - Click the **NO** button to exit without Applying Prepaid Credits.

If you clicked the **YES** button to proceed, you will see this screen:



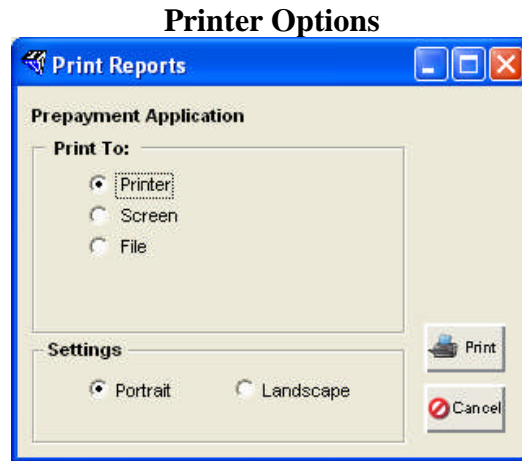
**Prepaid Application Date** – will default to the date Scheduled Charges were applied. This date is normally the correct date for Applying Prepaid Credits.

- **All Owners** – automatically searches through the all the owner payment histories and applies Prepaid Credits where applicable.
- **Individual Owners** – let’s you individually select the owner where there is a Prepaid Credit so you can control how the Prepaid Credit is applied against owner balances due. You cannot select a home if a Prepaid Credit does not exist.
- **Use Cash Application Table Accounts Only** – will only apply Prepaid Credits against Charge Codes that are setup in the Cash Application Table. If a balance is due under a Charge Code that is not in the Cash Application Table, it will skip applying Prepaid Credits to that balance due.

**OK** - Click the **OK** button to proceed.

**Cancel** - Click the **Cancel** button to exit without applying Prepaid Credits.

A printed report is generated as an “audit trail” for the Apply Prepaid Credits. You will see the Printer Options screen:



Select the printer option you wish.

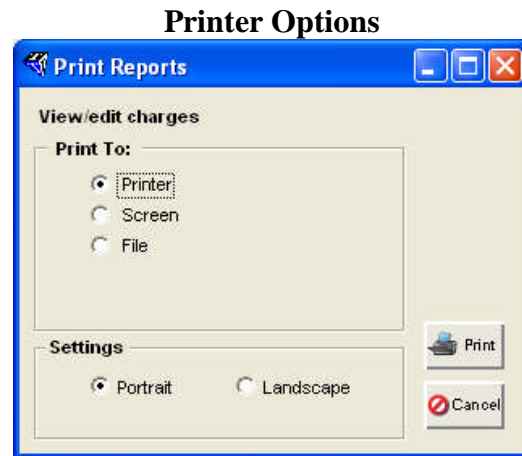
**Print** - Click the **Print** button to proceed.

**Cancel** - Click the **Cancel** button to exit without applying Prepaid Credits.



Click **Print** button to get a report showing the pending owner charges. This can be handy for “proofing” the charges before Posting. The report will show each home with a breakdown of the pending charges by Charge Code.

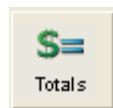
Once you click the **Print** button, you will see the Printer Options:



Select the printer option you wish.

**Print** - Click the **Print** button to proceed with the report printing.

**Cancel** - Click the **Cancel** button to exit without printing the pending charges.



Click the **Totals** button to see a summary total of the pending owner charges broken down by Charge Code.

If you clicked the **Totals** button, you will see a summary total of the pending owner

charges. It will look like this:

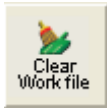
**Pending Owner Charges**

Code	Description	Amount	Accel Amt.
A1	Maintenance Fee	2660.00	0.00
C1	Special Assess	1115.00	
		3775.00	0.00

The screen shows the total amounts that will be charged to Owners broken down by Charge Code. It also shows the Total Homes in the community.

**Calculate** – click this button to recalculate the totals of the pending charges. You might do this after using the Edit button to change owner amounts.

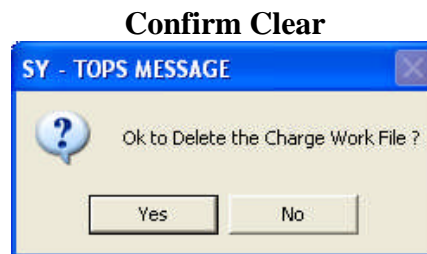
**Close** – click this button to exit from the Totals screen.



Click the **Clear Work File** button to delete the pending owner charges. You might do this if you found the amounts were incorrect and the Charge Tables needed to be updated for new amounts prior to Posting the charges.

You do not need to do this if you want to Accrue the Scheduled Charges over again. Each time you Accrue Charges, it automatically deletes the previous pending work file. You would use this option to delete the incorrect pending owner charges so they are not accidentally Posted.

If you click the Clear Work File button, you will see this confirming message:



**Yes** - Click the **YES** button to clear pending owner charges from the work file.

**No** - Click the **NO** button to leave pending owner charges in the work file.

*This concludes the manual section on Scheduled Charges.*

## **Prepaid Credit**

Prepaid Credits are credit balances on an owner's account resulting from a payment received in advance or an overpayment of an existing charge. When an owner pays more than they owe, TOPS 4.0 automatically assigns Prepaid Charge Code to the credit balance. This special Prepaid Code is assigned to these credit balances in order for the system to correctly handle the reporting of the credit balances in both the AR and GL modules. All Prepaid Codes begin with the letters PP.

TOPS 4.0® handles a Prepaid Credit through the use of the PP Charge Codes so owner credits can be recorded properly from an accounting standpoint. Accounting theory says that a Prepaid Credit is a liability to the community since an owner is paying more than they owe. Technically, you could owe this amount back to them if they requested it. The Prepaid Credits should be tracked through a special GL account whether you are doing Accrual (liability account) or Cash (income account) accounting methods.

If an owner does not have a Prepaid Credit when you Apply Prepaid Credits, they will be skipped. If they do have a Prepaid Credit but do not owe anything, they will be skipped. If an owner has a Prepaid Credit and also a balance due at the same time, the system will take the Prepaid Credit and apply it against the balance due using the payment order defined in the Cash Application Table for the community.

A printed report is generated showing each "Prepaid" Owner and how balances were applied.

## **Prepaid Charge Codes**

Prepaid Credits are usually created during the cash receipt process. There you have complete visibility and control over how owner payments are applied. The system will automatically take an overpayment and put it against the general Prepaid Credit (PP) charge code, but you can override that payment distribution and put the Prepaid Credit against a specific Charge Code so it is only applied against balanced due for that Charge Code when you Apply Prepaid Credits.

The following Charge Codes are used for tracking owner Prepaid Credits:

**PP**        General credit - will be applied to owner balance according to the order of Cash Application Table

Prepaid Charge Codes can be designated to only apply to certain Charge Code balances by appending the Charge Code onto the PP Code when the credit balance is created:

**PP-A1**    will be applied to Charge Table A1 balance only  
**PP-C1**    will be applied to Charge Table C1 balance only  
**PP-01**    will be applied to Misc. Charge Code—01 Late Fees only  
**Etc.**

PP codes are available for all Charge Codes and Misc. Charge Codes.

## Frequency


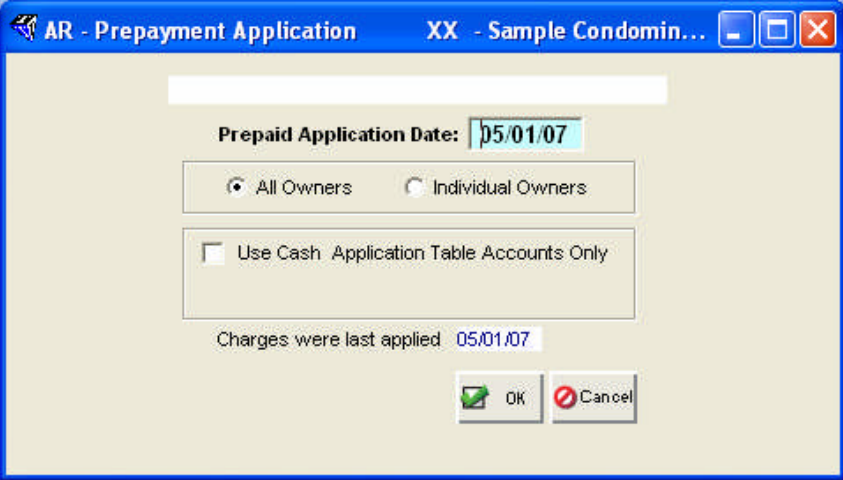
Apply Prepaid Credits should be performed at least two or three times each accounting period, depending on whether a community charges "Late Fees" or "Interest". Apply Prepaid Credits may be applied as often as desired. It will use the balance on the Owner's account at the time the program is run to determine what Prepaid Credits to apply. Apply Prepaid Credits should NOT be back-dated to previous accounting periods.

"Prepays" should *always* be applied *after*:


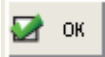

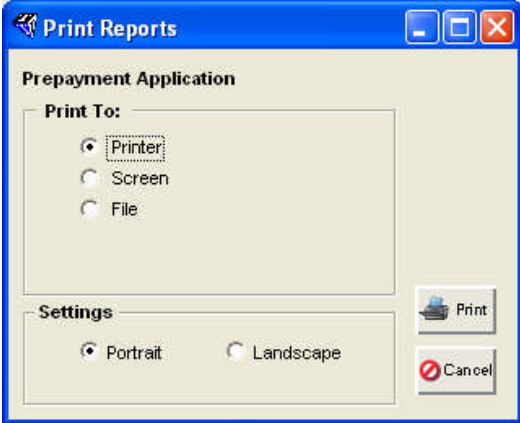

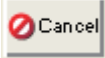
- Apply Scheduled Charges

"Prepays" should *always* be applied *before*:

- Late Fees
- Interest
- Collection Action (Notices and Letters)
- Before Printing End of Period Reports

 <p>Prepaid Credit</p>	<p>From the Apply Charges menu, click on <b>Prepaid Credit</b> button.</p>
<p>You will see the Apply Charges screen:</p> <div style="text-align: center;"> <h3>Apply Prepaid Credits</h3>  </div> <p>We'll cover each item on the Scheduled Charges screen so you understand how to use it.</p>	
<p><b>Prepaid Application Date</b></p>	<p>It will default to <i>today's date</i>, but you can enter any valid date. This is the "effective date" date for applying owners credits against balances due. Make sure it is a correct date within the current period.</p>
<p><b>All Owners</b></p>	<p>If you choose this option, which is the default, it will automatically search through the all the owner payment histories and apply Prepaid Credits where applicable.</p>
<p><b>Individual Owners</b></p>	<p>If you choose this option, you can select owners individually who have a Prepaid Credit, rather than do it for the entire community.</p> <p style="text-align: center;"><b>Select Home</b></p>



	 <p>The system will NOT allow you to select a home where there is no Prepaid Credit balance to apply.</p>
<p><b>Use Cash Application Table Accounts Only</b></p>	<p>If you checkmark this option, it will only apply Prepaid Credits against Charge Codes that are setup in the Cash Application Table. If a balance is due under a Charge Code that is not in the Cash Application Table, it will skip applying Prepaid Credits to that balance due.</p>
	<p>Click the <b>OK</b> button to proceed.</p>
	<p>Click the <b>Cancel</b> button to exit without applying Prepaid Credits.</p>
<p>A printed report is generated as an “audit trail” for the Apply Prepaid Credits. You will see the Printer Options screen:</p> <div style="text-align: center;">  </div> <p>Select the printer option you wish.</p>	
	<p>Click the <b>Print</b> button to proceed with applying Prepaid Credits.</p>
	<p>Click the <b>Cancel</b> button to exit without applying Prepaid Credits.</p>

This concludes the manual section on Prepaid Credits.

## Late Fees


Late Fees can be a "Flat" or "Percentage" amount. TOPS® handles the application of Late Fees to Owners automatically according to the parameters you set for the Community in the *Charge Tables*. A different Late Fee amount can be charged for each *Charge Table*. You can establish a dollar minimum below which a Late Fee will not be charged. This prevents charging a Late Fee on a small balance due.

Late Fees are normally charged on recurring Charge Table balances, however, TOPS 4.0® can charge Late Fees on any balance due. The "*Minimum Liability*" field in *Charge Tables* controls whether Late Fees are applied on just that Charge Table balance or on all balances due. To apply Late Fees on just selected Charge Tables make sure there is a dollar amount in the "Minimum Liability" field for each Charge Table. To apply "Late Fees" on any balance due, make the "*Minimum Liability*" field *zero (0)* in all Charge Tables.

When applying owner charges, the method is always the same:

- **Accrue** – creates a work file with the pending charges
- **View/Edit** – let's you check and change the pending charges, if needed
- **Post** – actually records the owner charges in the AR and GL modules

When posting, a report is printed showing the Late Fees applied to each owners' account as part of the "audit trail" since performing this function changes owner balances.

 Late Fee	From the Apply Charges menu, click on the <b>Late Fee</b> button.
--	---

You will see the Apply Late Fees screen:



Include	Code	Description	Last Appl.	Cycle
No	A1	Maintenance Fee	04/16/07	M
No	C1	Special Assess		M

From here you can apply Late Fees on owner balances, like Maintenance Fees and Special Assessments. Late Fees work like all automatic owner charges, it follows this process:

- **Accrue** – creates a work file with the pending charges

- **Edit** – view and change the pending charges
- **Post** – actually updates the owner payment histories for the charges

We'll cover each item on the Late Fees screen so you understand how to use it.

<b>Effective Date</b>	<p>The date the Late Fee will be applied to the owners' payment history records. TOPS 4.0 uses the owners balance as of the <b>Effective Date</b> to calculate Late Fee charges. The Late Fee charges will also be posted to the owner's history as of the effective date.</p> <p>If you are using accrual accounting, this will also be the date a General Ledger transaction will be created recording the income and receivables for the charges. If doing cash accounting, no General Ledger transactions are created.</p>
<b>Apply To</b>	<p>The choices here are:</p> <ul style="list-style-type: none"> <li>• <b>Owners</b> (default)</li> <li>• <b>Renters</b> – only active if this community is setup for rental accounting in the Accounting Control File.</li> </ul>
<b>Amount</b>	<p>Shows two items of interest:</p> <p><b>Total Charge Amount</b> - displays the total dollar amount that would be charged to the owners if you proceed with the Late Fees.</p> <p><b>Total Number of Homes</b> – the number of homes that will be charged a Late Fee.</p>

The right hand side of the screen shows the active recurring charges:

**Select Charges**

Include	Code	Description	Last Appl.	Cycle
No	A1	Maintenance Fee	04/16/07	M
No	C1	Special Assess		M

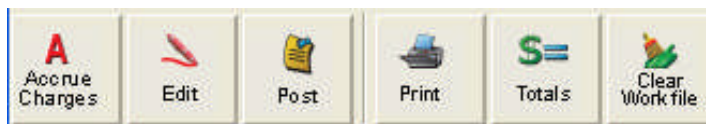
Make sure the "INCLUDE" column says YES next to Charge Codes you wish to apply Late Fees on

We'll explain each column in this area of the screen.

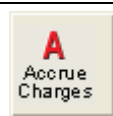
<b>Include</b>	<p>You must click to change a NO to a YES to include this recurring charge when you apply Late Fees.</p> <p><b>Note:</b> Make sure the answer is <b>YES</b> next to those Charge Tables you wish to apply Late Fees on at this time.</p>
<b>Code</b>	<p>This is the two digit <b>Charge Code</b> showing the active Charge Tables</p>

	for this community.
<b>Description</b>	The name of the Charge Code when it was setup in the Charge Tables.
<b>Last Applied</b>	The date Late Fees were <b>Last Applied</b> to the owners. This is a safeguard to prevent you from applying Late Fees again for the same period.
<b>Cycle</b>	<p>The frequency of each Scheduled Charge is shown in this column. Choices are:</p> <p style="text-align: center;"> <b>M</b> = Monthly  <b>B</b> = Bi-Monthly  <b>Q</b> = Quarterly  <b>S</b> = Semi-Annually  <b>A</b> = Annually </p> <p>Perhaps you only wish to apply Late Fees on monthly Charge Tables, not quarterly ones. This will help you identify the Charge Tables you wish to select for Late Fees now.</p>

Next, we'll discuss the buttons on the toolbar at the top of the Late Fee screen.

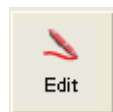


We'll cover the function of each button in order.



Once you enter the Effective Date for the Late Fee, click the **Accrue** button to generate the pending owner charges. It does not update the owners payment history until you Post the transactions.

When it is done Accruing the pending owner charges, you will return to the Late Fee screen where you can proceed to Edit or Post the pending charges.



Click the **Edit** button to view or change the pending Late Fee. When you click this button, you will see a browse list of the pending owner charges:

### Pending Owner Charges

Account #	Name	Bal. Due	Late Fee
400	Jenny Craig	270.00	6.00
10002	Joe & June Smith	120.00	5.00
10009	John & Mary Clark	260.00	5.00
10013	Bill & Sarah Barnes	120.00	5.00
10015	Sam Spade	500.00	5.00
12200	Jack & Jill Todd	155.00	6.00
12204	Christine Whitman	155.00	6.00
12208	Peter & Patricia Volks	155.00	6.00
12212	Thomas & Diane Sawyer	155.00	6.00

Double Click or hit Enter to change the Amount  
\* - Accelerated Charges

Double click to select the highlighted owner to view the details of the pending charges. Use the buttons at the bottom of the browse screen.

**Add** – select an owner manually to include them in the pending Late Fees.

**Search** - jump to a particular home.

**OK** – accept the pending owner charges as displayed.

**Close** – exit the browse screen to return to the Scheduled Charge screen.

If you select an owner, the pending owner charges will look like this:

### Edit Late Fees

The screenshot shows a window titled "AR - View/edit late charges" for owner "XX - Samp...". The window displays the following information:

- Owner ID: 400
- Owner Name: Jenny Craig (H)
- Last Paid: 04/03/07
- Table of charges:

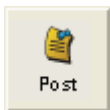
Code	N/A	Description	Bal. Due	Late Fee
A1		Maintenance Fee	270.00	6.00
C1		Special Assess		

Buttons: OK, Cancel

You can change the amount of the pending Late Fees showing on this screen by just entering a different amount directly in the Late Fee column.

**OK** - Click the **OK** button to save the changes, if any.

**Cancel** - Click the **Cancel** button to exit without saving any changes.



Click the **Post** button to actually record the pending Late Fees in the owners' payment history. Post is the function that actually writes the Late Fees to the owners payment history and updates the accounting system for these charges.

### Post Charges

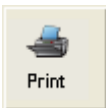


This recap screen shows the total of the pending Late Fees by Charge Code.

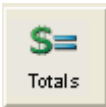
**Post Date** – make sure this is the correct EFFECTIVE DATE for the Late Fees before proceeding. It will default to the date you entered when you performed the Accrue step, but you can change it here before Posting if the date is not correct.

**OK** – click this button to proceed with Posting the pending Late Fees. Once you click OK, you can view or print the Late Fee Posting Report.

**Cancel** – click this button to exit WITHOUT Posting the Late Fees.




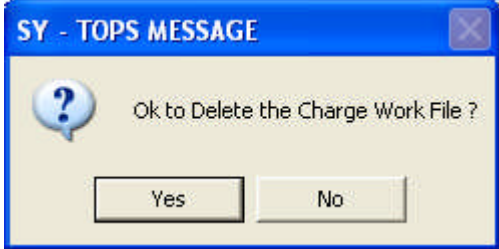
Click **Print** button to get a report showing the pending Late Fees. This can be handy for “proofing” the charges before Posting. The report will show each home along with a breakdown of the Late Fees by Charge Code.



Click the **Totals** button to see a summary total of the pending Late Fees broken down by Charge Code. It will look like this:



This screen shows both the total Balance Due on which the Late Fees were based as well as the total of the pending Late Fees.

	<p><b>Calculate</b> – click this button to recalculate the totals of the pending Late Fees. You might do this after using the Edit button to change pending Late Fee amounts.</p> <p><b>Close</b> – click this button to exit from the Totals screen.</p>
	<p>Click the <b>Clear Work File</b> button to delete the pending Late Fees (Late Fees that were accrued but not Posted). You might do this if you found the amounts were incorrect and the Late Fees in the <i>Charge Tables</i> needed to be updated for new amounts prior to Posting the Late Fees.</p> <p>You do not need to do this if you want to Accrue the Late Fees over again. Each time you Accrue Charges, it automatically deletes the previous pending work file.</p> <p>If you click the Clear Work File button, you will see this confirming message:</p> <div style="text-align: center;"> <p><b>Confirm Clear</b></p>  </div> <p><b>Yes</b> - Click the <b>YES</b> button to clear pending owner charges from the work file.</p> <p><b>No</b> - Click the <b>NO</b> button to leave pending owner charges in the work file.</p>

*This completes the manual section on Late Fees.*



## Apply Interest

You may apply interest to Owner accounts using several different parameters to select "who" to charge interest against and on "what" outstanding charges the interest is to be based. The interest rate can easily be changed as needed.

In TOPS 4.0, interest is calculated in a similar manner as that used by banks and credit cards - on the daily balance. The Annual Interest Rate is broken down to a "daily rate" based on a 360 day year. This "daily rate" is then multiplied against the Owners' balance as of a date you specify for the number of days in the period.


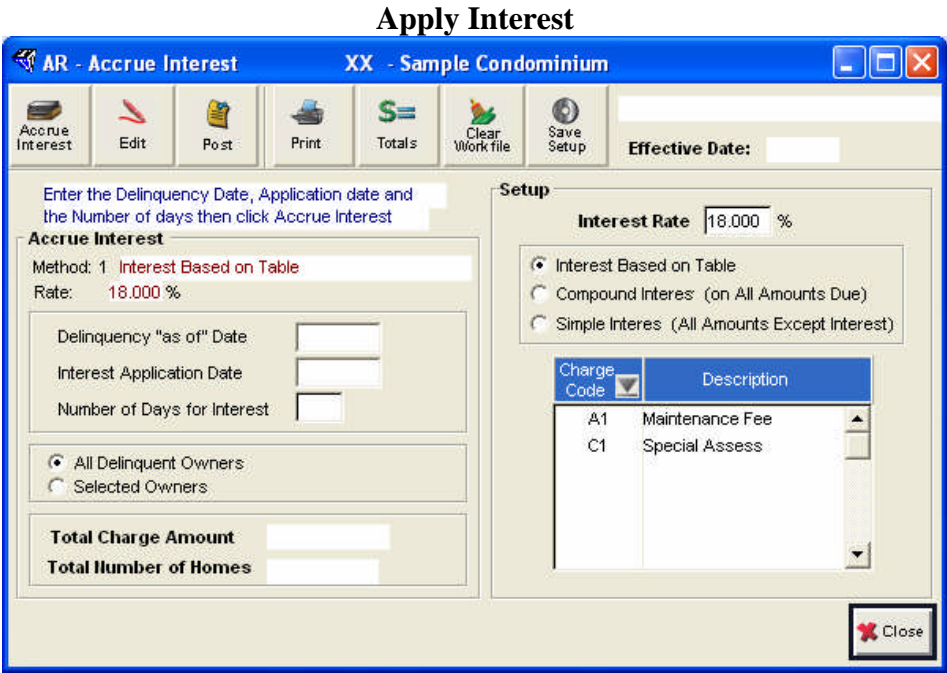
Everything you need to charge interest to Owner's accounts is contained within the Interest Menu. You can:

- Apply Interest/Finance Charges
- Select Charge Codes on which Interest is calculated
- Change the Interest Percentage

When applying owner charges, the method is always the same:

- **Accrue** – creates a work file with the pending charges
- **View/Edit** – let's you check and change the pending charges, if needed
- **Post** – actually records the owner charges in the AR and GL modules

When posting, a report is printed showing the Interest Charges applied to each owners' account.

	From the Apply Charges menu, click on the <b>Apply Interest</b> button.						
<p>You will see the Apply Interest screen:</p> <div data-bbox="334 1182 1276 1850"><table border="1"><thead><tr><th>Charge Code</th><th>Description</th></tr></thead><tbody><tr><td>A1</td><td>Maintenance Fee</td></tr><tr><td>C1</td><td>Special Assess</td></tr></tbody></table></div> <p>The basic steps to Apply Interest are:</p>		Charge Code	Description	A1	Maintenance Fee	C1	Special Assess
Charge Code	Description						
A1	Maintenance Fee						
C1	Special Assess						



- **Setup** – Interest % and Charge Codes on which Interest is calculated
- **Accrue** – creates a work file with the pending interest charges
- **Edit** – view and change the pending interest charges
- **Post** – actually updates the owner payment histories for the interest charges

We'll cover each item on the Apply Interest screen so you understand how to use it.

### Setup

We'll cover the Setup first. Notice the area on the right side of the Apply Interest screen:

**Interest Setup**

The screenshot shows a dialog box titled "Interest Setup". At the top, there is a field for "Interest Rate" set to "18.000 %". Below this are three radio button options: "Interest Based on Table" (selected), "Compound Interest (on All Amounts Due)", and "Simple Interest (All Amounts Except Interest)". At the bottom, there is a table with two columns: "Charge Code" and "Description". The table contains two rows: "A1 Maintenance Fee" and "C1 Special Assess".

Charge Code	Description
A1	Maintenance Fee
C1	Special Assess

Here you can setup the Interest Rate and the basis for the interest calculation.

#### **Interest Rate**

The **Interest Rate** is the *Annual Rate* no matter what frequency you charge interest on delinquent owners. TOPS 4.0 will take the Annual Interest Rate entered above, then calculate a daily rate, then multiply the daily rate X the number of days on which you wish to charge Interest, subject to the Interest Method you select below.

#### **Method**

Choose from any of these 3 interest charging methods:

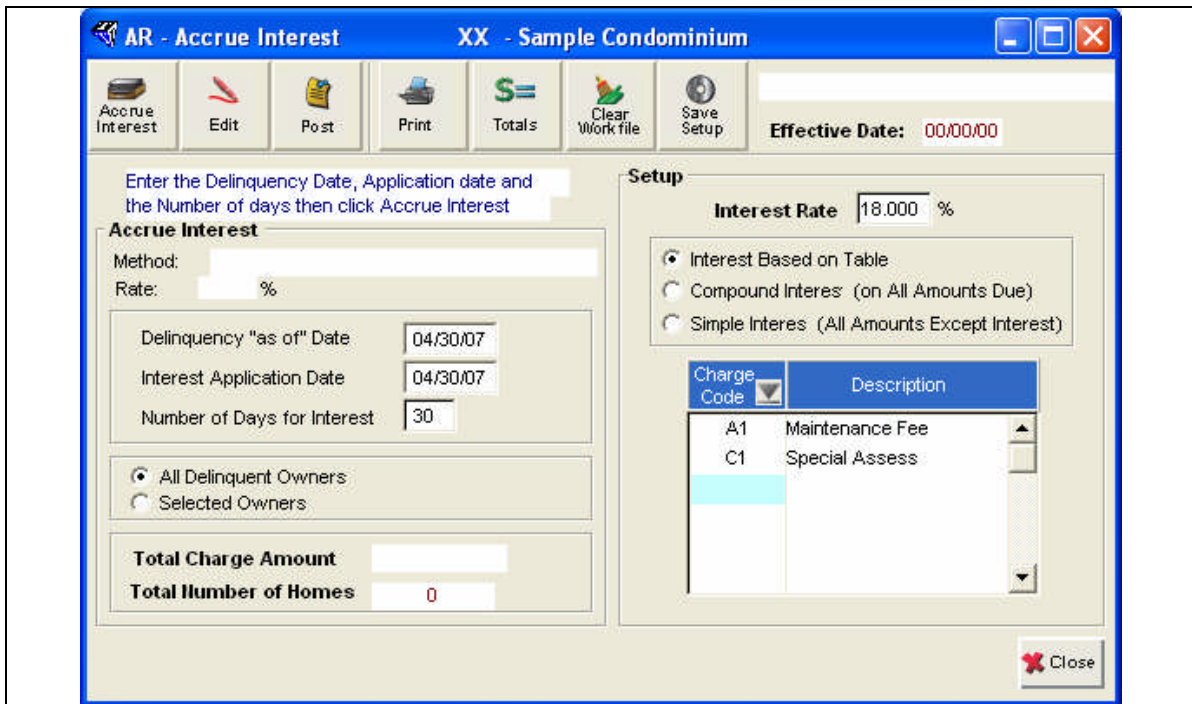
- **Interest Based on Table** – setup the Charge Codes on which interest is to be calculated in the table shown above. It will only calculate interest on owner balances due for these Charge Codes “As Of” the date you enter as the cutoff for determining the owner balances.
- **Compound Interest** – calculates interest on *ANY* balance due. If you use this method, you do *NOT* need to setup the Charge Codes in the table shown above.
- **Simple Interest** – calculates interest on *ALL* balances due *EXCEPT* any previous interest balance which may still be due.

You *MUST* select from one of these interest calculation methods.



When you are done with the Setup, click the **Save Setup** button to save it for the future so you do not have to go through the Setup each

	time you Apply Interest.
<p><b><u>Apply Interest</u></b>  Once the Setup is complete, you are ready to Apply Interest. We will discuss the steps for Applying Interest on owner balances due next.</p>	
<b>Delinquency “As of” Date</b>	The date for calculating owner balances “as of” as the basis for the Interest calculation. If an owner has a balance due on this date that is subject to Interest (based on the Interest setup), they will be included in the pending charges file that will be created. If they have no balance due subject to Interest, they will be skipped.
<b>Interest Application Date</b>	The date the Interest Charges will be applied to the owners and posted to the owners’ payment history records. If you are using accrual accounting, this will also be the date a General Ledger transaction will be created recording the income and receivables for the charges. If using cash accounting, no General Ledger transactions are created.  This date is the <b>Effective Date</b> for the Interest Charges and can be different than the “As of” Date for calculating interest.
<b>Number of Days for Interest</b>	The number of days in the period which is then used in the calculation of the Interest Charges. The Interest program works as follows: Owner Delinquent Balance Due X Interest Rate = Annualized Total Interest Annualized Total Interest / 360 Days = Daily Interest Daily Interest X Number of Days for Interest = Interest Charge The Number of Days you enter are going to be used as a multiplier for the daily interest charge to calculate the actual Interest Charge for each owner.
<b>Apply To</b>	The choices here are: <ul style="list-style-type: none"> <li>• <b>All Delinquent Owners</b> (default) – will go through all the owners’ accounts calculating Interest based on the setup.</li> <li>• <b>Selected Owners</b> – the user can individually select owners to apply interest on their delinquent balances based on the setup.</li> </ul>
A completed <b>Apply Interest</b> screen would look like this:  <p style="text-align: center;"><b>Apply Interest</b></p>	


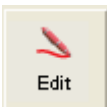


Once the screen has been completed for this period, you are ready to continue the steps to Apply Interest to owners. We'll cover the steps involved.

Next, we'll discuss the buttons on the toolbar at the top of the Apply Interest screen.



We'll cover the function of each button in order.

	<p>Click the <b>Accrue Interest</b> button to generate the pending Interest charges. It does not update the owners' payment history until you Post the transactions.</p> <p>When it is done Accruing the owner interest, you will return to the Apply Interest screen where you can Edit or Post the pending charges.</p>
	<p>Click the <b>Edit</b> button to view or change the pending owner interest charges. When you click this button, you will see a browse list of the owners with pending interest charges:</p> <p style="text-align: center;"><b>Pending Owner Interest Charges</b></p>

**AR - Accrue Interest**      **XX - Sample Condominium**

Effective Date: 04/30/07      Interest Rate: 18.000 %      Option: Table Interest  
 For Period: 04/30/07      Daily Rate: 0.00049315 %      Total Homes: 6

Account #	Name	Bal. Due	Interest
400	Jenny Craig	180.00	2.66
700	George Berube	90.00	1.33
10002	Joe & June Smith	60.00	0.89
10009	John & Mary Clark	200.00	2.96
10013	Bill & Sarah Barnes	60.00	0.89
10015	Sam Spade	540.00	7.99

Double Click or hit Enter to change the Amount  
 \* - Accelerated Charges

Search    OK    Close

Double click to select the highlighted owner to view the details of the pending interest charges. Use the buttons at the bottom of the browse screen.

**Search** - jump to a particular home.

**OK** – accept the pending owner interest charges as displayed.

**Close** – exit the browse screen to return to the Apply Interest screen.

If you select an owner, the pending owner interest charges will look like this:

### Edit Owner Interest Charges

**AR - Edit Owner Interest**

10009  
 John & Mary Clark (H)

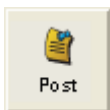
51 - Lien      Last Paid: 04/03/07

Balance Due      200.00      Change Interest Amount if needed  
 Delinquent Days      30  
 Interest Amount      2.96

OK    Cancel

You can change the amount of the pending owner interest charges for any of the owners in the file. Simply change the **Interest Amount** showing. To skip charging interest to an owner, make the Interest Amount zero (0).

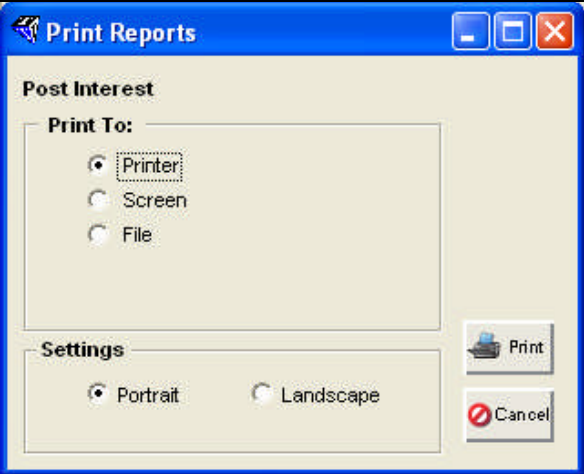

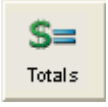


When the pending owner interest charges are correct, click the **OK** button to save the changes, if any.

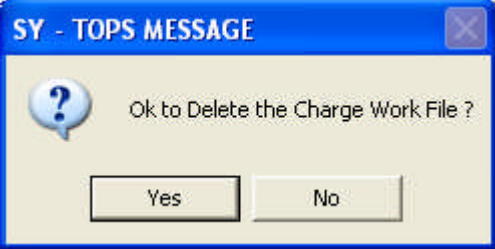



Post

Click the **Post** button to actually record the pending owner interest charges in the owners' payment history. Post is the function that actually writes the charges to the owners' payment history and updates the accounting system for these charges.

### Post Charges – Printer Options

	 <p>Because the Post Interest changes owner balances, an audit trail report will be printed. You will see the above screen to select your print options.</p>
	<p>Click <b>Print</b> button to get a report showing the pending owner interest charges. This can be handy for “proofing” the charges before Posting. The report will show each home with the balance on which the interest was based, along with the pending interest charges.</p>
	<p>Click the <b>Totals</b> button to see a summary total of the pending owner interest charges. It will look like this:</p> <p style="text-align: center;"><b>Pending Owner Interest Charges</b></p>  <p>The screen shows the total interest charges that will be charged to owners along with the overall balances on which the interest was based.</p> <p><b>Calculate</b> – click this button to recalculate the totals of the pending charges. You might do this after using the Edit button to change interest amounts.</p> <p><b>Close</b> – click this button to exit from the Totals screen.</p>
	<p>Click the <b>Clear Work File</b> button to delete the pending owner interest charges (interest accrued but not yet posted). You might do this if you found the amounts were incorrect and you wanted to start over.</p> <p>You do not need to do this each time you want to Accrue interest charges again. Each time you Accrue, it automatically deletes the previous pending work file.</p> <p>If you click the Clear Work File button, you will see this confirming message:</p> <p style="text-align: center;"><b>Confirm Clear</b></p>

	 <p>Click the <b>YES</b> button to clear pending owner charges from the work file. Click the <b>NO</b> button to leave pending owner charges in the work file.</p>
	<p>As mentioned under the Setup heading earlier in this manual section, click the <b>Save Setup</b> button to save the Interest Rate and Interest Method you used so they become the default values each time you Apply Interest.</p>

*This completes the manual section for Apply Interest.*

## Batch Adjustments

These are adjustments for *groups* of owners that can either be a one-time adjustment or recurring adjustments. Batch Adjustments are a more efficient way to adjust owner balances, either adding a charge or issuing a credit, when you wish to made the adjustment to either the entire community or a large number of homes. It is also the most efficient way to handle a recurring adjustment, like a special charge or credit that applies to some owners in the Community on a regular basis. Examples might be, Special Parking Permits, Additional Guest Fees, Electricity Credits (for common area lighting wired to homes), Boat Slips, etc.

Unlike Charge Table charges, future recurring Batch Adjustment charges cannot be printed on Invoices, Statements or Coupons. If you wish to show a future charge on Invoices, Statements or Coupons, you must setup a Charge Table rather than use Batch Adjustments.

If making a one-time adjustment to an owner or a few owners, you should use the Add/Waive function on the Owner Balances screen rather than using Batch Adjustments. Batch Adjustments are really intended for recurring adjustment transactions to a group of homes or where you wish to quickly make a one-time adjustment to a large number of homes in the community.

Batch Adjustments work as follows:

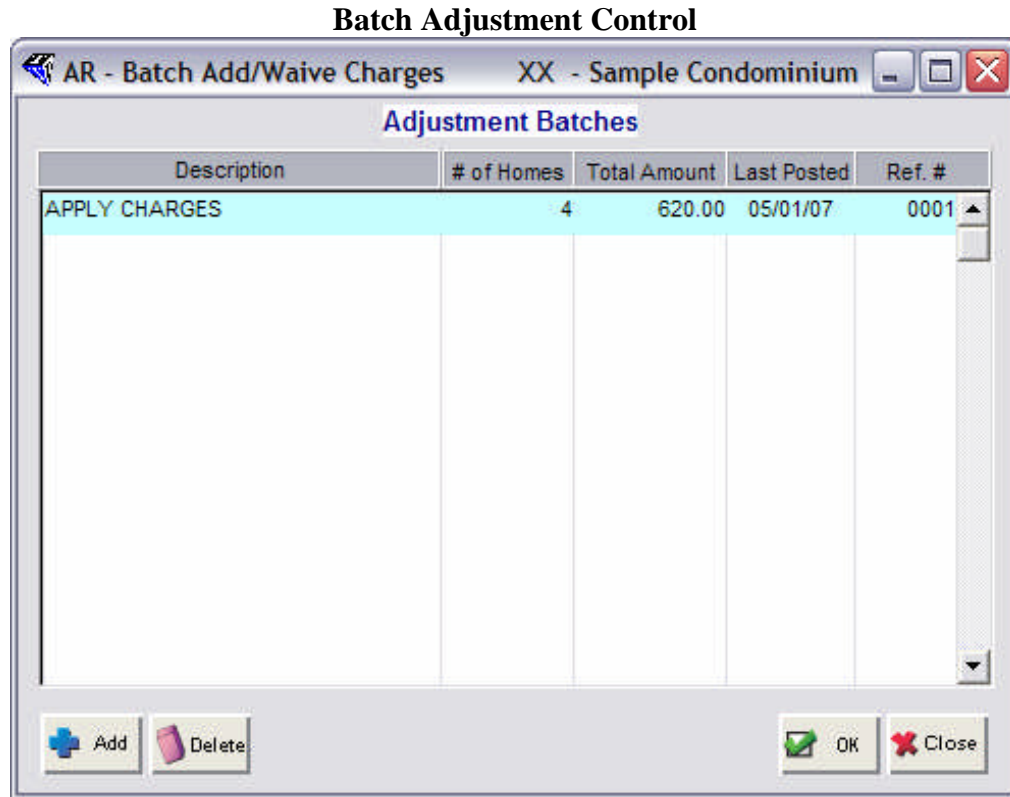
- Add/Setup the Adjustment
- Select the Homes/Owners
- Post the Adjustment

We'll explain how to use Batch Adjustments step-by-step.



From the Apply Charges menu, click on the **Batch Adjustments** button.



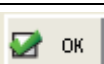
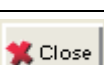
You will see the **Batch Adjustment** control screen:



If there are existing Adjustments Batches, you will see them listed on this screen like the sample above. This screen shows the following info:

<b>Description</b>	The name entered to describe an Adjustment Batch.
<b># of Homes</b>	The total number of owners that have Adjustment transactions in this Batch.
<b>Total Amount</b>	The total amount of all the Adjustment transactions in this Batch.
<b>Last Posted</b>	The date this Adjustment Batch was last posted to the owners.
<b>Reference #</b>	A system assigned # to keep track of each Adjustment Batch as it is added.

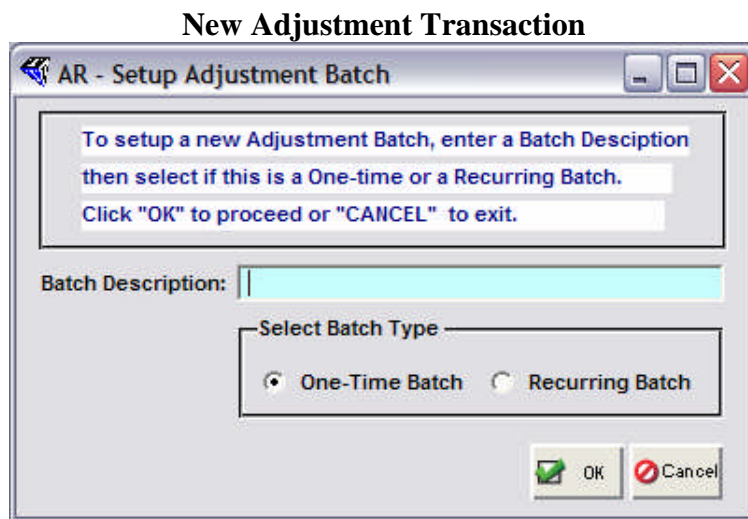
**Button Functions**

	Click the <b>Add</b> button to create a new Batch Adjustment. Then follow the steps below under the heading <b>Add Batch Adjustment</b> .
	Click the <b>Delete</b> button to completely delete a highlighted Batch so it will disappear from the system.
	Click the <b>OK</b> button to select a highlighted Batch so you can view/edit or Post the Adjustment.
	Click the <b>Close</b> button to exit from the Batch Adjustment control screen.

**Add Batch Adjustment**

If you clicked the Add button, you will see a blank new Adjustment screen:





Complete this information to setup a new Adjustment Batch:

**Batch Description** – A name that describes this Adjustment so you can understand the reason for the Adjustment.

Example – Electric Credit

**Batch Type** – Choices here are:

- **One-Time** – the adjustment will delete itself once it has been Posted to the owners' accounts.
- **Recurring** – the adjustment is saved after Posting so it can be Posted again in another accounting period. This can be handy for a charge or credit that only a certain group of owners get each period.

**OK** – Click to proceed with creating the Adjustment.

**Cancel** – Click to exit the Adjustment without saving any information.

If you clicked the OK button, you will see this screen for selecting the owner and entering the Adjustment:

**New Adjustment Transaction**

First, select the owner you wish to make the Adjustment against. You can select the owner by any of these methods:


- Account # (F3)
- Street Address (F2)
- Lot/Unit # (F6)
- Last Name (F5)

Go ahead and select the first owner.

Once you select an owner, the screen will look like this:

### Owner Adjustment

Once the owner is selected, you are ready to select a Charge Code for the Adjustment. There are several different ways to select a Charge Code and setup a new Batch Adjustment. We'll cover each option in turn.

 Notice the **Add** button at the bottom of the screen. Click this button to jump to the first blank line to enter an Adjustment to this owner.

The most straightforward way to make a new Adjustment is to simply select the Charge Code then enter the amount of the Adjustment. To do this, you would use this area of the Batch Adjustment screen:

### Make Adjustment

Existing Balance			Pending Adjustments			
Code	Year	Description	Amount	Adj. Amt.	Offset Acct.	End Bal.
<b>Totals</b>			0.00	0.00		0.00

**Code** – Use the down browse arrow  to select a Charge Code.

**Year** – If you use the Yearly Accounting option for tracking owner balances, enter the Year for the Adjustment. If you do NOT use the Yearly Accounting option, simply skip this column.

**Adj Amount** – Enter the amount of the Adjustment for this owner.


**Offset Acct.** – The “Income” account that is associated with the selected Charge Code. If necessary, you can use the down browse arrow  to select a different account # from the

Chart of Accounts. But generally, the correct account # is displayed once the Charge Code is selected.

**Ending Balance** – Shows what the balance will be for this Charge Code if you proceed with the Batch Adjustment.

A completed Adjustment transaction would look like this:

**Completed Adjustment**

Existing Balance				Pending Adjustments		
Code	Year	Description	Amount	Adj. Amt.	Offset Acct.	End Bal.
A1		Maintenance Fee	0.00	-15.00	6310 - 000	-15.00
<b>Totals</b>			0.00	-15.00		-15.00
PP	Credit-Prepaid		0.00	0.00		0.00
<b>Total Due</b>						-15.00

Click the **Add** button again to add another Adjustment transaction to this *same* owner or click the **OK** button to save the adjustment transaction.

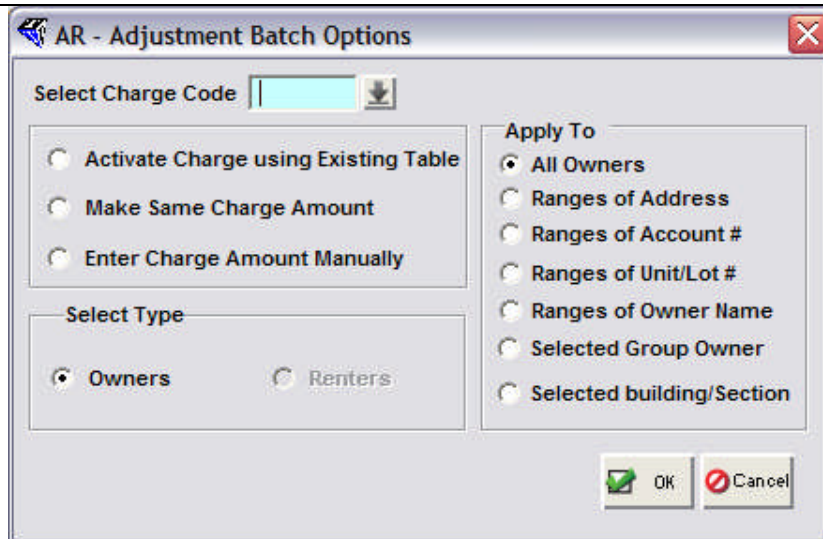
### Other Adjustment Options




There are other ways to setup a new Batch Adjustment for owners rather than just entering adjustments one-by-one. We'll cover these options in turn.

Click the **Utilities** button to see some automated options for setting up a Batch Adjustment against multiple homes.

### **Utilities Options**



This gives you a number of options for setting up a new Batch Adjustment and quickly selecting which homes to apply the Adjustment.

**Select Charge Code** – Enter the Charge Code that you wish to use for this new Batch Adjustment or use the down browse arrow  to select the Charge Code from a list of active Charge Codes.

**Activate Options** – Select from these quick options:

- **Activate Charge Using Existing Table** – Once you select the Charge Code above, you can then use the pattern of an existing Charge Table categories to make the Adjustment.
- **Make Same Charge Amount** – Once you select the Charge Code above, you can elect to make the Adjustment the same amount for each owner you select.
- **Enter Charge Amount Manually** – Once you select the Charge Code above, check this option if you wish to enter the amount of the Adjustment individually to each owner you select.

You will select the owners later in this process.

**Select Type** – Unless Rental Accounting has been activated in the Accounting Control File, it will only give you the choice of Owners here.

**Apply To** – This gives you many different options for selecting which owners are to get this Adjustment. The options are:

- **All Owners** – Make the Adjustment to every owner in the Community.
- **Ranges of Address** – Enter a starting and ending address
- **Ranges of Account #** – Enter a starting and ending Account #
- **Ranges of Lot/Unit #** - Enter a starting and ending Lot/Unit #
- **Ranges of Owner Name** – Enter a beginning owner last name and an ending owner last name.
- **Selected Group Owner** – Select from the existing Owner Groups
- **Selected Building/Section** – If you activated the Building/Section

tracking system in the Owner Control File, you can select a particular Building or Section # to apply the Adjustments against.

These are “quick” options for setting up a Batch Adjustment for a group of homes that are in a range or in a group. If none of these options are appropriate for the Adjustment you are trying to setup, then go back to the original “straightforward” method for setting up a Batch Adjustment.



Click the **History** button to see a display of the charge and payment history for the selected owner. You might want to do this to check if the owner needs this Adjustment made before you proceed.

### Owner Payment History

Date	Payments	Check #	Dep. Date	Code	Description	Amount	Balance Due
01/01/07				APPLY CHARGES	A1	Maintenance Fee	90.00
01/04/07	180.00	1234	010407	A1	Maintenance Fee	(90.00)	(90.00)
01/04/07				PP	Credit-Prepaid	(90.00)	
02/01/07				APPLY CHARGES	A1	Maintenance Fee	90.00
02/01/07				APPLY PREPAYMNT	A1	Maintenance Fee	(90.00)
03/01/07				APPLY CHARGES	A1	Maintenance Fee	90.00
03/06/07	90.00	1274	030607	A1	Maintenance Fee	(90.00)	0.00
04/01/07				APPLY CHARGES	A1	Maintenance Fee	90.00
04/03/07	90.00	1285	040307	A1	Maintenance Fee	(90.00)	0.00

Click the **Close** button to return to the Batch Adjust screen for this owner.



Click the **Misc. Charges** button if you need to add a new Misc. Charge Code before continuing to make Batch Adjustments to owners. You might need to do this if the Charge Code does not exist yet.

### Misc. Charges Setup

**REQUIRED:** Activate the charge by entering a LATE FEE Description & INCOME Acct. #. Use down arrow to select Account # from Chart of Accounts.

Charge Code	Description	GL Acct. #	Description
01	Late Fees	6340-000	Late Fee Income
		1340-000	Late Fees Receivable
02	NSF charges	6380-000	Owner Admin. Fees Income
		1380-000	Owner Admin. Fees Receiv.
03	Admin. Fees	6380-000	Owner Admin. Fees Income
		1380-000	Owner Admin. Fees Receiv.
04	Interest	6390-000	Owner Interest Income
		1390-000	Owner Interest Receiv.
05	Attorney Fees	6350-000	Legal Fees Reimbursement
		1350-000	Legal Fees Receivable


All fields in red are required      Accounting Method: ACCRUAL


To add a new Misc. Charge Code to use for the Batch Adjustment, click the



**Add** button. Then enter:

**Description** – The name for this Misc. Charge Code

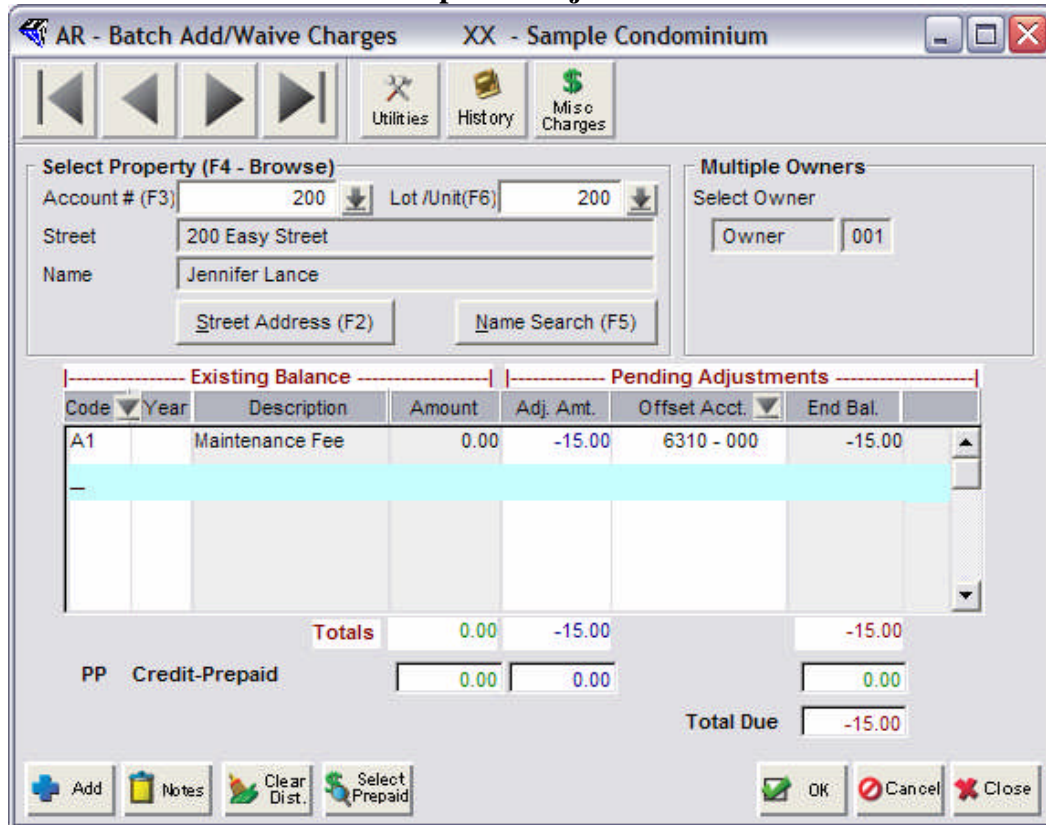
**GL Income Account #** - Enter the Income Account # from the Chart of Accounts or used the down browse arrow  to select from the Chart of Accounts. You can also add a new GL Account on-the-fly” from the browse screen.

**GL Receivable Account #** - Enter the Receivable Account # (Accrual Accounting only) from the Chart of Accounts or used the down browse arrow  to select from the Chart of Accounts. You can also add a new GL Account “on-the-fly” from the browse screen.

If the Charge Code is already setup in the Misc. Charges or in a Charge Table, then you do NOT need to add another Charge Code, just use the existing Charge Code for the Batch Adjustment.

Getting back to the Batch Adjustment screen, a completed Batch Adjustment for an owner looks like this:

**Completed Adjustment**








Existing Balance			Pending Adjustments			
Code	Year	Description	Amount	Adj. Amt.	Offset Acct.	End Bal.
A1		Maintenance Fee	0.00	-15.00	6310 - 000	-15.00
Totals			0.00	-15.00		-15.00
PP	Credit-Prepaid		0.00	0.00		0.00
Total Due						-15.00

**Button Functions**

Use the buttons at the bottom of this screen as follows:

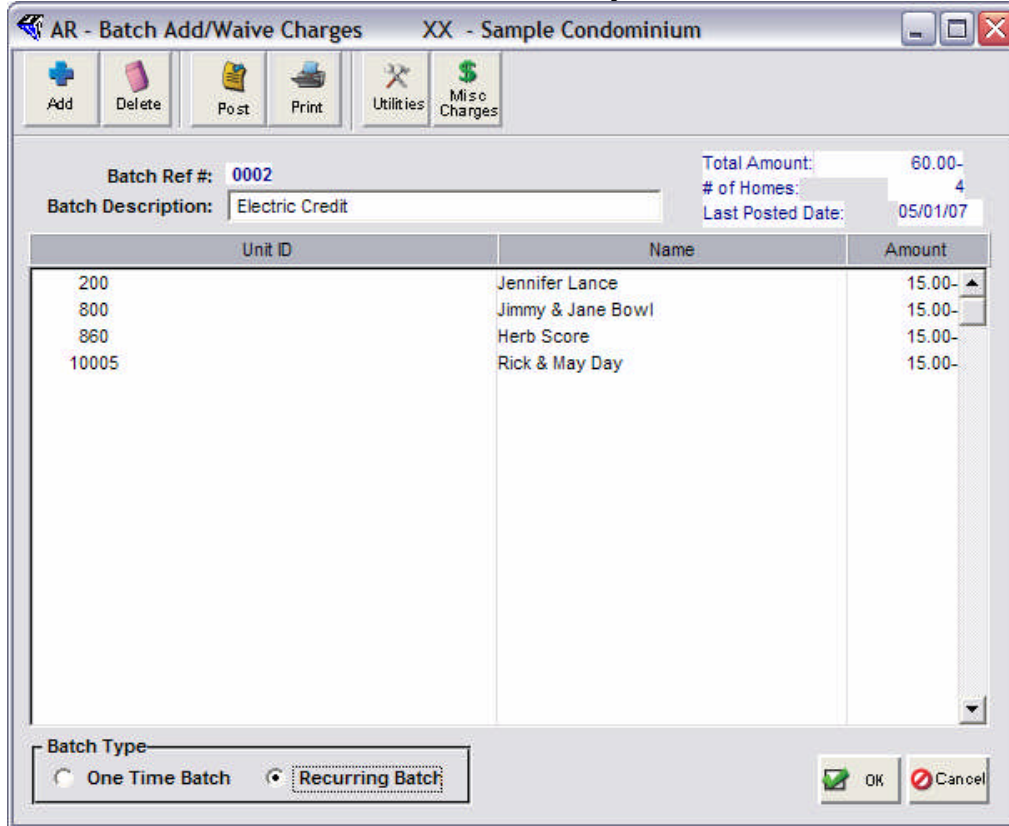


Click the **Add** button to jump to the first blank line to enter another Adjustment to this owner.

	Click the <b>Notes</b> button to enter a note about this Adjustment.
	Click the <b>Clear Distribution</b> button to clear the pending adjustment amounts but leave the selected Charge Code so you can re-enter the Adjustment.
	Click the <b>OK</b> button to accept the Adjustment as shown. You can then proceed to select another owner and continue adding Adjustments.
	Click the <b>Cancel</b> button to erase the pending Adjustment showing on the screen. You can then re-enter the correct Adjustment or exit.
	Click the <b>Close</b> button when you are done entering Adjustments. You will return to the Batch Adjustment Control screen.

When you have completed all owner Batch Adjustments, click the **Close** button to return to the Batch Adjustment summary screen:

**Batch Summary**




Unit ID	Name	Amount
200	Jennifer Lance	15.00-
800	Jimmy & Jane Bowl	15.00-
860	Herb Score	15.00-
10005	Rick & May Day	15.00-



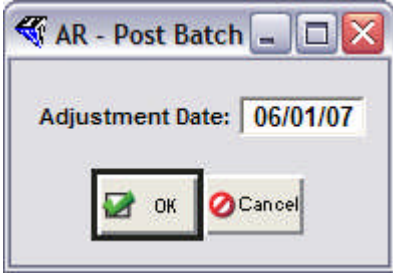
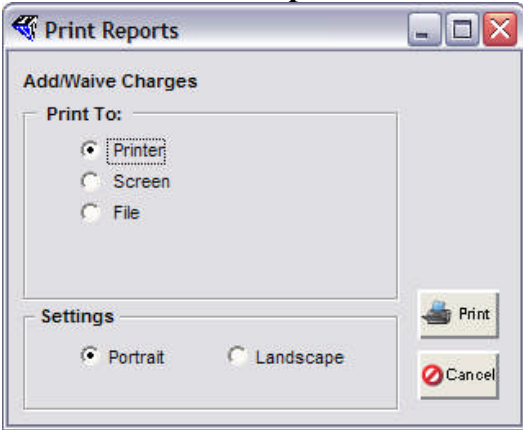

This screen recaps all the owners in this Batch Adjustment and shows the pending adjustment amounts. The Adjustments have NOT been added to the owners' accounts yet, you will need to Post them to actually record the Adjustment in the owners' payment histories.

