TOPS Professional™
Owner Database Manual

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By

TOPS Software, LLC

Clearwater, Florida

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This guide is provided by TOPS Software, LLC as a reference and help tool for using the TOPS product. Illustrations used in this guide may display screens with modules, features, and or functions that may not be part of the TOPS version you are currently running, or available add-ons or as plug-ins to third party products. Additionally, the most recent updates may not be reflected in this guide.

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It is also assumed, that the user of this guide is familiar with basic Windows functionality and navigation tools. Refer questions regarding the use of Windows Explorer to your System Administrator.

Owner Database
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About Owner Database

The Owner Database module is the cornerstone module of the TOPS Professional™ system and is where the homes and owners are stored for each community. Use Maintain Owner to make corrections to owner names, change mailing address, owner telephone numbers, e-mail address changes other information stored for the homes and Owners. Through the Property Info button on Maintain Owners, you can change the information about the home itself, like the Account #, Lot/Unit #, Street Address, Legal Description, etc. From the Owner menu, you can also generate owner reports, mailing labels, and form letters for the Owner Database module.

The Owner Database is included when you purchase TOPS as part of the "Basic System".

To access the Owner Database module and its features, click the Owner button on the TOPS Professional™ toolbar. You will see the Owner Database menu:

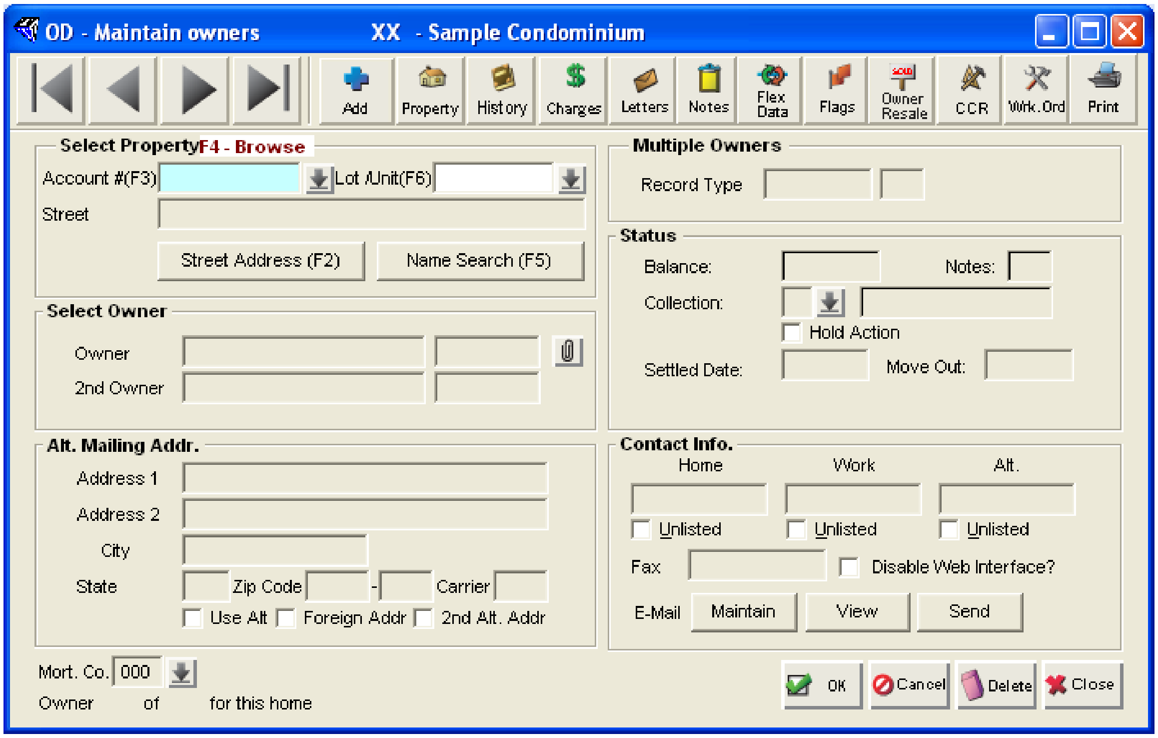
Use the Owner Database module to perform the following:

- **Maintain** - maintain homes, owners and related information. Also, handle home resales here.
- **Reports** - print various reports in many sort orders.
- **Mailings** - print several label formats for both laser and dot matrix printers. Create an owner file for export into other applications. E mail owners as an alternative to mailing labels.
- **Form Letters** - create letter templates or special forms with mail merge capabilities to send to owners, either printed letters or e mailed.
- **Officers** - setup and maintain Community Officers and committees. Print reports and mailing labels. E mail officers here as well.
- **Group Owners** - owners who own more than one home in the community. Generate consolidated bills and labels for Owner Groups.
- **Mortgage Companies** - set up and maintain Mortgage Companies for tracking.
- **Pool Pass** – track facility memberships and print passes. This is an option which must be purchased separately; it is not included with Owner Database in the basic cost of the software.
- **Control Info** – maintain general community information, such as, return address for bills and coupons, location of the community, etc.

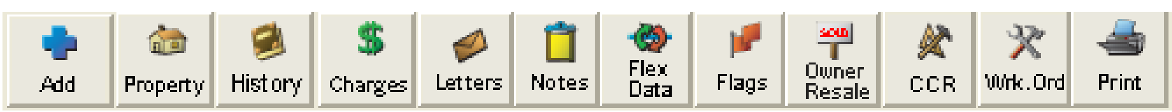
Owner Toolbar

Here is the typical Maintain Owner screen:

Maintain Owner



Notice the toolbar at the top of the Maintain Owner screen:



Use the toolbar buttons on the Maintain owners screen to access the following information for an owner:

- **Add** – add an owner to this home or, if no home has been selected, you can add both a new home and new owner using the Add button.
- **Property Information** – this is the fixed information about a home regardless of who owns it. The fixed information includes the Account #, Lot/Unit #, Street Address, Ownership Percent (if condo), Legal Description, Zip Code, and more.
- **History** - The charge and payment history for this owner. This is one of several places you could go to see the owner's account balance.
- **Charges** – See the Charge Tables setup for this community and activate/deactivate recurring charges for this home.

- **Letters** – Use this option to print or email customized letters with the owner's information inserted into it. Form Letters are letter templates that use mail merge codes to insert owner specific information into a letter.
- **Notes** – Enter unlimited notes about a home or owner. Each note is date and time stamped as you enter it.
- **Flex data** – Customize the data being tracked about the owners using Flex Data. You name the field label and define the data type you wish to track, and then enter the appropriate "Flex Data" for each home. The data can be searched and reports printed as needed.
- **Flags** – These are a series of checkboxes that set control flags for this owner, such as, does this owner get bills/statements, mailing labels, pays by direct debit, etc.
- **Owner resale** – Use this option to handle transfers of ownership from a previous owner to a new owner. You can split the owner charge and payment history between owners as you add the new owner.
- **CCR** – if you own the CCR Enforcement module, click this button to view/maintain the CCR records for this home. If you do not own the CCR Enforcement module, clicking this button will not do anything.
- **Work Order** - if you own the Work Order module, click this button to view/maintain any Work Orders records for this home. If you do not own the Work Order module, clicking this button will not do anything.
- **Print** – click this button to print an Owner Profile Report which includes all the information about this one home. The Owner Profile Report can be printed for the entire community from the Owner Reports menu, but this button will print the information for just the selected home.

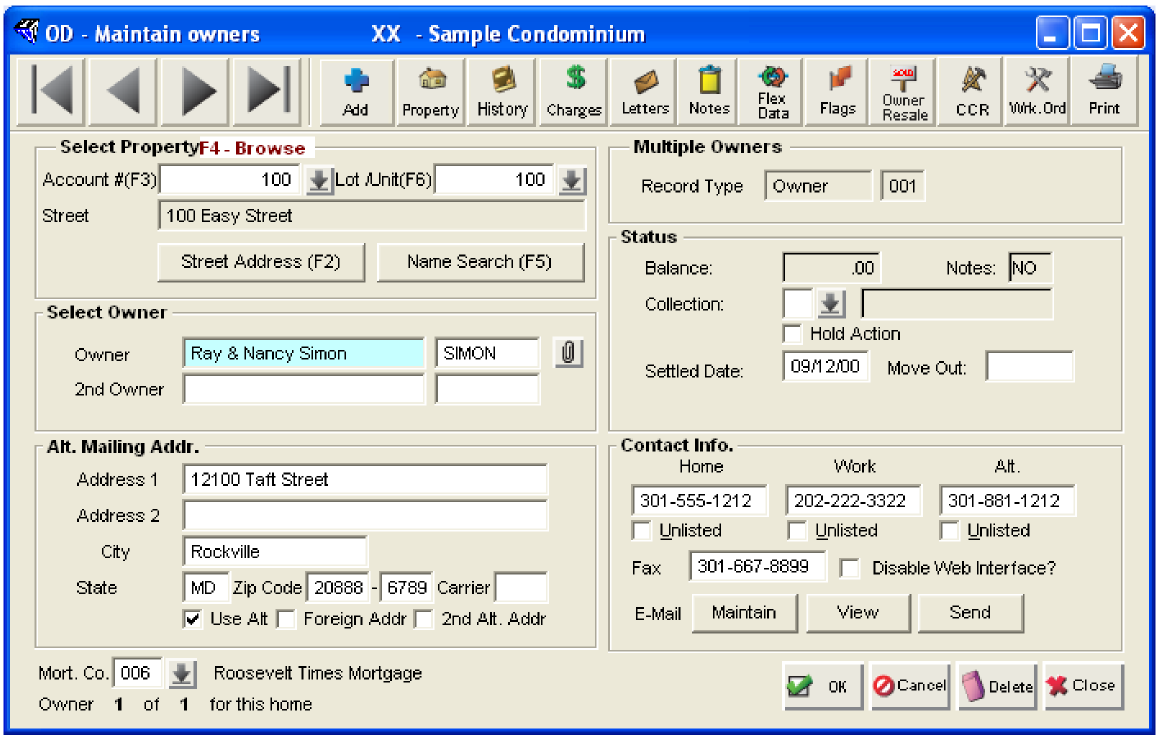
Maintain Owners

To access the Maintain Owners screen, click the Maintain tab. Then select a home using either the:

- Account #
- Lot/Unit #
- Street Address
- Owner Last Name

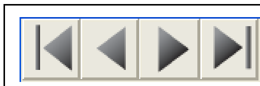
Once you have selected the home, you will see the Maintain Owner screen:

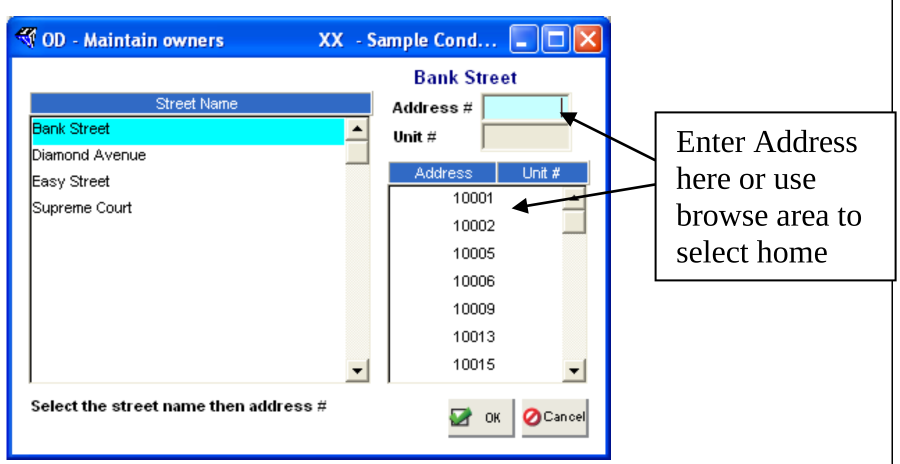
Maintain Owner

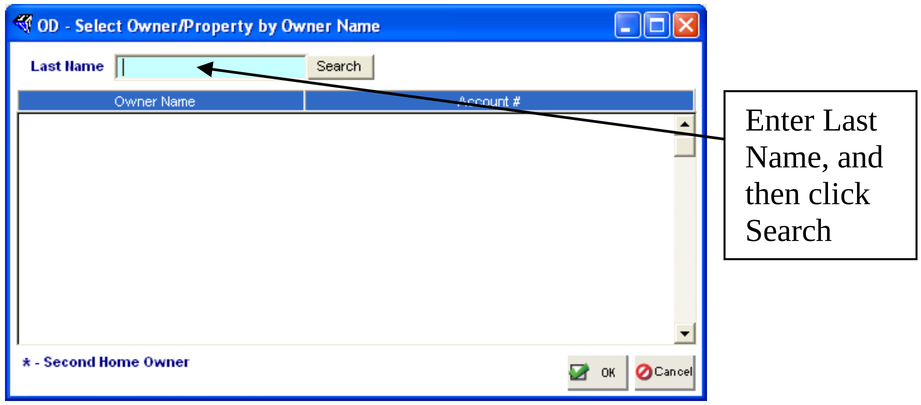
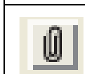


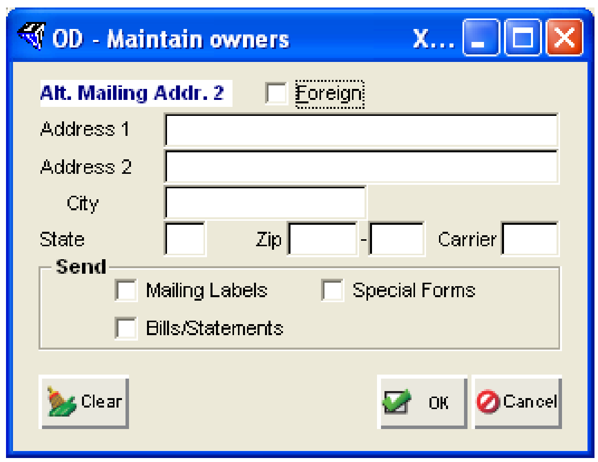
Use the Maintain owners screen to view current owner information, to make changes to owner information, do an owner resale, add a new home and owner not previously added during the Setup process, and view or change any of the information about the home and/or owners.

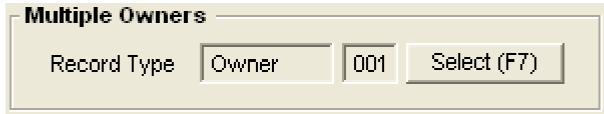
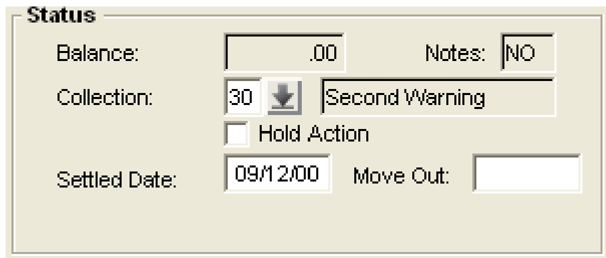
The following explains the owner data displayed on the Owner Maintain screen:

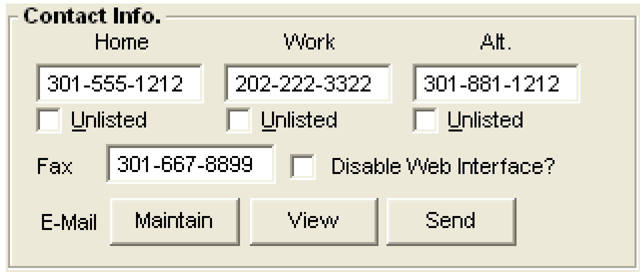
	Use the **Arrow** buttons to move from home to home staying on the Owner Maintain screen or jump to the LAST/FIRST home. The arrow navigation can be handy when you want to review/change the Owner Info for a several homes at a time.

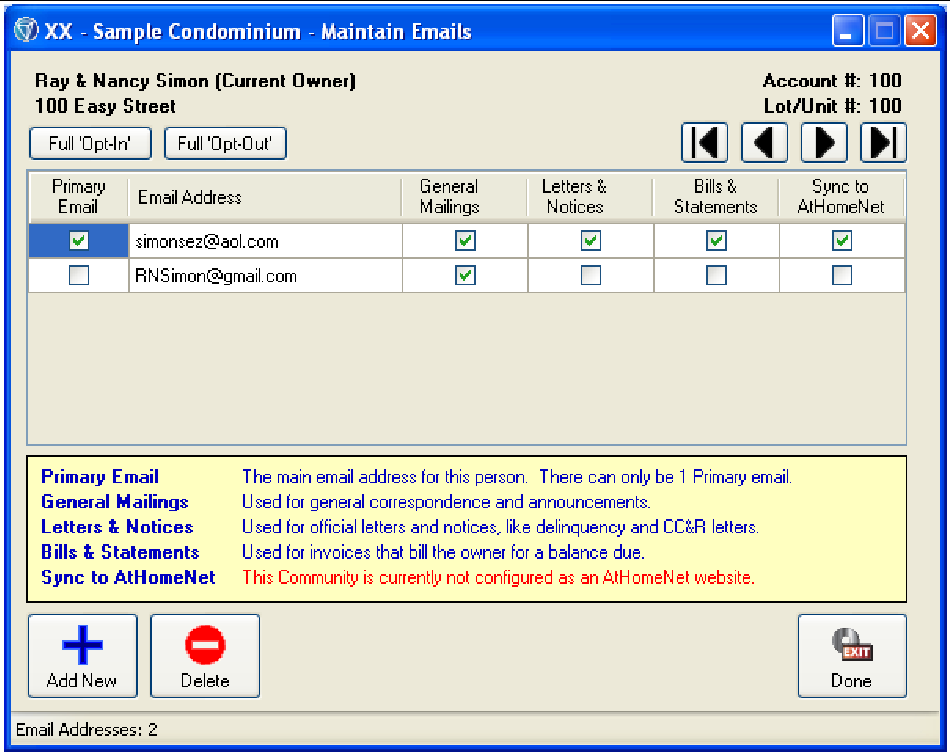
Owner Data	
Account # (F3)	The account number used to identify this home, if any. The Account # is entered into the Property screen since it is fixed information about the home. It is only displayed here for your reference and convenience; it cannot be changed on this screen, only by clicking on the "Property" button on the toolbar. ***Tip*** – pressing the **F3** key to jumps the cursor to the Account # field.
Lot/Unit # (F6)	The lot/unit number used to identify this home, if any. The Account # is entered into the Property screen since it is fixed information about the home. It is only displayed here for your reference and convenience; it cannot be changed on this screen, only by clicking on the "Property" button on the toolbar. ***Tip*** – pressing the **F6** key jumps the cursor to the Lot/Unit # field.
Street	Displays the Street Address of this home. The Street Address is entered into the Property screen since it is fixed information about the home. It is only displayed here for your reference and convenience; it cannot be changed on this screen, only by clicking on the "Property" button on the toolbar.
Street Address (F2)	Click this button to select a home using the address. You will then see the selector screen for selecting the home:  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. ***Tip*** – pressing the **F2** key jumps the cursor to the Street Address button.
Name Search (F5)	Click this button to select a home by the owners Last Name. You will then see the selector screen for selecting the home:

	 The Name Search uses the Owner's last name only. ***Tip*** – pressing the **F5** key jumps the cursor to the Owner Name button.
Owner	The "Primary" owner of this home. The owner names can be formatted however you wish, however, the way you enter them here is how they will be formatted on letters, statements, coupons and reports. Typically, you would enter them just like you would address a letter: Ex. John & Mary Smith You may correct the owner names here, if needed, by simply typing the correct names into the Owner field. **Last Name** – Type the owners Last Name in this separate field. It is the name that is used for name searches and last name sorting by TOPS.
2nd Owner	If there is a secondary owner of this home, you may enter it here. Ideally, this would be used for an owner situation where a home is owned by two individuals who are NOT husband and wife or where the spouse has a different last name. **Last Name** – Like the Primary Owner above, type the secondary owners Last Name in this separate field. It is the name that is used for name searches and last name sorting throughout the software.
	Click the paper clip to add an Attachment to an Owner. An attachment could be any digital image, like a scanned letter. There are specific instructions for adding an attachment elsewhere in the Owner Help.
Alt. Mailing Address	If this owner has a mailing address *OTHER* than the address of this home, you may enter it here. You can then send letters, mailing labels, coupons, statements and notices to the owner at this Alternate Mailing Address. **Note:** If the community has a web site with AtHomeNet, also called a TOPS Community Web Site, then owners can change their Alternate Mailing Address on the Address Book page of the web site and this change will update the Alternate Mailing Address fields in TOPS when

	the web site syncs the information to TOPS.
☑ Use Alt	If you enter an Alt Mailing Address, make sure you checkmark this box. If this is not check marked, all correspondence will be sent to the property address rather than the Alternate Mailing Address.
☐ Foreign Addr	Checkmark this box to change the format of the Alternate Mailing Address to it will accommodate a foreign address. You may then enter the foreign address as it needs to be formatted.
☐ 2nd Alt. Addr	Checkmark this box if there is a second Alternate Mailing Address where correspondence needs to be sent for this home. Perhaps the Owner has another residence or has a property manager or relative overseeing this home, use the second Alternate Mailing Address to store this information. You can then choose which addresses get the correspondence from the community. If you checkmark this box, a second Alternate Mailing Address screen pops-up as follows:  Enter the mailing address. Be sure to checkmark the appropriate boxes to send correspondence to this address as well.
Mort. Co. 000	Sometimes, it is required to notify the Mortgage Companies if an owner is delinquent or if there are proposed changes to community legal documents. This gives you a method for tracking the Mortgage Companies for each home. If you wish to track the Mortgage Company for a home, you can use the down browse arrow to browse the list of Mortgage Companies. You can add the Mortgage Companies under the tab of the same name on the Owner Database menu.
Multiple Owners	If there is more than one owner record for a home, for example, there might be a Previous Owner, a Renter or third owner of the home, it will indicate here whether multiple owners exist and let you select one of the

	other owner records for this home:  Click on the **Select** button or use the **F7** key to open up a browser window to select one of the other owner records for this home.
Status	The Status box looks like this:  This box covers important pieces of information about the owner. **Balance** – Shows the balance owed by this owner, if any. **Notes** – If owner notes exist for this home, it will say YES. If no Notes have been entered, it will say NO. **Collection** – If this owner is delinquent and has had a collection action taken, this will show the current action in from the collection process. **Hold Action** – Checkmark this box to stop this owner from having any further collection action taken. That means no other notices or letters will be sent until this is unchecked. It "freezes" this owner at whatever step they are at in the collection process. You might checkmark "**Hold Action**" if this owner has been referred to an attorney for collection of the delinquent balance. **Settled Date** – The date this Owner purchased the home. This would be the date they began to owe a maintenance fee to the community. It can be left blank if unknown. **Move Out Date** – The date this Owner sold the home to another party. If the **Owner Resale** function is used for changes in ownership, both the *Settled Date* and *Move Out Date* are filled in automatically.
Contact Info	The **Contact Info** is where you can enter phone numbers and the e-mail address(s) for this owner. It looks like this:

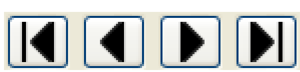
	 **Home** – Enter the home phone number for the owner, if known. **Work** – Enter the work phone number for the owner, if known. **Alt** – Enter an alternate work or home number, if known. **Fax** – Enter a fax phone number, if known. **Disable Web Interface?** – Checkmark this box if the community has a TOPS Community Web Site and this owner does NOT want their contact information displayed on the web site. **E-Mail** – Here you can show existing e mail addresses for this owner. You can change or add new addresses from the Maintain screen. Once setup, you then have the option to e-mail the owner certain information elsewhere in TOPS as described in the Owner Communications – E Mail section below.
Owner Communications – E Mail	
	If you clicked the **Maintain** e mail button, you will see the owner e mail screen: **Owner E Mails**



Each owner record can have an unlimited number of e mail addresses and each can be marked to receive e mailed communications. If any of the individual columns are check marked, TOPS will assume the owner has "Opted-In" to receive email for this category of mailing.

Click the **"Full Opt-In"** button to check mark ALL the columns (categories) of mailings for ALL email address on file for this home. If checked, then you can send e mails for various types of communication for this owner.

Click the **"Full Opt-Out"** button to uncheck ALL the columns (categories) of mailings so this owner no longer receives ANY emails from the community.



Click the **browse arrow** buttons to stay on the owner e mail screen but move to the next home or backwards to the previous home. This can be handy when updating or correcting owner e mails for several homes.

Primary – This is the main e mail address for this owner record. It should be the e mail address used for most types of communication. Although you can enter additional e mail addresses and send any of the 3 types of communications to this address as well.

Note: There can be only 1 Primary e mail address for each owner record.

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Email Address – enter the owner's e mail address here. There can be multiple e mail addresses for each owner record.

General Mailings – The default e mail address to use for general communications, such as, the one to be used in place of a printed mailing label. An example might be, a mailing announcing the pool hours for the summer.

Letters & Notices – The default e mail address for sending official notifications like ones required in the community's legal documents. If you wish to use e mail to send letters, Delinquency Letters and Violation Letters would be sent to this e mail address. Likewise, it could be used for sending notification about the annual meeting or annual budgets.

Bills & Statements – The default e mail address to use for e mailing Bills & Statements to an owner. This gives you an easy, low cost way to send Bills & Statements to owners.

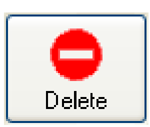
Sync To AtHomeNet – If checked, then any changes to the email address stored here will be uploaded to the owner's Address Book on their AtHomeNet community web site.

Likewise, if owners change their email address on the Address Book page of the AtHomeNet community web site, that change will flow back into TOPS to update the email addresses on file. Owners can also "Opt-In" to receive emails from the community on the Address Book page of their community web site.

Whenever you do a mass e mail, you have the option to select any of the above 3 e mail addresses to use for that particular e mail. So you always have complete control over which e mail address to use for each mailing.

Likewise, a complete Communication History is kept for each owner so you have a record of what was sent showing the date, time, description and whether it was printed or e mailed.

Click the **Add New** button to add another e mail address for this owner. You will be positioned at the first available line where you can enter the e mail address and check which types of communications are e mailed to this address.



Click to highlight the e mail address you wish to delete, then click the **Delete** button. It will permanently delete the owner e mail address.

Click the **Done** button to exit back to the Maintain Owner screen. Any changes you made to owner e mails will automatically be saved.

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<td>Returning back to the Owner maintain screen, click the View button to</td>
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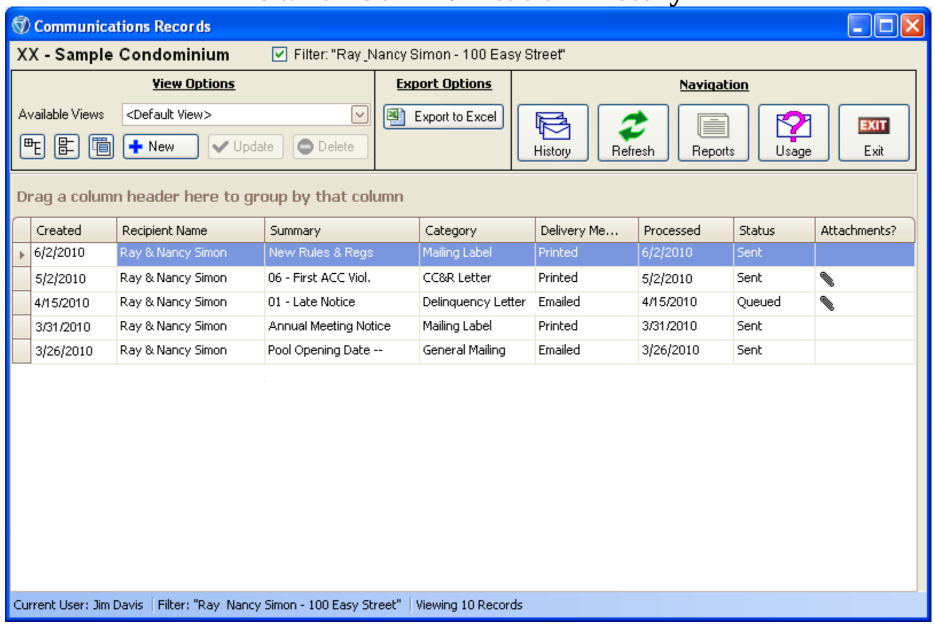
see the Communication History for this owner.

Owner Communication History



This shows ALL the communications with this owner whether printed or e mailed. If the communications was a letter, whether it was printed or e mailed, or if it was an e mail with an attachment, simply click on the paper clip icon to see exactly what was sent to the owner.

See the Communications user manual for more information on how to customize the Communication History views and the other button functions on the Owner Communication History screen.

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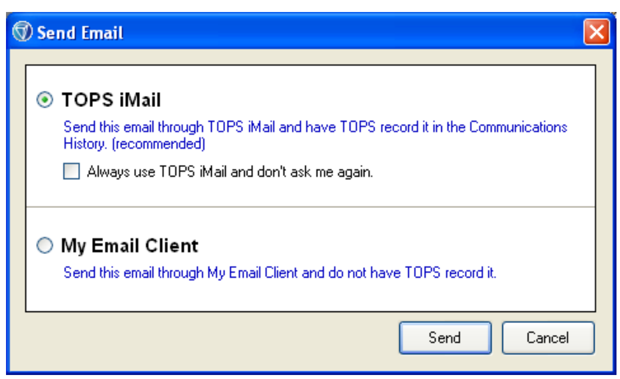
Click the **Send** button to open your default e mail system, either TOPS iMail if you subscribe to it or your regular e mail system, and send a quick e mail to this owner.

If you have not subscribed to TOPS iMail, you will see this reminder message:



Note: Only e mails sent using TOPS iMail are recorded in the Owner Communication History. This message is reminding you that if you use something other than TOPS iMail to send owner e mail, there will be no

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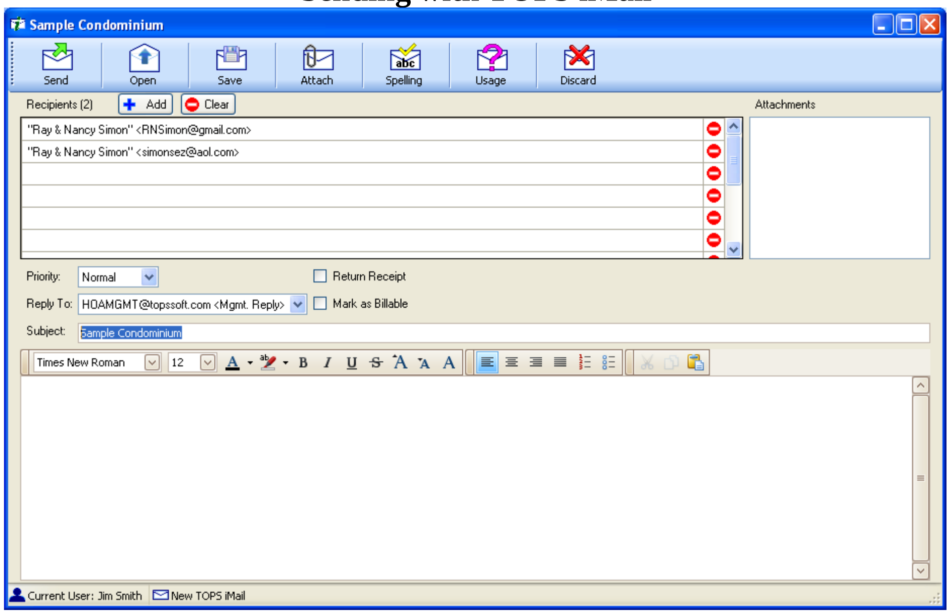
entry in the Owner Communication History for this e mail.

You must make a selection here. The default is TOPS iMail, but you may change it to My Email Client if you wish to use your e mail system with Outlook®, Outlook Express®, etc. rather than TOPS iMail.

If you are using TOPS iMail, you will see the Compose E Mail screen:

Sending with TOPS iMail



Notice the e mail addresses for this owner are already filled in. You may then complete the Subject line and enter a body text for this e mail. If you have an attachment to send, simply click in the Attachment box to open a standard Windows® browser so you can select the file to attach to this email.

For more information on the Compose E Mail screen, see the Communications user manual which explains the Compose E Mail screen in detail.

You can change any of the Owner information from the Owner Maintain screen. Likewise, you can look-up other information about the home and owner, such as, their payment history, recurring charges, flag settings, etc. The Owner Maintain screen is a portal through which you can view and maintain all the information about a home and its owner(s). You can also use it to send letters and emails to the owner.

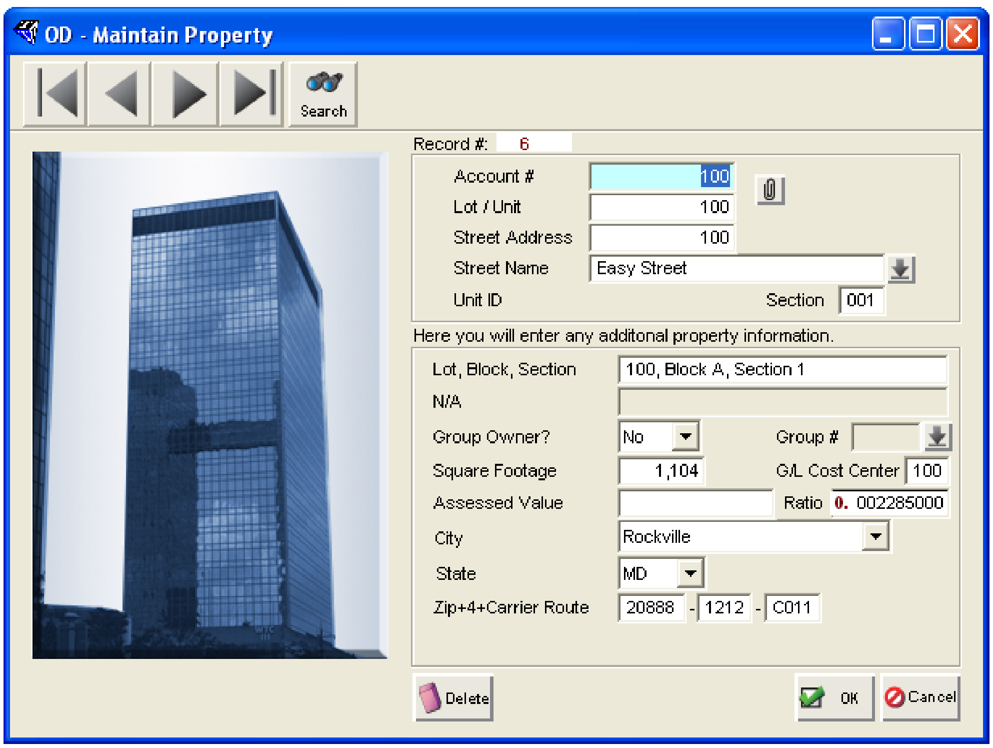
Property Information Screen Overview

Property Information is the fixed information about the home regardless of who owns it. This includes the street address, account #, lot/unit #, zip code and other data. You may change any of the information stored here as needed. For example, if the Street Address is incorrect and needs to be changed, you would do it through the Property button on the Owner Maintain screen.

	Select the home first, then, from the Owner Maintain screen, click the **Property** button.

You will see the Property Info screen for the home you selected:

Property Info

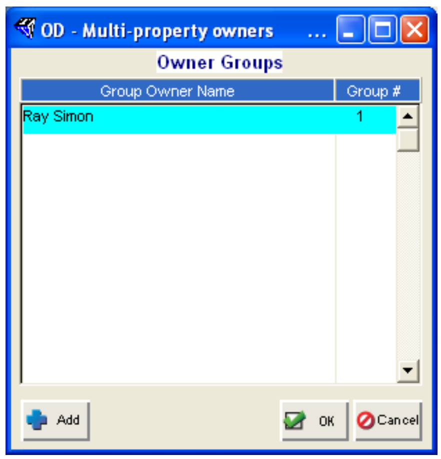


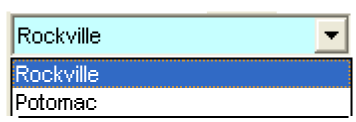
We will discuss each data field displayed on this screen.

Data Fields

Account #	This is a unique number used to identify this home. It can contain alpha letters and numbers. You can use the Account # to select the home. Also, reports can be printed in Account # order. While it can be left blank, but we recommend that you use it as the main identifier of each home. You cannot use the same Account # over again within the same community. **Maximum** – 12 digits
Lot/Unit #	This is a 2^{nd} unique number that can be used to identify this home. It can contain alpha letters and numbers. You can use the Lot/Unit

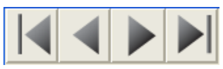
	# to select the home. Also, reports can be printed in Lot/Unit # order. For Condominiums, it can be used for the Unit #. It can be left blank if not needed. You cannot use the same Lot/Unit # over again within the same community. **Maximum** – 10 digits
Street Address	The street address number for this home. It can contain alpha characters. This is the address number you would use if addressing a piece of US Mail to this home. You can use the Street Address # to select the home. Also, reports can be printed in Street Address # order. It can be left blank if not needed, but we recommend that you enter that actual Street Address # for the home. You cannot use the same Street Address # on the *same* Street over again within the same community. **Maximum** – 12 digits
Street Name	The street name where this home is located. Notice **the Down Browse Arrow** . Click this to open up the Street Name selector. The Street Name selector looks like this:  You can change the Street Name the home is located on, or, edit the Street Name to correct it. To correct the Street Name, click on the **Edit Street Name** button.
Unit ID	If you check marked “Use Apartment #” in the **Owner Control Info**, then the Unit ID field will be active. You can enter a Unit # or Apartment # in this field. So if this is a Condominium which uses Unit #’s or Apartment #’s as part of the Street Address, then this is stored here. **Example** – 10400 Bank Street Unit 301
Section/Building	If you activated Section or Building tracking in the **Owner Control Info**, then the Section or Building (depending on which you selected) will be active. You can enter the Section # or Building # that this home is part of in this field. You can then sort reports based on the Section # or Building #.
Legal Description	You can track the legal description of the home, such as, “Lot,

1	Block, Section", or "Plat Book #" in this field. You don't have to enter anything in this field, it can be left blank of not needed. The Legal Description name you see displayed on the screen is entered in the **Owner Control Info**.
Legal Description 2	A continuation of the Legal Description from Legal Description 1 above. You don't have to enter anything in this field, it can be left blank of not needed. The Legal Description name you see displayed on the screen is entered in the **Owner Control Info**.
Group Owner?	If there are owners that own multiple homes in this community, the Group Owner feature will allow you to print consolidated Bills and Statements for the homes. You can also eliminate printing duplicate mailing labels for every home owned by the Group Owner. The default answer is **NO**, which means, this home is NOT part of an Owner Group. If you answer **YES**, to this question, it will allow you to select a Group Owner # using the Down Browse Arrow. It will open the Group Owner selector:  You can Add a new Group Owner on the fly if you do not see the Group Owner that goes with this home. More on Group Owners under this heading elsewhere in the help files.
Square Footage	Generally, this is only used for Condominiums. The maintenance fee might be based on the **Square Footage** of each home. If so, you can activate a Recurring Charge Table where the **Square Footage** is used as the basis of calculating the charge to the homes. If needed, enter the **Square Footage** here. If not needed, you may leave it blank.
G/L Cost Center	Sometimes it is necessary to track the community's income and expenses broken down by section or building. If so, the **G/L Cost Center** that represents the section or building can be entered here. If you use the **G/L Cost Center**, then the income charged to this home can pick up this cost center so that, you have your income broken down by cost center. For more info on cost center

	accounting, see the Appendix titled Using Cost Centers. If you do not need cost center accounting for your homes, just leave this blank.
Assessed Value	You can enter an assessment value here if needed. Some communities use a value from the legal documents or an assessed property tax value as the basis for calculating the maintenance fee. If so, you can activate a Recurring Charge Table where the **Assessed Value** is used as the basis for calculating the charge to the homes. If not needed, you may leave it blank.
Ratio	Generally, this is only used for Condominiums. It is the **Ratio of Ownership,** also called the *Percentage of Ownership*, of this home in the Condominium. The maintenance fee paid by each home might be based on the **Ratio of Ownership**. If so, you can activate a Recurring Charge Table where the **Ratio of Ownership** is used as the basis of calculating the charge to the homes. If needed, enter the **Ratio of Ownership** here. If not needed, you may leave it blank.
City	The default City is the main one defined in the Owner Control Info when you setup the community. However, if a community spans over into another City, you can enter a separate City here or, if you setup additional default Cities in the Owner Control Info, you can open up a browse window to select a different City, State and Zip Code for this home. If you click on the **down browse**  arrow next to the City, you will see a browse window where you can select any default City that is setup in the Owner Control Info for this community:  If you select another default City, it will automatically update the State and Zip Code fields using the State and Zip Code that goes with this City.
State	The default State is the main one defined in the Owner Control Info when you setup the community. However, if a community spans over into another State, you can enter a separate State here or, if you setup additional default Cities, States and Zip Codes in the Owner Control Info, you can open up a browse window to select a different City, State and Zip Code for this home like described above under **City**.
Zip + 4 + Carrier Route	Because, in theory, each home can end up with a unique **Zip Code + Four + Carrier Route**, under current postal guidelines, we have allowed for the storing of this information here for each home in a community. It defaults to the Zip Code + Four from the *Owner*

	Control Info, but you may change it here for a home if needed. If you setup additional default Cities, States and Zip Codes in the Owner Control Info, you can open up a browse window to select a different City, State and Zip Code for this home like described above under **City**. The **Zip Code + Four + Carrier Route** is used whenever anything is addressed for sending to this home.

Navigation
You may change any of the information in the Property Info by clicking on the field, then typing the new information.

	Use the **Arrow** buttons to move from home to home staying on the Property Info screen or jump to the LAST/FIRST home. The arrow navigation can be handy when you want to review/change the Property Info for a several homes at a time.
	The **Search** button lets you select a particular home in the community and jump to the Property Info screen for that home.
	**Delete** – Subject to the warning Note below, you may delete a home and the related Owner information by clicking the Delete button at the bottom of the Property Info screen. **Note** – You cannot delete a home that has Owner Payment History attached to it. This is a safeguard to protect the integrity of the accounting system. If you deleted a home with charge and payment history, previous accounting reports would be made invalid because a home which was part of the community and had accounting transactions has now disappeared.
	**OK** – Click this button to accept any changes made and exit from the Property Info screen.
	**Cancel** – Click this button to scratch any changes entered on the Property Info screen.

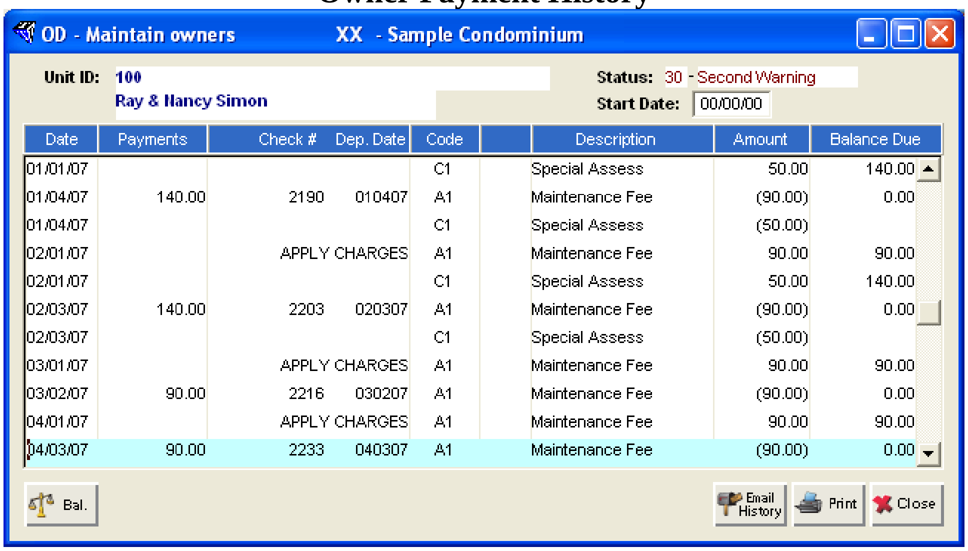
History Screen Overview

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 **History** 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.

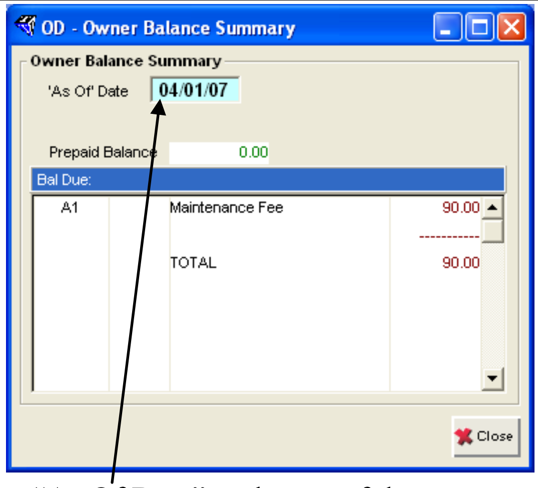
Data Fields

Unit ID	Depending on the defaults for this community, 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 **Unit ID**.
Status	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 **Status** heading.
Start Date	The Owner History display will always show the *LAST* (most recent) transaction for the owner. If there are several years of charge and payment history, you can enter the **Start Date** here so it displays the transactions from this date *FORWARD*.
Date	The **Date** 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. The transactions in the Owner Payment History may not always be in

	exact date order. Instead, by default, TOPS will display the transactions *in the order they were done*, 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. There are **A/R Utilities** 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 **A/R Utilities** are discussed under the manual section titled "***Utilities***".
Payments	Only owner **Payments** 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.
Check #	If a payment transaction, the **Check #**, if any will display here. If a **Check #** has not been entered for a payment, then TOPS will assign a transaction # in place of the **Check #**.
Deposit Date	If a payment transaction, the **Deposit Date** will be shown in this column. This is the date you will see an Owner Cash Receipt transaction in the community's general ledger.
Code	TOPS keeps track of owner balances by a 2 digit **Charge Code**. Every charge or payment transaction in an Owner's Payment History has **Charge Codes** attached to it. It shows how much of a charge or payment transaction was applied to each **Charge Code**. Using this approach, TOPS can show you an accurate breakdown of an Owner's balance by **Charge Code** as of any date you wish.
Description	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.
Amount	The **Amount** of the charge or payment transaction applied to a particular Charge Code.
Balance Due	This is the running total Balance Due for the Owner shown after every charge or payment transaction.