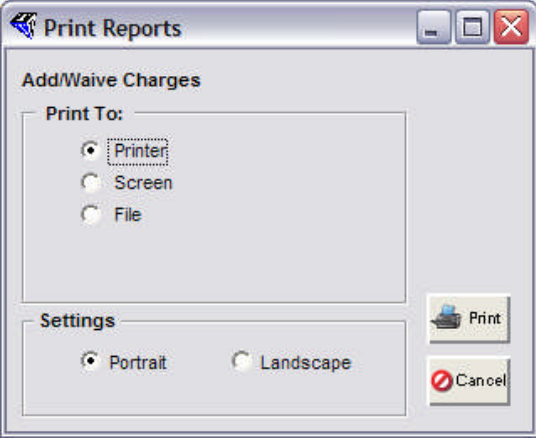


Here's an explanation of the buttons on this screen.

### **Button Functions**

	Click the <b>Add</b> button to add another home/owner to this Batch Adjustment.
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	<p>To erase a transaction from the Batch Adjustment, first, click on the transaction to highlight it, then click on the <b>Delete</b> button.</p>
	<p>Click the <b>Post</b> button to actually record the Batch Adjustment in the owners' payment histories.</p> <p style="text-align: center;"><b>Adjustment Date</b></p>  <p>Enter the <i>effective date</i> for the Adjustments in this Batch. This will be the transaction date the charge or credit will be recorded in the owners' payment history. Under accrual accounting, it will also be the date an entry will be recorded in the General Ledger for the total of all the Adjustments in this Batch.</p> <p><b>OK</b> - Click the <b>OK</b> button to continue with Posting the Batch Adjustment.</p> <p><b>Cancel</b> - Click the <b>Cancel</b> button to exit without Posting.</p> <p>If you clicked the <b>OK</b> button, the system will print an "audit trail" report because this is changing owner balances. You will see the printer options:</p> <p style="text-align: center;"><b>Printer Options</b></p>  <p>Select the print option you wish for the report.</p> <p><b>Print</b> - Click the <b>Print</b> button to continue with Posting the Batch Adjustment.</p> <p><b>Cancel</b> - Click <b>Cancel</b> to exit without Posting.</p> <p>If you clicked the <b>Print</b> button, the Batch Adjustments will post as the report is generated. This completes the Batch Adjustment process.</p>
	<p>Click the <b>Print</b> button to get a preview report showing all the owners in the Batch Adjustment along with the amount of each adjustment. This can be handy for proofing the pending Adjustments before Posting.</p> <p>If you click the <b>Print</b> button, you will see the Report Options:</p>

<b>Report Options</b>	
	<div style="text-align: center;">  </div> <p><b>Print</b> - Click the <b>Print</b> button to get a report showing the pending adjustments in this Batch.</p> <p><b>Cancel</b> - Click <b>Cancel</b> to exit without Printing a report.</p>
	<p>As explained earlier in this manual section, click the <b>Utilities</b> button to see automated options for setting up a Batch Adjustment against multiple homes.</p>
	<p>As explained earlier in this manual section, click the <b>Misc. Charges</b> button if you need to add a new Misc. Charge Code before continuing to make Batch Adjustments to owners. You might need to do this if the Charge Code does not exist.</p>

## Prepaid Adjustments

The following explains how to setup a Batch Adjustment to a Prepaid (Credit) Charge Code. Lets' start at the owner Batch Adjustment screen:

### Owner Batch Adjustment

AR - Batch Add/Waive Charges XX - Sample Condominium

Select Property (F4 - Browse)  
 Account # (F3) 600 Lot /Unit(F6) 600  
 Street 600 Easy Street  
 Name Warren Carter  
 Street Address (F2) Name Search (F5)

Multiple Owners  
 Select Owner  
 Owner 001 Select (F7)

Existing Balance			Pending Adjustments			
Code	Year	Description	Amount	Adj. Amt.	Offset Acct.	End Bal.
Totals			0.00	0.00		0.00
PP		Credit-Prepaid	-210.00	0.00		-210.00
Total Due						-210.00

Add Notes Clear Dist. Select Prepaid OK Cancel Close

This owner is showing a Prepaid Credit balance.



To setup a Batch Adjustment which adjusts owner Prepaid Credit balances, click the **Select Prepaid** button. If you click this button, you will see the screen for entering the Prepaid Adjustment:

### Prepaid Adjustment

AR-Adjust Prepaid-Credit

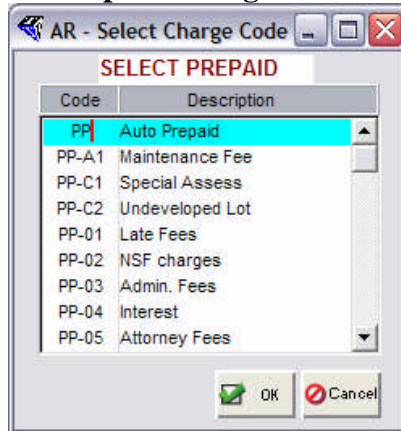
[- Current Prepaid Bal. -] [--- Pending Adjustments ---]

Code	Year	Amount	Adj. Amt.	Offset Acct.	End Bal.
PP		210.00			210.00
Totals			210.00	0.00	210.00

Add OK Cancel


Adjust the Prepaid Charge Code showing on the screen or use the down browse arrow to view all the Prepaid Charge Codes:

## Prepaid Charge Codes



After selecting the Prepaid Charge Code, enter the following:

**Adj. Amount** – The amount of the Adjustment to the Prepaid Charge Code

**Offset Account** – Enter an offsetting GL account # or use the down browse arrow  to select one from the Chart of Accounts. There MUST be an Offset Account # for all Adjustments to Prepaid Charge Codes.

Click the **OK** button to accept the Adjustment transaction.

Continue selecting homes and making Prepaid Credit Adjustments until you are done. You then follow the regular instructions above for **Posting** the Adjustments to owners' payment histories. Until the Adjustment Batch is Posted, it has no affect on owner balances.

*This completes section on Batch Adjustments.*

## Charge Tables

Charge tables are used for setting up recurring owner charges as well as late fees charged to delinquent owners. Charge Tables can be easily maintained and updated as the charge amounts change. By updating amounts in the Charge Tables the changed amounts flow through to each owner so you seldom, if ever, need to go to each home to change the recurring charge amounts.

TOPS 4.0™ allows up to 10 charge tables for each community. Each Charge Table can have up to 99 categories for different amounts or levels of charges. This is handy where different sized units pay different amounts.

When you setup a Charge Table, you can select the charge “*Method*” for that table. Choose from these options for each Charge Table:

- **Flat Dollar Amount** – The Charge Table has up to 99 charge categories where you can enter a dollar amount for each category. This works well for HOA’s or Condos where there are a limited number of charge amount in a community.
- **% of Property Value** – Enter a charge % for each category in the Charge Table which will be multiplied by the Value entered in the Property Record for each home.
- **Sq. Foot X Rate** – Enter the charge Rate for each category in the Charge Table which will then be multiplied by the Square Footage entered in the Property Record for each home. This works well for Condos where the Assessment is based on Sq. Footage.
- **Total Amount X % Ownership** - Enter a Total Amount for the Charge Table which will be distributed across the homes based on the % of Ownership entered in the Property Record for each home.
- **Enter Amount in Property Record (A1 Table only)** – If none of the above Methods work for a community, this gives you the option of directly entering the charge amount in the Property Record for the home. This Method should be avoided if possible since you would need to go to each home if the amounts change.

You can also set the “*Frequency*” of each Charge Table. The “*Frequency*” options are:

**Monthly**  
**Bi-Monthly**  
**Quarterly**  
**Semi-Annual**  
**Annual**

Using the above charge Methods along with the Frequency, you should be able to setup Charge Tables to handle virtually any charge situation.

We’ll explain how to setup and maintain Charge Tables step-by-step.



From the Apply Charges menu, click on the **Charge Tables** button.

You will see a blank **Charge Table** screen:

**Charge Table**

AR - Maintain Charge Tables      XX - Sample Condominium

New Table   Save   Cancel   [Navigation Arrows]   Utilities   Clear   Delete   Print   **Charge Tables**

**Use down arrow to browse Charge Tables or click + to Add a new Charge Table.**

Table # [Down Arrow]   Title [Text Box]   Frequency [Monthly] [Dropdown]

Date of Last Application Fee [Text Box]   Calculation Method [Flat Dollar Amount] [Dropdown]

Date of Last Late Fee [Text Box]   Late Fee Method [Flat Dollar Amount] [Dropdown]

G/L Income Account [Text Box] - [Text Box] [Down Arrow]

G/L Receivable Account [Text Box] - [Text Box] [Down Arrow]

Num of Charge Catgs [Text Box]

Round to nearest Dollar    This is a Continuing Charge  
 This is a Temporary Charge

Catg.	Description	AMOUNT	LATE FEE	Min Liab.	Ratio	Stop Date

Future charges [Add]   Accounting Method: **ACCRUAL**    OK    Cancel    Close

**All red fields are required**

From here you can add a new charge table or make changes to an existing table.

### Maintain Charge Tables

#### Select Charge Table

If you wish to check or change an existing Charge Table, you must first select the Charge Table. There are two ways to select a Charge Table.



Click the **browse arrows** at the top of the screen to move forward and backward through the existing Charge Tables. This is a quick and easy way to more through the Charge Tables to find the one you want.



Click the **down browse arrow** [Down Arrow] to open up a browse window where you can select a Charge Table.

Once you select a Charge Table, you will see it displayed on the screen like this:

**Existing Charge Table**

**The name of this Charge Table. Ex - Maintenance Fees.**

**Table #** A1      **Title** Maintenance Fee      **Frequency** Monthly

**Date of Last Application Fee** 05/01/10      **Calculation Method** Flat Dollar Amount

**Date of Last Late Fee** 04/16/10      **Late Fee Method** Flat Dollar Amount

**G/L Income Account** 6310 - 000      Assessment Income

**G/L Receivable Account** 1310 - 000      Assessments Receivable

**Num of Charge Catgs** 3

Round to nearest Dollar       This is a Continuing Charge  
 This is a Temporary Charge

Catg.	Description	AMOUNT	LATE FEE	Min Liab.	Ratio	Stop Date
01	Duplex	60.00	5.00	90.00		
02	Townhome	90.00	6.00	140.00		
03	Piggybacks	155.00	6.00	155.00		
04						
05						
06						
07						
08						



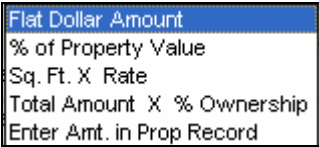

**Accounting Method:** ACCRUAL     

**All red fields are required**



You are ready to change any of the information about this Charge Table. We'll cover each piece of information shown on the Charge Table screen.

<b>Table #</b>	As you Add new Charge Tables, the system will automatically assign the Table #. The first Charge Table is always "A1"—which should be used for the basic Maintenance Fee every home is required to pay. Additional Charge Tables will be assigned these Table #'s: <p style="text-align: center;">C1 C2 C3 etc. up to C9</p> You cannot change the Table #. It is system assigned.
<b>Title</b>	The name you want to call this Charge Table, such as, Maintenance Fee or Assessment. The <b>Title</b> is limited to 15 characters.
<b>Frequency</b>	This is how often this recurring charge is applied to owners. Click the down browse arrow  to select the <b>Frequency</b> from the drop down list. Choices are:



	 <p>You MUST select a Frequency for each Charge Table.</p>
<p><b>Date of Last Application</b></p>	<p>This is a date that is automatically updated by the system each time this Charge Table is applied to owners. You can enter a date here if you are creating a new Charge Table or leave it blank.</p> <p>The <b>Date of Last Application</b> is used as a safeguard to warn you if you try to Apply Charges again for the same period.</p>
<p><b>Date of Last Late Fee</b></p>	<p>This is a date that is automatically updated by the system each time Late Fees are applied to balances due for this Charge Table. You can enter a date here if you are creating a new Charge Table or leave it blank.</p> <p>The <b>Date of Last Late Fee</b> is used as a safeguard to warn you if you try to Apply Late Fees again for the same period.</p>
<p><b>Calculation Method</b></p>	<p>Select one of the <b>Calculation Methods</b> available for this Charge Table. Click the down browse arrow  to select the <b>Calculation Method</b> from the drop down list. Choices are:</p>  <ul style="list-style-type: none"> <li>• <b>Flat Dollar Amount</b> – The Charge Table has up to 99 charge categories where you can enter a dollar amount for each category. This works well for HOA’s or Condos where there are a limited number of charge amount in a community.</li> <li>• <b>% of Property Value</b> – Enter a charge % for each category in the Charge Table which will be multiplied by the Value entered in the Property Record for each home.</li> <li>• <b>Sq. Foot X Rate</b> – Enter the charge Rate for each category in the Charge Table which will then be multiplied by the Square Footage entered in the Property Record for each home. This works well for Condos where the Assessment is based on Sq. Footage.</li> <li>• <b>Total Amount X % Ownership</b> - Enter a Total Amount for the Charge Table which will be distributed across the homes based on the % of Ownership entered in the Property Record for each home.</li> <li>• <b>Enter Amount in Property Record (A1 Table only)</b> – If none of the above Methods work for a community, this gives you the option of directly entering the charge amount in the Property Record for the home. This Method should be avoided if possible since you would need to go to each home if the amounts change.</li> </ul> <p>You MUST select a Frequency for each Charge Table.</p>
<p><b>Late Fee Method</b></p>	<p>Select one of the <b>Late Fee Methods</b> available for this Charge Table. Click the down browse arrow  to select the <b>Late Fee Method</b> from the drop down list. Choices are:</p>



	<div style="display: flex; justify-content: space-around; margin-bottom: 10px;"> <span style="border: 1px solid black; padding: 2px;">Flat Dollar Amount</span> <span style="border: 1px solid black; padding: 2px;">Percentage of Unpaid Balance</span> </div> <ul style="list-style-type: none"> <li>• <b>Flat Dollar Amount</b> – If you select this Method, you can enter a fixed dollar amount in the Late Fee column for each Charge Table Category.</li> <li>• <b>Percent of Unpaid Balance</b> – If you select this Method, you can enter a % in the Late Fee column for each Charge Table Category. The system will calculate the Late Fee using the % X the Unpaid Balance due from an owner for this Charge Table.</li> </ul>
<b>GL Income Account</b>	<p>The <b>GL Income Account #</b> from the Chart of Accounts that receives the Income from this Charge Table. Use the down browse arrow  to open a Chart of Account browse screen so you can select the GL Account #.</p> <p>You <i>MUST</i> select an Income account no matter whether you elect to use Accrual or Cash Accounting methods.</p>
<b>GL Receivable Account</b>	<p>The <b>GL Receivable Account #</b> from the Chart of Accounts that receives the Receivables side of the charge transaction in the General Ledger. Use the down browse arrow  to open a Chart of Account browse screen so you can select the GL Account #.</p> <p>The Accounts Receivable Account # field will <i>ONLY</i> be available if you elected to use Accrual Accounting in the AR Control File (AR Setup).</p>
<input type="checkbox"/> Round to nearest Dollar	<p>Checkmark this box to round each owner’s charge to the nearest dollar rather than extend it out to dollars and cents.</p> <p>This rounding option is only available for these Calculation Methods:</p> <ul style="list-style-type: none"> <li>• <b>% of Property Value</b></li> <li>• <b>Sq. Foot X Rate</b></li> <li>• <b>Total Amount X % Ownership</b></li> </ul>
<b>Continuing or Temporary Charge</b>	<p>Notice these two choices for the type of Charge Table:</p> <div style="margin-left: 20px;"> <input checked="" type="radio"/> This is a Continuing Charge  <input type="radio"/> This is a Temporary Charge </div> <p>By default, each Charge Table is assumed to be a “Continuing” charge, meaning, the Charge Table is applied to owners at whatever the charge frequency is for as long as the Charge Table exists.</p> <p><b><u>Temporary Charges</u></b></p> <p>For Optional Charge Tables C1-C9, they can be setup as a “Temporary” charge that starts and stops on scheduled dates. When the Effective Date for applying charges is equal to or after the Stop Date, then those charges will no longer be applied to owners. This helps prevent a temporary charge from being applied to owners once the amount, like a Special Assessment, has been fully assessed to the owners.</p> <p>If this is a “Temporary” charge, then checkmark that choice. You will then see the Stop Date field where you can enter the date when you wish</p>

this “Temporary” charge to stop being applied to owners.

Stop Dates are NOT available for use with the A1 Charge Table since it is assumed this will always be the base, continuing charge to owners.

Next we will review the Charge Table Categories where the amounts, rates of percents are stored depending on the Calculation Method for the Charge Table.

### Enter Charges

Catg.	Description	AMOUNT	LATE FEE	Min Liab.	Ratio	Stop Date
01	Duplex	60.00	5.00	90.00		
02	Townhome	90.00	6.00	140.00		
03	Piggybacks	155.00	6.00	155.00		
04						
05						
06						
07						
08						

Here’s a description of each column in the Charge Table.

**Category #** Assigned by the system as new Charge Categories are added. The Category # is selected and stored for each homeowner to activate that charge amount.

**Description** Each Charge Category can have a 15 character Description. This name should describe the Charge Category—like “Townhome” or “1 - Bedroom”.

**Amount** Depending on the Calculation Method selected above, the Amount column in the Charge Table will change from dollar amounts to rates to %. We’ll show an example of each Calculation Method.

**Flat Dollar Amount**

Enter the dollar and cents amount for each Charge Category.

AMOUNT
60.00
90.00
155.00

This is the most commonly used Calculation Method because it is a simple way to enter and maintain the amounts being charged to homeowners. There can be up to 99 Charge Categories per Charge Table.

**% of Property Value**

Enter the % to be multiplied against the Property Value of each home which is stored in the Property Record.

% VALUE
3.00000
2.80000
2.30000

	<p><b><u>Sq Footage X Rate</u></b> Enter the \$ rate per square foot to be multiplied against the Square Footage of each home which is stored in the Property Record.</p> <table border="1" data-bbox="836 268 1005 422"> <thead> <tr> <th>\$ / SQ FT</th> </tr> </thead> <tbody> <tr> <td>4.33300</td> </tr> <tr> <td>3.82500</td> </tr> <tr> <td>2.99900</td> </tr> </tbody> </table> <p><b><u>Total Amt X % Ownership</u></b> Enter the total dollar amount for each Charge Category to be spread across homes based on the Percentage (Ratio) of Ownership for each home which is stored in the Property Record.</p> <table border="1" data-bbox="836 600 1005 753"> <thead> <tr> <th>AMOUNT</th> </tr> </thead> <tbody> <tr> <td>12000.00</td> </tr> <tr> <td>15300.00</td> </tr> <tr> <td>8600.00</td> </tr> </tbody> </table> <p><b><i>Hint:</i></b> When changing amounts or values in an existing Charge Table with multiple Charge Categories, use these keys:  <b>TAB</b> key – Moves ACROSS the columns in the Table, then down to the next Category line.  <b>ENTER</b> key – Moves DOWN the so you can easily change the dollar amounts or values for each Category.</p>	\$ / SQ FT	4.33300	3.82500	2.99900	AMOUNT	12000.00	15300.00	8600.00
\$ / SQ FT									
4.33300									
3.82500									
2.99900									
AMOUNT									
12000.00									
15300.00									
8600.00									
<p><b>Late Fee</b></p>	<p>Depending on the Late Fee Method, you will see either:</p> <ul style="list-style-type: none"> <li>• <b>Flat Late Fee</b> - The dollar amount of the Late Fee for this Charge Category. Each Charge Category can have a different amount.</li> <li>• <b>% of Unpaid Balance</b> – The percent of Late Fee for this Charge Category. Each Charge Category can have a different %.</li> </ul> <p><b><i>Hint:</i></b> When changing amounts or values in an existing Charge Table with multiple Charge Categories, use these keys:  <b>TAB</b> key – Moves ACROSS the columns in the Table, then down to the next Category line.  <b>ENTER</b> key – Moves DOWN the so you can easily change the dollar amounts or values for each Category.</p>								
<p><b>Minimum Liability</b></p>	<p>The dollar amount you enter in this column is the trigger point for the Late Fee. If an owner owes LESS than this amount for this Charge Table, a Late Fee will NOT be charged. If an owner owes MORE than this amount for this Charge Tables, a Late Fee will be charged.</p> <p><b><i>Hint:</i></b> To charge a Late Fee on ANY balance due for this Charge Table, leave the Minimum Liability blank.</p>								
<p><b>Ratio</b></p>	<p>This is used primarily for condominiums where each unit has a percentage (ratio) of ownership. The ratio can be used to spread the Maintenance Fees automatically to each unit. It can also be the basis for voting shared.</p>								

	<p>By setting up the percentage (ratio) of ownership here, when you select the appropriate Charge Category for each unit, it will also automatically store the Ratio in the Property Record for each home so you don't need to enter it manually.</p> <p><b>Hint:</b> Generally, the Ratio column would be skipped for an HOA.</p>
<b>Stop Date</b>	<p>For Optional Charge Tables C1 – C9, if the Charge Table type is set to “Temporary”, then a Stop Date can be entered for every Charge Category in the Table. It will default to the Stop Date next to where you selected “Temporary” charge, but you can override this default date for each Category in the Charge Table and enter a different Stop Date where needed.</p> <p>The Charge will stop being applied to owners when the Effective Date of the charge application is the same or later than the Stop Date. This is very useful for handling temporary charges, like a Special Assessment, that is applied for, say, a six month span of time, then stops.</p> <p>If this is a “Continuing” Charge Table, such as the A1 Charge Table, you will not need to enter a Stop Date.</p>

An updated Charge Table would look like this:

### Charge Table – Flat Amount

The screenshot shows the 'AR - Maintain Charge Tables' window for 'XX - Sample Condominium'. The main form is titled 'Charge Table - Flat Amount'. It includes the following fields and options:

- Title:** Maintenance Fee
- Frequency:** Monthly
- Calculation Method:** Flat Dollar Amount
- Late Fee Method:** Flat Dollar Amount
- G/L Income Account:** 6310 - 000 Assessment Income
- G/L Receivable Account:** 1310 - 000 Assessments Receivable
- Num of Charge Catgs:** 3
- Round to nearest Dollar
- This is a Continuing Charge
- This is a Temporary Charge

Catg.	Description	AMOUNT	LATE FEE	Min Liab.	Ratio	Stop Date
01	Duplex	60.00	5.00	90.00		
02	Townhome	90.00	6.00	140.00		
03	Piggybacks	155.00	6.00	155.00		
04						
05						
06						
07						
08						

Accounting Method: ACCRUAL  
**All red fields are required**

Next, we'll discuss the buttons at the bottom of the Charge Table screen.

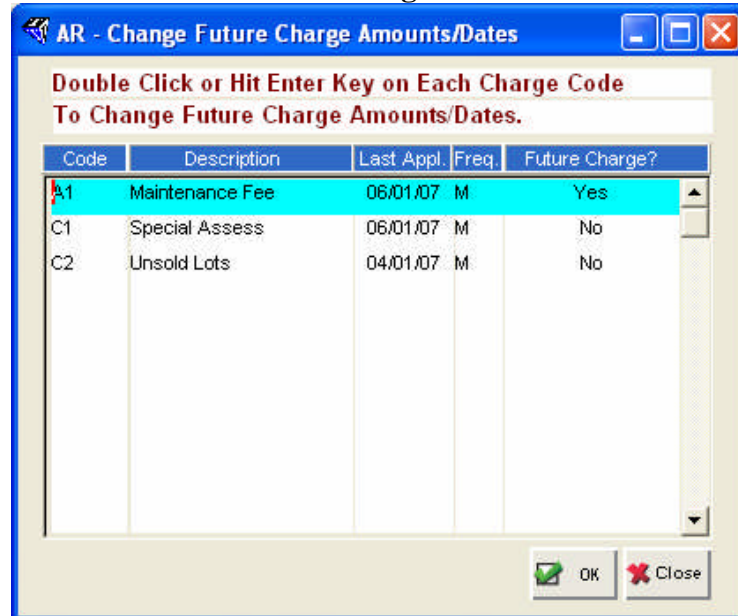
## Future Charges

Future charges

Notice the **Future Charges** button at the bottom of the Charge Table screen. Click this button to setup the Effective Date and new charge amounts for existing Charge Tables in this community. This is a handy feature which lets you setup the next year's charge amounts while still finishing the current fiscal year.

If you click the **Future Charges** button, you will see:

### Select Charge Table



Double click on a Charge Table to open it or highlight the Charge Table, then click **OK**.

**Close** – exit without making any changes to Future Charges.

Once you select a Charge Table, you will see the existing Charge Amounts with columns for setting up the Future Charges:

### Setup Future Charges

AR - Enter Future Charge Amounts/Dates

### Future Charges

Charge Code: **A1 Maintenance Fee**

Date of Last Application Fee: 06/01/07      Frequency: Monthly  
 Date of Last Late Fee: 06/16/07      Calculation Method: Flat Dollar Amount

Catg.	Description	Current Assmt Amount	Effective Date	Next Assmt Amount	Stop Date
01	Duplex	60.00			
02	Townhome	90.00			
03	Piggybacks	155.00			

Print      OK      Cancel

To setup Future Charges, for each Charge Category you must enter:

**Effective Date** – The date this Charge Category will change to the new amount. As you Apply Charges, it will detect when you are about to apply owner charges that need to be updated based on the Effective Date and prompt you to allow TOPS to update the amount for you.

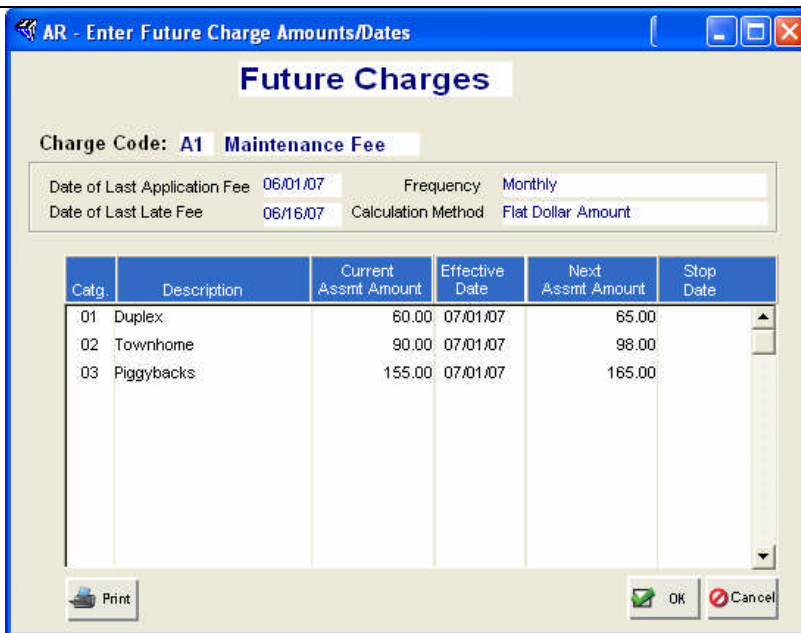
**Next Assmt Amount** – Enter each new Charge Category Amount here.

**Stop Date** – If you have set any of the Optional Charges Tables (C1-C9) to be a “Temporary” charge with a Stop Date, when the Effective Date for applying charges is equal to or after the Stop Date, then those charges will no longer be applied to owners. This helps prevent a temporary charge from being applied to owners once the amount, like a Special Assessment, has been fully assessed to the owners.

Stop Dates are NOT available for use with the A1 Charge Table since it is assumed this will always be by the base, continuing charge to owners.

A completed Future Charge setup would look like this:

### Future Charges


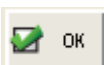
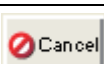



**Print** – Generates a report showing all the homes with their current charges and the Future Charges for this Charge Table.

**OK**- Saves the Future Charges as displayed.

**Cancel** – Exits without saving any changes made to the Future Charges.




### Other Buttons

	Click the <b>Add</b> button at the bottom of the Charge Table screen to create a new Charge Table. The system will assign the next available Table #.
	Click the <b>OK</b> button to save the changes made to the Charge Table. It will then clear the screen so you can select another Charge Table or exit.
	Click the <b>Cancel</b> button to exit from the Charge Table screen <b>WITHOUT</b> saving any changes.
	Click the <b>Close</b> button to exit from the Charge Tables and return to the Apply Charges menu.

Notice the row of buttons at the top of the Charge Table screen:





Some of these buttons are redundant with the buttons at the bottom of the Charge Table screen. We'll discuss the function of each button.

	Just like the Add button at the bottom of the screen, clicking the <b>New Table</b> button will create a new Charge Table. The system will assign the next available Table #.
	Click the Save button to save any changes made to this Charge Table. You will remain on the Charge Table screen ready to make other changes until you click OK, Cancel or Close buttons.
	Just like the Cancel button at the bottom of the screen, clicking the <b>Cancel</b> button at the top of the screen will exit from the Charge Table

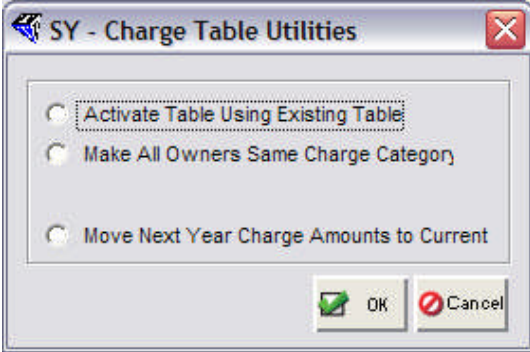


screen WITHOUT saving any changes, unless you first click on the Save button.

 Click the **browse arrows** at the top of the screen to move forward and backward through the existing Charge Tables.

 If you click the **Utilities** button, you will see some options for activating a new Charge Table across the homes or updating the Charge Table amounts.

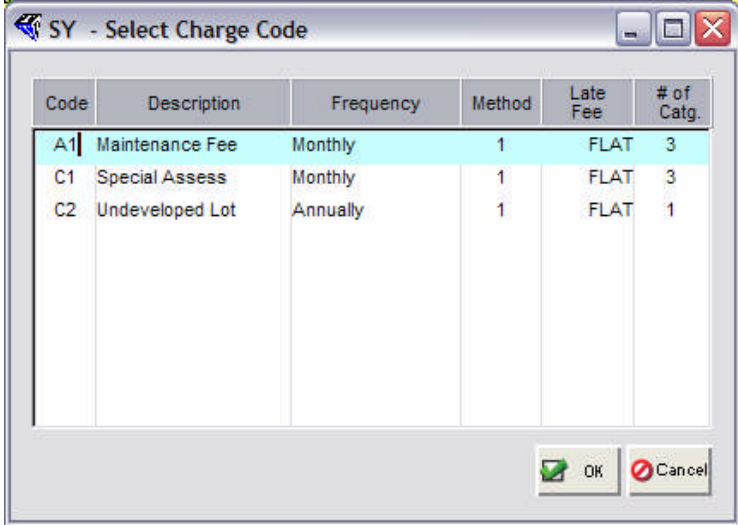
### Utility Options



- **Activate Table Using Existing Table** – Use this option when activating a new Charge Table when there is an existing Charge Table with the same Charge Categories already encoded to homeowners.

When you select this option, then click the **OK** button, you will see the Charge Table selection screen:

### Select Charge Table



Select the existing Charge Table to use as the Charge Category pattern. The utility will take each homeowner who is a Category 1 in the existing Charge Table and make them a Category 1 in the new Charge Table, everyone who is Category 2 in the existing Charge Table will be a Category 2 in the new Charge Table and so on without having to select the owner and enter the Charge Category



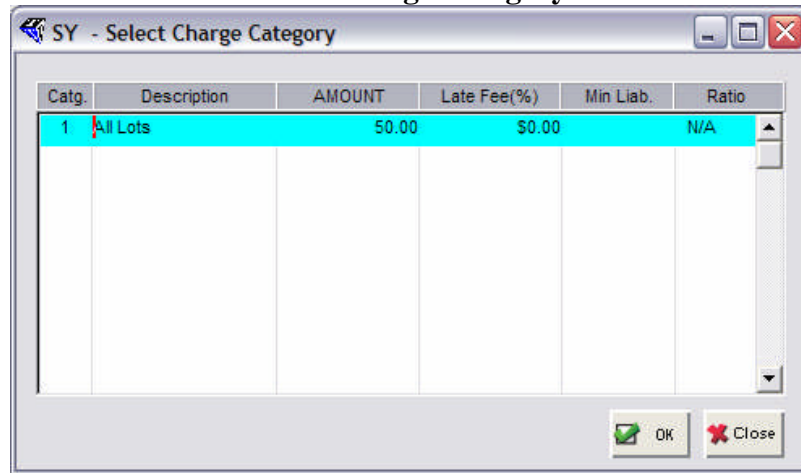
manually for each home.

Click to highlight the Charge Table to use as the pattern. Click the **OK** button to proceed.

- **Make All Owners Same Charge Category** – Use this option to activate a new Charge Table where each homeowner will be the same Charge Category.

When you select this option, then click the **OK** button, you will see the Charge Categories in the new Charge Table:

### Select Charge Category



Click to highlight the Charge Category you wish to encode in all homes to make the charge active. Click the **OK** button to proceed.



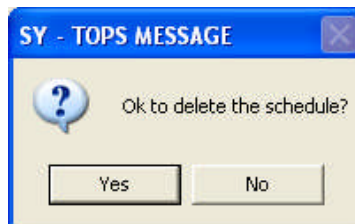
Clear

Click the **Clear** button when a Charge Table is showing on the screen and you want to exit to re-select another Charge Table. Clicking the Clear button does **NOT** delete the Charge Table, it just clears it from the screen.



Delete

Click the **Delete** button to completely erase the selected Charge Table. This will make the Charge Table inactive so it is no longer charged to owners. If you click the Delete button, you will see this confirming message:



Click **YES** to delete the Charge Table.

Click **NO** to exit without deleting the Charge Table.



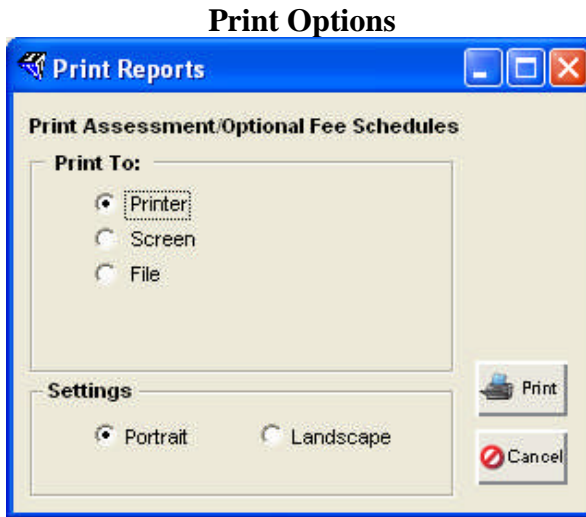
Print

Use the **Print** button to print the Charge Tables for this community.

**Hint:** To print a report for ALL Charge Tables for a community, click the Print button on a BLANK Charge Table screen.

To print a report for one specific Charge Table, select that Charge Table, then click the Print button.

If you click the Print button, you will see the printer options:



Select the printer option you wish.

Click the **Print** button to proceed with the report options selected.

Click the **Cancel** button to exit without printing.


*This completes the manual section on Charge Tables.*

## Collections

One of the most important and labor-saving processes performed by the system is the handling of the Community's "*Collection Action*" according to Board of Directors approved procedures. Printing late notices and collection letters is only part of the process. The system can handle up to 10 different user defined Delinquency Actions such as printing Liens and referring collection cases to the community's attorney. Administrative Fees can be automatically charged against a Delinquent Owner's account for such things as "certified mail" or "lien fees".

The actual Delinquency Procedure for the Community is stored in the "*Collection Table*". The Table controls the actions to be taken against delinquent owners. It stores the steps you want to take based on "days" and "dollar" cutoff points. Each step in the Table can be tied to a letter template. You can set-up this Table here and make changes to it whenever you wish.

We'll explain how to use Collection Action in this manual section.


<div style="border: 1px solid black; padding: 5px; text-align: center;">Collection</div>	<p>From the AR menu, click the <b>Collection</b> menu tab.</p>
	<p>On the "Collection Action Menu" you will see three choices:</p> <p><b>Process Collections</b> – Through this menu choice delinquent owners are categorized into the action steps in the Collection Table. Then, collection letters can be printed.</p> <p><b>Collection Table</b> – Through this menu choice, you can setup the Collection Table with the steps to be taken based on days delinquent and dollar cutoff points with the ability to tie each step to a letter template.</p> <p><b>Form Letter</b> – Setup the collection letter templates to send to delinquent owners through this menu choice.</p>

## Process Collections

This is where the action processing of delinquent owner collections is done. The user enters a "cutoff date" which is used for determining who is delinquent. A "work file" is created containing Delinquent Owners based on the days and dollars delinquent as of the "cutoff date". The Owners are placed in one of the "Categories" in the "Collection Table" based on what they owe. From there, you may edit the file to change the actions being taken against an owner if necessary. When you are satisfied with the proposed action on each Delinquent Owner, you can 'Post' the actions to finalize them. If there are Admin Fees for certain steps in the Collection Action, Posting will charge the fees to the owners' payment history. You can then proceed with printing letters to notify Owners of their balances due.

### Two Important Notes:

1. *If a Delinquent Owner qualifies for 2 or more Delinquency Actions based upon the criteria, the most severe action will be taken.*
2. *Owners are "Categorized" into the steps in the Table even when you do not select a particular "Action". It must do this so it knows how to accurately "Categorize" the Owners in the "Actions" that you do select.*



Proc. Collections

From the Collection Action menu, click the **Process Collections** button.

You will see the screen where you can categorize delinquent owners into the steps of the Collection Table:

### Process Collections

AR - Collection Action
XX - Sample Condominium

Categorize Owners
 Edit
 Post
 Print Report
 Print Letters
 Clear Work file

Effective Date: 
Collection Action Processing

Include	Act. Lvl.	Delinquency Action	Min. Days	Admin. Fee	Notice Template	Last Catg. Date	Delq. Found
<input type="checkbox"/>	10	Late Notice	001		01-Late Notice	03/15/07	YES
<input type="checkbox"/>	20	First Warning	043		02-First Warning	03/15/07	
<input type="checkbox"/>	30	Second Warning	050		03-Second Warning	03/15/07	YES
<input type="checkbox"/>	40	Final Warning	103	20.00	04-Final Warning	03/15/07	
<input type="checkbox"/>	50	Attorney Action	115			03/15/07	
<input type="checkbox"/>	51	Lien	180			03/15/07	YES

Sel. All
 Clr. All
Select Charges
 Cancel

We'll review each function on this screen.

<b>Effective Date</b>	Enter the date you wish the system to use for determining the actions to take on delinquent owners. Based on the <b>Effective Date</b> , the system will place delinquent owners into one category of action or another, depending on how the Collection Action table is setup and the aged balances due for
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each delinquent owner.

**Understanding Effective Dates**

The correct Effective Date is essential to getting the results you wish from the Collection Action. If a Collection Action step is setup for 15 days and you enter an Effective Date of 7/14/07, you will probably not get the correct categorization of delinquent owners—particularly not for the current month where there are first time delinquent owners for July. Because first time delinquent owners for July would only be 14 days delinquent and the first step of the Collection Action table had 15 days, they would be totally skipped. However, if the Effective Date used was 7/15/07 or *LATER*, the you probably would get the correct categorization. So, to finish making the point using the 15<sup>th</sup> as an example, you can always take Collection Action a few days *LATER* than the 15<sup>th</sup> and get the desired results, just *NOT EARLIER* than the 15<sup>th</sup>. The same idea applies for any days in the Collection Action table.

Dates are NEVER entered with slashes (/), always enter dates like this:



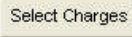

Correct – 071607

Incorrect – 7/16/07

**Include**

Checkmark each Collection Action step you wish to have the system find delinquent owner candidates for.

Include	Act. Lvl.	Delinquency Action	Min. Days	Admin. Fee	Notice Template	Last Catg. Date	Delq. Found
<input type="checkbox"/>	10	Late Notice	001		01-Late Notice	03/15/07	YES
<input type="checkbox"/>	20	First Warning	043		02-First Warning	03/15/07	
<input type="checkbox"/>	30	Second Warning	050		03-Second Warning	03/15/07	YES
<input type="checkbox"/>	40	Final Warning	103	20.00	04-Final Warning	03/15/07	
<input type="checkbox"/>	50	Attorney Action	115			03/15/07	
<input type="checkbox"/>	51	Lien	180			03/15/07	YES

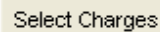
Checkmark  each action you wish the system to use to find delinquent owner candidates based on their aged balances due.



Click the **Select All** button to select ALL Collection Actions in the table.

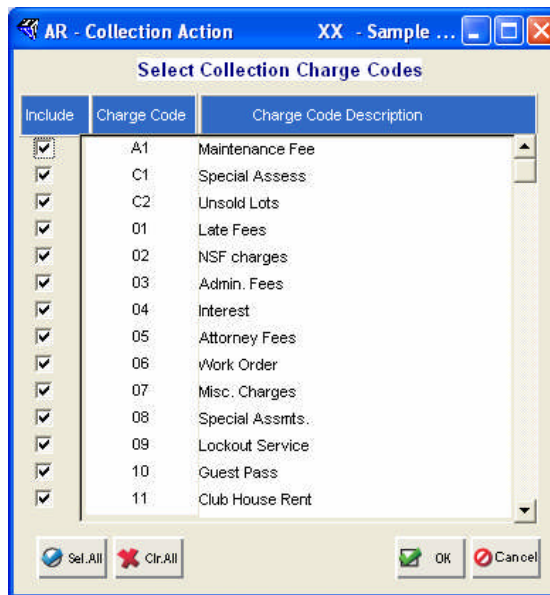


Click the **Clear All** button to uncheck ALL Collection Actions. You can then check just the Collection Actions you wish.



Through the **Select Charges** button, you can configure which Charge Codes to include when Collection Action is taken. This gives you control over which owner balances are included when determining the actions to take on delinquent owners.

The Select Charges looks like this:



Every active Charge Code will be displayed in the Select Charges.

To include a Charge Code in the Collection Action simply checkmark  it. To skip taking Collection Action on a Charge Code, simply leave it blank .

**Select All** – Click this button to select ALL Charge Codes in Collection Action.

**Clr All** – Click this button to uncheck ALL Charge Codes. You can then check just the Charge Codes you wish.

**OK** – Click this button when you have selected the Charge Codes you wish to include in Collection Action

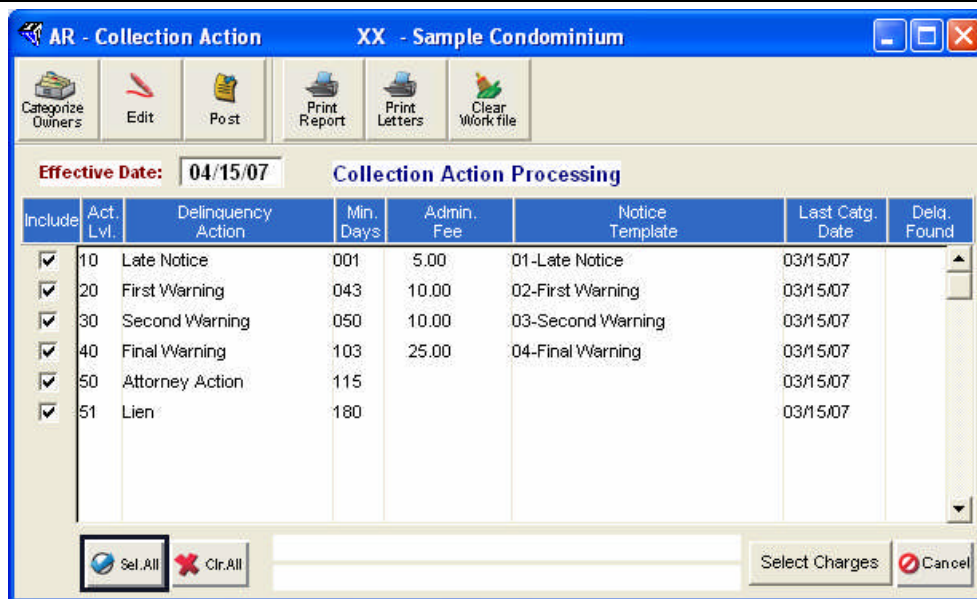
**Cancel** – Click this button to erase any changes you made to the Select Charges for Collection Action.



Click the **Cancel** button to exit the Process Collections screen without taking any actions.

A completed Process Collections screen with the actions selected will look like this:

### Process Collections



The Effective Dates has been entered and the categories selected. You would now be ready to have the system categorize delinquent owners into the steps of the Collection Action Table.

### **Taking Collection Action**

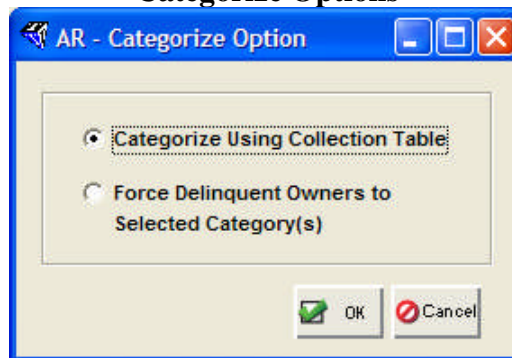
Until you Post the Collection Action, no actions are actually finalized including the recording of Admin Fees for the steps where they are setup. The following explains how to take the collection action.



Click the Categorize button to have TOPS find the delinquent owners and place them into an action step based on the actions checkmarked in the Include step above. Categorizing creates a “work” file where the delinquent owners are placed into the action steps. After doing this step, you can Edit, Post and Print collection letters.

You will see these options for Categorizing delinquent owners:

#### **Categorize Options**



- **Categorize Using Collection Table** – use the steps in the Collection Action table to Categorize owners based on the days and dollars of their delinquent balances. This is the default option since it is typically the one to use each period.
- **Force Delinquent Owners to Selected Category(s)** – use this option to take all delinquent owners and place them into a selected Category. This can be a handy option when you take over a new community



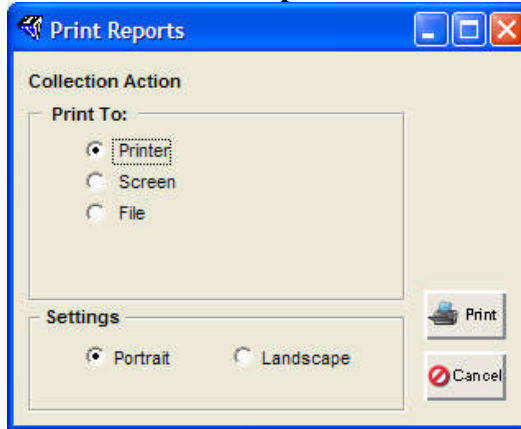
from another management company and you wish to make sure all delinquent owners start with the first step of Collection Action.

**OK** – click the OK button to proceed with the option you selected.

**Cancel** – click the Cancel button to exit without Categorizing.

When you click the OK button, you will see print options. A report will be printed showing the action step where each owner was Categorized:

### Print Options



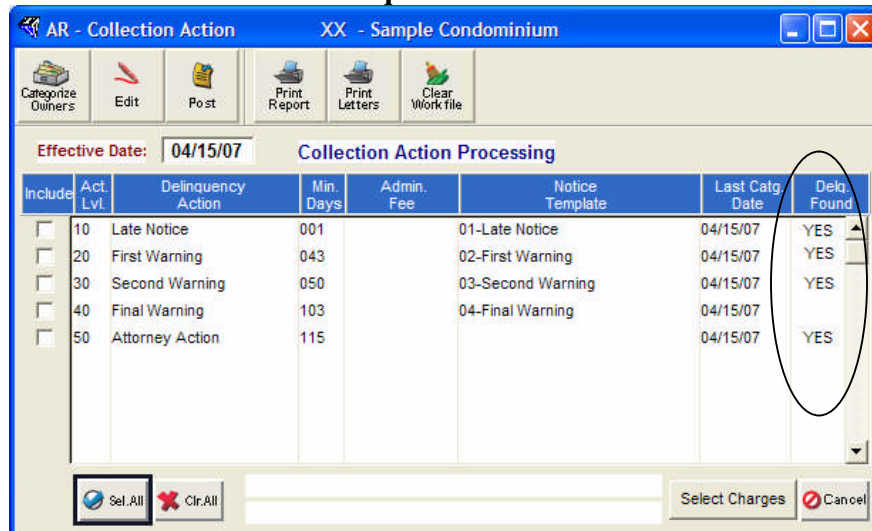
Select the print option you wish.

**Print** – Click the Print button to proceed with the Categorizing.

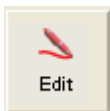
**Cancel** – Click the Cancel button to exit without Categorizing.

After the categorizing is complete, you will see the Collection Action screen showing which steps candidates have been placed into:

### Delinquencies Found



You are now ready to proceed with the other Collection options using the buttons at the top of the Process Collections screen.



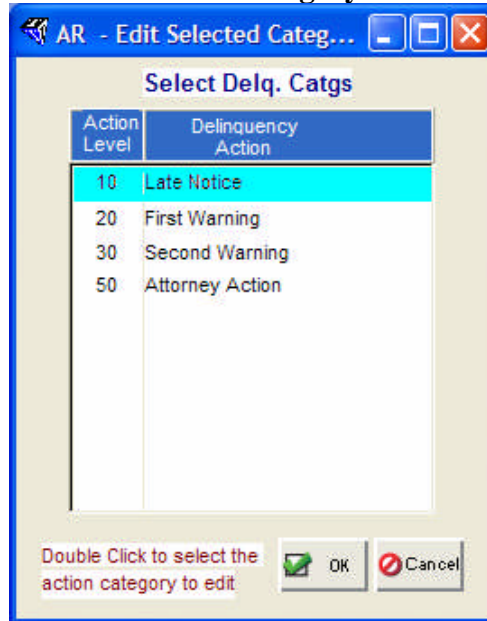
Click the Edit button to view the delinquent owners in each Category. You can skip taking action on selected owners, move owners to another Category, place a Hold on their collection action so no further actions are taken or change the amount of a pending Admin Fee.

When you click the Edit button, you will see the Categories where



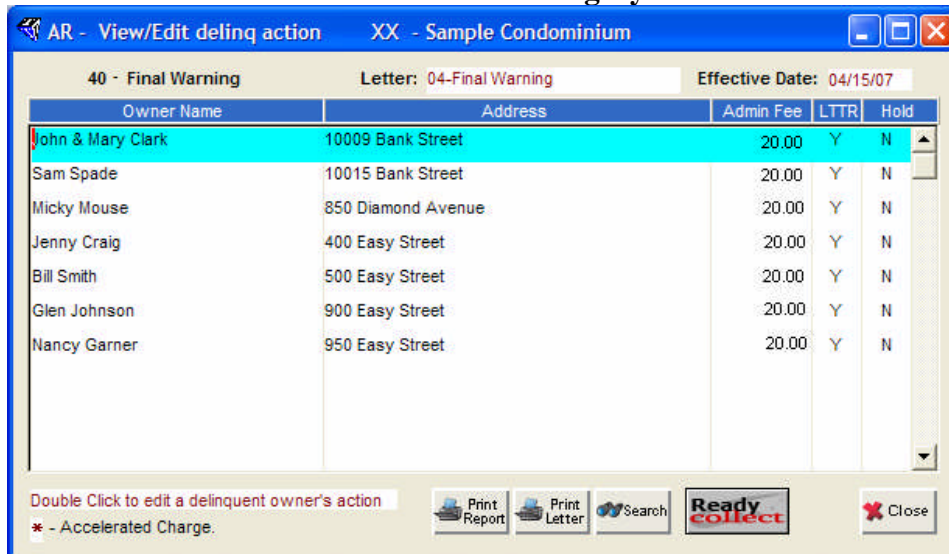
delinquent owners have been placed:

### Select Category



Double click to select a Category or click once to highlight the Category, then click the OK button. You will see the delinquent owner candidates in the selected Category:

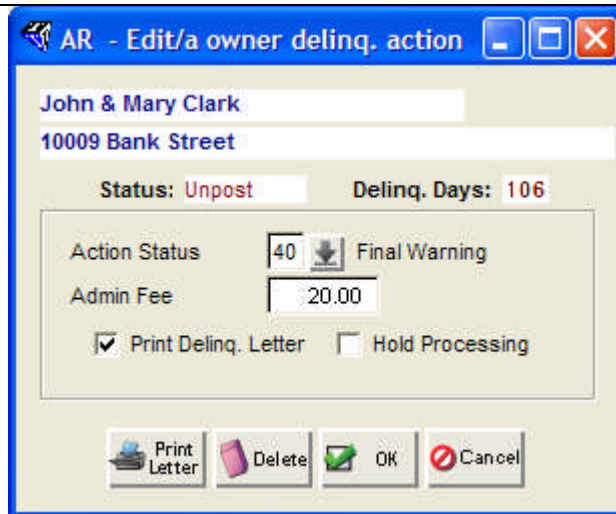
### Candidates in Category




To view/change a particular pending action for an owner, simple double click on the owner.

You will see the owner with their delinquent details:

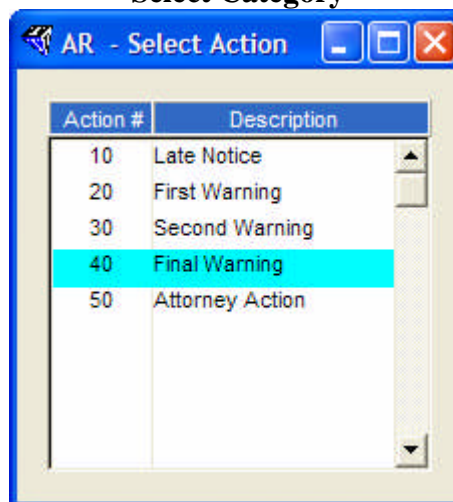
### Owner Details



There are several actions you can take for individual delinquent owners:

**Action Status** – Use the down browse arrow  to open the action steps to move an owner to another Category. You will see the Categories displayed so you can select one:

#### Select Category



Simply double click on the Category you wish to move an owner to. They will be taken out of their existing Category and moved to the one you selected.

**Admin Fee** – The amount of the pending Admin Fee is shown. You can change it here if you wish.

**Print Delinquency Letter** – It will be checkmarked by default so that the collection letter will be printed for this owner. You can un-check this box to NOT print a letter for an owner.

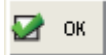
**Hold Processing** – Checkmark this box if you wish to freeze the collection action for this owner so that they are kept in this collection action step the next time you Categorize. If you place a Hold on an owner, no Admin Fee or Letter will be generated.



Click the **Print Letter** button to print the collection letter attached to this action Category for this owner. If you wish to

print letters for ALL the delinquent owners in a Category, you can do that from the Candidates in Category screen shown above or for ALL delinquent owners in ALL Categories from the Process Collections screen.

Click the **Delete** button to erase the selected owner from the action Category so no action is taken against them.



Click the **OK** button to accept the pending collection action as shown on the screen.



Click the **Cancel** button to exit from the edit owners screen without saving any changes made.

When you are done with the editing, you will return to the Process Collections screen. Up until you Post the Collection Action, none of the actions are finalized.



Click the Post button to finalize the pending Collection Actions so you can proceed with printing letters and adding pending Admin Fees to owner accounts.

### Post Actions

AR - Post Delinq Action      XX - Sample Condominium

Post Collection Action							
Incl. Y/N	Act. Lvl.	Delinquency Action	Min. Days	Admin. Fee	Notice Template	Posting Date	Post Status
YES	10	Late Notice	001		01-Late Notice	04/15/07	UNPOST
YES	20	First Warning	043		02-First Warning	04/15/07	UNPOST
NO	30	Second Warning	050		03-Second Warning	04/15/07	N/A
YES	40	Final Warning	103		04-Final Warning	04/15/07	UNPOST
YES	50	Attorney Action	115			04/15/07	UNPOST

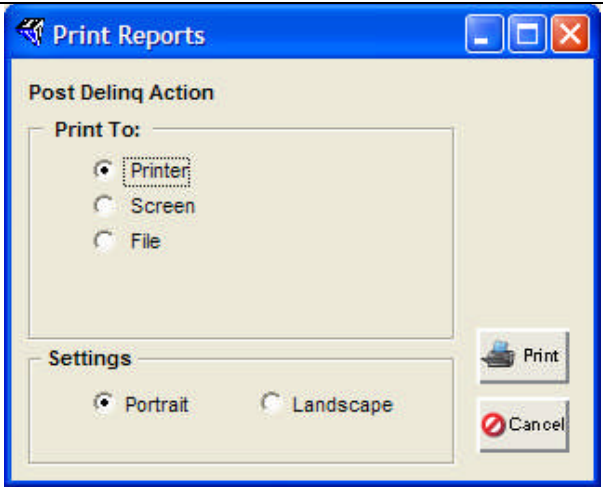
Double Click to select a category to Post  
Click OK to proceed

You have two ways to Post the pending Collection Action:

- **Individual Categories** – double click on a Category to proceed with Posting it.
- **All Categories** – click the OK button to proceed with every Category where there are pending delinquent owners.

When you proceed to Post pending Collection Actions, you will see the printer options:

### Printer Options



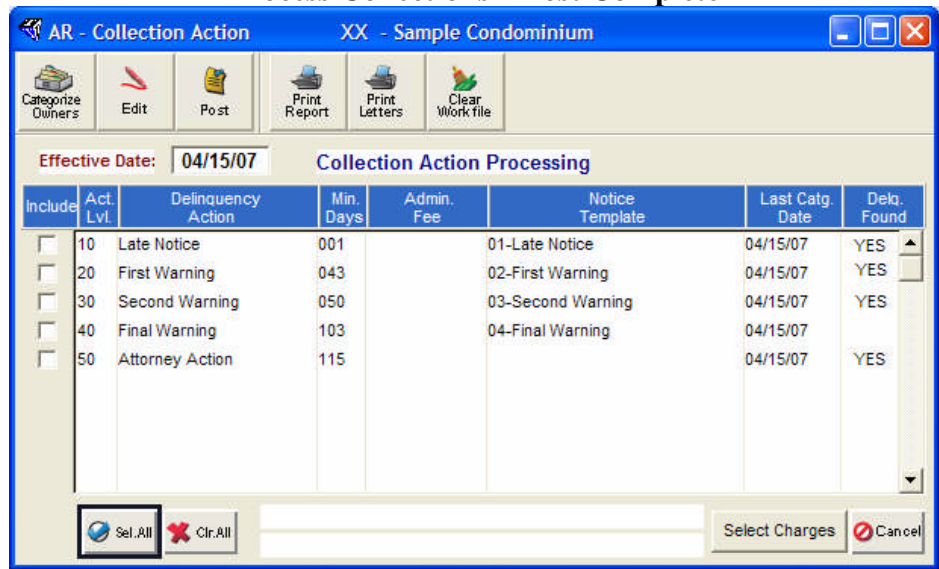
Select the print option you wish.

**Print** – Click the Print button to proceed with Posting.

**Cancel** – Click the Cancel button to exit without Posting.

After the Post is complete, you will return to the Process Collections screen where you can either print collection letters or reports.

### Process Collections – Post Complete



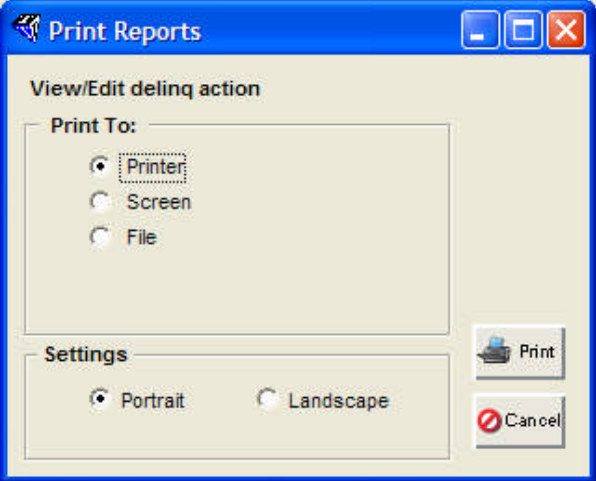
The Post has recorded the actions in each owners payment history with the date of the action. It has also added Admin Fees to owner accounts where applicable.

You are now ready to take the final steps of printing collection letters or a report showing the delinquent owner candidates by Category.



Click the Print Report button to print a report showing the delinquent owner candidates by Category. For example, you might want to print a report for a Category where there is no letter template—such as Attorney Action.

### Print Options

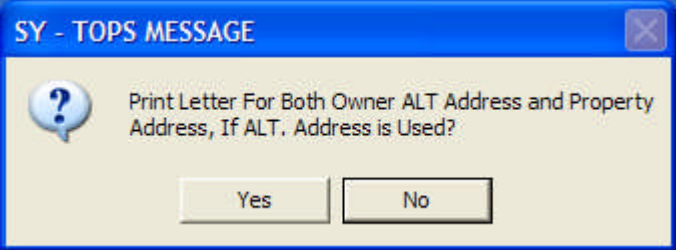
	 <p><b>Print</b> – Click the Print button to proceed with Posting.  <b>Cancel</b> – Click the Cancel button to exit without Posting.</p>
--	--



Click the Print Letters button to print collection letters for all the delinquent owners placed into the action steps when you Categorized delinquent owners. It will print the collection letters for ALL action Categories at the same time.

You can print collection letters over again, if needed, by simply clicking the Print Letters button. The collection letter file is not deleted unless you Categorize again or click the Clear Work File button.

When you click the Print Letters button, you will see this question:

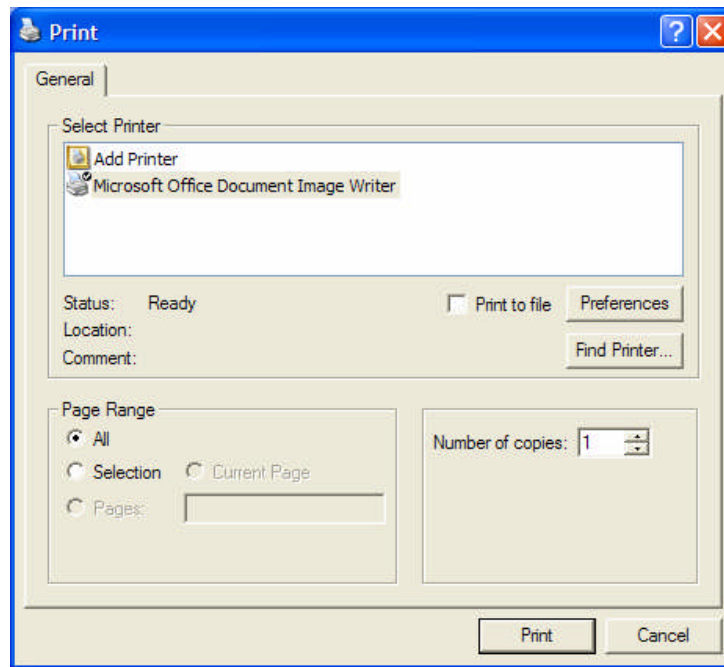


This question is asking if you want a separate letter printed for both the property address (the address of the home in the community) AND the alternate address (a different mailing address) if the owner has one on file. The default answer is NO so that letters will only be sent to the Alternate Address, where they exist, not both addresses. If you want to send a letter to both addresses, you must click on the YES button.

How you answer this question has no effect on owners who live in the community and do not have an Alternate Address on file.

After answering the above question, you will proceed to the printer selection screen:

**Printer Selection**



Your printer selection screen may look different based on your version of Windows® and the printers available on your system.

**Print** – click the Print button to print the collection letters.

**Cancel** – click the Cancel button to exit without printing the letters.

When you click the Print button, the collection letters will be printed using the printer you selected. A sample collection letter will look like this:

### **Sample Letter**

Sample Condominium  
20010 Diamond Drive  
Rockville MD 20888-1212  
301-555-1212

**NOTICE OF INTENTION TO CREATE A LIEN**

April 15, 2007

John & Mary Clark  
10009 Bank Street  
Rockville MD 20888-1212

Re: 10009 Bank Street

Dear John & Mary Clark

Pursuant to the Laws of the State of \_\_\_\_\_ and the Declaration of Covenants, Conditions and Restrictions, filed among the Land Records of the County in the State of \_\_\_\_\_, the Board of Directors requests payment of \$85.00 within ten (10) days of the date of this letter in order to satisfy delinquent assessment payments (Damages) owed with respect to the above-referenced home. PLEASE NOTE, THIS DOES NOT INCLUDE AMOUNTS PAID OR DUE AFTER April 15, 2007.

See enclosed payment history for details of the delinquent amounts (Damages).

If full payment of this amount is not received in this office within ten (10) days of the date of this letter, Sample Condominium, through its Agent, will file a Statement of Lien against your home among the Land Records of the County in order to secure the amount of delinquent assessments, costs of collection, late charges permitted by law and attorney's fees.

Please be informed that this lien will be accelerated through the end of the fiscal year and will include all assessments due for the remainder of that fiscal year.

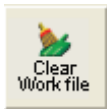
If you wish to dispute the Community's right to create a lien for non-payment of assessments or dispute the amount of delinquency referred to above, you have the right to a hearing before the Community's Board of Directors. If you wish such a hearing you must request it in WRITING within ten (10) days of the date of this letter. You will then be advised of the hearing date, time and place.

This is the only Notice of Intention to Create a Lien you will receive before the Statement of Lien is recorded to secure delinquent assessments. Please send full payment to avoid further collection action and expense.

Sincerely,

Agent for  
Sample Condominium

Again, you can reprint collection letters, if needed, by simply clicking the Print Letters button. The collection letters are available for printing up until you Categorize again or click the Clear Work File button.



Click the Clear Work File button to delete the collection letter file when you are done printing letters. This function is an option since, when you Categorize delinquent owners the next time, it will automatically clear the collection action work file.



## Collection Table


The actual Delinquency Procedure for the Community is stored in the "Collection Table". The Table controls the actions to be taken against delinquent owners. It stores the steps you want to take based on "days" and "dollar" cutoff points. Each step in the Table can be tied to a letter template. You can set-up this Table here and make changes to it whenever you wish.

There are 3 criteria which you can use to match the approved Delinquency Procedure for a community. They are:

- **Days Delinquent**
- **Dollars Delinquent**
- **Percentage of Scheduled Charges**

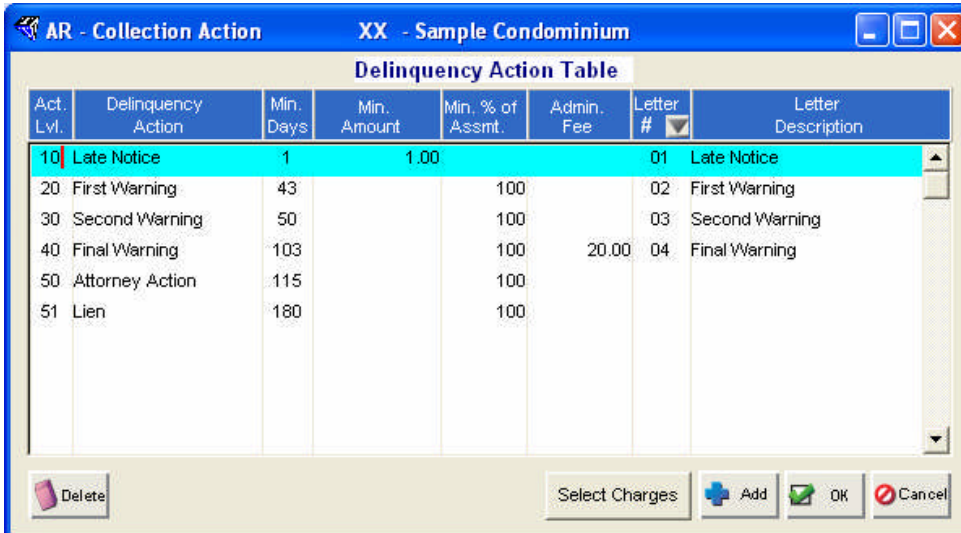
First, the system will look at the "Days Delinquent" to see which action step each Delinquent Owner should be placed into. Second, the system will then look at the "Dollars Delinquent" to see which category an Owner should be placed into. Finally, the system will look at the "Percentage of Scheduled Charges" to see who meets this criteria.

You **must** use the Days criteria for each Delinquency Action as the underlying basis for categorizing Delinquent Owners. If you use all 3 criteria, then a Delinquent Owner would have to meet or exceed all 3 possible criteria in order for the system to take Delinquency Action. Usually, better results are achieved if only 2 criteria are used--either Days and Dollars or Days and Percentage--for each line in the Delinquency Action Table.

	From the Collection Action menu, click the <b>Collection Table</b> button.
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A typical Collection Table looks like this:

**Collection Table**



Act. Lvl.	Delinquency Action	Min. Days	Min. Amount	Min. % of Assmt.	Admin. Fee	Letter #	Letter Description
10	Late Notice	1	1.00			01	Late Notice
20	First Warning	43		100		02	First Warning
30	Second Warning	50		100		03	Second Warning
40	Final Warning	103		100	20.00	04	Final Warning
50	Attorney Action	115		100			
51	Lien	180		100			

We'll discuss each major item on the Collection Table screen.

<b>Action Level</b>	As you add action steps to the Collection Table, it automatically
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	numbers the <b>Action Level</b> starting at 10, then 20, 30, 40, etc. You can have up to 10 action levels in the Collection Table.						
<b>Delinquency Action</b>	The names of the action steps are completed user defined. Type the name you wish to call a step in the Collection Table. Example – First Warning						
<b>Minimum Days</b>	This is the number of days an owner is delinquent in order to be placed into this action step. When categorizing delinquent owners into the steps in the Collection Table, it first looks at the "Days Delinquent" to see which action step each Delinquent Owner should be placed into. Example – 15 = 15 days delinquent For the first step in the Collection Table, the Minimum Days should be equal to when you send out the first reminder notice or first collection letter for this community. The Minimum Days can be LESS than the day of the month you take the action on, you will still get the desired results as long as you categorize the delinquent owners into the Collection Table steps on the normal day, like the 15 <sup>th</sup> . <i>Hint: For ease of taking collection action each month, we recommend making each step in the Collection Table be the same day of the month—like the 15<sup>th</sup> of the month in the example below.</i> <table style="margin-left: auto; margin-right: auto;"> <tr> <td style="padding-right: 20px;"><i>1<sup>st</sup> Month</i></td> <td><i>15</i></td> </tr> <tr> <td style="padding-right: 20px;"><i>2<sup>nd</sup> Month</i></td> <td><i>43 (allow for February 28 days)</i></td> </tr> <tr> <td style="padding-right: 20px;"><i>3<sup>rd</sup> Month</i></td> <td><i>73</i></td> </tr> </table> Enter the Minimum Days from 1 – 31.	<i>1<sup>st</sup> Month</i>	<i>15</i>	<i>2<sup>nd</sup> Month</i>	<i>43 (allow for February 28 days)</i>	<i>3<sup>rd</sup> Month</i>	<i>73</i>
<i>1<sup>st</sup> Month</i>	<i>15</i>						
<i>2<sup>nd</sup> Month</i>	<i>43 (allow for February 28 days)</i>						
<i>3<sup>rd</sup> Month</i>	<i>73</i>						
<b>Minimum Amount</b>	The dollar amount due from owners to place them in this Collection Table category. Since the table only allows one dollar amount to be entered for a category, using a dollar amount works best for the first step in the Collection Table or where ALL owners pay the same amount, like in a HOA. <i>Hint: For the first step in the Collection Table we recommend using a flat dollar amount.</i> Example - \$ 1.00 We do NOT recommend entering the amount of the lowest HOA or Condo fee here because you probably want to send a notice or letter to ALL delinquent owners who owe any significant portion of the fee. Any owner owing LESS than this Minimum Amount will NOT be categorized into any action step, so be sure to enter an amount that is LOW but justifies the mailing expense.						
<b>Minimum % of Assessment</b>	This allows you to enter a Percentage of the Condo/HOA fee to use as the amount due to place a delinquent owner into this Collection Table category. This is a handy way to setup the steps in your Collection Table when owners pay different amounts because of unit size or because of different service levels.						

To grasp how the **Minimum % of Assessment** works, you have to understand what the percent represents:

100% = The amount in the Charge Tables for a home

Example – 100% = 1 Monthly Charge Amount

200% = 2 X's the amount in the Charge Tables for a home

Example – 200% = 2 Monthly Charge Amounts

If you use the Minimum Amount, which is a flat dollar amount, for a collection step, then you probably would *NOT* want to use the Minimum % of Assessment for that same step too. It is better to use the Minimum % of Assessment *IN PLACE OF* the Minimum Amount where it makes better sense than a flat dollar amount.

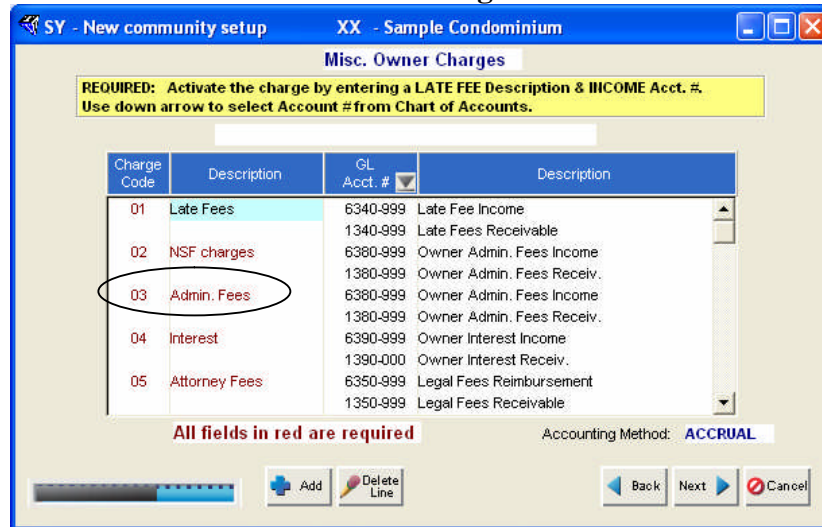
**Admin Fee**

You can enter a dollar amount charge to be automatically added to the owner's balance when they fall into certain steps in the Collection Table. When the system "categorizes" delinquent owners into the Collection Table steps based on the days and amounts owed, it will accrue a pending **Admin Fee** for owners falling into action steps where this is setup.

Typically, an Admin Fee might be setup for a step involving certified mail or some other extra handling that adds time and expense, but any step can have an Admin Fee attached to it.

These fees can go either to the community or the management office depending on how they are setup in the Misc. Charges:


**Misc. Charges**

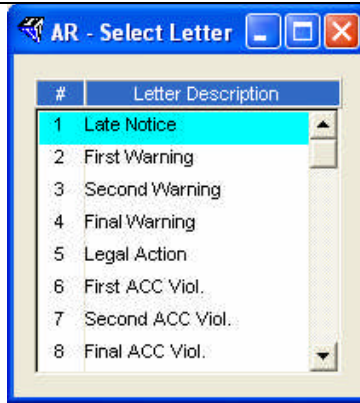


**Charge Code 03** is used for tracking the Admin Fees applied through Collection Action.

**Letter #**

Select a Form Letter template to send to delinquent owners who fall into each Collection Action step. Each step can have it's own Form Letter template with it own verbiage.

Click the down browse arrow  to open up the Form Letter browse:



Double click on the Form Letter to insert it into a Collection Action step. The selected Letter will be the one that will automatically be printed for each delinquent owner that falls into that particular Collection Action step.

If you leave the Letter # BLANK for a particular step, like Attorney Action, then instead of printing a letter, TOPS 4.0 will print a candidates report showing all the owners in that step with their balance due.

**Letter Description**

This will display the name of the Form Letter selected for a particular Collection Action step.

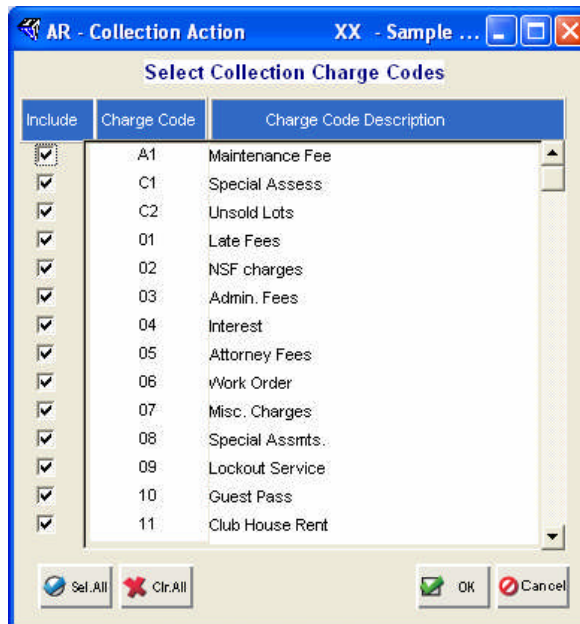


To remove a step from the Collection Table, simply highlight that step, then click the **Delete** button.

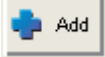
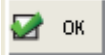

Select Charges

Through the **Select Charges** button, you can configure which Charge Codes to include when Collection Action is taken. This gives you control over which owner balances are included when determining the actions to take on delinquent owners.

The Select Charges looks like this:



Every active Charge Code will be displayed in the Select Charges.

	<p>To include a Charge Code in the Collection Action simply checkmark <input checked="" type="checkbox"/> it. To skip taking Collection Action on a Charge Code, simply leave it blank <input type="checkbox"/>.</p> <p><b>Select All</b> – Click this button to select ALL Charge Codes in Collection Action.</p> <p><b>Clr All</b> – Click this button to uncheck ALL Charge Codes. You can then check just the Charge Codes you wish.</p> <p><b>OK</b> – Click this button when you have selected the Charge Codes you wish to include in Collection Action</p> <p><b>Cancel</b> – Click this button to erase any changes you made to the Select Charges for Collection Action.</p>
	<p>Click the <b>Add</b> button to jump to the first blank line in the Collection Table so you can add a new step.</p>
	<p>Click the <b>OK</b> button to save any changes made to the Collection Table and exit back to the menu.</p>
	<p>Click the <b>Cancel</b> button to erase any changes made to the Collection Table and exit back to the menu. It will leave the Collection Table as it was before any changes were made.</p>

This completes the manual section on Collection Table setup.

## Form Letters


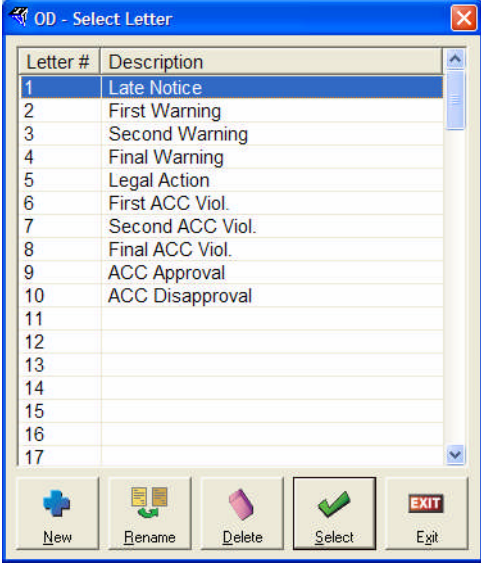
Form Letters are letter templates that use merge codes to insert owner information into the letter resulting in a letter that looks like it was individually typed. In addition to the owner name and address, there are merge codes for virtually ALL the data being tracked for an owner including their current account balance. There are also merge codes for community info and the management company, where applicable.

## Collection & Violation Letters

Form Letters are particularly handy for dealing with delinquent owners and rules enforcement, such as CCR Violations. If you print Collection or Violation letters through Owner Maintain, you will NOT have a history of the letters like you would if you used Collection Action (AR Module) to print collection letters or Violation Action (CCR Module) to print violation letters. Therefore, we do NOT recommend printing these letters from the Owner Maintain screen. Not only is it more efficient to use Collection Action or Violation Action to print letters for ALL owners meeting the criteria at one time, but it also keeps a history of the letters attached to each owner's record as well as recording the action in the AR Module and CCR Module.

The Form Letter program is conveniently located on several menus. You can find it on the Owner Database menu (Form Letter tab), as a button on the Owner Maintain screen, also in the AR Module (Collections tab > Form Letters) and in the CCR Module (Form Letter tab).

We'll discuss setting up letter templates and using Form Letters.

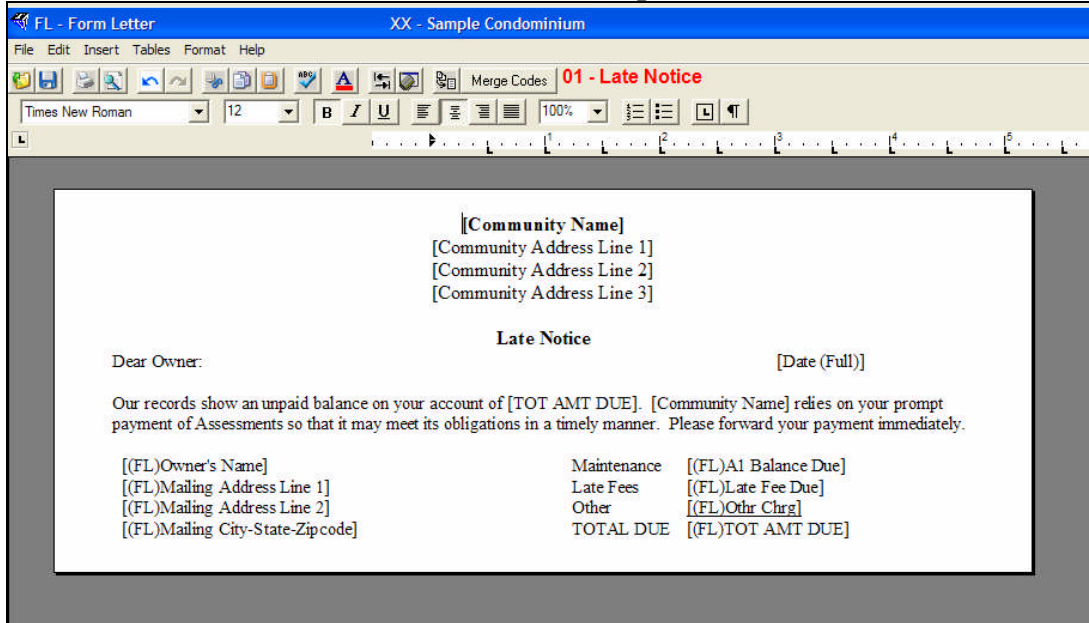
	Click the <b>Form Letter</b> button to work with letter templates for this community.																																				
You will see all the Form Letter templates that exist in this community:																																					
<p style="text-align: center;"><b>Select Form Letter</b></p>  <table border="1"><thead><tr><th>Letter #</th><th>Description</th></tr></thead><tbody><tr><td>1</td><td>Late Notice</td></tr><tr><td>2</td><td>First Warning</td></tr><tr><td>3</td><td>Second Warning</td></tr><tr><td>4</td><td>Final Warning</td></tr><tr><td>5</td><td>Legal Action</td></tr><tr><td>6</td><td>First ACC Viol.</td></tr><tr><td>7</td><td>Second ACC Viol.</td></tr><tr><td>8</td><td>Final ACC Viol.</td></tr><tr><td>9</td><td>ACC Approval</td></tr><tr><td>10</td><td>ACC Disapproval</td></tr><tr><td>11</td><td></td></tr><tr><td>12</td><td></td></tr><tr><td>13</td><td></td></tr><tr><td>14</td><td></td></tr><tr><td>15</td><td></td></tr><tr><td>16</td><td></td></tr><tr><td>17</td><td></td></tr></tbody></table>		Letter #	Description	1	Late Notice	2	First Warning	3	Second Warning	4	Final Warning	5	Legal Action	6	First ACC Viol.	7	Second ACC Viol.	8	Final ACC Viol.	9	ACC Approval	10	ACC Disapproval	11		12		13		14		15		16		17	
Letter #	Description																																				
1	Late Notice																																				
2	First Warning																																				
3	Second Warning																																				
4	Final Warning																																				
5	Legal Action																																				
6	First ACC Viol.																																				
7	Second ACC Viol.																																				
8	Final ACC Viol.																																				
9	ACC Approval																																				
10	ACC Disapproval																																				
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We'll cover each of the buttons on this screen.																																					
<b><u>Maintain Letters</u></b>																																					





Click to highlight the letter, then click on the **Select** button or simply double click on the letter name.

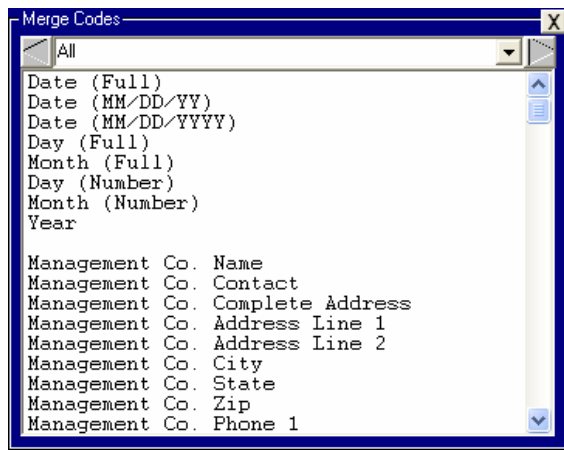
The letter template will open like this:

### Form Letter Template




This collection letter template is designed to be a 3 per page notice format. If you make changes to the letter template while it is open, be sure to Save the changes. You can Save changes by clicking the Disk  button or click File, then Save.

Notice the Merge Codes button  at the top of the screen. Place the cursor where you wish to insert a Merge Code into the Form Letter, then click the Merge Code button. The Merge Code browser will open like this:

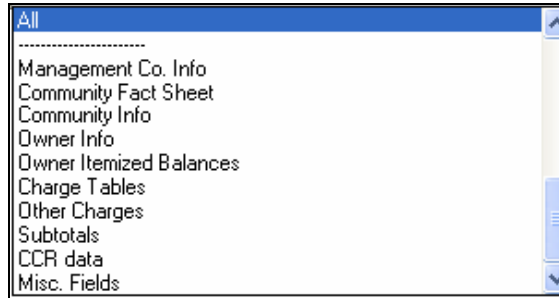


Locate the Merge Code you wish to insert. Use the Merge Code categories option to help you narrow your search:



By default, ALL Merge Codes are displayed. But to make them more manageable so you can easily find the Merge Code you want to insert into a form letter, use the down browse arrow 

to open up the Merge Code Categories like this:

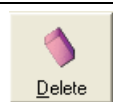


Select the Merge Code Category to see just those Merge Codes to select from.

The Merge Codes inserted into letter templates are bracketed abbreviations of the Merge Code name, like this:

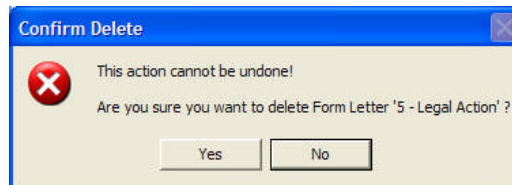
Owners Name                      [Owner's Name]

See the explanation under Add letters below to understand how to work with Form Letter templates and Merge Codes in more detail.



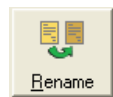
Click to highlight the letter, then click the **Delete** button.

As a safeguard, you will see this confirming message:

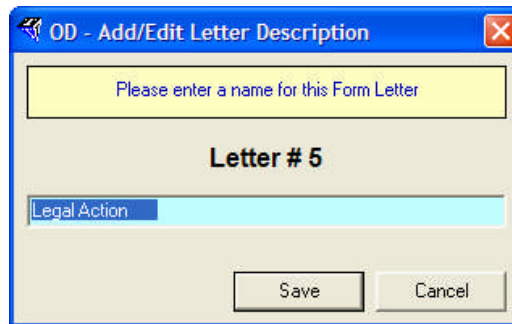


To delete a letter, you must click on the **YES** button.

Click the **NO** button to exit without deleting the letter.



If you wish to change the letter name displayed on the screen, simply click to highlight the letter, then click the **Rename** button.

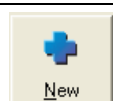


The existing letter name will be displayed. Simply type a new letter name.

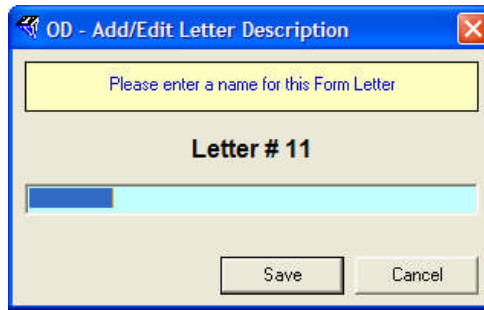
Click the **Save** button to save the new letter name.

Click the **Cancel** button to exit without saving any changes.

### **Add Letter**



To create a new letter, click the **Add** button.



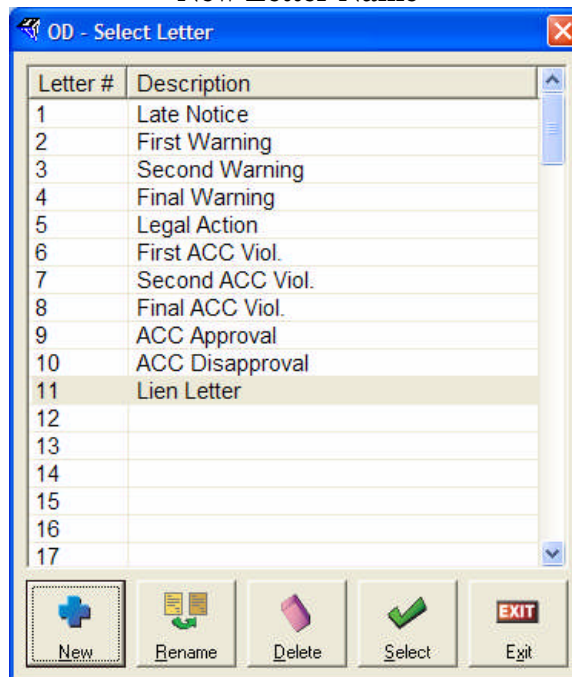
Simply type a name for the new letter.

Click the **Save** button to save the letter name and proceed.

Click the **Cancel** button to exit without adding a new letter.

If you clicked the Save button, you will see the new letter name displayed:

### New Letter Name

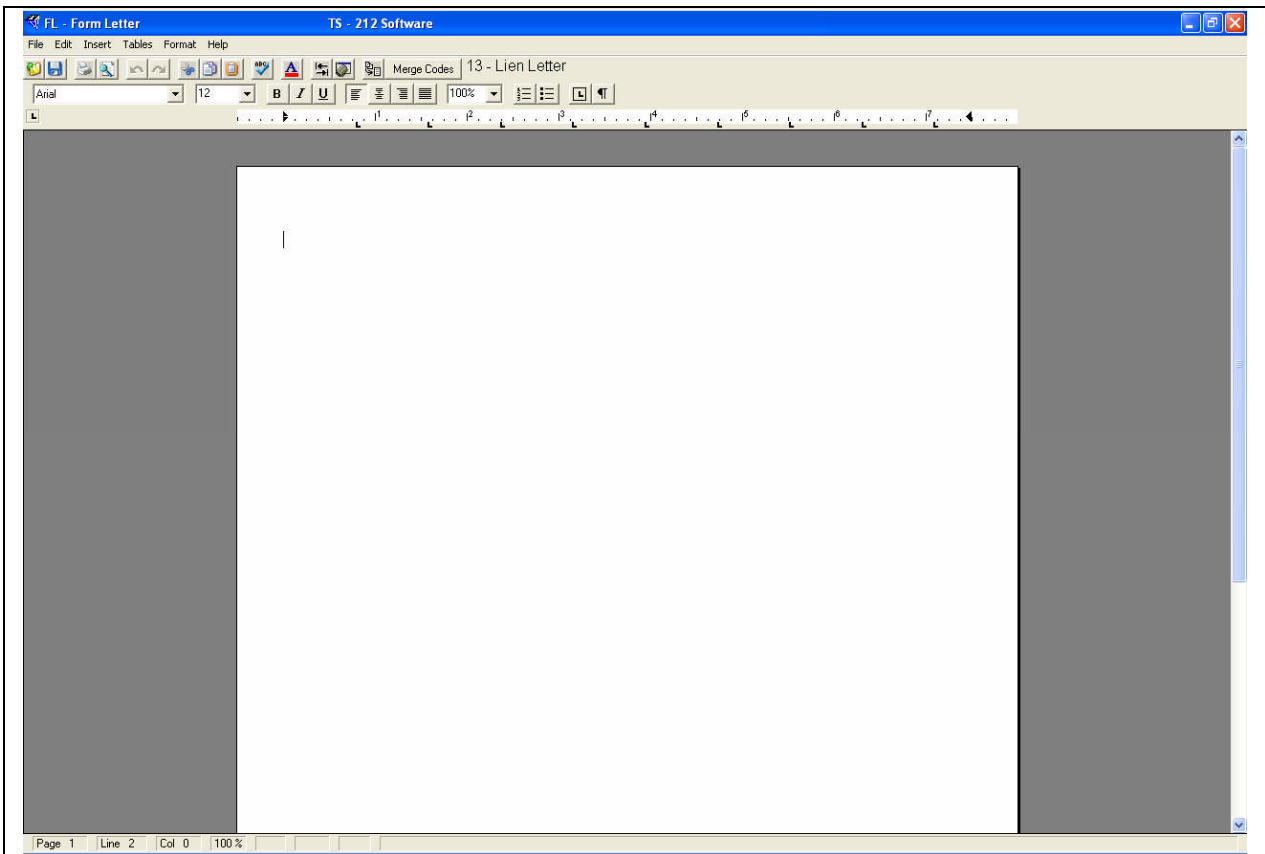


Double click the highlighted letter name or single click, then click the **Select** button to proceed to the letter text entry screen.

The letter text entry screen looks like this:

### Letter Text Entry





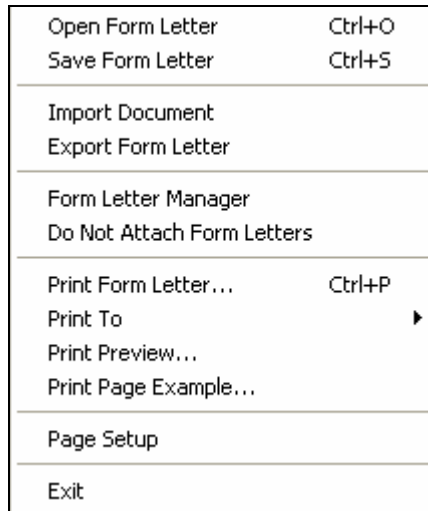
The Form Letter in TOPS works similar to many other word processors, particularly MS Word®. We'll cover all the major functions of Form Letter.

We'll start with the File toolbar at the top of the Form Letter screen:

**File Edit Insert Tables Format Help**

## File

When you click on **File**, you will see this drop down menu:



**Open Form Letter** – click this menu choice to select an existing form letter in this community.

**Save Form Letter** – click this menu choice to save changes to an open form letter.

**Import Document** – click this menu choice to browse your computer to open a recognized document created in another word processor, like MS Word®. The TOPS Form Letter program should import the document maintaining the formatting from the original. After importing, you would probably want to insert Mail Merge Codes to make this a template that would work for any homeowner.

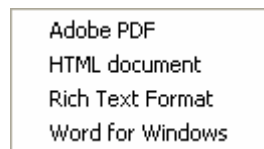
**Export Form Letter** – click this menu choice to take a selected form letter and export it to a file on your computer that you could use with another application, like MS Word®.

**Form Letter Manager** – click this menu choice to copy existing letters from the current community to another community or copy existing letters from another community into the current community.

**Do Not Attach Form Letters** – click this menu choice to print the selected letter for owners, but NOT keep a copy attached to the owner’s record.

**Print Form Letter** – click this menu choice to print the selected letter for an owner. You can then direct the letter printing to any recognized printer on your computer system. This WILL attach a copy of the letter to the owner’s record.

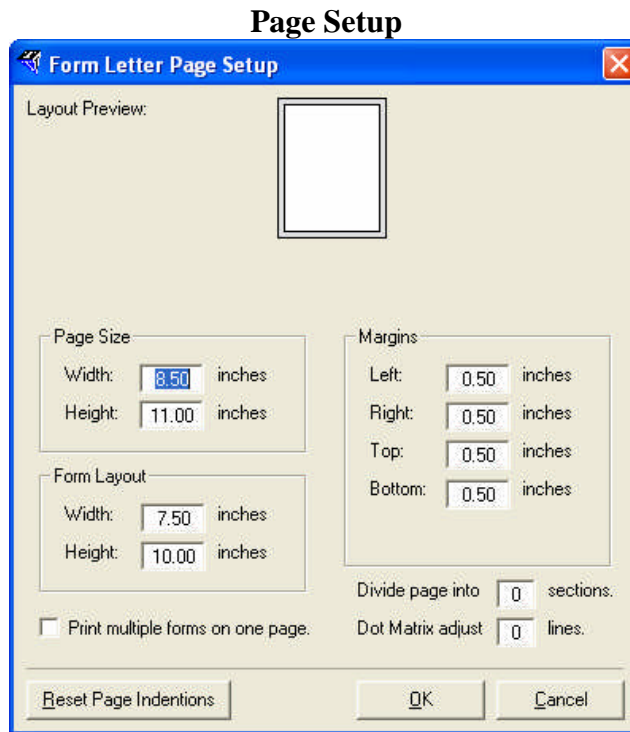
**Print To** – click this menu choice see other options for handling the form letter printing. These include:



**Print Preview** - click this menu choice to view the letters on the screen rather than print them. You might do this to “proof” the appearance before actually printing the letters.

**Print Page Example** – click this menu choice to print a sample letter to check the formatting before printing letters for a group of owners.

**Page Setup** – click this menu choice to select paper size, margins and other options with the formatting of the letter. You will see this screen:




Similar to other word processors, you can set your form size and margins. But there are some unique things on the above screen that you need to understand.

Print multiple forms on one page.

Click this option if you want to create a template that has multiple forms on a page, like the Late Notice example shown above. You can then use this further option to specify how many forms are on a page:

Divide page into  sections.

Typically, you would divide the page into 2 or 3 sections in order to have enough room for the verbage and the Merge Codes that customize the form for each owner.

**Exit** – click this menu choice to exit from the Form Letter program. As an alternative, you can also click on the  box at the top right corner of the screen to exit from Form Letter.

**Edit**

When you click on **Edit**, you will see this drop down menu:

Undo	Ctrl+Z
Redo	Ctrl+Y
<hr/>	
Cut	Ctrl+X
Copy	Ctrl+C
Paste	Ctrl+V
<hr/>	
Select All	Ctrl+A
<hr/>	
Check Spelling...	
Verify Merge Codes	

**Undo** – click this menu choice to roll back the Form Letter template to the way it was before the last action or keystroke.

**Redo** – click this menu choice after clicking Undo, to restore an erased last action or keystroke.


**Cut** – click this menu choice after highlighting a letter, word, sentence or paragraph to delete the highlighted area from the form letter.

**Copy** – click this menu choice after highlighting a letter, word, sentence or paragraph to copy it to another area of the form letter or to another form letter. If you exit the Form Letter program before Pasting the copied area into a Form Letter, you will lose what was copied.

**Paste** – click this menu choice to insert the copied area into the Form Letter at the point where the cursor is positioned.

**Select All** – click this menu choice to highlight ALL the text in the open Form Letter. You can then Cut or Copy this text.

**Check Spelling** – click this menu choice to check spelling throughout the **Form Letter**. If there is a misspelling, it will be highlighted so you can correct it.

**Verify Merge Codes** – click this menu choice to make sure the Merge Codes in the Form Letter are valid. You CANNOT type a Merge Code into a Form Letter, you MUST select it using the Merge Code button  on the Form Letter screen. Any invalid Merge Codes will be highlighted so you can delete them, then select the correct Merge Code using the Merge Code button.

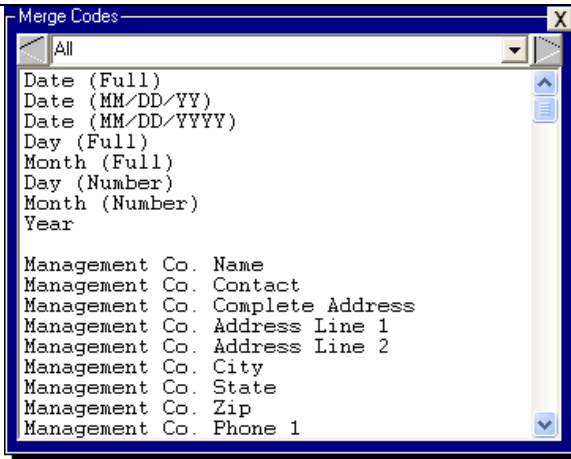
**Insert**

When you click **Insert** you will see this drop down menu:

Page Break
Merge Code
Image...
Font Character

**Page Break** – click this menu choice to insert a page break at the cursor position in the form letter.

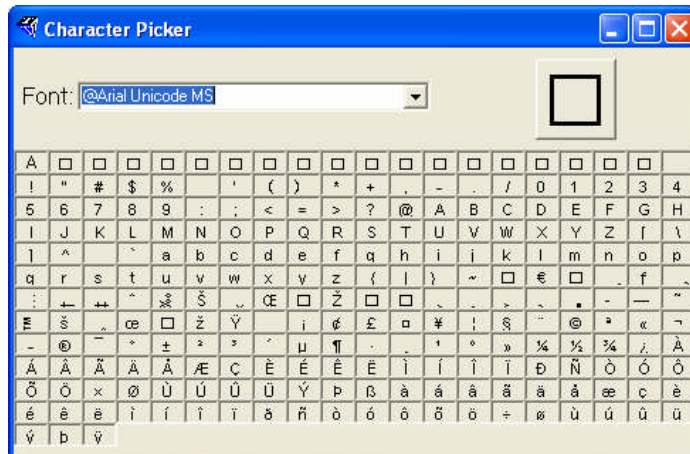
**Merge Code** – click this menu choice to insert a Merge Code at the cursor position in the form letter. The Merge Code browser will pop-up so you can select the Merge Code to insert.



Double click on the Merge Code you wish to insert it into the Form Letter. See Add Form Letter below for more details on Merge Codes in Form Letters.

**Image** – click this menu choice to insert a picture or image at the cursor position in the form letter. A standard Windows® browse screen will open so you can select the picture or image.

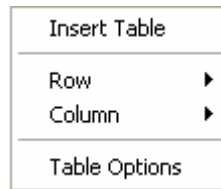
**Font Character** – click this menu choice to insert a new font at the cursor position in the form letter. The Font Character browser will pop-up so you can select the Font Character to insert.



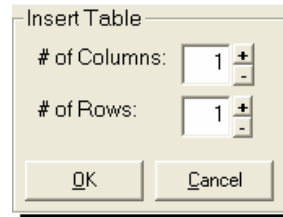
Double click on the Character you wish to insert it into the Form Letter.

## Tables

Tables are a great way to organize data into orderly rows and columns. When you click **Tables** you will see this drop down menu:



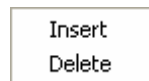
**Insert Table** – click this menu choice to insert a Table into the form letter at the cursor position. You will see the Tables configuration:



Enter the # of Columns and the # of Rows for the table, then click the **OK** button. A table will be inserted into the form letter as configured. A table is a grid of rows and columns which looks like this:

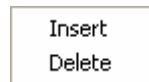

Each “cell” in the table can be separately controlled with different fonts, justification and tab stops.

**Row** – A *row* is a horizontal set of cells in the table. Click this menu choice to insert or delete a row from a table:



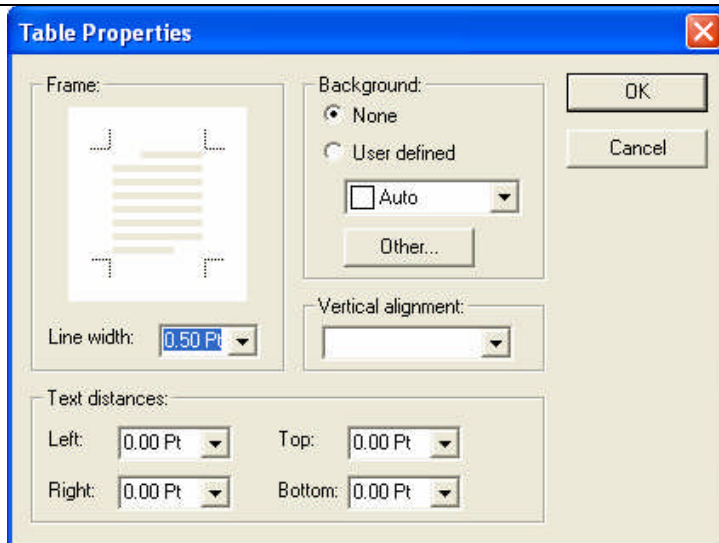
It will take the selected action based on the cursor position in the table.

**Column** - A *column* is a vertical set of cells in the table. Click this menu choice to insert or delete a row from a table:



It will take the selected action based on the cursor position in the table.

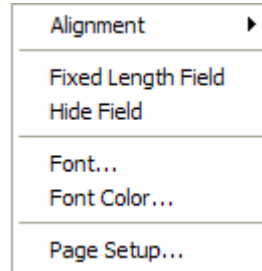
**Table Options** – click this menu choice to further configure the size and position of the table within the form letter:



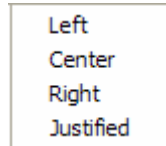
Set the size of the table rows (Line Width) and the text locations from the border of the table (Text distances). You can also set Background colors and the position of the table within the form letter (Vertical alignment). Click the **OK** button to save the settings.

## Format

When you click **Format** you will see this drop down menu:



**Alignment** - click this menu choice set the alignment for a line, paragraph or the entire form letter:



You can highlight a section of the form letter, then select the alignment from this drop down menu.

**Fixed Length Field** – click this menu choice to fix the position of a Merge Code field. Since Merge Codes can have data of varying lengths, making them a Fixed Length Field lets you control the alignment of the Merge Code data.

For example, if you wish to itemize owner balances in a form letter using individually Merge Codes for each balance due, you would want to make them Fixed Length Fields so the dollars and cents line up in a column like this:

<u>Merge Code</u>	<u>w/o Fixed Length</u>	<u>w/Fixed Length</u>
[(FL)A1 Balance Due]	250.00	250.00
[(FL)Late Fee Due]	15.00	15.00
<u>[(FL)Othr Chrg]</u>	<u>40.00</u>	<u>40.00</u>
[(FL)TOT AMT DUE]	305.00	305.00

When you make a Merge Code a Fixed Length Field, it places an "FL" in front of the normal Merge Code like this:

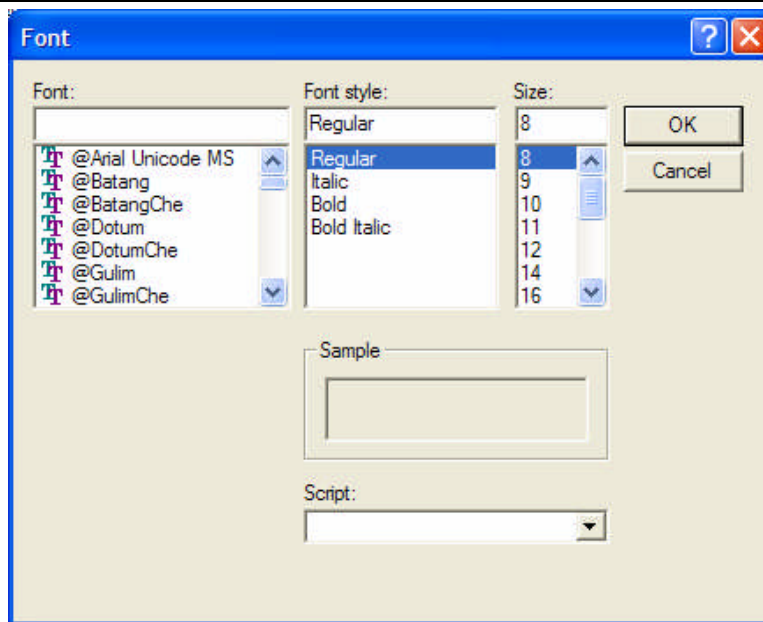
[(FL)Owner's Name]	Maintenance	[(FL)A1 Balance Due]
[(FL)Mailing Address Line 1]	Late Fees	[(FL)Late Fee Due]
[(FL)Mailing Address Line 2]	Other	<u>[(FL)Othr Chrg]</u>
[(FL)Mailing City-State-Zipcode]	TOTAL DUE	[(FL)TOT AMT DUE]

Fixed Length Fields can be used to keep either a LEFT or RIGHT alignment of Merge Code data.

**Hide Field** – click this menu choice to hide a Merge Code field so that it does not print in the form letter. If the hidden field is a dollar amount, the amount in the hidden field will still be included in a subtotal.

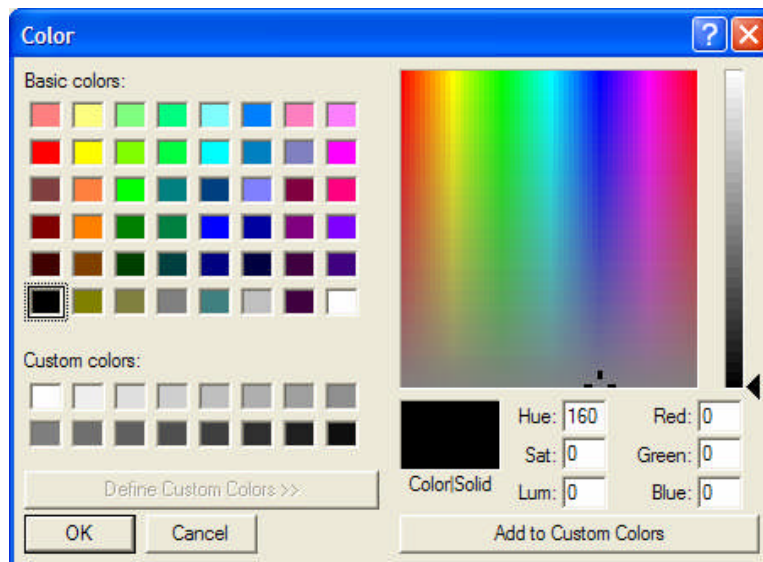
**Font** – click this menu choice to select a Font for the form letter text:





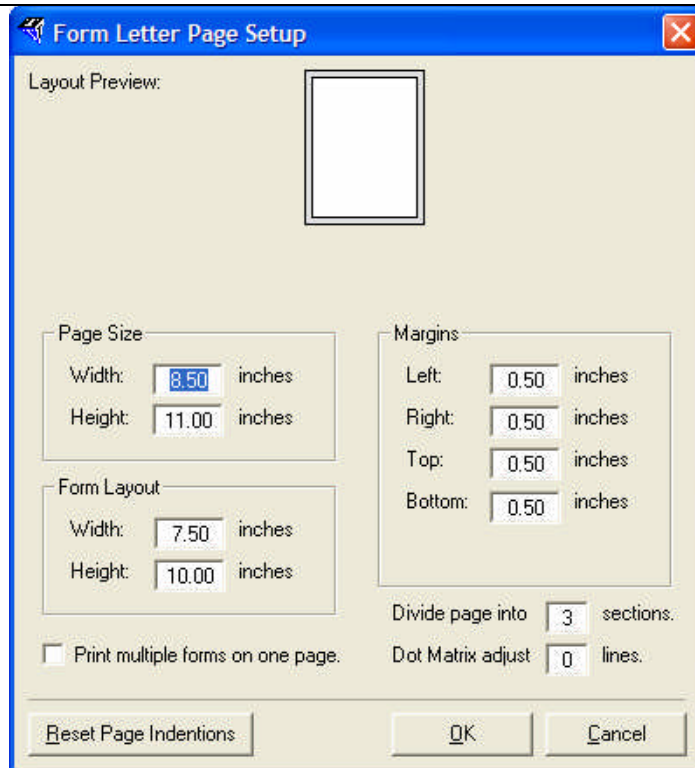
The font you select will change based on the cursor position within the form letter or for highlighted text. Click the **OK** button to complete the change.

**Font Color** – click this menu choice to change the color of the text for the highlighted text:



The color you select will change the text based on the cursor position within the form letter or for highlighted text. Click the **OK** button to complete the change.

**Page Setup** – click this menu choice to view/change the page settings:



Here you can set the Page Size, Margins, Form Size, and other settings.

Print multiple forms on one page.

Click this option if you want to create a template that has multiple forms on a page, like the Late Notice example shown above. You can then use this further option to specify how many forms are on a page:

Divide page into  sections.

Typically, you would divide the page into 2 or 3 sections in order to have enough room for the verbage and the Merge Codes that customize the form for each owner.













Click the **OK** button to save the settings.



<b>Help</b>	<p>When you click <b>Help</b> you will see this drop down menu:</p> <div style="border: 1px solid black; padding: 5px; margin: 10px auto; width: fit-content;"> <p>Help</p> <hr/> <p>Unmask Toolbar Icons</p> <p>Display DOS Codes</p> </div> <p><b>Help</b> – click this menu choice to open detailed form letter help files to answer a question about working with form letters. You will see all the topics related to form letters to select from.</p> <p><b>Unmask Toolbar Icons</b> – this menu option is no longer used and has no effect.</p> <p><b>Display DOS Codes</b> – This menu option exists to help DOS TOPS customers who have switched to TOPS 4.0® understand the Merge Codes in letters that were converted from DOS TOPS (EZ Pro and EZ Lite). It shows the DOS TOPS equivalents of the TOPS 4.0® Merge Codes.</p>
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### Button Toolbar

Next, we'll discuss the Button Toolbar and the function of each button:



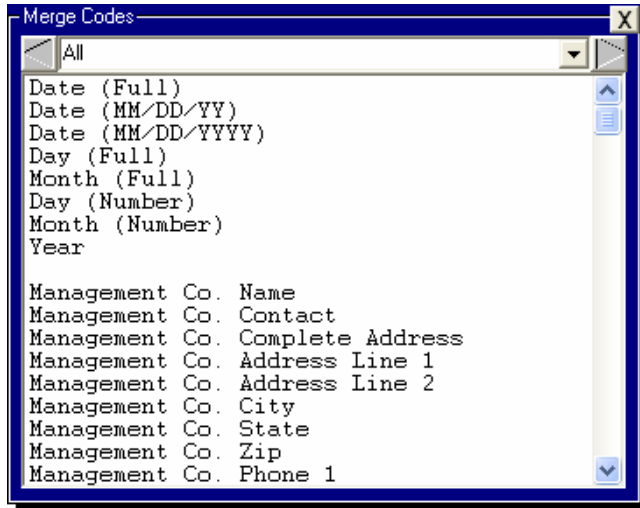
	<b>Open</b> - click this button to open an existing form letter document.
	<b>Save</b> – click this button to save the open letter document.
	<b>Print</b> – click the button to print the form letter.
	<b>Print Preview</b> – generates a sample letter to the screen so you can check the format.
	<b>Undo</b> – deletes or rolls back changes made to the form letter.
	<b>Redo</b> – reverses the Undo button one character at a time each time you click the button.
	<b>Cut</b> – highlight a character, word, sentence or paragraph, then click the cut button to delete it from the form letter. The cut text is save in the clipboard in case you wish to paste it to another area of the form letter.
	<b>Copy</b> - highlight a character, word, sentence or paragraph, then click the copy button to save the text in the clipboard so you can paste it to another area of the form letter.
	<b>Paste</b> – click this button to insert Cut or Copied text from the clipboard into the form letter at the cursor position.
	<b>Spell Checker</b> – click this button to check the spelling in the form letter.
	<b>Font Color</b> – click this button to select a font color for text at the cursor position or for highlighted text.
	<b>Fixed Length Field</b> – click to highlight a Merge Code, then click this button to make it a Fixed Length Field to maintain left or right alignment.

	<p><b>Hide Merge Field</b> – click to highlight a Merge Code, then click this button to hide it so it does not print. This is useful for hiding a dollar amount that you do not wish to print, yet you want it included in a subtotal.</p>
	<p><b>Insert Merge Code</b> – click this button to insert the selected Merge Code into the form letter at the cursor position. You can also insert Merge Codes through the Merge Code button to give you better control over which Merge Code you wish to insert.</p>

## Merge Codes

Place the cursor where you wish to insert a Merge Code into the Form Letter, then click the Merge Code button. The Merge Code browser will pop-up so you can select the Merge Code to insert.

The Merge Code browser will open like this:



Double click on the Merge Code you wish to insert it into the Form Letter at the cursor position. The Merge Codes inserted into letter templates are bracketed abbreviations of the Merge Code name, like this:

Owners Name                      [Owner's Name]

## Merge Code Effects

You can have Merge Codes print with the same effects as the regular letter text. This means you can have Merge Codes print with these effects:


- Font Size & Style
- Bold
- Italics
- Alignment (left, center, right, justified)

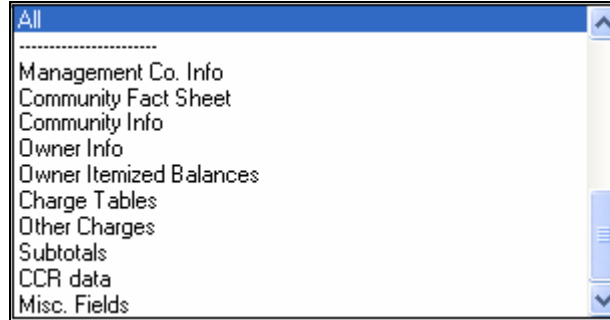
We'll cover Merge Codes in more detail below.