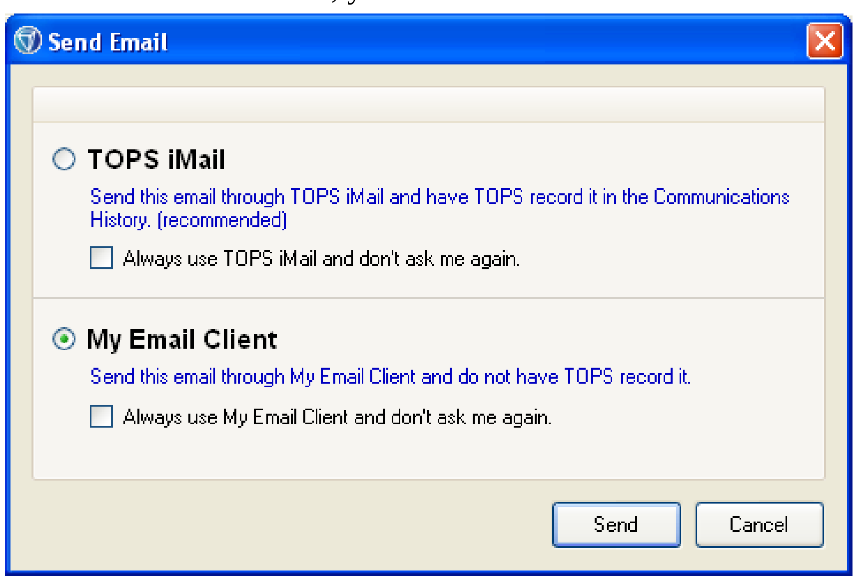
Screen Navigation
There are other options on the Owners Payment History screen. Notice these buttons below:

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

<table>
<tr>
<td></td>
<td>


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.
</td>
</tr>
<tr>
<td>


</td>
<td>
E-mail History – Click this button to e-mail the Owner’s Payment History to either the owner or another party. If you have not subscribed to TOPS iMail®, you will this reminder screen:

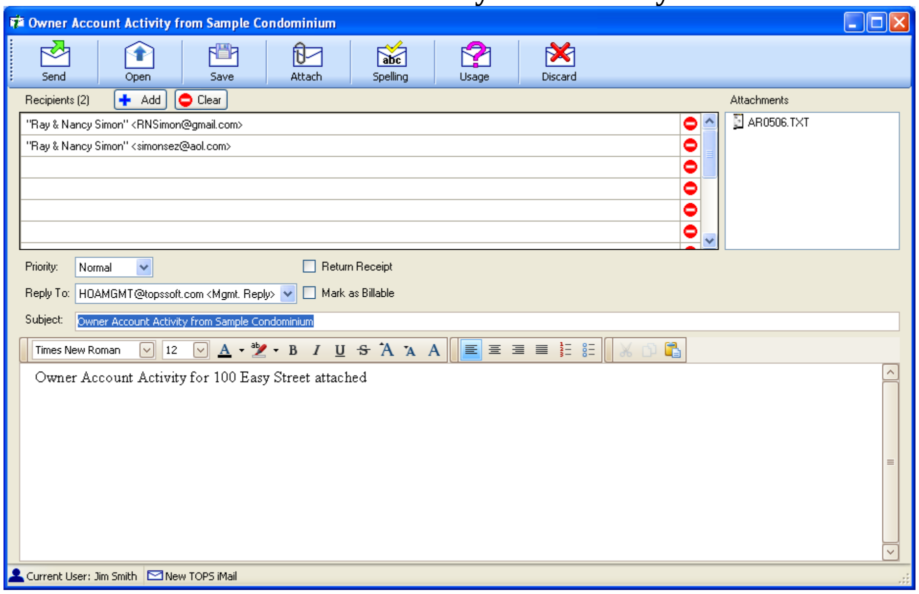


This message is letting you know that your internal email program from your computer will be used to send the payment history to this owner. If so, then the owner’s communication history will not be updated for this e mail.

If you subscribe to TOPS iMail®, you will not see the reminder notice above. Instead, it will open TOPS iMail with the owner’s email address(s) already filled in, ready to send. All emails sent using TOPS iMail® will be recorded in the owner’s communication history.

The email will be addressed to the owner if their email address was entered in the Owner Maintain screen. If not or if you wish to email it
</td>
</tr>
</table>

<table>
<tr>
<td></td>
<td>to another email address, you will need to type the email address into the To line at the top.

Email Owner Payment History


The Owner’s Payment History will be an attachment to this email. It is sent in a plain text format which can be opened by any word processor or by Windows Notepad®.</td>
</tr>
<tr>
<td>
</td>
<td>Print – Click this button to print 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.</td>
</tr>
<tr>
<td>
</td>
<td>Close – Click this button to exit from the Owner’s Payment History screen and return to the Owner Maintain screen.</td>
</tr>
</table>

Recurring Charges Screen Overview

The Recurring Charges that this home is to be charged each period from the Charge Tables. Activate or deactivate charges for the home by selecting the Charge Table and then the Charge Category. This screen controls what each owner is charged, therefore, it is important to understand how to the Recurring Charges work for the Owners.

There can be a total of 10 Recurring Charges Tables within a community. Separately, there can be a number of Misc. Charges which can also be setup to be recurring. Depending on the charge method selected when a Charge Table was setup, you can select which Charge Category is the correct one for each owner so that they get charged the right amount each period.

	Click the **Charges** button to see the Recurring Charges this owner is setup to be charged. You can activate/deactivate charges for the owner from this screen.

You will see the Recurring Charges for this owner displayed like this:

Recurring Charges

In this example, the owner is setup for 2 Recurring Charges. But in each community, there can be up to 10 Recurring Charges. In addition, an owner may be charged numerous Misc. Charges, which can be setup as recurring or one-time using the Batch Adjustment function in AR.

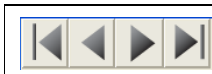
We will discuss each data field displayed on this screen.

Data Fields

Category	There can be numerous **Charge Categories** in each Recurring Charge Table. Depending on how a Recurring Charge is to be handled, you can enter the recurring **Charge Category** that is the amount this home should be charged each period.

	Entering the **Charge Category** here is how you activate/deactivate a particular Recurring Charge for an owner.
Schedule	The 2 digit Charge Code for each active Recurring Charge Table in this community.
Charge Table Name	The name of the Recurring Charge Table. The names can be changed at any time through the Charge Tables themselves (Community Setup, AR & Owner Setup).
Frequency	The **Frequency** of each Recurring Charge. The Frequency is entered through the Charge Tables themselves (Community Setup, AR & Owner Setup). Recurring Charges can have these **Frequencies**: **M** = Monthly **B** = Bi-Monthly (every other month) **Q** = Quarterly **S** = Semi-Annually **A** = Annually
Charge Description	This is actually the **Charge Category Description**. It is entered in each Charge Table when a Recurring Charge is setup. Where there are multiple Charge Categories in a Charge Table, it should describe something that would identify this Charge Category. **Example** – 2 Bedroom/2 Bath - or - Monticello model
Amount	The **Amount** of the Recurring Charge that should be charged to this owner. The Amount is from the Charge Table, but may be a calculated amount depending on the charge method selected when the Charge Table was setup.
Debit	If the owner has elected to pay this Recurring Charge by **Direct Debit**, then make sure there is a checkmark in this column next to each Recurring Charge to be paid by **Direct Debit**. Separately, you must enter the owner's bank info under the "Flags" button on the Owner Maintain screen to complete the setup of paying for a Recurring Charge by **Direct Debit**.

Screen Navigation

	Use the Arrow buttons to move from home to home staying on the Recurring Charge screen or jump to the LAST/FIRST home. The arrow navigation can be handy when you want to review/change charge table categories for a several homeowners at a time.

	The **Search** button lets you select a particular home in the community and jump to the Recurring Charge screen for that home.
	The **OK** button saves any changes to the Recurring Charges for the Owner. You will exit to the Maintain Owners screen.
	The **Cancel** button scratches any changes made to the Recurring Charges for the Owner. You will exit to the Maintain Owners screen.

Letters

Open the Form Letter program here to select and print/email or send electronic mail through SouthData's Signature Mail® system. Each letter is customized for the owner though the use of owner merge codes. 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.

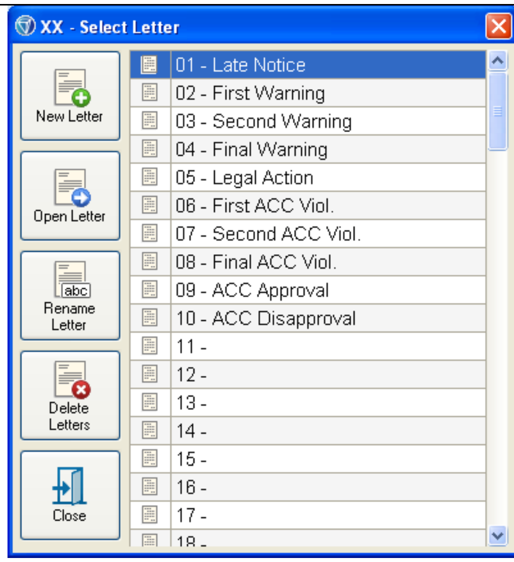
Form Letters can also be used to create ballots, billing statements or any form you can think of to send to one or all owners. Form Letters are a powerful and flexible tool that you can use in a variety of ways. Please consult Form Letters elsewhere in this manual for a further explanation of how to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

Collection & Violation Letters

If you print/email letters email or send electronic mail through SouthData's Signature Mail® system through Owner Maintain, you will NOT have as complete a history of the letters like you would using Collection Action (AR Module) for collection letters or Violation Action (CCR Module) to print/email violation letters. Therefore, we do NOT recommend printing/emailing these letters from the Letter button on the Owner screen.

For purposes of explaining Form Letters here, we will just cover the steps to print/email 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.

<table>
<tr><td>
</td><td>Click the Letters button to select and print a letter for this Owner.</td></tr>
<tr><td colspan="2">You will see all the Form Letters that exist in this community:
 Select Form Letter </td></tr>
</table>

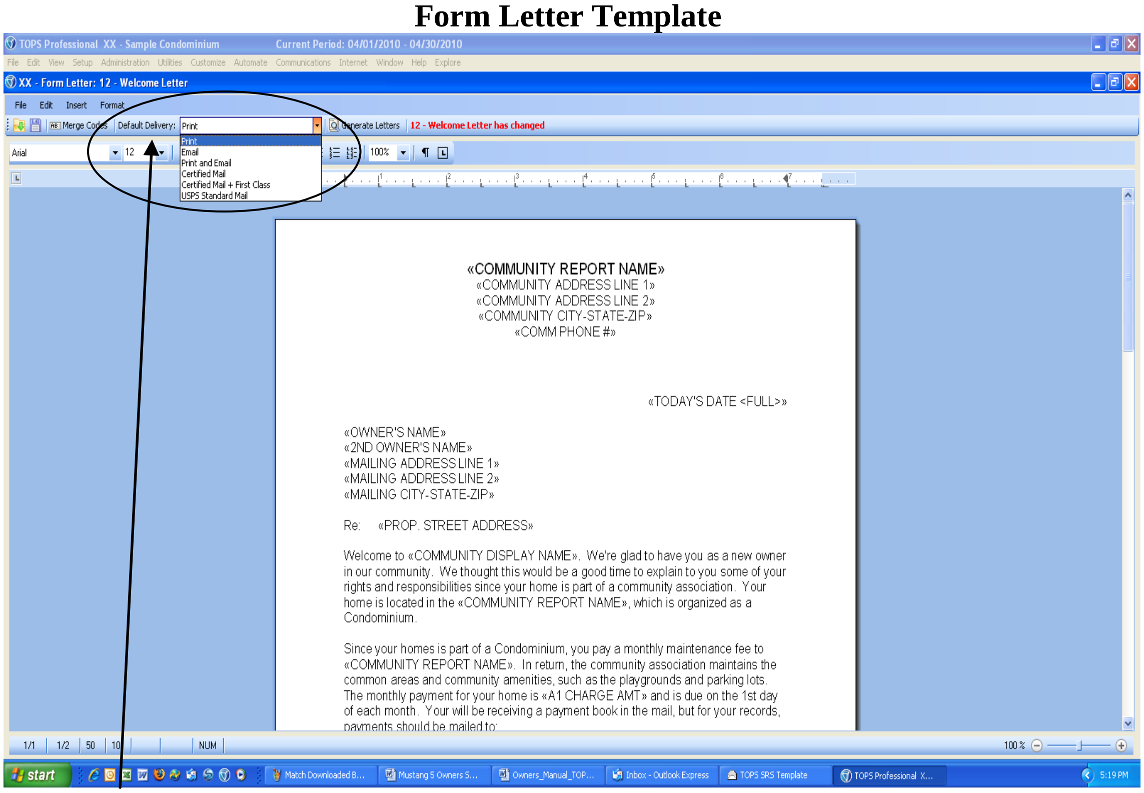


Using the mouse, highlight the Form Letter you wish to print for this owner.

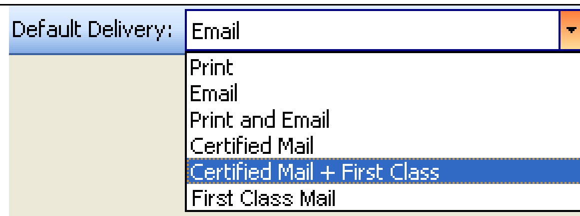
If the letter does not exist, you can setup a letter “on-the-fly” by typing the letter name on the above screen on an empty line, then type the body of the letter template. Again, we will not cover how to create a new letter from scratch here; this will be covered elsewhere in the manual under **Form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

The letter template will open like this:

Form Letter Template



Delivery Methods – select from the following options:



Print - to print the letter for this owner, simply click on the print menu choice, then click on the Generate button. You can then select the printer and the letter will print with the community and owner information inserted into it like a custom letter. The owner communication history will be updated for this owner letter.

Email – to email the letter to this owner, simply click on the email menu choice, then click the Generate button. If you use TOPS iMail®, once you click on Send, the letter will be sent attached to an email and the owner communication will be updated for this emailed letter.

If you do not use TOPS iMail®, then the emailing functions will be inactive.

Remember - 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 Letter.

That's how easy it is to print/email or electronically send a custom letter for the selected owner. See the Form Letter section later in the Owner Database manual for more detailed information on creating and sending Form Letters.

Owner Notes

Owner Notes are a place you can record any information about a home or owner. This could include such things as emergency contact info, vehicles, key codes, etc. Owner Notes are always date and time stamped so you know when they were created.

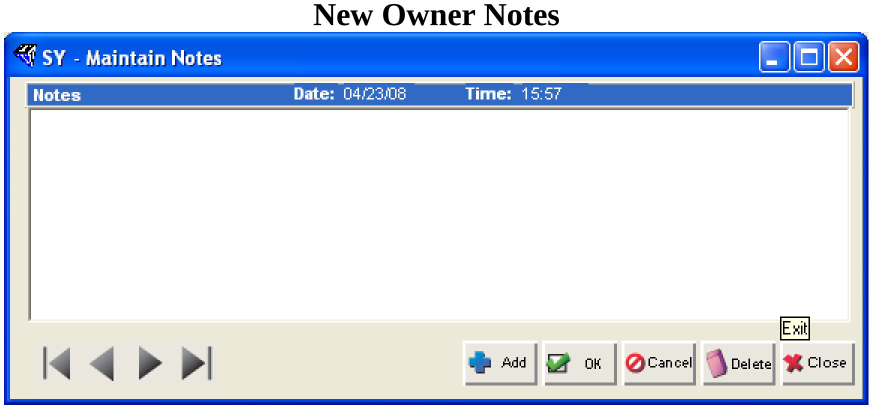
You can store an unlimited number of Owner Notes per home. The Notes can be printed on certain Owner Reports by answering the question – “Print Owner Notes?” when completing the Owner Report options. See the section titled **Reports** for more information.

	Click the **Notes** button to type a new Owner Note or view the Notes already on file for this Owner.

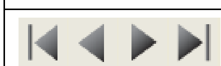
Through this button on the Owner Maintain screen, you can enter, view and delete Notes about the owner or the home.

You will see a blank Owner Notes ready to add a new note:

New Owner Notes

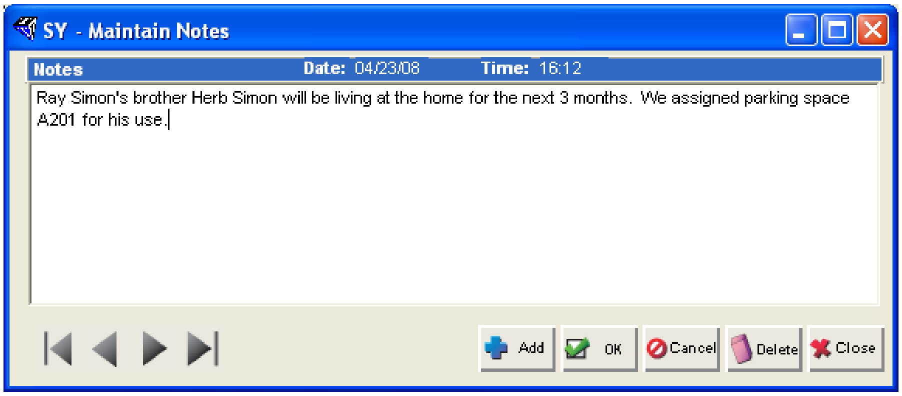


Navigate the Owner Notes screen like this:

	Use the arrows to scroll through all the Notes for the selected Owner.
	Click the **Add** button to enter a new Owner Note.
	Click the **OK** button when you have added or changed an Owner Note, then want to save the note.
	Click the **Cancel** button to scratch the changes made on the Owner Notes screen.
	Click the **Delete** button to permanently remove the select Owner Note.
	Click the **Close** button to exit the Owner Note.

A sample completed Owner Note would look like this:

Owner Notes



Save Note

Click **OK** to save the note and clear the screen, so you are ready to enter or change the Owner Notes for this *same* home.

Change Homes

Click Close to exit the Owner Notes for this home. You could then select another home within Owner Maintain to enter or change Owner Notes for that home.

Printing Owner Notes

Owner Notes may be printed as an option on a number of Owner Reports. When printing a report, you will be asked if you wish to print the Owner Notes. If you answer Yes, all the Owner Notes will be printed on the report below the listing for the home.

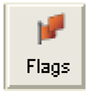
Flex Data

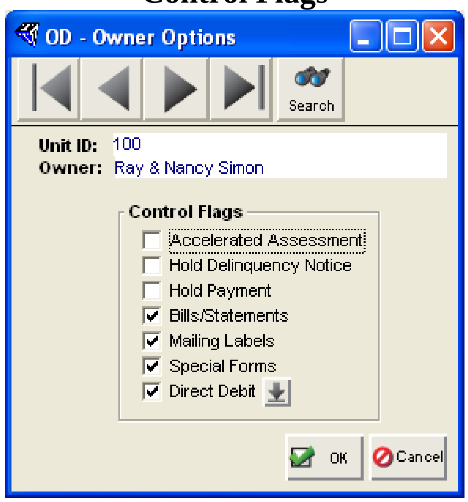
The **Unlimited Flex Data** feature enables you to add an unlimited number of custom data fields to your TOPS Professional™ Owner databases that are unique to your business needs. You define the field types and names of your **Unlimited Flex Data** fields for each community.

The **Unlimited Flex Data** feature provides the option to: Define Fields, Arrange Fields by Categories, Search Flex Data, Save, Edit, Delete, Export and Print lists based on Flex Data fields you select for your output. Currently you may create five types of data fields and within some types you have options to further define how the data will display. The types are: Text, Number, Date, Checkbox and List. Refer to the Unlimited Flex Data User Guide for detailed instruction on how to create and manage Flex Data Fields.

Flags

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.

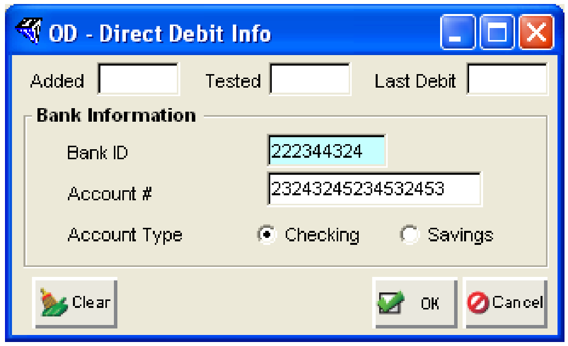
<table>
<tr><td>
</td><td>Click the Flags button to see the settings for this Owner.</td></tr>
<tr><td colspan="2">The owner Flags looks like this:

Control Flags


We'll cover each item on this screen in more detail below.</td></tr>
<tr><td>Accelerated Assessments</td><td>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 unpaid maintenance fee for the remainder of the year as delinquent, thereby "accelerating" 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.

Typically, an owner's "accelerated" 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 Accelerated Assessment flag will automatically be checked here in the owner Flags. The Accelerated Assessments is a self-maintaining system, meaning, you typically do NOT need to either checkmark or uncheck this box in the owner Flags. TOPS Professional will take care of everything for you.</td></tr>
</table>

	Accelerated Assessments are covering in more detail in the Accounts Receivable manual.
Hold Delinquency Notice	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. Checkmark this box if you do NOT want to send any further delinquency correspondence to this owner automatically from the TOPS Collection Action. Uncheck this box if you wish to resume sending delinquency correspondence to this owner.
Hold Payment	Checkmark the **Hold Payment** 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, check marking this box will help to prevent this. There is a further benefit of check marking 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.
Bills/Statements	Checkmark if this owner is the one who should received **Bills/Statements** 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 **Bills/Statements** and payment coupons.
Mailing Labels	Checkmark if this owner is the one who should received **Mailing Labels** 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.
Special Forms	If you used the Form Letter program to create a special form, like a customized bill, which you wish to send to some or all owners in a community, checkmark this box to indicate which owners should receive the **Special Forms**.
Direct Debit	If this owner has elected to pay their maintenance fee by **Direct Debit**, checkmark this box, then complete the **Direct Debit** bank setup. TOPS has the built-in ability to generate the required NACHA file under the **Direct Debit** 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. This information is stored in TOPS with data encryption to prevent identity theft.

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. This information is encrypted in TOPS to prevent identity theft. You only see the Account # displayed fully when you first enter it. Thereafter, you will only see the last 4 digits of the number.

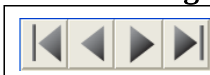
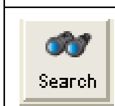
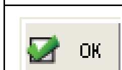
Checking – Checkmark if the account to be Direct Debited is a checking account.

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,** and **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 **Clear** button to erase the owner's bank info.
	Click the **OK** button to save any changes made to the owner's Direct Debit bank info.
	Click **Cancel** to scratch any changes made to the owner's Direct Debit bank info.

Screen Navigation

	Use the **Arrow** 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.
	The **Search** button lets you select a particular home in the community and jump to the Flags screen for that home.
	The **OK** button saves any changes to the Flags for the Owner. You will exit to the Maintain Owners screen.
	The **Cancel** button scratches any changes made to the Flags for the Owner. You will exit to the Maintain Owners screen.

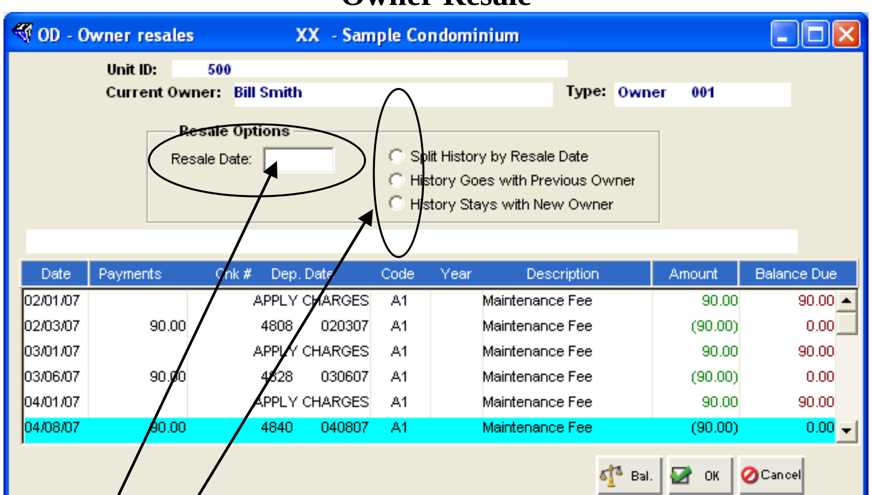
Owner Resales

If a home has been sold to another party, handle the sale here. This function will move the current owner to a Previous Owner, and then prompt you to enter the name of the new Owner. TOPS will keep track of both the new owner and the previous owner for you. The payment history can be split between the parties as of the resale date to keep the history accurate between the previous and new owners.

Warning – *ALWAYS* use the Owner Resale function when a home sells from one party to another. It will correctly keep the history of charges and payments for the Previous Owner and the new Owner.   *NEVER* simply change the owner name. Doing so will cause problems in many areas. Most importantly, it will distort the history of ownership of this home and the tracking of the responsible party for past charge and payment history.

Owner Resale Screen

<table>
<tr><td>
</td><td>Click the Owner Resale button to start the process of handling a sale of a home.</td></tr>
<tr><td colspan="2">The Owner Resale screen looks like this:

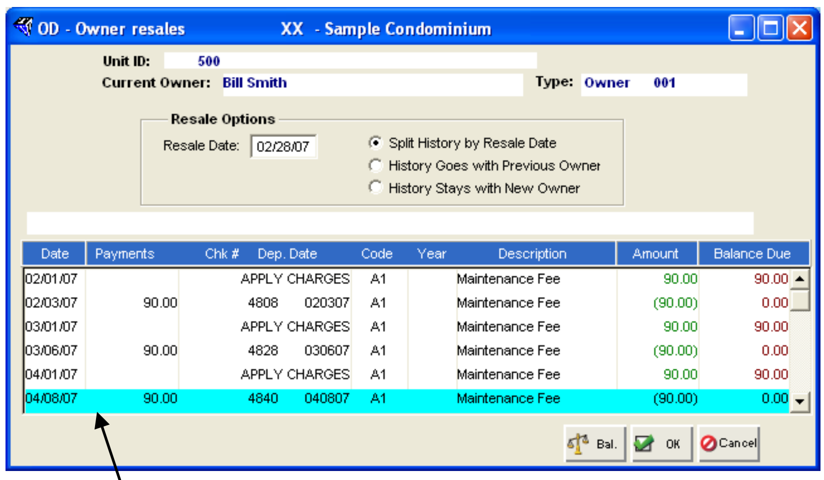
Owner Resale


We’ll explain how to complete the options on this screen to start the resale process.</td></tr>
<tr><td colspan="2">Data Fields</td></tr>
<tr><td>Resale Date</td><td>Enter the Resale Date which is the date the home sold from the previous owner to the new owner. You must enter a Resale Date.</td></tr>
<tr><td>Payment History</td><td>Ideally, you want the charge and payment history kept with the responsible owner for the period they owned the home. TOPS gives you three options to keep the payment history with the appropriate owner:</td></tr>
</table>

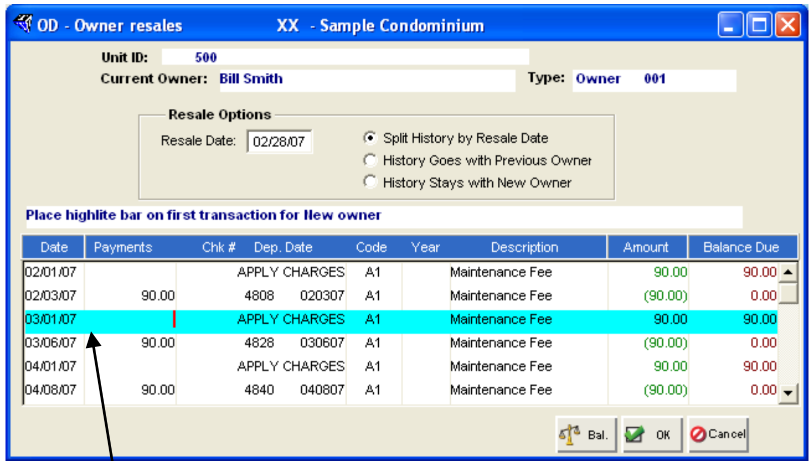
<table>
<tr>
<td></td>
<td>

Split History by Resale Date – takes all the transactions PRIOR to the split date and keeps them with the Previous Owner. Any transactions in the payment history dated from the split date FORWARD are attached to the New Owner. See next section to Manually Split History.
History Goes with the Previous Owner – all payment history transactions are kept with the Previous Owner. The New Owner starts out with no transactions on their payment history.
History Stays with New Owner – all payment history transactions stay with the New Owner of the home.

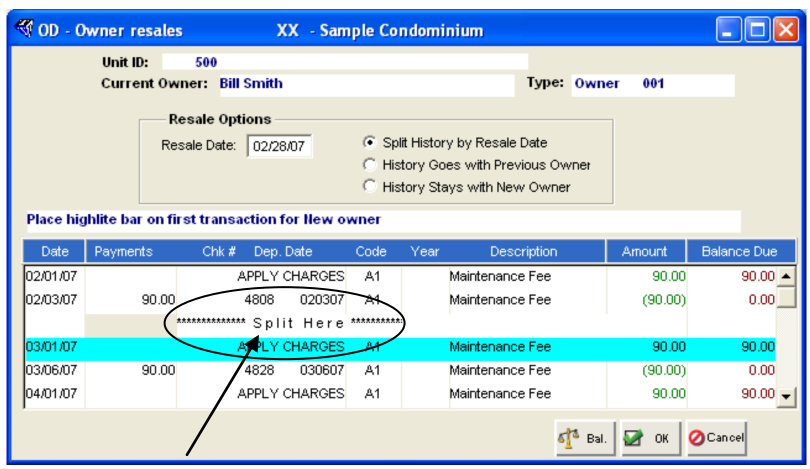
These options will automatically handle the payment history between the Previous and New Owners. Checkmark one of the above options to handle the payment history between owners.
</td>
</tr>
<tr>
<td>Manually Split History</td>
<td>
The goal with a resale is to accurately keep the charge and payment history between the Previous and New Owners of a home for the period that each has owned the home.



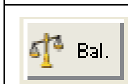
Using the mouse, single click on the transaction where you wish to split the transactions between Previous and New Owners. A blue highlight bar appears on that transaction. Click on a different transaction to move the highlight bar.
</td>
</tr>
</table>



Move the bar to highlight the transaction where you want to split the payment history. Double Click on the blue highlight bar to split the transactions at this point.



If the manual split of the payment history looks correct between the owners, click **OK** to proceed.



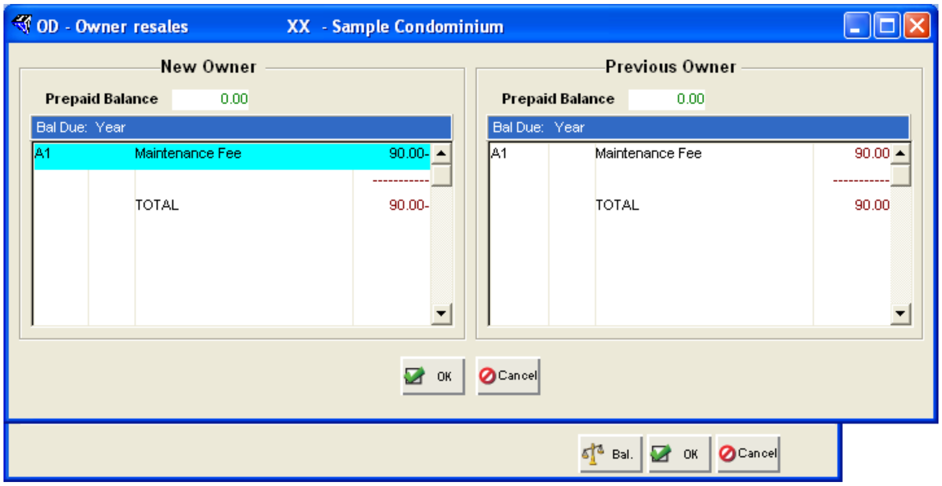
Click the **Balance** button to view the breakdown of the Balance Due by Charge Code.

Click the **OK** button to proceed to the next screen of the Owner Resale.

Click **Cancel** to start over again.

You will see the screen to verify the split of the owner balances between Previous and New Owners:

Verify Balances



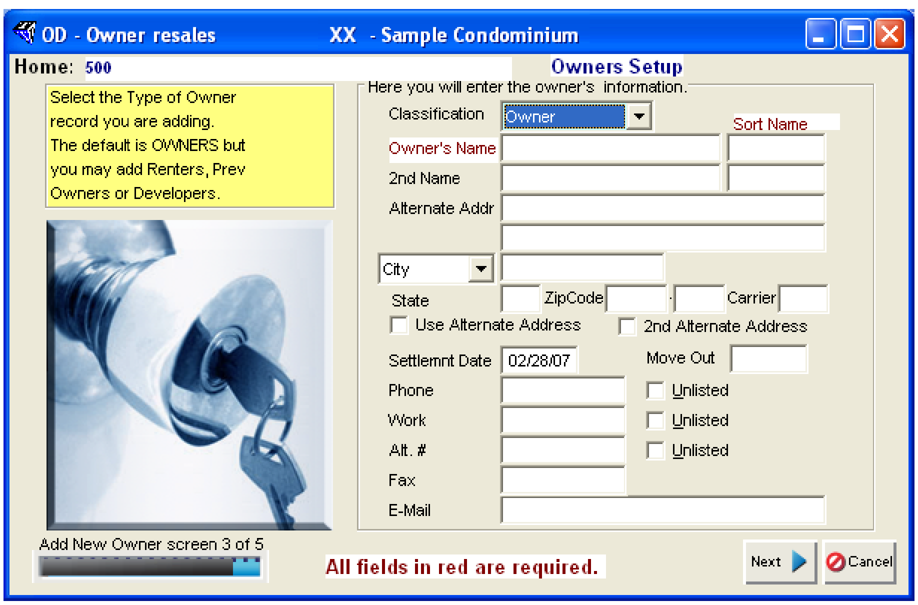
If it looks correct, click **OK** to proceed.

If the balances do not look correct between the parties, click **Cancel** to try again.

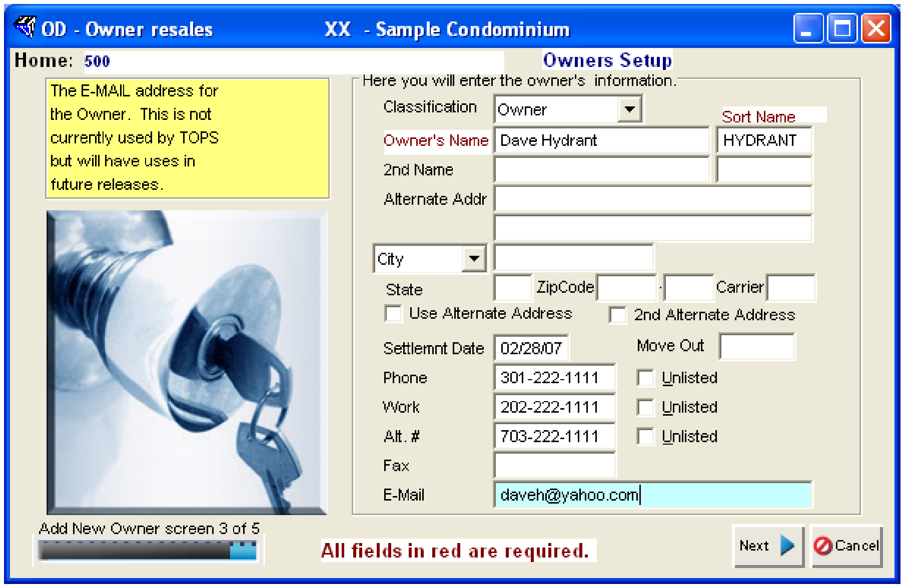
Owner Resale - Add New Owner

The last step in the Owner Resale process is to add the New Owner. You will see this screen for adding the Owner:

Add New Owner



Proceed to add the new owner record.



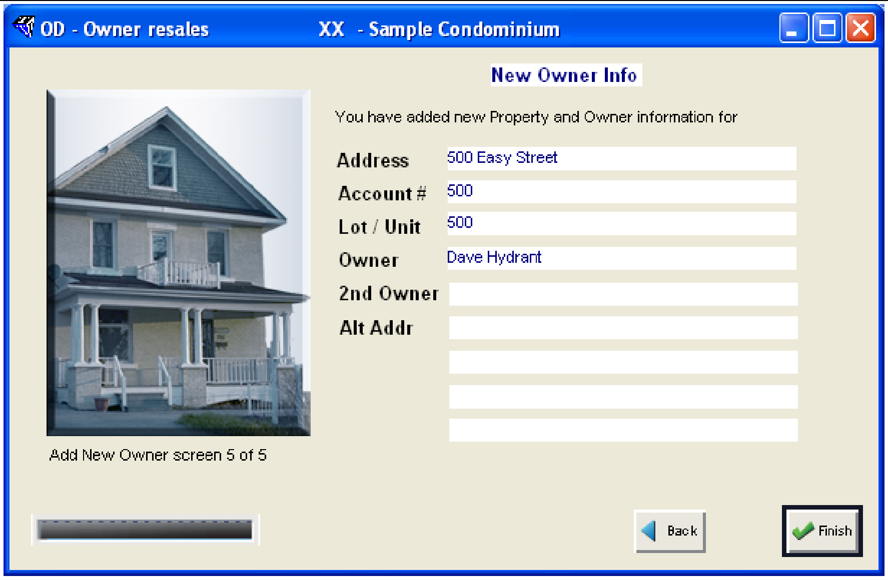
Click **Next** to proceed.

Recurring Owner Charges

Make sure you have the Recurring Charges setup correctly for the New Owner. Click OK to proceed.

Upon completion of adding the New Owner record, you will see this Recap screen:

Recap Screen



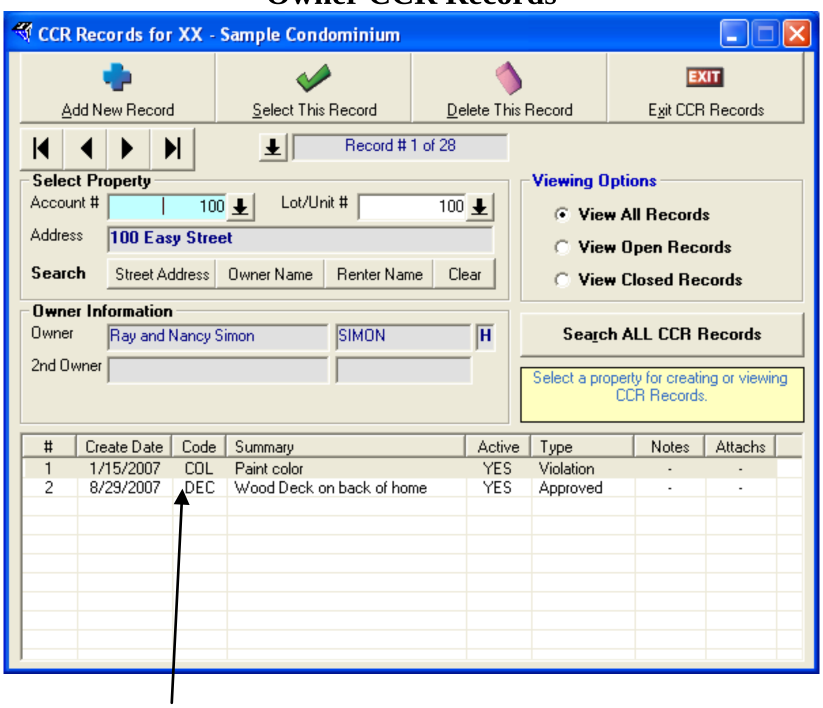
This just verifies that you have completed the steps for handling the Resale. Click the **Finish** button to exit. You will return to the Owner Maintain screen showing the New Owner you just added.

This completes the steps for handling **Owner Resales**.

Owner CCR Records Overview

From the Owner Maintain screen, you can open a window to see all the CCR Records on file for a home. The CCR Records can be any type: approved architectural changes, violations, pending requests or disapproved requests. You can open any CCR Records, view the details, make changes or even add a new CCR Record for the home.

You must own the CCR Module, an optional module in TOPS, in order to use this function on the Owner Maintain screen. If you do not own the CCR Module, the CCR button will be grayed out and will not do anything if clicked.

<table>
<tr><td>
</td><td>Click the CCR button to see any CCR records for this home. You must own the CCR Module (an optional module) in order to see the CCR records for this home.</td></tr>
<tr><td colspan="2">The CCR Records screen looks like this:
Owner CCR Records


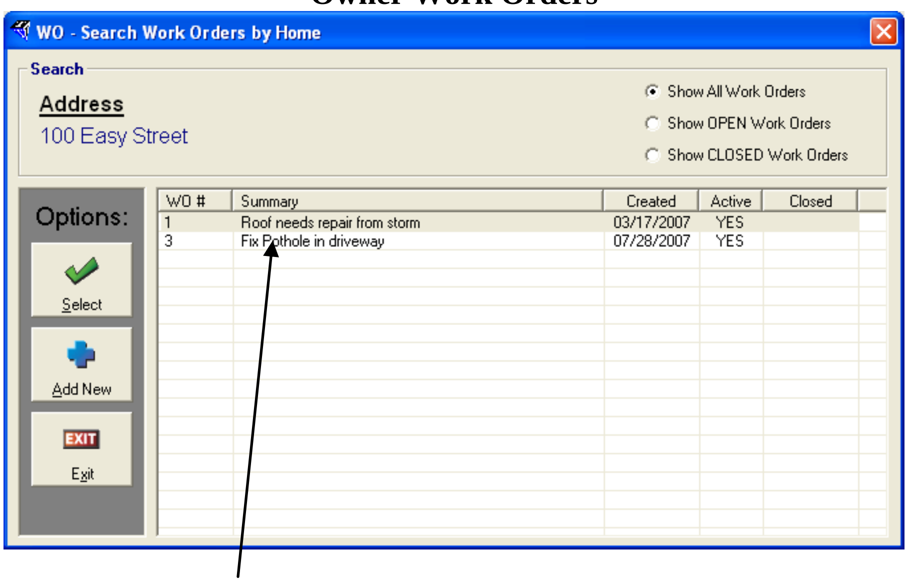
If there are any CCR Records entered in the CCR Module for this home, they will be displayed.
Notice that you can add new CCR Records, Delete CCR Records or open any of the existing CCR Records to view/maintain them.
For more information about working with the CCR Records, see the manual section for the CCR Module.</td></tr>
<tr><td>
</td><td>Click the Exit button when you wish to return to the Owner Maintain screen.</td></tr>
</table>

Work Orders

From the Owner Maintain screen, you can open a window to see any Work Orders on file for a home. This would only show Work Orders for jobs involving this home, not common area Work Orders. You can open a Work Order, view the details, make changes or even add a new Work Order for the home.

You must own the Work Order Module, an optional module in TOPS, in order to use this function on the Owner Maintain screen. If you do not own the Work Order Module, the Work Order button will be grayed out and will not do anything if clicked.

<table>
<tr><td>
</td><td>Click the Work Order button to see any Work Orders for this home. You must own the Work Order Module (an optional module) in order to see the Work Orders for this home.</td></tr>
<tr><td colspan="2">The Work Order screen looks like this:

Owner Work Orders


If there are any Work Orders entered in the Work Order Module for this home, they will be displayed.
Notice that you can add new Work Orders, Delete Work Orders or open any of the existing Work Orders to view/maintain them.
For more information about working with Work Orders, see the manual section for the Work Order Module.</td></tr>
<tr><td>
</td><td>Click the Exit button when you wish to return to the Owner Maintain screen.</td></tr>
</table>

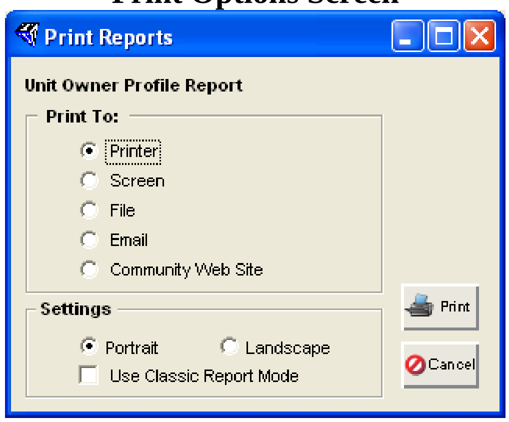
Print

From the Owner Maintain screen, you can print a report showing ALL the information on file for the home and owner. It is the same as the Owner Profile Report on the Owner Reports menu, only just for the selected home. If you keep a folder for each home in the community, being able to print an updated report every time key owner information changes can be handy.

	Click the **Print** button to print the Owner Profile Report for the selected home.

The **Print Options** screen looks like this:

Print Options Screen



Select from these print options:

Print To:

- Printer – creates a printed report
- Screen – displays the report on the screen rather than printing it to paper
- File – creates a file which can be saved to a location on your computer
- E-mail – generates a PDF file for the owner reports. It then uses the default e-mail system (Outlook, Outlook Express, etc) to e-mail the report to an e-mail address in your address book.
- Community Web Site – generates a PDF file that can be uploaded to a web site.

Settings:

- **Portrait** – self-explanatory
- **Landscape** – self-explanatory
- **Use Classic Report Mode** – TOPS Professional™ features redesigned reports and a new report engine. If you prefer the older report style, just checkmark this box. However, we recommend leaving this unchecked because the new report style has more options available within the report.

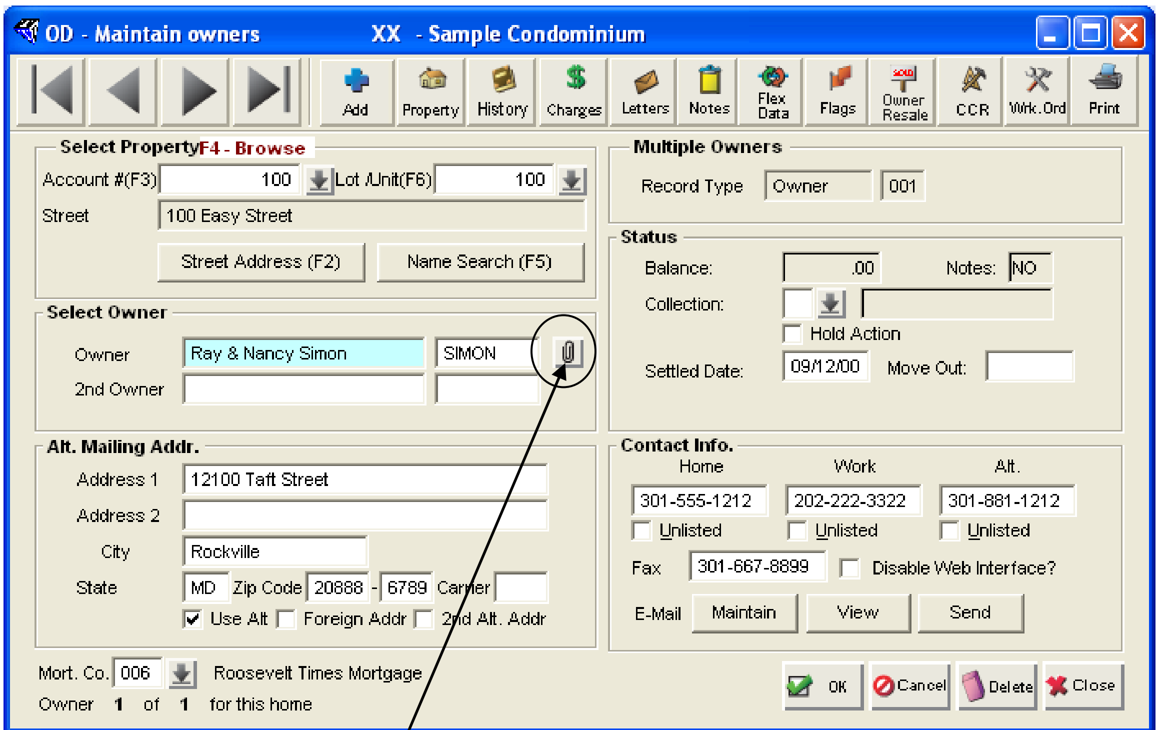
	Click the **Print** button to proceed with the report options selected.
	Click the **Cancel** button to exit from printing a report.