## Merge Code Categories

Notice the heading bar at the top of the Merge Codes:



By default, ALL Merge Codes are displayed. But to make them more manageable so you can easily find the Merge Code you want to insert into a form letter, use the down browse arrow  to open up the Merge Code Categories like this:



Select the Merge Code Category to see just those Merge Codes to select from.

The letter example below shows the Merge Codes for CCR Data. Notice how they are inserted into the Form Letter. This is a Violation Letter that will print a detailed description of the CCR Violation and the action the owner needs to take to resolve the violation.

### Merge Codes Inserted into Letters

**Using Merge Codes in Form Letters**

CCR data	
CCR Creation Date	[CCR Creation Date]
CCR Request Date	[CCR Request Date]
CCR Close Date	[CCR Close Date]
CCR Approval Type	[CCR Approval Type]
CCR Summary Description	[CCR Summary Description]
CCR Detailed Description	[CCR Detailed Description]
CCR Status	[CCR Status]
CCR Owner Resolution Action	[CCR Owner Resolution Action]
CCR Reason For Rejection	[CCR Reason For Rejection]
CCR Next Inspection Date	[CCR Next Insp. Date]
CCR Last Inspection Date	[CCR Last Insp. Date]
CCR Photo Image	[CCR Photo Image]
CCR Current Action Date	[CCR Current Action Date]
CCR Current Action Description	[CCR Current Action Description]
CCR Last Action Date	[CCR Last Action Date]
CCR Last Action Description	[CCR Last Action Description]
CCR Violation Fee	[CCR Violation Fee]
CCR Code and Description	[CCR Code and Description]
CCR Article Cited	[CCR Article Cited]
CCR # Days Level 1	[CCR # Days Lvl1]
CCR # Days Level 2	[CCR # Days Lvl2]
CCR # Days Level 3	[CCR # Days Lvl3]
CCR # Days Level 4	[CCR # Days Lvl4]
CCR # Days Level 5	[CCR # Days Lvl5]
CCR # Days Level 6	[CCR # Days Lvl6]
CCR # Days Level 7	[CCR # Days Lvl7]
CCR # Days Level 8	[CCR # Days Lvl8]
CCR # Days Level 9	[CCR # Days Lvl9]
CCR # Days Level 10	[CCR # Days Lvl10]

[Community Name]  
[Community Address Line 1]  
[Community Address Line 2]  
[Community Address Line 3]  
[Comm Phone #]

**NOTICE OF VIOLATION**  
[Community Name] [Date (Full)]

[Owner's Name] [Mailing Address Line 1] [Mailing Address Line 2] [Mailing City-State-Zipcode]

RE: [Prop. Street Address]

Dear Owner:

It has come to our attention that an Architectural Change has been made to your home. All Architectural changes must be approved by the Association so that we preserve the appearance and architectural harmony of the community. This helps all of us protect the value of our property.

The Architectural Violation that was noted is described below:

[CCR Detailed Description]

To help us in our effort to preserve the appearance of the community, we ask your cooperation in taking one of the following actions:

[CCR Owner Resolution Action]

If you cannot comply with this request within the next 30 days or feel that the request is unfair, you have the right of appeal to the community's elected Board of Directors. To appeal, you must submit a letter in WRITING to the address above. You will be contacted by a representative of the Association.

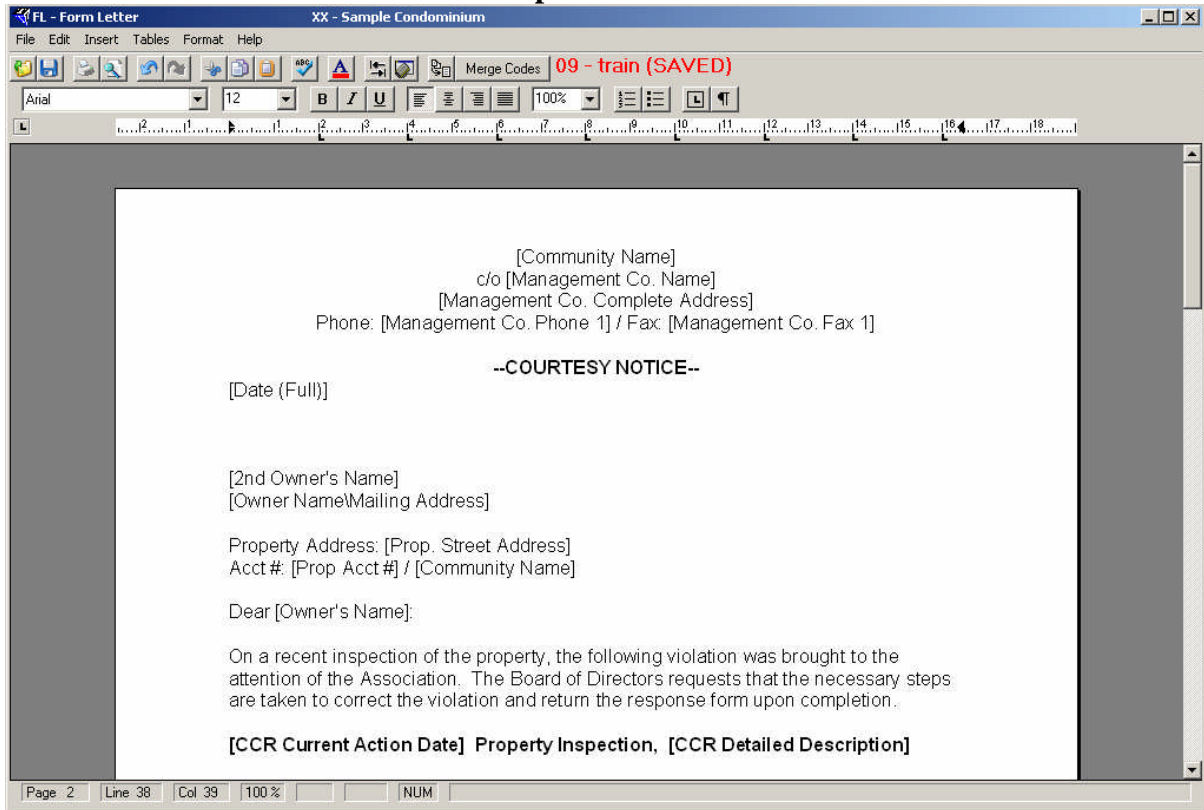
We appreciate your cooperation on this matter.

Sincerely,

[Community Name]

Here is another sample CCR Letter showing a number of Merge Codes inserted:

### Sample CCR Letter



Merge Codes are always shown with brackets around the field, like this:

**[CCR Current Action Date]**

## Collection Letter Template

[Community Name]  
[Community Address Line 1]  
[Community Address Line 2]  
[Community Address Line 3]  
[Comm Phone #]

### --FIRST WARNING LETTER--

[Date (Full)]

[Owner's Name]  
[Mailing Address Line 1]  
[Mailing Address Line 2]  
[Mailing City-State-Zipcode]

Re: [Prop. Street Address]

Dear [Owner's Name]:

According to our records, you are now thirty days or more past due in payment of the Assessments owed to [Community Name]. The total due, as of the above date, is [TOT AMT DUE].

A Late Notice was sent to you previously in case you had overlooked making payment to the Community. Now we must request that you make immediate payment of the above amount.

The Community's legal documents (Declaration of Covenants), which you agreed to abide by when you purchased your home, requires prompt payment of Assessments or the Community has the authority to enforce collection through various legal means including filing a Lien against your home. We do not wish to take collection action but your continued delay in paying the Assessment may force us to do so.

If there is a reason that you are withholding payment or if you are experiencing some financial hardship, please contact our office above to discuss the matter. If you do not make immediate payment or contact our office to discuss the matter, we will follow the collection procedure approved by [Community Name].

We urge you to make full payment immediately or contact this office to avoid further collection action.

Sincerely,

Agent for  
[Community Name]



## Collection Letter Filled-in

**Sample Condominium**  
20010 Diamond Drive  
Rockville MD 20888-1212  
301-555-1212

**--FIRST WARNING LETTER--**

June 29, 2009

Jenny Craig  
11500 E. Lake Drive  
Chicago IL 60105

Re: 400 Easy Street

Dear Jenny Craig:

According to our records, you are now thirty days or more past due in payment of the Assessments owed to Sample Condominium. The total due, as of the above date, is **\$190.00**.

A Late Notice was sent to you previously in case you had overlooked making payment to the Community. Now we must request that you make immediate payment of the above amount.

The Community's legal documents (Declaration of Covenants), which you agreed to abide by when you purchased your home, requires prompt payment of Assessments or the Community has the authority to enforce collection through various legal means including filing a Lien against your home. We do not wish to take collection action but your continued delay in paying the Assessment may force us to do so.

If there is a reason that you are withholding payment or if you are experiencing some financial hardship, please contact our office above to discuss the matter. If you do not make immediate payment or contact our office to discuss the matter, we will follow the collection procedure approved by Sample Condominium.

We urge you to make full payment immediately or contact this office to avoid further collection action.

Sincerely,

Agent for  
Sample Condominium

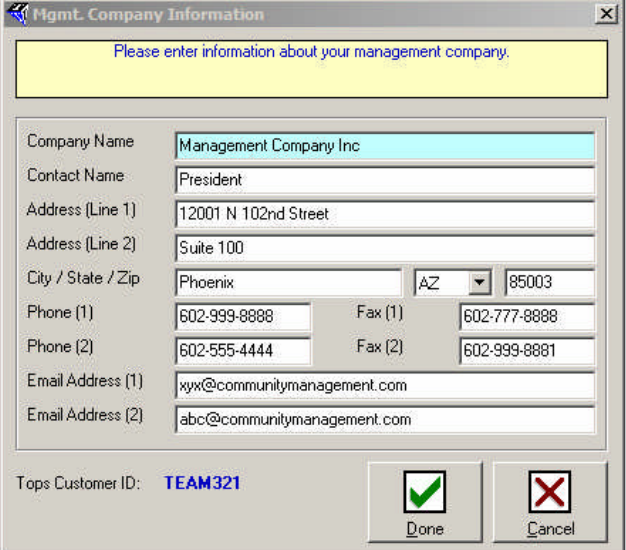
We'll list all the Merge Codes by category starting on the next page.

## Merge Codes

**Management Company Info**

These Merge Codes pull information from the Management Company File:

**Management Company Info**



<b>Description</b>	<b>Merge code</b>	<b>Sample</b>
Management Co. Name	[Management Co. Name]	Management Company Inc.
Management Co. Contact	[Management Co. Contact]	President
Management Co. Complete Address	[Management Co. Complete Address]	12001 N 102 <sup>nd</sup> Street Suite 100 Phoenix, AZ 85003
Management Co. Address Line 1	[Management Co. Address Line 1]	12001 N 102 <sup>nd</sup> Street
Management Co. Address Line 2	[Management Co. Address Line 2]	Suite 100
Management Co. City	[Management Co. City]	Phoenix
Management Co. State	[Management Co. State]	AZ
Management Co. Zip	[Management Co. Zip]	85003
Management Co. Phone 1	[Management Co. Phone 1]	602-999-8888
Management Co. Phone 2	[Management Co. Phone 2]	602-555-4444
Management Co. Fax 1	[Management Co. Fax 1]	602-777-8888
Management Co Fax 2	[Management Co. Fax 2]	602-999-8881
Management Co. Email 1	[Management Co. Email 1]	xyx@communitymanagement.com
Management Co. Email 2	[Management Co. Email 2]	abc@communitymanagement.com

## Merge Codes

## Community Fact Sheet

These Merge Codes pull information from the Community Fact Sheet file:

### Community Fact Sheet

<b>Description</b>	<b>Merge code</b>	<b>Sample</b>
Property Manager Name	[Property Manager Name]	Joe Manager
Property Manager Signature	[Property Manager Signature]	
Property Manager Email	[Property Manager Email]	jmanager@communitymanagement.com
Property Manager Home #	[Property Manager Home #]	602-897-8887
Monthly Meeting Date	[Monthly Meeting Date]	1 <sup>st</sup> Tuesday of each month
Common Area Responsibility	[Common Area Responsibility]	Common area grass maintenance, parking lot lights, snow removal, Tot Lot, Pool
What Association Fees Cover	[What Association Fees Cover]	Common Area Maintenance, Street Repair
Nearest cross Street/Intersection	[Nearest Cross Street/Intersection]	Happy Valley Rd and Jomax
Directions to Community	[Directions To Community]	From I-17 take first right
Late Payment Policy	[Late Payment Policy]	Payments received after the 15 <sup>th</sup> are subject to a 10% Late Fee.
Screening/Orientation Policy	[Screening/Orientation Policy]	Prospective purchasers must meet with the Board of Directors prior to settlement for a community orientation.
Architectural Approval Policy	[Architectural Approval Policy]	45 days or disapproved
Leasing Policy	[Leasing Policy]	Copies of the lease must be sent to the management office. The lease must state that renters are subject

		to all community Rules & Regulations.
Violation Policy	[Violation Policy]	The community has the right to enforce architectural violations and violations of the Rules & Regulations. Fines are levied for non-compliance to the community Rules & Regulations.

## Merge Codes

### Community Info

These Merge Codes pull information from the Community File and Owner Control File:

#### Community File

<b>Description</b>	<b>Merge code</b>	<b>Sample</b>
Community Name	[Community Name]	Circle Community Ranch
Community Address Line 1	[Community Address Line 1]	P.O. Box 777
Community Address Line 2	[Community Address Line 2]	optional second line of address
Community Address Line 3	[Community Address Line 3]	Phoenix, AZ 85302
Community Phone Number	[Comm Phone #]	602-999-8888

The following Merge Codes pull info from the Owner Control File:

#### Owner Control File

**OD - Owner Control** XX - Sample Condomini...

**Return Payment Info**

Community Name: Sample Condominium  
 Address Line 1: 20010 Diamond Drive  
 Address Line 2:  
 City, State: Rockville MD  
 Phone Number: 301-555-1212  
 Zip + 4 + CR: 20888 - 1212 -

**Location of Homes**

Default City: Rockville  
 State: MD Zip: 20888 - 1212  
 Section Phase: None  
 Legal Description 1: Lot, Block, Section  
 Legal Description 2:

**Options**

Use Apartment #

**Preferred Access**

Street Address  
 Account Number  
 Lot Number

**Website Address**

Update Property Zip Code

OK Cancel

**OD - Lockbox Address**

\*Community Name: Sample Condominium  
 \*Address 1: c/o First State Bank  
 Address 2: P.O. Box 111  
 \*City: Rockville \*State: MD  
 \*Zip + 4 + CR: 20888 - 1212 -

\* - Required Fields

OK Cancel

Lockbox Community Name	[Lockbox Community Name]	Sample Condominium
Lockbox Address 1	[Lockbox Address 1]	c/o First State Bank
Lockbox Address 2	[Lockbox Address 2]	Bank address 2
Lockbox CSZ	[Lockbox CSZ]	Rockville MD 20888-1TOPS
Other Community Name	[Other Community Name]	Sample Condominium (from Owner Control File)
Other Address 1	[Other Address 1]	20010 Diamond Drive (from Owner Control File)
Other Address 2	[Other Address 2]	Will be skipped in the form letter if blank.
Other CSZ	[Other CSZ]	Rockville MD 20888 -1TOPS (from Owner Control File)
Community Web Site	[Community Web Site]	Address for community website

## Merge Codes

### Owner Info

These Merge Codes pull information from the Property & Owner data:

### Owner Info

<b>Description</b>	<b>Merge code</b>	<b>Sample</b>
Owner Name/Mailing Address	[Owner Name\Mailing Address]	Sally Smith 123 Happy Valley Road Happy Valley, AZ 85302
Owner's Name	[Owner's Name]	Sally Smith
2nd Owner's Name	[2nd Owner's Name]	display name 2 if used
Owner Mailing Address Line 1	[Mailing Address Line 1]	123 Happy Valley Road
Owner Mailing Address Line 2	[Mailing Address Line 2]	Will be skipped if field not used in owner address
Owner Mailing City-State-Zip	[Mailing City-State-Zip]	Happy Valle, AZ 85302
Home Phone #	[Ownc Home Ph]	602-111-1111
Owner Work Phone #	[Ownc Work Ph]	602-222-2222
Alt. Phone #	[Alt. Phone #]	602-333-3333
Owner's Last Payment Date	[Pay Date]	04/05/07
Percent of Ownership	[Owner Percent]	.0147
Property Assessed Value	[Prop. Assessed Value]	\$265,000

Property Street Address	[Prop. Street Address]	123 Happy Valley Road
Property City-State-Zip	[Property City-State-Zip]	Happy Valle, AZ 85302
Property Account #	[Prop Acct #]	1001
Property Lot #	[Prop Lot #]	001
Building\Section\Phase #	[SEC#}	5
Legal Description 1	[Legal Description 1]	Plat Book 7, Section 8, Lot 001
Legal Description 2	[Legal Description 2]	Optional
Property GL Cost Center	[GLC]	200
Website User Name	[Web User Name]	Assigned when using websites
Website Password	[Web Password]	Assigned when using websites
Owner Email Address	[Owner Email]	Owner Email



## Merge Codes

### Owner Itemized Balances

These Merge Codes calculate owner balance breakdowns from the payment history files:

#### Owner Balances

Prepaid Balance			0.00
<b>Bal Due:</b>			
A1	Maintenance Fee		180.00 ▲
01	Late Fees		10.00
		-----	
	TOTAL		190.00

<i><b>Description</b></i>	<i><b>Merge code</b></i>
Itemized Balances - Not Including Prepaid	[Itemized Balances-Not Including Prepaid]
Itemized Balances - Including Prepaid	[Itemized Balances-Including Prepaid]

## Merge Codes

### Charge Tables

These Merge Codes pull information from the Charge Tables:

### Charge Tables

<b>Description</b>	<b>Merge code</b>	<b>Sample</b>
A1 Balance Due	[A1 Balance Due]	Accumulated total for owner A1 charge
A1 Charge Table Name	[A1 Charge Name]	Maintenance Fee
A1 Charge Description	[A1 Charge DESC]	Duplex
A1 Charge Table Amount	[A1 Charge AMT]	60.00
A1 Late Fee Charge	[Lat Fee AMT]	5.00
C1 Balance Due	[C1 Balance Due]	
C1 Charge Table Name	[C1 Charge Name]	
C1 Charge Description	[C1 Charge DESC]	
C1 Charge Table Amount	[C1 Charge Amt]	
C1 Late Fee Charge	[C1 Late Fee Amt]	
C2 Balance Due	[C2 Balance Due]	

C2 Charge Table Name	[C2 Charge Name]	
C2 Charge Description	[C2 Charge DESC]	
C2 Charge Table Amount	[C2 Charge Amt]	
C2 Late Fee Charge	[C2 Late Fee Amt]	
C3 Balance Due	[C3 Balance Due]	
C3 Charge Table Name	[C3 Charge Name]	
C3 Charge Description	[C3 Charge DESC]	
C3 Charge Table Amount	[C3 Charge Amt]	
C3 Late Fee Charge	[C3 Late Fee Amt]	
C4 Balance Due	[C4 Balance Due]	
C4 Charge Table Name	[C4 Charge Name]	
C4 Charge Description	[C4 Charge DESC]	
C4 Charge Table Amount	[C4 Charge Amt]	
C4 Late Fee Charge	[C4 Late Fee Amt]	
C5 Balance Due	[C5 Balance Due]	
C5 Charge Table Name	[C5 Charge Name]	
C5 Charge Description	[C5 Charge DESC]	
C5 Charge Table Amount	[C5 Charge Amt]	
C5 Late Fee Charge	[C5 Late Fee Amt]	
C6 Balance Due	[C6 Balance Due]	
C6 Charge Table Name	[C6 Charge Name]	
C6 Charge Description	[C6 Charge DESC]	
C6 Charge Table Amount	[C6 Charge Amt]	
C6 Late Fee Charge	[C6 Late Fee Amt]	
C7 Balance Due	[C7 Balance Due]	
C7 Charge Table Name	[C7 Charge Name]	
C7 Charge Description	[C7 Charge DESC]	
C7 Charge Table Amount	[C7 Charge Amt]	
C7 Late Fee Charge	[C7 Late Fee Amt]	
C8 Balance Due	[C8 Balance Due]	
C8 Charge Table Name	[C8 Charge Name]	
C8 Charge Description	[C8 Charge DESC]	

C8 Charge Table Amount	[C8 Charge Amt]	
C8 Late Fee Charge	[C8 Late Fee Amt]	
C9 Balance Due	[C9 Balance Due]	
C9 Charge Table Name	[C9 Charge Name]	
C9 Charge Description	[C9 Charge DESC]	
C9 Charge Table Amount	[C9 Charge Amt]	
C9 Late Fee Charge	[C9 Late Fee Amt]	

## Merge Codes

### Other Charges

These Merge Codes pull information from the Misc. Charges Table:

#### Misc. Charges Table

Charge Code	Description	GL Acct. #	Description
01	Late Fees	6340-000	Late Fee Income
		1340-000	Late Fees Receivable
02	NSF charges	6380-000	Owner Admin. Fees Income
		1380-000	Owner Admin. Fees Receiv.
03	Admin. Fees	6380-000	Owner Admin. Fees Income
		1380-000	Owner Admin. Fees Receiv.
04	Interest	6390-000	Owner Interest Income
		1390-000	Owner Interest Receiv.
05	Attorney Fees	6350-000	Legal Fees Reimbursement
		1350-000	Legal Fees Receivable

**All fields in red are required**

Accounting Method: ACCRUAL

Description	Merge code	Sample
Late Fees	[Misc Chg. (01)]	Balance Due
NSF charges	[Misc Chg. (02)]	Balance Due
Admin Fee	[Misc Chg. (03)]	Balance Due
Interest	[Misc Chg. (04)]	Balance Due
Attorney Fees	[Misc Chg. (05)]	Balance Due
Work Order	[Misc Chg. (06)]	Balance Due
Misc. Charges	[Misc Chg. (07)]	Balance Due
Special Assmts	[Misc Chg. (08)]	Balance Due
User Defined 9	[Misc Chg. (09)]	Balance Due
User Defined 10	[Misc Chg. (10)]	Balance Due
User Defined 11	[Misc Chg. (11)]	Balance Due
User Defined 12	[Misc Chg. (12)]	Balance Due

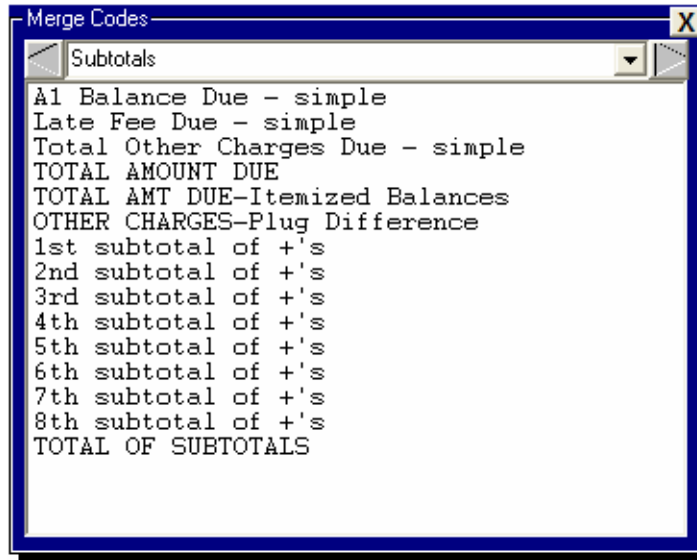
User Defined 13	[Misc Chg. (13)]	Balance Due
User Defined 14	[Misc Chg. (14)]	Balance Due
User Defined 15	[Misc Chg. (15)]	Balance Due
User Defined 16	[Misc Chg. (16)]	Balance Due
User Defined 17	[Misc Chg. (17)]	Balance Due
User Defined 18	[Misc Chg. (18)]	Balance Due
User Defined 19	[Misc Chg. (19)]	Balance Due
User Defined 20	[Misc Chg. (20)]	Balance Due
Continues the above pattern through User Defined Misc. Charge Code 50.		

## Merge Codes

### Subtotals

These Merge Codes give subtotals after listing owner itemized balances with the owner balance merge codes shown above:

#### Form Letter Subtotals



<b>Description</b>	<b>Merge code</b>	<b>Explanation</b>
A1 Balance Due - simple	[A1 Due]	These codes are designed to be used together for a simple owner balance breakdown
Late Fee Due - simple	[Late Fee Due]	
Total Other Charges Due – simple (this code calculates the difference between the TOTAL AMOUNT DUE and the A1 & Late Fee balances)	[Other Chg.]	
TOTAL AMOUNT DUE	[TOT AMT DUE]	
TOTAL AMT DUE – Itemized Balances	[TOTAL ITEMIZED]	Inserts a complete breakdown of the owner balances with a total
OTHER CHARGES – Plug Difference	[OTHER CHGS]	Used with the Subtotals below to make sure the Merge Codes itemizing owner balances added to the TOTAL OF SUBTOTALS below.  Example –
1st subtotal of +'s	[1st SubTot +]	
2nd subtotal of +'s	[2nd SubTot +]	
3rd subtotal of +'s	[3rd SubTot +]	
4th subtotal of +'s	[4th SubTot +]	
5th subtotal of +'s	[5th SubTot +]	
6th subtotal of +'s	[6th SubTot +]	
		[A1 Balance Due]+           60.00 [C1 Balance Due]+           25.00 [C3 Balance Due]+           30.00 [Misc Chg. (01)]+           6.00 [Misc Chg. (04)]+           3.85

7th subtotal of +'s	[7th SubTot +]	[Misc Chg. (05)]+ 125.00
8th subtotal of +'s	[8th SubTot +]	[OTHER CHGS] <u>13.00</u>
		[TOT ALL SUB] 259.85
TOTAL OF SUBTOTALS	[TOT ALL SUB]	Totals all the +'s or all the Subtotal levels 1 – 8.



# Merge Codes

## CCR Data

These Merge Codes pull information from the CCR Codes and owner CCR Records:

### CCR Codes

Action Level	After ? Days	Admin. Fees	Violation Action	Notice Template
1	0	\$ 0.00	1st Letter	23:First Violation
2	10	\$ 50.00	50 - Initial Fine	24:Second Viol.
3	10	\$ 100.00	100 - 1st Add Fine	25:Third Viol- 100
4	10	\$ 250.00	250 - 2nd Add Fine	26:Final Viol.
5				

### CCR Records

Actions			
Next Action	5/25/2009	50 - Initial Fine - 24:Second Viol.	\$ 50.00
Last Action	5/15/2009	1st Letter - 23:First Violation	

Description	Merge code	Explanation
CCR Creation Date	[CCR Creation Date]	

CCR Request Date	[CCR Request Date]	
CCR Close Date	[CCR Close Date]	
CCR Approval Type	[CCR Approval Type]	
CCR Summary Description	[CCR Summary Description]	
CCR Detailed Description	[CCR Detailed Description]	
CCR Status	[CCR Status]	
CCR Owner Resolution Action	[CCR Owner Resolution Action]	
CCR Reason For Rejection	[CCR Reason For Rejection]	
CCR Next Inspection Date	[CCR Next Insp. Date]	
CCR Last Inspection Date	[CCR Last Insp. Date]	
CCR Photo Image	[CCR Record's Image]	
CCR Current Action Date	[CCR Current Action Date]	
CCR Current Action Description	[CCR Current Action Description]	
CCR Last Action Date	[CCR Last Action Date]	
CCR Last Action Description	[CCR Last Action Description]	
CCR Violation Fee	[CCR Violation Fee]	
CCR Code and Description	[CCR Code and Description]	
CCR Article Cited	[CCR Article Cited]	
CCR # Days Level 1	[CCR # Days Lv1]	
CCR # Days Level 2	[CCR # Days Lv2]	
CCR # Days Level 3	[CCR # Days Lv3]	
CCR # Days Level 4	[CCR # Days Lv4]	
CCR # Days Level 5	[CCR # Days Lv5]	
CCR # Days Level 6	[CCR # Days Lv6]	
CCR # Days Level 7	[CCR # Days Lv7]	
CCR # Days Level 8	[CCR # Days Lv8]	
CCR # Days Level 9	[CCR # Days Lv9]	
CCR # Days Level 10	[CCR # Days Lv10]	
Outstanding CCR Violations -	[Outstanding CCR Violations -	

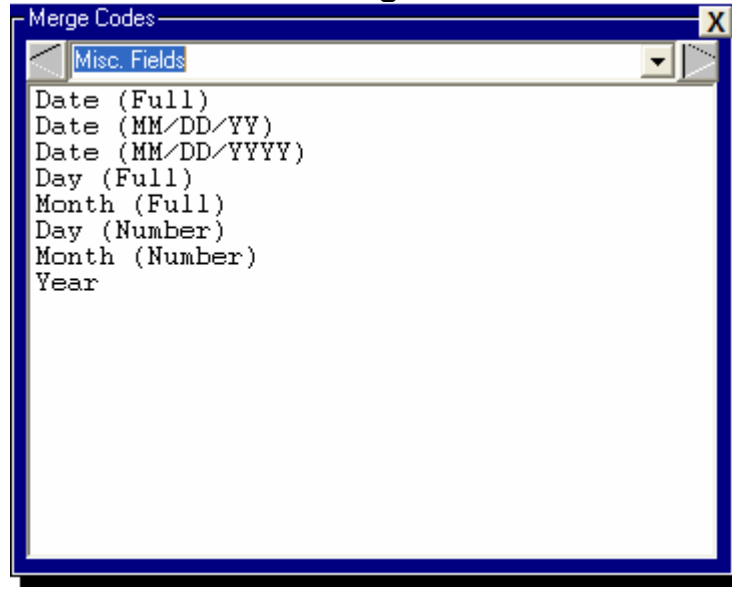
ALL Open List all open violations	ALL]	
-----------------------------------	------	--

## Merge Codes

### Misc. Fields

These Merge Codes let you format dates in Form Letters:

### Misc. Merge Codes



<b>Description</b>	<b>Merge code</b>	<b>Sample</b>
Date (Full)	[Date (Full)]	May 15,2009
Date (MM/DD/YY)	[Date (MM/DD/YYYY)]	05/15/09
Date (MM/DD/YYYY)	[Date (MM/DD/YY)]	05/15/2009
Day (Full)	[Day (Full)]	Friday
Month (Full)	[Month (Full)]	May
Day (Number)	[Day (Number)]	15
Month (Number)	[Month (Number)]	05
Year	[Year]	2009

*The ends the manual section on Form Letters*


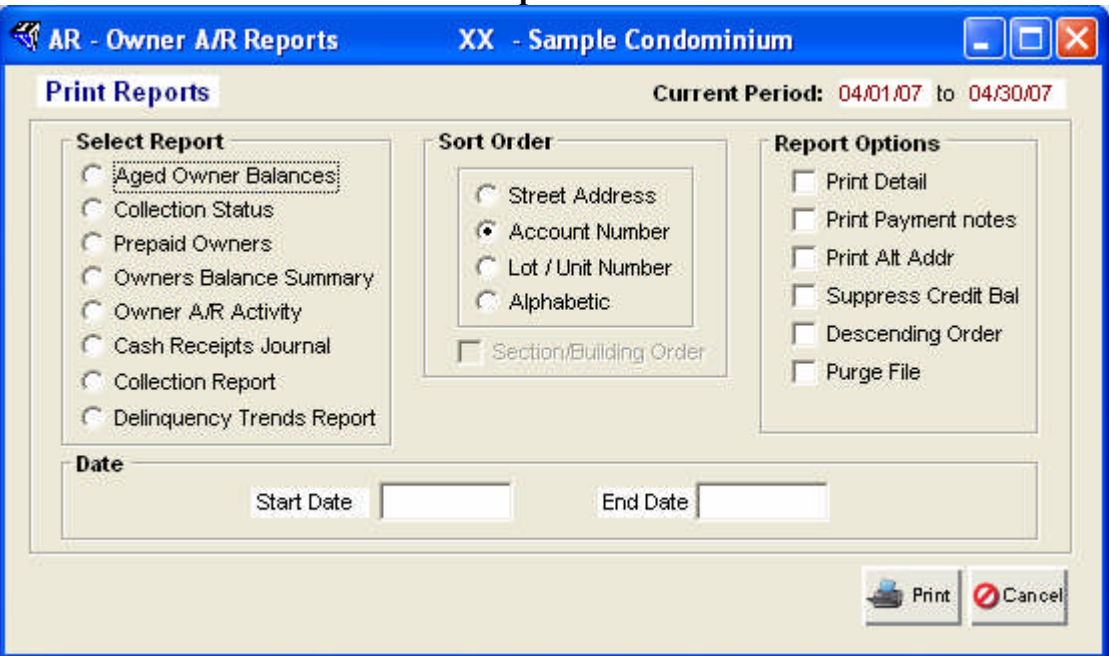
## Reports

There are a number of AR Reports that can be printed for a community. There are several formats to pick from showing owner balances due, collection status and other key accounts receivable reports. Many of the reports give you options for things like, a detailed or summary report.

### Date Sensitive

TOPS 4.0® is totally “date sensitive” throughout. Meaning, you can print ALL of the AR Reports for any period in the past as long as the transaction history has not been purged. So, for example, if you misplaced the Aged Owner Balances report for the end of the previous year, you could simply reprint it by entering the year-end date for the report. TOPS will find everyone who owed a balance at year-end and regenerate the report exactly as it looked when it was originally printed.

We’ll review each AR Report in this manual section.

	From the AR menu, click the <b>Reports</b> menu tab.
When you click the Reports menu tab, you will see the AR Report menu:	
<p style="text-align: center;"><b>AR Reports Menu</b></p> 	

## Aged Owner Balances

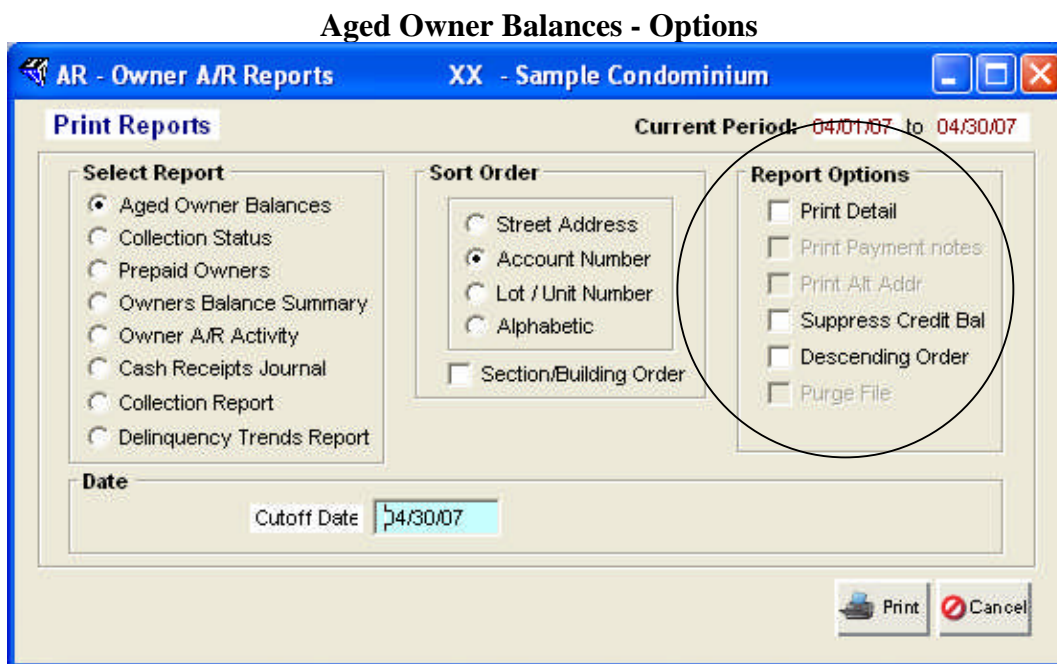
This is the most common report printed for a community's officers showing owner balances with the aging of those balances. The aging days are set in the Accounting Control File (Setup > Owner Data & AR Setup). The report can be printed with a full detail breakdown of each owner's balance or in just a summary format. The report will show the last payment date for each owner.

The report can be printed for any date in the past as long as the payment history records still exist for that period. Because this report has "date sensitivity" technology built into it, the report will look just like the original report for a past date.

Because the last page of the report has an Accounting Summary recapping the owner balances both by Charge Code and GL Account #, this report can be used to reconcile the detailed owner balances to the corresponding receivable account balances (accrual accounting only) in the General Ledger. Make sure you do NOT check the "Suppress Credit Balances" report option if you wish to use the report to reconcile with the General Ledger since that may lead to report totals that do not agree to the GL receivable account totals.

Aged Owner Balances: Click the radio button next to **Aged Owner Balances**.

When you click the Aged Owner Balances, the AR Reports menu changes to show you the options available for this report:


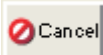


Select from these report options.

### Sort Order

Select the print order you wish for this report. The options are:

- **Street Address** – prints the report starting with the first street and the lowest street address # to the last street.
- **Account #** - prints the report in Account # order starting with the

	<p>lowest Account # to the highest.</p> <ul style="list-style-type: none"> <li>• <b>Lot/Unit #</b> - prints the report in Lot/Unit # order starting with the lowest Lot/Unit # to the highest.</li> <li>• <b>Alphabetic</b> - prints the report by owner LAST NAME, starting with A - Z.</li> <li>• <b>Section/Building Order</b> – groups the homes by Section or Building #, if activated, using the Sort Order selected above.</li> </ul>
<b>Report Options</b>	<p>Select from these options:</p> <ul style="list-style-type: none"> <li>• <b>Print Detail</b> – if checked, this will show a balance breakdown for each owner. If not checked, a summary report will be printed with just the overall owner balance. If you click the Print Detail option, these further report options become available: <ul style="list-style-type: none"> <li><input type="checkbox"/> Print Payment notes</li> <li><input type="checkbox"/> Print Alt Addr</li> </ul> </li> <li>• <b>Suppress Credit</b> – if checked, owners with a credit balance in a charge code other than one of the Prepaid (PP) charge codes, will not be included on the report. <b>Note:</b> If you take this option, then the Aged Owner Balances should NOT be used to reconcile balances to the GL receivable accounts because the report totals may not include all owner balances that are reflected in the GL accounts.</li> <li>• <b>Descending Order</b> – if checked, then the report will print starting with the owner who owes the largest balance due down to the owner who owes the smallest balance due. This can be a handy option so community officers can quickly see those owners who have the largest balance due.</li> </ul> <p>Click any of the Report Option you wish.</p>
<b>Cutoff Date</b>	<p>The effective date for this report. It will show owner balances up to and including the Cutoff Date you enter. Any transactions dated AFTER the Cutoff Date will not be taken into consideration when printing this report.</p> <p>The Cutoff Date can be any date in the past as long as the owners' payment history records still exist.</p>
	Click the <b>Print</b> button to proceed to print the report with the options you selected.
	Click the <b>Cancel</b> button to exit without printing the report.
If you clicked the <b>Print</b> button, you will see this question:	



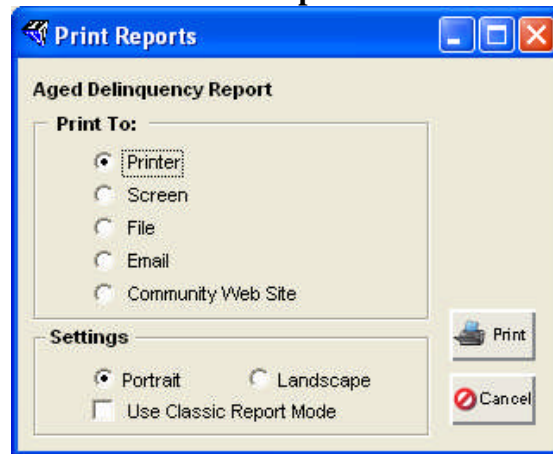
This gives you the option to show each owner's collection action status on the report.

**YES** – click Yes to show the collection action status for each owner.

**NO** – click No to skip including this information on the report. This is the default answer.

Once you answer the above question, you will see the Print Options screen:

### Print Options



Select from this print options:

#### Print To:

- **Printer** – you can then select any printer available on your computer system.
- **Screen** – displays the report on your computer screen.
- **File** – creates a report file, you can then select which file format you wish such as, Excel®, Rich Text Format (RTF), PDF, and more.
- **E Mail** – creates the report in a PDF format and opens your e mail with the report attached so you are ready to send it to someone's e mail address.
- **Community Web Site** – creates the report in PDF format and automatically sends it to a TOPS community web site, if any.

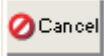
#### Settings

- **Portrait** – the default option for this report. This report is designed to fit portrait mode without having to reduce font size.
- **Landscape** – click this option to print the report in landscape mode rather than portrait.
- **Use Classic Report Mode** – “Classic” report format means the older style TOPS 4.0® report style rather than the newer one with fonts and bolding. Some customers requested that we still offer the older style reports so their community offices would not be confused with the newer report style. Check this option if you wish to print the “Classic” report style.





Click the **Print** button to proceed to print the report with the options you selected.



Click the **Cancel** button to exit without printing the report.

If you clicked the **Print** button, the report will be generated with the options you selected. A sample report looks like this:

### Sample Report Aged Owner Balances--Detail

ACCOUNT #	UNIT #	NAME/ADDRESS	CURRENT	OVER 30	OVER 60	OVER 90	TOTAL
DATE: 7/27/09 TIME: 2:22 PM			Sample Condominium			Page: 1	
<b>AGED OWNER BALANCES: AS OF Apr. 30, 2007</b>							
<b>ACCOUNT NUMBER SEQUENCE</b>							
400	400	Jenny Craig 400 Easy Street	Last Pmt: 04/03/07	290.00			
		A1 Maintenance Fee	90.00	0.00	90.00	0.00	180.00
		01 Late Fees	5.00	5.00	0.00	0.00	10.00
		04 Interest	2.66	0.00	0.00	0.00	2.66
		TOTAL:	97.66	5.00	90.00	0.00	192.66
700	700	George Benube 700 Easy Street	Last Pmt: 04/03/07	90.00			
		A1 Maintenance Fee	90.00	0.00	0.00	0.00	90.00
		01 Late Fees	0.00	5.00	0.00	0.00	5.00
		04 Interest	1.33	0.00	0.00	0.00	1.33
		TOTAL:	91.33	5.00	0.00	0.00	96.33
10002	10002	Joe & June Smith 10002 Bank Street	Last Pmt: 03/13/07	60.00			
		A1 Maintenance Fee	60.00	0.00	0.00	0.00	60.00
		01 Late Fees	5.00	0.00	0.00	0.00	5.00
		04 Interest	0.89	0.00	0.00	0.00	0.89
		TOTAL:	65.89	0.00	0.00	0.00	65.89
10009	10009	John & Mary Clark 10009 Bank Street	Last Pmt: 04/03/07	60.00			
		A1 Maintenance Fee	60.00	0.00	120.00	20.00	200.00
		01 Late Fees	5.00	5.00	5.00	0.00	15.00
		04 Interest	2.96	0.00	0.00	0.00	2.96
		TOTAL:	67.96	5.00	125.00	20.00	217.96
10013	10013	Bill & Sarah Barnes 10013 Bank Street	Last Pmt: 04/28/07	65.00			
		A1 Maintenance Fee	60.00	0.00	0.00	0.00	60.00
		01 Late Fees	5.00	0.00	0.00	0.00	5.00

## Accounting Summary

DATE: 7/27/09 TIME: 2:22 PM

Sample Condominium

Page: 2

AGED OWNER BALANCES: AS OF Apr. 30, 2007  
ACCOUNT NUMBER SEQUENCE

ACCOUNT #	UNIT #	NAME/ADDRESS	CURRENT	OVER 30	OVER 60	OVER 90	TOTAL
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### REPORT SUMMARY

CODE NA	DESCRIPTION	ACCOUNT #	CURRENT	OVER 30	OVER 60	OVER 90	TOTAL
A1	Maintenance Fee	1310-000	420.00	0.00	330.00	280.00	1030.00
C1	Special Assess	1410-000	0.00	0.00	50.00	50.00	100.00
01	Late Fees	1340-000	25.00	20.00	10.00	5.00	60.00
04	Interest	1390-000	16.72	0.00	0.00	0.00	16.72
GRAND TOTAL:			461.72	20.00	390.00	335.00	1206.72


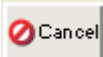
ACCOUNT NUMBER	ACCOUNT DESCRIPTION	DELINQUENCY AMOUNT
01310-000	Assessments Receivable	1030.00
01340-000	Late Fees Receivable	60.00
01390-000	Owner Interest Receiv.	16.72
01410-000	Special Assessments Rec.	100.00
T O T A L		\$1206.72

## Collection Status

This report shows the balance due, along with a breakdown of the owners' balance by Charge Code, and the last collection action step taken by the automated collection action for each owner. It also displays the number of months an owner is delinquent. The date and amount of the last payment received from each owner is also shown.

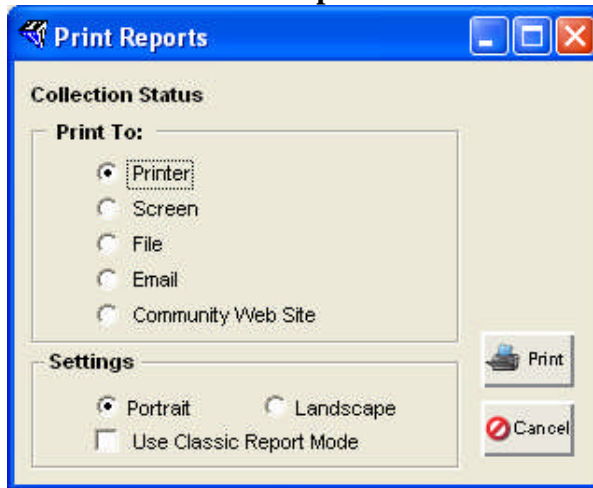
Because the last page of the report has an Accounting Summary recapping the owner balances both by GL Account #, this report can be used to reconcile the detailed owner balances to the corresponding receivable account balances (accrual accounting only) in the General Ledger.

<input type="radio"/> Collection Status	Click the radio button next to <b>Collection Status</b> .
When you click the Collection Status, the AR Reports menu changes to show you the options available for this report:	
<div style="text-align: center;"> <h3>Collection Status - Options</h3> </div>	
Select from these report options.	
<b>Sort Order</b>	Select the print order you wish for this report. The options are: <ul style="list-style-type: none"> <li>• <b>Street Address</b> – prints the report starting with the first street and the lowest street address # to the last street.</li> <li>• <b>Account #</b> - prints the report in Account # order starting with the lowest Account # to the highest.</li> <li>• <b>Lot/Unit #</b> - prints the report in Lot/Unit # order starting with the lowest Lot/Unit # to the highest.</li> <li>• <b>Alphabetic</b> - prints the report by owner LAST NAME, starting with A - Z.</li> <li>• <b>Section/Building Order</b> – groups the homes by Section or Building #, if activated, using the Sort Order selected above.</li> </ul>

<b>Report Options</b>	Other than the sort order, there are NO further options for the Collection Status report.
<b>Cutoff Date</b>	The effective date for this report. It will show owner balances up to and including the Cutoff Date you enter. Any transactions dated AFTER the Cutoff Date will not be taken into consideration when printing this report. The Cutoff Date can be any date in the past as long as the owners' payment history records still exist.
	Click the <b>Print</b> button to proceed to print the report.
	Click the <b>Cancel</b> button to exit without printing the report.


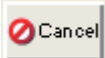
If you clicked the **Print** button, you will see the Print Options screen:

### Print Options



Select from this print options:

<b>Print To:</b>	<ul style="list-style-type: none"> <li>• <b>Printer</b> – you can then select any printer available on your computer system.</li> <li>• <b>Screen</b> – displays the report on your computer screen.</li> <li>• <b>File</b> – creates a report file, you can then select which file format you wish such as, Excel®, Rich Text Format (RTF), PDF, and more.</li> <li>• <b>E Mail</b> – creates the report in a PDF format and opens your e mail with the report attached so you are ready to send it to someone's e mail address.</li> <li>• <b>Community Web Site</b> – creates the report in PDF format and automatically sends it to a TOPS community web site, if any.</li> </ul>
<b>Settings</b>	<ul style="list-style-type: none"> <li>• <b>Portrait</b> – the default option for this report. This report is designed to fit portrait mode without having to reduce font size.</li> <li>• <b>Landscape</b> – click this option to print the report in landscape mode rather than portrait.</li> <li>• <b>Use Classic Report Mode</b> – “Classic” report format means the older style TOPS 4.0® report style rather than the newer one with fonts and</li> </ul>

	bolding. Some customers requested that we still offer the older style reports so their community offices would not be confused with the newer report style. Check this option if you wish to print the “Classic” report style.
	Click the <b>Print</b> button to proceed to print the report with the options you selected.
	Click the <b>Cancel</b> button to exit without printing the report.

If you clicked the **Print** button, the report will be generated with the options you selected. A sample report looks like this:

<b>Sample Report Collection Status</b>						
DATE: 7/27/09 TIME: 3:12 PM		Sample Condominium			Page: 1	
COLLECTION STATUS REPORT: AS OF Apr. 30, 2007 ACCOUNT NUMBER SEQUENCE						
*** after Amount indicates offsetting credits						
NAME ADDRESS	A/C A/C	Last Paym# Delq Status	Mnth Delq	CODE	ACCOUNT DESCRIPTION	AMOUNT DUE
CURRENT OWNERS						
ACCT #:400    LOT #:400						
Jenny Craig	Y	APR 03, 2007	2	A1	Maintenance Fee	180.00
400 Easy Street		First Warning		01	Late Fees	10.00
				04	Interest	2.66
					TOTAL	192.66
ACCT #:700    LOT #:700						
George Berube	Y	APR 03, 2007	2	A1	Maintenance Fee	90.00
700 Easy Street		Late Notice		01	Late Fees	5.00
				04	Interest	1.33
					TOTAL	96.33
ACCT #:10002    LOT #:10002						
Joe & June Smith	N	MAR 13, 2007	1	A1	Maintenance Fee	60.00
10002 Bank Street		Second Warning		01	Late Fees	5.00
				04	Interest	0.89
					TOTAL	65.89
ACCT #:10009    LOT #:10009						
John & Mary Clark	N	APR 03, 2007	3	A1	Maintenance Fee	200.00
10009 Bank Street		Lien		01	Late Fees	15.00
				04	Interest	2.96
					TOTAL	217.96
ACCT #:10013    LOT #:10013						
Bill & Sarah Barnes	N	APR 28, 2007	1	A1	Maintenance Fee	60.00
10013 Bank Street		Late Notice		01	Late Fees	5.00
				04	Interest	0.89

**Accounting Summary**

COLLECTION STATUS REPORT: AS OF Apr. 30, 2007  
ACCOUNT NUMBER SEQUENCE

\*\*\* after Amount indicates offsetting credits

NAME	AK	Last Paym#	Month	ACCOUNT	AMOUNT
ADDRESS	Adr	Delq Status	Delq	DESCRIPTION	DUE

ACCOUNT SUMMARY

ACCOUNT NUMBER	ACCOUNT DESCRIPTION	DELINQUENCY AMOUNT
01310-000	Assessments Receivable	1030.00
01340-000	Late Fees Receivable	60.00
01390-000	Owner Interest Receiv.	16.72
01410-000	Special Assessments Rec.	100.00
T O T A L		\$1206.72

## Prepaid Owners

This report shows those owners who have a credit balance in the Prepaid Charge Codes (PP Codes). The report will show the total amount off ALL prepaid balances on the last report page as well as a breakdown by the individual Prepaid Charge Codes (PP, PP-A1, PP-C1, etc). If an owner has a credit balance in one of the regular Charge Codes (A1, C1, 01) it will NOT show on the Prepaid Owners report. Instead, these credits will show on the other balance due reports, like the Aged Owner Balances.

<input type="radio"/> Prepaid Owners	Click the radio button next to <b>Prepaid Owners</b> .
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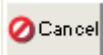
When you click the Prepaid Owners, the AR Reports menu changes to show you the options available for this report:

**Prepaid Owners - Options**

The screenshot shows a software window titled "AR - Owner A/R Reports XX - Sample Condominium". Inside, there's a "Print Reports" section with a "Current Period: 04/01/07 to 04/30/07". Under "Select Report", "Prepaid Owners" is selected. Under "Sort Order", "Account Number" is selected. Under "Report Options", "Print Detail" is checked. A "Date" section has "Cutoff Date" set to "04/30/07". "Print" and "Cancel" buttons are at the bottom right.

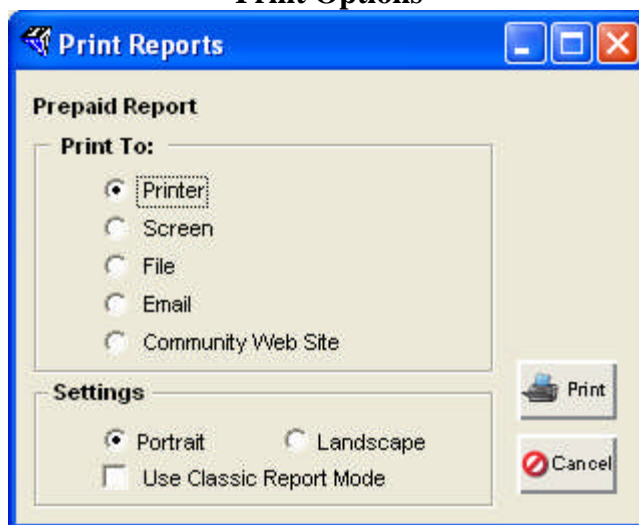
Select from these report options.

<b>Sort Order</b>	<p>Select the print order you wish for this report. The options are:</p> <ul style="list-style-type: none"> <li>• <b>Street Address</b> – prints the report starting with the first street and the lowest street address # to the last street.</li> <li>• <b>Account #</b> - prints the report in Account # order starting with the lowest Account # to the highest.</li> <li>• <b>Lot/Unit #</b> - prints the report in Lot/Unit # order starting with the lowest Lot/Unit # to the highest.</li> <li>• <b>Alphabetic</b> - prints the report by owner LAST NAME, starting with A - Z.</li> <li>• <b>Section/Building Order</b> – groups the homes by Section or Building #, if activated, using the Sort Order selected above.</li> </ul>
<b>Report Options</b>	<p>There is only one Report Option:</p> <ul style="list-style-type: none"> <li>• <b>Print Detail</b> – this option is automatically checked. It will show a</li> </ul>

	breakdown of each owners' prepaid balance by the Prepaid Charge Codes (PP, PP-A1, PP-C1, etc).
<b>Cutoff Date</b>	The effective date for this report. It will show owner balances up to and including the Cutoff Date you enter. Any transactions dated AFTER the Cutoff Date will not be taken into consideration when printing this report. The Cutoff Date can be any date in the past as long as the owners' payment history records still exist.
	Click the <b>Print</b> button to proceed to print the report.
	Click the <b>Cancel</b> button to exit without printing the report.

If you clicked the **Print** button, you will see the Print Options screen:


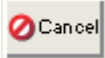
### Print Options



Select from this print options:

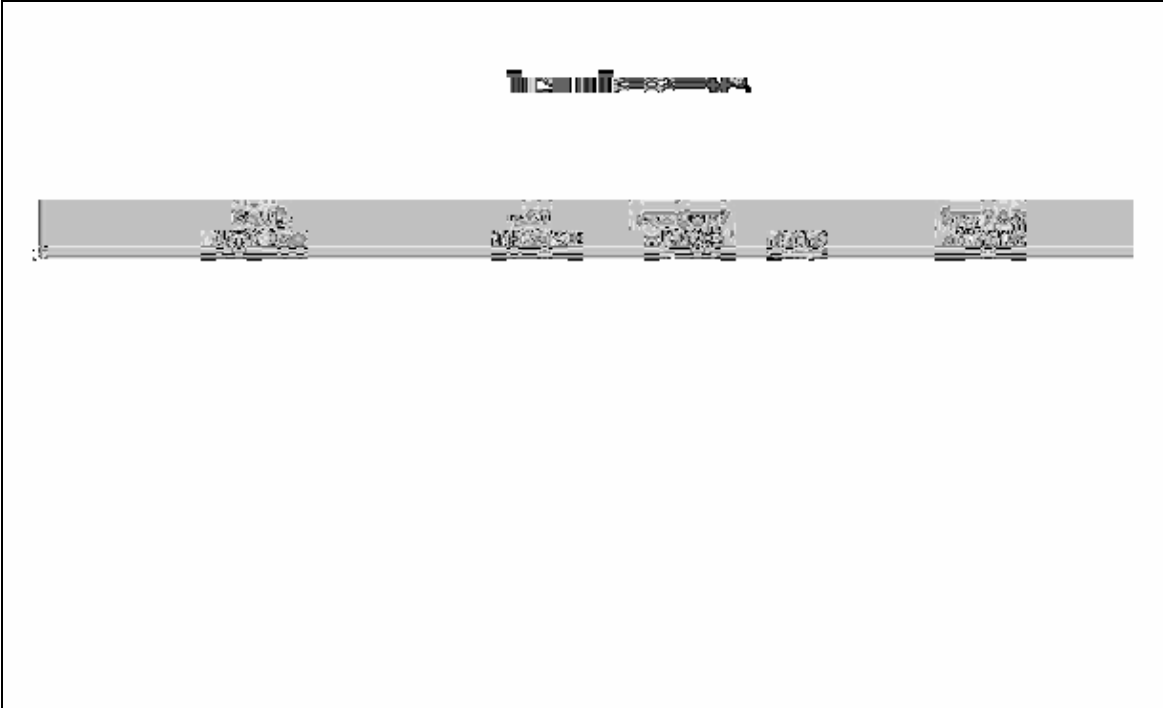
<b>Print To:</b>	<ul style="list-style-type: none"> <li>• <b>Printer</b> – you can then select any printer available on your computer system.</li> <li>• <b>Screen</b> – displays the report on your computer screen.</li> <li>• <b>File</b> – creates a report file, you can then select which file format you wish such as, Excel®, Rich Text Format (RTF), PDF, and more.</li> <li>• <b>E Mail</b> – creates the report in a PDF format and opens your e mail with the report attached so you are ready to send it to someone's e mail address.</li> <li>• <b>Community Web Site</b> – creates the report in PDF format and automatically sends it to a TOPS community web site, if any.</li> </ul>
<b>Settings</b>	<ul style="list-style-type: none"> <li>• <b>Portrait</b> – the default option for this report. This report is designed to fit portrait mode without having to reduce font size.</li> <li>• <b>Landscape</b> – click this option to print the report in landscape mode rather than portrait.</li> <li>• <b>Use Classic Report Mode</b> – “Classic” report format means the older</li> </ul>



	<p>style TOPS 4.0® report style rather than the newer one with fonts and bolding. Some customers requested that we still offer the older style reports so their community offices would not be confused with the newer report style. Check this option if you wish to print the “Classic” report style.</p>
	<p>Click the <b>Print</b> button to proceed to print the report with the options you selected.</p>
	<p>Click the <b>Cancel</b> button to exit without printing the report.</p>

If you clicked the **Print** button, the report will be generated with the options you selected. A sample report looks like this:

**Sample Report  
Prepaid Owners**



## Owners Balance Summary

This report shows the owner balances in a columnar format. Each of the major Charge Codes has a column on the report. The report adds across to the total due for each owner. Unlike other owner balance reports on the AR Reports menu, the Owners Balance Summary also shows the owner's prepaid balance, if any. So this report will show a complete breakdown of the owners balance—including any prepaid credits.