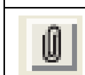
Add Owner Attachment

Attachments can be any document or digital image you wish to store for an Owner. It might be a scanned letter received from the Owner. It might be a picture of the home. Literally, it can be ANYTHING. Think of the Attachments like an electronic filing cabinet for information relating to each home and owner.

Select **Maintain** from the Owner Database menu.

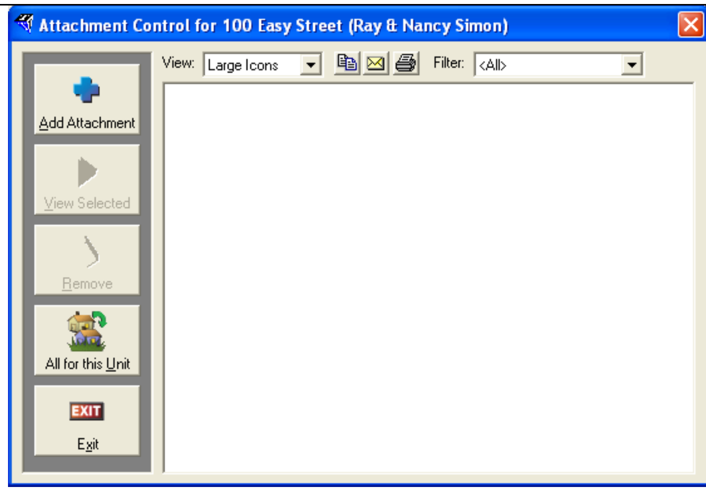
Start at the Owner Maintain screen:





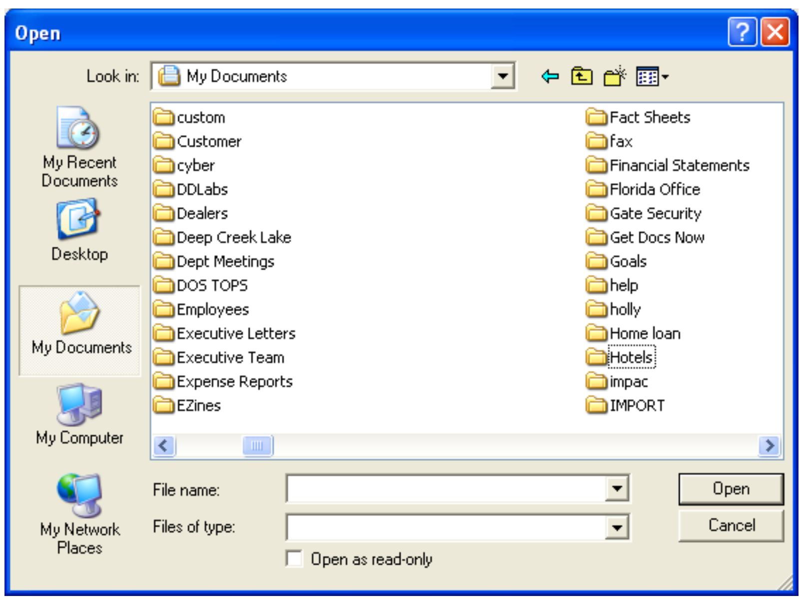
Click the paper clip icon to open up the Attachments.

You will see the screen for adding or maintaining the Attachments for this Owner:



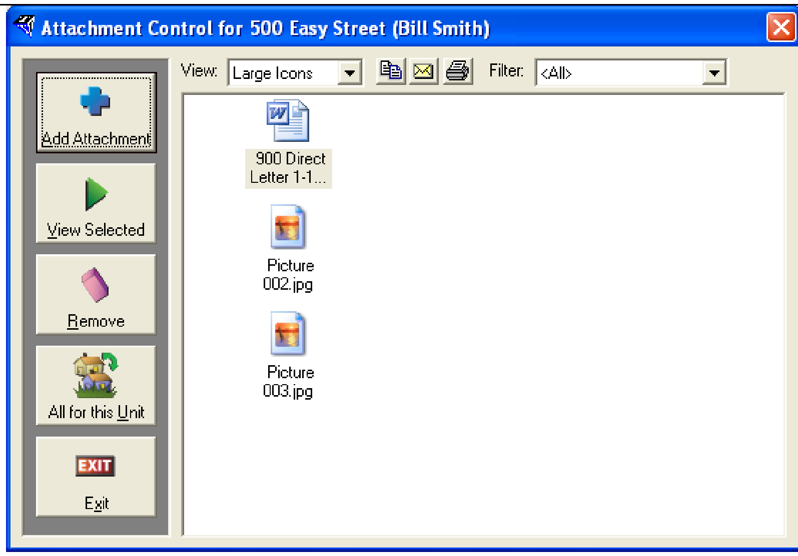
Click the **Add Attachment** button to select an attachment which is already somewhere on your computer or computer network.

A browser window will open up so you can navigate on your computer or network to locate the Attachment.



When you have found the Attachment, simply click on it to select it. Then click either **Open** or **Save** depending on the prompt your version of Windows® gives you.

Whatever the document or image names you select to Attach to a home, they will show on the Attachments screen like this:



Click on the Attachment to open or view it. Delete it by clicking to highlight it, and then click the **Remove** button.

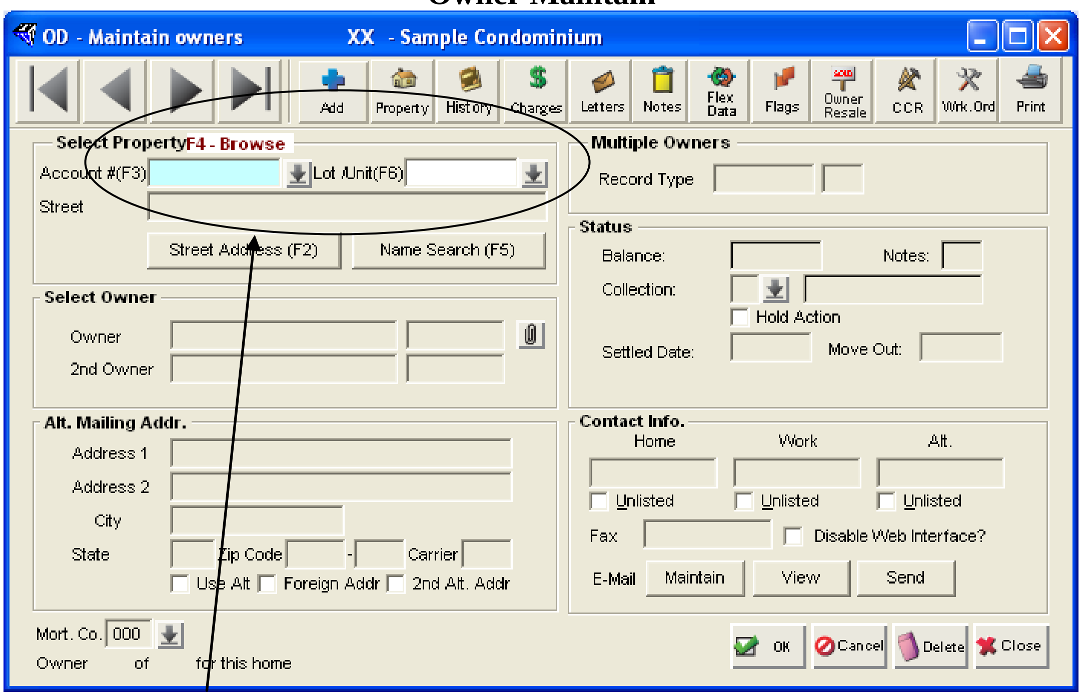
Select Home & Owner

TOPS gives you several ways to select a Home and Owner depending on which method is convenient for you. The way a home is selected is based on the default *"preferred access mode"* specified in the Owner Control Info. But you can change to any of the ways to select a home "on the fly" as follows:

- **Account Number**
- **Lot/Unit Number**
- **Street Address**
- **Name Search**
- **Browse Arrows**

To select a home, start at a blank Owner Maintain screen:

Owner Maintain

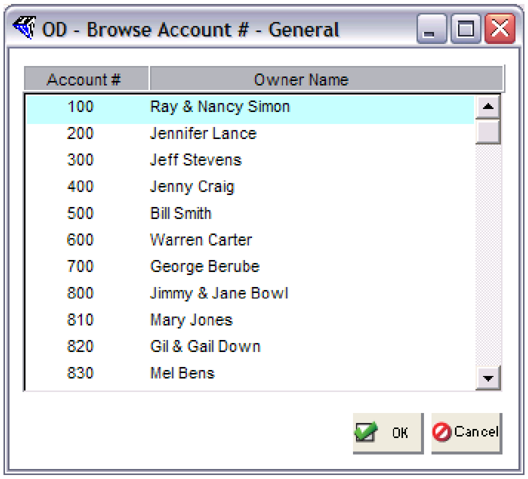


This is the area used to select the home and owner. Selecting the home and owner works the same way throughout TOPS. We'll cover each available method in turn.

Account #	Select the home at the upper left part of the Owner Maintain screen. If using Account # to select the home, make sure the cursor is positioned in the Account # selection box:  Type account number or click **Browse**  to select the account number for the home. Alternatively, you may use the **F3** special function key at the top of your keyboard.

If you use the Browse button, you will see the owner browse screen:

Account # Browse

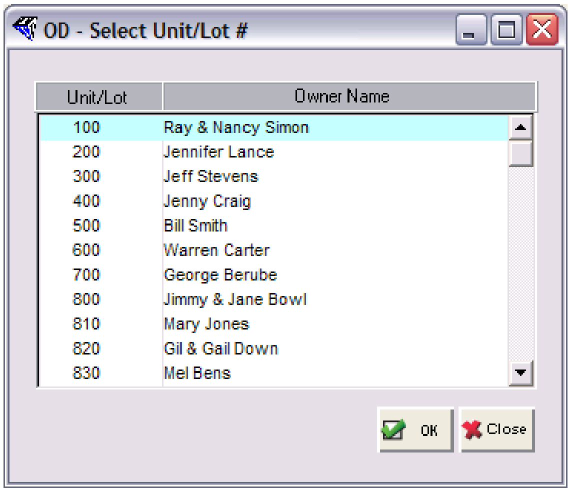


Use the mouse to double click on the owner record you wish or click to highlight the owner, and then click **OK**.

Lot/Unit #	Select the home at the upper left part of the Owner Maintain screen. If using **Lot/Unit #** to select the home, make sure the cursor is positioned in the **Lot/Unit #** selection box:  Type **Lot/Unit #** or click **Browse** to select the account number for the home. Alternatively, you may use the **F6** special function key at the top of your keyboard.

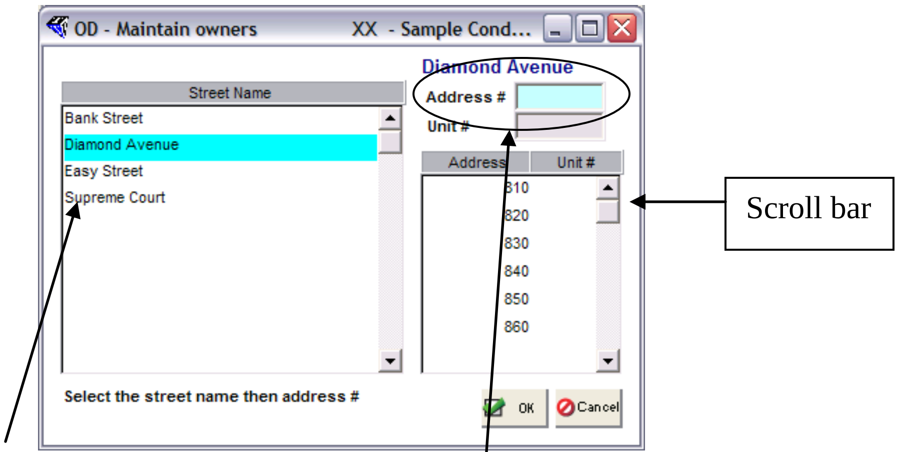
If you use the Browse button, you will see the owner browse screen:

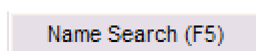
Lot/Unit # Browse



Use the mouse to double click on the owner record you wish or click to highlight the owner, and then click **OK**.

<table>
<tr><td>Street Address</td><td>If using Street Address to select the home, click that box on the owner selection area:

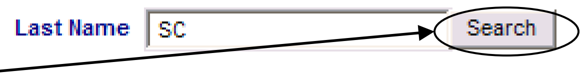

Alternatively, you may use the F2 special function key at the top of your keyboard.</td></tr>
<tr><td colspan="2">You will see the Street Address selector:
Street Address Selector


First, select the Street Name. Then either type the Address # (and Unit #, if any) or browse the addresses displayed below the address # entry box using the scroll bar till you find the correct address # on the street.</td></tr>
<tr><td>Name Search</td><td>If using Name Search to select the home, click that box on the owner selection area:


Alternatively, you may use the F5 special function key at the top of your keyboard.</td></tr>
<tr><td colspan="2">You will see the Name Search screen:
Owner Name Search


You are ready to select a home and owner by the Owner's Last Name.</td></tr>
</table>

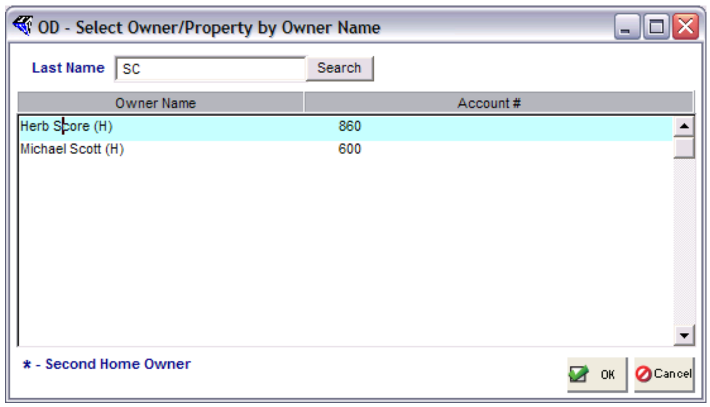
Enter the **Owner Last Name** or the beginning letters of it like this:



Click the **Search** button to find matching names.

You will see the matching owner names listed.

Owner Name Search



Double click the Owner Name you wish to select or highlight it with a single click, then click the **OK** button.

Browse Arrows are another way you can select a home. Use the arrow buttons on the toolbar to move through the owner information and display the first record, previous record, next record, or last record on file.

This can be a handy way to view Owners records if you are looking to change certain info.

You can use the Browse Arrows to move from home to home on several screens related to Owner Maintain. Browse Arrows can be found in:

- **Owner Maintain**
- **Property Info**
- **Recurring Charges**
- **Flex Data**
- **Owner Flags**
- **CCR Records**

Alternate Mailing Address

If the owner does not live at the home within the community or wants mail sent to another address, enter/maintain the address here. If the owner lives at the home and wants community mail sent to the home, leave the Alternate Address fields blank.

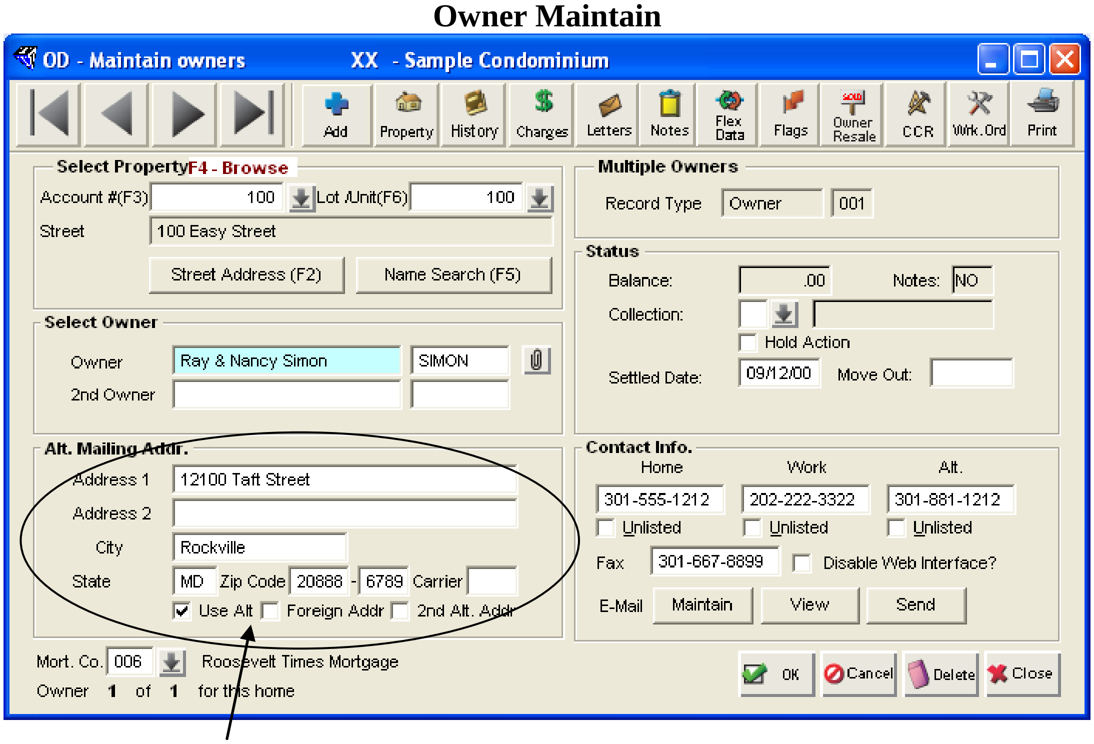
Each owner record can have up to 2 alternate mailing addresses. Additionally, the alternate mailing address can be formatted to accommodate foreign addresses. If the Use Alt. Check box is selected, the alternate mailing address is used for mailing labels, correspondence, and bills for the owner.

Community Web Sites

If the community has a TOPS Community Web Site (hosted by AtHomeNet), then owners may update their Alternate Mailing Address through the Address Book page of the web site and this change will flow back into TOPS the next time the two systems sync with each other, provided that the "Disable Web Interface" checkbox is *unchecked* on the Owner Maintain screen.

Alternate Mailing Addresses are stored in the owner record, like this:

Owner Maintain

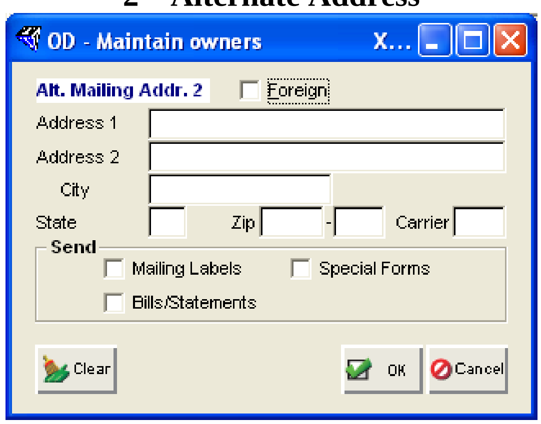


The **Alternate Mailing Address** is stored here.

Data Fields

☑ Use Alt	To use the **Alternate Mailing Address**, you must check the box titled "Use Alt". If you do not checkmark this box, TOPS will continue to send all correspondence and bills/statement to the home address.

<table>
<tr><td>
</td><td>CHECKMARK THIS BOX IF THE ALTERNATE ADDRESS IS IN A FOREIGN COUNTRY. IT WILL THEN CHANGE THE ALTERNATE ADDRESS FIELDS TO ACCOMMODATE A FOREIGN ADDRESS.</td></tr>
<tr><td colspan="2">If the Foreign Address box is checked, it changes the Alternate Address like this:


Enter the Foreign Address in the 3 address lines given.</td></tr>
<tr><td>
</td><td>If an owner has a 2nd Alternate Address, checkmark this box. This can be handy if the owner has another home for a portion of the year or has a property manager looking after the home who needs to be copied on all correspondence and bills/statements.</td></tr>
<tr><td colspan="2">If the 2nd Alternate Address is check marked, it opens up another Alternate Address screen:
2nd Alternate Address


Notice in addition to the address there are checkboxes for:
Mailing Labels
Bills/Statements
Special Forms
THIS ALLOWS YOU TO CONTROL YOUR MAILING EXPENSES BY SELECTING WHICH ADDRESSES ARE TO BE INCLUDED WHEN THERE ARE MAILINGS TO THE COMMUNITY.</td></tr>
</table>

Multiple Owners

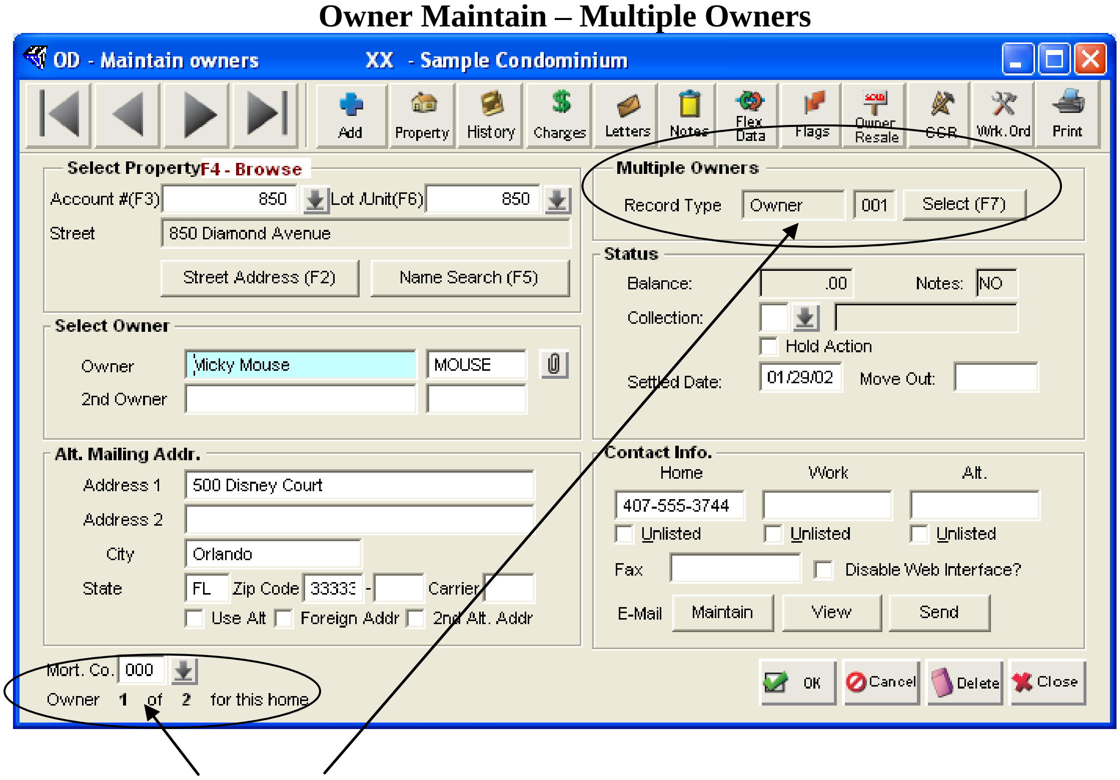
Recognizing that there can be more than one owner of a home, TOPS allows for multiple owner records for each home. There can be multiple owner records to fully track the ownership of a home. In addition to the current owner(s), TOPS will keep track of Previous Owners if the Owner Resale function on the Owner Maintain screen is used. Also, renters can be added where the home is a rental property. Finally, Builder/Developer owned homes can also be tracked.

TOPS uses these owner classifications to track the different owner record types:

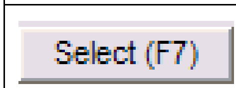
(H) = Current owner
(P) = Previous owner
(R) = Renter
(V) = Developer

If there are multiple owner records for a home, it will look like this:

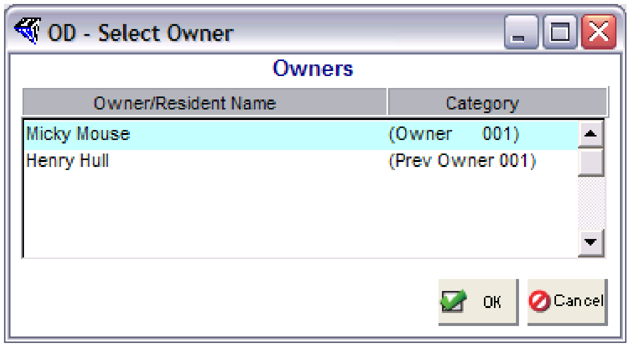
Owner Maintain – Multiple Owners



Notice the **Multiple Owners** areas of the Owner Maintain screen.

	The **Select (F7)** button only displays when there is more than one Owner Record for a home.

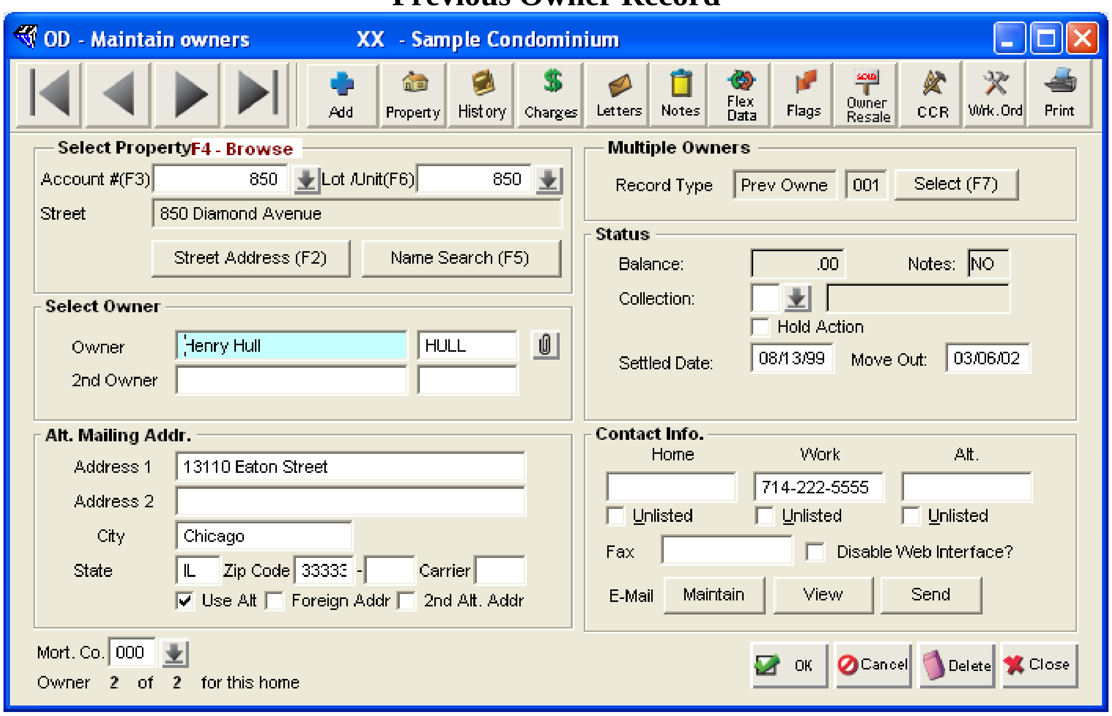
Once you click the **Select (F7)** button, you will see a browse screen showing all the owner records for this home.



Double Click to select the owner record or single click to highlight, and then click the **OK** button.

A sample of a Previous Owner record would look like this:

Previous Owner Record



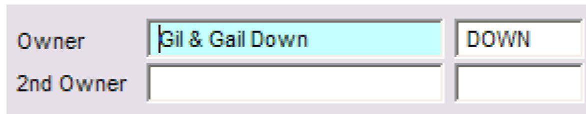
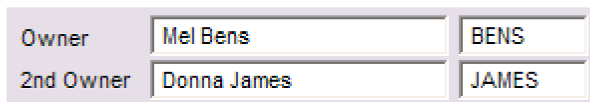
Like any Owner Record, you can change any of the information on file for a secondary owner or previous owner.

For more information on Multiple Owners, see the sections titled:

- **Husband & Wife**
- **Previous Owners**
- **Add Renters**
- **Add Owners**

Husband & Wife

Because a Husband and Wife is the most common situation for multiple owners of a home, we'll cover the recommended way to handle them.

Current Owners	**Husband & Wife** We recommend entering both the husband and wife names in the first owner name field like this:  If the spouse has a different last name, the 2nd Owner field can be used.
	Separate Owners If 2 separate owners own the home, they can be entered like this:  If each owner has a different mailing address, then you would need to add a new owner record on a new owner screen to enter the 2nd owner record with a different mailing address.

Previous Owners

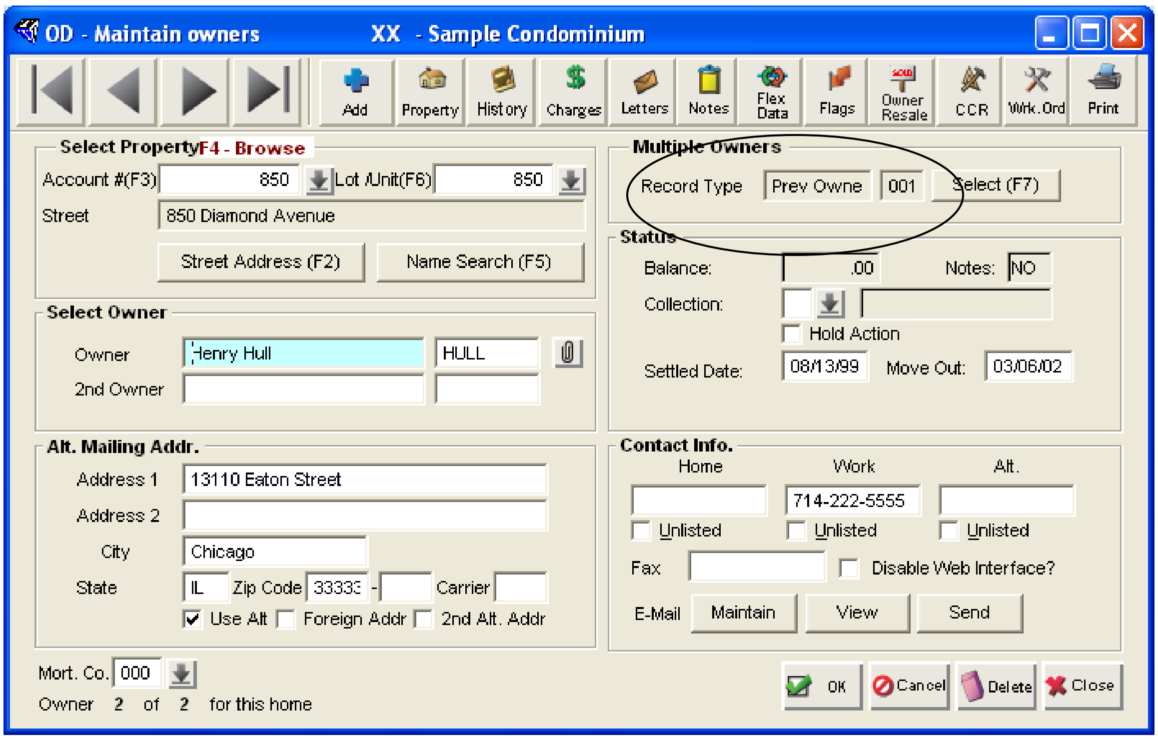
TOPS will track multiple Previous Owners for a home. It is important to keep the correct owner with the payment history that goes with that owner for the period the home is owned by them. Never just change the owners name when a home sells to a new owner, instead use the Owner Resale function on the Owner Maintain screen.

Using Owner Resale, the change in ownership is handled for you easily and correctly.

See **Owner Resale** for detailed instructions on handling a resale.

A previous owner record looks like this:

Previous Owner Record



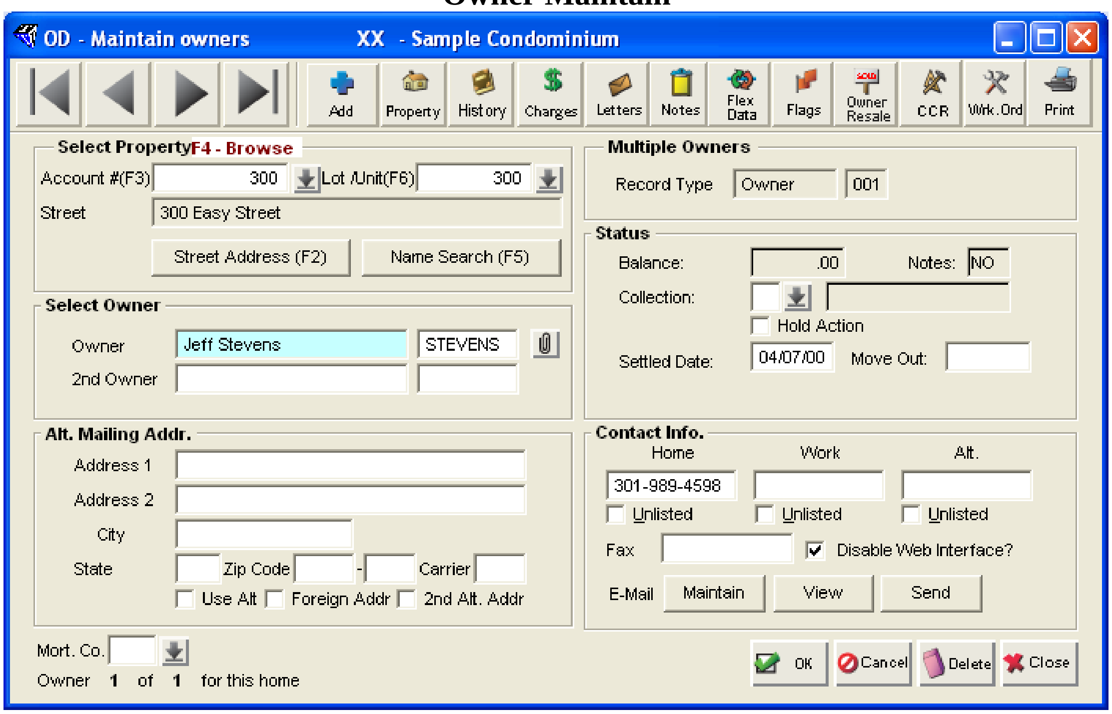
Renters

In addition to Owners, Previous Owners and Builder/Developers, TOPS can track Renters of a home. Renters are one of the four Owner Classifications types for owner records.

	Select **Maintain** from the Owner Database menu.

To add a **Renter** record, first select the home.

Owner Maintain



Start at the current owner record.

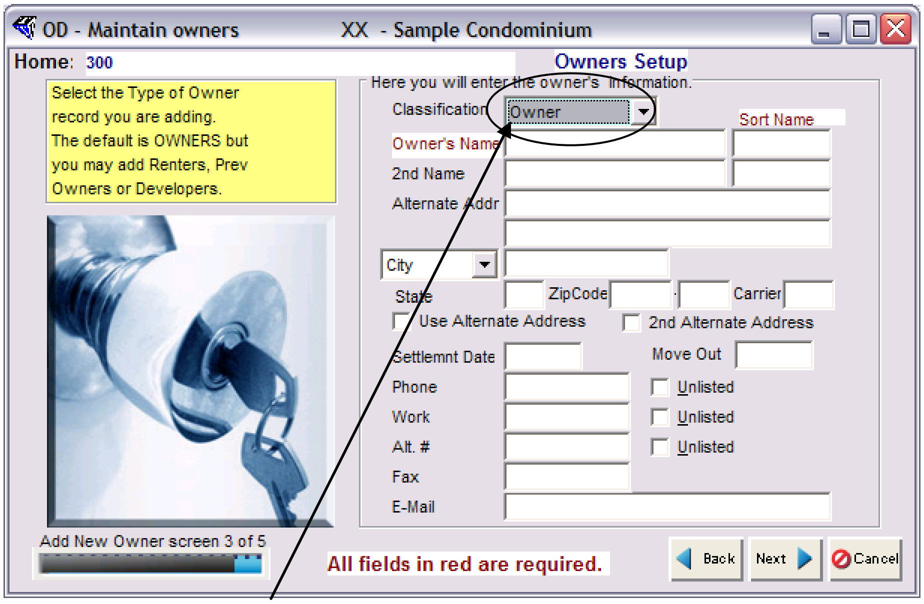
	Click the **Add** button located at the upper left corner of the Owner Maintain screen to add a Renter record.

You will see the **Owner Selector**:

	Click the **Add** button to proceed with adding a Renter record.

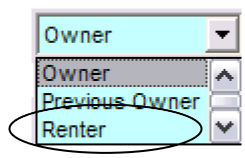
You will see the screen to add a new owner record**:**

Add Owner Record



Notice the default **Owner Classification** is “Owner”. Click on the down browse  to select other **Owner Classifications**.

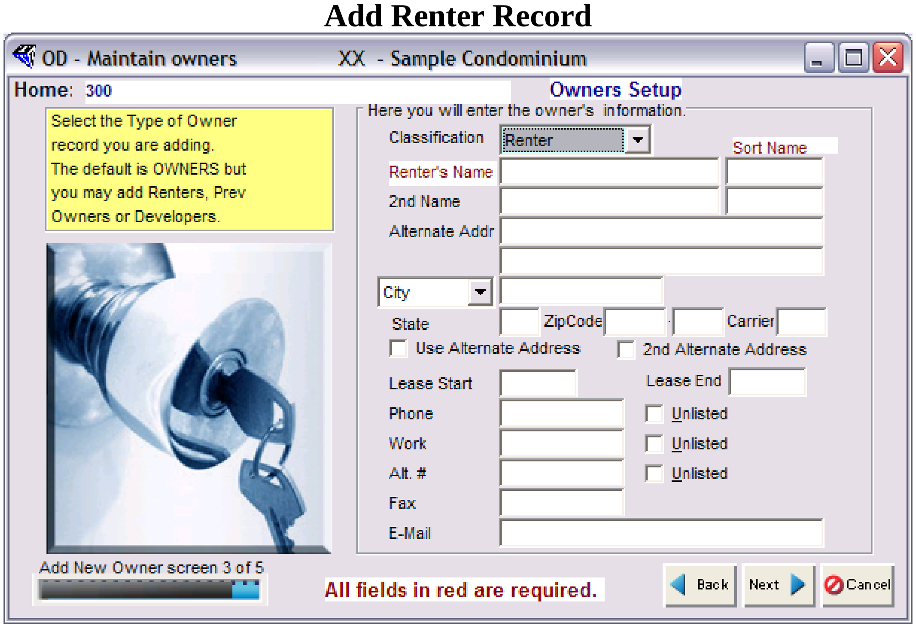
You will see the other **Owner Classifications** to select from.



To add a Renter record, click on the Renter class.

Proceed to enter the renter’s information on this screen:

Add Renter Record

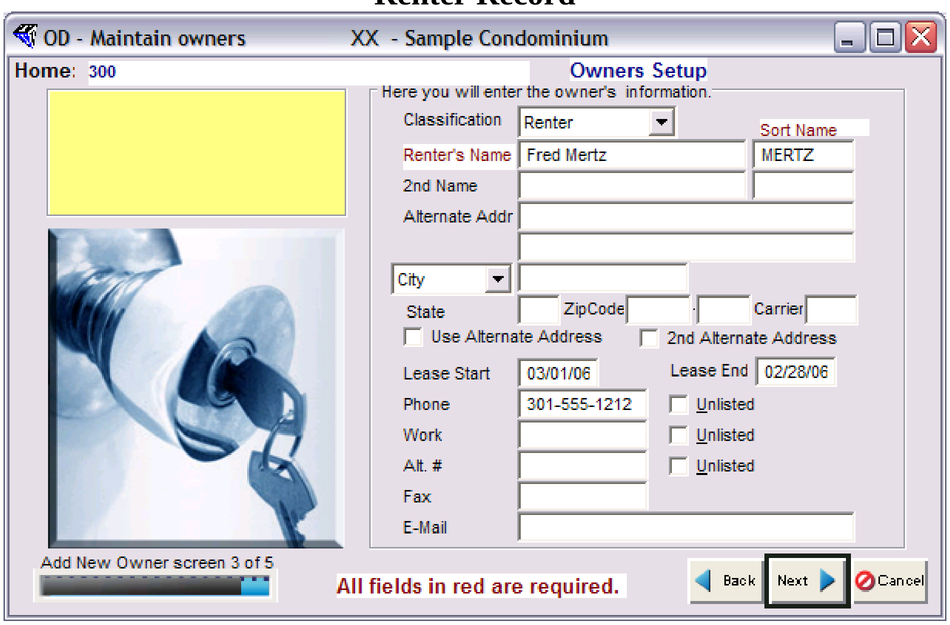


We'll discuss the key information that needs to be entered.

Renters Name	Enter the name of the renter. To make it more generic, you could enter "Resident". The **Renters Name** is required.
Sort Name	Enter the renters Last Name. If you enter "Resident" for the Renters Name, enter "Resident" in the Sort Name field. The Sort Name is required to do name searches and also for sorting alphabetically on reports.
Alternate Address	Usually this is not needed for a Renter because the Renter would live at the home in the community.
Lease Start	Enter the starting date of the lease, if known.
Lease End	Enter the ending date of the lease, if known.
Contact Info	Enter the Renter's phone #'s and e-mail, if known.

A completed Renter record might look like this:

Renter Record



	Once you have completed entering the Renter's information, click the **Next** button.

You will see the Add Owner Record confirmation screen:

Confirmation

This confirms the completion of adding the Renter record.

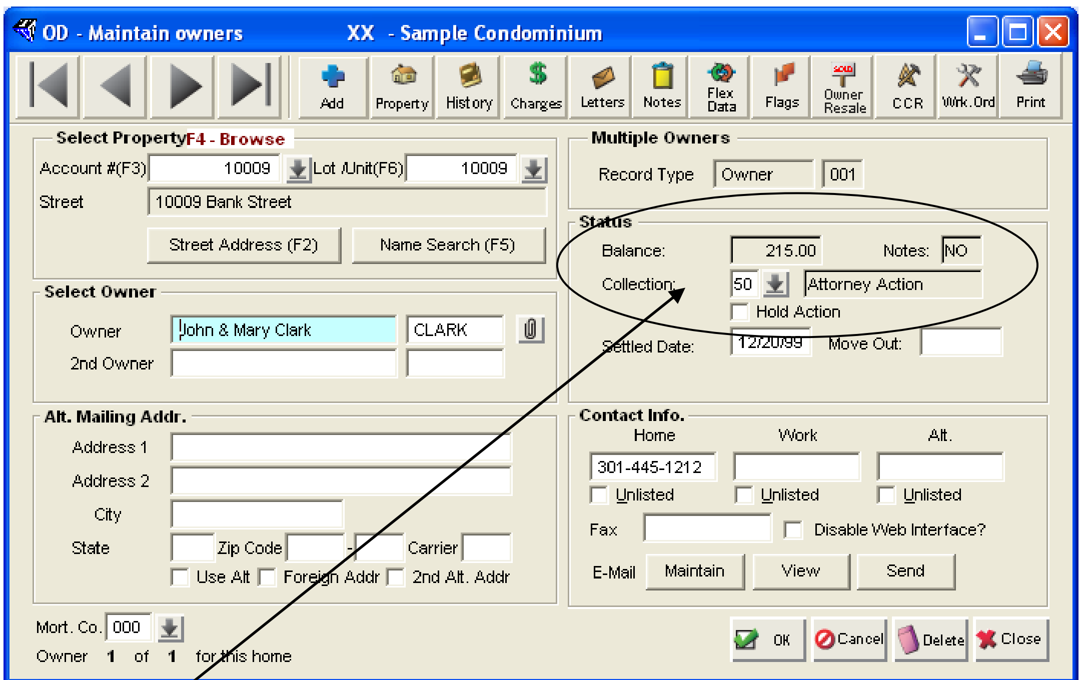
	If everything looks OK, click the **Finish** button to exit from the confirmation screen. If you need to make corrections, click the **Back** button.

Collection Action

Taking Collection Action is usually done through the Accounts Receivable (AR) module. Under the AR module, there is an automated system for finding delinquent owners and sending the appropriate letters and notices. But sometimes you need to manually freeze the Collection Action or change the step of the Collection Action for a particular owner. You can do this on the Maintain Owner screen as well as on some screens in the AR module.