The report can be printed for any date in the past as long as the payment history records still exist for that period. Because this report has “date sensitivity” technology built into it, the report will look just like the original report for a past date.

Because the last page of the report has an Accounting Summary recapping the owner balances both by Charge Code and GL Account #, this report can be used to reconcile the detailed owner balances to the corresponding receivable account balances (accrual accounting only) in the General Ledger. It is especially handy for this because it shows the Prepaid Balance total which can be used to reconcile these GL Accounts too.

Owners Balance Summary      Click the radio button next to **Owners Balance Summary**.

When you click the Owners Balance Summary, the AR Reports menu changes to show you the options available for this report:

**Owners Balance Summary - Options**


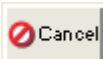
The screenshot shows a software dialog box titled "Owners Balance Summary - Options". It is part of the "AR - Owner A/R Reports" menu for "XX - Sample Condominium". The "Current Period" is "04/01/07 to 04/30/07". Under "Print Reports", "Owners Balance Summary" is selected with a radio button. Under "Sort Order", "Account Number" is selected with a radio button. Under "Report Options", several checkboxes are listed: "Print Detail", "Print Payment notes", "Print Alt Addr", "Suppress Credit Bal", "Descending Order", and "Purge File". A circle highlights the "Print Detail" and "Print Payment notes" options. At the bottom, there is a "Cutoff Date" field set to "04/30/07" and "Print" and "Cancel" buttons.

Select from these report options.

### Sort Order

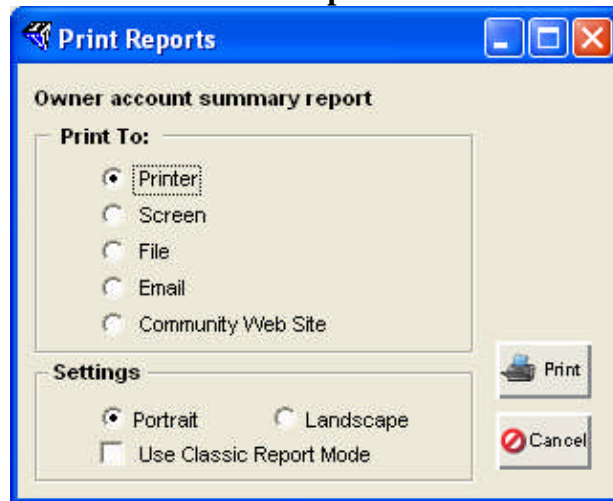
Select the print order you wish for this report. The options are:

- **Street Address** – prints the report starting with the first street and the lowest street address # to the last street.
- **Account #** - prints the report in Account # order starting with the lowest Account # to the highest.
- **Lot/Unit #** - prints the report in Lot/Unit # order starting with the

	<p>lowest Lot/Unit # to the highest.</p> <ul style="list-style-type: none"> <li>• <b>Alphabetic</b> - prints the report by owner LAST NAME, starting with A - Z.</li> <li>• <b>Section/Building Order</b> – groups the homes by Section or Building #, if activated, using the Sort Order selected above.</li> </ul>
<b>Report Options</b>	Other than the sort order, there are NO further options for the Owners Balance Summary report.
<b>Cutoff Date</b>	<p>The effective date for this report. It will show owner balances up to and including the Cutoff Date you enter. Any transactions dated AFTER the Cutoff Date will not be taken into consideration when printing this report.</p> <p>The Cutoff Date can be any date in the past as long as the owners' payment history records still exist.</p>
	Click the <b>Print</b> button to proceed to print the report with the options you selected.
	Click the <b>Cancel</b> button to exit without printing the report.



If you clicked the **Print** button, you will see the Print Options screen:

### Print Options



Select from this print options:

<b>Print To:</b>	<ul style="list-style-type: none"> <li>• <b>Printer</b> – you can then select any printer available on your computer system.</li> <li>• <b>Screen</b> – displays the report on your computer screen.</li> <li>• <b>File</b> – creates a report file, you can then select which file format you wish such as, Excel®, Rich Text Format (RTF), PDF, and more.</li> <li>• <b>E Mail</b> – creates the report in a PDF format and opens your e mail with the report attached so you are ready to send it to someone's e mail address.</li> <li>• <b>Community Web Site</b> – creates the report in PDF format and automatically sends it to a TOPS community web site, if any.</li> </ul>
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<b>Settings</b>	<ul style="list-style-type: none"> <li>• <b>Portrait</b> – the default option for this report. This report is designed to fit portrait mode without having to reduce font size.</li> <li>• <b>Landscape</b> – click this option to print the report in landscape mode rather than portrait.</li> <li>• <b>Use Classic Report Mode</b> – “Classic” report format means the older style TOPS 4.0® report style rather than the newer one with fonts and bolding. Some customers requested that we still offer the older style reports so their community offices would not be confused with the newer report style. Check this option if you wish to print the “Classic” report style.</li> </ul>
	Click the <b>Print</b> button to proceed to print the report with the options you selected.
	Click the <b>Cancel</b> button to exit without printing the report.

If you clicked the **Print** button, the report will be generated with the options you selected. A sample report looks like this:

<b>Sample Report</b>																																																																																	
<b>Owners Balance Summary</b>																																																																																	
<table border="0" style="width: 100%;"> <tr> <td style="width: 30%;">DATE: 7/27/09 TIME: 5:31 PM</td> <td style="width: 40%; text-align: center;">Sample Condominium</td> <td style="width: 30%; text-align: right;">Page: 1</td> </tr> <tr> <td colspan="3">HOMEOWNER ACCOUNT SUMMARY: Apr. 30, 2007</td> </tr> </table>										DATE: 7/27/09 TIME: 5:31 PM	Sample Condominium	Page: 1	HOMEOWNER ACCOUNT SUMMARY: Apr. 30, 2007																																																																				
DATE: 7/27/09 TIME: 5:31 PM	Sample Condominium	Page: 1																																																																															
HOMEOWNER ACCOUNT SUMMARY: Apr. 30, 2007																																																																																	
<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr style="background-color: #cccccc;"> <th style="font-size: small;">SORT KEY STREET/ACCO UNIT/LOT-UNIT RESPONSIBLE PARTY</th> <th style="font-size: small;">ASSESSMT A1</th> <th style="font-size: small;">LATE 01</th> <th style="font-size: small;">LEGAL 05</th> <th style="font-size: small;">OTHER CODE YEAR</th> <th style="font-size: small;">OTHER AMOUNT</th> <th style="font-size: small;">PP CODE YEAR</th> <th style="font-size: small;">PREPAID AMOUNT</th> <th style="font-size: small;">TOTAL BALANCE</th> </tr> </thead> <tbody> <tr> <td>400 CRAIG</td> <td>180.00</td> <td>10.00</td> <td></td> <td>TOTAL: 04</td> <td>2.66 2.66</td> <td></td> <td></td> <td>192.66</td> </tr> <tr> <td>700 BERUBE</td> <td>90.00</td> <td>5.00</td> <td></td> <td>TOTAL: 04</td> <td>1.33 1.33</td> <td></td> <td></td> <td>96.33</td> </tr> <tr> <td>10002 SMITH</td> <td>60.00</td> <td>5.00</td> <td></td> <td>TOTAL: 04</td> <td>0.89 0.89</td> <td></td> <td></td> <td>65.89</td> </tr> <tr> <td>10009 CLARK</td> <td>200.00</td> <td>15.00</td> <td></td> <td>TOTAL: 04</td> <td>2.96 2.96</td> <td></td> <td></td> <td>217.96</td> </tr> <tr> <td>10013 BARNES</td> <td>60.00</td> <td>5.00</td> <td></td> <td>TOTAL: 04</td> <td>0.89 0.89</td> <td></td> <td></td> <td>65.89</td> </tr> <tr> <td>10015 SPADE</td> <td>440.00</td> <td>20.00</td> <td></td> <td>TOTAL: C1 04</td> <td>107.99 100.00 7.99</td> <td></td> <td></td> <td>567.99</td> </tr> <tr> <td>12212 SAWYER</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>PP-01</td> <td>140.00</td> <td>140.00CR</td> </tr> <tr> <td><b>TOTALS:</b></td> <td><b>1030.00</b></td> <td><b>60.00</b></td> <td></td> <td></td> <td><b>116.72</b></td> <td></td> <td><b>140.00</b></td> <td><b>1066.72</b></td> </tr> </tbody> </table>	SORT KEY STREET/ACCO UNIT/LOT-UNIT RESPONSIBLE PARTY	ASSESSMT A1	LATE 01	LEGAL 05	OTHER CODE YEAR	OTHER AMOUNT	PP CODE YEAR	PREPAID AMOUNT	TOTAL BALANCE	400 CRAIG	180.00	10.00		TOTAL: 04	2.66 2.66			192.66	700 BERUBE	90.00	5.00		TOTAL: 04	1.33 1.33			96.33	10002 SMITH	60.00	5.00		TOTAL: 04	0.89 0.89			65.89	10009 CLARK	200.00	15.00		TOTAL: 04	2.96 2.96			217.96	10013 BARNES	60.00	5.00		TOTAL: 04	0.89 0.89			65.89	10015 SPADE	440.00	20.00		TOTAL: C1 04	107.99 100.00 7.99			567.99	12212 SAWYER						PP-01	140.00	140.00CR	<b>TOTALS:</b>	<b>1030.00</b>	<b>60.00</b>			<b>116.72</b>		<b>140.00</b>	<b>1066.72</b>
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## Accounting Summary

DATE: 7/27/09 TIME: 5:31 PM

Sample Condominium

Page: 2

### HOMEOWNER ACCOUNT SUMMARY: Apr. 30, 2007

SORT KEY STREET/ACCO UNIT/LOT-UNIT RESPONSIBLE PARTY	ASSESSMT	LATE	LEGAL	OTHER	OTHER	PP	PREPAID	TOTAL	
	A1	01	05	CODE YEAR	AMOUNT	CODE	YEAR	AMOUNT	BALANCE

#### ACCOUNT SUMMARY

ACCOUNT NUMBER	ACCOUNT DESCRIPTION	CURRENT BALANCES
1310-000	Assessments Receivable	\$1,030.00
1340-000	Late Fees Receivable	\$60.00
1390-000	Owner Interest Receiv.	\$16.72
1410-000	Special Assessments Rec.	\$100.00
	TOTAL AMOUNT DUE	\$1,206.72
3310-000	Prepaid Owner Assessments	\$140.00
	GRAND TOTAL	\$1,066.72

#### CHARGE CODE RECAP

CODE	DESCRIPTION	GL ACCT #	AMOUNT
A1	Maintenance Fee	1310-999	\$1,030.00
01	Late Fees	1340-999	\$60.00
04	Interest	1390-000	\$16.72
C1	Special Assess	1410-000	\$100.00
PP-A1	Credit-Prepaid	3310-000	\$140.00CR
	TOTALS		\$1,066.72

## Owner A/R Activity

This report shows all the charge, payment and adjustment activity for each owner for a range of dates. It's a handy report when you want to see the activity that changed an owner's balance from the beginning of a period to the end of the period.

The report can be printed for any date in the past as long as the payment history records still exist for that period. Because this report has "date sensitivity" technology built into it, the report will look just like the original report for a past date.

Owner A/R Activity      Click the radio button next to **Owner A/R Activity** report.

When you click the Owner A/R Activity report, the AR Reports menu changes to show you the options available for this report:

**Owner A/R Activity - Options**

**Print Reports**      Current Period: 04/01/07 to 04/30/07

**Select Report**

- Aged Owner Balances
- Collection Status
- Prepaid Owners
- Owners Balance Summary
- Owner A/R Activity
- Cash Receipts Journal
- Collection Report
- Delinquency Trends Report

**Sort Order**

- Street Address
- Account Number
- Lot / Unit Number
- Alphabetic
- Section/Building Order

**Report Options**

- Print Detail
- Print Payment notes
- Print Alt Addr
- Suppress Credit Bal
- Descending Order
- Purge File

**Date**

Start Date: 04/01/07      End Date: 04/30/07

Print      Cancel

Select from these report options.



### Sort Order

Select the print order you wish for this report. The options are:

- **Street Address** – prints the report starting with the first street and the lowest street address # to the last street.
- **Account #** - prints the report in Account # order starting with the lowest Account # to the highest.
- **Lot/Unit #** - prints the report in Lot/Unit # order starting with the lowest Lot/Unit # to the highest.
- **Alphabetic** - prints the report by owner LAST NAME, starting with A - Z.
- **Section/Building Order** – groups the homes by Section or Building #, if activated, using the Sort Order selected above.

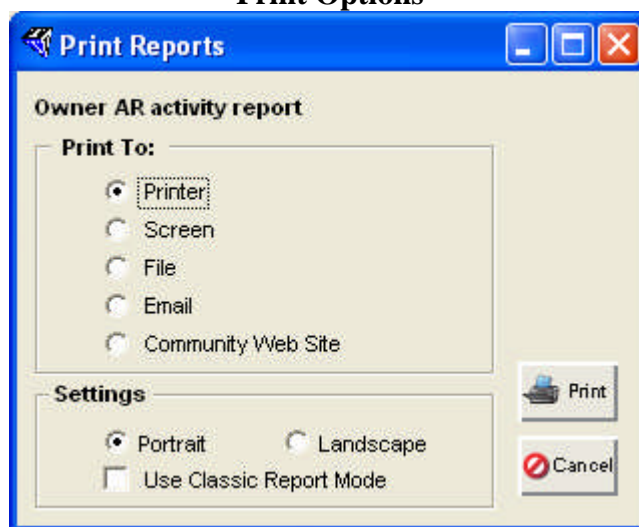
### Report Options

Other than the sort order, there are NO further options for the Owners

	Balance Summary report.
<b>Date</b>	Enter a date range for the report as follows: <b>Start Date</b> – the beginning date for showing the owner activity. <b>End Date</b> – the ending date for showing the owner activity. All the charge, payment and adjustment activity between the starting and ending dates will be shown on the report.
	Click the <b>Print</b> button to proceed to print the report with the options you selected.
	Click the <b>Cancel</b> button to exit without printing the report.


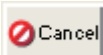
If you clicked the **Print** button, you will see the Print Options screen:

### Print Options



Select from this print options:

<b>Print To:</b>	<ul style="list-style-type: none"> <li>• <b>Printer</b> – you can then select any printer available on your computer system.</li> <li>• <b>Screen</b> – displays the report on your computer screen.</li> <li>• <b>File</b> – creates a report file, you can then select which file format you wish such as, Excel®, Rich Text Format (RTF), PDF, and more.</li> <li>• <b>E Mail</b> – creates the report in a PDF format and opens your e mail with the report attached so you are ready to send it to someone’s e mail address.</li> <li>• <b>Community Web Site</b> – creates the report in PDF format and automatically sends it to a TOPS community web site, if any.</li> </ul>
<b>Settings</b>	<ul style="list-style-type: none"> <li>• <b>Portrait</b> – the default option for this report. This report is designed to fit portrait mode without having to reduce font size.</li> <li>• <b>Landscape</b> – click this option to print the report in landscape mode rather than portrait.</li> <li>• <b>Use Classic Report Mode</b> – “Classic” report format means the older style TOPS 4.0® report style rather than the newer one with fonts and bolding. Some customers requested that we still offer the older style</li> </ul>

	reports so their community offices would not be confused with the newer report style. Check this option if you wish to print the "Classic" report style.
	Click the <b>Print</b> button to proceed to print the report with the options you selected.
	Click the <b>Cancel</b> button to exit without printing the report.

If you clicked the **Print** button, the report will be generated with the options you selected. A sample report looks like this:

**Sample Report**  
**Owner A/R Activity**

Sample Condominium Page: 1

Activity Report  
From 04/01/07 To 04/30/07

Sorted by		Beginning	Charges	Payments	Adjustment(+/-)	Ending	
Account Number	Name	Balance	Date	Amount	Date	Amount	
100	SIMON	\$0.00	04/01/07	90.00	04/03/07	90.00	\$0.00
200	LANCE	\$0.00	04/01/07	90.00	04/03/07	90.00	\$0.00
300	STEVENS	\$0.00	04/01/07	90.00	04/08/07	90.00	\$0.00
400	CRAIG	\$385.00	04/01/07	90.00	04/03/07	290.00	
			04/16/07	5.00			
			04/30/07	2.66			\$192.66
500	SMITH	\$0.00	04/01/07	90.00	04/08/07	90.00	\$0.00
600	CARTER	\$0.00	04/01/07	90.00	04/08/07	90.00	\$0.00
	SCOTT	\$0.00					\$0.00
700	BERUBE	\$85.00	04/01/07	90.00	04/03/07	90.00	
			04/30/07	1.33			\$96.33
800	BOWIL	\$0.00	04/01/07	90.00	04/08/07	90.00	\$0.00
810	JONES	\$0.00	04/01/07	90.00	04/08/07	90.00	\$0.00
820	DOWIN	\$0.00	04/01/07	90.00	04/08/07	90.00	\$0.00
830	BENS	\$0.00	04/01/07	90.00	04/03/07	90.00	\$0.00
840	KATZ	\$0.00	04/01/07	90.00	04/03/07	90.00	\$0.00
850	MOUSE	\$0.00	04/01/07	90.00	04/14/07	90.00	\$0.00
860	SCORE	\$0.00	04/01/07	90.00	04/14/07	90.00	\$0.00
900	JOHNSON	\$0.00	04/01/07	90.00	04/28/07	95.00	
			04/16/07	5.00			\$0.00
950	GARNER	\$0.00	04/01/07	90.00	04/08/07	90.00	\$0.00
960	DUNHILL	\$0.00	04/01/07	90.00	04/03/07	90.00	\$0.00
A150	JEFFERSON	\$0.00					\$0.00
10001	JONES	\$10.00	04/01/07	60.00	04/14/07	70.00	\$0.00
10002	SMITH	\$0.00	04/01/07	60.00			
			04/16/07	5.00			
			04/30/07	0.89			\$65.89
10005	DAY	\$0.00	04/01/07	60.00	04/08/07	60.00	\$0.00
10006	MAYS	\$0.00	04/01/07	60.00	04/14/07	60.00	\$0.00
10009	CLARK	\$210.00	04/01/07	60.00	04/03/07	60.00	
			04/16/07	5.00			
			04/30/07	2.96			\$217.96
10013	BARNES	\$65.00	04/01/07	60.00	04/28/07	65.00	
			04/16/07	5.00			
			04/30/07	0.89			\$65.89
10015	SPADE	\$495.00	04/01/07	60.00			
			04/16/07	5.00			
			04/30/07	7.99			\$667.99
12200	TODD	\$0.00	04/01/07	155.00	04/03/07	155.00	\$0.00
12204	WHITMAN	\$0.00	04/01/07	155.00	04/03/07	155.00	\$0.00
12208	VOLKS	\$0.00	04/01/07	155.00	04/03/07	155.00	\$0.00
12212	SAWYER	\$0.00	04/01/07	155.00	04/03/07	155.00 04/04/07	140.00 - \$140.00CR
<b>TOTAL:</b>		<b>\$1,260.00</b>		<b>2,616.72</b>		<b>2,670.00</b>	<b>0 140.00CR \$1,066.72</b>



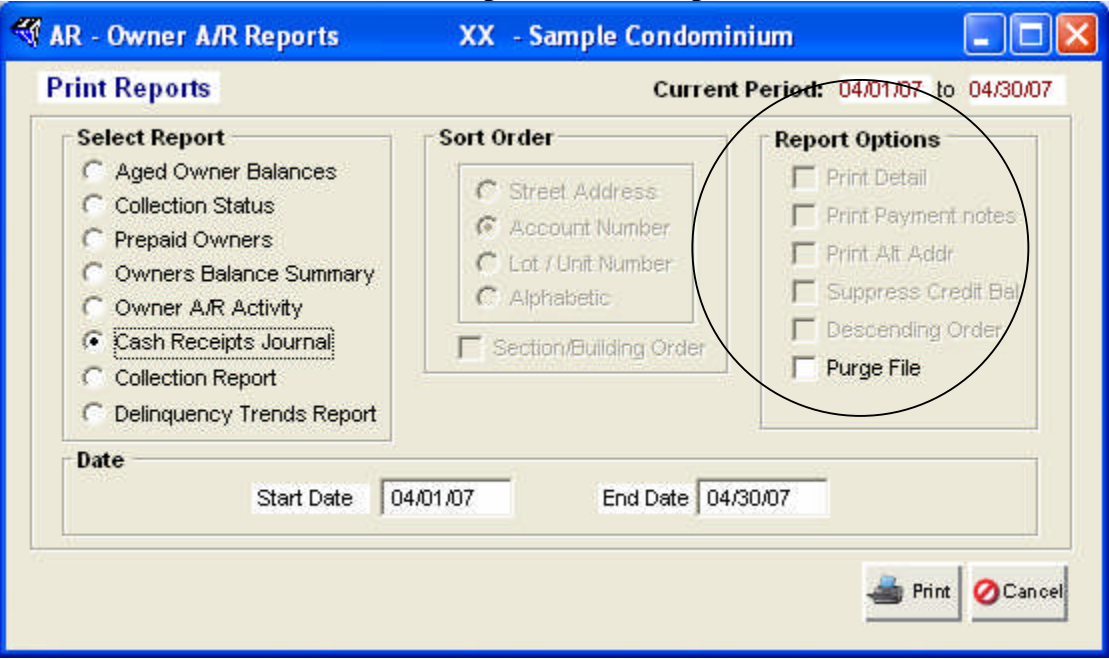
## Cash Receipts Journal



This report shows all the AR transactions, by type and date, that have been passed to the General Ledger. The report can be printed for a range of dates, like an accounting period, so you can verify AR transactions that have been recorded in the General Ledger.

The report is broken down into 3 sections:

- Income
- Cash Receipts
- Adjustments

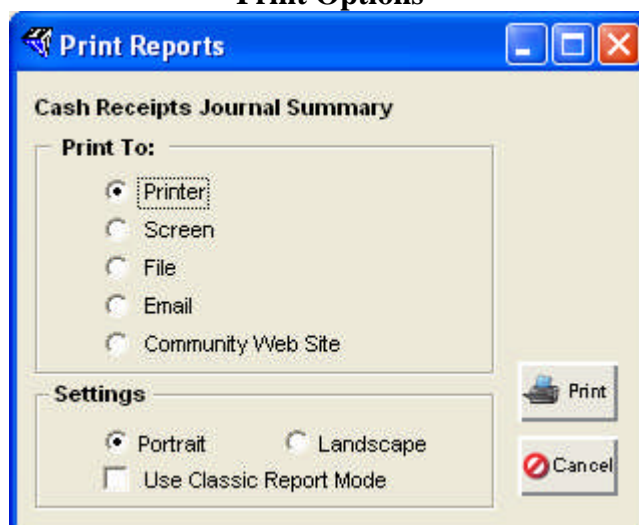
The report can be printed for any date in the past as long as the AR to GL transaction history file has not been purged. Because this report has “date sensitivity” technology built into it, the report will look just like the original report for a past date.

<input type="radio"/> Cash Receipts Journal	Click the radio button next to <b>Cash Receipts Journal</b> report.
When you click the Cash Receipts Journal report, the AR Reports menu changes to show you the options available for this report:	
<div style="text-align: center;"> <h3>Cash Receipts Journal - Options</h3>  </div>	
Select from these report options.	
<b>Sort Order</b>	Because this report shows the AR transactions being passed to the GL, not detailed owner transactions, there is no sort order selection available.
<b>Report Options</b>	There is only 1 report option available for the Cash Receipts Journal: <ul style="list-style-type: none"> <li>• Purge File – select this option to erase the AR transactions to GL file. This is the file that passes the AR transactions that update the General Ledger.</li> </ul>

	<b>Note:</b> We recommend that you do NOT click the Purge File option.
<b>Date</b>	Enter a date range for the report as follows: <b>Start Date</b> – the beginning date for showing the AR transactions that have been passed to the General Ledger. <b>End Date</b> – the ending date for showing the AR transactions that have been passed to the General Ledger. All the AR transactions between the starting and ending dates will be shown on the report.
	Click the <b>Print</b> button to proceed to print the report with the options you selected.
	Click the <b>Cancel</b> button to exit without printing the report.


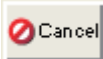
If you clicked the **Print** button, you will see the Print Options screen:

### Print Options



Select from this print options:

<b>Print To:</b>	<ul style="list-style-type: none"> <li>• <b>Printer</b> – you can then select any printer available on your computer system.</li> <li>• <b>Screen</b> – displays the report on your computer screen.</li> <li>• <b>File</b> – creates a report file, you can then select which file format you wish such as, Excel®, Rich Text Format (RTF), PDF, and more.</li> <li>• <b>E Mail</b> – creates the report in a PDF format and opens your e mail with the report attached so you are ready to send it to someone’s e mail address.</li> <li>• <b>Community Web Site</b> – creates the report in PDF format and automatically sends it to a TOPS community web site, if any.</li> </ul>
<b>Settings</b>	<ul style="list-style-type: none"> <li>• <b>Portrait</b> – the default option for this report. This report is designed to fit portrait mode without having to reduce font size.</li> <li>• <b>Landscape</b> – click this option to print the report in landscape</li> </ul>

	<p>mode rather than portrait.</p> <ul style="list-style-type: none"> <li>• <b>Use Classic Report Mode</b> – “Classic” report format means the older style TOPS 4.0® report style rather than the newer one with fonts and bolding. Some customers requested that we still offer the older style reports so their community offices would not be confused with the newer report style. Check this option if you wish to print the “Classic” report style.</li> </ul>
	Click the <b>Print</b> button to proceed to print the report with the options you selected.
	Click the <b>Cancel</b> button to exit without printing the report.
<p>If you clicked the <b>Print</b> button, the report will be generated with the options you selected. A sample report looks like this:</p>	

## Sample Report Cash Receipts Journal

Date 07/27/09 Time 18:35:28

Sample Condominium

Report #0409 Page: 1

### CASH RECEIPTS JOURNAL

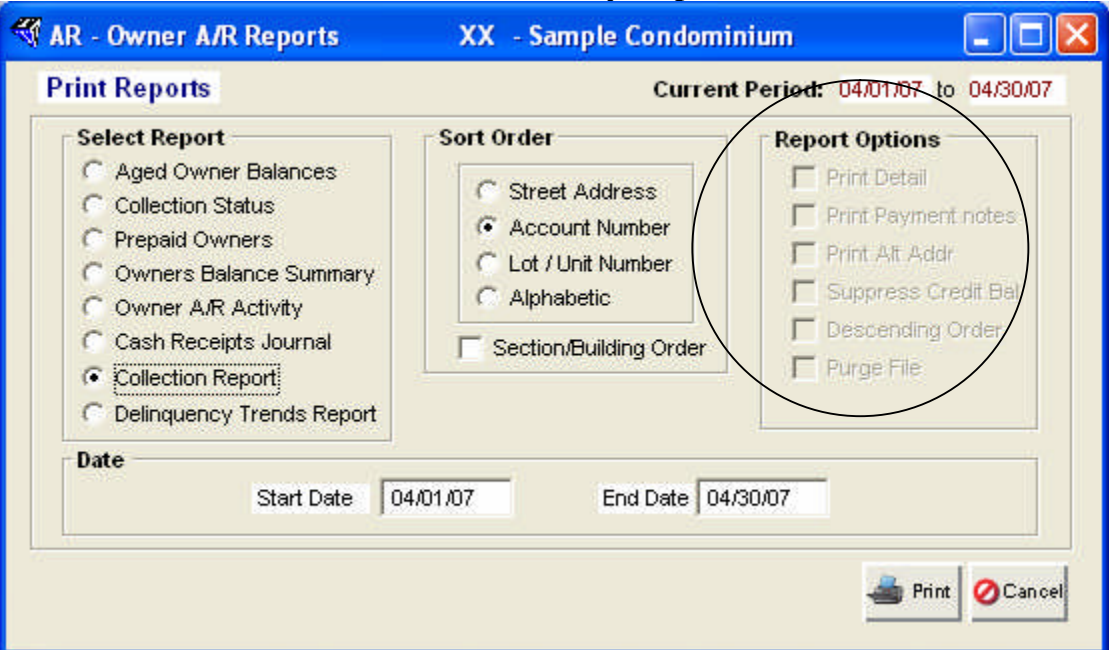
Starting date 04/01/07 Ending date 04/30/07



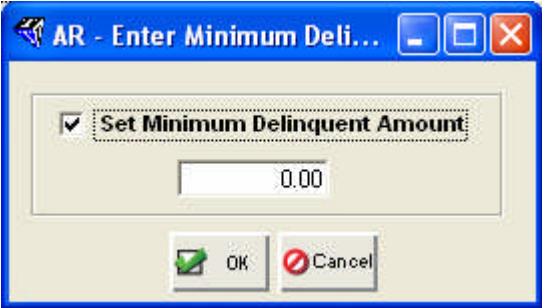


Acct#	Description	Date	Amount	Description
Income section				
1310-000	Assessments Receivable	Account total:	.00	
1390-000	Owner Interest Receiv.	04/30/07	16.72	Apply Interest
		Account total:	16.72	
6390-000	Owner Interest Income	04/30/07	16.72CR	Apply Interest
		Account total:	16.72CR	
		Section total:	.00	
Cash receipts section				
		Section total:	.00	
Adjustments				
3310-000	Prepaid Owner Assessments	04/04/07	140.00CR	Owner Expense Adjust.
		Account total:	140.00CR	
6430-000	Assmnts. Paid in Advance	04/04/07	140.00	Owner Expense Adjust.
		Account total:	140.00	
		Section total:	.00	
		Report total:	.00	

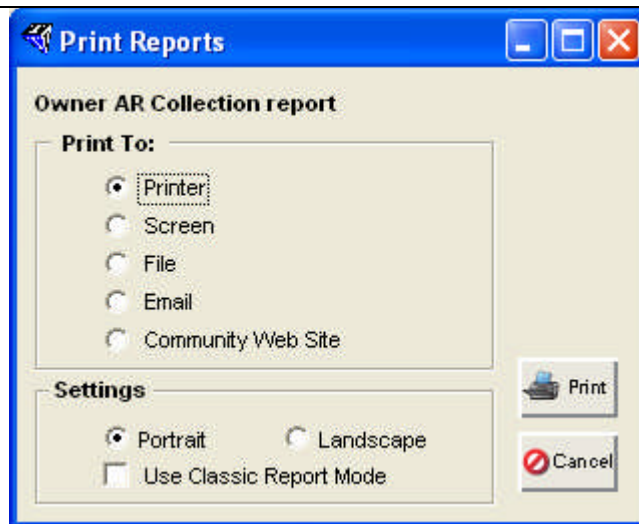
## Collection Report

Similar to the AR Activity Report, this report shows the beginning balance for a date range, charges, adjustments, payments and ending balance for each owner who owes more than a user entered Minimum Amount Due. It also shows payments received AFTER the ending date range (payments are shown up to the date the report is actually printed) in a separate column. This is important so the community officers do not waste time discussing a delinquent owner who has actually paid after the report cutoff date. The step of the collection action is also shown for those owners picked up in the automated collection action.



The report can be printed for any date in the past as long as the payment history records still exist for that period. Because this report has “date sensitivity” technology built into it, the report will look just like the original report for a past date EXCEPT for the collection action step which will always show the current step, not the one from the past date.

<input type="radio"/> Collection Report	Click the radio button next to <b>Collection Report</b> .
When you click the Collection Report, the AR Reports menu changes to show you the options available for this report:	
<div style="text-align: center;"> <b>Owner A/R Activity - Options</b> </div> 	
Select from these report options.	
<b>Sort Order</b>	Select the print order you wish for this report. The options are: <ul style="list-style-type: none"> <li>• <b>Street Address</b> – prints the report starting with the first street and the lowest street address # to the last street.</li> <li>• <b>Account #</b> - prints the report in Account # order starting with the lowest Account # to the highest.</li> <li>• <b>Lot/Unit #</b> - prints the report in Lot/Unit # order starting with the lowest Lot/Unit # to the highest.</li> </ul>

	<ul style="list-style-type: none"> <li>• <b>Alphabetic</b> - prints the report by owner LAST NAME, starting with A - Z.</li> <li>• <b>Section/Building Order</b> – groups the homes by Section or Building #, if activated, using the Sort Order selected above.</li> </ul>
<b>Report Options</b>	Other than the sort order, there are NO further options for the Collections Report.
<b>Date</b>	<p>Enter a date range for the report as follows:</p> <p><b>Start Date</b> – the beginning date for showing the owner activity.</p> <p><b>End Date</b> – the ending date for showing the owner activity.</p> <p>All the charges, adjustments, payments and payments after the report ending date will be shown for the date range specified on the report.</p>
	Click the <b>Print</b> button to proceed to print the report with the options you selected.
	Click the <b>Cancel</b> button to exit without printing the report.
<p>If you clicked the Print button, you will see this screen:</p> <p style="text-align: center;"><b>Set Minimum Due</b></p> <div style="text-align: center;">  </div> <p>When you enter a Minimum Amount Due here, the report will show just those delinquent owners who owe an amount equal to or greater than the Minimum you enter. It will skip including any delinquent owners who owe LESS than this Minimum.</p>	
	Click the <b>OK</b> button to proceed with printing the report with the Minimum Amount Due you selected.
	Click the <b>Cancel</b> button to exit without printing the report.
<p>If you clicked the <b>OK</b> button, you will see the Print Options screen:</p> <p style="text-align: center;"><b>Print Options</b></p>	



Select from this print options:

<p><b>Print To:</b></p>	<ul style="list-style-type: none"> <li>• <b>Printer</b> – you can then select any printer available on your computer system.</li> <li>• <b>Screen</b> – displays the report on your computer screen.</li> <li>• <b>File</b> – creates a report file, you can then select which file format you wish such as, Excel®, Rich Text Format (RTF), PDF, and more.</li> <li>• <b>E Mail</b> – creates the report in a PDF format and opens your e mail with the report attached so you are ready to send it to someone’s e mail address.</li> <li>• <b>Community Web Site</b> – creates the report in PDF format and automatically sends it to a TOPS community web site, if any.</li> </ul>
<p><b>Settings</b></p>	<ul style="list-style-type: none"> <li>• <b>Portrait</b> – the default option for this report. This report is designed to fit portrait mode without having to reduce font size.</li> <li>• <b>Landscape</b> – click this option to print the report in landscape mode rather than portrait.</li> <li>• <b>Use Classic Report Mode</b> – “Classic” report format means the older style TOPS 4.0® report style rather than the newer one with fonts and bolding. Some customers requested that we still offer the older style reports so their community offices would not be confused with the newer report style. Check this option if you wish to print the “Classic” report style.</li> </ul>
	<p>Click the <b>Print</b> button to proceed to print the report with the options you selected.</p>
	<p>Click the <b>Cancel</b> button to exit without printing the report.</p>

If you clicked the **Print** button, the report will be generated with the options you selected. A sample report looks like this:

## Sample Report Collections Report

Date: 7/28/09 Time: 5:59 PM

Sample Condominium

Page: 1

### Collection Report From 04/01/07 To 04/30/07

Minimum Delinquent Amount: 60.00

Collection Status: 10-Late Notice 20-First Warning 30-Second Warning 40-Final Warning 50-Attorney Action

51-Lien

Sorted by		Beginning	Charge/	Amount	Last	Ending	Pmts After 04/30/07		
Account Number	Name	Balance	Adjustments	Paid	Paid	Balance	Last Paid	Pmt Total	Stat
400	CRAIG Jenny Craig 400 Easy Street TEL: 847-999-4512 847-222-3341	385.00	97.66	290.00	04/03/07	192.66	01/13/09	190.00	20
700	BERUBE George Berube 700 Easy Street TEL: 301-776-1948	95.00	91.33	90.00	04/03/07	96.33	05/08/07	95.00	10
10009	CLARK John & Mary Clark 10009 Bank Street TEL: 301-445-1212	210.00	67.96	60.00	04/03/07	217.96		0.00	51
10013	BARNES Bill & Sarah Barnes 10013 Bank Street TEL: 301-899-1294	65.00	65.89	65.00	04/28/07	65.89		0.00	10
10015	SPADE Sam Spade 10015 Bank Street TEL: 301-555-4790	495.00	72.99	0.00		567.99		0.00	
<b>TOTAL:</b>		<b>1,250.00</b>	<b>395.83</b>	<b>505.00</b>		<b>1,140.83</b>		<b>285.00</b>	



## Delinquency Trends Report

This report shows the trends of the owner balances for six months starting with the Cutoff Date you enter. It does NOT show any balances for individual owners, rather, it shows the total due broken down by Charge Code going back six months so you can see the trend of the balances due over that period.

A report file is created so you can save the Trend Report. You can also enter notes explaining the delinquency trends for each Charge Code. This report can be a handy tool for community officers so they can monitor the effectiveness of their collections policy.

The report can be printed for any date in the past as long as the payment history records still exist for that period. Because this report has “date sensitivity” technology built into it, you can go back to print a six month trend report simply by entering a past Cutoff Date.

<input type="radio"/> Delinquency Trends Report	Click the radio button next to <b>Delinquency Trends Report</b> .
---	---


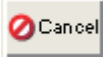
When you click the Delinquency Trends Report, the AR Reports menu changes to show you the options available for this report:

**Delinquency Trends Report - Options**

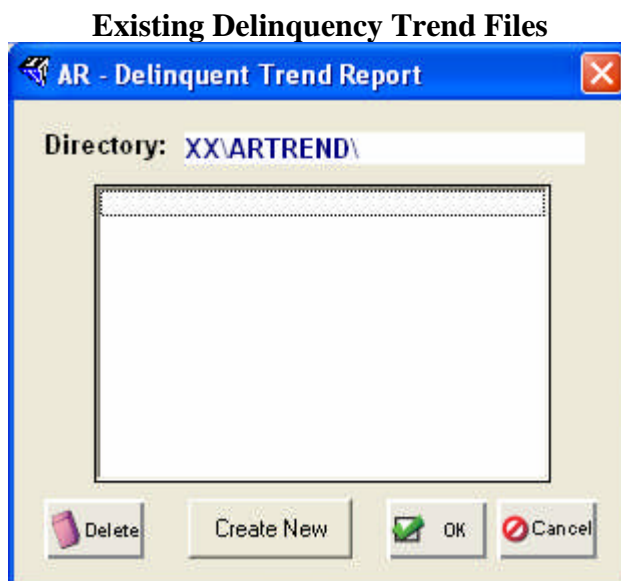
The screenshot shows a dialog box titled "Delinquency Trends Report - Options" with a blue header bar. The header bar contains "AR - Owner A/R Reports" and "XX - Sample Condominium" along with window control buttons. Below the header, the "Current Period" is set to "04/01/07 to 04/30/07". The dialog is divided into three main sections: "Select Report", "Sort Order", and "Report Options". In the "Select Report" section, "Delinquency Trends Report" is selected with a radio button. In the "Sort Order" section, "Account Number" is selected with a radio button. In the "Report Options" section, all checkboxes are unchecked. At the bottom, there is a "Date" section with a "Cutoff Date" field containing "04/30/07". At the bottom right, there are "Print" and "Cancel" buttons.

Select from these report options.

<b>Sort Order</b>	Because this report does not show individual owner balances, just the overall totals, there is no Sort Order to select from.
<b>Report Options</b>	Other than the sort order, there are NO further options for the Collections Report.
<b>Cutoff Date</b>	The effective date for this report. It will show balances due up to and including the Cutoff Date you enter. Any transactions dated AFTER the Cutoff Date will not be taken into consideration when printing this report.

	The Cutoff Date can be any date in the past as long as the owners' payment history records still exist.
	Click the <b>Print</b> button to proceed to print the report.
	Click the <b>Cancel</b> button to exit without printing the report.

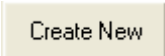
If you clicked the Print button, you will see this screen:



Because this report automatically creates a report file which can be saved, the above screen will show any previous Delinquency Trend Report files for this community. You can reprint a past report by clicking to highlight it, then clicking OK.

The above screen does not show any existing Delinquency Trend Report files. We will discuss the steps for generating a Trend report.

**New Report**

	Click the <b>Create New</b> button to proceed with creating a report file for the Cutoff Date entered above.
---	--

When you click the **Create New** button, a report file will be created like this:

**Delinquency Trend Report File**

Description	Current	01/31/07	02/28/07	01/31/07	12/31/06	11/30/06
A1 - Maintenance Fee	2,220.00-	1,250.00-	550.00-	180.00	610.00	0.00
Enter Note:						
01 - Late Fees	65.00-	5.00-	15.00	25.00	0.00	0.00
Enter Note:						
04 - Interest	16.72	0.00	0.00	0.00	0.00	0.00
Enter Note:						
C1 - Special Assess	650.00-	350.00-	50.00	250.00	0.00	0.00
Enter Note:						
11 - Club House Rent	130.00-	130.00-	0.00	65.00	0.00	0.00
Enter Note:						
<b>Total</b>	<b>3,048.28-</b>	<b>1,735.00-</b>	<b>485.00-</b>	<b>520.00</b>	<b>610.00</b>	<b>0.00</b>
Enter Note:						

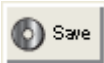
It will display the overall totals of the owner balances due broken down by Charge Code.

**Enter Note:**

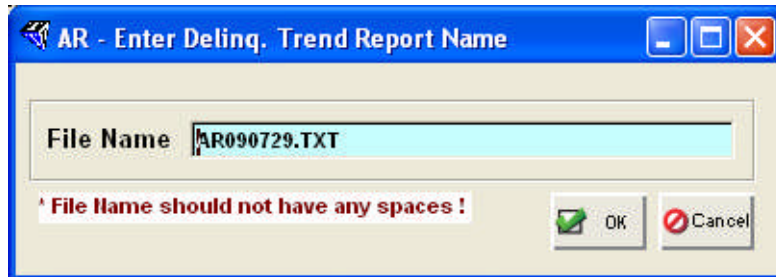
Click into the white note area under a Charge Code to type a note explaining the trend of this balance like this:

Enter Note: The owner balances have increased over the past 6 months due to several home foreclosures that may result in writing off balances due.

Each Charge Code can have a Note entered under it explaining the trend of the balance over the past six months.



Click the **Save** button to save the report file with the Notes entered. You can then enter a file name or accept the system assigned file name:

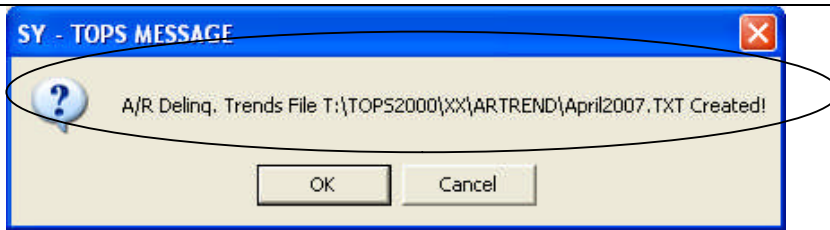


The default file name will have the date the report file was actually generated. You can overtype the default name with another name that makes sense to you.

**OK** – saves the report file as named.

**Cancel** – exits without saving the report file.

If you clicked **OK** to save the report file, you will see this confirming message showing the path where the report file was saved:

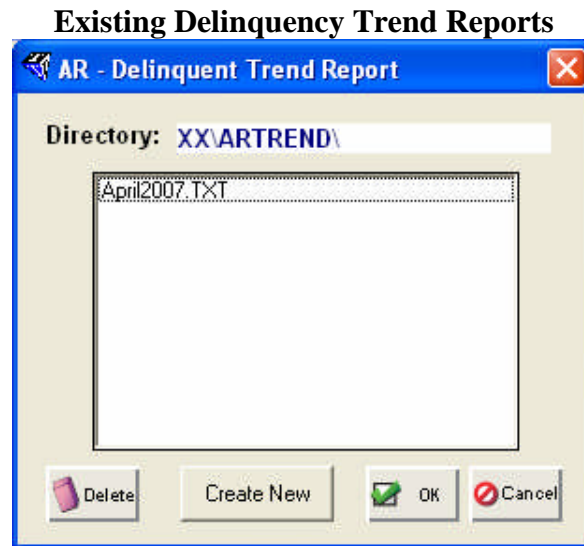


The report file will be saved to the path shown above in this message.

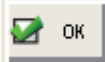


**OK** – click OK to proceed.

**Cancel** – click Cancel to exit.

Once you click the **OK** button above, you will be returned to the screen where you can select the Delinquency Trend Report you wish to print:



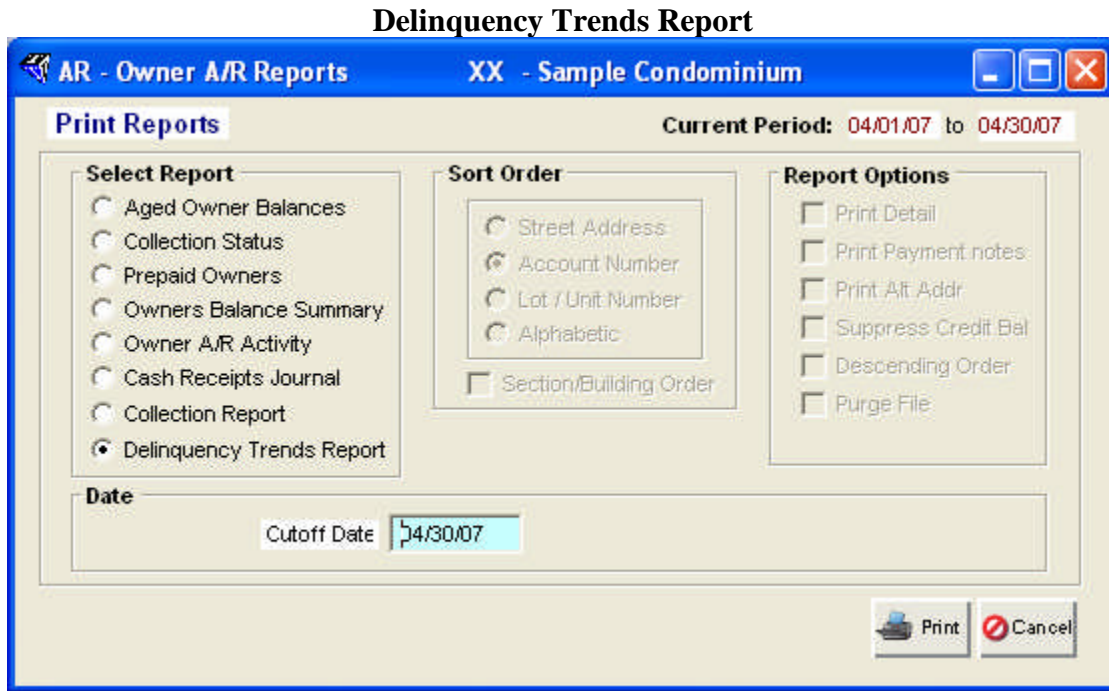
Click to highlight the Delinquency Trend Report file you wish to print. Once you select the report file, you can take these actions:

	Click the <b>OK</b> button to proceed with printing the report.
	Click the <b>Cancel</b> button to exit without printing the report.
	<p>Click the <b>Delete</b> button to erase the highlighted report file. It will then ask you this confirming message:</p> <div data-bbox="737 1480 1073 1713" data-label="Image"> </div> <p><b>Yes</b> – will delete the report file.  <b>No</b> – will exit from the Delete function leaving the file “as is”.</p>

**Print Existing Report**

Starting from the AR Reports menu, follow the same steps as when generating a new

Delinquency Trend Report.

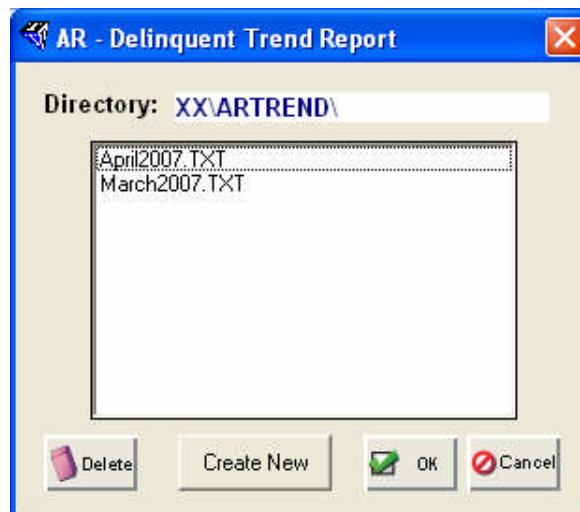


**Cutoff Date** – must be entered to proceed to the next screen.

	Click the <b>Print</b> button to proceed with the report printing.
	Click the <b>Cancel</b> button to exit.


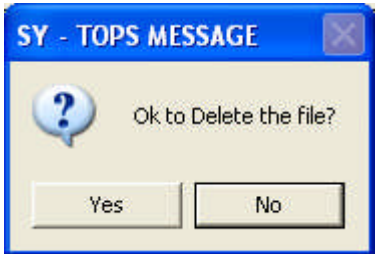
You will see any existing Delinquency Trend Reports that have been saved:

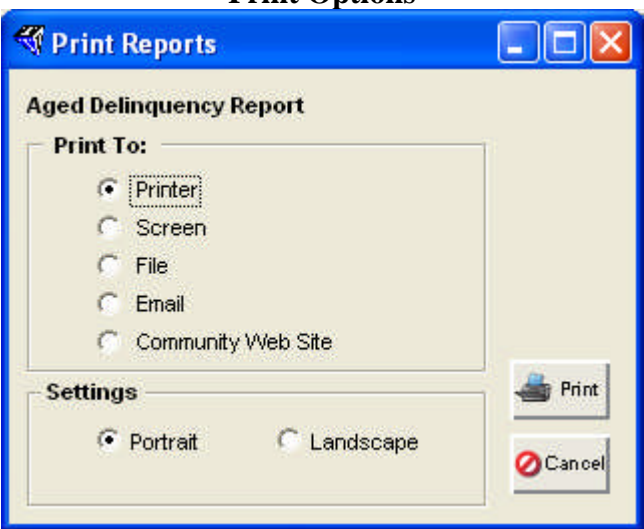
**Existing Delinquency Trend Report Files**



Click to highlight the report file. You can then take these actions:


	Click the <b>OK</b> button to proceed with printing the report.
	Click the <b>Cancel</b> button to exit without printing the report.

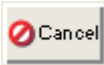
	<p>Click the <b>Delete</b> button to erase the highlighted report file. It will then ask you this confirming message:</p>  <p><b>Yes</b> – will delete the report file.  <b>No</b> – will exit from the Delete function leaving the file “as is”.</p>
---	---

<p>If you clicked the <b>OK</b> button, you will see the Print Options screen:</p> <p style="text-align: center;"><b>Print Options</b></p> 	
--	--

Select from these print options:

<p><b>Print To:</b></p>	<ul style="list-style-type: none"> <li>• <b>Printer</b> – you can then select any printer available on your computer system.</li> <li>• <b>Screen</b> – displays the report on your computer screen.</li> <li>• <b>File</b> – creates a report file, you can then select which file format you wish such as, Excel®, Rich Text Format (RTF), PDF, and more.</li> <li>• <b>E Mail</b> – creates the report in a PDF format and opens your e mail with the report attached so you are ready to send it to someone’s e mail address.</li> <li>• <b>Community Web Site</b> – creates the report in PDF format and automatically sends it to a TOPS community web site, if any.</li> </ul>
<p><b>Settings</b></p>	<ul style="list-style-type: none"> <li>• <b>Portrait</b> – the default option for this report. This report is designed to fit portrait mode without having to reduce font size.</li> <li>• <b>Landscape</b> – click this option to print the report in landscape mode rather than portrait.</li> </ul>

	<p>Click the <b>Print</b> button to proceed to print the report with the options you selected.</p>
---	--



Click the **Cancel** button to exit without printing the report.

If you clicked the **Print** button, the report will be generated with the options you selected. A sample report looks like this:

### Sample Report Delinquency Trends Report

Sample Condominium							Page: 1
Description	Current	03/31/07	02/28/07	01/31/07	12/31/06	11/30/06	
A1 - Maintenance Fee	2,220.00-	1,250.00-	550.00-	180.00	610.00	0.00	
	Note: The owner balances have increased over the last 6 months due to several home foreclosures that may result in writing off balances due						
01 - Late Fees	65.00-	5.00-	15.00	25.00	0.00	0.00	
	Note: Late Fees have increased due to higher delinquency levels						
C1 - Special Assess	650.00-	350.00-	50.00	250.00	0.00	0.00	
	Note: Same reason as A1 above						
11 - Club House Rent	130.00-	130.00-	0.00	65.00	0.00	0.00	
Total	3,065.00-	1,735.00-	485.00-	520.00	610.00	0.00	

*This concludes the section on AR Reports.*



## Re-Print Reports


Whenever an owner balance changes, TOPS 4.0® prints a report showing the change to the balance. These are called “Audit Trail” reports and are important paper documentation of what charges and payments have been recorded in the Owners’ Payment Histories.

Because of the importance of these reports, we offer the ability to reprint reports where Owner balances have been affected by selecting the report type, then entered a date range. It will find all the owners affected in this date range and reprint the report looking just like the original “Audit Trail” report, including the “Accounting Summary” page showing the GL transactions generated by the activity.

### Date Sensitive

TOPS 4.0® is totally “date sensitive” throughout. Meaning, you can reprint any of the available reports for any period in the past as long as the transaction history has not been purged. So, for example, if you misplaced a Deposit Report from 2 months ago, you could simply reprint it by selecting this report, then entering the date of the deposit. TOPS will find everyone in the community who had a deposit made on that date and regenerate the Deposit Report exactly as it looked when it was originally printed.

We’ll review each Report that can be reprinted in this manual section.

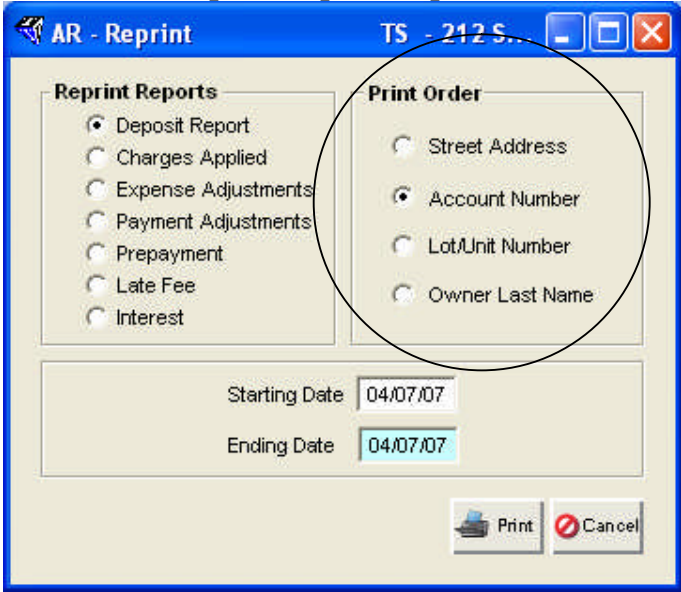
Re-Print Reports	From the AR menu, click the <b>Re-Print Reports</b> menu tab.
<p>When you click the Re-Print Reports menu tab, you will see the Re-Print Report menu:</p> <p style="text-align: center;"><b>Reprint AR Reports Menu</b></p>  <p>We’ll review each of the available reports that can be Re-Printed.</p>	





## Deposit Report

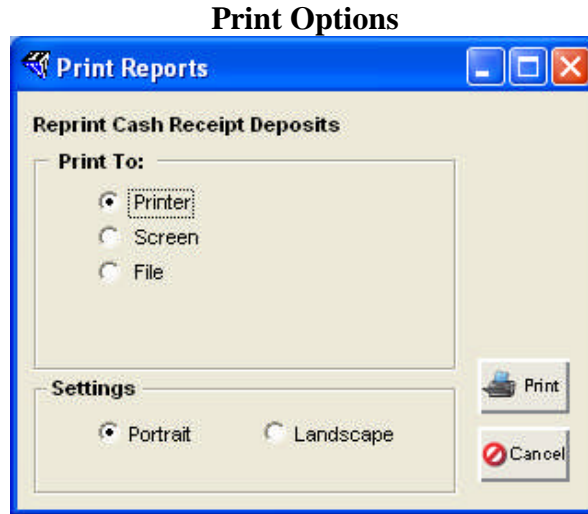
Use this reprint when you need to get another copy of a "Bank Deposit Report". It searches each Owner's account looking for payments 'Deposited' on the "Date" you specify. The Deposit Report will show the amount of each owners' payment, their check #, if any, and the distribution of the payment against their balance due. The last page of the Deposit Report has an Accounting Summary showing the GL transactions generated by the deposit back when the deposit was originally made.

The report can be reprinted for any date in the past as long as the payment history records still exist for that period. Because this report has "date sensitivity" technology built into it, the report will look just like the original report for a past date.



<input type="radio"/> Deposit Report	Click the radio button next to <b>Deposit Report</b> .
<p>When you click the Deposit Report radio button, you can then complete the Date and Print Order options for this report:</p> <div style="text-align: center;">  </div> <p>Select from these report options.</p>	
<b>Print Order</b>	It will automatically default to the Preferred Access Method specified in the Owner Control File for this community. But you may change the Print Order to any of the other orders shown.
<b>Starting Date</b>	You can print the report for a certain fixed date or a range of dates. <b>Fixed Date</b> – Enter the Date to reprint the report here. <b>Range</b> – Enter the beginning date of your date range.
<b>Ending Date</b>	You can print the report for a certain fixed date or a range of dates. <b>Fixed Date</b> – Enter the same Date as the Starting Date to reprint the report for that date only. <b>Range</b> – Enter the ending date of your date range.

	Click the <b>Print</b> button to proceed to reprint the report for the date(s) specified.
	Click the <b>Cancel</b> button to exit without reprinting the report.