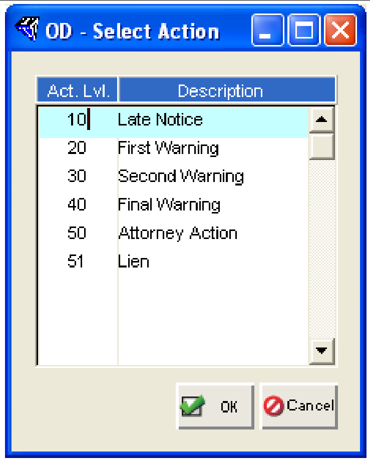
<table>
<tr><td>
</td><td>Select Maintain from the Owner Database menu.</td></tr>
<tr><td colspan="2">Then select the home where you wish to change the collection action step. It will look like this:

Owner Maintain



Notice the Status area of the Owner screen. This area shows the Balance Due from this Owner as well as the step in the Collection Action that was last taken.</td></tr>
<tr><td>Collection</td><td>Notice the down browse arrow  Click the arrow to see the collection steps from the Collection Action Table for this community.</td></tr>
<tr><td colspan="2">Select the step from the Collection Action Table where you wish to place this Owner:

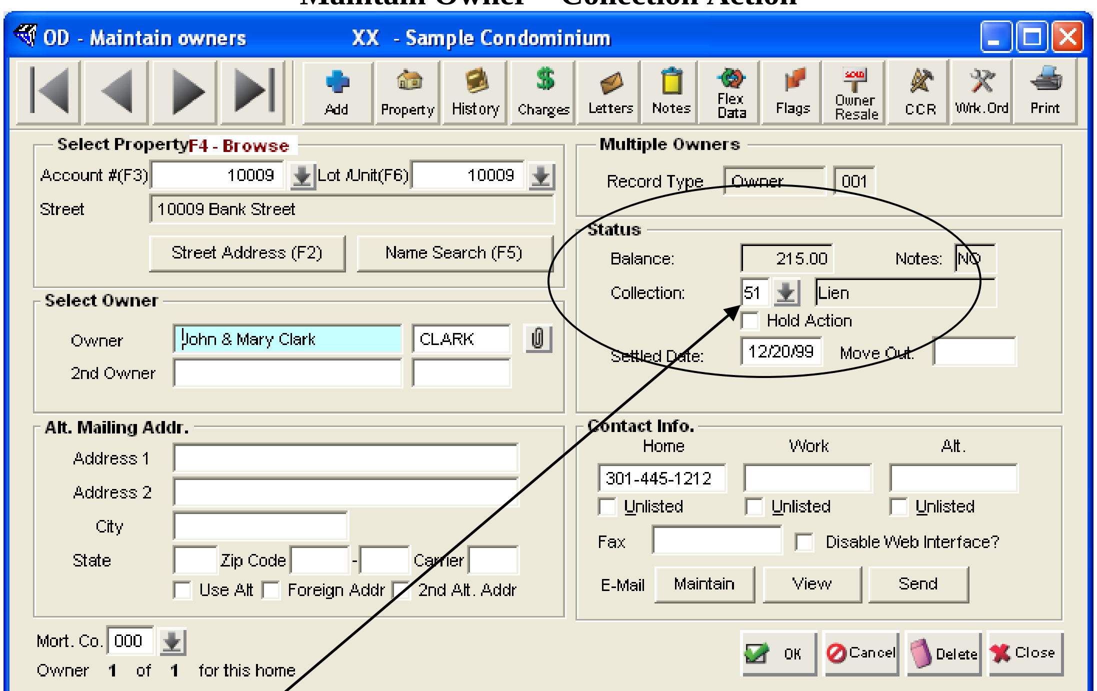
Collection Action Steps</td></tr>
</table>



Just double click on the step or single click, and then click OK.

You will see the step you select displayed in the Maintain Owner screen:

Maintain Owner – Collection Action



In addition to manually placing an Owner at a particular Collection Action step, you can also checkmark the Hold Action to freeze them at this step, if you wish.

Hold Collection Action

A “hold” stops collection letters from automatically being printed for this owner and "freezes" them at whatever Collection Action step they are currently in. Then, no notices or letters will be sent. The owner will stay at this Action level and not be stepped through any further categories from the Collection Action Table. You might want to do this when an owner is in legal action with an attorney and you no longer wish to send the owner any Collection Letters.

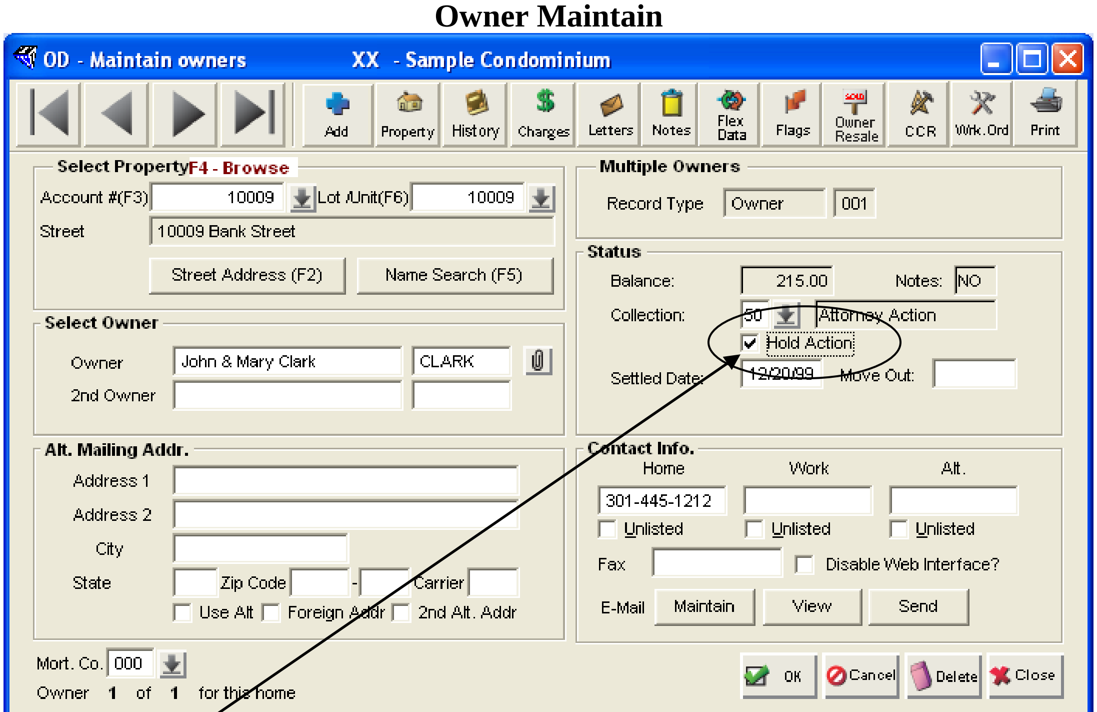
When taking Collection Action in the A/R module, you will see all the owners listed who have a "hold" on taking further action. You can then elect to remove the hold, if you wish, so that letters are sent about the delinquent balances owed. See Collection Action in the A/R module help for more information.

A “hold” can be put on an Owner’s collection action in several places within TOPS. This shows how to put a “hold” into the Owner record from the Owner Maintain screen.

Select **Maintain** from the Owner Database menu.

Select the home where you wish to place a “hold” on the Collection Action.

Owner Maintain



Notice the **Status** area of the Owner screen. This area shows the Balance Due from this Owner as well as the step in the Collection Action that was last taken.

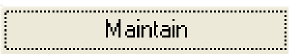
Click on the **Hold Action** checkbox to place a “Hold” on the Collection Action for this homeowner. If you wish to remove the “Hold”, just un-check this box.

Hold Payments

Sometimes when a delinquent owner is referred to the attorney for legal action, the attorney will instruct you not to accept any further payments from the delinquent owners. In this case, you can place a “Hold” on accepting payments. A “Hold” on the payments means you will be warned when trying to enter a cash receipt for this owner. The warning will be given in both the A/R – Owner Cash Receipts system and also in Global Functions – Scan Payments. You can override this “Hold” if necessary.

Another benefit of placing a "Hold" payment on a delinquent owner is that TOPS can generate a Hold Payment File that can be uploaded to your bank if payments are received through a bank lockbox system. The bank can then take this file and use it to not accept a delinquent owner’s payment received into the bank lockbox system.

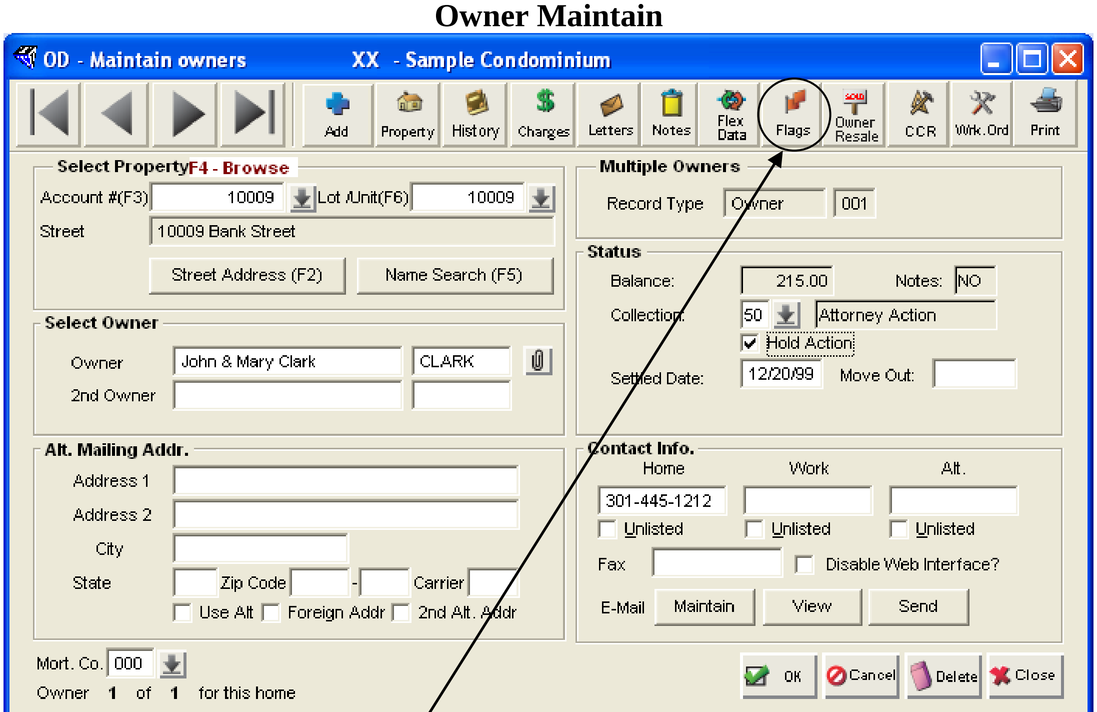
A “hold” can be put on an Owner’s collection action in several places within TOPS. This manual section just shows how to put a “hold” directly into the Owner record from the Owner Maintain screen.



Select **Maintain** from the Owner Database menu.

Then select the home where you wish to place a “Hold Payment”. It will look like this:

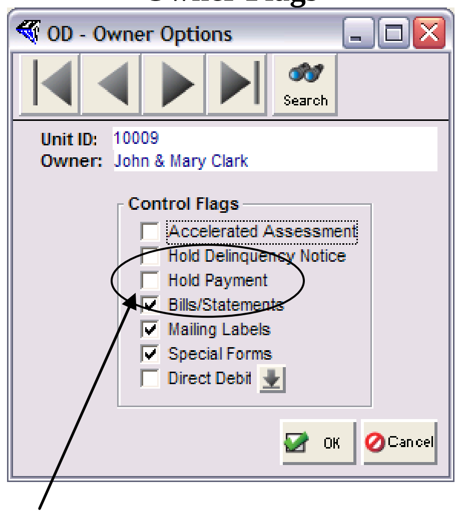
Owner Maintain



Click on the **Flags** button.

You will see the **Owner Flags** screen:

Owner Flags



<table>
<tr>
<td>
</td>
<td>Click on the Hold Payment checkbox to block payments from being accepted. If you wish to remove the “Hold”, just un-check this box.</td>
</tr>
</table>

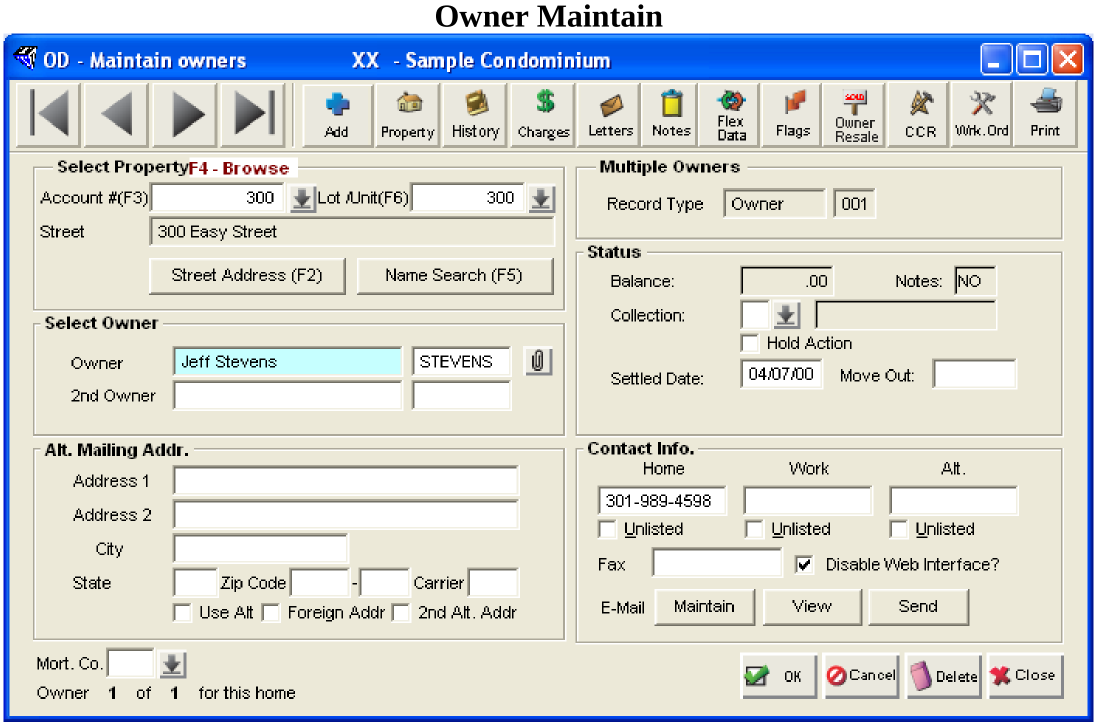
Add New Owner Record

There can be multiple owner records kept for each home in the community. TOPS can keep track of multiple Current Owners, Previous Owners, Renters or Builder/Developers for each home. At any time, you can select a home, and then add another owner record.

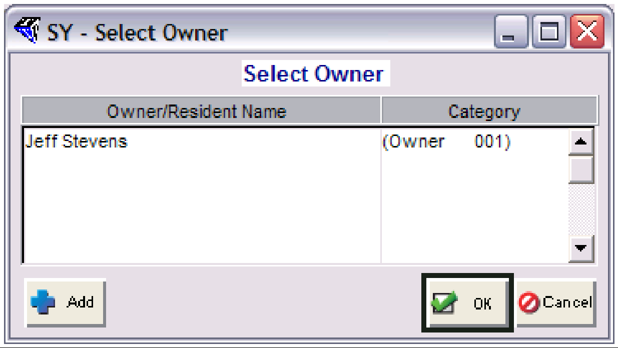
Depending on what you wish to do, there are two ways to add Owner Records:

> **Add Owner Record**
> If you wish to Add a New Owner Record to an existing home, go to Maintain Owner, select the home, and then click on the Add button.
>
> **Add Home & Owner**
> If you wish to Add a New Home and Owner, go to Maintain Owner, then click the Add button *WITHOUT* selecting a home.
>
> See the **Add Home & Owner** section for more details.

<table>
<tr><td>
</td><td>Select Maintain from the Owner Database menu.</td></tr>
<tr><td colspan="2">To add a new Owner Record to an existing home, first select the home.

Owner Maintain

</td></tr>
<tr><td>
</td><td>Click the Add button located at the top left part of the screen to add an Owner Record to this home.</td></tr>
</table>

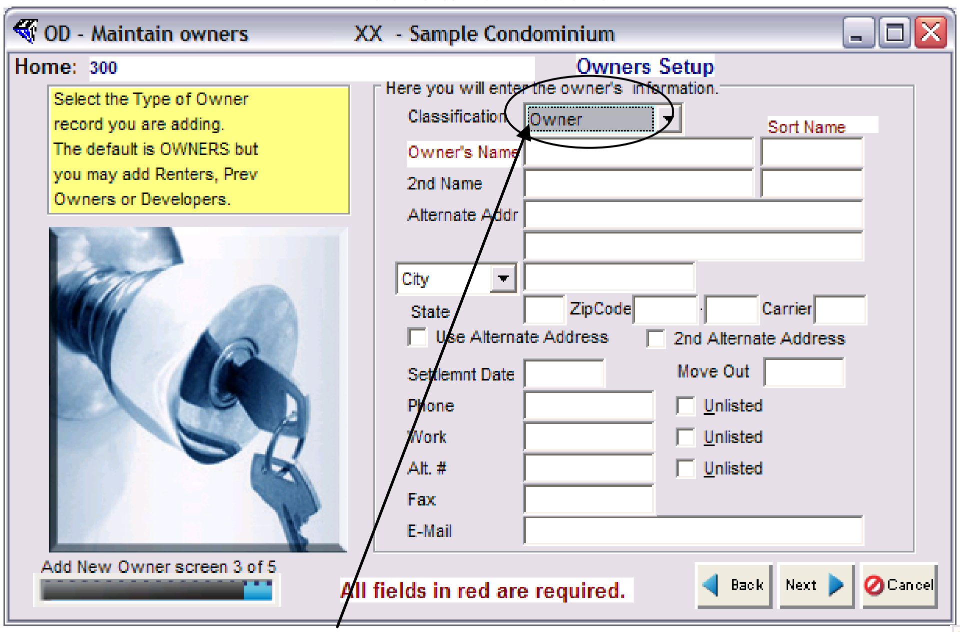
You will see the **Owner Selector**:



	Click the **Add** button to proceed with adding an Owner Record**.**

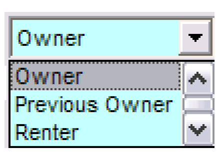
You will see the screen to add a new owner record:

Add Owner Record



Notice the default **Owner Classification** is "Owner". Click on the down browse  to select other **Owner Classifications**.

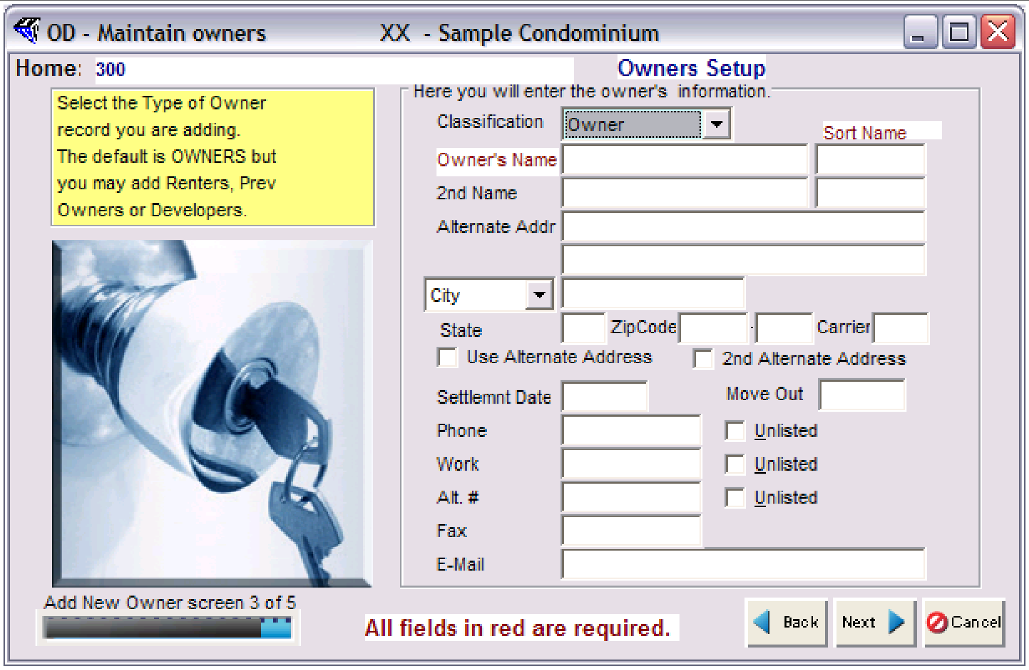
You will see the other **Owner Classifications** to select from.



Click on the **Owner Classification** for the record type you are adding. For our example, we will add another Current Owner to the home, so we will take the default of **Owner**.

Proceed to enter the new owner's information on this screen:

Owner Setup Screen

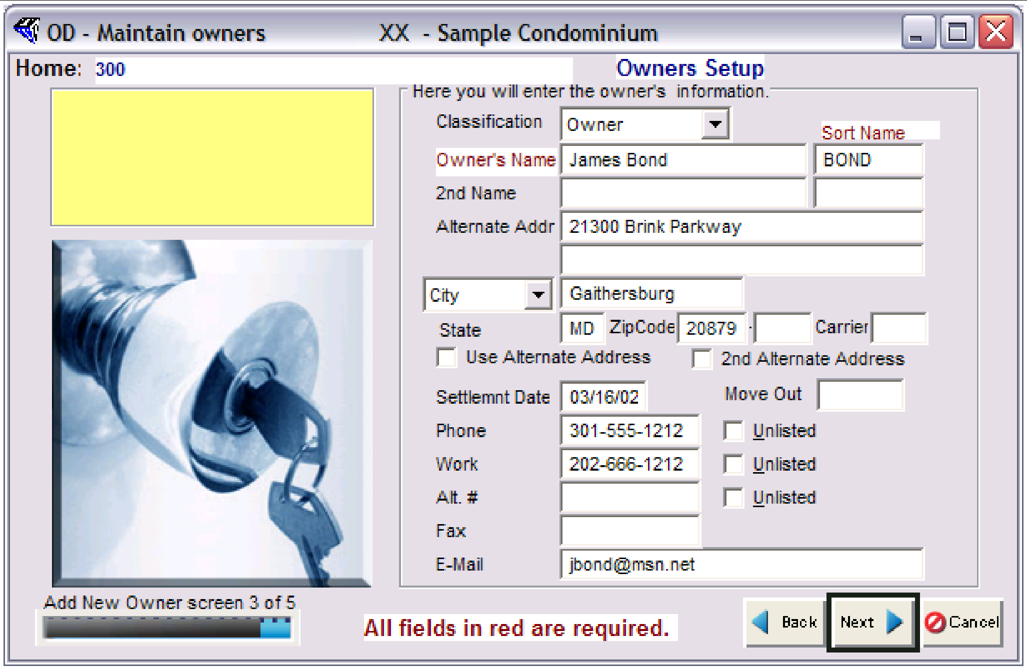


We'll discuss the key information that needs to be entered.

Owners Name	Enter the name of the owner the way you want to address them in correspondence or on bills/statements. The **Owners Name** is required.
Sort Name	Enter the owner's **Last Name**. The **Sort Name** is required to do name searches and also for sorting alphabetically on reports.
Alternate Address	If this owner has an **Alternate Mailing Address**, enter it here so you can send correspondence and bills/statements to this second owner, if needed. You can select whether to include this second owner record for correspondence and bill/statements through the checkboxes on the **Owner Flags** screen for this owner record.
Settlement Date	Enter the date the home was purchased, if known. You may leave this blank.
Move Out Date	This is filled in automatically when the home is sold. Leave it BLANK for now unless you are entering a **Renter Record**, in which case, the field name will display – **Lease End Date**.
Contact Info	Enter the Owner's phone #'s and e-mail, if known.

A completed second **Owner Record** might look like this:

New Owner Record



Once you have completed entering the Owner's information, click the Next button.

You will see the Add Owner Record confirmation screen:

Confirmation

This confirms the completion of adding the new Owner record.

If everything looks OK, click the **Finish** button to exit from the confirmation screen. If you need to make corrections, click the **Back** button.

Add New Home & Owner

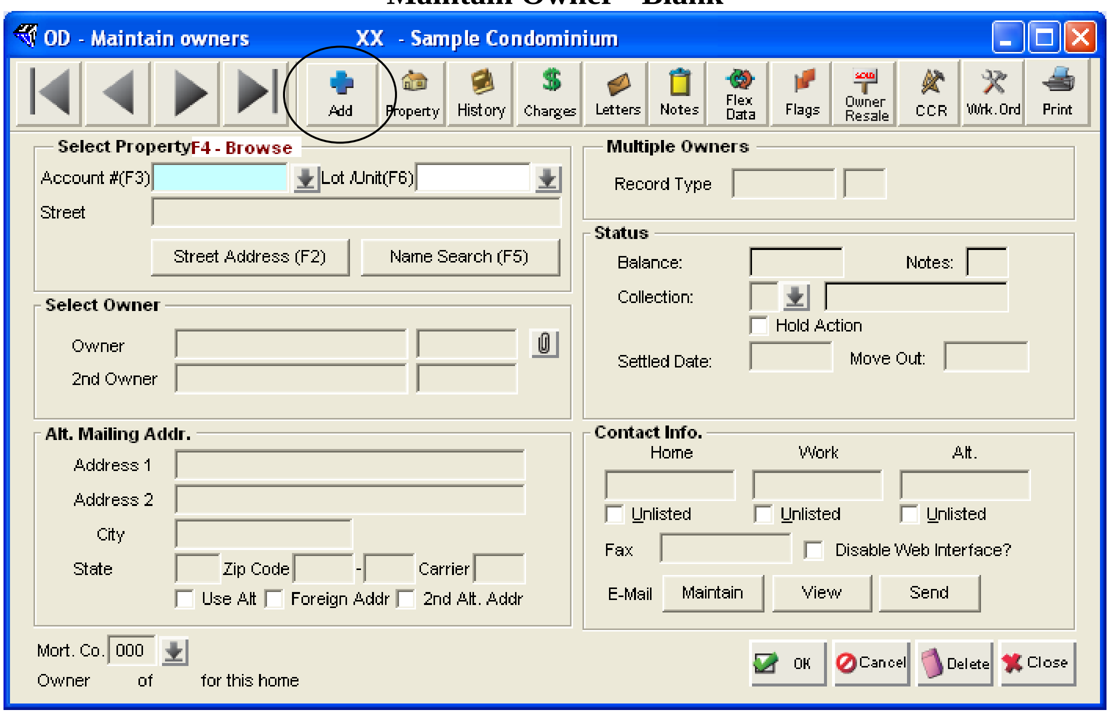
You can add a new home and owner at any time. Normally, if setting up a new community, you would add the new home and owner using the community Setup wizard. The community Setup wizard is found on the Setup menu on the toolbar at the top of the screen.

To add new home that does not already exist, click on the Add New button without selecting a home—in other words, the Maintain Owner screen should be BLANK. You will automatically go to the Add Property screen where you may add the home and then proceed to add the owner.

Select **Maintain** from the Owner Database menu.

To add a new home and owner to a community, start at the Maintain Owner screen:

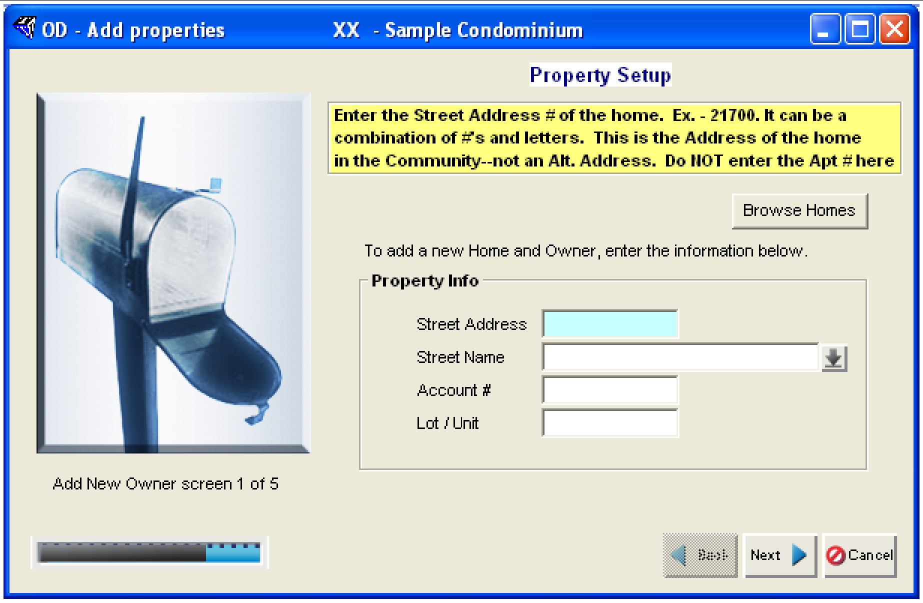
Maintain Owner - Blank



Click the **Add** button to add a new home and owner to this community.

You will see the first screen for adding the home:

Property Setup Data Fields

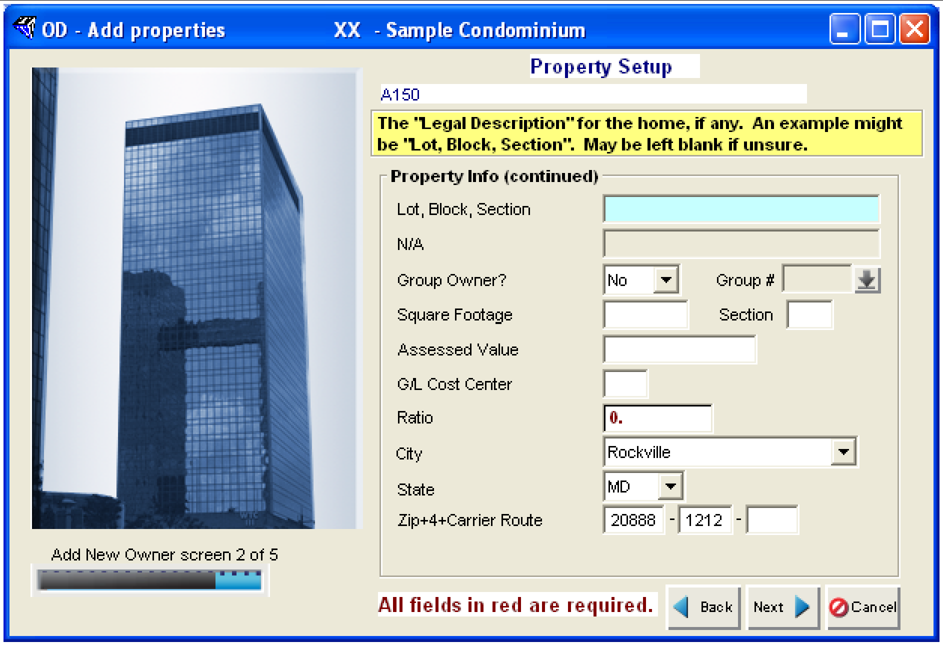


Complete these fields:

Street Address	The house number for this home. It can be alpha-numeric.
Street Name	Select the Street using the down browse arrow . You will see all the Street Names already entered. If necessary, you can add a new Street Name on the fly.
Account #	The Account # used to identify this home. Account #'s can be alpha-numeric. You can skip the Account # if not needed.
Lot/Unit #	Enter the Lot # or Unit #, if any. Lot/Unit #'s can be alpha-numeric. You can skip the Lot/Unit # if not needed.
	Click **Next** to continue adding the home and owner.

Continue on to the 2nd screen of adding the new home and owner:

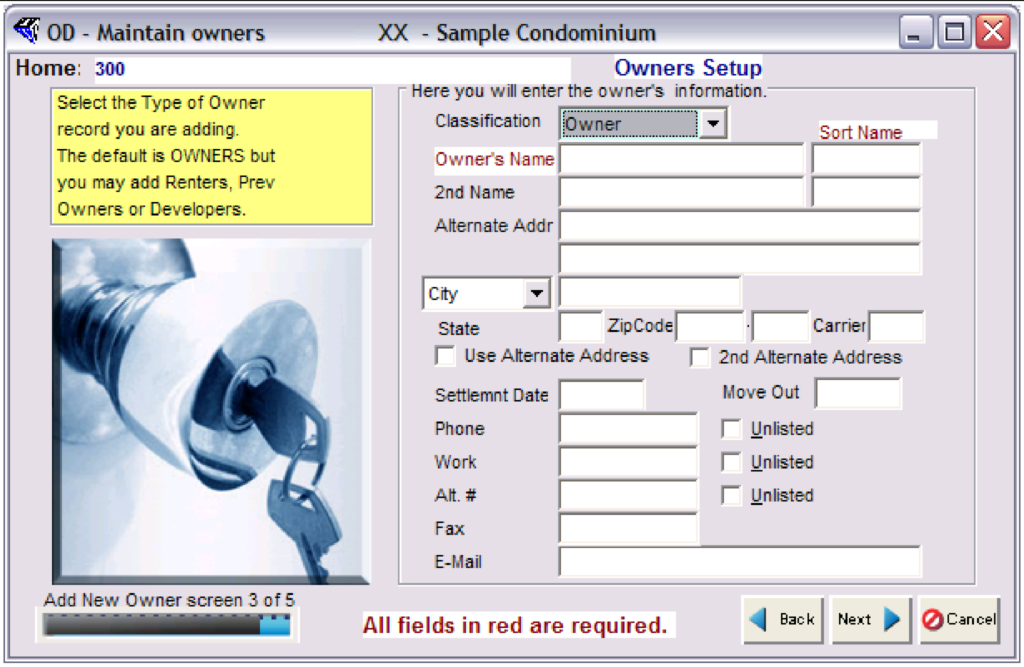
Add Home – Screen 2



Complete these fields:

Legal Description 1	Enter the legal description of the home, if any. In our example above, the Legal Description is defined as “Lot, Block, Section”. You define the Legal Description headings in the **Owner Control Info**.
Legal Description 2	A continuation of the description from Legal Description 1 above.
Group Owner	If this home is part of an Owner Group, answer Yes here. Otherwise, accept the default of No. An Owner Group is multiple homes owned by the same party.
Group #	If you answered Yes to Group Owner, then you can select an existing Owner Group that this home belongs to. Use the down browse arrow  to view and select the Owner Group.
Square Footage	If you wish to track the Square Footage of this home, which you might want to do if this is a Condominium, enter it here. You can use the Square Footage to base recurring charges on in the Charge Tables.
Building/Section #	If you activated the Building/Section tracking in the Owner Control Info, then enter the Section or Building # for this home here. You can print certain Owner reports and AR reports sorted by Building/Section # if you wish.
Assessed Value	Some communities base their maintenance fees on a stated

	unit value. If you wish to track the Assessed Value of this home, enter it here. You can use the Assessed Value to base recurring charges on in the Charge Tables.
GL Cost Center	TOPS has the ability to breakdown income and expenses using a GL Cost Center. This can be handy if you need to keep track of the income by Section or by Building. Each Section or Building can have its own Cost Center. Using Cost Centers, you could generate financial statements for just a particular Section or Building. See the Appendix titled Cost Centers for more information.
Ratio	The Ratio of ownership is also called Percentage of Ownership for Condominiums and Co-Ops. It is the fractional share, expressed as a decimal, which this unit owns in the entire complex. The Ratio can be used to calculate the amount of a Recurring Charge in the Charge Tables. If not needed, you can skip the Ratio.
City	The default City is the main one defined in the Owner Control Info when you setup the community.
State	The default State is the main one defined in the Owner Control Info when you setup the community
Zip Code	The Zip Code + Four + Carrier Route for this home. The default Zip Code for the community is stored in the Owner Control Info. This Zip Code will automatically be entered here, but if you need to change it, overtype the default with the correct Zip Code for this home. This can be handy if there is more than one Zip Code for the homes in your community.
	After entering the information for the new home on the 2nd screen, click the **Next** button to proceed with adding the owner information.
Next, you will see the screen for adding the new owner: **Add Owner Record**	

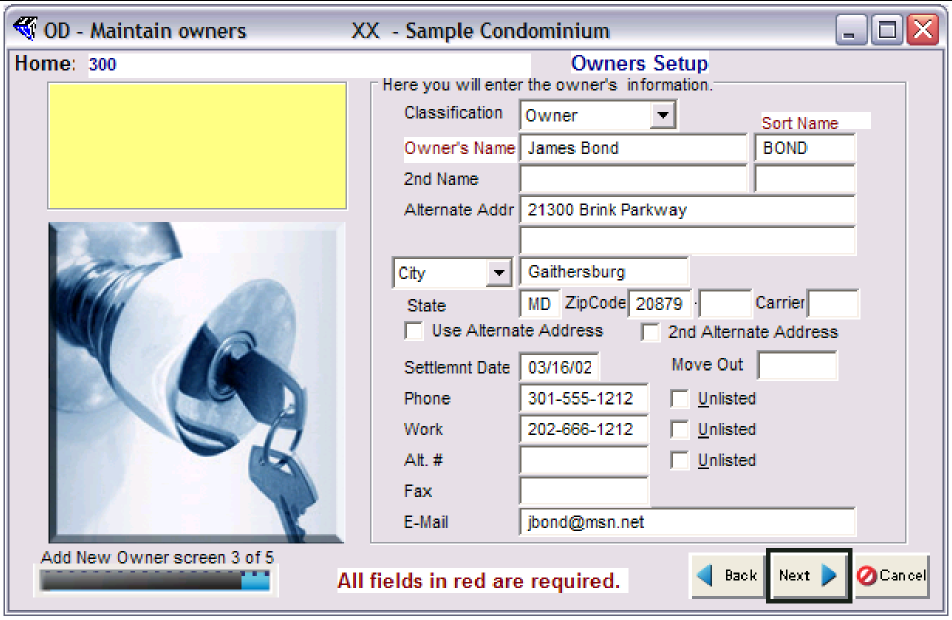


We'll discuss the key information that needs to be entered.

Owners Name	Enter the name of the owner the way you want to address them in correspondence or on bills/statements. The **Owners Name** is required.
Sort Name	Enter the owner's Last Name. The **Sort Name** is required to do name searches and also for sorting alphabetically on reports.
Alternate Address	If this owner has an **Alternate Mailing Address**, enter it here so you can send correspondence and bills/statements to this second owner, if needed. You can select whether to include this second owner record for correspondence and bill/statements through the checkboxes on the Owner Flags screen for this owner record.
Settlement Date	Enter the **date the home was purchased**, if known. You may leave this blank.
Move Out Date	This is filled in automatically when the home is sold. Leave it BLANK for now unless you are entering a **Renter Record**, in which case, the field name will display – **Lease End Date**.
Contact Info	Enter the Owner's phone #'s and e-mail, if known.

A completed new **Owner Record** might look like this:

New Owner Record



Once you have completed entering the Owner's information, click the **Next** button.

You will see the Add Owner record confirmation screen:

Confirmation

This confirms the completion of adding the new Owner record.

	If everything looks OK, click the **Finish** button to exit from the confirmation screen. If you need to make corrections, click the **Back** button.

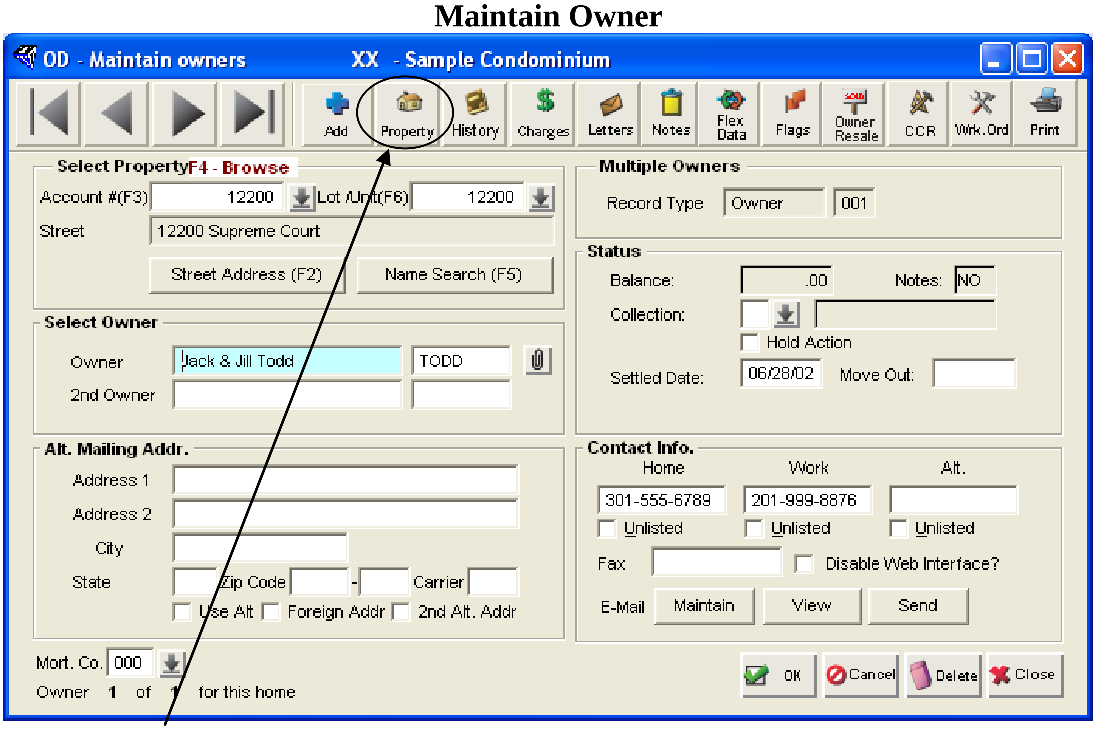
Delete Home & Owner

You can delete a home and all the owner records if necessary. However, you *CANNOT* delete a home and owner where payment history records exist. This safeguard exists to prevent you from affecting the accounting integrity of the software. If a home had charges and payments in the payment history, then the General Ledger also received these transactions and they were reported on past financial statements for the community. Deleting the home and owner might affect the audit trail of charges and payments for this community.

In order to delete a home and owner, you must first waive any balance due so the home is has a zero balance. Next, you would have to erase any payment history records. As a safeguard, we will not discuss how to erase payment history records here; it is covered elsewhere in these manuals.

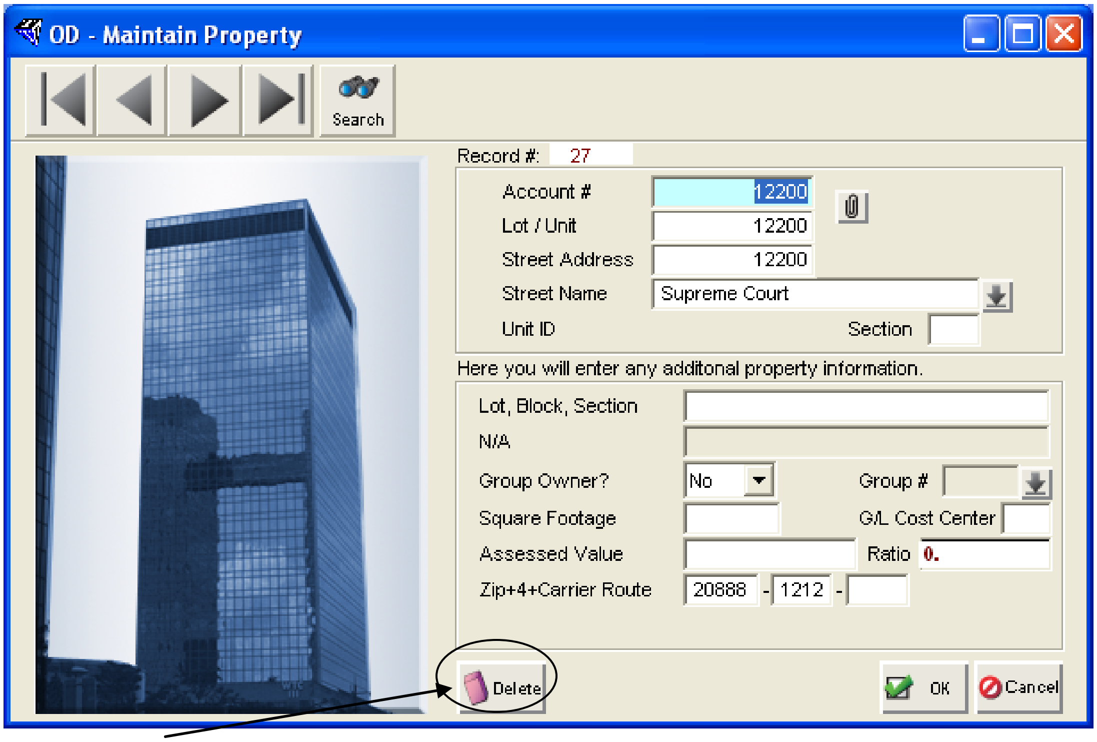
<table>
<tr><td>
</td><td>Select Maintain from the Owner Database menu.</td></tr>
<tr><td colspan="2">Select the home you wish to delete:

Maintain Owner



Notice the Property button at the top of the screen.</td></tr>
<tr><td>
</td><td>Click on the Property button.</td></tr>
<tr><td colspan="2">You will then see the Property Info screen:

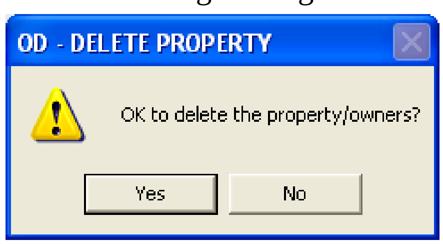
Property Info</td></tr>
</table>



Notice the **Delete** button.

Click the **Delete** button to proceed with deleting this home and owner completely from this community.

As a safeguard, you will see this confirming message:



You must click **Yes** to proceed.

Once you click **Yes**, the home and owner(s) will be deleted permanently.

Again, you *CANNOT* delete a home and owner where payment histories exist. You can only delete a home and owner where there is no payment history records existing.

Delete Owner Record

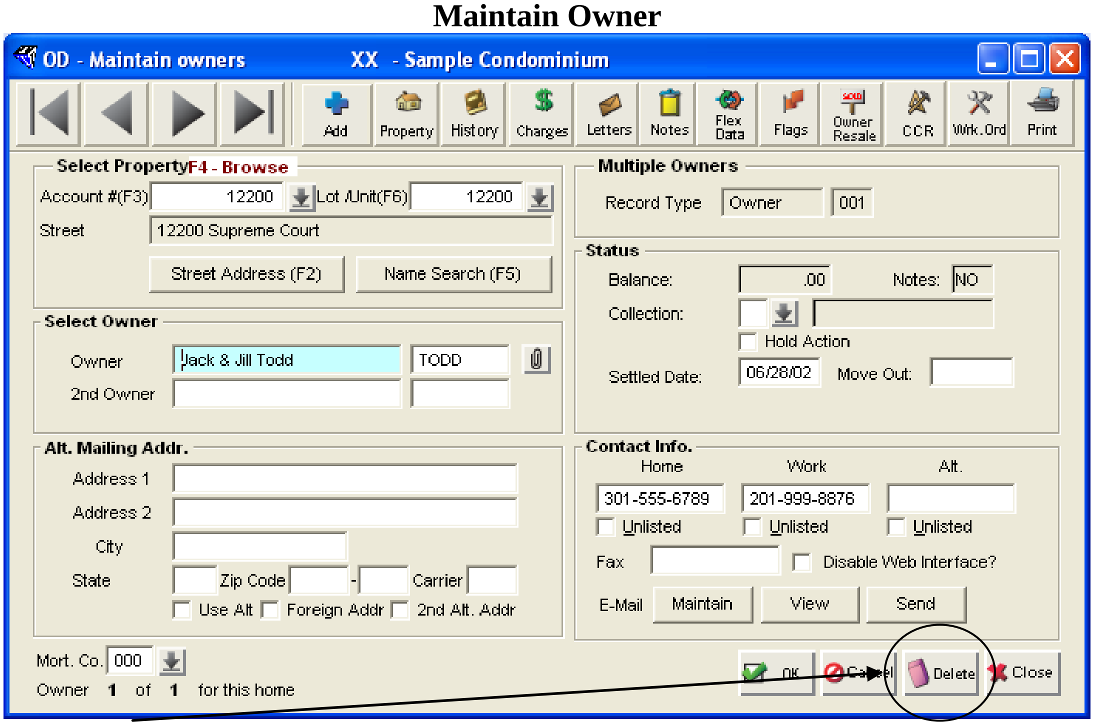
You can Delete an owner record for a home if needed. Perhaps you wish to delete a Renter or a secondary owner record; you can do that in a few easy steps. However, you *CANNOT* delete an owner where payment history records exist. This safeguard exists to prevent you from affecting the accounting integrity of the software. If an owner had charges and payments in the payment history, then the General Ledger also received these transactions and they were reported on past financial statements for the community. Deleting the owner might affect the audit trail of charges and payments for this community.