If you clicked the Print button, you will see the Print Options screen:



Select from this print options:

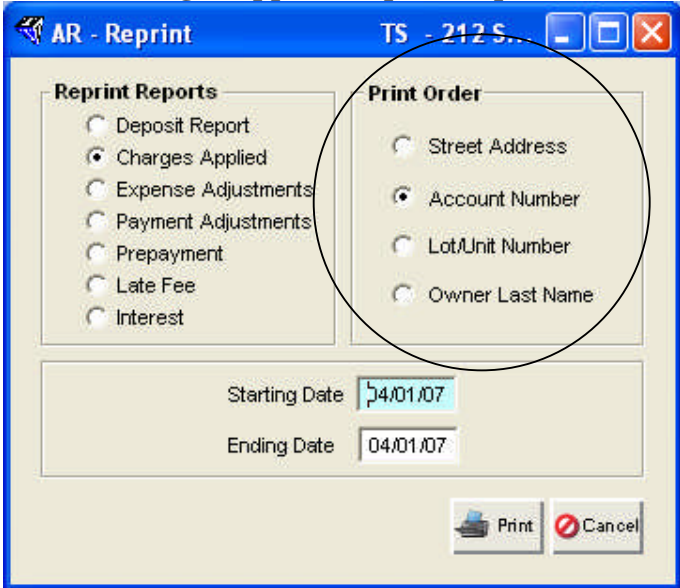
<b>Print To:</b>	<ul style="list-style-type: none"> <li>• <b>Printer</b> – you can then select any printer available on your computer system.</li> <li>• <b>Screen</b> – displays the report on your computer screen.</li> <li>• <b>File</b> – creates a report file, you can then select the file format you wish such as, Excel®, Rich Text Format (RTF), PDF, and more.</li> </ul>
<b>Settings</b>	<ul style="list-style-type: none"> <li>• <b>Portrait</b> – the default option for this report. This report is designed to fit portrait mode without having to reduce font size.</li> <li>• <b>Landscape</b> – click this option to print the report in landscape mode rather than portrait.</li> </ul>
	Click the <b>Print</b> button to proceed to reprint the report for the date(s) specified.
	Click the <b>Cancel</b> button to exit without reprinting the report.



Because it must search ALL owner payment history records to find transactions on the date you entered, it can take several minutes to complete the reprint of the report. Please be patient while the system searches for matching transactions.

## Charges Applied

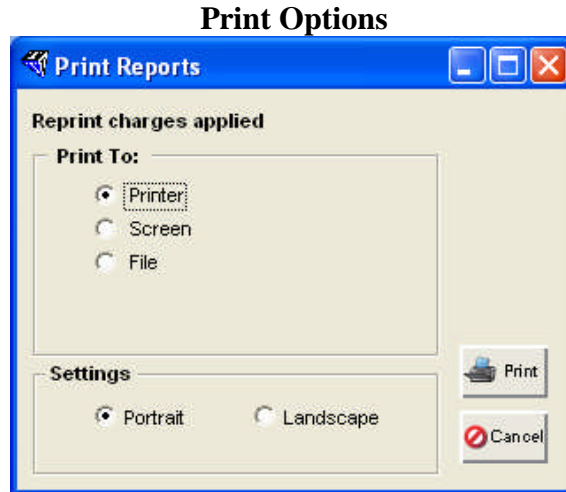
Use this reprint when you need to get another copy of the recurring charges that have been applied to the owners in a community. It searches each Owner's account looking for recurring charges, which are from the Charge Tables, for the "Date" you specify. The last page of the Charges Applied report has an Accounting Summary showing the GL transactions generated by the charges back when the charges were originally applied to the owners.

The report can be reprinted for any date in the past as long as the payment history records still exist for that period. Because this report has "date sensitivity" technology built into it, the report will look just like the original report for a past date.



<input type="radio"/> Charges Applied	Click the radio button next to <b>Charges Applied</b> .
When you click Charges Applied radio button, you can then complete the Date and Print Order options for this report:	
	
Select from these report options.	
<b>Print Order</b>	It will automatically default to the Preferred Access Method specified in the Owner Control File for this community. But you may change the Print Order to any of the other orders shown.
<b>Starting Date</b>	You can print the report for a certain fixed date or a range of dates. <b>Fixed Date</b> – Enter the Date to reprint the report here. <b>Range</b> – Enter the beginning date of your date range.
<b>Ending Date</b>	You can print the report for a certain fixed date or a range of dates. <b>Fixed Date</b> – Enter the same Date as the Starting Date to reprint the report for that date only. <b>Range</b> – Enter the ending date of your date range.

	Click the <b>Print</b> button to proceed to reprint the report for the date(s) specified.
	Click the <b>Cancel</b> button to exit without reprinting the report.

If you clicked the Print button, you will see the Print Options screen:



Select from this print options:

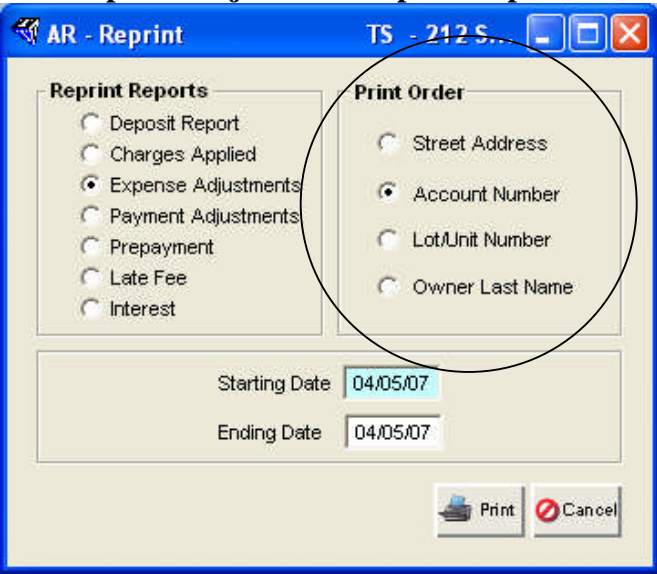
<b>Print To:</b>	<ul style="list-style-type: none"> <li>• <b>Printer</b> – you can then select any printer available on your computer system.</li> <li>• <b>Screen</b> – displays the report on your computer screen.</li> <li>• <b>File</b> – creates a report file, you can then select the file format you wish such as, Excel®, Rich Text Format (RTF), PDF, and more.</li> </ul>
<b>Settings</b>	<ul style="list-style-type: none"> <li>• <b>Portrait</b> – the default option for this report. This report is designed to fit portrait mode without having to reduce font size.</li> <li>• <b>Landscape</b> – click this option to print the report in landscape mode rather than portrait.</li> </ul>
	Click the <b>Print</b> button to proceed to reprint the report for the date(s) specified.
	Click the <b>Cancel</b> button to exit without reprinting the report.



Because it must search ALL owner payment history records to find transactions on the date you entered, it can take several minutes to complete the reprint of the report. Please be patient while the system searches for matching transactions.

## Expense Adjustments

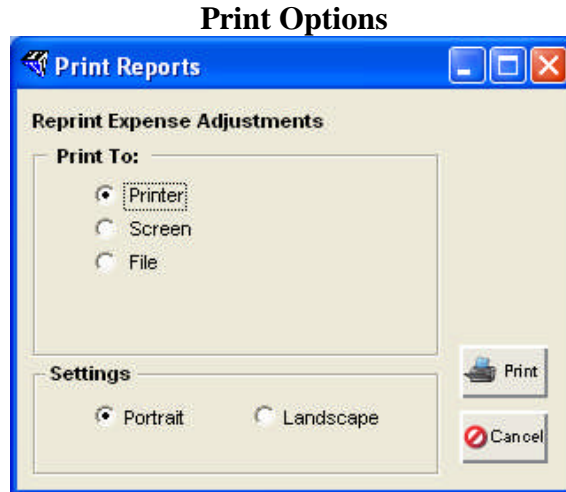
Adjustments are made from the Owner Balances screen using the Add/Waive button. A report is printed when Adjustments are originally made to an owner's account. If you have lost or misplaced the original report, use this reprint to find the manual adjustments, either Add or Waive transactions, that changed owner balances on a certain date or range of dates. It searches each Owner's account looking for Adjustment transactions for the "Date" you specify. The last page of the reprint Expense Adjustments report has an Accounting Summary showing the GL transactions generated by the adjustments back when the adjustments were originally made to the owners.

The report can be reprinted for any date in the past as long as the payment history records still exist for that period. Because this report has "date sensitivity" technology built into it, the report will look just like the original report for a past date.



<input type="radio"/> Expense Adjustments	Click the radio button next to <b>Expense Adjustments</b> .
When you click Expense Adjustment radio button, you can then complete the Date and Print Order options for this report:	
<div style="text-align: center;"> <b>Expense Adjustment Report - Options</b> </div> 	
Select from these report options.	
<b>Print Order</b>	It will automatically default to the Preferred Access Method specified in the Owner Control File for this community. But you may change the Print Order to any of the other orders shown.
<b>Starting Date</b>	You can print the report for a certain fixed date or a range of dates. <b>Fixed Date</b> – Enter the Date to reprint the report here. <b>Range</b> – Enter the beginning date of your date range.
<b>Ending Date</b>	You can print the report for a certain fixed date or a range of dates. <b>Fixed Date</b> – Enter the same Date as the Starting Date to reprint the report for that date only. <b>Range</b> – Enter the ending date of your date range.

	Click the <b>Print</b> button to proceed to reprint the report for the date(s) specified.
	Click the <b>Cancel</b> button to exit without reprinting the report.

If you clicked the Print button, you will see the Print Options screen:



Select from this print options:

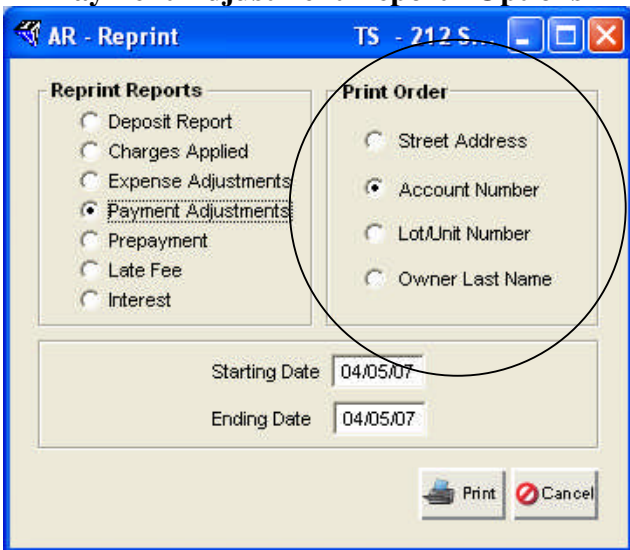
<b>Print To:</b>	<ul style="list-style-type: none"> <li>• <b>Printer</b> – you can then select any printer available on your computer system.</li> <li>• <b>Screen</b> – displays the report on your computer screen.</li> <li>• <b>File</b> – creates a report file, you can then select the file format you wish such as, Excel®, Rich Text Format (RTF), PDF, and more.</li> </ul>
<b>Settings</b>	<ul style="list-style-type: none"> <li>• <b>Portrait</b> – the default option for this report. This report is designed to fit portrait mode without having to reduce font size.</li> <li>• <b>Landscape</b> – click this option to print the report in landscape mode rather than portrait.</li> </ul>
	Click the <b>Print</b> button to proceed to reprint the report for the date(s) specified.
	Click the <b>Cancel</b> button to exit without reprinting the report.

Because it must search ALL owner payment history records to find transactions on the date you entered, it can take several minutes to complete the reprint of the report. Please be patient while the system searches for matching transactions.


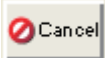
## Payment Adjustments

Payment Adjustments are made from the Owner Balances screen using the Pay Adjust button. Payment Adjustments are for backing out an NSF check, changing the amount of a payment or the distribution of the payment against the owner balance. A report is printed when Payment Adjustments are originally made. If you have lost or misplaced the original report, use this reprint to find the Payment Adjustments on a certain date or range of dates. It searches each Owner's account looking for Adjustment transactions for the "Date" you specify. The last page of the reprint Payment Adjustments report has an Accounting Summary showing the GL transactions generated by the adjustments back when the adjustments were originally made.

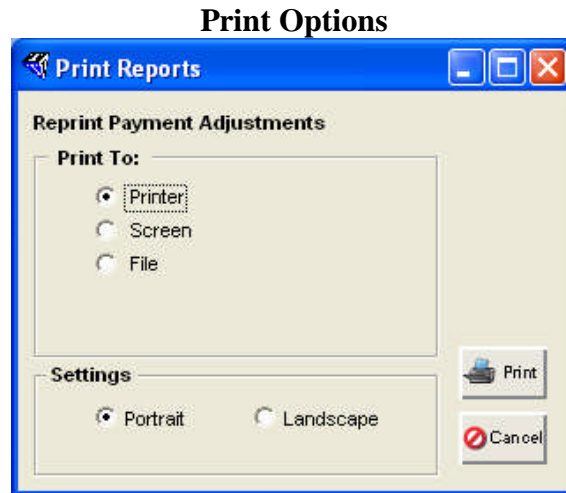
The report can be reprinted for any date in the past as long as the payment history records still exist for that period. Because this report has "date sensitivity" technology built into it, the report will look just like the original report for a past date.

<input type="radio"/> Payment Adjustments	Click the radio button next to <b>Payment Adjustments</b> .
When you click Payment Adjustment radio button, you can then complete the Date and Print Order options for this report:	
<div style="text-align: center;"> <b>Payment Adjustment Report - Options</b> </div> 	
Select from these report options.	
<b>Print Order</b>	It will automatically default to the Preferred Access Method specified in the Owner Control File for this community. But you may change the Print Order to any of the other orders shown.
<b>Starting Date</b>	You can print the report for a certain fixed date or a range of dates. <b>Fixed Date</b> – Enter the Date to reprint the report here. <b>Range</b> – Enter the beginning date of your date range.
<b>Ending Date</b>	You can print the report for a certain fixed date or a range of dates. <b>Fixed Date</b> – Enter the same Date as the Starting Date to reprint the report for that date only.


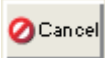


	<b>Range</b> – Enter the ending date of your date range.
	Click the <b>Print</b> button to proceed to reprint the report for the date(s) specified.
	Click the <b>Cancel</b> button to exit without reprinting the report.

If you clicked the Print button, you will see the Print Options screen:



Select from this print options:

<b>Print To:</b>	<ul style="list-style-type: none"> <li>• <b>Printer</b> – you can then select any printer available on your computer system.</li> <li>• <b>Screen</b> – displays the report on your computer screen.</li> <li>• <b>File</b> – creates a report file, you can then select the file format you wish such as, Excel®, Rich Text Format (RTF), PDF, and more.</li> </ul>
<b>Settings</b>	<ul style="list-style-type: none"> <li>• <b>Portrait</b> – the default option for this report. This report is designed to fit portrait mode without having to reduce font size.</li> <li>• <b>Landscape</b> – click this option to print the report in landscape mode rather than portrait.</li> </ul>
	Click the <b>Print</b> button to proceed to reprint the report for the date(s) specified.
	Click the <b>Cancel</b> button to exit without reprinting the report.

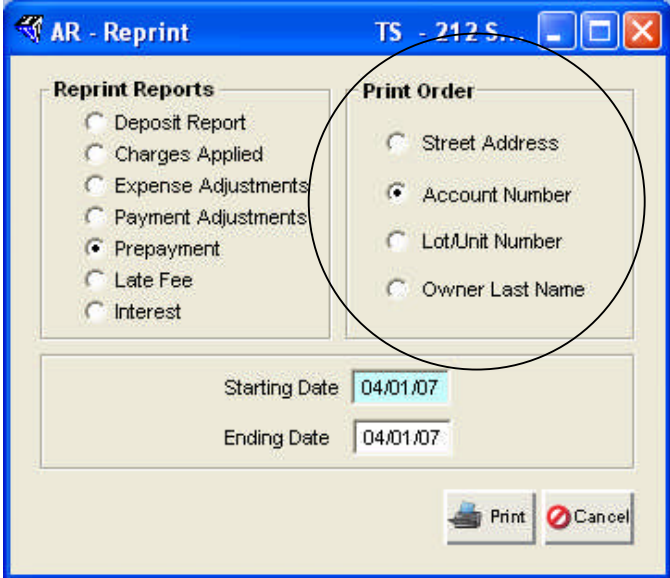
Because it must search ALL owner payment history records to find transactions on the date you entered, it can take several minutes to complete the reprint of the report. Please be patient while the system searches for matching transactions.


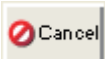
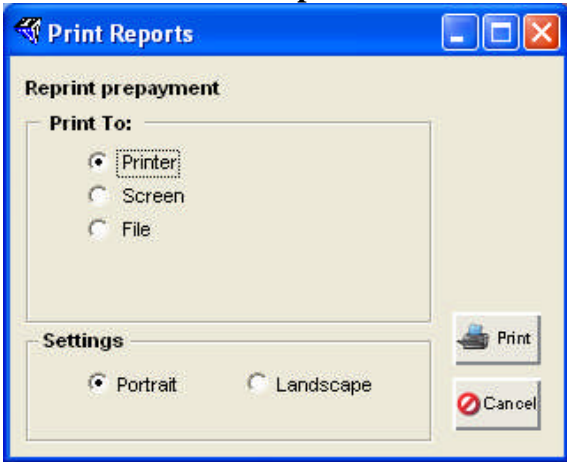

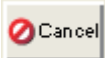


## Prepayment

Prepays are owners who have credit balances in the Prepaid Charge Codes (PP, PP-A1, PP-01, etc.). After recurring charges are applied, the system will prompt you to have it Apply Prepays (credits) against the owner balances so owners don't show both a balance due and a credit balance at the same time. This is called Prepaid Credit and it is a menu choice on the Apply Charges menu. A report is printed when Prepays are originally applied. If you have lost or misplaced the original report, use this reprint to find the Prepays that were applied on a certain date or range of dates. It searches each Owner's account looking for Applied Prepays transactions for the "Date" you specify. The last page of the reprint report has an Accounting Summary showing the GL transactions generated by the Apply Prepays back when it was originally done.

The report can be reprinted for any date in the past as long as the payment history records still exist for that period. Because this report has "date sensitivity" technology built into it, the report will look just like the original report for a past date.

<input type="radio"/> Prepayment	Click the radio button next to <b>Prepayment</b> .
When you click Prepayment radio button, you can then complete the Date and Print Order options for this report:	
<div style="text-align: center;"> <h3>Prepayment Report - Options</h3>  </div>	
Select from these report options.	
<b>Print Order</b>	It will automatically default to the Preferred Access Method specified in the Owner Control File for this community. But you may change the Print Order to any of the other orders shown.
<b>Starting Date</b>	You can print the report for a certain fixed date or a range of dates. <b>Fixed Date</b> – Enter the Date to reprint the report here. <b>Range</b> – Enter the beginning date of your date range.
<b>Ending Date</b>	You can print the report for a certain fixed date or a range of dates. <b>Fixed Date</b> – Enter the same Date as the Starting Date to reprint the

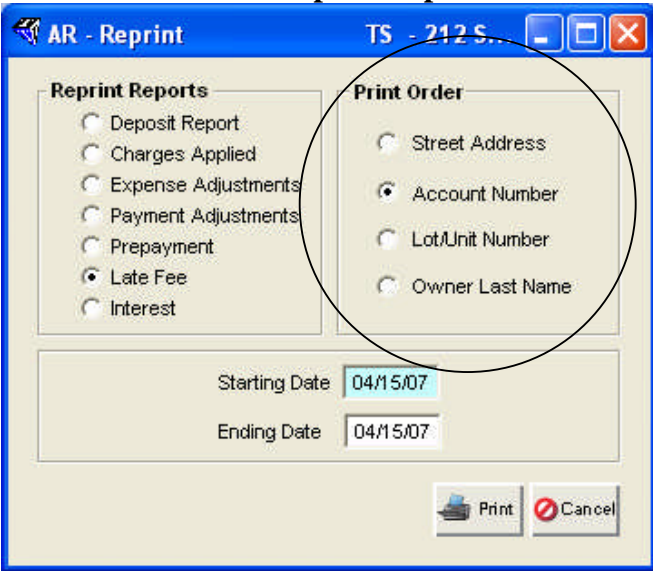
	report for that date only. <b>Range</b> – Enter the ending date of your date range.
	Click the <b>Print</b> button to proceed to reprint the report for the date(s) specified.
	Click the <b>Cancel</b> button to exit without reprinting the report.
<p>If you clicked the Print button, you will see the Print Options screen:</p> <p style="text-align: center;"><b>Print Options</b></p>  <p>Select from this print options:</p>	
<b>Print To:</b>	<ul style="list-style-type: none"> <li>• <b>Printer</b> – you can then select any printer available on your computer system.</li> <li>• <b>Screen</b> – displays the report on your computer screen.</li> <li>• <b>File</b> – creates a report file, you can then select the file format you wish such as, Excel®, Rich Text Format (RTF), PDF, and more.</li> </ul>
<b>Settings</b>	<ul style="list-style-type: none"> <li>• <b>Portrait</b> – the default option for this report. This report is designed to fit portrait mode without having to reduce font size.</li> <li>• <b>Landscape</b> – click this option to print the report in landscape mode rather than portrait.</li> </ul>
	Click the <b>Print</b> button to proceed to reprint the report for the date(s) specified.
	Click the <b>Cancel</b> button to exit without reprinting the report.



Because it must search ALL owner payment history records to find transactions on the date you entered, it can take several minutes to complete the reprint of the report. Please be patient while the system searches for matching transactions.

## Late Fee

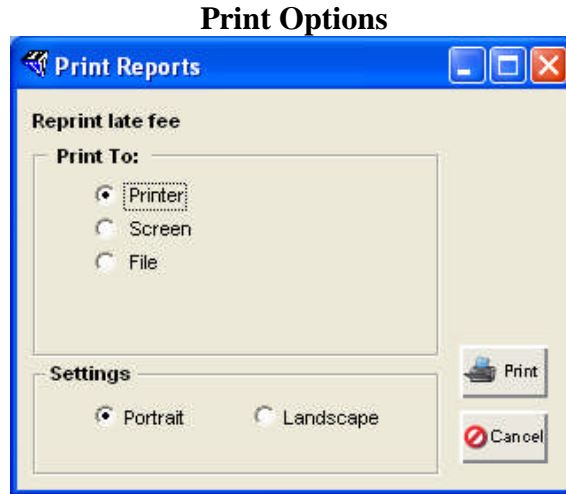
When Late Fees are applied to delinquent owners who meet the criteria for being charged this penalty, a report is printed showing each owner and the amount of the Late Fee charged. If you have lost or misplaced the original report, use this reprint to find the Late Fees that were applied on a certain date or range of dates. It searches each Owner's account looking for Late Fee transactions for the "Date" you specify. The last page of the reprint report has an Accounting Summary showing the GL transactions generated by applying Late Fees back when it was originally done.

The report can be reprinted for any date in the past as long as the payment history records still exist for that period. Because this report has "date sensitivity" technology built into it, the report will look just like the original report for a past date.



<input type="radio"/> <b>Late Fee</b>	Click the radio button next to <b>Late Fee</b> .
<p>When you click the Late Fee radio button, you can then complete the Date and Print Order options for this report:</p> <div style="text-align: center;"> <h3>Late Fee Report - Options</h3>  </div> <p>Select from these report options.</p>	
<b>Print Order</b>	It will automatically default to the Preferred Access Method specified in the Owner Control File for this community. But you may change the Print Order to any of the other orders shown.
<b>Starting Date</b>	You can print the report for a certain fixed date or a range of dates. <b>Fixed Date</b> – Enter the Date to reprint the report here. <b>Range</b> – Enter the beginning date of your date range.
<b>Ending Date</b>	You can print the report for a certain fixed date or a range of dates. <b>Fixed Date</b> – Enter the same Date as the Starting Date to reprint the report for that date only. <b>Range</b> – Enter the ending date of your date range.

	Click the <b>Print</b> button to proceed to reprint the report for the date(s) specified.
	Click the <b>Cancel</b> button to exit without reprinting the report.

If you clicked the Print button, you will see the Print Options screen:



Select from this print options:

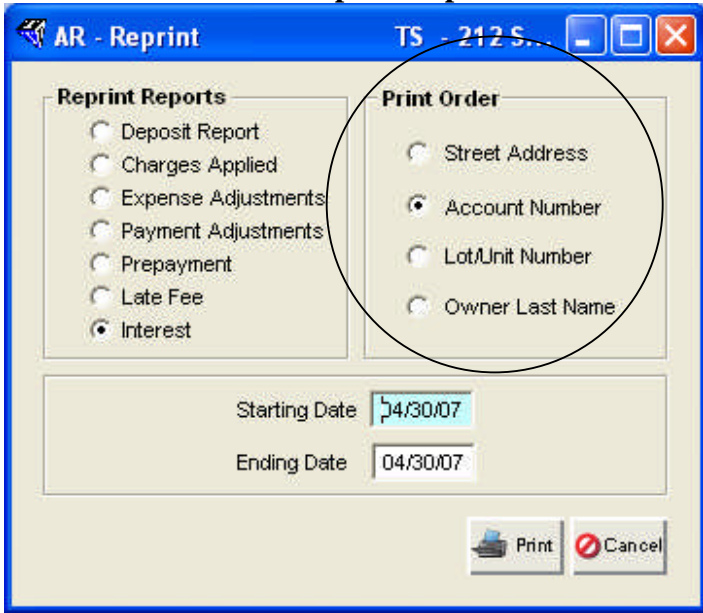
<b>Print To:</b>	<ul style="list-style-type: none"> <li>• <b>Printer</b> – you can then select any printer available on your computer system.</li> <li>• <b>Screen</b> – displays the report on your computer screen.</li> <li>• <b>File</b> – creates a report file, you can then select the file format you wish such as, Excel®, Rich Text Format (RTF), PDF, and more.</li> </ul>
<b>Settings</b>	<ul style="list-style-type: none"> <li>• <b>Portrait</b> – the default option for this report. This report is designed to fit portrait mode without having to reduce font size.</li> <li>• <b>Landscape</b> – click this option to print the report in landscape mode rather than portrait.</li> </ul>
	Click the <b>Print</b> button to proceed to reprint the report for the date(s) specified.
	Click the <b>Cancel</b> button to exit without reprinting the report.


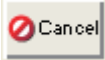
Because it must search ALL owner payment history records to find transactions on the date you entered, it can take several minutes to complete the reprint of the report. Please be patient while the system searches for matching transactions.

## Interest

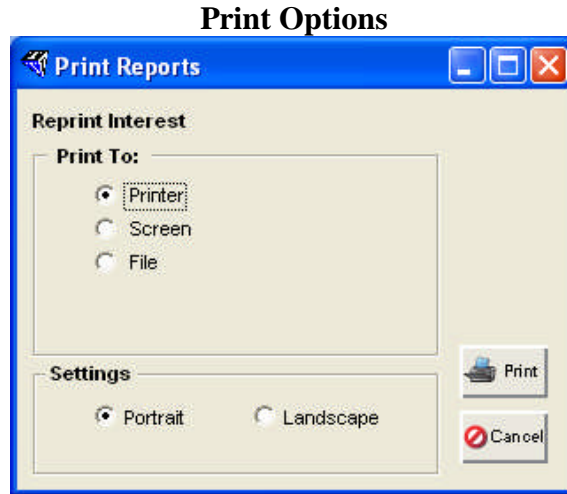
When Interest is applied to delinquent owners who meet the criteria for being charged this penalty, a report is printed showing each owner and the amount of Interest charged. If you have lost or misplaced the original report, use this reprint to find the Interest charges that were applied on a certain date or range of dates. It searches each Owner's account looking for Interest transactions for the "Date" you specify. The last page of the reprint report has an Accounting Summary showing the GL transactions generated by applying Interest back when it was originally done.

The report can be reprinted for any date in the past as long as the payment history records still exist for that period. Because this report has "date sensitivity" technology built into it, the report will look just like the original report for a past date.



<input type="radio"/> Interest	Click the radio button next to <b>Interest</b> .
When you click the Interest radio button, you can then complete the Date and Print Order options for this report:	
<div style="text-align: center;"> <h3>Interest Report - Options</h3>  </div>	
Select from these report options.	
<b>Print Order</b>	It will automatically default to the Preferred Access Method specified in the Owner Control File for this community. But you may change the Print Order to any of the other orders shown.
<b>Starting Date</b>	You can print the report for a certain fixed date or a range of dates. <b>Fixed Date</b> – Enter the Date to reprint the report here. <b>Range</b> – Enter the beginning date of your date range.
<b>Ending Date</b>	You can print the report for a certain fixed date or a range of dates. <b>Fixed Date</b> – Enter the same Date as the Starting Date to reprint the report for that date only. <b>Range</b> – Enter the ending date of your date range.

	Click the <b>Print</b> button to proceed to reprint the report for the date(s) specified.
	Click the <b>Cancel</b> button to exit without reprinting the report.

If you clicked the Print button, you will see the Print Options screen:



Select from this print options:

<b>Print To:</b>	<ul style="list-style-type: none"> <li>• <b>Printer</b> – you can then select any printer available on your computer system.</li> <li>• <b>Screen</b> – displays the report on your computer screen.</li> <li>• <b>File</b> – creates a report file, you can then select the file format you wish such as, Excel®, Rich Text Format (RTF), PDF, and more.</li> </ul>
<b>Settings</b>	<ul style="list-style-type: none"> <li>• <b>Portrait</b> – the default option for this report. This report is designed to fit portrait mode without having to reduce font size.</li> <li>• <b>Landscape</b> – click this option to print the report in landscape mode rather than portrait.</li> </ul>
	Click the <b>Print</b> button to proceed to reprint the report for the date(s) specified.
	Click the <b>Cancel</b> button to exit without reprinting the report.

Because it must search ALL owner payment history records to find transactions on the date you entered, it can take several minutes to complete the reprint of the report. Please be patient while the system searches for matching transactions.

*This completes the manual section on Re-Print Reports.*

## Bills & Coupons

Within TOPS you have the ability to print owner Bills, Statements, Coupons as well as generate files for outside coupon and statement printers. Bills and Statements can be printed on plain paper or on special pre-printed forms available from your TOPS Software forms supplier. Coupons can be printed 3 per page or 4 per page and require special perforated forms that separates the returnable payment coupon from the stub kept by the owner for their records.

The special forms for Bills, Statements and Coupons are available from:

Dynamic Systems  
800-782-2946

Formost Graphic Communications  
301-424-4242

If you use a bank lockbox system for processing cash receipts, then you probably need to provide owners with payment coupons or statements with a scan line the bank can read. The scan line identifies the community so the bank can deposit the money into the correct bank account, a unit identifier so the home can be updated for the payment and the amount(s) due. Normally, this is done using an outside coupon and statement printer. You would then use the menu choices for Statement File or Create Coupon File to generate the owner payment information needed for scannable payment documents to be printed.

### Enhanced Bills

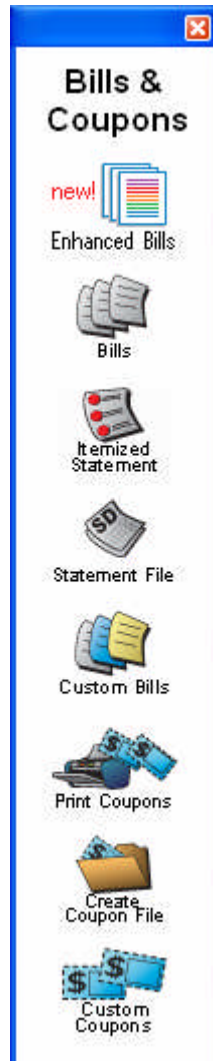
This new menu choice let's you customize Bills & Statements. You can select from several modern statement designs, move the statement elements around on the statement form, include your logo, a community logo and, for certain banks, you have the option to print the bank scan line that works with their lockbox system. Through Enhanced Bills you also have the option to email Bills to owners.

No matter which type of Bills & Coupons you wish to generate, you must start on the AR Menu under the Bills & Coupons menu tab.

Bills & Coupons	From the AR Menu, click on <b>Bills &amp; Coupons</b> .
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You will see the **Bills & Coupons** menu:

### Bills & Coupons



We'll cover each menu choice in turn.



## Enhanced Bills


This lets you create a customizable Statement or Invoice where you can select from several preset templates, then customize it with your logo as well as move the data elements around on the form. You can opt to include a bank scan line if you wish. Finally, the Enhanced Bills can be emailed to owners rather than printed.

Because the Enhanced Bills have the option to print certain bank scan lines on the Invoices and Statements, it may eliminate the need for custom Bills in TOPS. When you are completing the screens to generate the Bills, you will see the option to include a bank scan line. That will open a browse list of all available bank scan lines. If you do not see your bank on the list, please contact your TOPS Account Exec for assistance at 800-760-9966.


The differences between these 2 Bills types are:

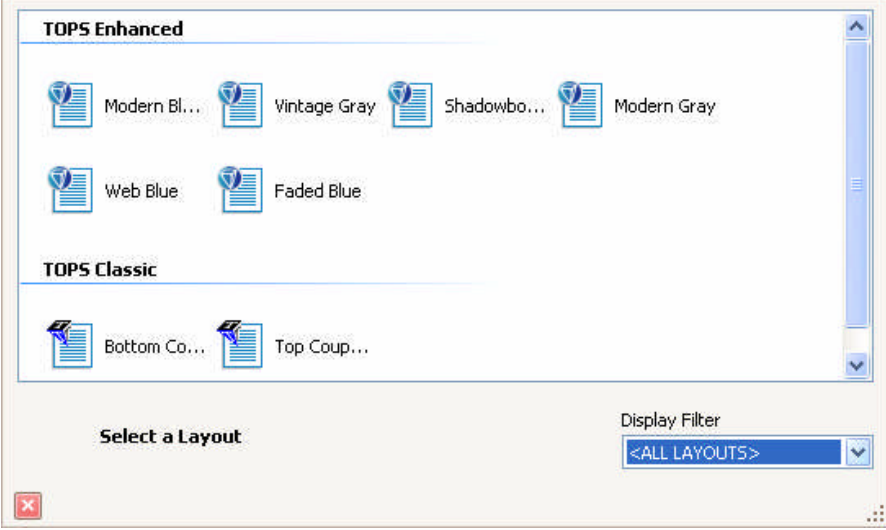



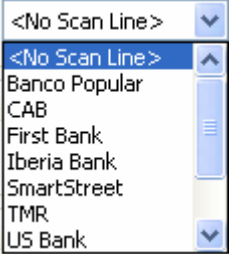
- **Invoice** – a bill with future charges for the next accounting period. You do NOT need to apply the charges for the future period for them to be printed on the Invoice. The software knows how to read the owner charge setup to include the future charges. Invoices can have a balance forward showing past due balances. There are several formats you can select.
- **Statement** – a bill that shows all the charge and payment activity for a range of dates. It can also bill for future charges for the next accounting period. You do NOT need to apply the charges for the future period for them to be printed on the Invoice. The software knows how to read the owner charge setup to include the future charges. There are several formats you can select.







Follow these steps to print an Invoice or Statement type of bill.




	From the Bills & Coupons menu, click on the <b>Enhanced Bills</b> button.
<b><u>Step 1 of 4</u></b>	
The 1 <sup>st</sup> step for generating <b>Enhanced Bills</b> looks like this: <b>Enhanced Owner Bills--Options</b>	

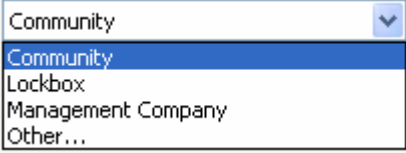
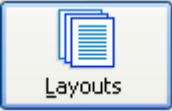
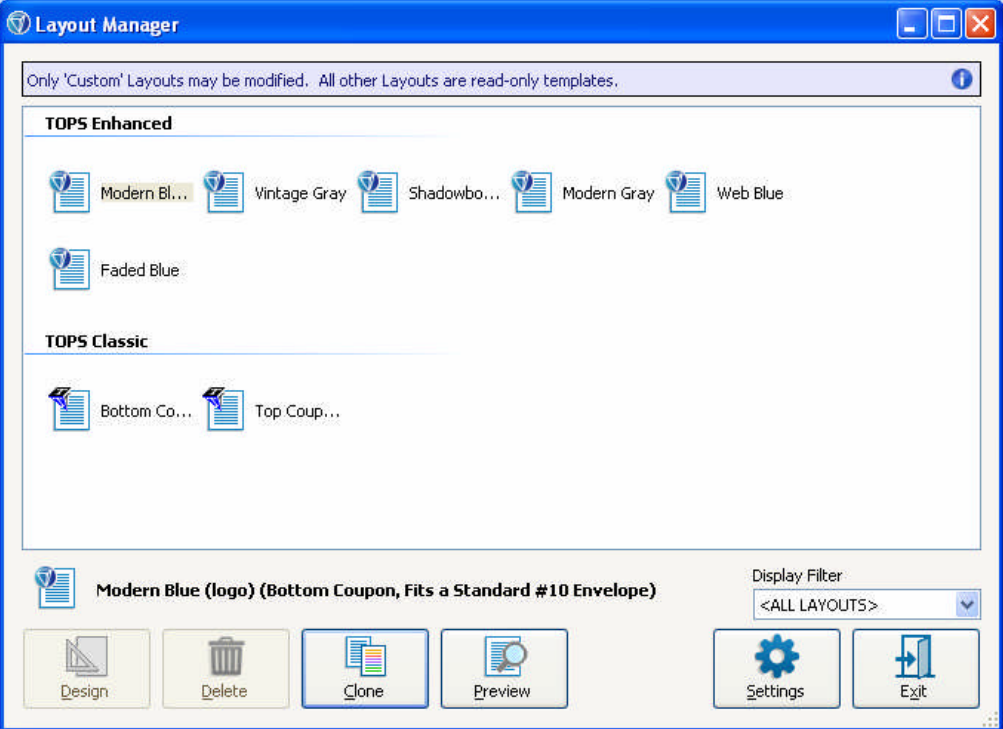
We'll cover each item on this screen in more detail below.

<p><b>Bill Type</b></p>	<p>Select the <b>Bill Type</b> you wish to generate for the owner. The choices are:</p> <ul style="list-style-type: none"> <li>• <b>Statement</b> – shows the charge and payment activity for a range of dates. It also offers the option to include future charges, based on the recurring owner charges each owner is setup to be charged. It reads the Charge Tables to know what the future charges will be.</li> <li>• <b>Invoice</b> – shows a balance due or balance forward as of a cutoff date. It also offers the option to include future charges, based on the recurring owner charges each owner is setup to be charged. It reads the Charge Tables to know what the future charges will be.</li> </ul> <p>Make the selection of the Bill Type.</p>
<p><b>Layout</b></p>	<p>Use the down browse arrow  to select one of the following form types:</p> <p style="text-align: center;"><b>Select Layout</b></p>

	 <ul style="list-style-type: none"> <li>• <b>TOPS Enhanced</b> – select from several new full page Bill designs. Each Bill is formatted so the owners name and address fit a standard #10 window envelope. Any of these formats can be printed or emailed.  To see a sample of the Bill, select the Format, then click on the magnifying glass  icon on the main Bills screen.</li> <li>• <b>TOPS Classic</b> – The standard plain paper invoices that have been part of TOPS for years. If you have preprinted forms that you use for owner Bills, then you would want to select one of these forms, either Top Coupon or Bottom Coupon. Any of these formats can be printed or emailed.</li> </ul> <p>Double click on one of the Bill Formats to select it. That will return you to the Bills Options screen where you can proceed.</p>
	<p>Click on the magnifying glass icon to view a sample of the selected Bill Format.</p>
<p><b>Scan Lines</b></p>	<p>Use the Scan Lines option to include one of the pre-set bank scan lines that will work with the bank’s lockbox system. By default, the option is “No Scan Line”. Use the down browse arrow  to select from the list of banks if you wish to have a scan line printed on the Bill.</p>  <p>Other banks will be added to this list of available scan lines over time. If you do not see your bank listed, please contact your TOPS Account Exec for assistance at 800-760-9966.</p>
<p><b>Bank Settings</b></p>	<p>If printing a bank scan line on the bill, some bank lockbox systems require</p>

	<p>further information. That is handled under the <b>Bank Settings</b>. Use the down browse arrow  to enter the additional Bank Settings that may be required by your bank.</p> <div data-bbox="548 260 1344 512" style="border: 1px solid #ccc; padding: 10px; margin: 10px 0;"> <p><b>'AAFS' specific settings</b></p> <p>Management Company ID (4 digit) <input style="width: 80px;" type="text"/></p> <p>Association ID (6 digit) <input style="width: 80px;" type="text"/></p> <p style="text-align: right;"><input type="button" value="Save"/> <input type="button" value="Cancel"/></p> </div> <p>In this case, you must enter a Management Company ID and an Association ID, then click the Save button.</p> <p><b>Note:</b> Not all banks have additional Bank Settings. In that case, once you select the bank, the Bank Settings will say “N/A”.</p>
<p><b>Adjustments</b></p>	<p>Use the <b>Adjustments</b> to move the bank scan line up/down or left/right so it prints in the correct position on the Bill. This allows you to make small changes to the scan line location to compensate for differences in printers.</p> <div data-bbox="548 810 1344 1062" style="border: 1px solid #ccc; padding: 10px; margin: 10px 0;"> <p>A Positive 'Vertical Adjustment' moves the Scan Line down </p> <p>Horizontal Adjustment <input style="width: 60px;" type="text" value="0.00"/>  </p> <p>Vertical Adjustment <input style="width: 60px;" type="text" value="0.00"/>   <span style="color: blue;">Using Default Scan Line Position</span></p> <p style="text-align: center;"><input type="button" value="Use 'Custom Position'"/> <input type="button" value="Use 'Default Position'"/></p> </div> <ul style="list-style-type: none"> <li><b>Use Default Position</b> – this is the option that should print the scan line in the location on the bill that your bank wishes. Click it to use the Default Position for the scan line.</li> <li><b>Use Custom Position</b> – use this option if your bank tells you that the scan line position is not correct. You can then use the Horizontal and Vertical Adjustments to move the scan line to correct the location.</li> </ul> <p><b>Recommendation:</b> We suggest you print sample Bills with the bank scan line and send them to your bank for testing before printing actual Bills for owners. The bank can then let you know if you need to move the scan line. Differences in printers can result in the need to make adjustments to the scan line position on a Bill.</p>
<p><b>Charge Code Options</b></p>	<p>You can generate a Bill for all balances due (All Codes) or select just certain charges (Selected Codes). By default, All Codes is selected.</p> <ul style="list-style-type: none"> <li><b>All Codes</b> – Generates a Bill (Invoice or Statement) showing ALL balances due.</li> <li><b>Selected Codes</b> – Let’s you select certain Charge Codes to include on the Bill. If this option is selected, it may not bill the owner for everything that is owed.</li> </ul> <p>You must select on Charge Code option or the other before proceeding.</p>
<p><b>Period</b></p>	<p>Enter the name of the Period being billed and the date as follows:</p> <ul style="list-style-type: none"> <li><b>Description</b> – a name for the billing period such as “May 2011”.</li> </ul>

	<p><b>Statements:</b></p> <ul style="list-style-type: none"> <li>• <b>Start/End Date</b> – Enter the date range for including charge and payment activity on a Statements.</li> <li>• <b>Due Date</b> – the date the payment should be made by the owner so it is not considered late.</li> </ul> <p><b>Invoices:</b></p> <ul style="list-style-type: none"> <li>• <b>Cutoff Date</b> – The date for calculating the owner’s Balance Forward, if any.</li> <li>• <b>Due Date</b> - the date the payment should be made by the owner so it is not considered late.</li> </ul>
<p><b>Options</b></p>	<p>Starting at the top right portion of the Bills Options screen, checkmark these boxes to activate/deactivate these options:</p> <ul style="list-style-type: none"> <li>• <b>Include Payment History Notes</b> – by default this option is unchecked. If you wish to print the Notes entered into the Owners’ Payment Histories, then checkmark this option.</li> <li>• <b>Include Second Owner Name</b> – by default this option is checked. If checked, it will print the 2<sup>nd</sup> Owner Name, if any, on the Bills as space allows.</li> <li>• <b>Include Balance Forward</b> – by default this option is checked. If checked, it will print a Balance Forward on the bill for the Charge Codes selected to be included on the bill. If not checked, it will only show the charges for the current period without a Balance Forward. <ul style="list-style-type: none"> <li>▪ <b>Include Balance Breakdown</b> – if the “Include Balance Forward” option is checked, then you have the further option of printing a complete Balance Breakdown by Charge Code.</li> </ul> </li> <li>• <b>Include Future Charges</b> - by default this option is checked. If checked, then later on you will be able to select which Charge Tables to include in the Bill for the next billing period. This allows you to bill for a future period without the need to apply the charges to the owners. <ul style="list-style-type: none"> <li>▪ <b>Future Charge Description</b> – if you selected the “Include Future Charges” option, then you can enter a name for the future period, like “May 2011”.</li> </ul> </li> </ul>
<p><b>Make Checks Payable To</b></p>	<p>Select which name to print on the Bills as the one to make checks paid to. Use the down browse arrow  to select from:</p> <div data-bbox="743 1577 1149 1703" style="border: 1px solid black; padding: 5px; margin: 10px auto; width: fit-content;"> <div style="border-bottom: 1px solid black; padding-bottom: 2px;">Community </div> <div style="background-color: #e0e0e0; padding: 2px;">Community</div> <div style="padding: 2px;">Management Company</div> <div style="padding: 2px;">Other...</div> </div> <p>The default is the Community Name, but you can select the Management Company Name or another name. The names come from the Owner &gt; Owner Control File.</p>
<p><b>Return Payment</b></p>	<p>Select the Payment Address to print on the Bills. Use the down browse arrow  to select from:</p>

<p><b>Address</b></p>	 <p>The default is the Community Address, but you can select the Lockbox Address, Management Company Name or another address. The addresses come from the Owner &gt; Owner Control File.</p>
<p><b>Message</b></p>	<p>A free-form <b>Message</b> that is printed on every owners' Bill. The message is saved so that you can use it again the next billing period if you wish.</p>
<p><input checked="" type="checkbox"/> Mark as Billable</p>	<p>Notice the “<b>Mark as Billable</b>” checkbox at the bottom of the Bills Options screen. If checked, it will add the number of Bills generated to the Communications History as a reimbursable expense. You can then print a report showing all the mailings that are billable so you can recover your expenses. A mailing can be billable whether it is printed or emailed.</p>
	<p>The Enhanced Bills offers a number of modern bill layouts which you can select. You can also copy (clone) one of the existing bill layouts then customize it as you wish. Layouts are global, meaning, every layout is available for use in every community. If you create a custom Bill layout, you can use it in multiple communities if you wish. You can merge community and owner data into these Bill layouts to make them appear to be customized for each community.</p> <p>Simply click the <b>Layouts</b> button to select a bill layout or to customize a Bill.</p> <p style="text-align: center;"><b>Layouts</b></p>  <p>The Layouts are grouped into 3 possible groups:</p> <ul style="list-style-type: none"> <li>• <b>TOPS Enhanced</b> – modern bill layouts</li> <li>• <b>TOPS Classic</b> – the standard Invoice and Statement layouts which</li> </ul>

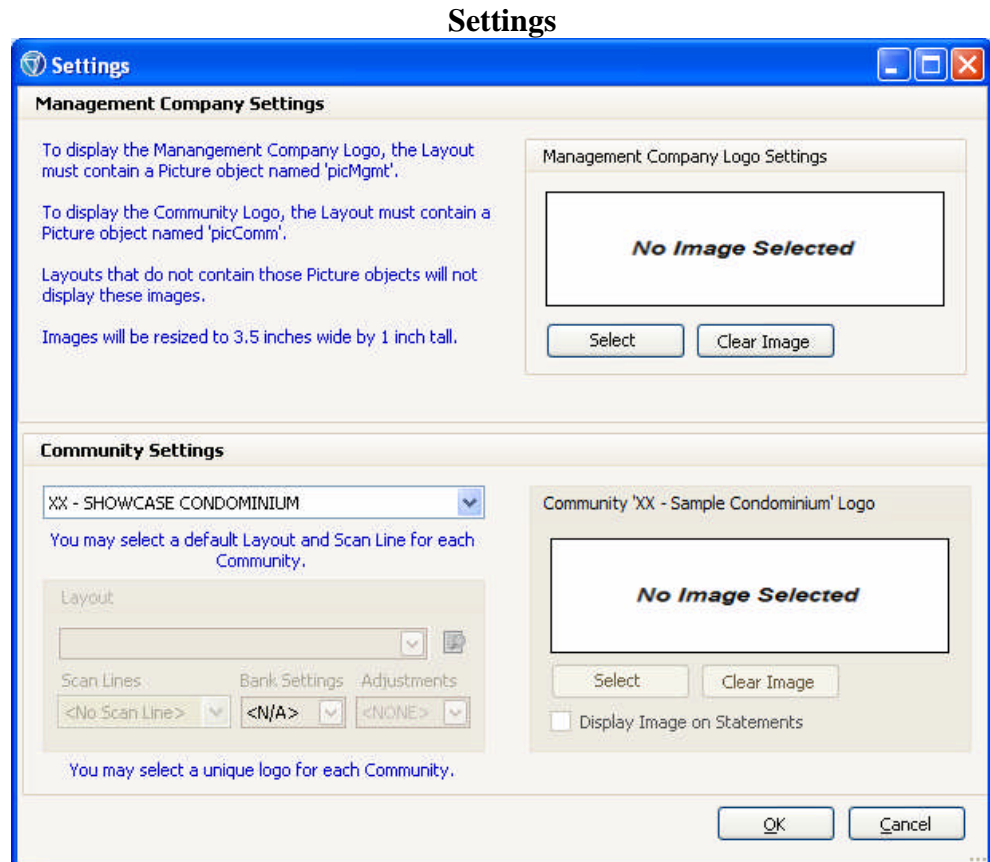
have been part of TOPS for years.

- **Custom Statement** – this group only shows if you have customized a Bill.

We'll explain more about customizing a Bill under the heading "*Customizing Bills*" below.



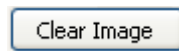
Click the **Settings** button to add logos to your Bills.



You can add a digitized Management Company logo and a Community logo to Bills. Both logos can print on the Bill if you wish.




Use the **Select** button to browse to find the digitized logo to print on the Bill. This can be either a Management Company logo or the Community logo.





Use the **Clear Image** button to clear a logo if you no longer wish to print it on a Bill or you wish to replace it with another logo.

### Community Settings

The currently selected community is displayed. You can use the down browse arrow  to select other communities while on the Settings screen and enter the following Bill info for each community:

- **Layout** – select a Bill Layout for each community
- **Scan Lines** – select a bank Scan Line for each community

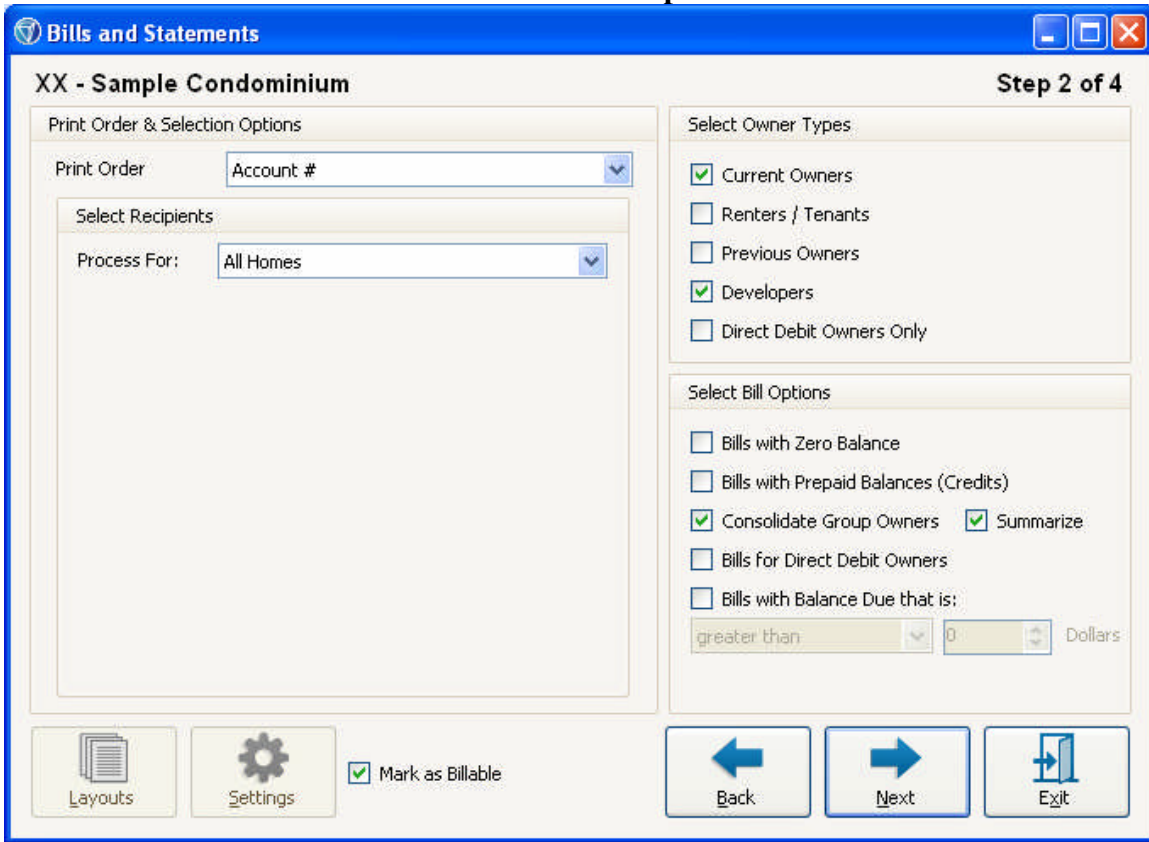


	<ul style="list-style-type: none"> <li>• <b>Bank Settings</b> – if the bank you selected for the Scan Line has other required data fields, you can complete them here.</li> <li>• <b>Adjustments</b> – adjust the Scan Line printing position up/down and left/right to compensate for differences between printers.</li> </ul>
	Click the <b>Next</b> button to proceed with the Bills generation.
	Click the <b>Exit</b> button to exit from the Bills Options screen without proceeding.


**Step 2 of 4**

If you clicked the Next button, you will see the 2<sup>nd</sup> step so you may continue to select options for generating Invoices or Statements.


**Bills – 2<sup>nd</sup> Step**


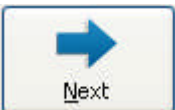
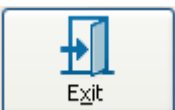


Here you can select the print order and which owners are to receive a bill along with other options.

<b>Print Order</b>	Select the order in which the Bills will be generated. Use the down browse arrow  to select from these print orders: <div style="border: 1px solid black; padding: 5px; margin-top: 10px;">           Street Address            Account #            Lot/Unit #            Sort Name            Zip Code         </div>
--------------------	--



	<p>The default will be the Preferred Access order from the Owner Control File, but you may select the Print Order that best suits your needs.</p>
<p><b>Select Recipients</b></p>	<p>Select which owners will receive the Bills. Use the down browse arrow  to select from the following options:</p> <div data-bbox="716 317 1175 428" style="border: 1px solid black; padding: 2px;"> <p>All Homes Range of Homes Section / Building Selected Homes</p> </div> <p>The default is All Homes, but you may select any of the other options. If you select anything other than All Homes, you will then select which homes to include.</p>
<p><b>Select Owner Types</b></p>	<p>Next, you have the option of check marking which <b>Owner Types</b> to include. The options are:</p> <div data-bbox="672 646 1219 951" style="border: 1px solid #ccc; padding: 5px;"> <p>Select Owner Types</p> <p><input checked="" type="checkbox"/> Current Owners</p> <p><input type="checkbox"/> Renters / Tenants</p> <p><input type="checkbox"/> Previous Owners</p> <p><input checked="" type="checkbox"/> Developers</p> <p><input type="checkbox"/> Direct Debit Owners Only</p> </div> <p>By default, the Current Owners and Developers are checked. You can check or uncheck the other Owner Types as you wish.</p> <p><b>Direct Debit Owners Only</b> – checkmark this option to print Bills for those owners who have opted to pay by Direct Debit.</p>
<p><b>Select Bill Options</b></p>	<p>Use the <b>Select Bill Options</b> to refine who is going to received an Invoice or Statement. The options are:</p> <div data-bbox="672 1213 1219 1612" style="border: 1px solid #ccc; padding: 5px;"> <p>Select Bill Options</p> <p><input type="checkbox"/> Bills with Zero Balance</p> <p><input type="checkbox"/> Bills with Prepaid Balances (Credits)</p> <p><input checked="" type="checkbox"/> Consolidate Group Owners    <input checked="" type="checkbox"/> Summarize</p> <p><input type="checkbox"/> Bills for Direct Debit Owners</p> <p><input type="checkbox"/> Bills with Balance Due that is:</p> <p>greater than <input type="text" value="0"/> Dollars</p> </div> <ul style="list-style-type: none"> <li>• <b>Bills with Zero Balances</b> – checkmark this option to <i>skip</i> printing Bills for owners if the total amount due equals zero.</li> <li>• <b>Bills with Prepaid Balances (Credit)</b> – checkmark this option to <i>skip</i> printing Bills for owners who have a credit balance due.</li> <li>• <b>Consolidate by Owner Group</b> – checkmark this option to get consolidated Bills for those owners who own 2 or more homes in the community. If checked, one Bill will be generated that will include</li> </ul>

	<p>ALL homes owned by an owner (an Owner Group).</p> <ul style="list-style-type: none"> <li>▪ <b>Summarize</b> – if the Consolidate Group Owners is checked, then you see this further option. To save space on the Bill, instead of itemizing the balances due for each home in the Owner Group, it will merely print a total for each home in the group.</li> <li>• <b>Bills for Direct Debit Owner</b> – checkmark this option to print Bills for those owners who have opted to pay by Direct Debit. While the Bill will be printed, it will include a “Do Not Pay” message letting them know the amount will be auto-debited against their bank account.</li> <li>• <b>Bills with Balanced Due that is</b> – use the down browse arrow to select from these options: <div data-bbox="826 611 1114 743" style="border: 1px solid black; padding: 2px; margin: 5px 0;"> less than  less than or equal to  <b>greater than</b>  greater than or equal to  equal to </div> </li> </ul> <p>These options let you filter based on the amount owed. This can be handy so you only print Bills for owners who owe a significant amount.</p>
<input checked="" type="checkbox"/> Mark as Billable	<p>Notice the “<b>Mark as Billable</b>” checkbox at the bottom of the screen. If checked, it will add the number of Bills generated to the Communications History as a reimbursable expense. You can then print a report showing all the mailings that are billable so you can recover your expenses. A mailing can be billable whether it is printed or emailed.</p>
	<p>Click the <b>Back</b> button to return to the Step 1 of 4 screen where you can review or change Bill options.</p>
	<p>Click the <b>Next</b> button to proceed to Step 3 of 4.</p>
	<p>Click the <b>Exit</b> button to exit from the Bills Options screen without proceeding.</p>
<p><b><u>Step 3 of 4</u></b></p>	
<p>If you clicked Next on Step 2, you will see Step 3 of 4 screen.</p> <p style="text-align: center;"><b>Bills - 3<sup>rd</sup> Step</b></p>	

Here you can select the method of output for Bills, either printed or emailed.

<p><b>Select Output</b></p>	<p>Select whether you wish to print the Bills or email them. Select from one of these options:</p> <ul style="list-style-type: none"> <li>• <b>Print Only</b> – will generate printed Invoices or Statements.</li> <li>• <b>Email Only</b> – will email Invoices or Statements to those owners who have Opted-In to receive email communications.</li> <li>• <b>Print &amp; Email</b> – this option will print Invoices or Statements for owners who have NOT Opted-In for email, then email Invoices or Statements to those owners who HAVE Opted-In to receive email.</li> </ul> <p>You must select one of these output options. The default is Print Only.</p>
<p><b>Output Review</b></p>	<p>Based on the Output options selected, it will show a preview count of how many Bills will be printed and how many emailed.</p>
<p><b>Email Options</b></p>	<p>If you selected one of the Output Options that includes email, then this area becomes active. You can set some options for handling the emailed Bill as well as change the wording on the email transmittal that is sent with the Bill.</p>

Email Options

Priority  Reply To

Subject   Return Receipt

Dear {@OwnerName},

Please review the attached Statement of Account from Sample Condominium regarding {@PropertyAddress}.

Thank You,  
Team 321 Mgmt

*Insert fields: {@OwnerName} {@PropertyAddress} {@PaymentLink}*

**Priority** – use the down browse arrow  to select the priority for sending the email. The choices are:

- Normal – the default
- High
- Low

**Reply To** - use the down browse arrow  to select one of the email addresses owners should use if they wish to reply to receiving the emailed Bill.

**Subject** – you can change the Subject line if you wish. By default it will show the community name and “Statement of Accounts Notice”.

**Return Receipt** – check mark this box to get back a notice that your email has been received by each owner how opens it.




**Email Transmittal Body** – similar to Form Letters, there are merge codes which can be inserted into the body of the email to personalize it for each owner. There are only 2 merge codes available to be inserted into the body:

- Owner Name – {@OwnerName}
- Property Street Address – {@PropertyAddress}

You can change the default verbiage in the Email Transmittal Body if you wish. It will automatically save any changes so you can use it again the next billing period.

Mark as Billable

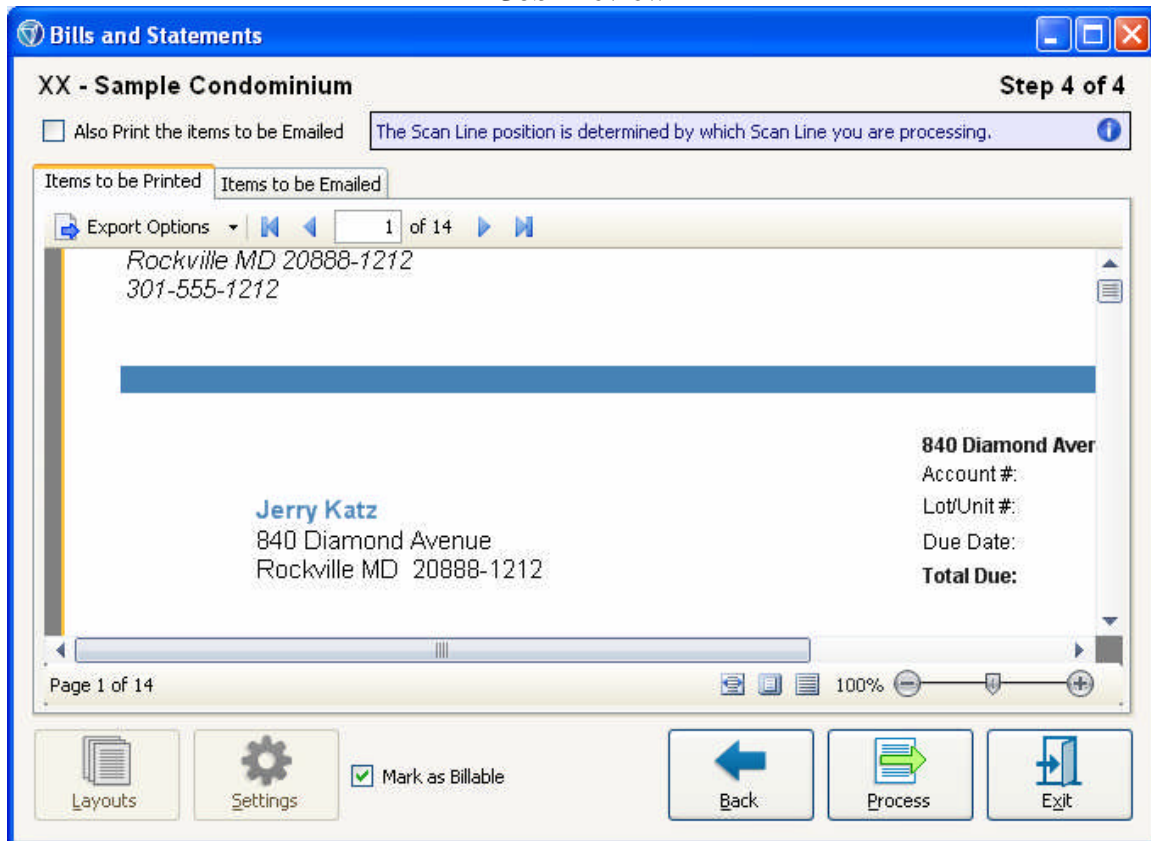
Notice the “**Mark as Billable**” checkbox at the bottom of the screen. If checked, it will add the number of Bills generated to the Communications History as a reimbursable expense. You can then print a report showing all the mailings that are billable so you can recover your expenses. A mailing can be billable whether it is printed or emailed.

 Back	Click the <b>Back</b> button to return to the Step 2 of 4 screen where you can review or change Bill options set on this screen.
 Next	Click the <b>Next</b> button to proceed to Step 4 of 4.
 Exit	Click the <b>Exit</b> button to exit from the Bills Options screen without proceeding.

### Step 4 of 4

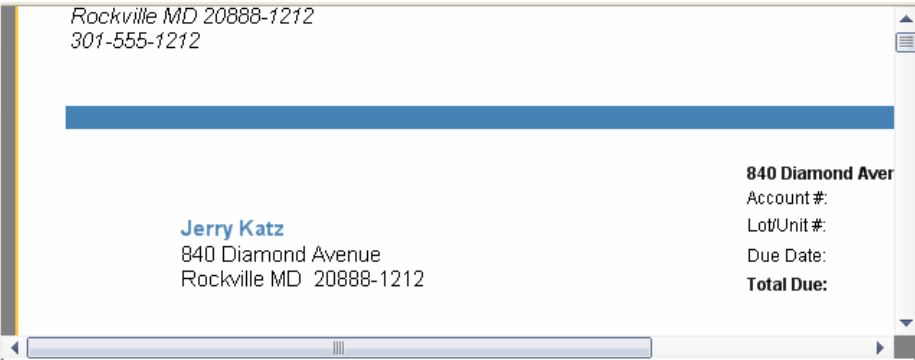
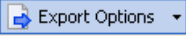
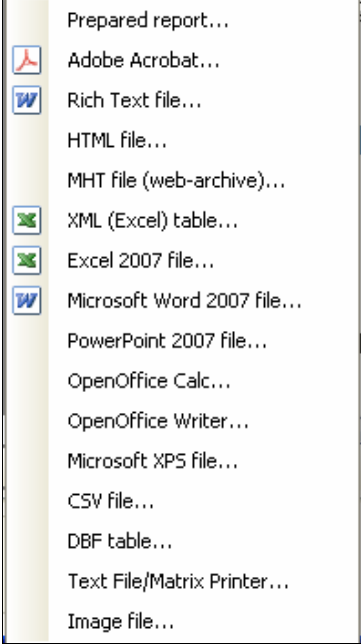

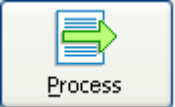
If you clicked the **Next** button, you will see the 4<sup>th</sup> and final step for generating Bills. It shows a preview of all Bills to be printed or emailed.

#### Job Preview




The following explains how to understand the 4<sup>th</sup> and final Bills screen--the Job Preview.

<input type="checkbox"/> Also Print the items to be Emailed	Check mark this option to print a Bill for each owner that is receiving an emailed Bill. You might do this where it is required that all communications from the community by sent by USPS.
<input type="text" value="Items to be Printed"/>	The Job Preview screen automatically opens showing a preview of the <b>Items to be Printed</b> . You can toggle back and forth from the Emailed and Printed previews as you wish by simply clicking on each folder tab.
<input type="text" value="Items to be Emailed"/>	Click the <b>Items to be Emailed</b> to see a preview of these Bills. You can toggle back and forth from the Emailed and Printed previews as you

	wish by simply clicking on each folder tab.
<p><b>Preview Bills</b></p>	<p>Use the menu tabs above to preview both printed and emailed Bills which are waiting to be finalized.</p>  <p>Use the scroll bar on the right side of the screen and the bottom to scroll through the Bills to make sure they appear correct before finalizing them.</p>
<p><b>Export Options</b></p>	<p>Notice the <b>Export Options</b> button  directly beneath the folder tabs. Click on the button so see the Export Options you can select from if you wish to place the Bills into another file format.</p>  <p>This gives you the option of exporting the Bills file to some other application if you wish.</p>
	<p>Click the <b>Back</b> button to return to the Step 3 of 4 screen where you can review or change Bill options set on this screen.</p>
	<p>Click the <b>Process</b> button to print the Bills showing in the Items to be Printed and email the Bills showing in the Items to be Emailed preview screens. This will be the final step which complete the generation of the Bills themselves.</p>

Clicking Process will also update the Communications History for this community so you have a record all printed and emailed Bills.

 Click the **Exit** button to exit from the Bills Options screen without proceeding.

**Customizing Bills**

You can customize the Enhanced Bills if you wish. Customizing lets you move around the data elements and change the verbiage on the Bill using a Report Writer interface. TOPS uses the Fast Reports® report writer. Report writers take awhile to understand and master, we will only include brief instructions for customizing Bill Layouts.

To customize a Bill, start on the very first screen, Step 1 – Bill Options:

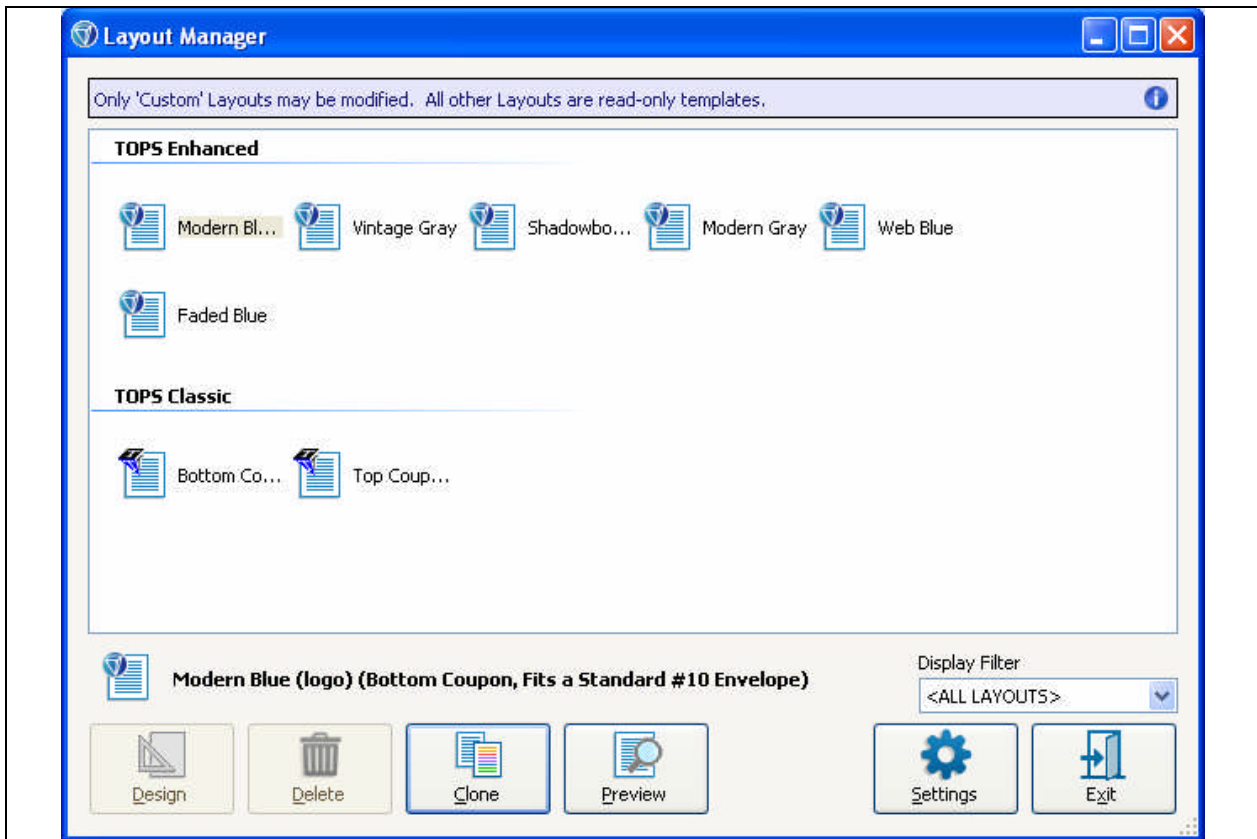
**Step 1 – Bill Options**

Follow these instructions to customize a Bill.

 Click the **Layouts** button.

You will see all the existing Bill Layouts.

**Layouts**

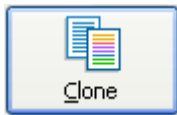


The Layouts are grouped into 3 possible groups:

- **TOPS Enhanced** – modern bill layouts
- **TOPS Classic** – the standard Invoice and Statement layouts which have been part of TOPS for years.
- **Custom Statement** – this group only shows if you have customized a Bill.

Here you can clone (copy) an existing bill layouts then customize it as you wish. Layouts are global, meaning, every layout is available for use in every community. If you create a custom Bill layout, you can use it in multiple communities if you wish. When you generate the Bill, it merges community and owner data into these Bills to make them appear to be customized for each community.

It is much easier to Clone (copy) an existing Bill Layout than create one from scratch. So we will only document how to Clone off a Bill Layout, then customize it.

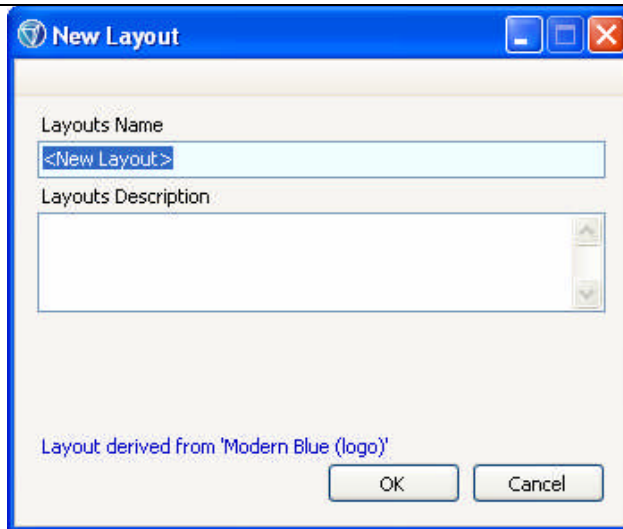


To copy an existing Bill Layout to a new layout so you can customize it, click to highlight the existing Bill Layout you wish to copy then click the **Clone** button.

Once you click the Clone button, you will see a pop-up where you can name the new Bill Layout:

**New Layout**





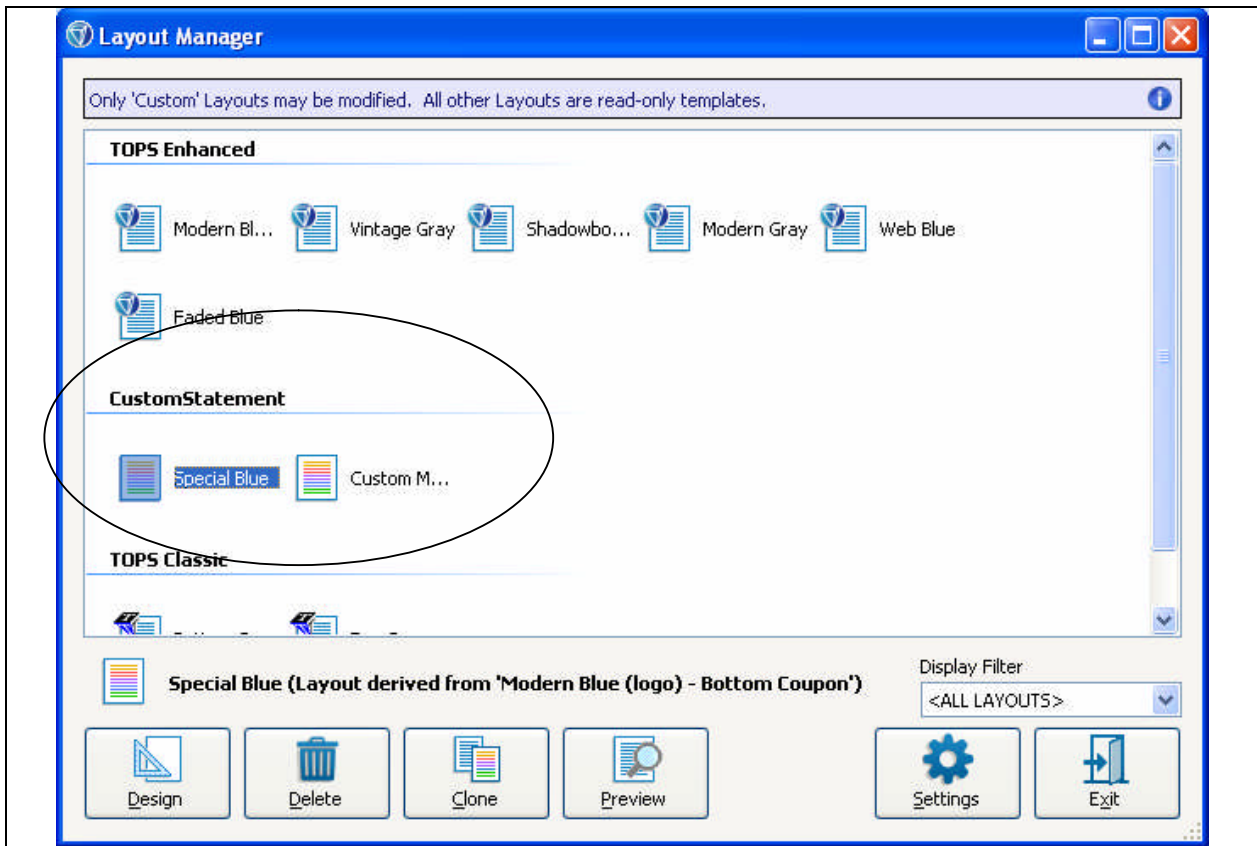
**Layout Name** – enter what you wish to call this new Bill Layout. You must enter a Layout Name here.

**Layouts Description** – this is an optional field where you can enter a more complete description about this new Bill Layout.



OK	Click <b>OK</b> once you have completed the Layout Name and entered a Layouts Description, if any. That will save the new Bill Layout under this name.
Cancel	Click <b>Cancel</b> to exit without saving the new Bill Layout.

Once you click OK to save the new Bill Layout, you will return to the previous screen showing ALL Bill Layouts including the new one just created:

### **Bill Layouts**

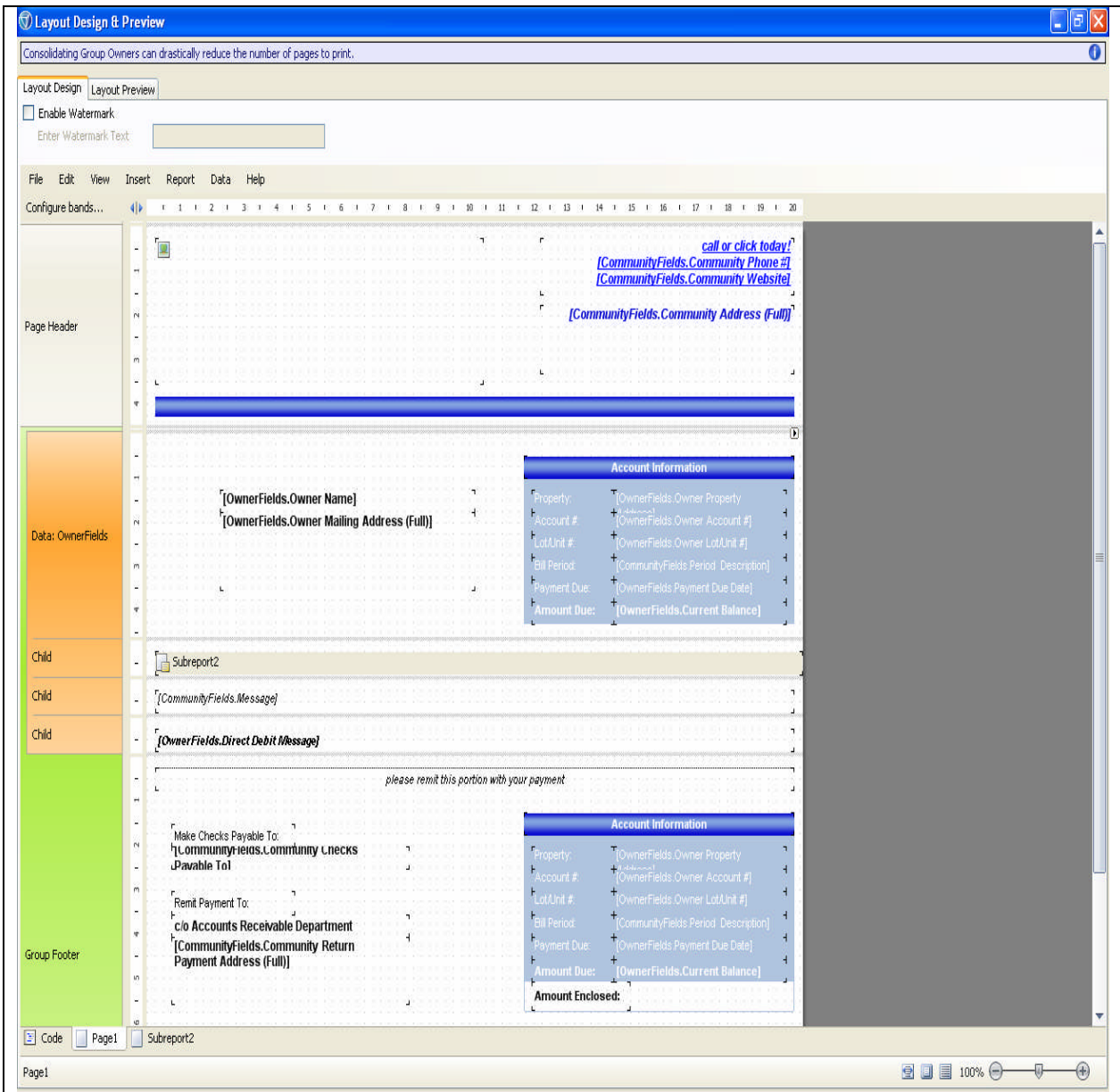


Once Custom Statement Layouts exist, you will see them listed under that category heading.

 <p>Design</p>	<p>To customize a Layout, highlight a Custom Statement, then click the <b>Design</b> button. You can also simply double click on the Layout to open it in design mode.</p>
 <p>Delete</p>	<p>To <b>Delete</b> a Custom Statement, highlight it, then click the Delete button. You can Delete Custom Statements, but you cannot Delete TOPS Enhanced or TOPS Classic Bill Layouts.</p>

To open a Custom Statement Layout in design mode, either double click on it or use the Design button. The Layout will open and look similar to this:


**Custom Statement Layout**



When the Bill Layout opens, you are automatically in the **Layout Design** mode as indicated by the folder tab at the top left of the screen. Next to that is the **Layout Preview** folder tab where you can see a sample of the Layout as it would be generated.

Notice the Layout is organized into boxes containing text and merge codes. You can “drag and drop” the boxes or individual data field to other locations on the Layout to customize it. Notice also that the bill is divided up into data groupings.

<input type="checkbox"/> Enable Watermark	At the top left part of the design screen is a checkbox for a “Watermark”. A “Watermark” is a faint name or word that will print like wallpaper in the background of the Bill. It can make a Bill look more professional. If you wish to print a watermark on each Bill, check this box. You will then be able to enter the Name or wording for the watermark. A watermark could be used for the Management Company Name while the Bill shows the Community Name.
<b>Page Header</b>	Generally, this would be the name of the management company and/or community. It could contain a digitized logo if you copy and past one into an

	<p>open area in the Page Header. But in certain Layouts where the return payment coupon is at the top of the page, this could contain info similar to the Group Footer below.</p> <p>You can move these merge codes around through “drag and drop” with your mouse.</p>
<b>Data Owner Fields</b>	<p>This area contains merge codes for the owner name and mailing address. It also contains other identifying information like their Account #, Lot/Unit #, Billing Period, Amount Due, etc. Again, you can move these merge codes around through “drag and drop” with your mouse.</p>
<b>Child</b>	<p>There are 3 sets of “Child” data in this area. A “Child” is just a term meaning it is a variable option that changes for each owner depending on the Bill Options selected.</p> <p>The first “Child” data shows a breakdown of the balance due, if any.</p> <p>The second, “Child” data prints the Message entered on Step 1 of the billing options.</p> <p>The third “Child” data prints a message for owners paying by Direct Debit with a special message telling them not to pay from this Bill.</p> <p>You can move these merge codes around through “drag and drop” with your mouse. Fully understanding “Child” relationships and dependencies can be confusing, so be careful when customizing this area.</p>
<b>Group Footer</b>	<p>In Bill Layouts where the return payment coupon is at the bottom of the page, this contains the Make Checks Payable To and Return Payment Address. It also contains identifying owner information like the Owner Name, Account #, Lot/Unit #, Billing Period, Amount Due, etc. so the payment is applied to the correct owner. Again, you can move these merge codes around through “drag and drop” with your mouse.</p>
<b>Save Changes</b>	<p>When you click the X button at the top right part of the screen to exit from the Layout design mode, it automatically saves any changes you made to the Layout.</p>
	<p>When you are done customizing the Bill Layout, you can preview the appearance by clicking on the Layout Preview folder tab at the top of the screen. It will show a sample of the custom Layout on the screen so you can verify that it looks correct.</p> <p style="text-align: center;"><b>Layout Preview</b></p>

The Scan Line position is determined by which Scan Line you are processing.

Layout Design | Layout Preview

Sample Data #1 | Sample Data #2 | Print | Save | 1 of 1

[call or click today! \(555\) 555 - 1234](tel:5555555555)  
[www.topssoft.com](http://www.topssoft.com)

Community Address Full - line 1  
 Community Address Full - line 2  
 Community Address Full - line 3

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Owner Full Name		Account Information	
Owner Mailing Address Full - line 1		Property:	Owner Property Address
Owner Mailing Address Full - line 2		Account #:	Owner Acct#
Owner Mailing Address Full - line 3		Lot/Unit #:	Owner Lot#
		Bill Period:	Period Description
		Payment Due:	6/19/2011
		Amount Due:	\$250.00

Date	Description	Charges	Credits	Balance
5/20/2011	Accounting Item Description 1	\$25.00		\$25.00
5/21/2011	Accounting Item Description 2	\$25.00		\$50.00
5/22/2011	Accounting Item Description 3	\$25.00		\$75.00
5/23/2011	Accounting Item Description 4	\$25.00		\$100.00
5/24/2011	Accounting Item Description 5	\$25.00		\$125.00
5/25/2011	Accounting Item Description 6	\$25.00		\$150.00
5/26/2011	Accounting Item Description 7	\$25.00		\$175.00
5/27/2011	Accounting Item Description 8	\$25.00		\$200.00
5/28/2011	Accounting Item Description 9	\$25.00		\$225.00
5/29/2011	Accounting Item Description 10	\$25.00		\$250.00
<b>Current Balance:</b>				<b>\$250.00</b>

You may enter a multi-line message to appear on the statement / invoice.

**This is for your records only and to notify you that the auto-debit amount of {@DebitAmount} will be taken from your account on {@DebitDate}.**

.....

*please remit this portion with your payment*

Make Checks Payable To: Account Information

Page 1 of 1

Click back to the Layout Design folder tab to make changes or click the X button at the top right to exit saving this custom Layout.


This completes the manual section on Enhanced Bills.

## Bills

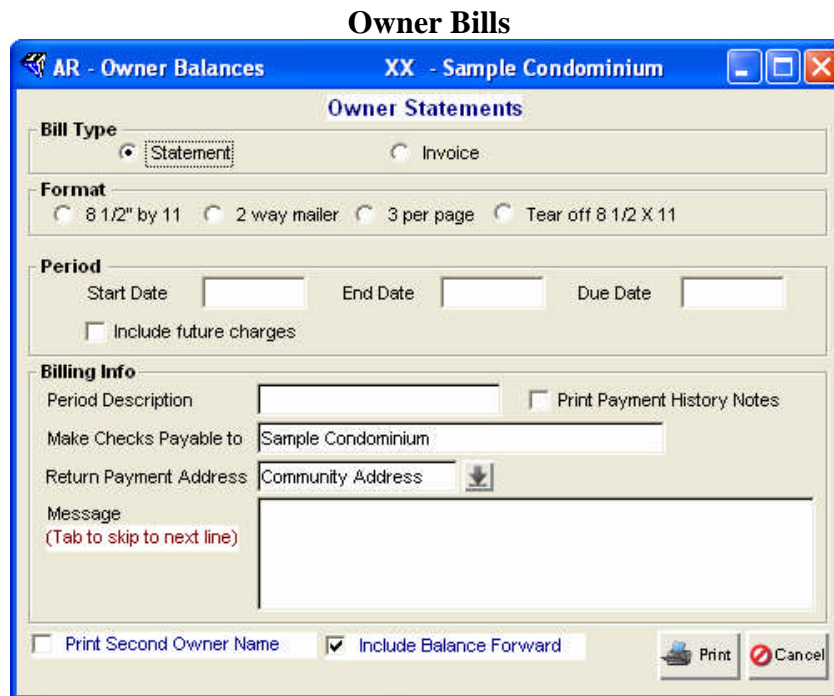
There are 2 types of Bills that can be printed in TOPS 4.0.

- **Invoice** – a bill with future charges for the next accounting period. You do NOT need to apply the charges for the future period for them to be printed on the Invoice. The software knows how to read the owner charge setup to include the future charges. Invoices can have a balance forward showing past due balances. There are several formats you can select.
- **Statement** – a bill that shows all the charge and payment activity for a range of dates. It can also fill for future charges for the next accounting period. You do NOT need to apply the charges for the future period for them to be printed on the Invoice. The software knows how to read the owner charge setup to include the future charges. There are several formats you can select.

No matter which option you choose, the steps are pretty much the same.

 Bills	From the Bills & Coupons menu, click on the <b>Bills</b> button.
--	--

The owner **Bills** screen looks like this:



The screenshot shows a software window titled "Owner Bills" with a blue header bar. The window title is "AR - Owner Balances" and the subtitle is "XX - Sample Condominium". The main content area is titled "Owner Statements" and contains several sections:


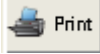

- Bill Type:** Radio buttons for "Statement" (selected) and "Invoice".
- Format:** Radio buttons for "8 1/2" by 11", "2 way mailer", "3 per page", and "Tear off 8 1/2 X 11".
- Period:** Input fields for "Start Date", "End Date", and "Due Date". A checkbox for "Include future charges" is present.
- Billing Info:** Input fields for "Period Description", "Make Checks Payable to" (containing "Sample Condominium"), and "Return Payment Address" (containing "Community Address"). A checkbox for "Print Payment History Notes" is present.
- Message:** A text area with the instruction "(Tab to skip to next line)".
- Footer:** Checkboxes for "Print Second Owner Name" and "Include Balance Forward" (checked). "Print" and "Cancel" buttons are at the bottom right.

We'll cover each item on this screen in more detail below.

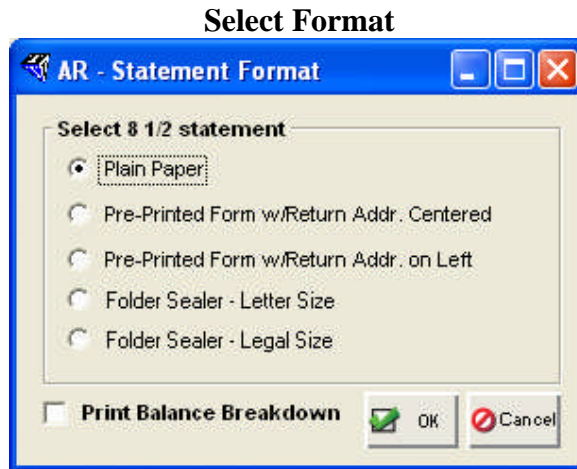
<p><b>Bill Type</b></p>	<p>Select the <b>Bill Type</b> you wish to generate for the owner. The choices are:</p> <ul style="list-style-type: none"> <li>• <b>Statement</b> – shows the charge and payment activity for a range of dates. It also offers the option to include future charges, based on the recurring owner charges each owner is setup to be charged. It reads the Charge Tables to know what the future charges will be.</li> <li>• <b>Invoice</b> – shows a balance due or balance forward as of a cutoff date. It also offers the option to include future charges, based on the recurring owner charges each owner is setup to be charged. It reads the Charge Tables to know what the future charges will be.</li> </ul> <p>Make the selection of the Bill Type.</p>
<p><b>Format</b></p>	<p>Select one of the following form types:</p> <ul style="list-style-type: none"> <li>• <b>8 ½ by 11</b> – a full page form with the owner name and address positioned to fit a standard #10 window envelope.</li> <li>• <b>2 Way Mailer</b> – if you use a dot matrix printer, you can order a sealed mailer form from your TOPS 4.0 forms supplier so that your bill is printed in a sealed envelope ready to mail after putting postage on it.</li> <li>• <b>3 Per Page</b> – a brief bill designed around a perfed form where 3 bills are printed per page. This is a very economical way to do billing. The owners’ name and address is positioned to fit a standard #10 window envelope.</li> <li>• <b>Tear Off 8 ½ by 11</b> – a full page bill with a tear-off return coupon the owner can send back with their payment. The owners’ name and address is positioned to fit a standard #10 window envelope.</li> </ul> <p>Make the selection of the bill Format.</p>
<p><b>Period</b></p>	<p>The dates to be completed here will change depending on whether you selected a Statement or Invoice Bill Type above.</p> <p><b>Statement</b> Complete these dates:</p> <p><b>Start Date</b> – the beginning period date for showing the owner charge and payment activity.</p> <p><b>End Date</b> – the ending period date for showing the owner charge and payment activity.</p> <p><b>Due Date</b> – the date the payment is due from the owner.</p> <p><b>Invoice</b> Complete these dates:</p> <p><b>Cutoff Date</b> – The date to calculate the owner Balance Forward on the bill. TOPS 4.0 will look at all the charge and payment history up through and including the Cutoff</p>

	<p>Date in determining the Balance Forward.</p> <p><b>Due Date</b> – the date the payment is due from the owner.</p>
--	--



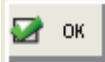

<input type="checkbox"/> Include future charges	<p>This checkbox option will include the recurring owner charges each owner is setup to be charged. It reads the Charge Tables to know what the future charges will be for an owner.</p> <p>If you checkmark this option, you will see this field appear:</p> <p style="text-align: center;"> <input type="text" value="Description"/> <input type="text" value="Current Charges"/> </p> <p>The default is “Current Charges”, but you can enter any Description you wish.</p>
<b>Billing Info</b>	<p>Complete this information:</p> <p><b>Period Description</b> – Enter the heading for the Bill.  For example: May 2007</p> <p><b>Print Payment History Notes</b> – A checkbox option that will print any payment history notes on file for the owner. The default is NOT to print the Notes, which is normally the option to use.</p> <p><b>Make Checks Payable to</b> – The default will be the Return Payment Info name in the Owner Control File, but you can change it here if needed.</p> <p><b>Return Payment Address</b> – the default will be the address from the Return Payment Info in the Owner Control File, but you can change it here if needed. Use the down browse arrow  to select one of the other Return Payment Addresses in the Owner Control File.</p> <p><b>Message</b> – Enter a multi-line message to be printed on the bill. Each line contains 50 characters, there is no text wrapping down to the next line. You must use the <b>TAB</b> key to move down to the next Message line.</p>
<input type="checkbox"/> Print Second Owner Name	<p>Notice this checkbox option at the bottom of the screen. If you checkmark it, Bills will be printed with the <b>Second Owner Name</b>, if any, on file for each home.</p>
<input checked="" type="checkbox"/> Include Balance Forward	<p>The <b>Include Balance Forward</b> checkbox option at the bottom of the screen will include a balance forward on the Bill. If you uncheck this option, then no Balance Forward will be printed on the Bill. The Bill would only show current period or future charges activity with no Balance Forward.</p>
	<p>Click the <b>Print</b> button to proceed with printing the owner Bill with the dates and options you selected.</p>
	<p>Click the <b>Cancel</b> button to exit from the owner Bills screen <b>WITHOUT</b> printing the Bill.</p>

If you clicked the **Print** button, you will then see a screen for making further choices on the Bill format you wish to print for this owner:



You can select from any of these Format options:

- **Plain Paper** – TOPS 4.0 will format a professional looking Bill for you.
- **Pre-Printed Form w/Return Address Centered** – Use a Pre-Printed form available from your TOPS 4.0 forms supplier.  
     Dynamic Systems      Formost Graphic Communications  
     800-782-2946      301-424-4242
- **Pre-Printed Form w/Return Address on Left** – Use a Pre-Printed form available from your TOPS 4.0 forms supplier.  
     Dynamic Systems      Formost Graphic Communications  
     800-782-2946      301-424-4242
- **Folder Sealer – Letter Size** – Prints on forms designed for a folder/sealer machine available from:  
     Dynamic Systems  
     800-782-2946
- **Folder Sealer – Legal Size** – Prints on forms designed for a folder/sealer machine available from:  
     Dynamic Systems  
     800-782-2946

<input type="checkbox"/> <b>Print Balance Breakdown</b>	Checkmark this option to breakdown the owner balance by Charge Code. This would let the owner see exactly what makes up any balance due.
	Click the <b>OK</b> button to proceed with printing the owner Bill.
	Click the <b>Cancel</b> button to exit without printing the owner Bill.

When you click OK, you will see a screen with more options for printing owner Bills:

### Sort Options

**AR - Report Sort Options**

**Owner Statements**

**Print for**

- All Homes
- Range of Homes
- Section/Building
- Selected Home
- All Owner Groups
- Selected Owner Group

**Print Order**

- Street Address
- Account Number
- Lot/Unit Number
- Owner Last Name
- Zip Code

**Include**

- Current Owner
- Resident/Tenant
- Debit Owners ONLY
- Previous Owner
- Developer

**Include**

- Bills with Zero Balances
- Bills with Prepaid(Credit) Balances
- Balance Forward Breakdown
- Consolidate by owner Group
- Bills for Direct Debit Owner

Print Cancel

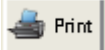

These options let you print Bills for just the owners you want to include.

#### Print For

Check one of the following options:

**All Homes** – this will print a Bill for each home in the community. All Homes is the default option.

- **Range of Homes** – select a starting and ending home. Only those homes within the range will have a Bill printed.
- **Section/Building** – select a Section # or Building # to print Bills for. Only those homes within the range will have a Bill printed.
- **Selected Home** – individually select the homes for printing Bills.
- **All Owner Groups** – print Bills for just the Owner Groups (owners that own more than one home in the community).
- **Selected Owner Group** – print a Bill for a selected Owner Group. This option is handy for printing a Bill for Developer/Builder owned homes.



<p><b>Print Order</b></p>	<p>Select the output order you wish for the printed Bills. The Print Order options are self-explanatory:</p> <ul style="list-style-type: none"> <li>• <b>Street Address</b> – the default order.</li> <li>• <b>Account Number</b></li> <li>• <b>Lot/Unit Number</b></li> <li>• <b>Owner Last Name</b></li> <li>• <b>Zip Code</b> – for doing presorted mail at lower postage rates.</li> </ul>
<p><b>Include</b></p>	<p>Gives you options for which owners to include in the Bill printing. You can checkmark or uncheck any of the owners to include or not include them in the Bill printing. Options are:</p> <ul style="list-style-type: none"> <li>• <b>Current Owner</b> – this is checked by default.</li> <li>• <b>Resident/Tenant</b> – check to include renters.</li> <li>• <b>Debit Owners Only</b> – do you wish to include owners who pay by Direct Debit when printing Bills?</li> <li>• <b>Previous Owners</b> – generally, you do not want to print Bills for previous owners.</li> <li>• <b>Developer/Builder</b> – if the builder still owns homes or lots in the community, you can include them in the Bill printing. This is checked by default, but no Bill will be printed for a Developer/Builder if they no longer own any homes or lots in the community.</li> </ul>
<p><b>Include</b></p>	<p>These are further Bill options to help you reduce the total number of Bills to be printed. The options include:</p> <ul style="list-style-type: none"> <li>• <b>Bills with Zero Balances</b> – checkmark this option to <i>skip</i> printing Bills for owners if the total amount due equals zero.</li> <li>• <b>Bills with Prepaid (Credit) Balances</b> – checkmark this option to <i>skip</i> printing Bills for owners who have a credit balance due.</li> <li>• <b>Consolidate by Owner Group</b> – checkmark this option to get consolidated Bills for those owners who own 2 or more homes in the community. If checked, one Bill will be generated that will include ALL homes owned by an owner (an Owner Group).</li> <li>• <b>Bills for Direct Debit Owner</b> – checkmark this option to print Bills for those owners who have opted to pay by Direct Debit. While the Bill will be printed, it will include a “Do Not Pay” message letting them know the amount will be auto-debited against their bank account.</li> </ul>
<p><b>Balance Forward Breakdown</b></p>	<p>Checkmark this option to take the Balance Forward on the Bill and break it down into the different charge code balances that make it up.</p>
	<p>Click the <b>Print</b> button to proceed with the printing of the Statements.</p>
	<p>Click the <b>Cancel</b> button to exit without printing the owner Bills.</p>

## Direct Debit Owners

When you checkmark to include Bills for Direct Debit owners, then click the **Print** button, you then see a screen for handling the Bills for those owners:

### Direct Debit Bills Options

Because Direct Debit owners have elected to pay recurring charges by ACH directly from their bank accounts, a Bill is generally just for informational purposes only to remind them how much is being deducted from their bank account. So the Bill accurately tells them how much will be deducted from their bank account, you will need to complete the screen above as follows:

<b>Auto-Debit Period Desc.</b>	This will default to the <b>Period Description</b> entered on the first screen of Bills above. You can change the description for the Direct Debit bills only by entering a different description here.
<b>Date Dues will be Taken</b>	Enter the date the homeowner will see the debit against their bank account. This is generally 2 business days after you generated the Direct Debit file on the Global Functions menu. Tip: Dates are always entered WITHOUT the slashes – 040507 = April 5, 2007
<b>Auto Debit Total Balance Due</b>	Checkmark this box if you debit the owner for ALL recurring charges.
<b>Disable “Do Not Pay” Message</b>	Checkmark this box if you do NOT want to print the message “Paid by Direct Debit - Do Not Pay” message on the total balance due line of the Bill.
	Click the <b>Print</b> button to proceed with the printing of the Statements.
	Click the <b>Cancel</b> button to exit without printing the owner Bills.

## Future Charges

If you checked the option to Include Future Charges on the owner's Bill, you then have the chance to select which Recurring Charges to include:

### Select Future Charges

Include	Code	Description	Last Appl.	Freq.
No	A1	Maintenance Fee	04/01/07	M
No	C1	Special Assess	04/01/07	M



Double click each Charge to Include this Future Charge on the Bill.

Notice the default answer is NO to include each of the Future Charges. To have the Future Charges included on the Bill, you have to change the NO to a YES by clicking on the NO.

### Future Charges Selected

Include	Code	Description	Last Appl.	Freq.
Yes	A1	Maintenance Fee	04/01/07	M
Yes	C1	Special Assess	04/01/07	M

Once the Future Charges have been selected to be included on the Bill, you are ready to proceed with the Bill printing.


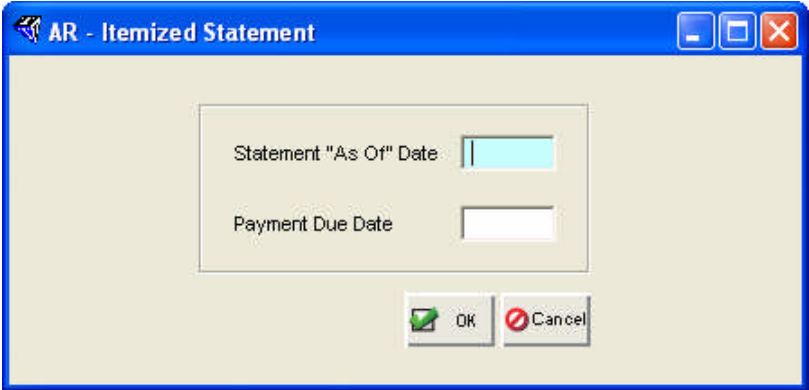
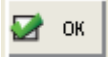
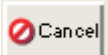
	Click the <b>Next</b> button to proceed with printing the owner Bill. You can then make your printer selection.
	Click the <b>Cancel</b> button to exit without printing the owner Bill.

The **Next** button will give you the normal printer selections. This completes the manual section for Bills printing.

## Itemized Statement

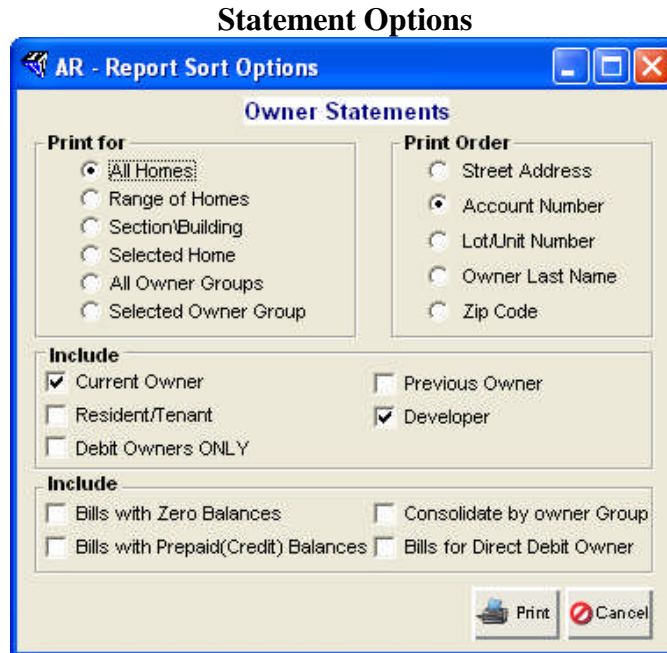
An Itemized Statement is an owner bill that breaks down the balance due into the separate Charge Codes that combined make-up the total due from an owner. This can be a handy bill format to show owners what the different charges are that make-up the total due.

Like all other Bills and Coupons, Itemized Statements give you a number of options in the format of the statement and the printing options.

	<p>From the Bills &amp; Coupons menu, click on <b>Itemized Statement</b>.</p>
<p>You will see the Date entry screen:</p> <div style="text-align: center;">  </div> <p>You must complete the two Dates on this screen in order to proceed.</p>	
<p><b>Statement “As of” Date</b></p>	<p>The <b>cutoff date</b> for the software to use to calculate the owner’s balances due for the Itemized Statement.</p>
<p><b>Payment Due Date</b></p>	<p>The <b>Due Date</b> for the owner’s payment which is printed on the Itemized Statement</p>
	<p>After entering the dates above, click the <b>OK</b> button to proceed.</p>
	<p>Click the <b>Cancel</b> button to exit without printing the statement.</p>



If you clicked the OK button, you will then see the Statement Options screen:



These options give you control over the print order and which owners get the Statements. We'll cover each section of this screen so you understand it.


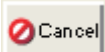
**Print For**

The **Print For** lets you select which homes are to be included in the Statement printing. Select from:

- **All Homes** – A Statement is printed for every home
- **Range of Homes** – Enter a starting home and ending home. All homes in this range will have Statements printed.
- **Section/Building** – If you have Section or Building tracking turned on for the community, you can print Statements for a selected Section or Building.
- **Selected Home** – Select homes individually to have Statements printed for just those homes.
- **All Owner Groups** – If you have Owner Groups (owners who own multiple homes in the community) you can print Statements for all the Owner Groups.
- **Selected Owner Group** – This option lets you print a Owner Group Statement for just one selected Owner.



<b>Print Order</b>	<p>Select the Print Order that best suits your needs for distributing the Statements. Select from:</p> <ul style="list-style-type: none"> <li>• <b>Street Address</b> – Prints Statements from the first Street on file to the last Street on file in ascending order from the lowest to highest Street Address #.</li> <li>• <b>Account Number</b> – Prints Statements in ascending order from the lowest Account # to the highest.</li> <li>• <b>Lot/Unit #</b> - Prints Statements in ascending order from the lowest Lot/Unit # to the highest.</li> <li>• <b>Owner Last Name</b> – Prints in descending alphabetical order starting with the letter A to Z.</li> <li>• <b>Zip Code</b> – Prints in Zip Code order so you can take advantage of presorted mail rates. Prints in ascending order from the lowest Zip Code to highest.</li> </ul>
<b>Include</b>	<p>Select the Owner Types that you wish to print Statements for. Select from:</p> <div data-bbox="574 800 1281 940" style="border: 1px solid #ccc; padding: 5px; background-color: #f9f9f9;"> <p><b>Include</b></p> <p><input checked="" type="checkbox"/> Current Owner                      <input type="checkbox"/> Previous Owner</p> <p><input type="checkbox"/> Resident/Tenant                      <input checked="" type="checkbox"/> Developer</p> <p><input type="checkbox"/> Debit Owners ONLY</p> </div> <p>Notice that Current Owner and Developer are selected as the defaults. But you can checkmark any of the other Owner Types.</p> <p><b>Debit Owners ONLY</b> – This option lets you print an Itemized Statement for just those owners who pay by Direct Debit. You might want to do this to send them a Statement which backs up the amount they are debited each period.</p>

<p><b>Include</b></p>	<p>There are more options so that you print Itemized Statements for just those owners you wish to have receive them:</p> <div data-bbox="574 222 1281 342" style="border: 1px solid black; padding: 5px; margin: 10px 0;"> <p><b>Include</b></p> <p><input type="checkbox"/> Bills with Zero Balances      <input type="checkbox"/> Consolidate by owner Group</p> <p><input type="checkbox"/> Bills with Prepaid(Credit) Balances      <input type="checkbox"/> Bills for Direct Debit Owner</p> </div> <ul style="list-style-type: none"> <li>• <b>Bills with Zero Balances</b> – Unless you checkmark this option, TOPS 4.0 will automatically skip printing Statements if the homeowner has no balance due.</li> <li>• <b>Bills with Prepaid (Credit) Balances</b> – Unless you checkmark this option, TOPS 4.0 will automatically skip printing Statements if the homeowner has a credit balance.</li> <li>• <b>Consolidate by Owner Group</b> – Click this option to get one consolidated Statement for your Owner Groups (owners that own more than one home in the community)</li> <li>• <b>Bills for Direct Debit Owner</b> – Click this option to print Statements for homeowners who have authorized payments by Direct Debit. Normally, if they pay by Direct Debit, you would not need to print Statements because there should be no balance due. But this option lets you control whether to print the Statements for the Direct Debit homeowners too.</li> </ul>
	<p>Click the <b>Print</b> button to proceed with the printing of the Statements.</p>
	<p>Click <b>Cancel</b> to exit from the Statement printing.</p>

If you clicked the **Print** button, the next screen will give you the normal printer selections. This completes the manual section on Itemized Statement printing.

## Statement File

This menu choice actually lets you generate an owner file that contains all the charge information so that you can have statements printed by an outside printer. The file can then be uploaded electronically to the statement printer. The file that is generated is in a format created by South Data, however, many other statement printing companies can take the file and print the statements for you.

Normally, statements printed by an outside printer would have a scan line printed on them so they will work with your bank's lockbox system. If you don't need to have a scan line printed on the statements, then you should consider printing either a Bill or Itemized Statement for your owners as described in the two preceding sections.

Here is a partial list of statement printers who can print these statements for you with your bank's scan line on the statement:

Statement Printers	Statement Printers
<b>Alphagraphics</b> (480) 821-0985 www.alphagraphics.com	<b>American Coupon</b> (800) 624-3952 www.amcoup.com
<b>Bank-A-Count</b> (800) 445-3913 www.bank-a-count.com	<b>Best Bill</b> (866) 237-8245 www.bestbill.com
<b>Optimal Outsource</b> (949) 916-3700 www.optimaloutsource.com	<b>South Data</b> (800) 549-4722 www.southdata.com




From the Bills & Coupons menu, click the **Statement File** button.

You will then see the screen for completing the necessary info to generate a Statement File:

We'll cover each item on this screen so you understand how to complete the screen.

<p><b>Period</b></p>	<p>You have to define the date range for the statement activity. Complete these fields:</p> <p><b>Start Date</b> – The beginning date for showing the owner charge and payment activity.</p> <p><b>End Date</b> – The ending date for showing the owner charge and payment activity. All charges and payments within this range of dates will be part of the Statement file.</p> <p><b>Due Date</b> – The date payment is due from the homeowners.</p>
<p><input type="checkbox"/> Include future charges</p>	<p>Use this checkbox to include the next billing period's recurring charges in the statement file even though the charges have not been applied to the owners yet. TOPS 4.0 knows how to read the Charge Tables to include future charges so you do NOT need to apply the charges to the owners in order for them to appear on the statements. Simply check the <b>Include Future Charges</b> to add them.</p> <p>If you checkmark Future Charges, you will then see a line appear to entering a description of this Future Period:</p> <p style="text-align: center;">Description <input type="text" value="May 2007"/></p> <p>This Description is included in the Statement file as an explanation of the Future Charges.</p>
<p><b>Billing Info</b></p>	<p>Complete this information for the statement file you will be sending</p>



	<p>to an outside printer:</p> <p><b>Community ID</b> – This is the ID that will be used by the bank’s lockbox system to identify the community and the bank account to deposit payments from owners in this community. This is the same as the Lockbox ID in the Accounting Control File for the community.</p> <p>The Community ID is one of the items that is printed on the scan line of payment processing documents like statements or coupons.</p> <p><b>Statement “as of” Date</b> – The date used to calculate the owner balances forward to be printed on the statements. Any charges and payments up to and including this date will be included in the calculation of the balance due, if any.</p> <p><b>Period Description</b> – The billing description you want to have printed on the statement.</p> <p style="text-align: center;">Example – May 2007</p> <p><b>Print Payment History Notes</b> – A checkbox option to let you include any Payment History Notes on file for owners. Normally, you would NOT want to print the Payment History Notes, so the default is to leave this unchecked, but you may check it if you wish.</p> <p><b>Make Checks Payable To</b> – The default is the Return Payment Community Name from the Owner Control File. You can change the name by overtyping it with a different payable name if you wish.</p> <p><b>Return Payment Address</b> – The default is the Community Address from the Owner Control File, but you can change it to another address. Notice the down browse arrow  next to this line. Click the down browse arrow to see other addresses:</p> <p style="text-align: center;"><b>Select Payment Address</b></p>
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The address choices are:

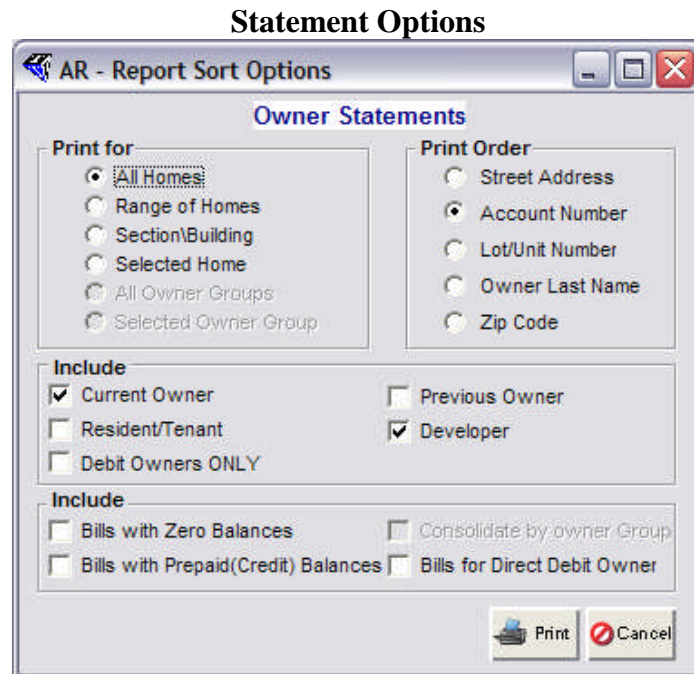
- Community Address
- Lockbox Address
- Other Address

You can select any of the 3 addresses by clicking on one of them, then click the **OK** button.

**Message** – Type a free form message to the homeowners that will be printed on all the owner statements. You can skip the message by leaving it blank if not needed.

	Click the <b>OK</b> button to proceed with generating the statement file.
	Click the <b>Cancel</b> button to exit without generating the statement file.

If you clicked the **OK** button, you will then see options for generating the statement file:



Complete the Statement Options screen by selecting from the following:

**Print For**



**SELECT WHICH HOMES YOU WANT TO INCLUDE IN THE STATEMENT FILE YOU ARE ABOUT TO CREATE. SELECT FROM:**

- **All Homes** – Every home in the community will be included in the statement file.
- **Range of Homes** – Enter a beginning home and an ending home. All homes in this range will be included in the statement file.
- **Section/Building** – If you setup Section, Phase or Building tracking in the Owner Database, you can select a particular Section or Building to include in the statement file.
- **Selected Home** – Select individual home(s) to include in the statement file.

Make the selection of who to include in the statement file.