In order to delete an owner with payment history records, you must first waive any balance due so the home is has a zero balance. Next, you would have to erase any payment history records. As a safeguard, we will not discuss how to erase payment history records here; it is covered elsewhere in these manuals.

Select **Maintain** from the Owner Database menu.

Select the owner record you wish to delete:

Maintain Owner



Notice the **Delete** button at the bottom of the screen.

Click the **Delete** button to proceed with deleting this owner completely from this community. The home will still be there; just the owner record will be deleted.

As a safeguard, you will see this confirming message:

You must click **Yes** to proceed.

Once you click **Yes**, the owner will be deleted permanently.

Again, you CANNOT delete an owner where payment histories exist. You can only delete an owner where there is no payment history records existing.

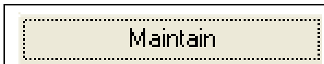
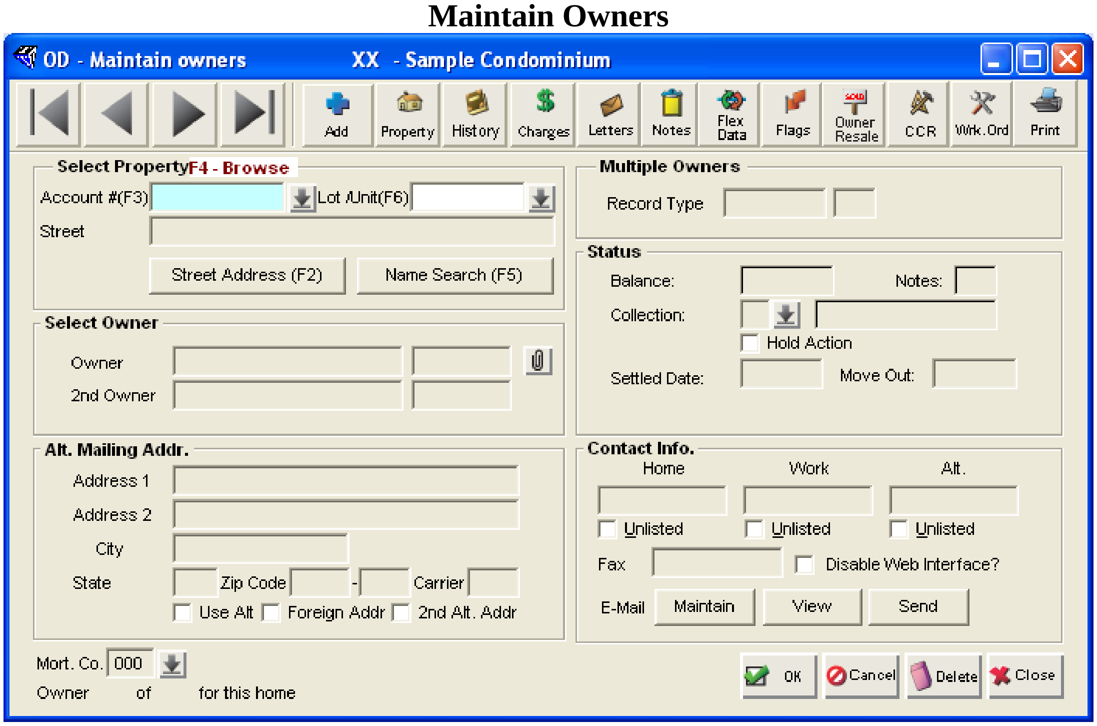
Street Names

The Street Names are setup as you add homes and owners to the community. As you add a new home, you are adding the Street Names at the same time. That's how you link a home with a Street Address—you add the house # to the Street to complete the Street Address of the home. These are the Streets within the community; you do not need to add streets for owners with an alternate mailing address who do not live in the community.

Having a Street Name file has a number of advantages which are:

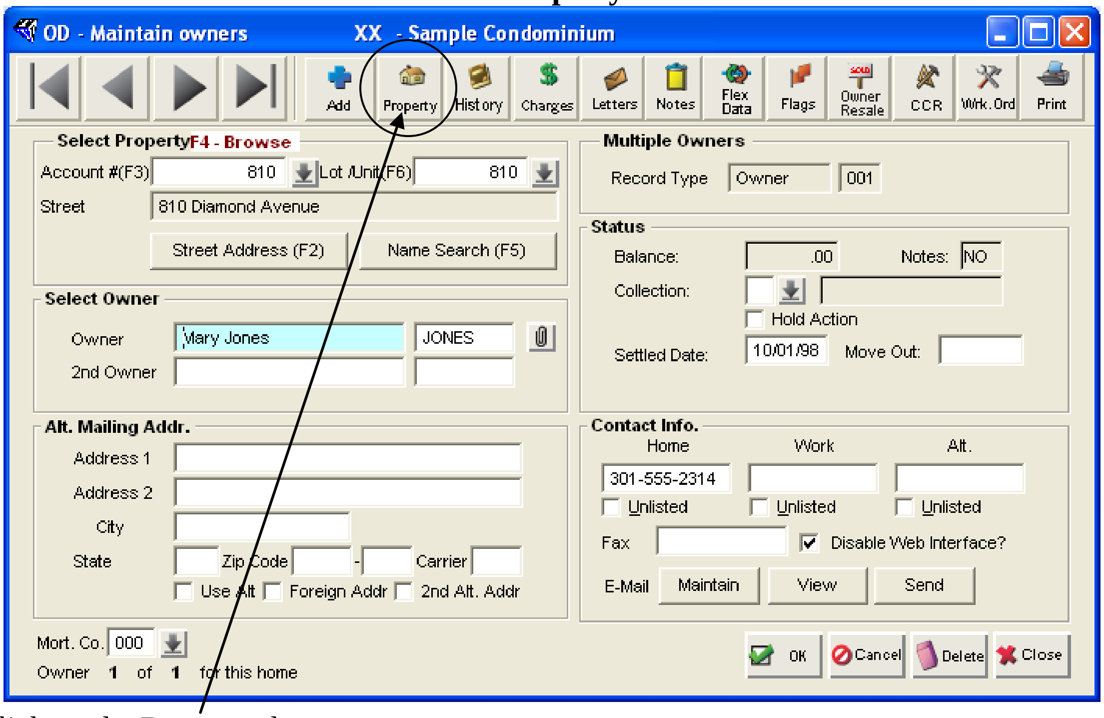
- It standardizes the spelling of the Street Name so it is correctly entered everywhere it is used.
- As you add a new home & owner, you do not have to enter the Street Name over and over again saving time and avoiding misspellings.
- It allows TOPS to present the owner data to you in an organized way by Street Address.

Here's how you can maintain the Street Name file:

<table>
<tr><td>
</td><td>Select Maintain from the Owner Database menu.</td></tr>
<tr><td colspan="2">You will see the Maintain Owner screen:
Maintain Owners


Select ANY home & Owner in the community.</td></tr>
<tr><td colspan="2">Once you have selected a home & owner, you are ready to click on the Property button:</td></tr>
</table>

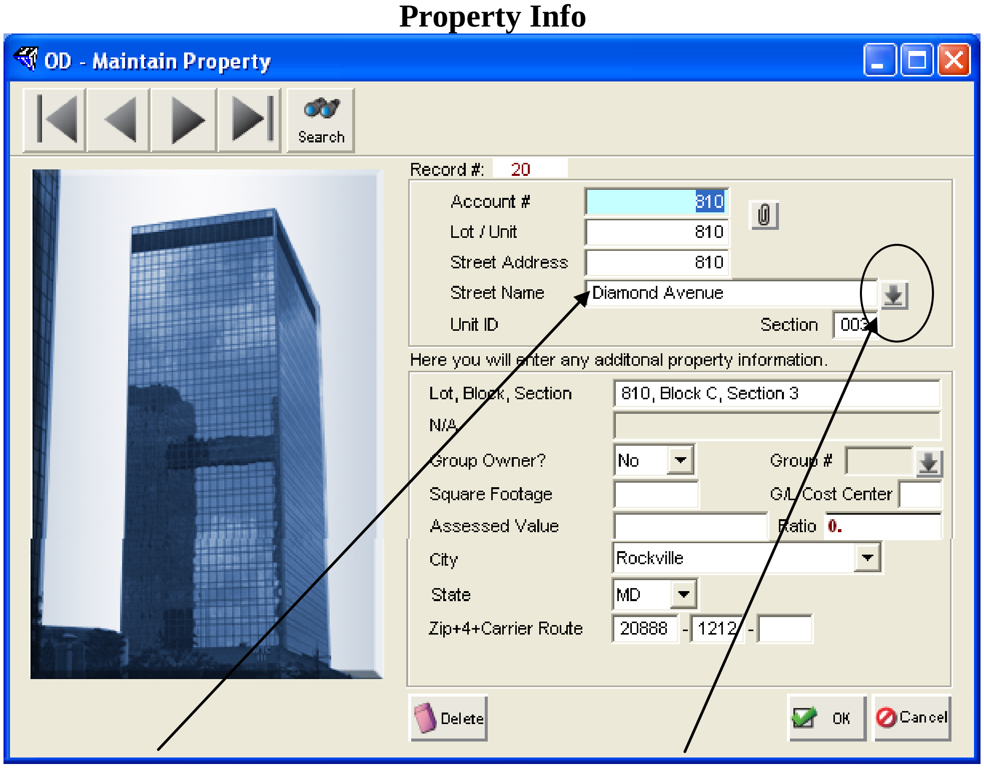
Select Property Info



Click on the **Property** button.

The **Property Info** looks like this:

Property Info



Notice the **Street Name** field and the down browse arrow next to it..

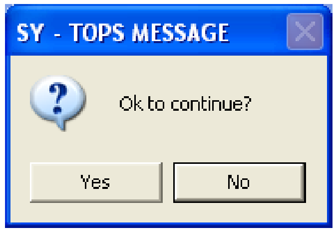
<table>
<tr><td></td><td>Click the down browse arrow to open up the Street File.</td></tr>
<tr><td colspan="2">You will see the Street Name file:
Street Names

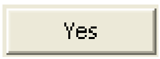

Highlight the Street Name you wish to change.</td></tr>
<tr><td>
</td><td>Click the Edit Street Name button to bring up the edit screen.</td></tr>
<tr><td colspan="2">You will see the Edit Street Name window:
Edit Street Name


Type the correction to the Street Name.</td></tr>
<tr><td colspan="2">After making the correction to the Street Name, press the tab key.
Edit Street Name

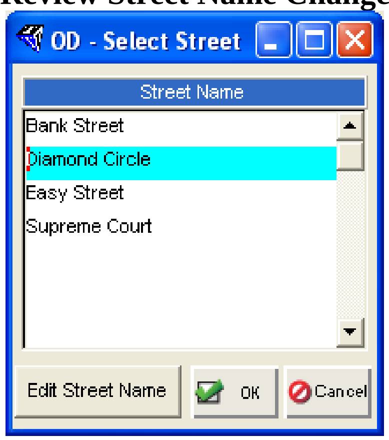

You will see the change you made displayed like above.</td></tr>
<tr><td>
</td><td>Click the OK button to proceed.</td></tr>
</table>

<table>
<tr><td colspan="2">As a final safeguard before the Street Name change is made, you will see this confirmation message:



Notice the default answer is NO to prevent you from accidentally changing the Street Name if you did not wish to do so.</td></tr>
<tr><td>
</td><td>Click the Yes button to proceed with the Street Name change.</td></tr>
<tr><td colspan="2">You will see the Street Names displayed with the changes you made:

Review Street Name Change



Make sure the Street Names are correct before proceeding.</td></tr>
<tr><td>
</td><td>Click the **OK** button to accept the changes and exit from the Street Names file.</td></tr>
<tr><td>
</td><td>Click the **Cancel** button to not accept the changes to the Street Names file.</td></tr>
</table>

Section/Phase Number

Using Section or Phase Numbers in the owner database allows you to group homes and owners by an area. Section # tracking can be handy where a community is divided up by section with each section providing a different level of service and, therefore, paying a different maintenance fee amount. It can also be used for Building # tracking. Phase # is similar to Section #, but it can be used for tracking groups of homes that are deeded into a growing community by the developer by parcel. Either option works the same way; it is just a matter of using the correct semantics for your situation.

To use Section or Phase Number tracking, you will have to activate it in the Owner Control Info. Once activated there, you can imbed the Section or Phase # in the Property Info record for each home.

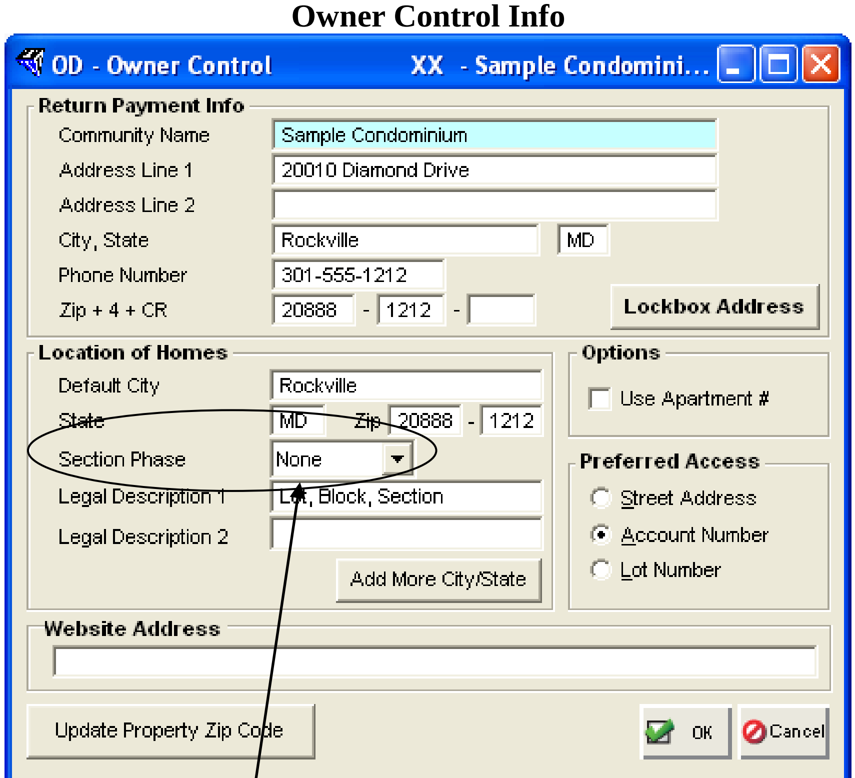
When a community has Section or Phase Number tracking turned on, then most of the Owner Reports and many of the AR reports can be sorted by these numbers, meaning, it will group homes by the Section or Phase Number.

Section/Phase Activation

	To activate Section/Phase #'s, first click on the **Owner Control Info**, click this menu tab on the Owner Database menu.

You will see the Owner Control Info:

Owner Control Info



Notice the field labeled **Section Phase**.

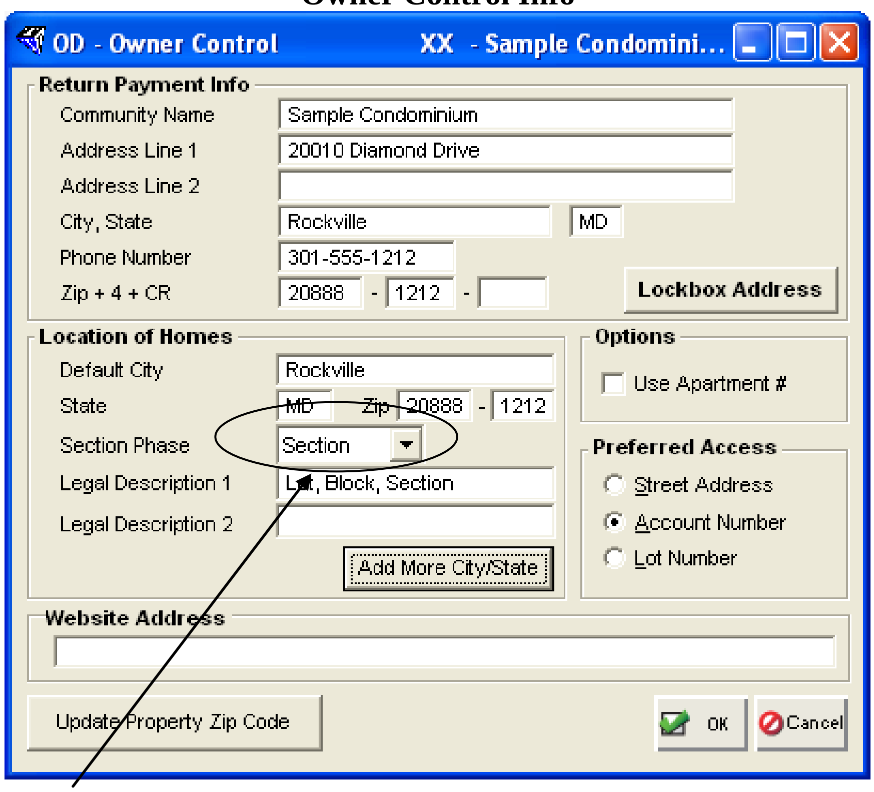
	Click the **down browse arrow** on the Section Phase field.

You will see the choices to use for activating the Section/Phase # tracking:

Choose either Section or Phase by double clicking on it.

Now that you made a selection, you will see it in the Owner Control Info:

Owner Control Info



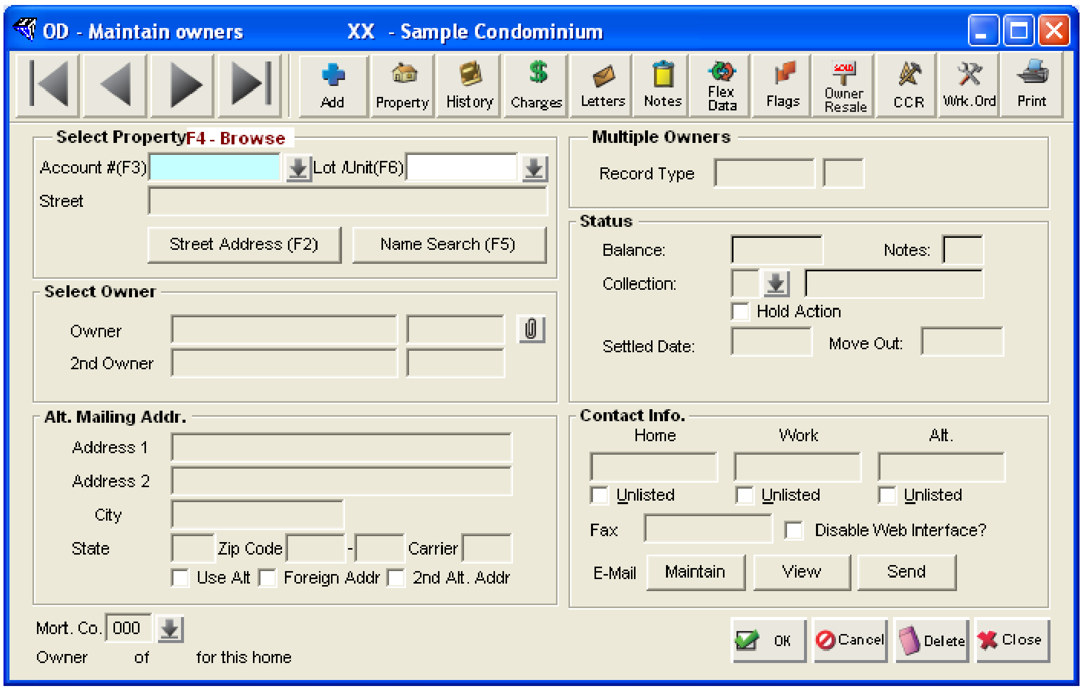
Notice that **Section** is now the choice. You are ready to use the Section # with the homes which will be the next area covered.

Activating the **Section/Phase** tracking in the Owner Control Info is the first step to using it with the homes. We will now cover the steps to make it work with the homes and owners. You must imbed the Section/Phase # into each home to complete the activation.

Select **Maintain** from the Owner Database menu.

You will see the Maintain Owner screen:

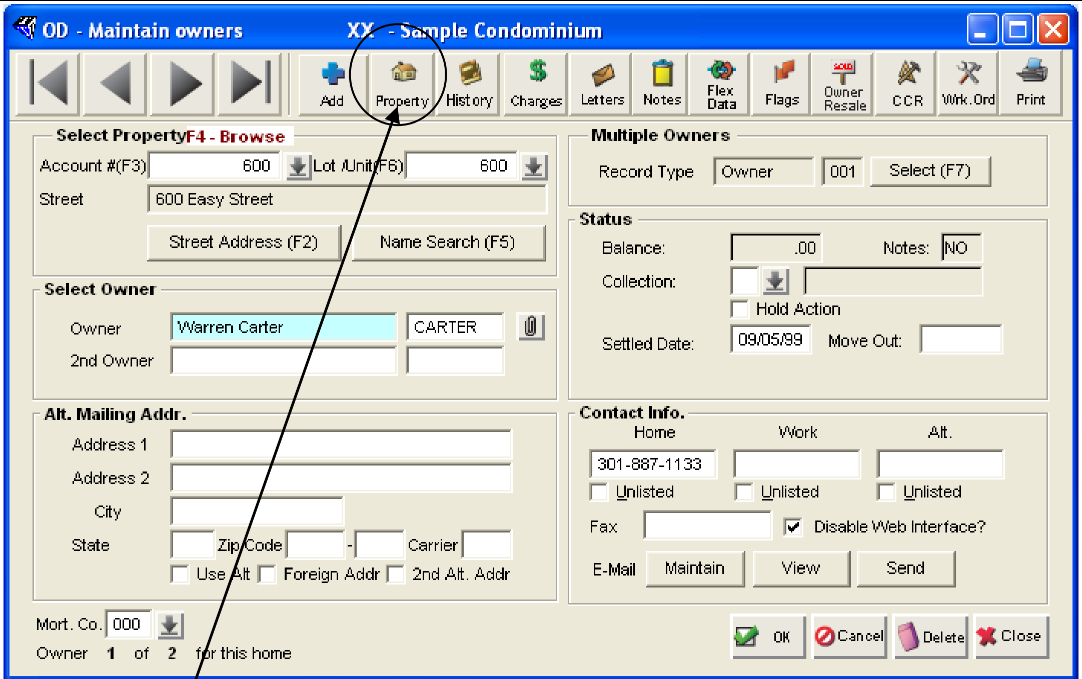
Maintain Owners



Select the first home & owner where you wish to enter a Building/Section/Phase number.

Once you have selected a home & owner, you are ready to click on the **Property** button:

Maintain Owner

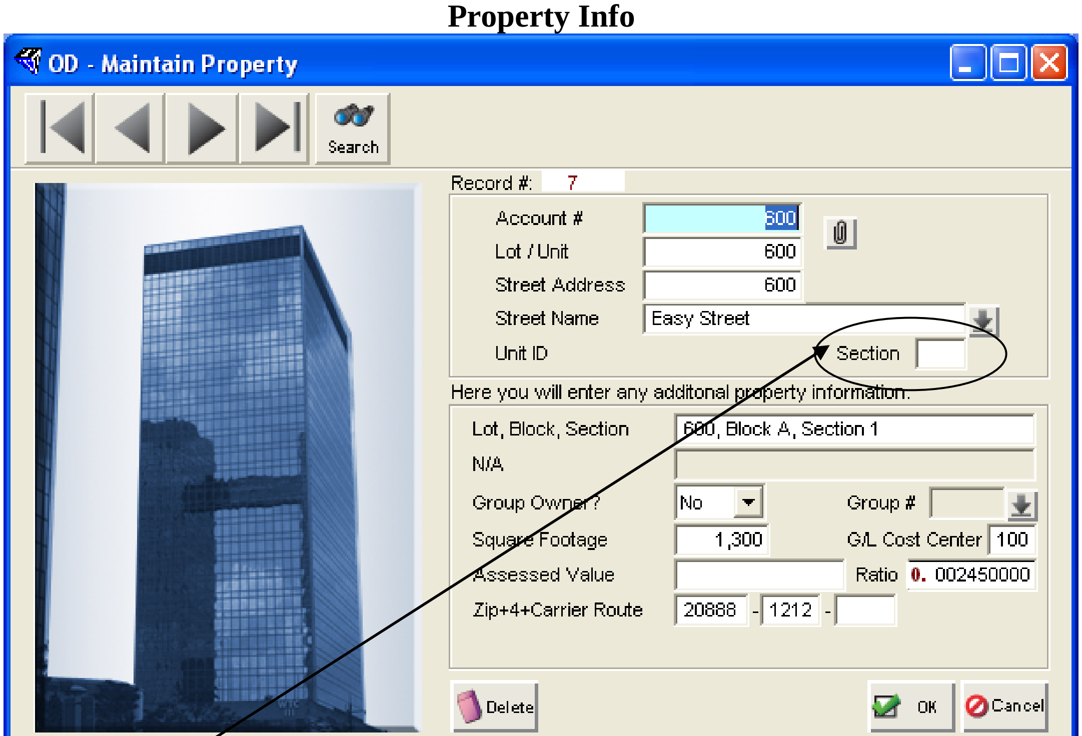


Notice the **Property** button.

	Click on the **Property** button.

The **Property Info** looks like this:

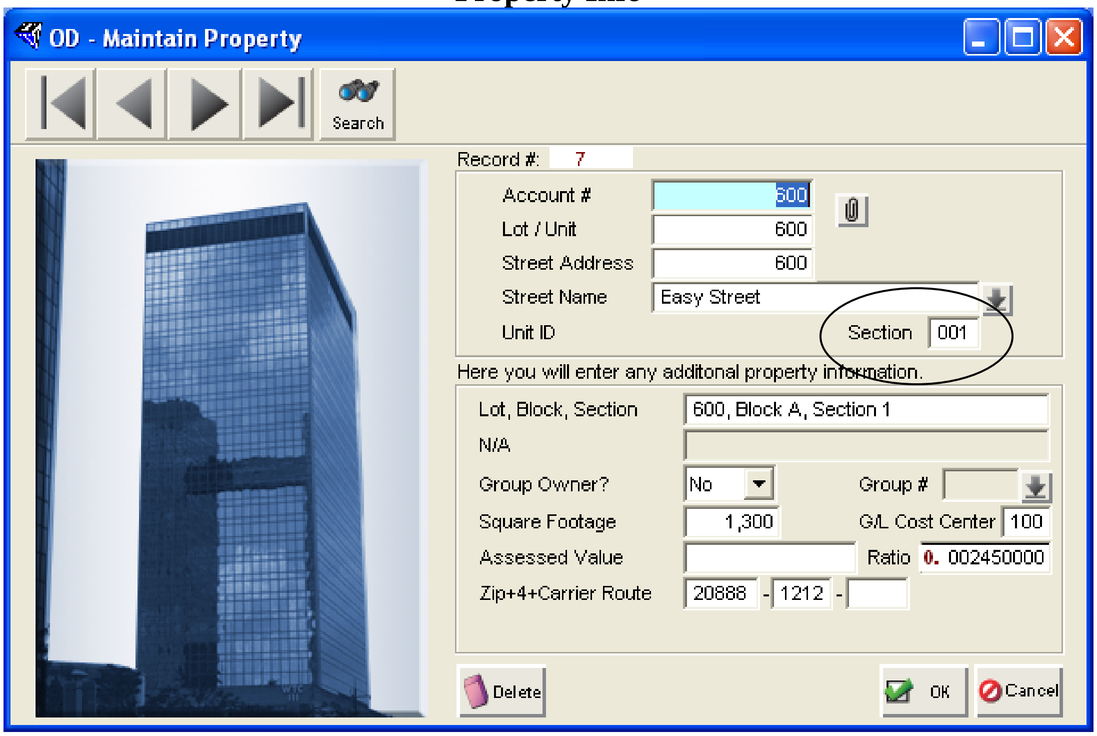
Property Info



Notice the **Section** field.

Go ahead and enter the Section or Phase # this home is part of. It must be a 3 digit numeric, alpha characters are not allowed. Press the Tab key to record the Section/Phase # or click the **OK** button.

Property Info



The Section/Phase # you entered will be displayed on the screen. Make sure it is correct before proceeding.

	Click the **OK** button to save the change to the Property Info.

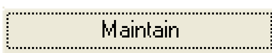
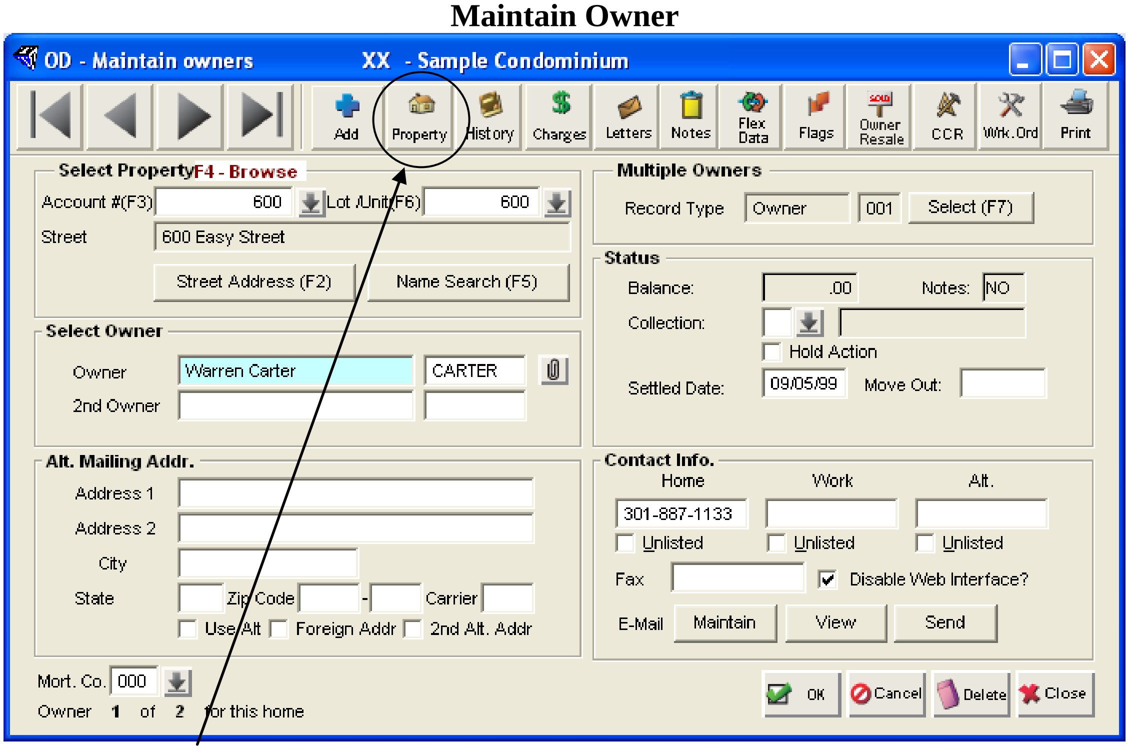
Proceed to enter the Section/Phase # for each home. For your convenience, you can use the browse arrows  to move from home to home within the Property Info screen entering the Section/Phase #.

Cost Centers

Cost Centers are 3 digit numbers that can be setup in the General Ledger to breakout income or expenses by section, phase or building. If activated, Cost Centers can be used by the AR module to breakout homeowner income. The Cost Center can be stored in the Property Record for each home where the AR module will use it to split out income and cash receipts using the Cost Center. Income is kept separated by the Cost Centers and is passed to the GL using the Cost Centers if this is activated.

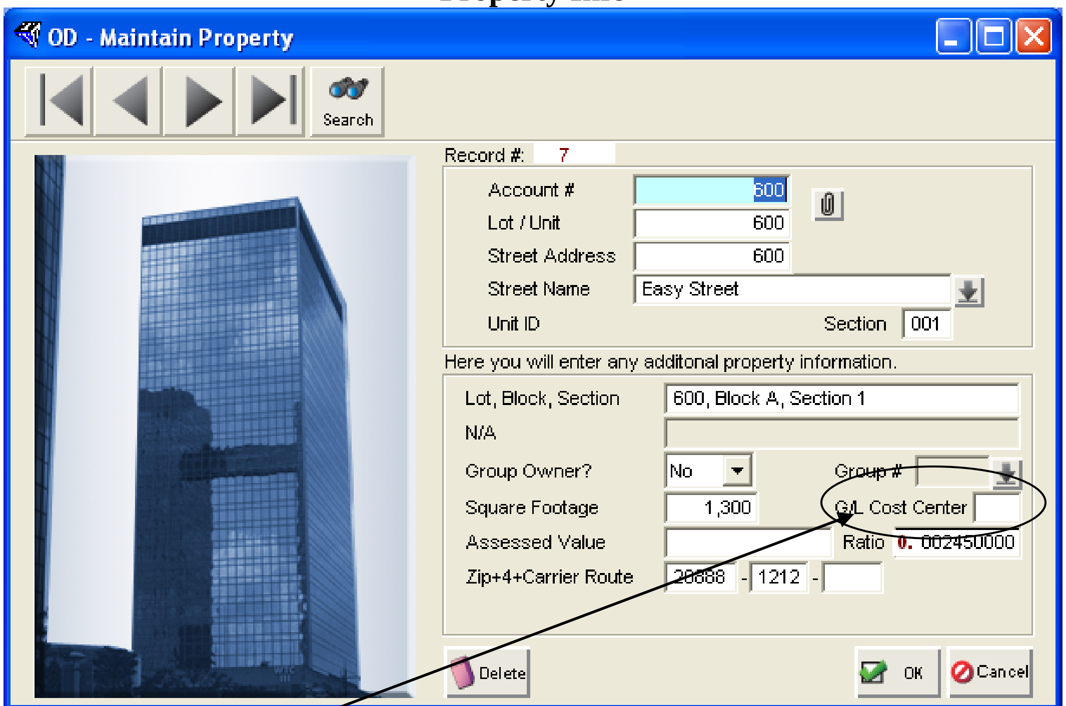
In order to use this feature with the owner charges and payments, you must first have defined the Cost Center under GL – Chart of Accounts. Once the Cost Center has been defined there, you can imbed the Cost Center into the Property Info for each home. That way, TOPS can keep track of the owners' income and payments using this Cost Center.

Follow these steps to imbed the Cost Center in the Property Info for each home. Normally, you would do this using the Setup wizard when you initially entered the homes and owners for the community. But these instructions will show you how to do it from the Maintain Owner.

<table>
<tr><td>
</td><td>Select Maintain from the Owner Database menu.</td></tr>
<tr><td colspan="2">Then select the home you wish to work with:
Maintain Owner


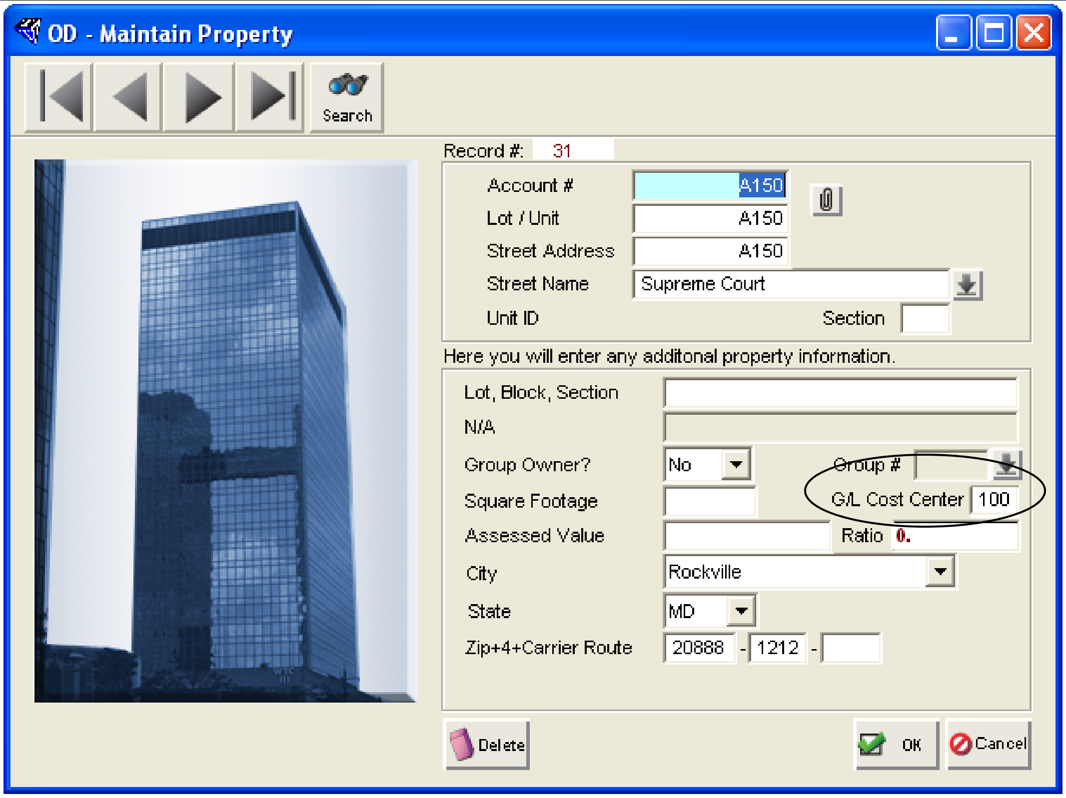
Notice the Property button at the top of the screen.</td></tr>
</table>

<table>
<tr><td>
</td><td>Click on the Property button.</td></tr>
<tr><td colspan="2">You will see the Property Info for this home:

Property Info


Notice the G/L Cost Center field.</td></tr>
<tr><td colspan="2">Simply enter the correct GL Cost Center for this home. The complete screen with the Cost Center entered will look like this:

Cost Center Active</td></tr>
</table>



Click the **OK** button to save this change and return to Maintain Owners.

If you are making this change for all the homes in a community, you might want to use the browse arrows at the top of the screen to go from home-to-home.

Owner Flags

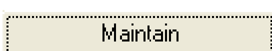
"Flags" are control settings for various owner options, such as, the ability to select which owners of a home have mailing labels and bills printed. It gives you the chance to control some of the important items related to each owner record. We'll cover each one individually.

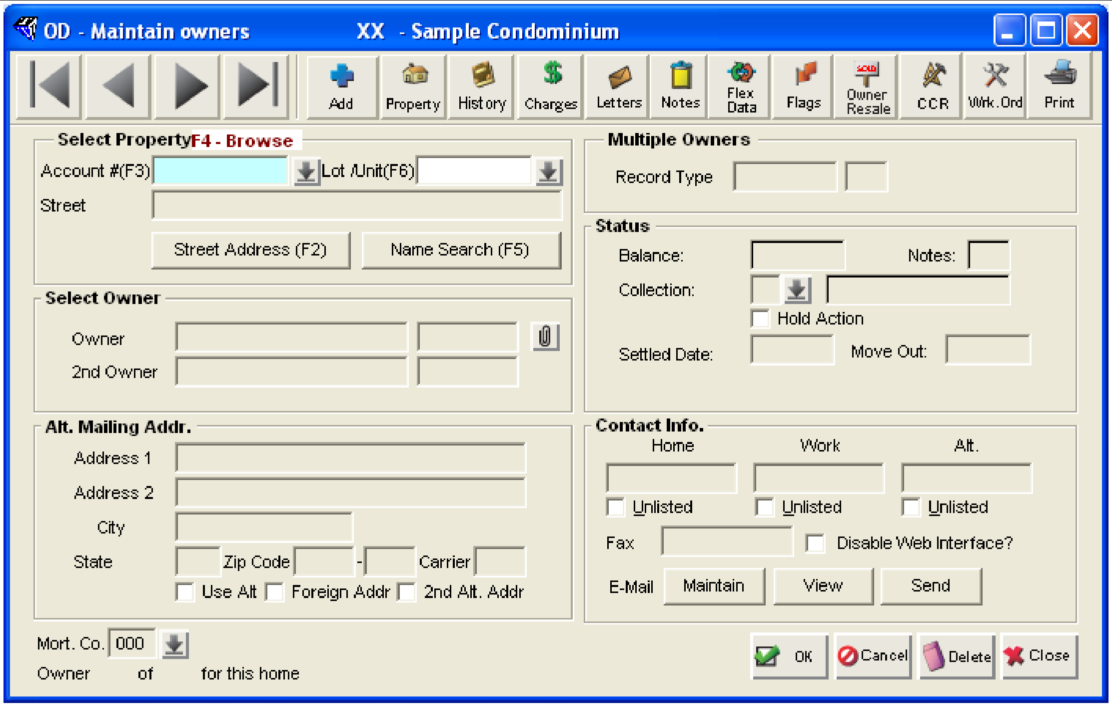
Accelerated Assessments

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, the legal documents may allow you to declare the entire *unpaid* maintenance fee for the remainder of the year as delinquent, thereby *"accelerating"* the future installment payments, so you only have to take one legal action against the owner for collection of that year's entire unpaid maintenance fee.

Typically, an owner's *"accelerated"* balance is added using the Add/Waive function in the A/R module. If done correctly in the Add/Waive (using the AC Charge Code), the **Accelerated Assessment** flag will automatically be checked in the Maintain Owners under the owner Flags. The **Accelerated Assessments** is a self-maintaining system, meaning, you typically do NOT need to either checkmark or uncheck this box in the owner Flags. TOPS Professional will take care of everything for you.

Accelerated Assessments are covering in more detail in the Accounts Receivable manual. We'll just explain here how you can see if the **Accelerated Assessments** flag is active or not through the Owner Maintain—owner Flags.

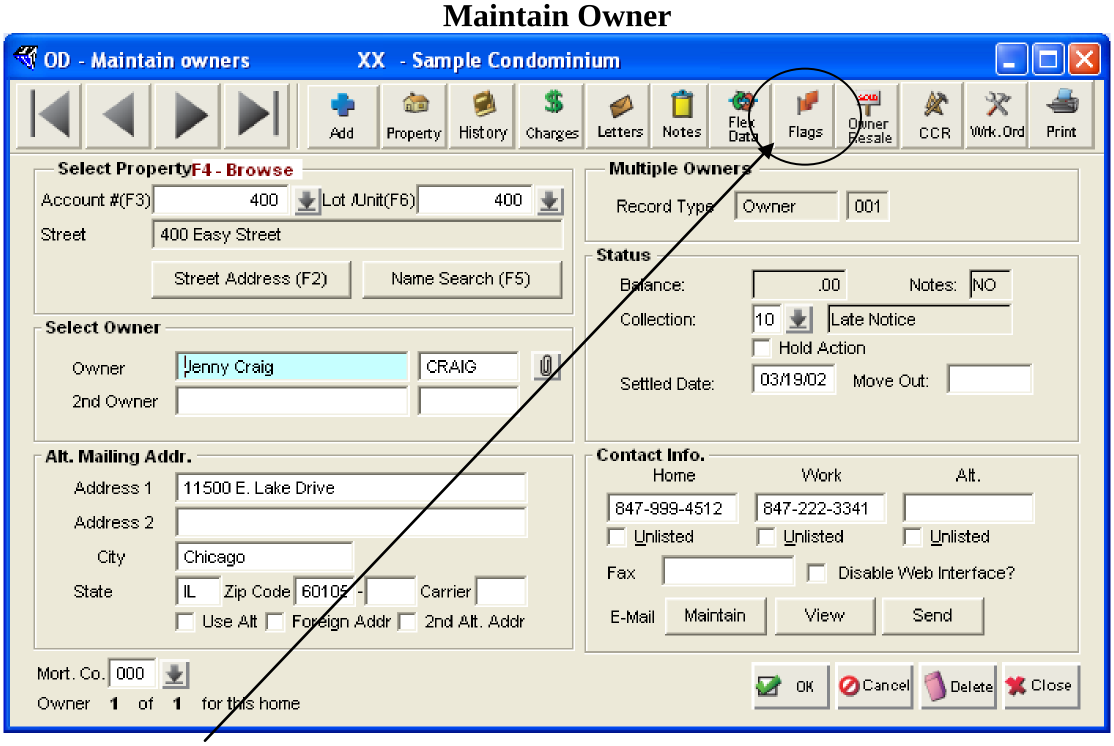
	Select **Maintain** from the Owner Database menu.
You will see the Maintain Owner screen: **Maintain Owners**	



Select the first home where you wish to check if **Accelerated Assessments** are active.

Once you have selected a home & owner, you are ready to click on the **Flags** button:

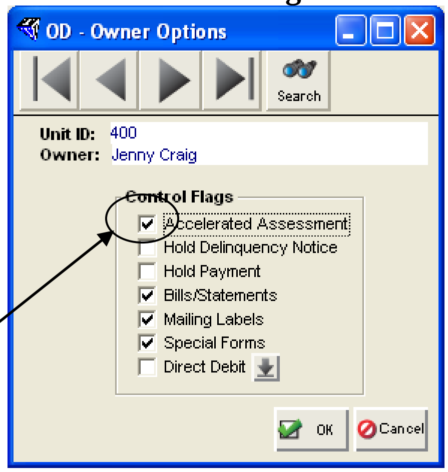
Maintain Owner



Click on the **Flags** button.

You will see the Owner Flags for the owner you selected:

Owner Flags



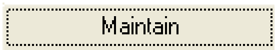
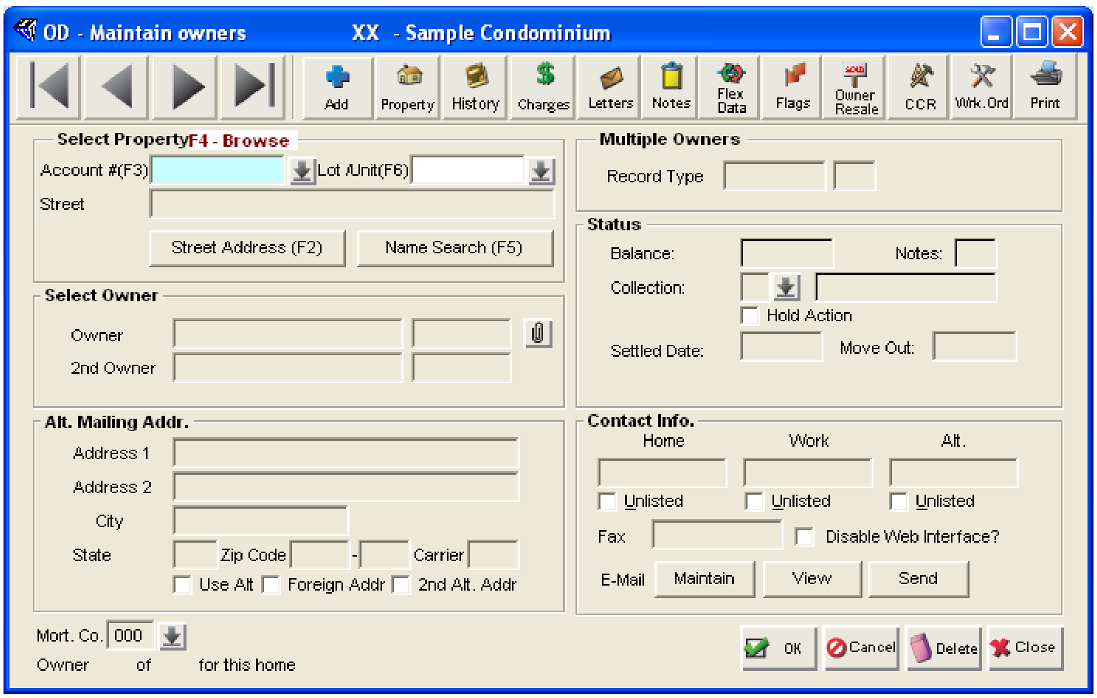
A check mark here usually means the owner is in collection action for a delinquent balance and that the Assessments or Maintenance Fees have been added for all remaining periods through the end of the current year (like loan acceleration when in default).

Normally, this check mark is activated automatically for you when you add the Accelerated balance through an Add/Waive expense adjustment. Check marking the box here WITHOUT adding an Accelerated balance to the owner's account will have no effect--it will automatically be unchecked the next time you Apply Charges in this community.

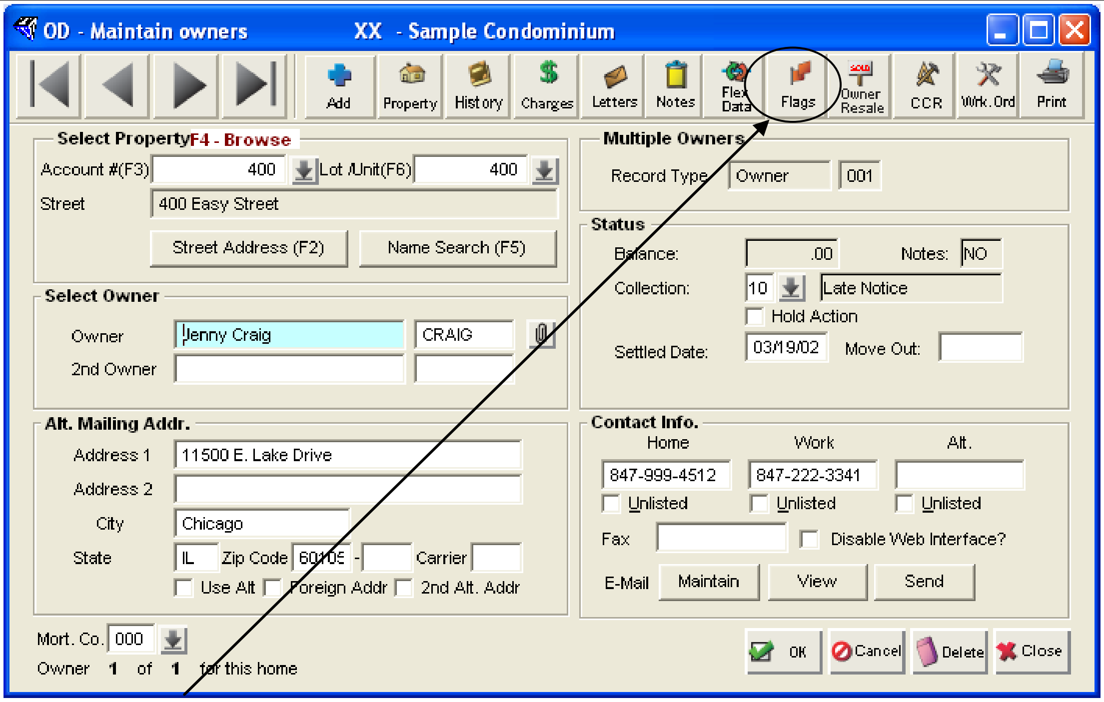
You can uncheck this box if the Accelerated balance has been waived for an owner and no Accelerated balance any longer exists. Otherwise, we recommend not changing this box. When the last Accelerated balance is earned at the end of the year, the system will automatically deselect this box as you apply charges.

Bills/Statements Flag

This controls whether an owner gets invoices, statements and coupons for this home. If there are multiple owners of a home, you can select which one gets the billing notices. Uncheck this box if this owner is NOT to receive the invoices, statements and coupons for this home, such as a Renter.

<table>
<tr><td>
</td><td>Select Maintain from the Owner Database menu.</td></tr>
<tr><td colspan="2">You will see the Maintain Owner screen:
Maintain Owners


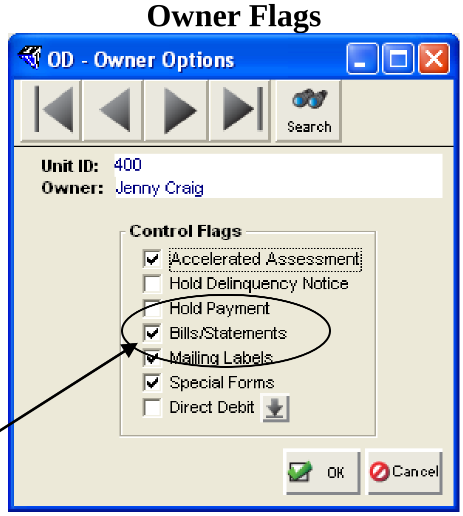
Select the first home where you wish to check the Bills/Statements setting.</td></tr>
<tr><td colspan="2">Once you have selected a home & owner, you are ready to click on the Flags button:
Maintain Owner</td></tr>
</table>



Click on the **Flags** button.

You will see the Owner Flags for the owner you selected:

Owner Flags

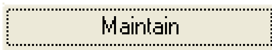
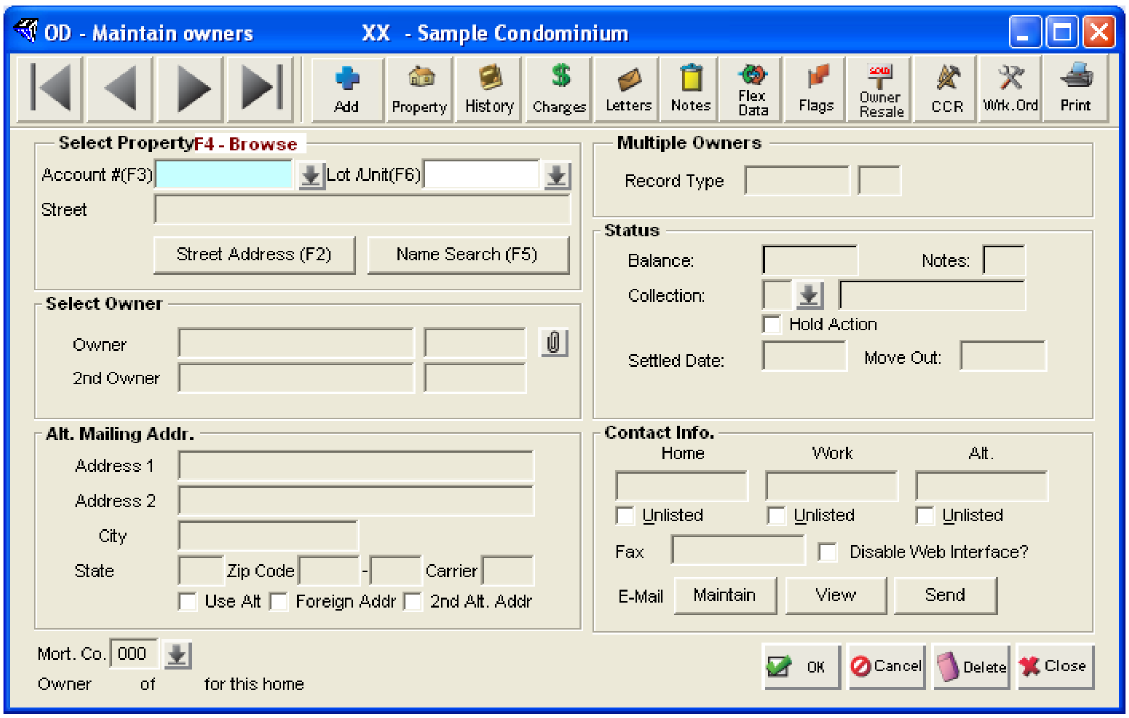


A check mark here means this owner gets the **Bills/Statements** and **Coupons** for this home. Where there are multiple owners of a home, this lets you pick and choose which ones get the bills from the community.

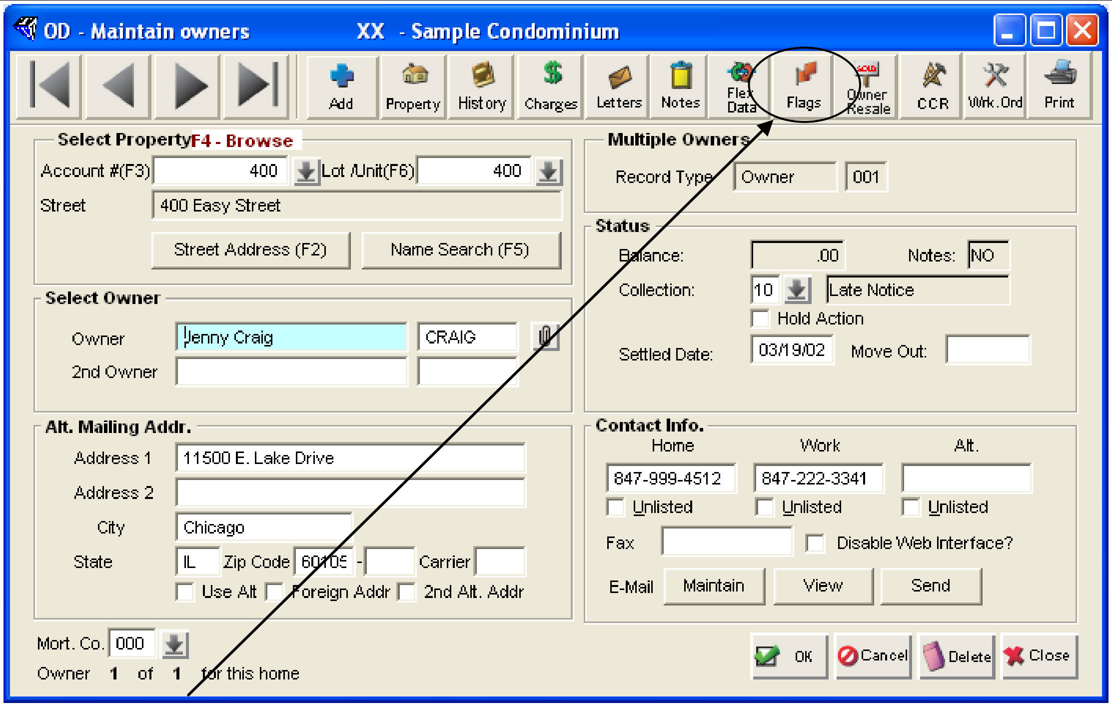
Mailing Labels Flag

You have control over which owner records have mailing labels printed. If there are multiple owners of a home, this gives you control in selecting which ones get the mailing labels. Uncheck this box if you do NOT want this owner to have a mailing label printed.

To check or change this setting, do the following:

<table>
<tr><td>
</td><td>Select Maintain from the Owner Database menu.</td></tr>
<tr><td colspan="2">You will see the Maintain Owner screen:
Maintain Owners


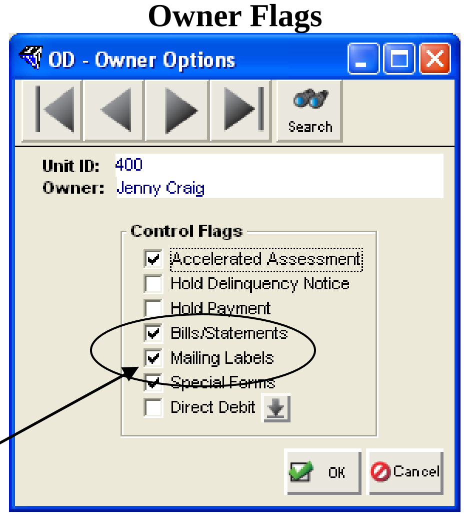
Select the first home where you wish to check the Mailing Labels setting.</td></tr>
<tr><td colspan="2">Once you have selected a home & owner, you are ready to click on the Flags button:
Maintain Owner</td></tr>
</table>



Click on the **Flags** button.

You will see the Owner Flags for the owner you selected:

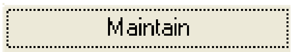
Owner Flags



A check mark here means this owner gets the **Mailing Labels** for this home. Where there are multiple owners for a home, this lets you pick and choose which ones get the mailings from the community.

Special Forms Flag

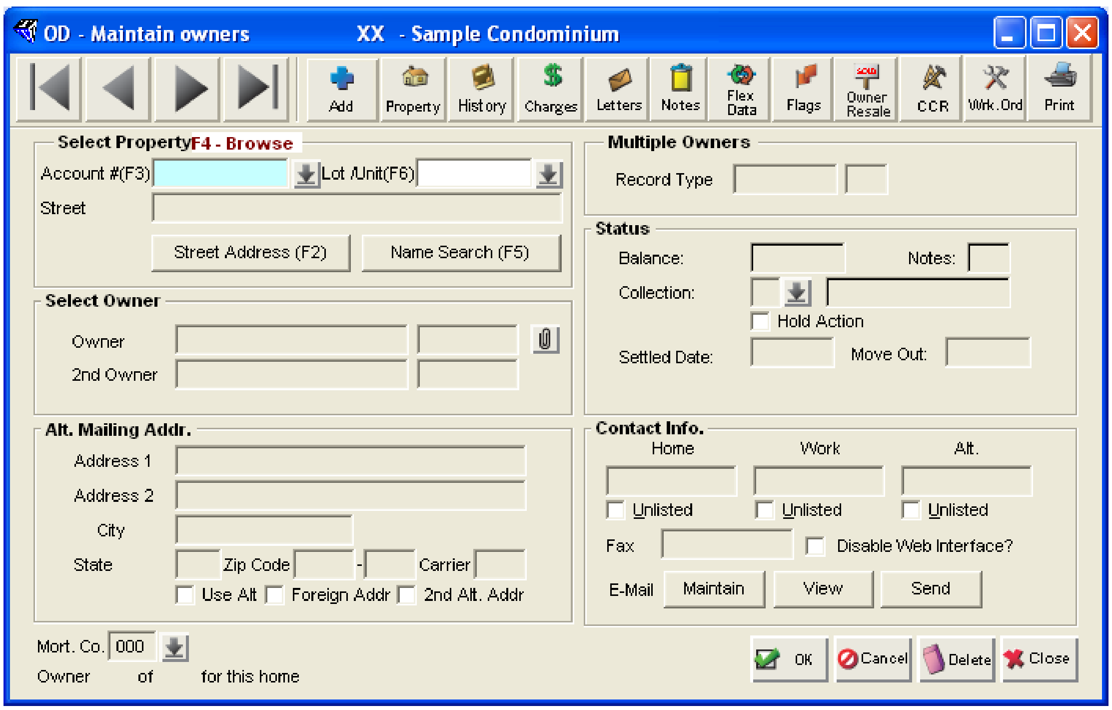
If you use Form Letters to print letters or specially designed forms—like a custom bill or voting proxy, a check mark here means this owner will have that Form Letter printed for them. If there are multiple owners of a home, this gives you control in selecting which ones get a letter or special form. Uncheck this box if you do NOT want this owner to have a special Form Letter printed.



Select **Maintain** from the Owner Database menu.

You will see the Maintain Owner screen:

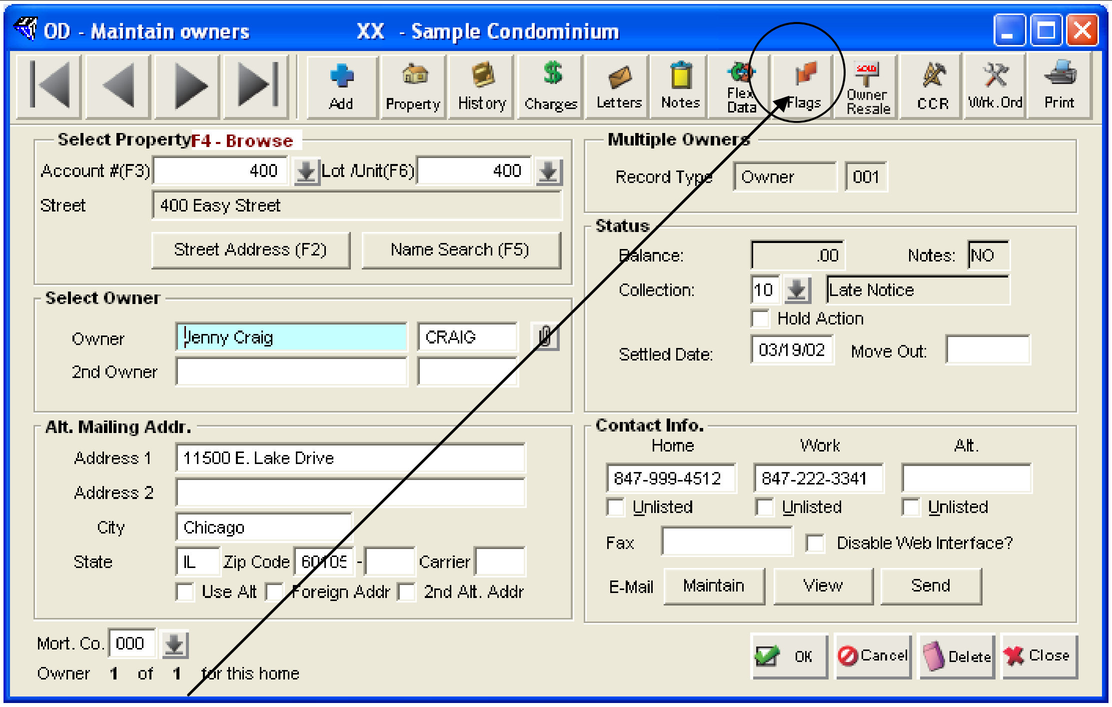
Maintain Owners



Select the first home where you wish to check the **Special Forms** setting.

Once you have selected a home & owner, you are ready to click on the **Flags** button:

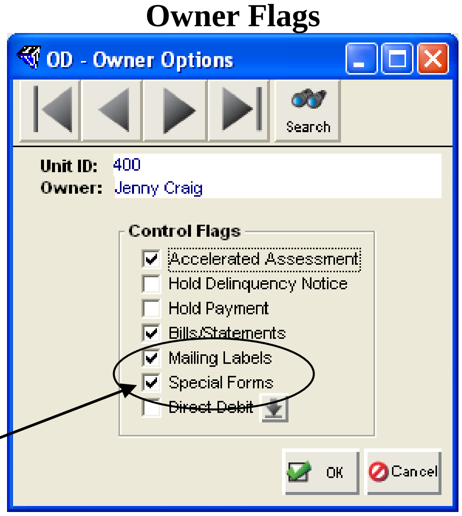
Maintain Owner



Click on the **Flags** button.

You will see the Owner Flags for the owner you selected:

Owner Flags



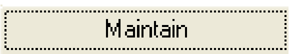
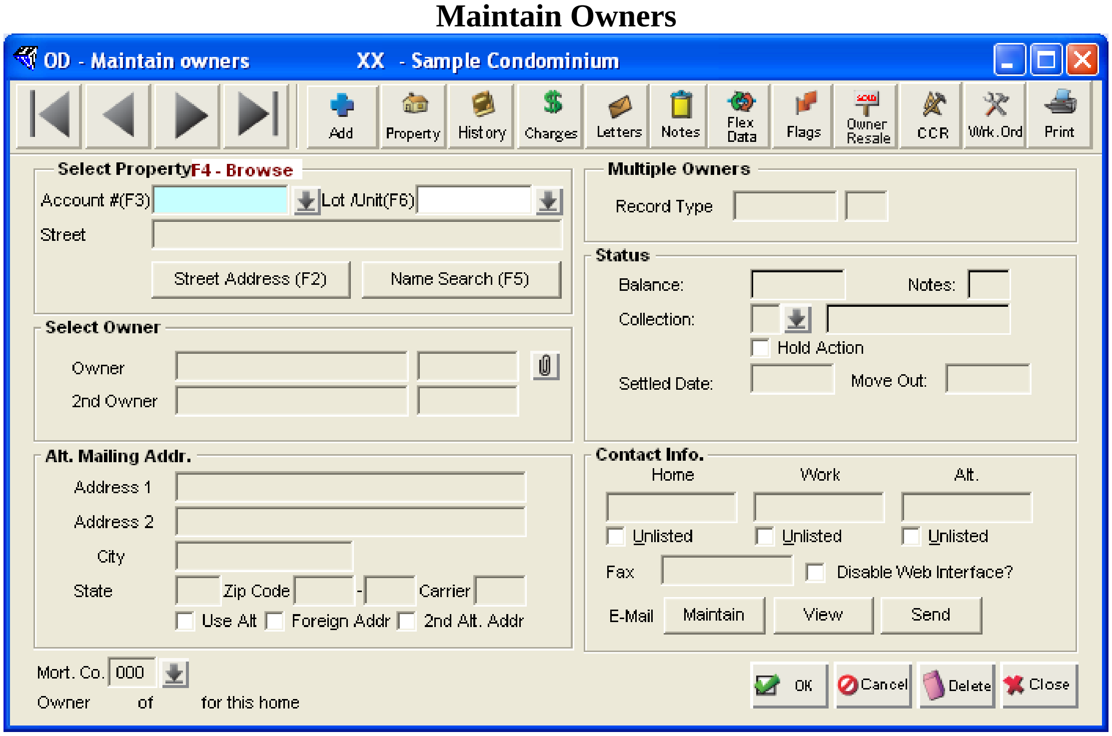
A check mark here means this owner gets any **Form Letters or Special Forms** for this home. Where there are multiple owners, you can pick and choose which ones get these mailings from the community.

Direct Debit Flag

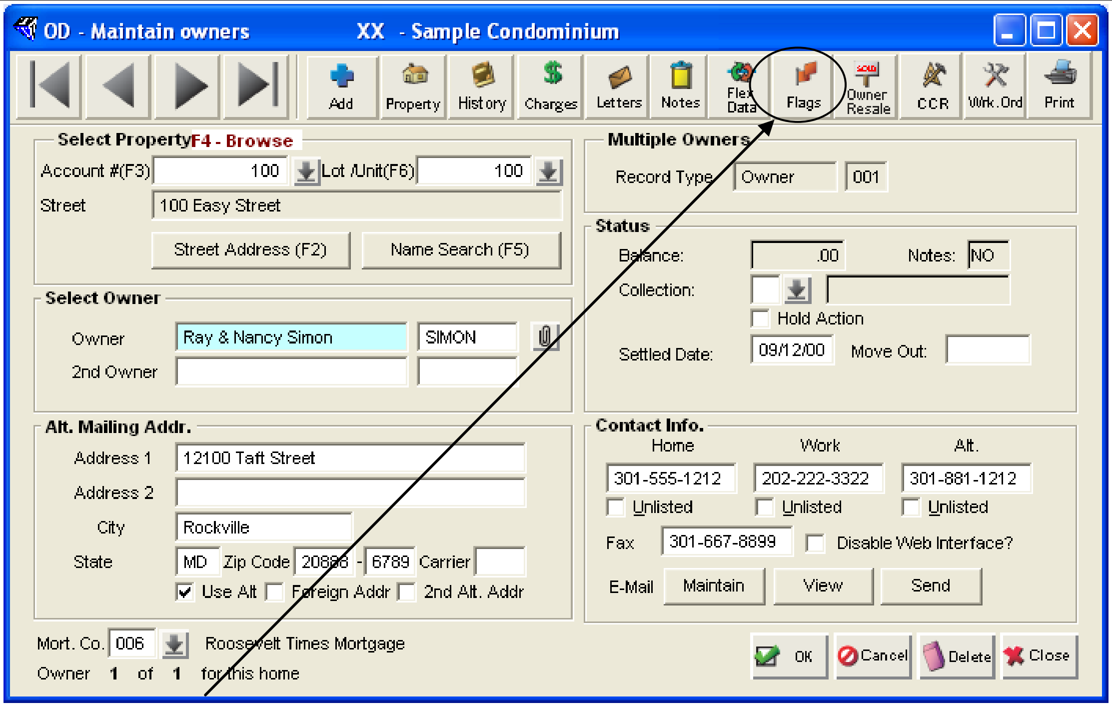
TOPS has the ability to handle Direct Debit as a method for Owners to pay recurring fees, like the Maintenance Fee. TOPS will actually generate the required NACHA formatted file ready for you to upload to our bank. Direct Debit processing is done through the Global > Direct Debit module, however, the bank information for the homeowners must be entered through the Maintain Owners function.

To activate Direct Debit as the method of paying Maintenance Fees and Assessments, you must turn on this function for the homeowner and enter the bank information. You will need a copy of a check from the owner to enter this information correctly.

To check or change this setting, do the following:

<table>
<tr><td>
</td><td>Select Maintain from the Owner Database menu.</td></tr>
<tr><td colspan="2">You will see the Maintain Owner screen:
Maintain Owners


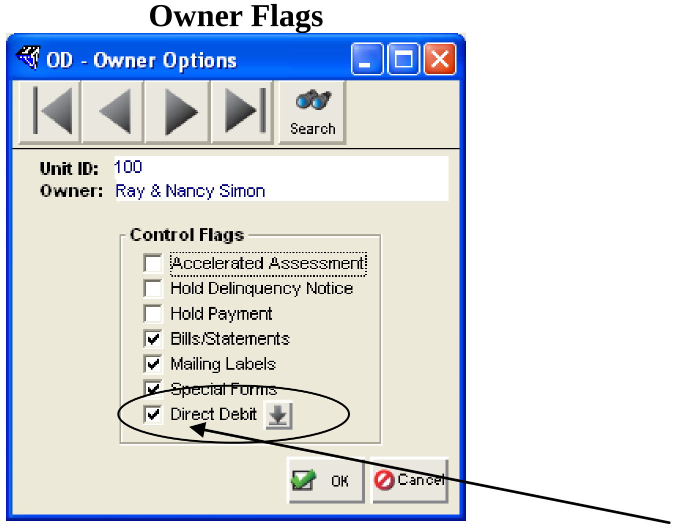
Select the first home where you wish to check or change the Direct Debit settings.</td></tr>
<tr><td colspan="2">Once you have selected a home & owner, you are ready to click on the Flags button:
Maintain Owner</td></tr>
</table>



Click on the **Flags** button.

You will see the Owner Flags for the owner you selected:

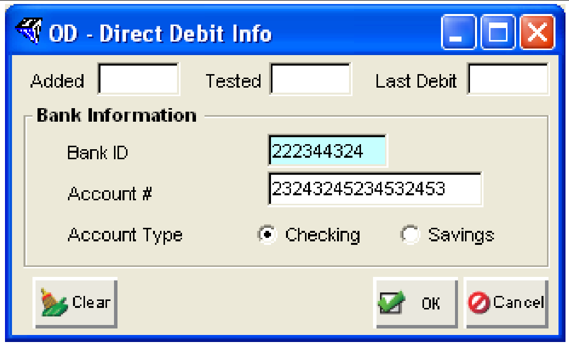
Owner Flags



If this owner has elected to pay their maintenance fee by **Direct Debit**, checkmark this box, then complete the **Direct Debit** bank setup. TOPS has the built-in ability to generate the required NACHA file under the **Direct Debit** 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. This information is stored in TOPS with data encryption to prevent identity theft.

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. This information is encrypted in TOPS to prevent identity theft. You only see the Account # displayed fully when you first enter it. Thereafter, you will only see the last 4 digits of the 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,** and **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 **Clear** button to erase the owner's bank info.
	Click the **OK** button to save any changes made to the owner's Direct Debit bank info.
	Click **Cancel** to scratch any changes made to the owner's Direct Debit bank info.

Owner Reports--Overview

A number of reports are built in to the Owner Database to provide you with maximum results from your data. The reports show the Owner data in different ways depending on your needs. The reports can be printed in various orders, can include multiple owner types, and can be printed for an entire community or parts of a community.

- **Owners Summary Report** - This shows the basic owner information for of each home in a brief format. It is the report normally given to community officers when they want a listing of the owners. The contents of the report and sort order are based on the options selected on the Owner Reports Menu screen.
- **Telephone Directory -** This report prints a phone directory listing of the owners. If an owner has the unlisted box check marked for their telephone numbers, their numbers will not be printed on this report. The contents of the report and sort order are based on the options selected on the Owner Reports Menu screen.
- **Standard Owners Report** - This report shows much of the information on file for the owners. The contents of the report and sort order are based on the options selected on the Owner Reports Menu screen.
- **Single Spaced Owners Report** - For large communities with many owners, this is the most compact owner report available. It limits the information printed to just one line per home for most owners. The contents of the report and sort order are based on the options selected on the Owner Reports Menu screen.
- **Annual Meeting w/Signature** - This prints a sign-in report to be used when processing owners into the Annual Meeting. It has the option to start a new page with each letter of the alphabet if printed in owner name order. An asterisk (*****) next to the owners name on the report means there is a balance due which may make the owner ineligible to vote at the meeting. The contents of the report and sort order are based on the options selected on the Owner Reports Menu screen.
- **Annual Meeting w/Delinquent Balance** - This report is used to screen owners who have a balance due and are not eligible to vote at the Annual Meeting. It shows the amount of the balance due so that owners may pay to be able to participate in the Annual Meeting. The contents of the report and sort order are based on the options selected on the Owner Reports Menu screen.
- **Owner/Mortgage report** - This report shows the Mortgage Company for each home in the community if this information has been setup in the owner database. The contents of the report and sort order are based on the options selected on the Owner Reports Menu screen.
- **Flex Data Report** - In each community you may define fields of customized data to be tracked for the owners. An example might be Parking Space #'s. This report lists the homes with the Flex Data. The contents of the report and sort order are based on the options selected on the Owner Reports Menu screen.

- **Owner Profile** - This report shows ALL the information being stored for the homes and the owners in a community. It is a long report, which has the option of printing one page per home. The contents of the report and sort order are based on the options selected on the Owner Reports Menu screen.
- **Owner Group Report** - Owner groups are defined where an owner owns more than one home in the community and you want the ability of maintaining the contact info in just one place for all the homes. With owner groups you also have the option of printing consolidated mailing label, invoices and statements. The **Owner Group Report** is sorted based on the order selected on the Owner Reports menu.
- **Settled Property Report -** This report can be used to verify the number of settled homes in the community both currently and for any date in the past. It is handy for getting the count used for expenses that vary by settled home in a growing community, like trash removal and management fees. The **Settled Property Report** prints a separate report for each user-defined period.
- **Owner Resale Report** - This report can be used to find homes that have settled for a range of dates you enter. You can base the report on the Settlement Date or the Processing Date (the date the resale function was done in TOPS). The report shows the new owner, previous owner, settlement date and processed date. This report shows the details of each home sold for the range of dates selected.

Print Owner Reports

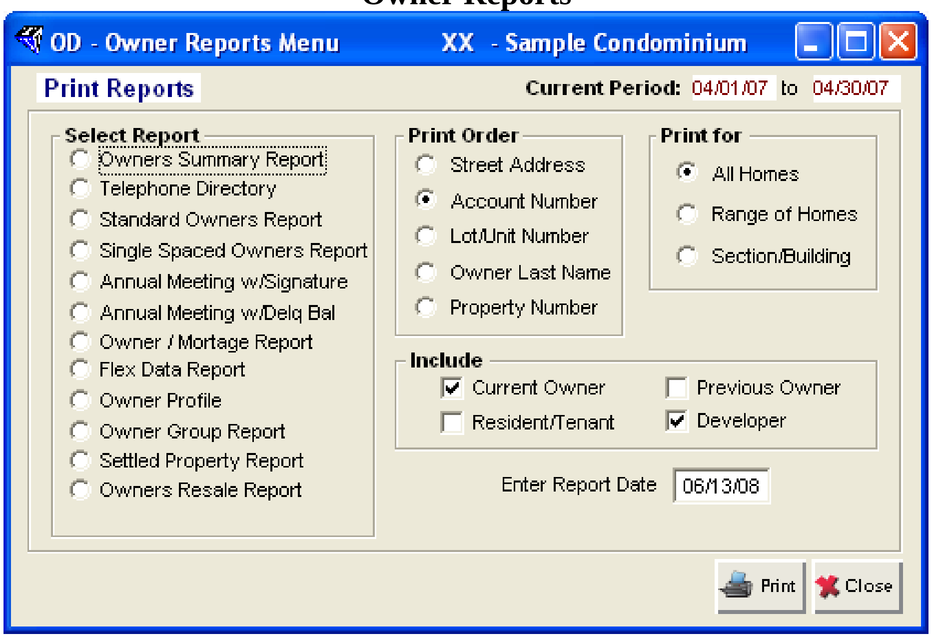
No matter which report you wish to print, the method used to print the report is similar between reports, although some reports have special report options. We will cover the common steps involved with printing any of the owner reports. If there are unique options for certain owner reports, we will explain them at the end of this manual section.

Selecting Report Options

	To access the Owner Reports menu, click the **Reports** tab.

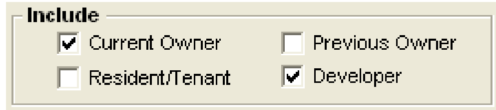
You will see the Owner Reports menu:

Owner Reports



Click to select the Owner Report you wish to print.

Print Order	Select from one of the following orders for the report: • **Street Address**: Prints the report in street address order. • **Account Number**: Prints the report in account number order. • **Lot/Unit Number**: Prints the report by lot/unit number order. • **Owner Last Name**: Prints the report alphabetically by owner last name. • **Property Number**: Prints using the TOPS assigned property number. This number is used by TOPS to keep track of each home regardless of the Street Address, Account # or Lot/Unit #.
Include	Select the Owner Types you wish to include on the report. Select from:

<table>
<tr>
<td></td>
<td>


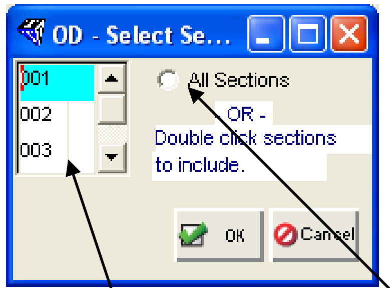
Notice the **Current Owner** and **Developer** are the pre-selected choices for most reports. You can accept this default or click to check or uncheck the Owner Types to include on the report.
</td>
</tr>
<tr>
<td>Print For</td>
<td>
You have the option to print the report for the entire community or selected portions of the community. Choices are:

Click to select the portions of the community to print this report for.

- **All Homes** – click this to print a report for the entire community.
- **Range of Homes** – Select this option to enter a beginning and ending range of homes. You can use Account #, Lot/Unit#, Owner Last Name or the TOPS assigned Property ID. It will default to the Preferred Access Method defined in the Owner Control Info.

Enter the begging range and ending range. Use the down browse arrow  to open up a browser window to help you select the beginning or ending home in the range. Then click **Print** to continue.

- **Section/Building** – You can print a report for individual Sections/Phases or Buildings, or, you can print the report for all Section/Buildings with all the homes grouped by Section/Building.
</td>
</tr>
</table>

<table>
<tr><td></td><td>


Double click in the browse window to select an individual Section/Phase or Building. If you want the entire report organized by Building/Section/Phase number then click the option for All Sections. Click the OK button to continue.
</td></tr>
<tr><td>Report Date</td><td>
The date is important on any Owner Reports that show owner balances, like the Annual Meeting w/Delinquent Balance. It is used as the calculation date for determining if the owner owes money. For other reports, like the Telephone Directory, it is merely the date printed on the report so you know when the report was generated.

Enter the date as: 031507 for March 15, 2007. Do not enter any slashes (/) between the dates.
</td></tr>
<tr><td colspan="2">Select Print Options</td></tr>
<tr><td>

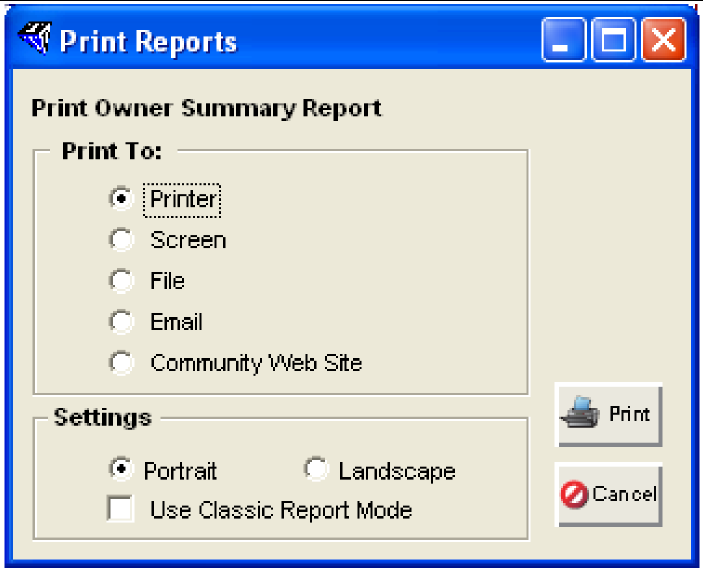

</td><td>
After making print option selections on the Print Owner Report menu, Click the Print button to proceed.
</td></tr>
<tr><td colspan="2">
Special Report Options – after clicking on the Print button above, if the Owner Report has any special options, you will see pop-ups giving you the options available.

Owner Reports with Special Report Option are:

- Owner Summary Report
- Standard Owner Report
- Telephone Directory
- Annual Meeting w/Signature
- Owner Profile Report
- Group Owner Report
- Settled Property Report
- Owner Resale Report

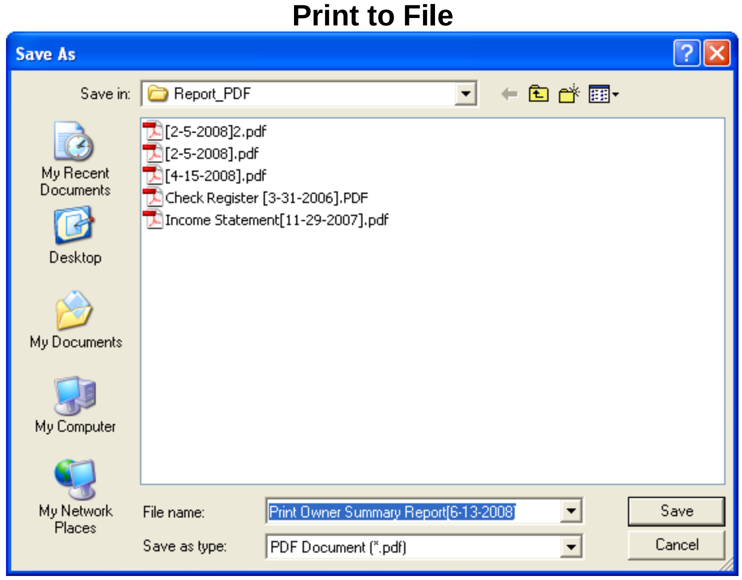
See the section titled Special Report Options at the end of the Owner Reports manual section for more information on these options.
</td></tr>
<tr><td colspan="2">
If there are no Special Report Options for the Owner Report you selected, you will see the print menu:

Print Menu
</td></tr>
</table>

<table>
<tr><td colspan="2">


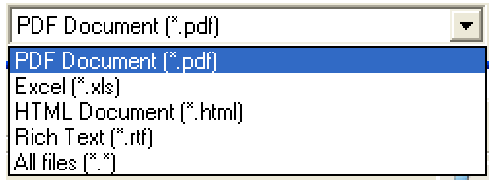
This is the standard Print Menu you will see throughout TOPS. Select from one of these print options.</td></tr>
<tr><td>Printer</td><td>Checkmark this option to get a printed report.</td></tr>
<tr><td>Screen</td><td>Checkmark this option to display the report on the screen rather than print it. As it is displayed, you still have the option to print it to paper.</td></tr>
<tr><td>File</td><td>Print the report to a file where you can re-print it later or open up in a different application, like Excel®. When you pick this option, you will see this screen:

Print to File



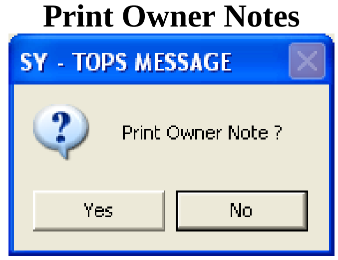
File Name – you can accept the default file name displayed or change it to a different file name.

Save as Type – By default, it will have PDF (Portable Document</td></tr>
</table>

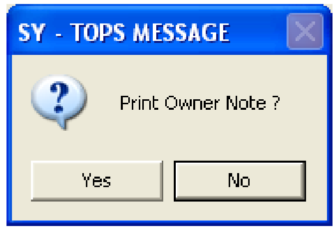
	Format) selected but you can select from any of this file formats:  You have the choice of saving the file to any of these formats: • PDF – The normal format to attach a report to an e-mail • Excel – Puts the report into a standard Excel® file. • HTML – Use to make the report part of a web page • Rich Text – Use with a report writer, like Word®. All Files – Not a file type that can be used for saving. Just lists all the files in the chosen folders.
	Click the **Save** button to save the File Name, location and File Type.

This completes the general **Owner Reports** manual section. The following page explains the **Special Report Options** available on some Owner Reports.

Special Report Options

	Certain Owner Reports have unique report options not available on all Owner Reports. If there are unique report options for the Owner Report you selected, you will see them after you click the Print button above. The following are the Special Report Options available as an option for each Owner Report: **Owner Summary Report – Owner Notes** If owner notes exist in the Owner record, they will print under the listing of the home on the report. **Print Owner Notes**  **Standard Owners Report - Owner Notes** If owner notes exist in the Owner record, they will print under the listing of the home on the report.

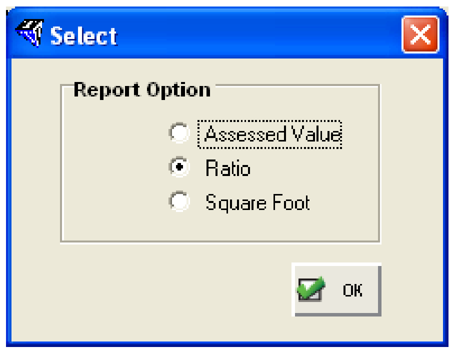
Print Owner Notes



Calculation Basis

Maintenance Fees can be calculated using different basis. You can enter the amount of the Maintenance Fee directly into a Charge Table or, you can have TOPS calculate the amount for you if the charge is based on one of the following:

Select Calculation Basis



Assessed Value – if the Maintenance Fee is based off the Assessed Value of each home stored in the Property Info, check this option to the calculation basis prints for the home.

Ratio – if the Maintenance Fee is based off the Percentage Ownership (ratio) of each home to the total community, check this option to the calculation basis prints for the home.

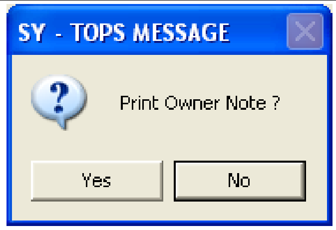
Square Foot – if the Maintenance Fee is based off the Square Footage of each home stored in the Property Info, check this option to the calculation basis prints for the home.

Click OK to proceed.

Owner Profile Report

If owner notes exist in the Owner record, they will print under the listing of the home on the report.

Print Owner Notes

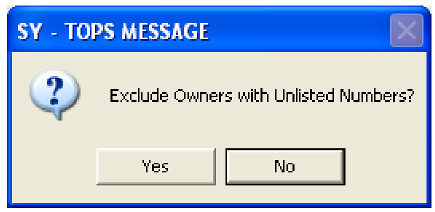


Telephone Directory

- **Exclude Unlisted Numbers**

  Does not print owners with checkmarks on the Unlisted Phone Numbers in the Owner record.

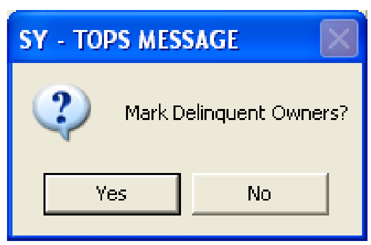
Exclude Unlisted?



Annual Meeting w/Signature

- **Mark Delinquent Owners**

  Prints an asterisk (*) next to each owner that owes an amount "as of" the date of the report.



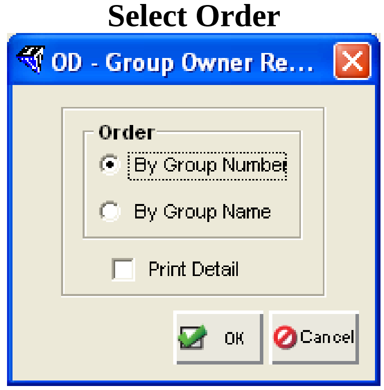
Click Yes to have this option.

Group Owner Report

- **Select Group Order**

  Select from one of two possible orders for printing the report.

Select Order



Select either:

- Group Number
- Group Name (alphabetic)

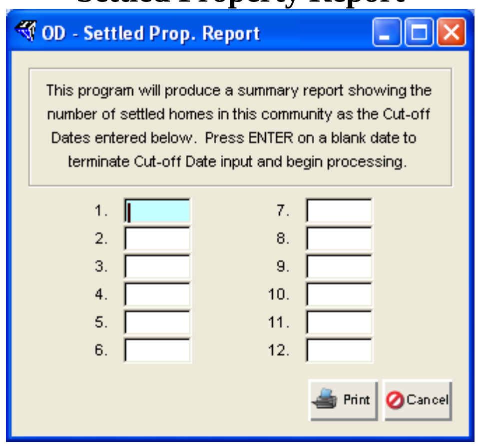
Click **OK** to proceed.

Settled Property Report

- **Settlement Dates**

Enter up to 12 dates to have the system give you a count of the settled homes on each of the dates.

Settled Property Report



Enter only those dates you wish. In a growing community, this is handy for checking whether the correct amounts were paid for management fees, trash pickup, etc.