<p><b>Print Order</b></p>	<p>Select the Print Order that best suits your needs for generating the statement file. Select from:</p> <ul style="list-style-type: none"> <li>• <b>Street Address</b> – Generates statements from the first Street on file to the last Street on file in ascending order from the lowest to highest Street Address #.</li> <li>• <b>Account Number</b> – Generates statements in ascending order from the lowest Account # to the highest.</li> <li>• <b>Lot/Unit #</b> - Generates statements in ascending order from the lowest Lot/Unit # to the highest.</li> <li>• <b>Owner Last Name</b> – Generates statements in descending alphabetical order starting with the letter A to Z.</li> </ul> <p><b>ZIP CODE – GENERATES STATEMENTS IN ZIP CODE ORDER SO WHOEVER MAILS THE STATEMENTS CAN TAKE ADVANTAGE OF PRESORTED MAIL RATES. THE STATEMENT FILE IS GENERATED IN ASCENDING ORDER FROM THE LOWEST ZIP CODE TO HIGHEST.</b></p>
<p><b>Include</b></p>	<p>Select the Owner Types that you wish to include in the statement file you are going to create. Select from:</p> <div data-bbox="581 856 1295 1003" style="border: 1px solid #ccc; padding: 5px; background-color: #f9f9f9;"> <p><b>Include</b></p> <p><input checked="" type="checkbox"/> Current Owner                      <input type="checkbox"/> Previous Owner</p> <p><input type="checkbox"/> Resident/Tenant                      <input checked="" type="checkbox"/> Developer</p> <p><input type="checkbox"/> Debit Owners ONLY</p> </div> <p>Notice that Current Owner and Developer are selected as the defaults. But you can checkmark any of the other Owner Types.</p> <p><b>Debit Owners ONLY</b> – This option lets you generate a statement file for just those owners who pay by Direct Debit. You might want to do this to send them a Statement which backs up the amount they are debited each period. Because these statements will probably be used with a bank lockbox system, you probably do NOT want to ever checkmark this option because it will generate a lockbox statement for owners who are paying by Direct Debit.</p>



<p><b>Include</b></p>	<p>There are more options so that you generate a statement file for just those owners you wish to have receive them:</p> <div data-bbox="597 222 1284 342" style="border: 1px solid gray; padding: 5px; margin: 10px 0;"> <p><b>Include</b></p> <p><input type="checkbox"/> Bills with Zero Balances      <input type="checkbox"/> Consolidate by owner Group</p> <p><input type="checkbox"/> Bills with Prepaid(Credit) Balances      <input type="checkbox"/> Bills for Direct Debit Owner</p> </div> <ul style="list-style-type: none"> <li>• <b>Bills with Zero Balances</b> – Unless you checkmark this option, TOPS 4.0 will automatically skip including owners who have no balance due.</li> <li>• <b>Bills with Prepaid (Credit) Balances</b> – Unless you checkmark this option, TOPS 4.0 will automatically skip including owners who have a credit balance.</li> <li>• <b>Bills for Direct Debit Owner</b> – Click this option to include homeowners who have authorized payments by Direct Debit. Normally, if they pay by Direct Debit, you would not need to print Statements because there should be no balance due. But this option lets you control whether to include these owners in the statement file or not.</li> </ul>
	<p>Click the <b>Print</b> button to continue with the statement file creation.</p>
	<p>Click the <b>Cancel</b> button to exit without creating the statement file.</p>

## Future Charges

If you checked the option to Include Future Charges in the statement file, you then have the chance to select which Recurring Charges to include:

### Select Future Charges

Include	Code	Description	Last Appl.	Freq.
No	A1	Maintenance Fee	04/01/07	M
No	C1	Special Assess	04/01/07	M

Double click each Charge to Include this Future Charge in the statement file

Notice the default answer is NO to include each of the Future Charges. To have the Future Charges included in the statement file you have to change the NO to a YES by clicking on the NO.

### Future Charges Selected

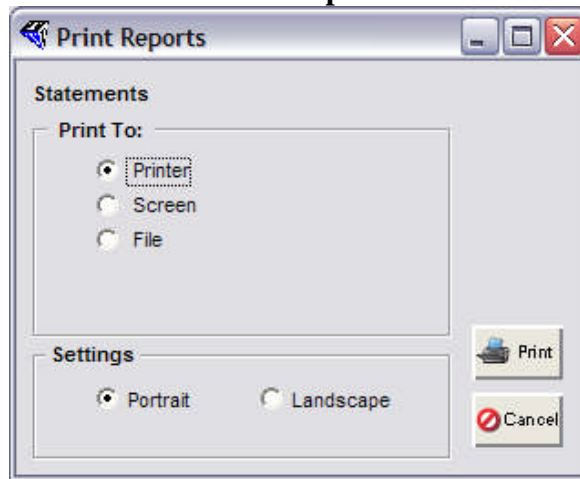
Include	Code	Description	Last Appl.	Freq.
Yes	A1	Maintenance Fee	04/01/07	M
Yes	C1	Special Assess	04/01/07	M

Once the Future Charges have been selected to be included in the statement file, you are ready to proceed with creating the file to send to the statement printer.



	Click the <b>Next</b> button to proceed with the statement file creation.
	Click the <b>Cancel</b> button to exit without creating the statement file.

If you clicked the **Next** button, the last screen in the process will be the printer options.

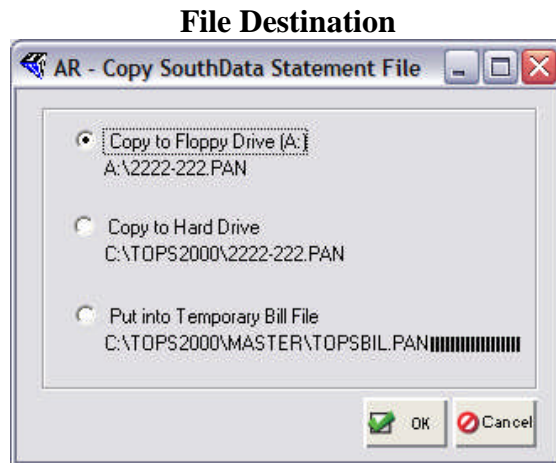
### Printer Options



You are not actually going to print the owner statements, a file is going to be created so you can send it to an outside statement printer. However, so you have a record of which homes were included in the statement file, a report will be printed showing you the statement information for your review and reference.

	Click the <b>Print</b> button to proceed with printing the statement report and create the statement file.
	Click the <b>Cancel</b> button to exit without printing the statement report or creating the statement file.

If you clicked the **Print** button on the screen above, you will then see the Statement File Destination screen:



This screen lets you select where to save the Statement File. The choices are:

**COPY TO FLOPPY DRIVE (A) – COPIES THE FILE TO A DISKETTE.**

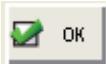
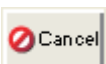
**COPY TO HARD DRIVE – COPIES THE FILE TO THE MAIN TOPS2000 FOLDER UNDER THE COMMUNITY ID YOU ENTERED ON THE FIRST SCREEN OF THE STATEMENT FILE CREATION WHEN YOU COMPLETED THE BILLING INFO. NORMALLY, THIS IS THE SAME AS THE LOCKBOX ID IN THE ACCOUNTING CONTROL FILE FOR THE COMMUNITY.**

- **Put into Temporary Bill File** – copies the file to the path shown on the screen. The statement file is copied to the main TOPS folder using this path:

\TOPS2000\MASTER\TOPSBIL.PAN  
 |                   |                   |  
 Main TOPS Folder   SubFolder       State ment File Name

Make the Destination Selection so the statement file can be created, then saved in this location.

**Note:** *Remember the file destination location and the file name. You will need to know it so you can send the file to the statement printer.*

	Click the <b>OK</b> button to proceed to generate the statement file and save it to the destination location selected above.
	Click the <b>Cancel</b> button to exit without generating the statement file.

The Statement file will be generated and saved in the destination location under the file name you selected in the last step above. You can then e mail the statement file as an attachment directly to the statement printer, so it is important to remember the location and the file name—which is normally the Community ID with the PAN extension.

Example – 2222-222.PAN

*This completes the manual section on generating the Statement File.*

## Custom Bills

If you want the ability to print Bills in-house with a scan line so they work with your bank's lockbox system, we handle this through the creation of Custom Bills. The reason this is done as a Custom Bill is, there are many different scan line formats used by banks around the country. We have to work with each bank to create a Bill with a scan line the bank's lockbox system can read and process.

Because over the years we have worked with many banks across the country, we have a library of Custom Bill programs that are available at a modest cost. Some can even be purchased through our web site, [www.topssoft.com](http://www.topssoft.com), Customer Care Center, Online Store. If you wish to purchase a Custom Bill from the Online Store, once you enter your credit card information and an authorization is received, you can download and install the Custom Bill program so you are ready to use it in minutes.

The following is a *partial* list of banks with Custom Bills available from TOPS Software:

### Custom Statements

<b>Bank Name</b>	<b>Bank Name</b>
<b>SmartStreet</b>	<b>US Bank</b>
<b>Community Association Banc (CAB)</b>	<b>Banco Popular</b>
<b>Barrington Bank</b>	<b>BB&amp;T</b>
<b>First Bank</b>	<b>Gulf Coast Bank</b>
<b>TD Bank</b>	<b>Technology Mgmt Resources (TMR)</b>
<b>Union Bank of California</b>	<b>San Jose National Bank</b>

If you don't see your bank on the list above, we may still have their Statement in our program library. Call the Sales Dept. at 800-760-9966 to inquire.

The steps to print Custom Bills are very similar to printing regular Bills. See the instructions under Bills earlier in this manual section for guidance in printing Custom Bills.

## Print Coupons

You can print payment Coupons for the entire community, a range of homes or individually selected homes from the Bills & Coupons menu. Coupons are intended to bill owners for recurring charges for future periods. As such, you do not have the option to print any past due balances. If you wish to print something with a past due balance, you would print an Invoice or Statement under the Bills menu choice.

There are two main coupon formats you can select from:

- **3 Coupons per page** – it takes more coupon sheets to print 12 coupons using this format, but the larger size of the coupon gives you the option of printing an itemized breakdown of the recurring owner charges.
- **4 Coupons per page** – it takes less coupon sheets to print 12 coupons using this format, but space is limited so you can only print the total amount due from each owner.

### Forms Needed

To print Coupons, you will need special perforated forms that will match the Custom Coupon design. For most Custom Coupons, you can select from either a 3 per page or 4 per page Coupon format. Be sure to order the correct Coupon forms from one of these authorized TOPS 4.0 forms suppliers:


Dynamic Systems  
800-782-2946

Formost Graphic Communications  
301-424-4242

You may need to order special window envelopes to fit with the coupons. Coupon envelopes are available from the above forms suppliers.

### Lockbox Coupons

The coupons printed through this menu choice do NOT print a scan line for use with a bank lockbox system. These are simply a form of bill to remind owners to pay their maintenance fees on time. If you wish to print coupons with a scan line to use with your bank's lockbox system, these are considered "custom" programs which may be available for purchase on our web site at [www.TOPSoftware.com](http://www.TOPSoftware.com), Customer Care Center, Online Store or through the Sales Dept. at 800-760-9966.

 <p>Print Coupons</p>	From the Bills & Coupons menu, click the <b>Coupon</b> button, then select the type of coupon to print and complete all the options.
The <b>Coupon</b> screen looks like this: <p style="text-align: center;"><b>Owner Coupons</b></p>	

We'll cover each item on this screen in more detail below.

**Print For**


The **Print For** default is to print Coupons for All Homes in the community. But you can select any of the options you wish:

- **All Homes** – prints Coupons for every home in the community with the Coupon options you select.
- **Range of Homes** – you can select a beginning home and ending home to have Coupons printed for all the homes in that range.
- **Section/Building** – print Coupons for just a Section or Building where you have this setup in the Owner Database.
- **Selected Home** – pick individual homes for printing Coupons.


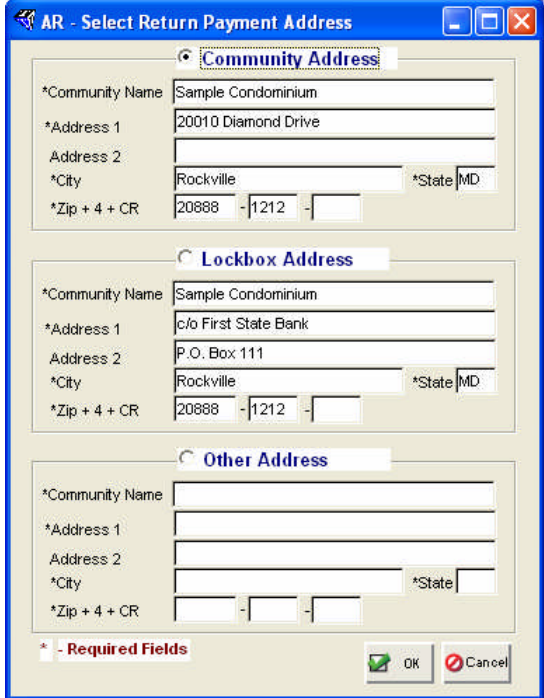
**Print Order**

The **Print Order** default will be the Preferred Access order from the Owner Control File. You can change the order to any of these choices:

- **Street Address** – prints Coupons in order from the first Street on file in the community to the last street in ascending order from lowest street address # to highest.
- **Account Number** – prints Coupons in ascending order from the lowest Account # to the highest.
- **Lot/Unit Number** - prints Coupons in ascending order from the lowest Lot/Unit # to the highest.

	<ul style="list-style-type: none"> <li>• <b>Owner Last Name</b> – prints Coupons in alphabetic order starting with the letter A to Z.</li> <li>• <b>Zip Code</b> – prints Coupons in Zip Code order so you can take advantage of presorted mail rates. It will print in ascending order from the lowest Zip Code # to the highest.</li> </ul> <p>If you are just printing Coupons for the selected home, you don't need to make any selections here.</p>
<b>Beginning Year</b>	The Year the Coupons are for, which is printed on the coupons as part of the date each billing period. It will default to the current Year, but you may enter any Year you wish. If the Coupons will range into the following year, you would still enter the <b>Beginning Year</b> here.
<b>Beginning Month</b>	The Month for the first Coupon. It defaults to "01" because normally you want to print Coupons for an entire year, but you can change it to any <b>Beginning Month</b> .
<b>Due Date</b>	The Day of the Month that payments are due by. Normally, payments are due on the first of each accounting period, so it defaults to the Day "01", but you can change the Day to any <b>Due Date</b> from 01 – 31.
<b>Format</b>	<p>There are several Coupon <b>Formats</b> you can select from. The default is 3 per page – Stub Right, but you can click the down browse arrow  to select from any of these Coupon Formats:</p> <ul style="list-style-type: none"> <li>• <b>3 Per Page – Stub Right</b> – This format will print 3 Coupons on a page with the Stub printed to the right of the Coupon. With this format, the owner name and address will show through a standard #10 window envelope.</li> <li>• <b>3 Per Page – Stub Left</b> – This format also prints 3 Coupons on a page with the Stub printed to the left of the Coupon. With this format, you may need a special window envelope to show the owners name and address.</li> <li>• <b>4 Per Page – Stub Right</b> – This format will print 4 Coupons on a page with the Stub printed to the right of the Coupon. With this format, the owner name and address will show through a standard #10 window envelope.</li> <li>• <b>4 Per Page – Stub Left</b> – This format also prints 4 Coupons on a page with the Stub printed to the left of the Coupon. With this format, you may need a special window envelope to show the owners name and address.</li> </ul> <p>These Coupon forms are available from our forms suppliers:  Dynamic Systems                      Formost Graphic Communications  800-782-2946                              301-424-4242</p>
<b>Message</b>	Because space is very limited on Coupons, you may enter a brief, one line <b>Message</b> up to 30 characters in length. You may also leave this blank if not needed.



<p><b>Return Payment Address</b></p>	<p>The <b>Return Payment Address</b> will default to the Community Address, but can use the down browse arrow  to select one of the other Return Payment Addresses in the Owner Control File.</p> <p>If you click the down browse arrow, you will see these choices:</p> <p style="text-align: center;"><b>Select Return Payment Address</b></p>  <p>Just click on the radio button to select a different Return Payment Address. Click the <b>OK</b> button after making a selection here.</p>
<p><b>Late Day</b></p>	<p><b>4 Per Page Coupon Only</b></p> <p>The <b>Late Day</b> is the day of the month payment is considered “late”. It will print this Late Day on each coupon which may then be tied to charging a Late Fee which is explained below.</p> <p>You may leave the Late Day blank if you do not wish to print it on coupons.</p>
<p><b>Late Fee</b></p>	<p><b>4 Per Page Coupon Only</b></p> <p>The amount of a <b>Late Fee</b>, if any, to include with any late payments after the Late Date above.</p> <p>You may leave the Late Fee blank if you do not wish to print the Late Fee on coupons or if there is more than one Late Fee amount in this community.</p>
<p><input type="checkbox"/> Include Direct Debit Owners</p>	<p>Checkmark this option to print Coupon for owners that are paying by Direct Debit. The default is NOT to print Coupons for owners paying by Direct Debit to save you time and postage. Checkmark this option if you do wish to print Coupons for those owners paying by Direct Debit.</p>
<p><input type="checkbox"/> Form Feed Between Owners</p>	<p>Checkmark this option to eject to the top of a new Coupon page after it finishes printing Coupons for one owner, then is ready to</p>

	print Coupons for the next owner.
<b>Include</b>	<p>Which of the 4 Owner Types do you want to include when printing Coupons. You can select from:</p> <ul style="list-style-type: none"> <li>• <b>Current Owner</b> – the main owner of the home who is checked to receive Coupons under the Owner Flags (see the Flags section next). The Current Owner is checked by default to receive Coupons.</li> <li>• <b>Resident/Tenant</b> – These would be renters. Normally, they would not receive payment Coupons, so the default is to leave them unchecked.</li> <li>• <b>Previous Owner</b> – Normally, you would not be sending payment Coupons to a Previous Owner, so the default is to leave them unchecked.</li> <li>• <b>Developer</b> – If there are Builders/Developers who own unsold homes, you can send them payment Coupons if you wish. By default, Developers are checked to have Coupons printed. If there are not Developer/Builder owned homes in the community, then it does not matter if this is checked or not, no Developer/Builder Coupons would be printed.</li> </ul> <p>You can select which of the 4 Owner Types to include when printing Coupons. Normally, the defaults of Current Owner and Developer/Builder are the correct ones in most cases.</p>
<b>Misc.</b>	<p>There is only one option here:</p> <p style="text-align: center;"><input type="checkbox"/> Print Second Owner Name</p> <p>If you have homes with second owners, you can have the Coupons printed with their names as well as the main, Current Owner. Check this option to have any Secondary Owner Names included in the printed Coupons.</p>

A completed Coupon screen would look like this:

**Owner Coupons**

**Print for**

- All Homes
- Range of Homes
- Section/Building
- Selected Home

**Print Order**

- Street Address
- Account Number
- Lot/Unit Number
- Owner Last Name
- Zip Code

Beginning Year: 2007  
Beginning Month: 01  
Due Date: 01  
Format: 4 per page - Stub Right  
Message: 2007 Community Maintenance Fee  
Return Pmt Addr: Community Address  
Late Day: 15  
Late Fee: 10.00

Include Direct Debit Owners     Form Feed Between Owners

**Include**

- Current Owner
- Previous Owner
- Resident/Tenant
- Developer

**Misc.**

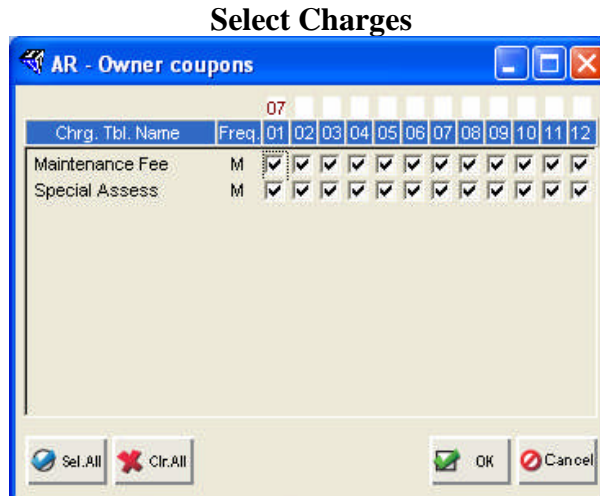
- Print Second Owner Name

Print    Cancel

Once you have completed the Coupon options screen, you are now ready to proceed with the Coupon printing.

	Click the <b>Print</b> button to proceed with printing Coupons for this owner.
	Click the <b>Cancel</b> button to exit without printing Coupons.

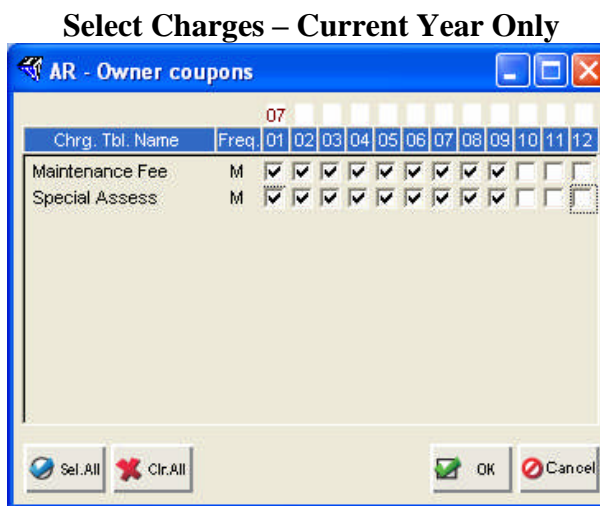
If you clicked the Print button, you will then see the **Select Charges** screen:



The Charge Tables for this community are shown so you can verify which ones to include on the Coupons. Based on the Frequency (Monthly, Quarterly, Bi-Monthly, Semi-Annual, Annual) of each Charge Table, you will see a full years worth of period automatically checked for you so you can easily print coupons for up to a year into the future.

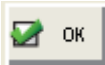
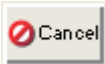
**Select Periods** – to change the number of Coupons to be printed to a lesser time than a full year, you will need to uncheck the periods.

For example, to print Coupons for this owner through the end of the third quarter only, you would need to uncheck the periods in the fourth quarter. So it might end up looking like this:

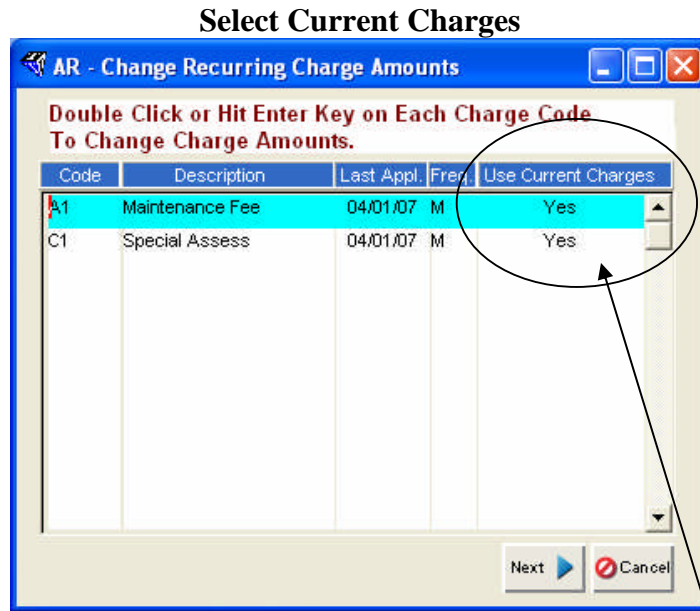


Make sure you have just those periods checked that you want to print Coupons for.


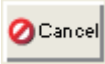
	<p>Click the <b>Select All</b> button to checkmark ALL the charge periods showing on the screen.</p>
	<p>Click the Clear All button to uncheck ALL the charge periods showing on the screen. Sometimes this is easier because there are less periods to be checked if you are past the mid-point of the current year and you want to print Coupons just to the end of the year for the owners.</p>

	Click the <b>OK</b> button to proceed with the Coupon printing.
	Click the <b>Cancel</b> button to exit from the Coupon printing.

If you clicked the **OK** button, then you will see the following screen to make sure the amounts on the Coupons are correct:



This screen gives you the chance to select whether the Coupons are for the Current Year's Charges or Next Year. It defaults to **YES** under the Use Current Charges column which is correct for replacement coupons for the Current Year, but not correct if printing coupons for Next Year.

	Click the <b>Next</b> button to proceed with printing the Coupons. You can then make your printer selection.
	Click the <b>Cancel</b> button to exit without printing the Coupons.

## Next Year Charges

If you want to print Coupons for the following year, change the YES to a NO for each Charge Table, then enter the amount of Next Years Charges into the Charge Table before printing Coupons. Changing the Charge Amounts here will not affect the amounts stored in the Charge Table for the Current Year, it will simply keep the Next Year Charges on file until year-end, then let you update the Charge Tables for the new amounts.

### Next Year Charge Amounts

Charge Code: **A1 Maintenance Fee**

Date of Last Application Fee: 04/01/07      Frequency: Monthly  
Date of Last Late Fee: 04/16/07      Calculation Method: Flat Dollar Amount

Select  
 Current Year Amount     Next Year Amount

Catg.	Description	Current Assmt Amount	Next Assmt Amount
01	Duplex	60.00	60.00
02	Townhome	90.00	90.00
03	Piggybacks	155.00	155.00

Print      OK      Cancel

Current Years Charges show initially

Click on the Next Year Amount option above the Charge Tables, then enter the new Amounts for Next Year.

It will look like this when you have entered Next Year's Amounts:

### Next Year Charge Amounts

Charge Code: **A1 Maintenance Fee**

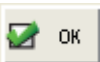
Date of Last Application Fee: 04/01/07      Frequency: Monthly  
Date of Last Late Fee: 04/16/07      Calculation Method: Flat Dollar Amount

Select  
 Current Year Amount     Next Year Amount

Catg.	Description	Current Assmt Amount	Next Assmt Amount
01	Duplex	60.00	70.00
02	Townhome	90.00	103.00
03	Piggybacks	155.00	170.00

Print      OK      Cancel

Change the amounts for each charge category to next year's amounts.



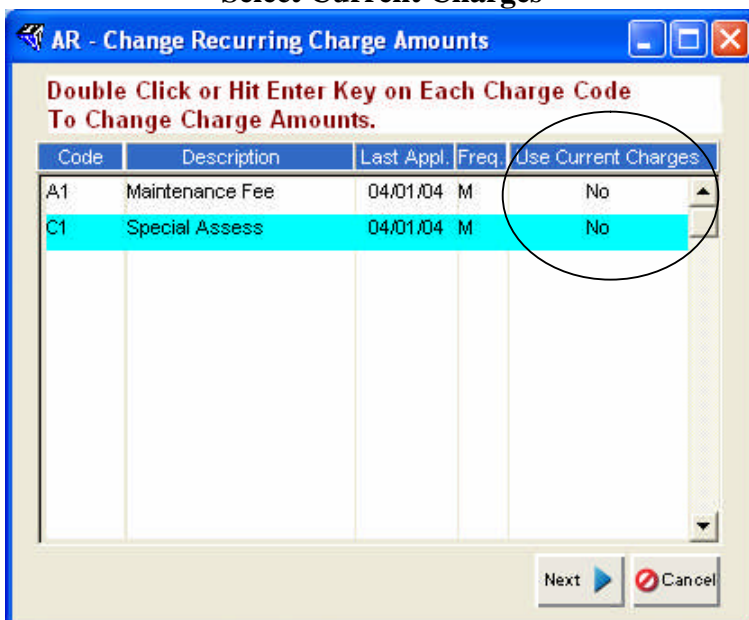
Click the **OK** button to proceed with printing the coupons.



Click the **Cancel** button to exit from the coupon file.

If you clicked the **OK** button above, you will see the Select Charges screen again:

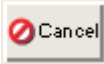
### Select Current Charges



Notice the **Use Current Charges** column now says NO. That's the indication to you that the Coupon File will be created with Next Years Charge Amounts.

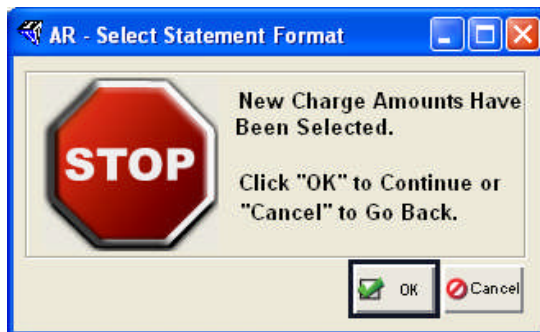


Click the **Next** button to proceed with printing Coupons.

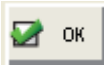


Click the **Cancel** button to exit without printing Coupons.

If you clicked the **Next** button, you will see this warning:



This is merely letting you know that the Coupons will have amounts that are different from the Current Year Charge Amounts. It is making sure you want to proceed with printing Coupons with the different Charge Amounts.



Click the **OK** button to proceed with printing Coupons.



Click the **Cancel** button to exit without printing Coupons.

This completes the manual section for printing Coupons.


## Create Coupon Folder

TOPS 4.0 has the built-in ability to generate an owner coupon file which contains the owner's name, mailing address, recurring charges due, late fees and other information which may be needed by an outside coupon printer. From this file, companies that specialize in coupon printing can print coupons with a scan line that will work with your bank's lockbox system.

Companies that print coupons from the file generated in TOPS 4.0 include:

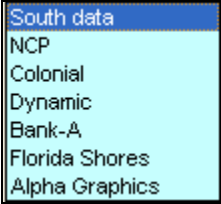
Coupon Printer	Coupon Printer
<b>Alphagraphics</b> (480) 821-0985 www.alphagraphics.com	<b>American Coupon</b> (800) 624-3952 www.amcoup.com
<b>Bank-A-Count</b> (800) 445-3913 www.bank-a-count.com	<b>Best Bill</b> (866) 237-8245 www.bestbill.com
<b>Optimal Outsource</b> (949) 916-3700 www.optimaloutsource.com	<b>South Data</b> (800) 549-4722 www.southdata.com

Follow these steps to generate the coupon file.

	<p>From the Bills &amp; Coupons menu, click on <b>Create Coupon Folder</b>.</p>
<p>You will see the options screen for generating a coupon file:</p> <p style="text-align: center;"><b>Create Coupon File</b></p>	

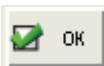


We'll review each field on this screen so you understand how to complete it.

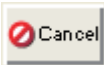
<p><b>File Format</b></p>	<p>Select which coupon printer's format the coupon file will be created in. The choices are:</p>  <p>Select the printer format by highlighting it with the mouse, then clicking on it. If your coupon printer is not listed, try selecting either SouthData or NCP formats since most printers can read these file formats.</p>
<p><b>Community ID</b></p>	<p>If the <b>Lockbox Community ID</b> is setup in the Accounting Control File, then it will display that ID here. The ID is used by the bank lockbox and by TOPS 4.0 to know which community the lockbox cash receipts are deposited into. TOPS Software can handle any ID here, but it must match with the lockbox system used by your bank.</p> <p>It must be correct the correct Lockbox Community ID on the coupon order or it will cause a problem with your lockbox cash receipt processing. If you are in doubt about the Lockbox Community ID, check with your bank.</p>
<p><b>Beginning Year</b></p>	<p>Enter the 4 digit year that goes with the first month you wish to have coupons printed for.</p>

	Example - 2008
<b>Beginning Month</b>	It automatically defaults to 1 for January. But you can enter any number from 1 to 12 for the first month for printing coupons. Example – May = 5
<b>Beginning Due Date</b>	The Month/Day/Year that the first payment is due. Typically, it would be the first month and first day of the next accounting year, but you can enter any date you wish. Example – 01 01 08 = January 1, 2008 You NEVER need to enter the slashes (/) to separate your date fields. TOPS 4.0 will insert them for you automatically.
<b>Number of Payments</b>	How many coupons do you want to have printed for each home? You must tell the coupon printer how many coupons to print for each home in your coupon order. Monthly Payments – 12 Bi-Monthly Payments - 6 Quarterly Payments - 4 Enter the number of coupons to be printed for each home here.
<b>Grace Period (Days)</b>	How many days will you allow as a “grace period” before you consider the payment as late? Example – 10 = 10 days after the Beginning Due Date value above. You can leave this blank if you wish or enter a day’s value.
<b>Messages</b>	On certain coupon formats you can have a two line message printed on each coupon. If your coupon printer can handle printing a message, enter the message here. If your printer cannot handle printing a message, just leave this blank.
<input type="checkbox"/> Include Direct Debit Owners	Checkmark this option to print Coupons for owners that are paying by Direct Debit. The default is NOT to print Coupons for owners paying by Direct Debit to save you time and postage. Checkmark this option if you do wish to print Coupons for those owners paying by Direct Debit.
<b>Select</b>	This gives you a way to select which homes to include in the Coupon File. The choices are: <ul style="list-style-type: none"> <li>• <b>All Homes</b> – will include every home in the community except those paying by Direct Debit, depending on how you answered the Direct Debit option above.</li> <li>• <b>Range of Homes</b> – enter a beginning and ending home. All homes within the range will be included in the Coupon File except Direct Debit depending on how you answered the Direct Debit option above.</li> </ul>

	<ul style="list-style-type: none"> <li>• <b>Section/Building</b> – if you activated the Phase/Section/Building option, you can select which to include in the Coupon File.</li> <li>• <b>Selected Home</b> – you can individually select the homes to be included in the Coupon File. This can be handy when you need replacement coupons or if there has been a resale and you wish to give the new owners coupons through the end of the year.</li> </ul> <p>You must <b>Select</b> one of these options.</p>
<b>Include</b>	<p>Which of the 4 Owner Types do you want to include when printing Coupons. You can select from:</p> <ul style="list-style-type: none"> <li>• <b>Current Owner</b> – the main owner of the home who is checked to receive Coupons under the Owner Flags (see the Flags section next). The Current Owner is checked by default to receive Coupons.</li> <li>• <b>Resident/Tenant</b> – These would be renters. Normally, they would not receive payment Coupons, so the default is to leave them unchecked.</li> <li>• <b>Previous Owner</b> – Normally, you would not be sending payment Coupons to a Previous Owner, so the default is to leave them unchecked.</li> <li>• <b>Developer</b> – If there are Builders/Developers who own unsold homes, you can send them payment Coupons if you wish. By default, Developers are checked to have Coupons printed. If there are no Developer/Builder owned homes in the community, then it does not matter if this is checked or not, no Developer/Builder Coupons would be printed.</li> </ul> <p>You can select which of the 4 Owner Types to include when printing Coupons. Normally, the defaults of Current Owner and Developer/Builder are the correct ones in most cases.</p>
<p>A completed Coupon File screen would look like this:</p> <p style="text-align: center;"><b>Coupon File – Completed Screen</b></p>	



Click the **OK** button to proceed with creating a coupon file.



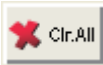
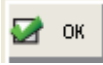

Click the **Cancel** button to exit without proceeding.

If you clicked the **OK** button above, you will see the **Select Charges** screen:

All the recurring Charge Tables for the community will be displayed. You can checkmark which charges you wish to include in the Coupon File. Simply checkmark at recurring charge to include it in the Coupon File or uncheck it to skip it.

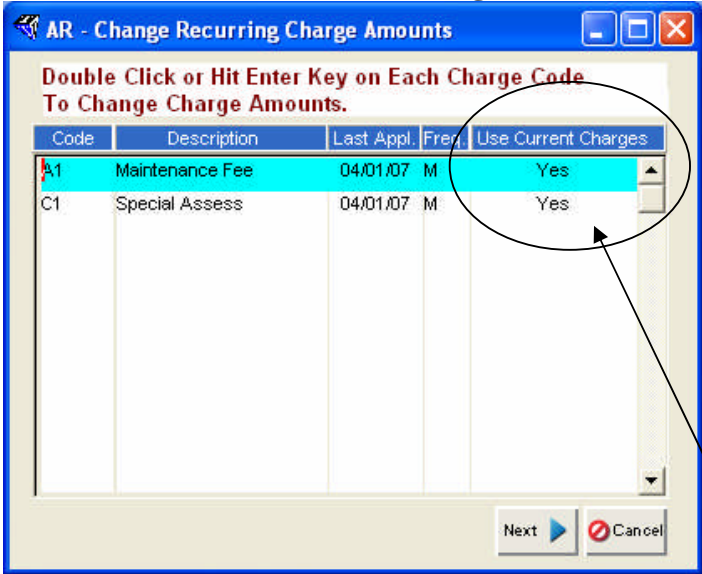


Click the **Select All** button to checkmark ALL the recurring charge tables showing on the screen.

	Click the Clear All button to uncheck ALL the recurring charge tables showing on the screen.
	Click the <b>OK</b> button to proceed with creating the coupon file.
	Click the <b>Cancel</b> button to exit from the coupon file.



If you clicked the **OK** button, then you will see the following screen to make sure the amounts on the Coupons are correct:

**Select Current Charges**



This screen gives you the chance to select whether the Coupons are for the Current Year's Charges or Next Year. It defaults to **YES** under the Use Current Charges column which is correct for replacement coupons for the Current Year, but not correct if printing coupons for Next Year.

See below for instructions on entering Next Years Charge Amounts on Coupons.

	Click the <b>Next</b> button to proceed with creating the Coupon File.
	Click the <b>Cancel</b> button to exit without creating the Coupon File.

## Next Year Charges

If you want to have Coupons printed for the following year, change the YES to a NO for each Charge Table, then enter the amount of Next Years Charges into the Charge Table. Changing the Charge Amounts here will not affect the amounts stored in the Charge Table for the Current Year, it will simply keep the Next Year Charges on file until year-end, then let you update the Charge Tables for the new amounts.

### Next Year Charge Amounts

Charge Code: **A1 Maintenance Fee**

Date of Last Application Fee: 04/01/07      Frequency: Monthly  
Date of Last Late Fee: 04/16/07      Calculation Method: Flat Dollar Amount

Select:  Current Year Amount     Next Year Amount

Catg.	Description	Current Assmt Amount	Next Assmt Amount
01	Duplex	60.00	60.00
02	Townhome	90.00	90.00
03	Piggybacks	155.00	155.00

Buttons: Print, OK, Cancel

Current Years Charges show initially

Click on the Next Year Amount option above the Charge Tables, then enter the new Amounts for Next Year.

It will look like this when you have entered Next Year's Amounts:

### Next Year Charge Amounts

Charge Code: **A1 Maintenance Fee**

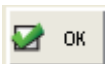
Date of Last Application Fee: 04/01/07      Frequency: Monthly  
Date of Last Late Fee: 04/16/07      Calculation Method: Flat Dollar Amount

Select:  Current Year Amount     Next Year Amount

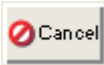
Catg.	Description	Current Assmt Amount	Next Assmt Amount
01	Duplex	60.00	70.00
02	Townhome	90.00	103.00
03	Piggybacks	155.00	170.00

Buttons: Print, OK, Cancel

Change the amounts for each charge category to next year's amounts.



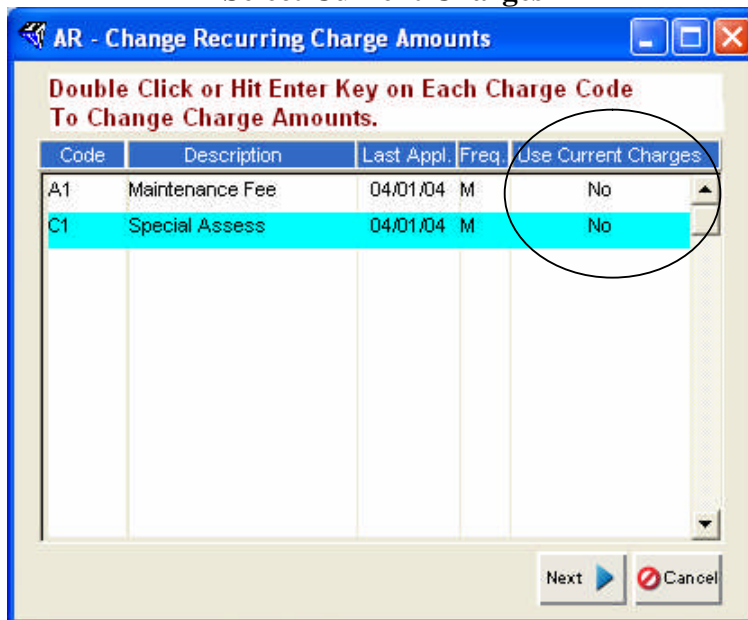
Click the **OK** button to proceed with creating the coupon file.



Click the **Cancel** button to exit from the coupon file.

If you clicked the **OK** button above, you will see the Select Charges screen again:

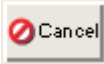
### Select Current Charges



Notice the **Use Current Charges** column now says NO. That's the indication to you that the Coupon File will be created with Next Years Charge Amounts.



Click the **Next** button to proceed with creating the Coupon File.

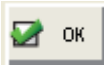


Click the **Cancel** button to exit without creating the Coupon File.

If you clicked the **Next** button, you will see this warning:



This is merely letting you know that the Coupon File has amounts that are different from the Current Year Charge Amounts. It is making sure you want to proceed with creating the Coupon File with the different Charge Amounts.



Click the **OK** button to proceed with creating the coupon file.



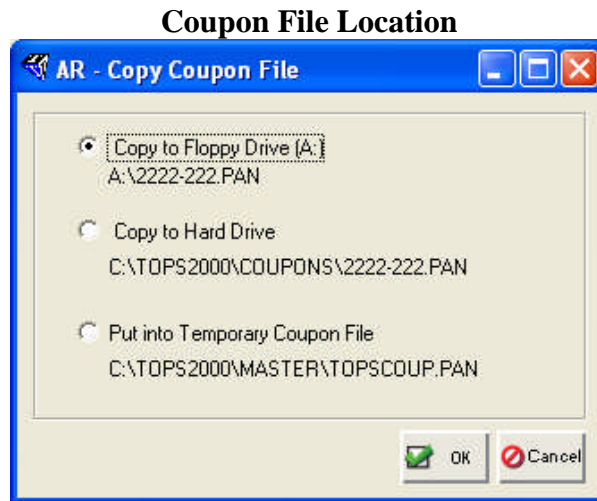
Click the **Cancel** button to exit from the coupon file.

## Printed Report

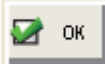

A report will be printed so you have a list of all the owners who were included in the Coupon File. The report will also show the coupon amount each owner is supposed to pay. You should review this report to make sure it is accurate before sending the Coupon File to the coupon printer.

## Coupon File Location

The Coupon File will be created, then you will be asked to select the location on your computer where the Coupon File will be saved.



Select which of the 3 locations you wish to save the Coupon File to. Make a note of it, you will need to know the file location in order to send it to the coupon printer.

	Click the <b>OK</b> button to proceed with saving the coupon file to the selected location.
	Click the <b>Cancel</b> button to exit from the coupon file.

## Sending the Coupon File

Depending on the coupon printer, each may have a different method they prefer you use to sending them the Coupon File. Some printers may want the file attached to an e mail, others may want you to upload it to their web site.

The Coupon File you created will be saved in the location you selected in the step above. You will need to know where it is so you can send it to the coupon printer.

*This completes the manual section on Create Coupon File.*



## **Custom Coupons**

If you want the ability to print Coupons in-house with a scan line so they work with your bank's lockbox system, we handle this through the creation of Custom Coupons. The reason this is done as a Custom Coupon is, there are many different scan line formats used by banks around the country. We have to work with each bank to create a Coupon with a scan line the bank's lockbox system can read and process.

Because over the years we have worked with many banks across the country, we have a library of Custom Coupon programs that are available at a modest cost. Some can even be purchased through our web site, [www.TOPSoftware.com](http://www.TOPSoftware.com), Customer Care Center, Online Store. If you wish to purchase a Custom Coupon from the Online Store, once you enter your credit card information and an authorization is received, you can download and install the Custom Coupon program so you are ready to use it in minutes.

### **Forms Needed**

To print Coupons, you will need special perforated forms that will match the Custom Coupon design. For most Custom Coupons, you can select from either a 3 per page or 4 per page Coupon format. Be sure to order the correct Coupon forms from one of these authorized TOPS 4.0 forms suppliers:

Dynamic Systems  
800-782-2946

Formost Graphic Communications  
301-424-4242

You may need to order special window envelopes to fit with the coupons. Coupon envelopes are available from the above forms suppliers.

### **Bank Coupons**

The following is a partial list of bank Custom Coupons available from TOPS Software:

<b>SmartStreet</b>	<b>US Bank</b>
<b>Community Association Banc (CAB)</b>	<b>Colonial Bank</b>
<b>Bank Atlantic</b>	<b>Banco Popular</b>
<b>BB&amp;T</b>	<b>Cyber Express</b>
<b>Executive National Bank</b>	<b>First Bank</b>
<b>Gulf Coast Bank</b>	<b>Peoples Community Bank</b>
<b>San Jose National Bank</b>	<b>SMS</b>
<b>TD Bank</b>	<b>Union Bank of California</b>
<b>Wachovia</b>	

The steps to print Custom Coupons are very similar to printing regular Coupons. See the instructions under Print Coupons earlier in this manual section for guidance in printing Custom Coupons.

## Year End

Other than updating Charge Tables for the new year, there is no required year-end function that must be performed before going on to the next year. The only exception to this statement is if you elected to use the "Yearly Accounting" option for the owner A/R. If you use "Yearly Accounting" (Setup menu > Owner Date & AR Setup > Control File > Activate Yearly Accounting checkbox), then you must update the next year in the A/R Control File before proceeding to enter any owner transactions for the new year. That way, the new year will be appended onto every owner transaction so you can easily separate charges and payments by year.

You can "Purge" Owner Payment Histories whenever you want using a "Cut-off Date" you specify. All Owner financial transactions dated prior to the "Cut-off Date" will be summarized into a "Balance Forward" while financial transactions dated after the "Cut-off Date" will be left alone.

You can carry as many years worth of Owner Payment Histories as you wish before performing the "Purge History" function. Generally, most users like to have the past 2 years on-line to be able to answer Owners' inquiries. Having several years worth of Payment Histories on-line does take up more hard disk storage space as well as slow down the preparation of Owner Reports since there are numerous transactions that have to be reviewed for report preparation.

Before performing a "Purge History" there are 2 things you must do. They are:

- **Print "Payment History Report"**
- **Make a permanent backup of Community**

### **Print Payment History Report**

This is a complete history of all owner transactions starting with the earliest through a cutoff date you specify. You want to print this history if you are purging payment history so you have a permanent, hardcopy record of the history.

### **Permanent Backup**


A backup should be made of this Community's files. This will be a permanent backup that you will keep for at least a few years (IRS requires 7 years for tax purposes). There are several good reasons for this.

- You might be audited by the IRS
- You might have a court case involving a delinquent owner
- You might have to check an old owner balance to answer questions
- If there is a change in management, you need the history to cover your actions while you managed the community.

***Once the "Close & Reset" is performed, you cannot retrieve the Payment History data unless you have a Backup. We cannot stress this enough. It is imperative that you make this backup before proceeding.***


### **Previous Owners**

The "Close & Reset" program also "purges" Previous Owners from the system if they have a "zero" balance as of the "Cut-off Date" you specify. This helps keep you Owner files from ballooning in size.

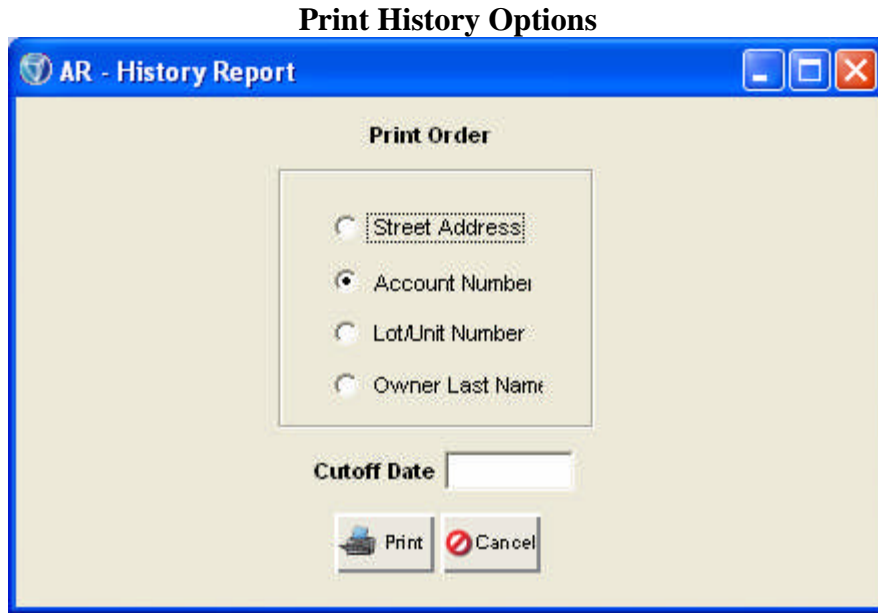
Year end	From the AR menu, click the <b>Year End</b> menu tab.
<p>When you click the Year End menu tab, you will see the Year End menu itself:</p> <p style="text-align: center;"><b>Year End Menu</b></p> <div data-bbox="712 562 898 974" style="text-align: center;"></div> <p>We'll review each of the available menu options.</p>	

## Print History

The "Payment History" gives you a "hard copy" of the Owner's Payment Histories showing all charges and payments. It should be printed using the same date as the "Cut-off Date" you plan to use for the "Close and Reset" of the Owner Payment Histories. It should be kept as a permanent report.

	<p>To print an owner payment history report before purging old history records, click the <b>Print History</b> button.</p>
---	--

When you click the Print History button you will see these print options:





The primary options are to select the print order for the report. By default, the preferred access method from the Owner Control File will be the selected print order, but you may change to any of these print orders:

- Street Address
- Account Number
- Lot/Unit Number
- Owner Last Name

Select the print order that best suits your needs.

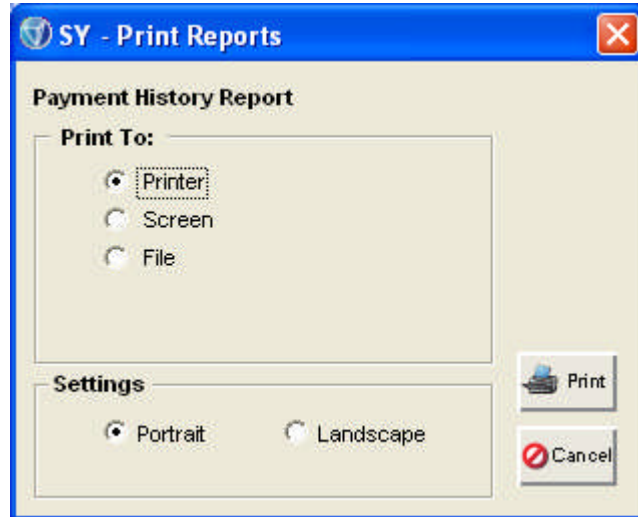
<p><b>Cutoff Date</b></p>	<p>Enter the <b>Cutoff Date</b> through which you want the owner payment history printed. It will print the history from the earliest transaction date through the cutoff date you enter here. If you are purging the owners payment history, make sure you print the history through the date you will be purging "as of".</p>
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	<p>Click <b>Print</b> to proceed with printing the owner payment history.</p>
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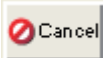
	<p>Click <b>Cancel</b> to exit without printing the owner payment history.</p>
---	--

If you clicked the Print button above, you will see the printer selection screen:

## Printer Selection



Make your printer selection for this report.

	Click <b>Print</b> to proceed with printing the owner payment history.
	Click <b>Cancel</b> to exit without printing the owner payment history.

If you click the Print button, the report will be generated according to the printer selection you made.

## Purge History

Purging the owner payment history summarizes all owner transactions into one balance forward transaction as of a cutoff date you specify. All Owner financial transactions dated prior to the "Cut-off Date" will be summarized into a "Balance Forward" while financial transactions dated after the "Cut-off Date" will be left alone.

You can carry as many years worth of Owner Payment Histories as you wish before performing the "Purge History" function. Generally, most users like to have the past 2 years on-line to be able to answer Owners' inquiries. Having several years worth of Payment Histories on-line does take up more hard disk storage space as well as slow down the preparation of Owner Reports since there are numerous transactions that have to be reviewed for report preparation.

Before performing a "Close & Reset" there are 2 things you must do. They are:

- **Print "Payment History Report"** – do this so you have a permanent record of the owners history before you purge any history.
- **Make a permanent backup of Community** – once purged, there is no way to get the history back. You need to make a backup and save it before purging any history.

***YOU DO NOT HAVE DO THIS "CLOSING" IN ORDER TO PROCEED INTO THE NEXT YEAR.*** You may keep as many years of Payment Histories as you wish. You may purge past histories into a "Balance Forward" as of any date you specify.

When you "Purge History" you have two options for how to handle the balance forward summary:

- **Summarize Through Cutoff Date** – all owner transactions are condensed down to one Balance Forward transaction "as of" the cutoff date you specify.
- **Preserve Detail From Delinquency Date** – owners with a zero balance "as of" the cutoff date will be summarized into a balance forward. Any owner with a balance due "as of" the cutoff date will have their history preserved back until the date they were last at a zero balance prior to the cutoff date. This is the default option.

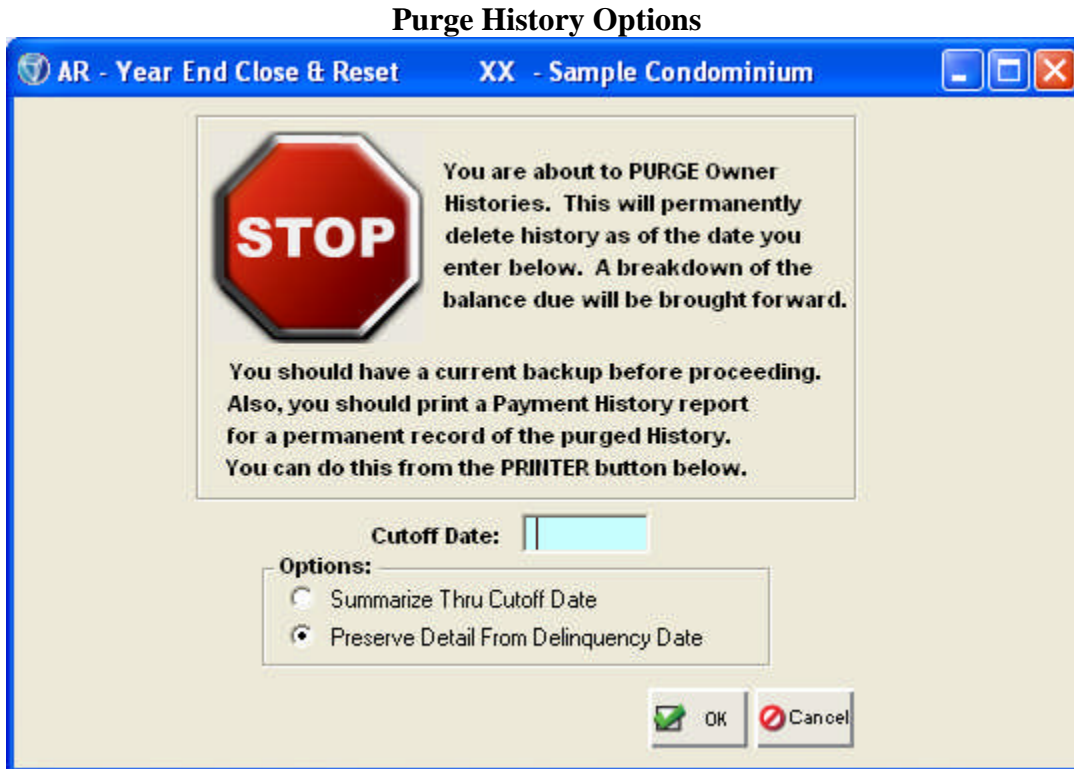
A print report will be generated showing the balance forward for each home. This is NOT the same as the detailed Payment History Report. You need to separately print the Payment History report before performing the Purge History.

To purge the owner payment history as of a cutoff date, follow the instructions below.



Click the **Purge History** to summarize the owner payment history into a balance forward "as of" a cutoff date you specify.

When you click the Purge History button you will see these print options:



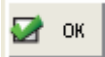
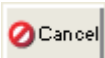
**Warning**

Because you are permanently erasing detailed owner history into a balance forward transaction this stop sign warning is letting you know what will happen if you proceed. It also reminds you to have made a permanent backup before proceeding.

**Open Cash Receipt Batches**

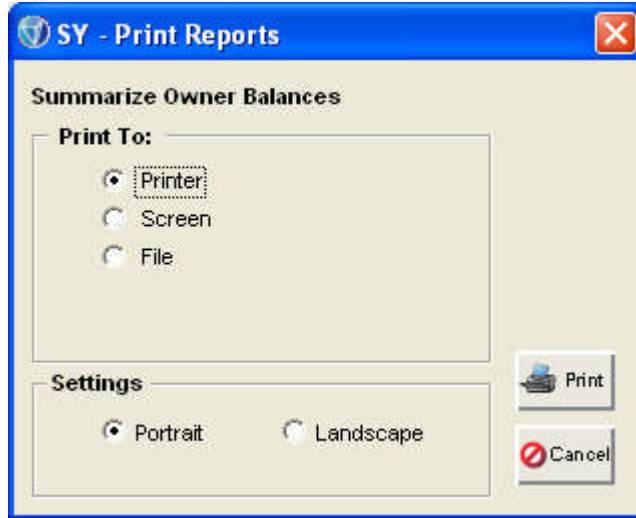
If you have any undeposited owner cash receipt batched, you cannot proceed with the Purge History function. This is because you may have deposit dates or transactions that would be dated *PRIOR TO* the cutoff date. You must complete the deposit or delete the open cash receipt batches before proceeding.

<b>Cutoff Date</b>	Enter the <b>Cutoff Date</b> through which you want the owner payment history purged. It will summarize the owner history from the earliest transaction date through the cutoff date and create one balance forward transaction unless you elect the “Preserve Detail From Delinquency Date” option below.
<b>Options</b>	Select one of these options for purging owner payment histories: <ul style="list-style-type: none"> <li>• <b>Summarize Thru Cutoff Date</b> - all owner transactions are condensed down to one Balance Forward transaction “as of” the cutoff date you specify.</li> <li>• <b>Preserve Detail From Delinquency Date</b> - owners with a zero balance “as of” the cutoff date will be summarized into a balance forward. Any owner with a balance due “as of” the cutoff date will have their history preserved back until the date they were last at a zero</li> </ul>


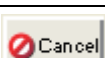
	balance prior to the cutoff date. This is the default option.
	Click the <b>OK</b> button to proceed with purging the owner payment history.
	Click <b>Cancel</b> to exit without proceeding with purging the owner payment history.

If you click the OK button, you will see the printer selection screen:

### Printer Selection



Make your printer selection for the balance forward summary report.

	Click <b>Print</b> to proceed with purging the owner payment history and printing the balance forward summary report.
	Click <b>Cancel</b> to exit without purging history or printing the report.

This completes the instructions for Purge History.

It also completes the manual section for A/R Year End closing.