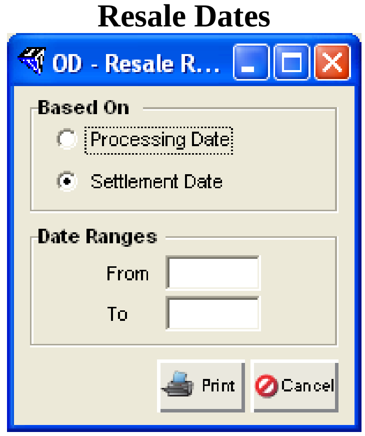
Click **Print** to proceed.

Resale Report

- **Resale Report**

Select the option the system will use to find and list the resales.

Resale Dates



	Find the homes where there have been resales based on either: • Processing Date – the Date the resale was actually performed in TOPS. • Settlement Date – the Date the home actually sold from one party to another. • Date Ranges – after making the order selection, then enter the beginning and ending dates. Only those homes that match the report criteria will be included in the report. If you do not use the Owner Resale function on the Maintain Owner screen, then this report will not work for you. Click **Print** to proceed.

Mailings

You can either email owners directly here or print mailing labels with a variety of options. You can select which owners to print labels for as well as the label type. TOPS lets you select from a many standard label sizes. You may also print envelopes directly as long as your printer supports this option. Another option is the ability to generate an export file with the owners' names and mailing addresses.

Email
You may email owners the information that would otherwise be mailed to save both time and the expense of doing a physical mailing. Because you might not have email addresses for all owners or not all owners have "opted in" to get emails from the community, we give you these options:

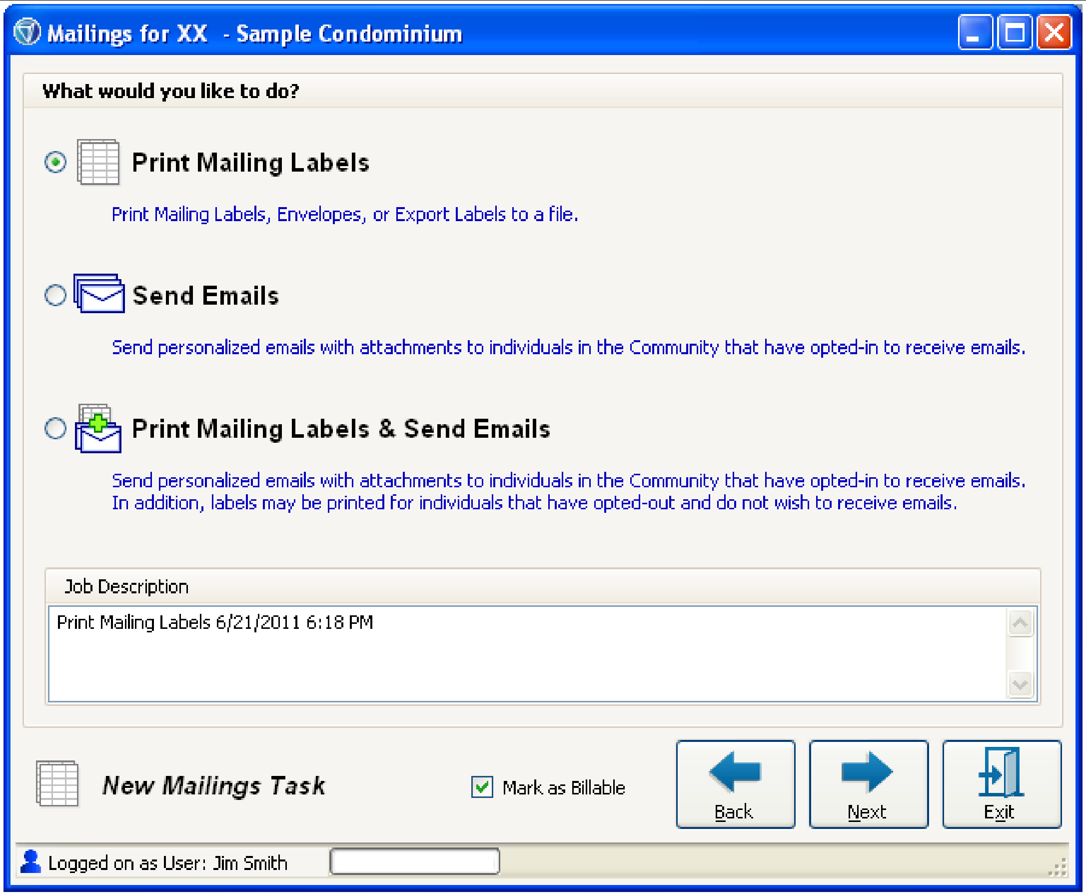
- Print Labels only
- Email Only
- Email & Print Labels for those owners with no email address

Note **-** You must subscribe to TOPS iMail to be able to email owners in place of printing mailing labels. Your internal email system cannot handle sending bulk email such as, emailing hundreds of owners at one time. See the TOPS Communication manual for more information on TOPS iMail and why you need it.

Communication History
Regardless of whether mailing labels are printed or owners are sent emails from the Mailings screen, the owner communication history is updated for every type of "mailing" you do here. You can mark each mailing as "Bill to Community", then print a report for a range of dates that summarizes the mailings done in a community so you can easily recover your expenses.

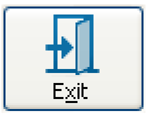
The options for Mailings are designed to let you easily create emails to owners who have "opted in" or print mailing labels where needed. This gives you control over your delivery method and also your postage and supplies expense. Follow these instructions to do Mailings.

<table>
<tr><td>
</td><td>Click the Mailing Labels tab on the Owner Database menu.</td></tr>
<tr><td colspan="2"><u>Select Labels or Email</u></td></tr>
<tr><td colspan="2">You will see the Owner Mailing Labels menu:
 Define Mailing Options </td></tr>
</table>



We'll cover the options on this screen.

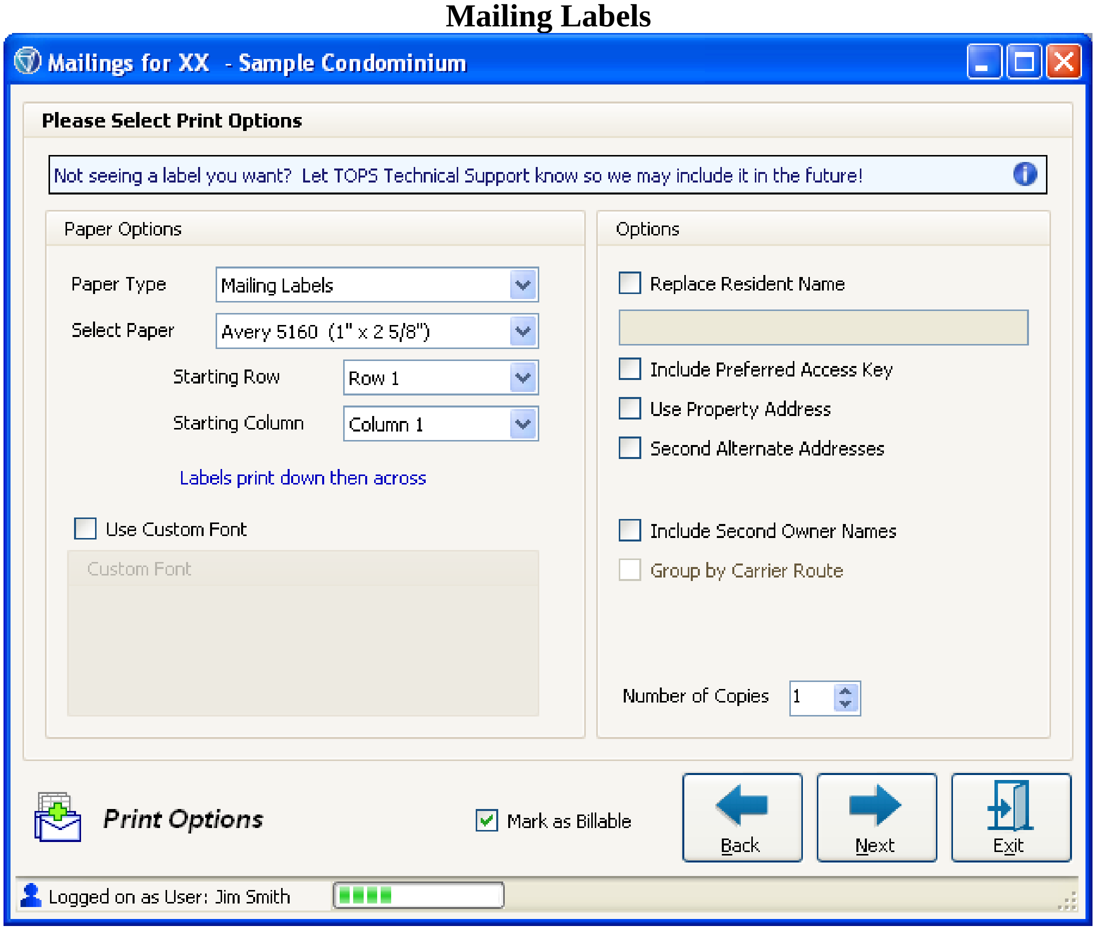
Print Mailing Labels	Through this choice, you can print from a variety of Mailing Label formats, print directly on envelopes (as long as your printer can handle it) or generate an export file with owners names and addresses. **Print Mailing Labels** is the default choice.
Send Emails	Send an email to owners who have "opted in" to receive email communications from the community. If an owner has not "opted in" they will be skipped and no email sent and no mailing label printed.
Print Mailing Labels & Send Emails	Send an email to owners who have "opted in" to receive email communications from the community, then print mailing labels for those owners who have not "opted in" or where no email address exists. **Recommend:** Always use this choice if you want to send a notice to the entire community so that each owner will receive the mailing, whether emailed or by regular mail.
Description	Because of the Communication History that is kept for each owner and the community as a whole, a Description of this

	mailing *MUST* be entered here. It only needs to be a few words that tells anyone looking at the history why this mailing was sent.
Mark as Billable	Checkmark ☑ Mark as Billable if the mailing should be billed to the community. It will then record the mailing in the community's communication history as "billable". You can print a report for a range of dates for just the "billable" mailings to backup the reimbursement, if any, from the community.
	Click the **Next** button to proceed with the mailing options selected.
	Click the **Exit** button to exit from the Mailings program without proceeding.

Mailing Labels

If you clicked the Next button above and mailing labels were part of the Mail options selected on the previous screen, you will see the Mailing Label options:

Mailing Labels



<table>
<tr><td colspan="2">We’ll describe each mailing label option showing on this screen below.</td></tr>
<tr><td>Paper Type</td><td>
Here you can select which kind of general mailing label type you will be using.

<u>Select Paper Type</u>

Click the down browse arrow to select which kind of output you will be using for mailing labels:

Mailing Labels
Envelopes
Export to File

Mailing Labels - The default is “Mailing Labels” which will work on any standard laser or ink jet printer. These would be separate sheets of labels.

Like most modern software applications, TOPS no longer supports dot matrix label printing, however, if you have a dot matrix printer, try using the export file functions to get a print file that will work with a dot matrix printer.
Envelopes – You can print the owners name and address directly on envelopes as long as your printer can handle the envelope feeding. If you pick this option, you can then select from a standard #10 or #9 envelope.
Export to File – if you select the Export option, you will see two choices:

CSV Export – creates a file with the owners name and mailing address in the CSV format, which will natively work with Excel as well as other applications.
Alpha Graphics Export – creates a file with the owners name and mailing address ready to send to Alpha Graphics if you use them for mailings.

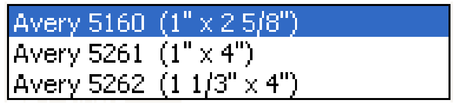
There are other export options available as well when you reach the last screen of mailing labels.

Use the arrow key to move down the list or use the mouse to click on the print option you wish.
</td></tr>
<tr><td>Select Paper</td><td>
Here you can select which specific mailing label you will be using for printing mailing labels.

<u>Select Paper Type</u>

Click the down browse arrow to select which kind of label you wish. Depending on the Paper Type selected above, you
</td></tr>
</table>

<table>
<tr>
<td></td>
<td>
have a choice of different standard Avery® labels. For a laser printer, the label choices are:



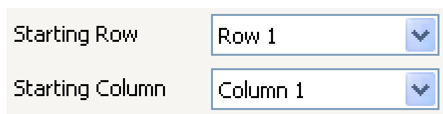
The default is Avery® #5160—the most common label used on laser printers.

<u>Carrier Route Sorting</u>

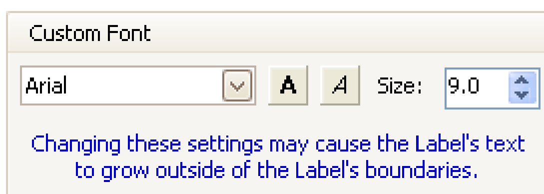
Because space is too limited on Avery 5160 labels, you do not have the option to do Carrier Route Sorting with this label type. To do Carrier Route Sorting, choose either the Avery 5261 or Avery 5262 labels.

<u>Starting Position</u>

For laser labels, you can select the starting row and column to use a mailing label sheet that has labels missing from previous mailings:



The default is “Row 1”, “Column 1” which means it will start with the first label on the sheet. This assumes, of course, that the label sheet is full and has no missing labels.
</td>
</tr>
<tr>
<td>Use Custom Font</td>
<td>
Checkmark this option if you wish to change the font on the labels/envelope options selected. If checked, you will see these options appear:



You can customize the following:

Font – Select which font using the down browse arrow.

Bold – Select BOLD by clicking on the bold  button.

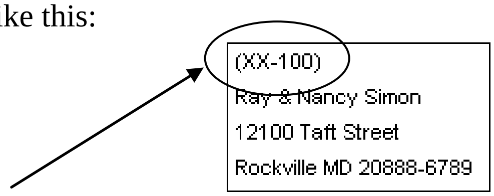
Italics – Select ITALICS by clicking on the italic  button.

Font Size – Select the numerical point size of the font.

Be aware that changing Fonts and Font Size may cause your mailing labels to overflow the size of the mailing label itself.
</td>
</tr>
<tr>
<td>Options</td>
<td>Starting at the top right side of the screen, you will see these further mailing label options:</td>
</tr>
</table>

Replace Resident Name – checkmark this box and then enter the name you wish to use in place of the actual owners name on the mailing. For example, you could replace the actual owner name with the general term “Resident”. That way, the mailing will be delivered to the home no matter who the registered owner is with the US Post Office.

Include Preferred Access Key - The address key shows the Community ID and a home identifier on the label so, if the label is going to an Alternate Mailing Address, you can tell which home the label is printed for. A label with the Address Key will look like this:



XX is the Community ID. 100 is the Account # for this home.

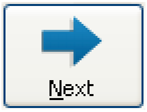
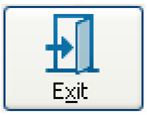
Use Property Address - If checked, this option will print the Street Address of the home on the label rather than the Alternate Mailing Address. This can be handy if you are sending a notice about something that affects the actual residents of the community—like street repaving or cleaning.

Second Alternate Addresses – print a label for those owners who have a 2^{nd} Alternate Address in the owner record. The 2^{nd} Alternate Address might be used to include a property manager in community mailings who is maintaining the home or if the homeowner has a secondary residence.

Include Second Owner Names – If there are 2^{nd} owners on file for some homes in this community, do you want to print their name on the mailing labels too? US Postal regulations do not allow more than a 5 line address, so if you select to “Include Second Owner Names” it will print their name on the label too as long as it will fit within the 5 address line limit.

Group by Carrier Route – If you have captured the Zip Code + Four + Carrier Route in the Property Info for each home, you can print mailing labels in a presorted order to get lower postage rates on mailings. Checkmark this option to print labels or envelopes in a presorted order by Zip Code + Four + Carrier Route.

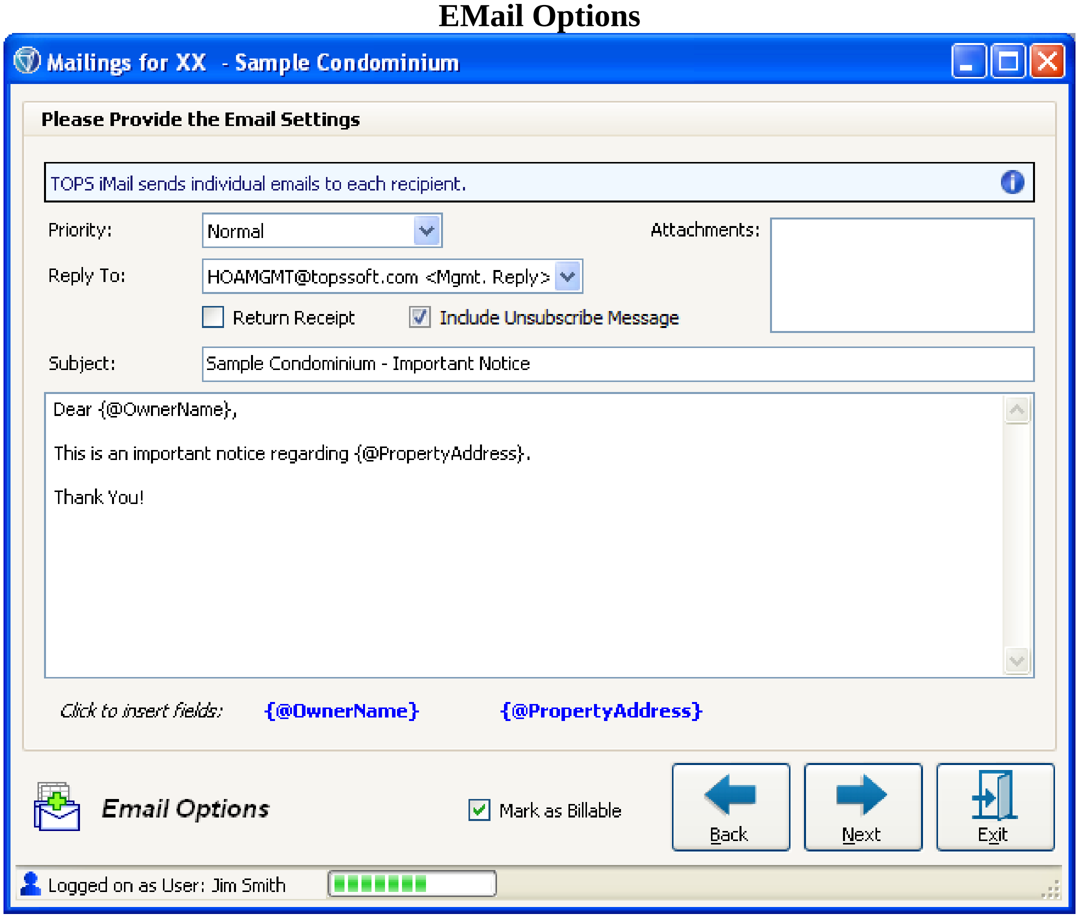
Note: The Carrier Route option is not available for Avery #5160 labels because the label is too small to allow the formatting required by the US Postal Service. This option is available for any of the larger label sizes.

Number of Copies	By default, it will print 1 label or envelope per home. If you wish to print multiple labels/envelopes you can increase the number to the desired copies using the Up/Down arrows.
	Click the **Next** button to proceed with the mailing options selected.
	Click the **Back** button to go back to the first screen where you can change options, if needed. Any options selected on this second screen will be saved when you return to this screen.
	Click the **Exit** button to exit from the Mailings program without proceeding.

Email Options

If you clicked the **Next** button to proceed and emailing is part of the options selected on the first screen, you will see this screen that gives you options to email owners rather than print Mailing Labels:

EMail Options



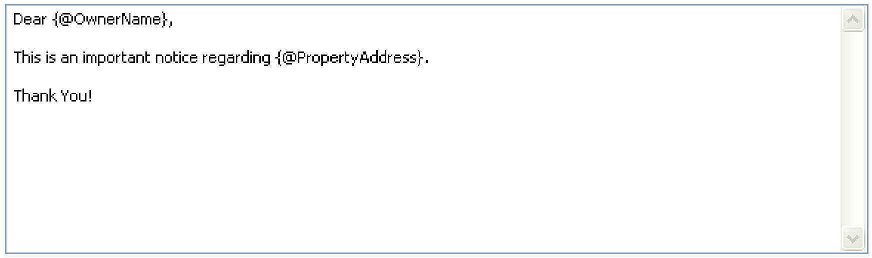
The following explains the email options on this screen:

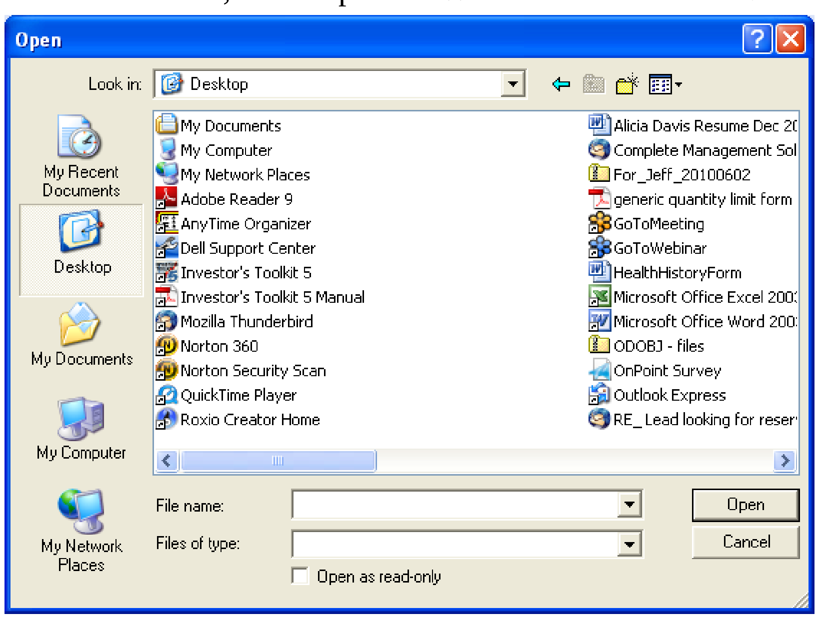
<table>
<tr><td>Priority</td><td>You can set the Priority delivery for this owner email. The priority will be displayed in MOST personal email systems, but not all. So setting the Priority here may not work for emails sent to some owners.

Use the down browse arrow to select from the choices. The choices are:
Low – tells the recipient the message is not that important
Normal – tells the recipient the message is of regular importance. This is the default setting.
High – tell the recipient the message is a HIGH priority and they should read it immediately. In most email systems, it would show an exclamation mark (!) next to the email.</td></tr>
<tr><td>Reply To</td><td>Use the down browse arrow to select which Reply To address to use.
General Company Reply to Email Address - The default is the general Reply To email address from the Management Company Info under Configure TOPS iMail®.
User Reply to Email Address - You can select your email address defined in User Settings & Preferences under Configure TOPS iMail®.
Bounce Email – You can also select the “Bounce” email address from the Management Company Info under Configure TOPS iMail®. This will use the address where returned emails are dumped as the Reply To address for this email.</td></tr>
<tr><td>Return Receipt</td><td>Check mark here to have a Return Receipt sent to you once the owner opens the email. Of course, the owner can elect NOT to send the Return Receipt, so if you do not get a Return Receipt, it does not mean the owner did not get and read the email.</td></tr>
<tr><td>Include Unsubscribe Message</td><td>Check mark here to include a message to the owner giving them the ability to Unsubscribe to future community emails. If they unsubscribe, it will update the owner email settings in Owner Maintain so they will not receive future community emails.</td></tr>
<tr><td>Subject</td><td>The default Subject will say:

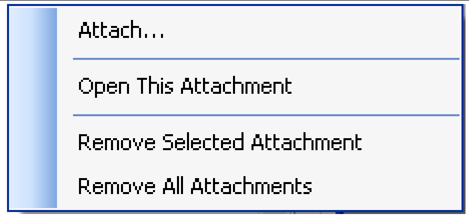
“Community Name – Important Notice”

You can type any subject you wish into this field, however, to encourage the owner to open and read it, we recommend using the name of the community in the subject line.</td></tr>
</table>

<table>
<tr>
<td>Body</td>
<td>
The Body text looks like this:


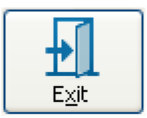
It will automatically insert each owners name into the email Body if you leave the “Dear {@OwnerName}”.
If will also default to the message:
“This is an important notice regarding {@PropertyAddress}” where the street address of the home will be inserted.
You can accept the default message or type your own message as needed. However, there must be something typed in the Body field or you cannot proceed with emailing owners.
</td>
</tr>
<tr>
<td>Attachment</td>
<td>
You can attach a file or document to this owner email if you wish. For example, if you are sending out an Annual Meeting Proxy or new community Rules & Regulations. Every email recipient will get this email with the Attachment.
If there are no Attachments for an email, when you click into the Attachments box, it will open the Windows® file browser:


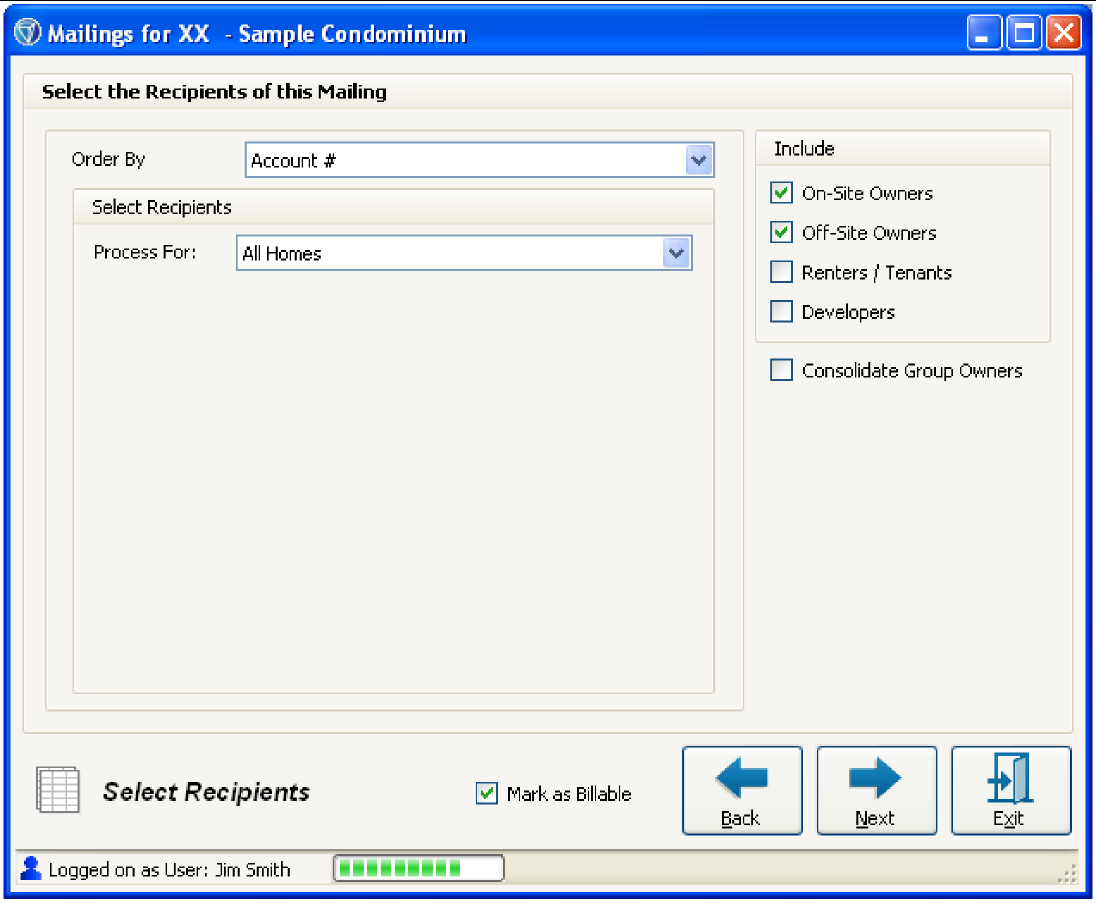
From here locate the attachment, then double click to select it.
If there are Attachments already in the email, you can right click the mouse button to open the Attachment menu:
</td>
</tr>
</table>

<table>
<tr><td></td><td>

Click on any menu selection to select it.
Recommend: Attach Portable Document File (PDF) instead of a Word® document or Excel® spreadsheet. The recipient would need to have Word® or Excel® in order to open and read the attachment. Anyone can open and read a PDF file—the reader is widely available and is FREE. </td></tr>
<tr><td>Email Merge Codes</td><td> There are 2 Merge Codes you can insert into owner emails:

{@OwnerName} – Inserts the Owner’s Name into the email body
{@PropertyAddress} – Inserts the Owner’s Street Address into the email body

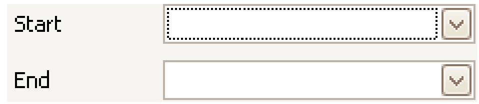
These merge codes only work in the Body of the email, not the Subject line. </td></tr>
<tr><td>
</td><td>Click the Next button to proceed with the email options selected.</td></tr>
<tr><td>
</td><td>Click the Back button to go back to the previous screen where you can change options, if needed. Any options selected on this screen will be saved when you return to this screen.</td></tr>
<tr><td>
</td><td>Click the Exit button to exit from the Mailings program without proceeding.</td></tr>
<tr><td colspan="2"><u>Select Recipients</u></td></tr>
<tr><td colspan="2"> Whether you are printing Mailing Labels or Emailing owners, you must select the Recipients of the mailing. Once you click the Next button, you will see the screen for selecting the Recipients of the Mailing:
Select Recipients </td></tr>
</table>



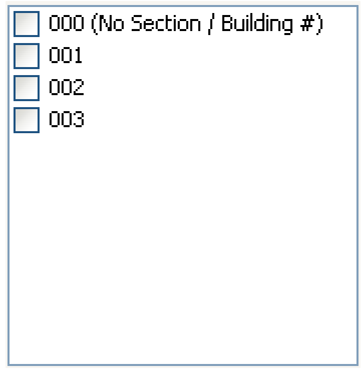
This screen helps you control the order in which labels print and which owners have labels printed.

Order By	Select the print order that best suits your needs. Use the down browse arrow to select from: • **Street Address** • **Account #** • **Lot/Unit #** • **Sort Name** (Last Name) • **Zip Code** Select the order you wish for the mailing.
Process For	Select the homes you wish to include in this mailing. Use the down browse arrow to select from: • **All Homes** – will do a mailing that includes every home in the community. • **Range of Homes** – type in the starting / ending range of homes or use down browse arrow to open the homes

selector.



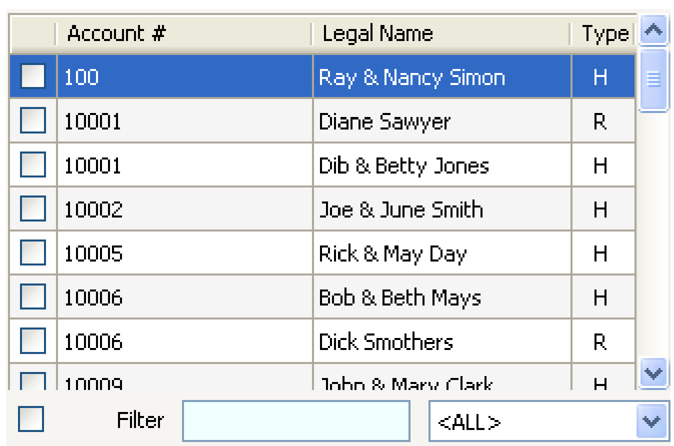
- **Section / Building** – if you select this option, you will see the Sections / Buildings that are defined for this community:



Checkmark the Section / Buildings to include. The Section / Building number must be coded into the Property Info for each home in order to use this as a mailings option.

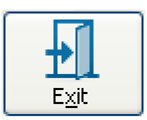

Use Checkmark ALL or UnCheck All buttons to make selecting the Section / Building easier.

- **Selected Homes** – If you want to do a mailing to individually selected homes, you will see the homes selector:



Checkmark which homes to include in the mailing or use the filter to start typing to narrow your search. You can filter by Account #, Lot/Unit # or Owner Name.

Make the selection for which homes to include in this mailing

	from the options shown above.
Include	Checkmark which owner types to include in the mailing. The available owner types are: • **On-Site Owners** – owners who live in the community • **Off-Site Owners** – owners with an Alternate Mailing Address • **Renter / Tenants** • **Developers** You can check or uncheck any of these owner types to include or exclude from the mailing.
Consolidate Group Owners	If you use the Owner Groups for owners who own more than one home in the community, check marking this option will give you one mailing label for all the homes that are part of an Owner Group. If you do not check mark this option, then mailing labels will be printed for every home whether part of an Owner Group or not.
	Click the **Next** button to proceed with the mailing options selected.
	Click the **Back** button to go back to the previous screen where you can change options, if needed. Any options selected on this screen will be saved when you return to this screen.
	Click the **Exit** button to exit from the Mailings program without proceeding.

Mailings Task Review

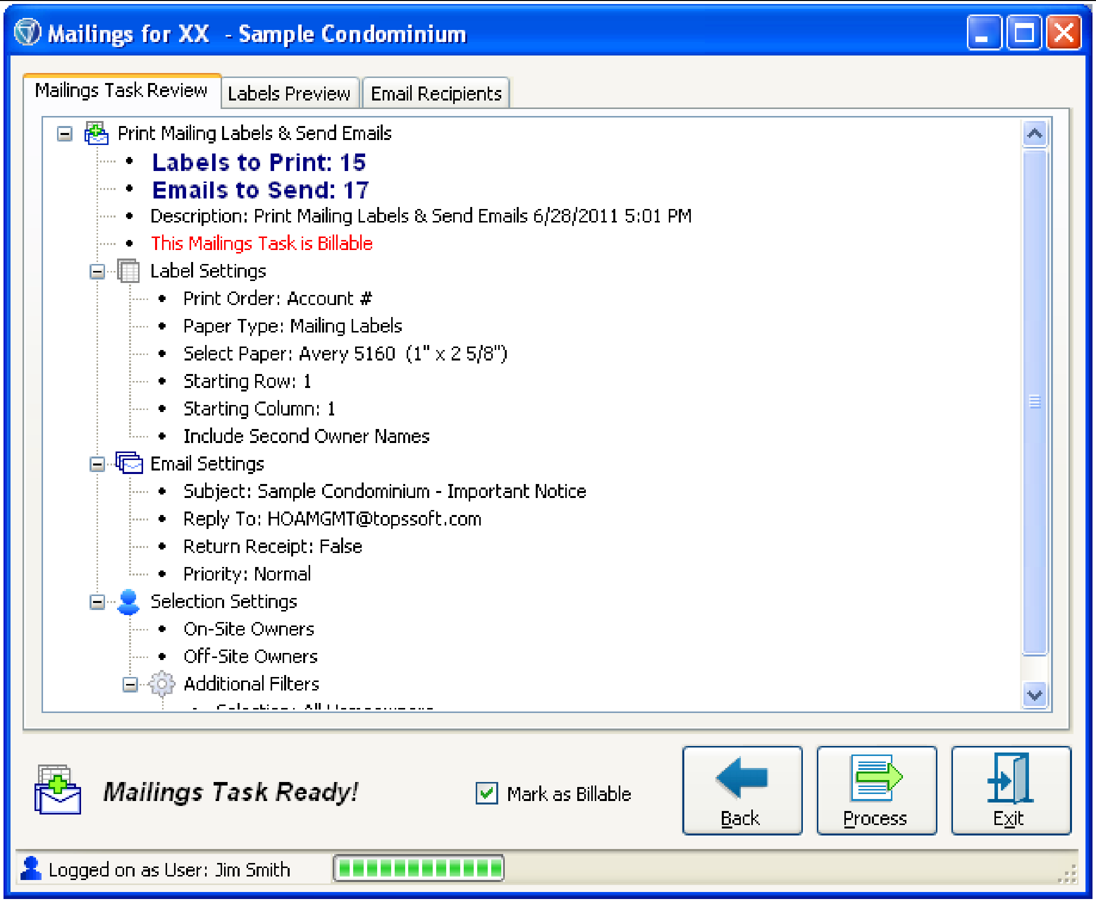
The final screen where you can verify your job depends on whether you are just printing Mailing Labels, sending Emails or doing a combination. Depending on the mailings job, when you click Next you will go to one or the other “Preview” screens.

We will cover each “Preview” screen so you understand the information it shows.

Labels and Email

If your mailings job included BOTH Mailing Labels and Emails, you will go to the Mailings Task Review screen where you can see the pending job:

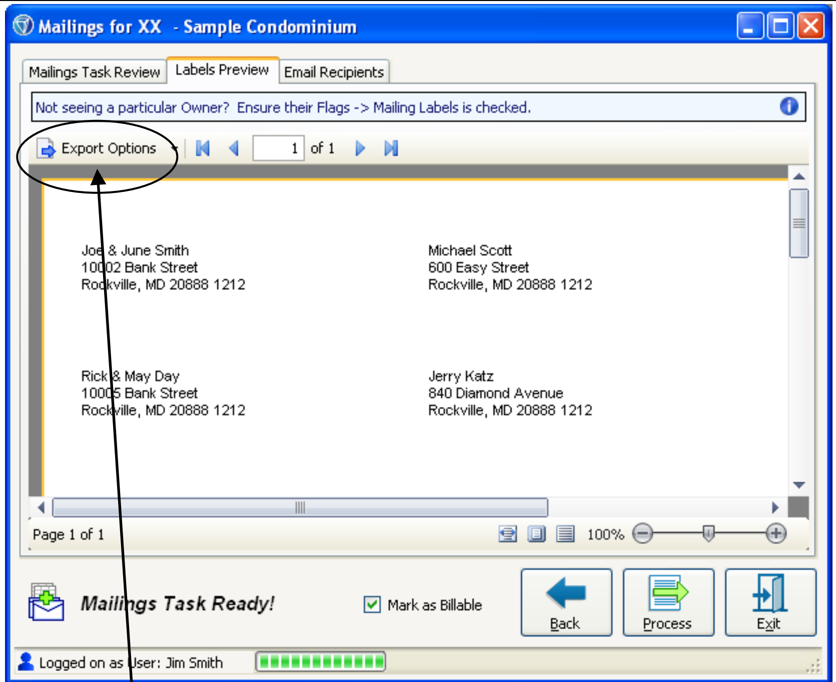
Mailings Task Review



Here you can review the details of the Mailings job to make sure it is correct before final processing. Notice the screen shows the number of Mailing Labels to print and the number of Emails that will be sent. The job is still pending, you must click the **Process** button to proceed.

We'll review each of the other menu tabs on this screen.

 	If your job included just printing Mailing Labels you will see the **Labels Preview** so you can review the pending Mailing Labels that are ready to print. **Labels Preview**

<table>
<tr>
<td></td>
<td>


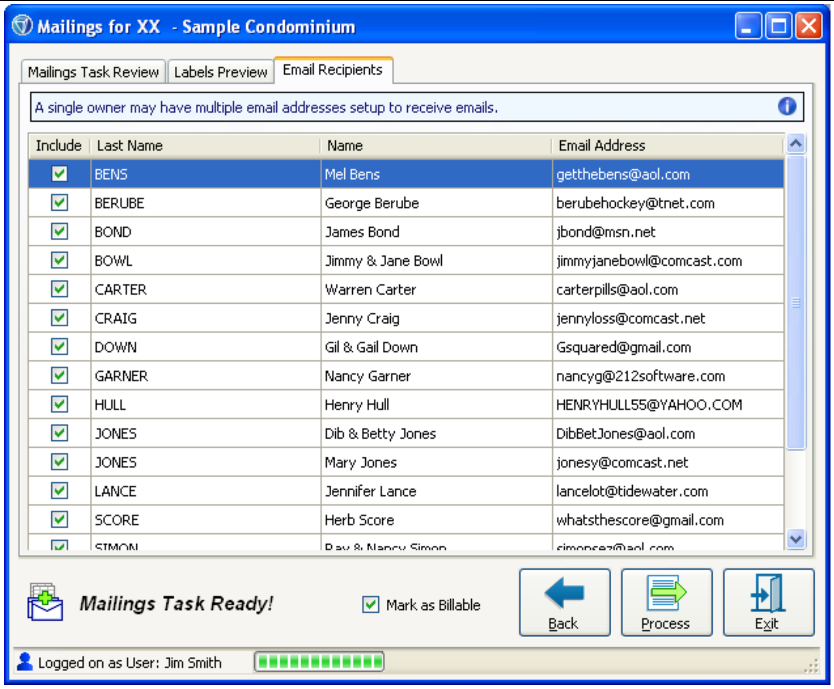
You can click the Back button here if you wish to go back to change mailing label options.

Warning: Clicking the Process button will start printing the mailing labels AND start emailing the Owners. But sure you want to proceed before clicking the Process button.

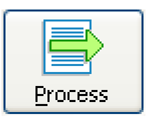
Export Options – Notice this button above the labels. This gives you ability to export owners names and mailing addresses in a variety of file formats. See the heading “Export Mailing Label File” below for more information on this option.
</td>
</tr>
<tr>
<td>


</td>
<td>
If your job included just sending Emails to owners you will see the **Email Recipients** where it lists the owners who will receive the email from the community.

Email Recipients
</td>
</tr>
</table>

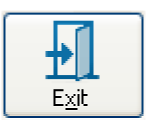
<table>
<tr>
<td></td>
<td>


This shows a list of the owners who have “Opted-In” to receive email from the community. Notice you can uncheck owners if you wish to skip sending them this email.

Warning: Clicking the Process button will start printing the mailing labels AND start emailing the Owners. But sure you want to proceed before clicking the Process button.
</td>
</tr>
<tr>
<td>


</td>
<td>
If the job preview looks good, click the **Process** button to proceed with actually doing the mailing as shown in the Job Preview.

Warning: Clicking the Process button will start printing the mailing labels AND start emailing the Owners. But sure you want to proceed before clicking the Process button.
</td>
</tr>
<tr>
<td>


</td>
<td>
Click the **Back** button to go back to the previous screens where you can change options, if needed. Any options selected on this screen will be saved when you return to this screen.
</td>
</tr>
<tr>
<td>


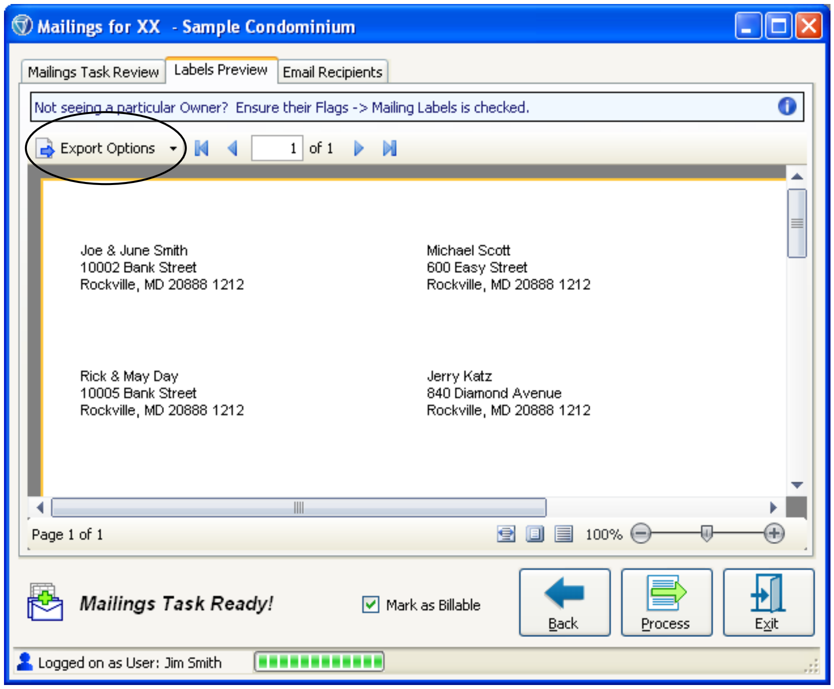
</td>
<td>
Click the **Exit** button to exit from the Mailings program without proceeding.
</td>
</tr>
<tr>
<td colspan="2">

Export Mailing Label File

</td>
</tr>
<tr>
<td>

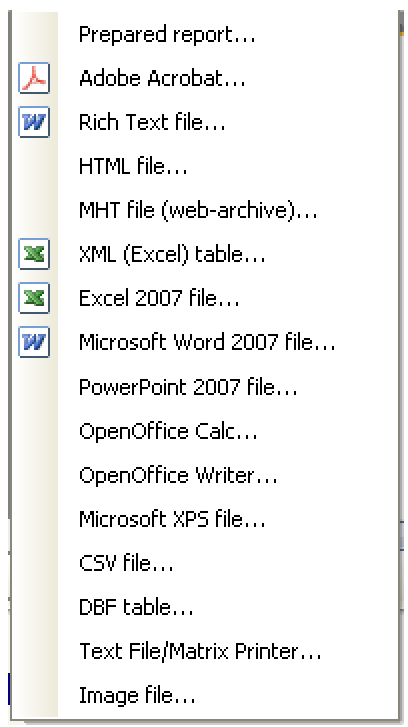

</td>
<td>
From the Labels Preview screen you can export owner name and address info into various formats. This can be handy when you wish to give just the owner mailing addresses to an outside party.
</td>
</tr>
</table>

Labels Preview



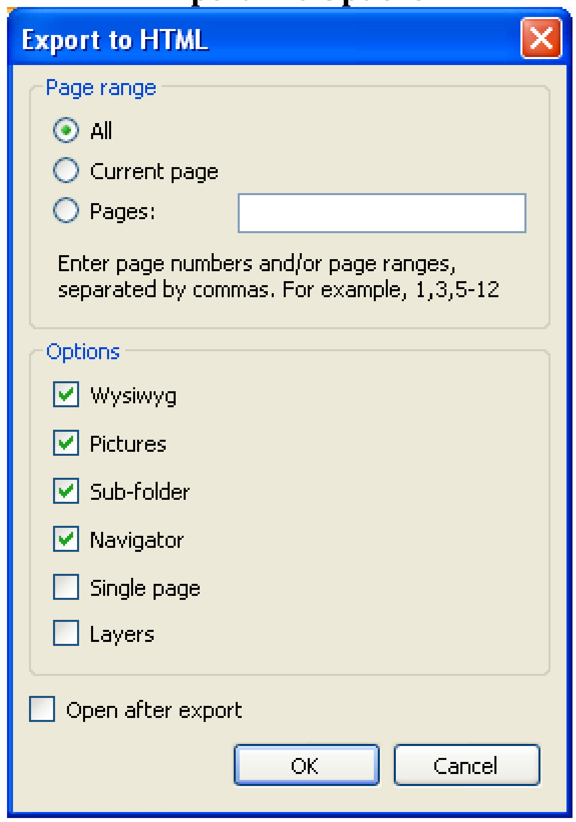
Use the down browse arrow ▾ to select the file format you wish to export the owner name and mailing address into:

Available File Formats



Once you select the export file format, you will see another screen where, depending on the file format selected, you will see other options for the export file

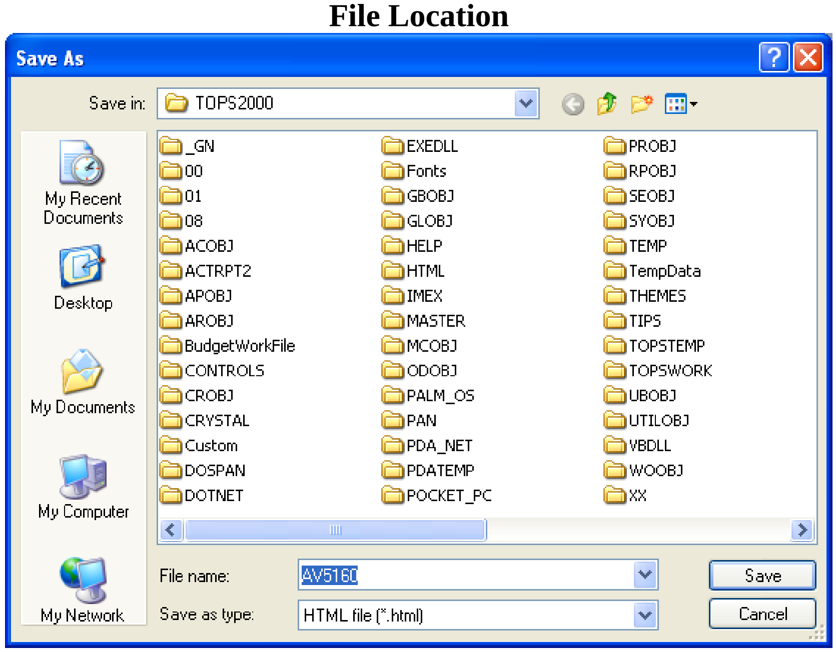
Export File Options



Click OK to proceed or Cancel to exit.

The last step in the File Export is to name the file and the location where you wish to save the file.

File Location



	Notice the default file name is the mailing label selected under Paper Type on the 2nd screen. You can overtype this name and save the Export File under any name you wish. You can also select the File Location using a standard Windows© browser.

Summary

Mailings is designed to give you control over general mailings to owners. You can choose your method for each mailing, whether it is billable to the community or not and the output that best serves your purposes.

Every mailing is recorded in the Communication History. It can be viewed on an owner-by-owner basis through Maintain Owner or community-wide through the Communication menu. Keeping a detailed Communication History showing each mailing made to an owner should help dispel any disputes that arise where an owner says they never received the mailing.

This completes the Mailings manual section.

Form Letters

Form Letters are 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. Letters can either be printed and sent to owners, emailed to owners as email attachments, or sent to SouthData electronically for Certified, Certified + First Class or just standard First Class Mail delivery.

Form Letters can also be used to create ballots, billing statements or any form you can think of to send owners. Form Letters are a powerful and flexible tool that you can use in a variety of ways. Whenever you print, email or use SouthData to electronically send a Form Letter, it automatically updates the owner Communication History . You can mark any mailing through Form Letters as one that you "Bill to Community" so you can recover your mailing expense.

Word® Compatibility

The TOPS Form Letters use the standard Word® document format. All the Form Letters in TOPS are stored with the .DOC extension. That means you may easily import letters and other documents created in Word®. Likewise, you may take a letter created in Form Letter and open it in Word® to make changes or do further formatting. The only thing you cannot do in Word® is make any changes to our TOPS Merge Codes. You can only work with the TOPS Merge Codes inside of the TOPS Form Letter program itself.

Collection & Violation Letters

If you generate *collection letters* through the ***Letters*** button on the Owner Maintain screen or through the general Form Letter program, you will NOT have a full history of the letters like you would using Collection Action (AR Module) for collection letters. Therefore, we do NOT recommend generating these letters from the Owner Maintain screen or anywhere else in the Owner module. Instead, use Collection Action (AR Module) so the owner records are properly updated for the collection actions taken.

CCR Violation letters containing CCR Merge Codes cannot be printed through the ***Letters*** button on the Owner Maintain screen or through the general Form Letter program. Letters containing CCR Merge Codes may only be printed when a CCR record is opened or through Violation Action (CCR Module) so a proper history of violation letters is kept in each CCR record.

Certified Mail

TOPS interfaces with SouthData's SignatureMail™ and CertMail™ systems so you can electronically generate First Class or Certified Letters wherever you use TOPS Form Letters. This service will save you significant time and effort since you can do a mailing right from your desk without needing to print the letter, copy it, stuff envelopes, or take it to the Post Office. You can do Certified Mail without having to manually fill out forms. Through SignatureMail™ and CertMail™, you can see the status of any mailings and also get back the Certified Mail receipt after it is delivered—all electronically so you no longer need to keep paper copies in the file—another big time savings.

To use SouthData's SignatureMail/CertMail™ system to automate the printing and delivery of owner mail, you will need to configure the SignatureMail/CertMail™® interface and also setup an account with SouthData. You can setup the account at:

http://www.southdata.com/

Or go to Communications on the TOPS Professional File Menu, then select "**Configure Mail Service**". From here there is a link named "**Not registered? Sign Up**". Detailed instructions for configuring the SignatureMail/CertMail™® interface and setting up a SouthData account are included later in this manual section under the heading "**Configuring Mail Service**".

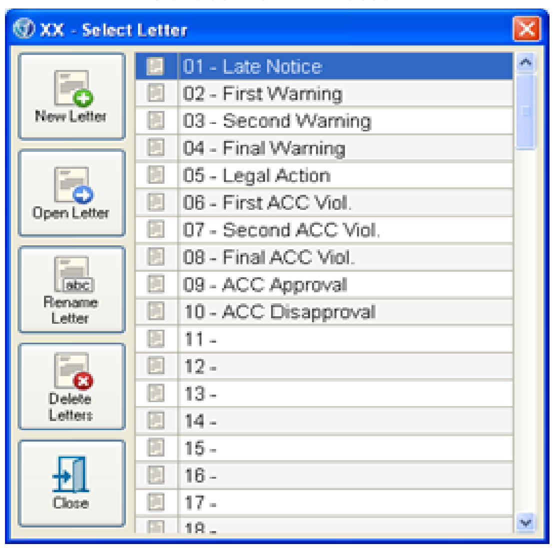
Form Letter Instructions

We'll discuss setting up letter templates and using Form Letters.

	Click the **Form Letter** button to work with letter templates for this community.

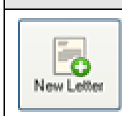
You will see all the Form Letter templates that exist in this community:

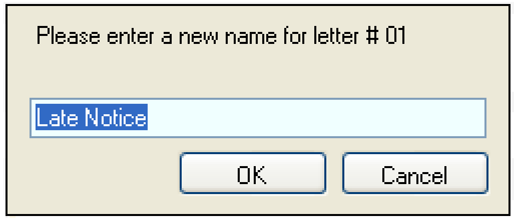
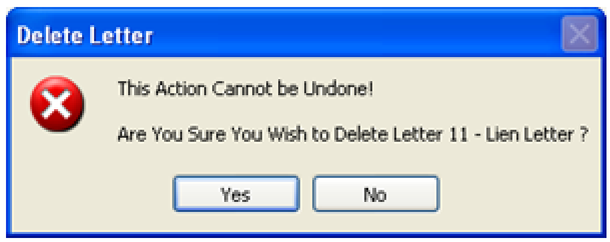
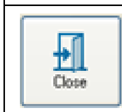
Select Form Letter



We'll cover each of the buttons on this screen.

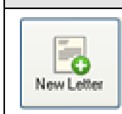
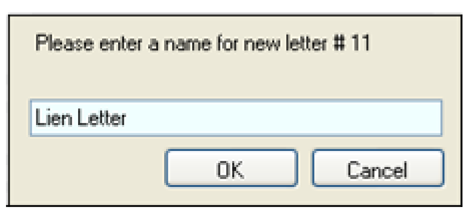
Button Menu

	Click this button to Add a **New Letter**. We'll discuss how to add a new form letter under the **Add Letter** heading below.

	Click this button to **Open** a highlighted letter.
	Click this button to **Rename** a letter. Simply click to highlight the letter, then click the **Rename** button.  The existing letter name will be displayed. Type a new letter name. Click the **OK** button to save the new letter name. Click the **Cancel** button to exit without saving any changes.
	Click this button to **Delete** a highlighted letter. 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.
	Click this button to **Close** the Form Letter menu and return to where you opened Form Letter.

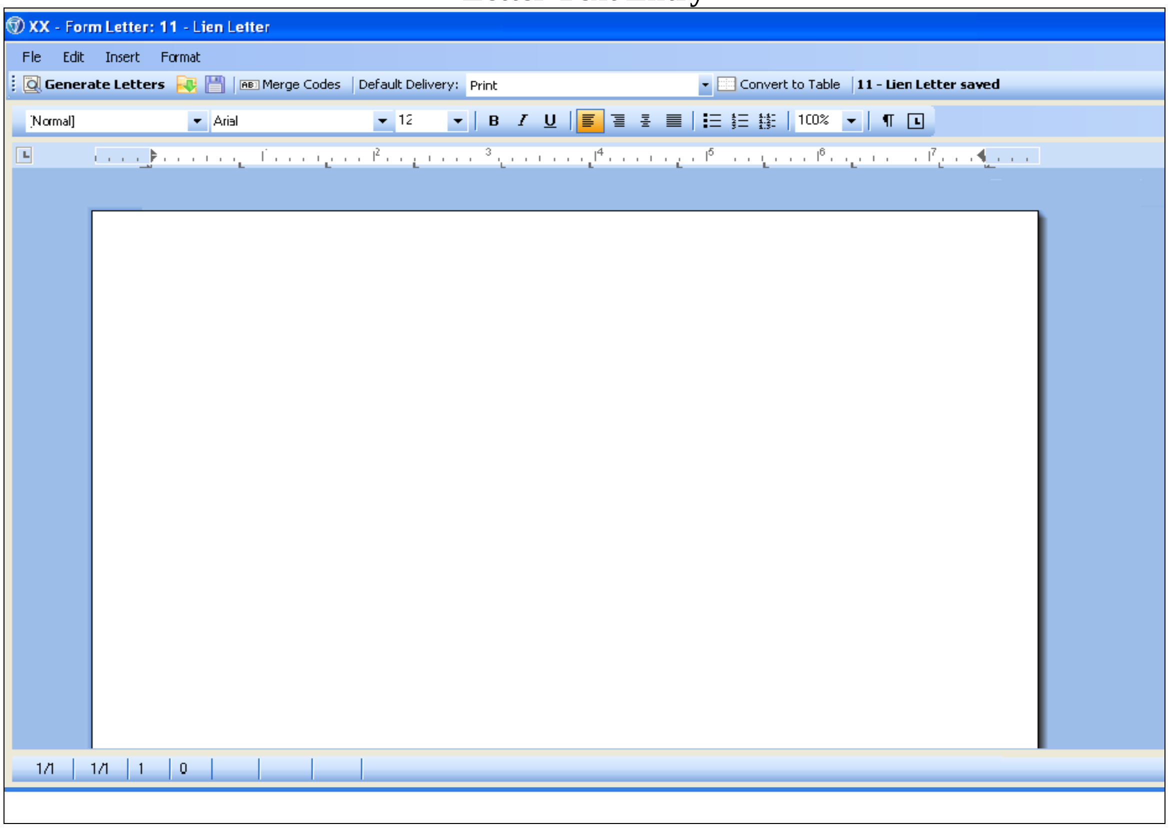
Now we will go into detail on each major function of Form Letter.

Add Letter

	To create a new letter, click the **Add Letter** button.  Simply type a name for the new letter. Click the **OK** button to save the letter name and proceed. Click the **Cancel** button to exit without adding a new letter.

The letter text entry screen looks like this:

Letter Text Entry



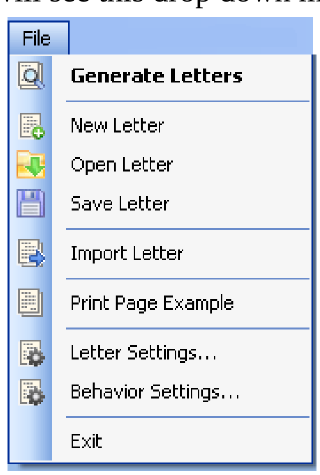
The Form Letter in TOPS works similar to many other word processors, particularly MS Word®. We’ll cover all the major functions of Form Letter.

<u>Working With Form Letters</u>

We’ll start with the File toolbar at the top of the Form Letter screen:

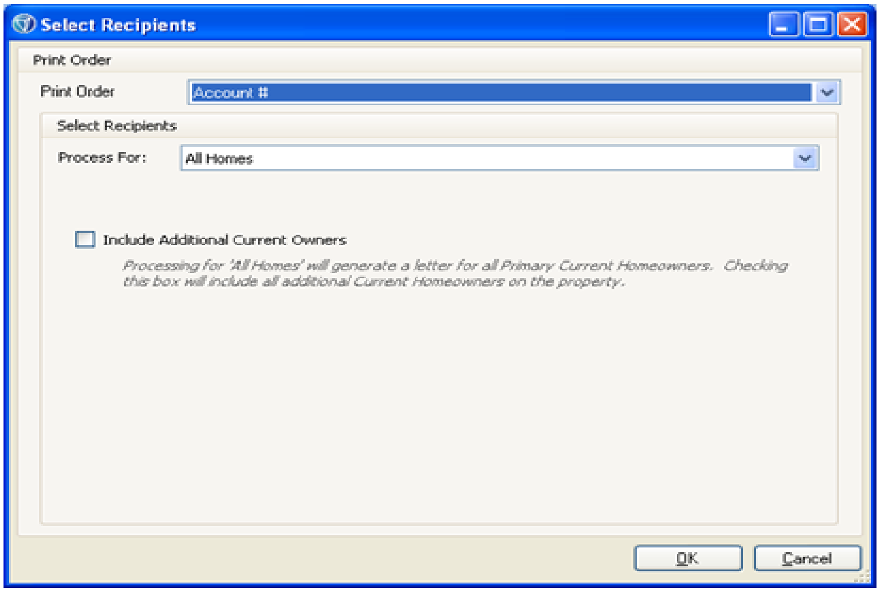
File

When you click on **File**, you will see this drop down menu:



Generate Letters – click this menu choice to create the selected letter. This is the first step to create an owner letter regardless of whether you will print, email or have SouthData handle the delivery. When you select Generate, you will see the following screen to select your recipients:

Generate Letters



Notice you can select the print order and recipients:

Print Order – select either:

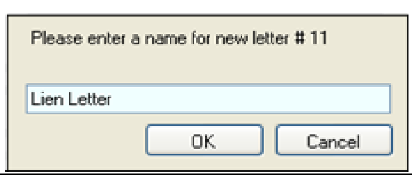
- Account #
- Lot/Unit #
- Street Address
- Sort Name
- Zip Code

Select Recipients – select who to send the letter to from these options:

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

Include Additional Current Owners – check here to generate letters for secondary owners.

New Letter – click this menu choice to add a new letter for this community. You will then type the letter name, then go to a blank letter template where you can begin writing the letter.



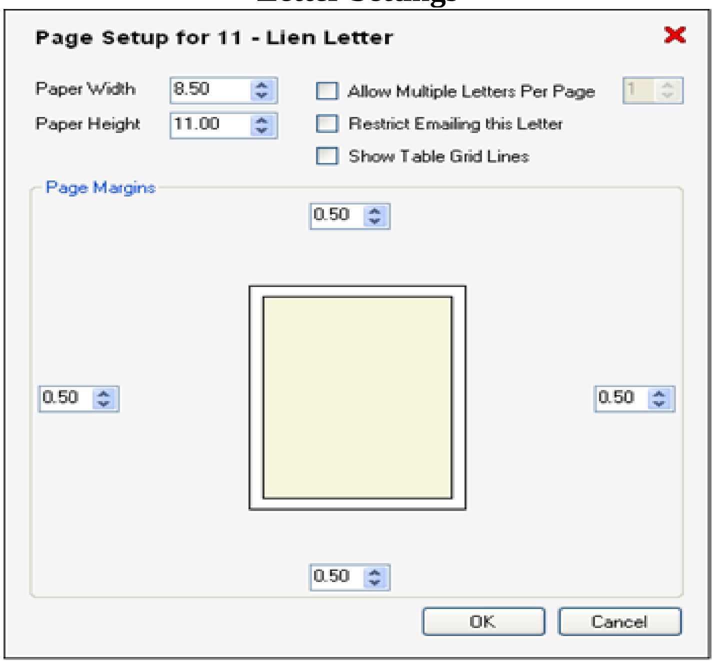
Open Letter – click this menu choice to select an existing form letter in this community.

Save Letter – click this menu choice to save changes to an open form letter.

Print Page Example – prints an exact copy of the form letter you have open but without owner information from the merge codes. You might use this to check the letter spacing and merge codes to make sure they are correct.

Letter Settings – lets you control the page setup for this letter. From here you can select paper size, margins and other options with the formatting of the letter. You will see this screen:

Letter Settings



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.

Page Width/Height – here is where you tell Form Letter the size of the paper you wish to print the letter on. The default is standard 8 ½ X 11 inches. You can define larger paper or landscape mode by changing the width and height.

Page Margins – the default is .50 inches (1/2 half inch) on all sides. You may increase or decrease each of the margins as you wish.

Checkmark this option if you want to create a template that has multiple forms on a page, like a 3 per page Late Notice. You can then use this further option to specify how many forms are on a page.

Typically, you would divide the page into 2 or 3 sections in order to have enough room for the verbiage and the Merge Codes that customize the form for each owner.

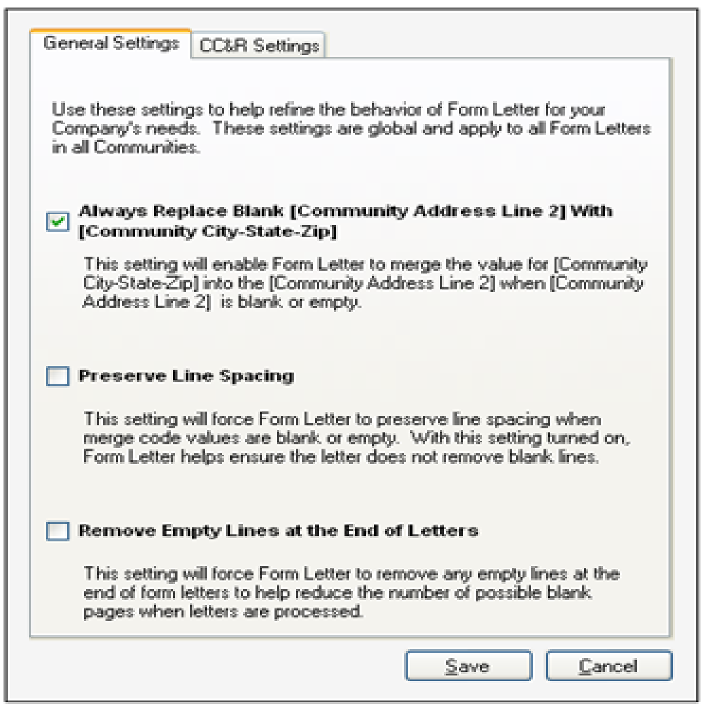
☐ Restrict Emailing this Letter Checkmark this option if this letter must be printed and cannot be emailed to an owner. Perhaps it is a collection letter that, by law, must be sent by First Class Mail. .

☐ Show Table Grid Lines Checkmark this option if you have a table inserted into the letter and want to have the table grid lines printed.

OK – click this button to save the Settings and return to the open Form Letter. As an alternative, you can also click on the ☒ box at the top right corner of the screen to exit from the Page Setup screen.

Cancel – click this button to scratch any changes made to the Letter Settings and exit from the screen. The Letter Settings will revert to their previous settings.

Behavior Settings – globally sets some parameters for generation of form letters. That means these settings will apply to ALL form letters in ALL communities. When you click this menu item, you will see this screen:



General Settings – these apply to ALL form letters generated in TOPS.

Always Replace Blank <<Community Address Line 2>> with <<Community City-State-Zip>> – by default, this is check marked. It will make sure there is no blank line left in a printed form letter if the Merge Code for Community Address Line 2 is not needed and contains blank information.

Preserve Line Spacing – by default this is unchecked. If checked, it will insert a blank line in place of a Merge Code that contains no information because the field it pulls information from in TOPS is blank. You might need this blank line in order to keep the proper spacing of the form letter.

Remove Empty Lines at the End of Letters – By check marking this setting, if there are empty lines at the end of a form letter that would generate a blank page, this would ignore those lines so the blank page is not generated.

CCR Settings – clicking this tab displays settings that only apply to form letters that contain CC&R Merge Codes. The CC&R Settings screen looks like this:

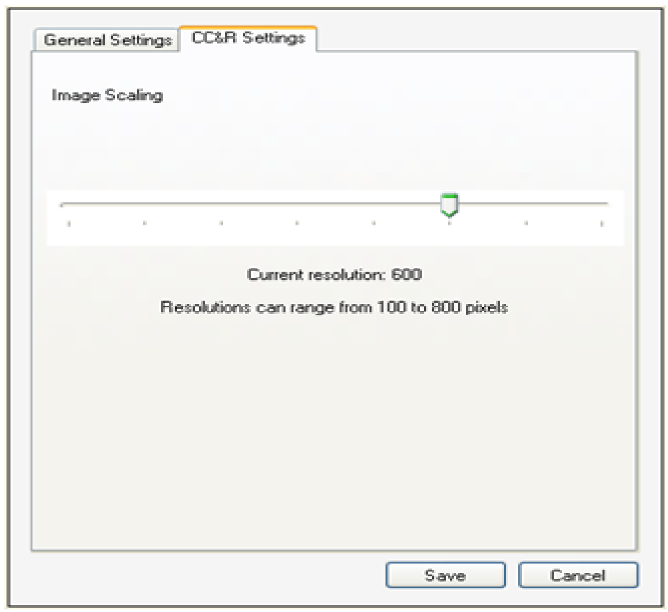


Image Scaling – this setting is used when inserting pictures into CC&R letters. The higher the pixels, the better the picture image printed in the letters. However, the higher the pixels the slower the printing speed and the more space the letter takes to store.

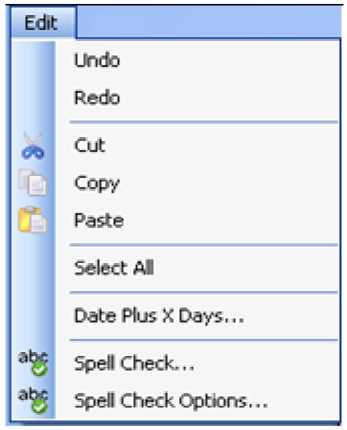
You can set the scale from 100 to 800 pixels using the slide bar:

Save – Saves the Behavior Settings.

Cancel – scratches the changes made to the Behavior Settings and exits the user back to Form Letter.

Edit

When you click on **Edit**, you will see this drop down menu:



Undo – rolls back changes made to the form letter displayed on the screen while editing the letter in this session. If you save or close the letter, the Undo function will no longer be able to rollback changes made.

Redo – inserts changes back into the form letter that were undone through use of the Undo menu choice.

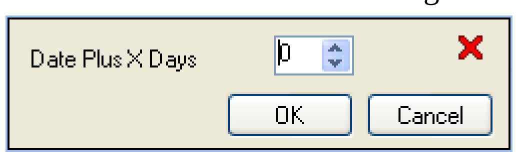
Cut – removes the highlighted letter text. It will then be available on the clipboard to be inserted elsewhere until the next time the Cut or Copy function is used which then overwrites anything stored on the clipboard.

Copy – stores a copy of the highlighted letter text on the clipboard to be inserted elsewhere until the next time the Cut of Copy function is used which then overwrites anything stored on the clipboard.

Paste – takes what is stored on the clipboard and inserts it into the letter where the cursor is positioned.

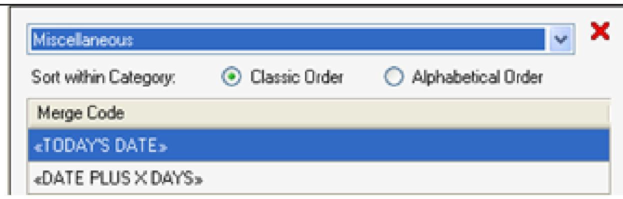
Select All – selects the entire letter to allow the user to either Cut or Copy it. This could be used to copy an existing letter to a new form letter that will have substantially the same wording and merge codes.

Date Plus X Days – you will see this screen for entering the + days:



This specifies the number of days for the Merge Code titled <<DATE PLUS X DAYS>> that can be useful for giving owners a grace period to send payment or resolve a CC&R violation.

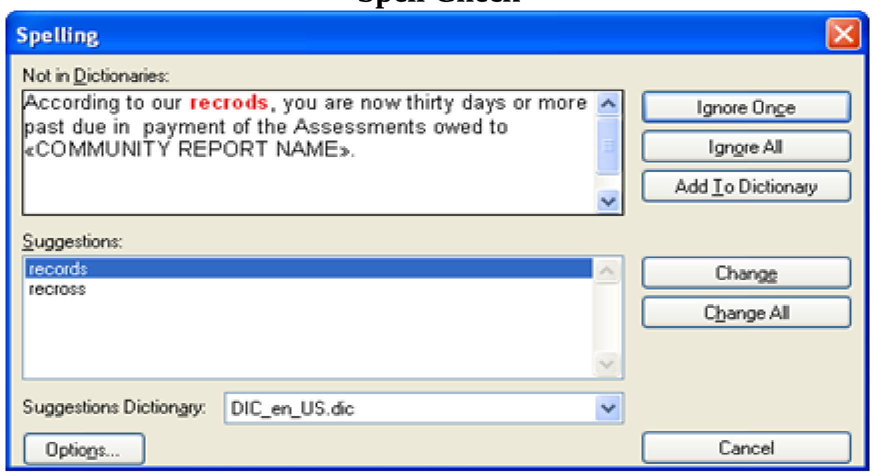
This merge code is found under the Miscellaneous merge code category and look like this:



Spell Check – the TOPS Form Letter contains a full featured spell check to catch errors in spelling and punctuation. As you type or as it displays the letter on the screen the spell checker is always reviewing the text for misspellings. It underlines any potential misspelling with a wavy red line like this:

When you click the Spell Check on the Edit menu it opens the full spell checker that looks for misspellings.

Spell Check



You have these options with each highlighted word that the spell checker thinks is misspelled:

Ignore Once – ignores the highlighted word this time only.

Ignore All – ignored each use of the highlighted word in the letter text.

Add to Dictionary – adds the highlighted word to the dictionary. This is handy when you want to add slang or a term you have coined that is not in a standard dictionary.

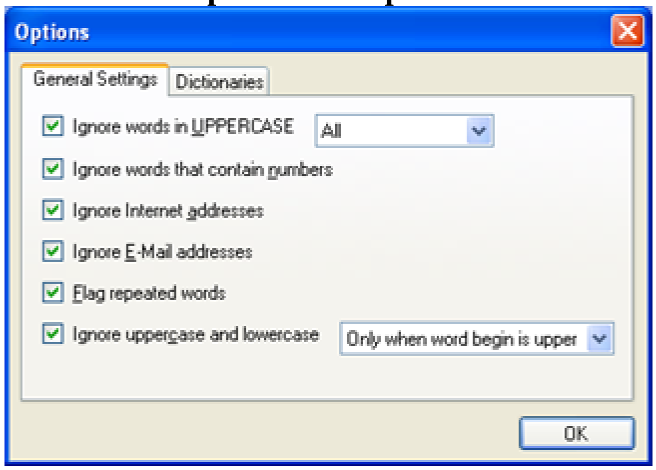
Change – click this button to change the highlighted word to the suggested correction word.

Change All – click this button to change the highlighted word to the suggested correction word throughout the letter displayed on the screen.

The Options button on Spell Check lets you configure how Spell

Check works. When you click the Options button, you will see this screen:

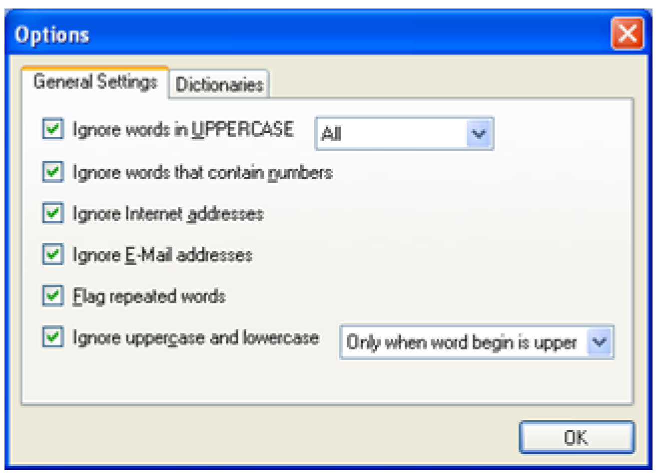
Spell Check Options



By default, all these options are check marked. We suggest leaving these options in their default state so that the spell checker will not flag as misspellings each of the items listed under options.

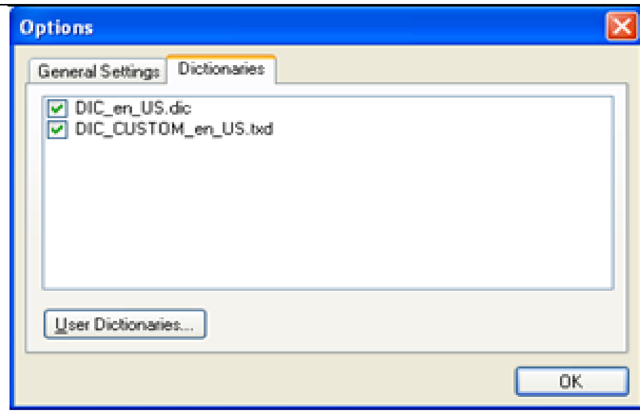
Spell Check Options – this Edit menu choice opens the same Options as above.

General Settings – We suggest leaving these options in their default state so that spell checker will not flag as misspellings each of the items listed.



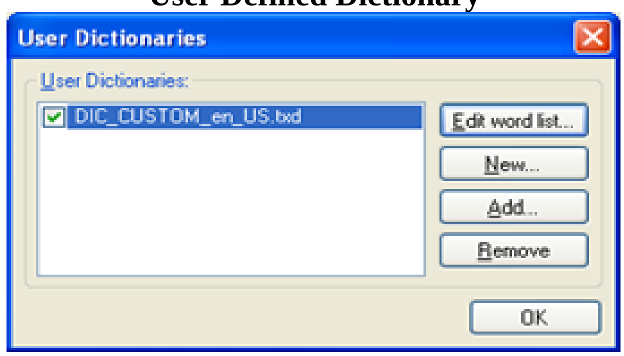
Dictionaries – this menu tab tells spell checker what online dictionaries to use.

Dictionaries Used

<table>
<tr>
<td></td>
<td>


You could add your own dictionary to this list or add special words into the existing dictionaries through the User Dictionaries button. If you click the User Dictionaries, you will see this screen with several buttons:

User Defined Dictionary



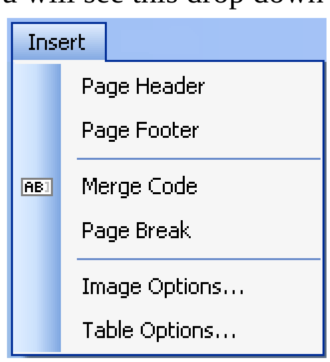
Edit word list – change spellings of words in the dictionary.

New – add another dictionary to the ones that already exist. Spell checker will use all the dictionaries on file when reviewing letter texts and highlighting possible misspellings.

Add – add a word to the existing dictionary.

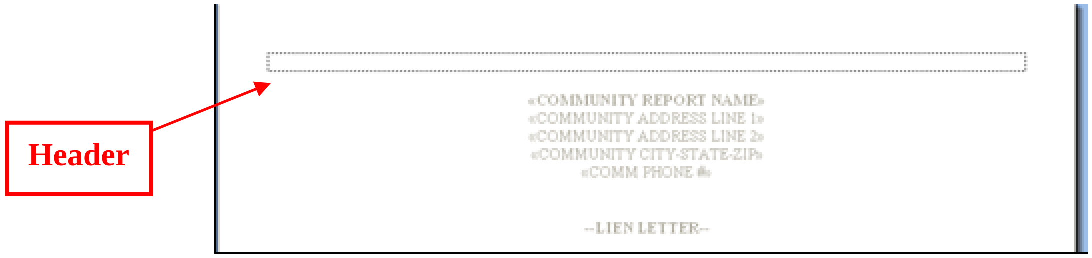
Remove – delete a word from an existing dictionary.

This completes the instructions for the Edit menu under Form Letter.
</td>
</tr>
<tr>
<td>Insert</td>
<td>
When you click on Insert, you will see this drop down menu:

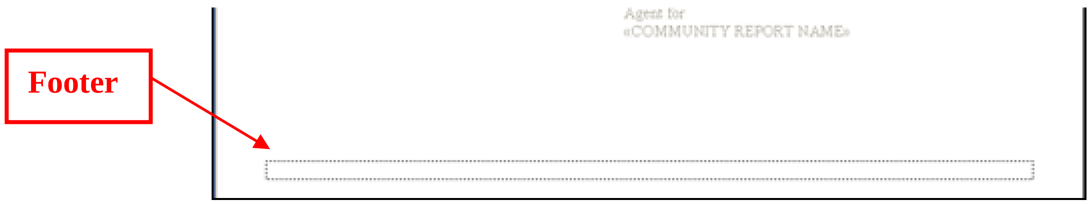


</td>
</tr>
</table>

Page Header – inserts a header at the top of the page. The header is then included on each page of the form letter. Typical uses of a header are to include a logo or return mail address at the top of each letter.



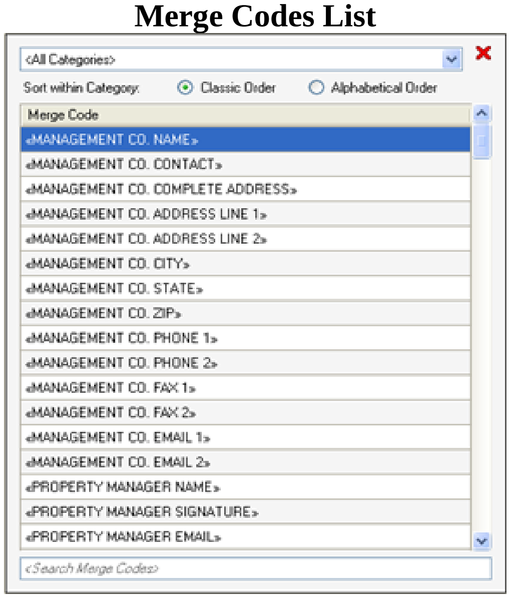
Page Footer – inserts a footer at the bottom of the page. The footer is then included on each page of the form letter. Typical uses of a footer are to include a page # or standard reference, like the letter name or data path on each letter.



Merge Code – there are hundreds of merge codes available in TOPS. There is a merge code for almost every piece of data stored in TOPS concerning the owners and the community in general.

Click this menu choice to insert a Merge Code at the cursor position in the form letter. The Merge Code browser pops-up for selecting the Merge Code to insert.

Merge Codes List



It defaults to showing *All Categories* of Merge Codes, but you can narrow the list by selecting one of these categories:

<u>Merge Code Categories</u>

- Management Company
- Community Fact Sheet
- Community
- Owner
- Owner Financial
- Charge Tables
- Miscellaneous Charges
- Flex Data
- CC&R
- Miscellaneous

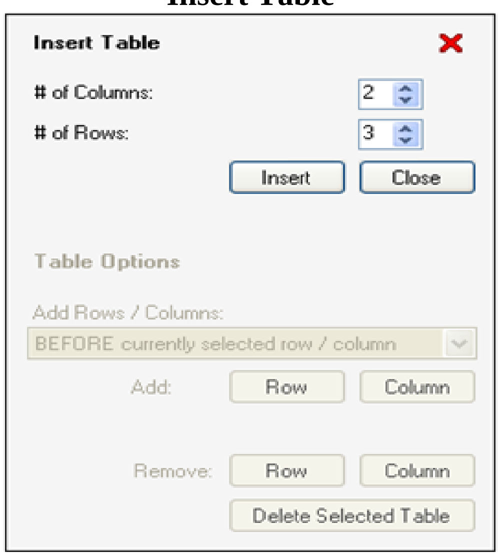
Double click on the Merge Code you wish to insert it into the Form Letter. See the Merge Code section below for more details on Merge Codes in Form Letters.

Page Break – click this Insert Menu option to insert a page break where the cursor is positioned in the Form Letter.

Image Options – click this Insert Menu option to insert an image or picture in the Form Letter. You can then browse to select the image to insert.

Table Options – click this Insert Menu option to insert a table in the Form Letter. Tables are a great way to organize data into orderly rows and columns. When you click **Tables** you will see this settings screen:

Insert Table



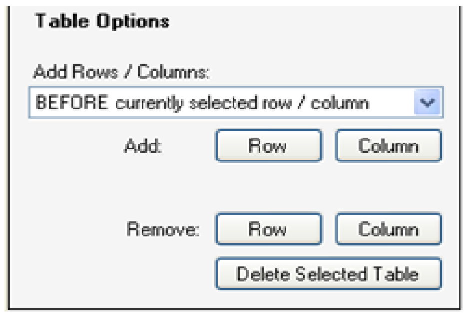
Set the # of Columns and the # of Rows for the Table, then click the **Insert** button. It will insert the table at the cursor position with the number of columns and rows you specified.

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.

Table Options:

Once a table is created, you can click on it to make changes. It will show with the Table Options active:



Inserting/Deleting Rows/Columns

You can insert additional rows or columns or delete rows or columns through the Table Options area.

Column - A *column* is a vertical set of cells in the table.

Row – A *row* is a horizontal set of cells in the table.

<u>Add Rows/Columns</u>

You have 2 choices for where to insert additional rows or columns:

- Before currently selected row / column
- After currently selection row / column

Position the cursor where you want to insert a row or column based on the above choice, then click either **Row** or **Column** to insert a new one into the table.

<u>Delete Rows/Columns</u>

Simply position the cursor in the row or column you wish to Delete, then click either **Row** or **Column** to delete it.

Note: You cannot delete a Row or Column that has Merge Codes in it. You must delete the Merge Codes first, then you can delete the Row or Column.

<u>Delete Selected Table</u>

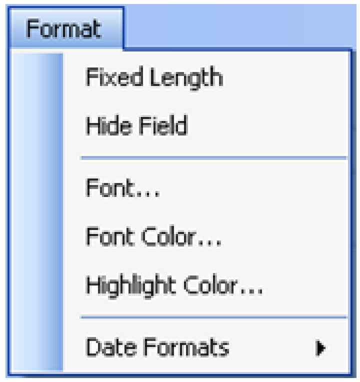
To delete a table entirely, first position the cursor in the table, then click the Delete Selected Table button.

Note: You cannot delete a Table that has Merge Codes in it. You must delete the Merge Codes first, the you can delete the table itself.

This completes the instructions for the **Insert** menu under Form Letter.

Format

When you click on **Format**, you will see 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:

Merge Code	**w/o Fixed Length**	**w/Fixed Length**
<<(FL)A1 Balance Due>>	250.00	250.00
<<(FL)Late Fee Due>>	15.00	15.00
<<(FL)Othr Chrg>>	40.00	40.00
<<(FL)TOT AMT DUE>>	305.00	305.00

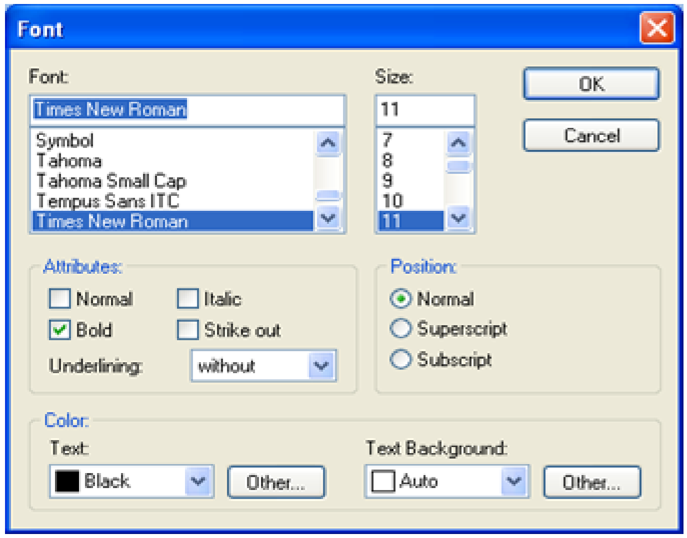
When you make a Merge Code a Fixed Length Field, it places and "FL" in front of the normal Merge Code like this:

Fixed Length Fields can be used to keep either a LEFT or RIGHT alignment of Merge Code data. For better control of the alignment, we recommend inserting a table into the letter. See the section on **Convert to Table** below.

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:

Select Fonts



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.

Attributes – sets the text font with the following effects:

- **Normal**
- **Bold**
- **Italics**
- **Strikeout**
- **Underlining**

Font Color – click this menu choice to change the color of the text for the highlighted text or for background color.

<u>Text or Text Background</u>

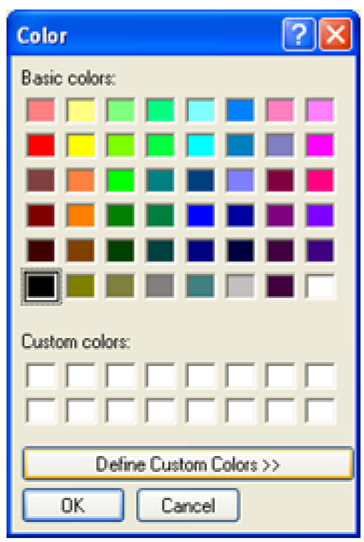
Select from among these colors:

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.

Click the **Other** button to see more color choices or to select a custom color for text or backgrounds. The color selector is displayed.

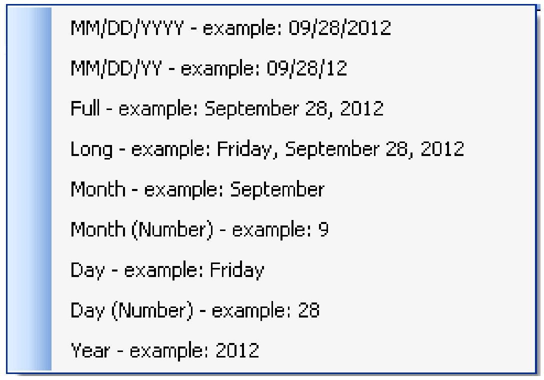
Select a special color or define a custom color, then click **OK**.

Highlight Color – You can highlight text in the form letter with color to make it stand out. Once you have highlighted the text, click Highlight Color on the Format menu. You will see the color selector:



Select the color to highlight text of use the Define Custom Colors option.

Date Formats – when inserting a date merge code into a letter, you have the following options for how the date is presented in the letter:



Simply click the date format you wish from this list of options.

This completes the instructions for the **Format** menu under Form Letter.

Steps for Producing Form Letters

Although there are many features and options when creating form letters, the steps for generating an owner form letter are very easy:

1. Select Letter
2. Generate Letter
3. Select Recipients
4. Select Delivery Method
5. Process Letters

This next section on Form Letters discusses steps 2 – 5.

Notice the second row of Form Letter functions:

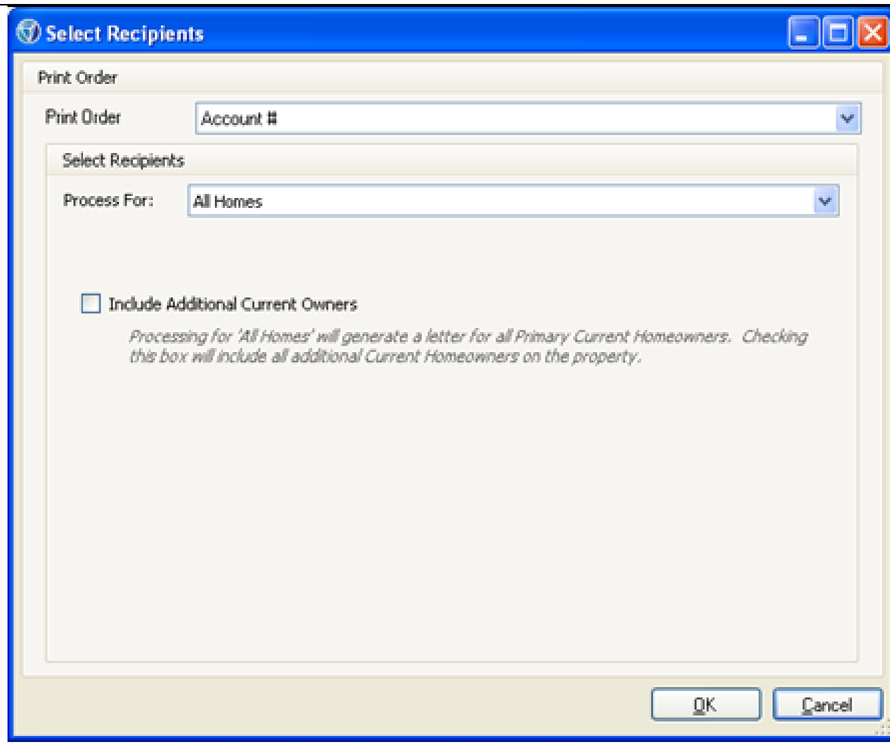
We'll review what each of these functions does.

The **Generate Letters** function is the first step in sending a form letter to owners. Once you click Generate Letters, you then will select the Recipients. Once you select who you want the letter sent to (the Recipients), the letters are created in a pending file. You will see the letters listed on the screen for each Recipient. You can browse to check the letters if you wish.

Once the letters are created, you can then select the Delivery Method. The final step is to click Process. This actually completes the creation of the letters and updates the Communication History for the owners that received the letter.

When you click **Generate Letters**, you will see this screen for selecting the options for this batch of Form Letters:

Generate Form Letters



Notice you can select the Print Order and Select Recipients.

Print Order – select from these choices:

- Account #
- Lot/Unit #
- Street Address
- Owner Name (uses the Sort Name)
- Zip Code (for bulk mail discounts)

Select Recipients – select who gets letters from these choices:

- All Homes
- Range of Homes (select the starting and ending homes)
- Section/Building (select the Section or Building)
- Selected Homes (individually select homes)

You can checkmark this option to generate letters for additional owners, like secondary owner records, in addition to the Primary Owner.

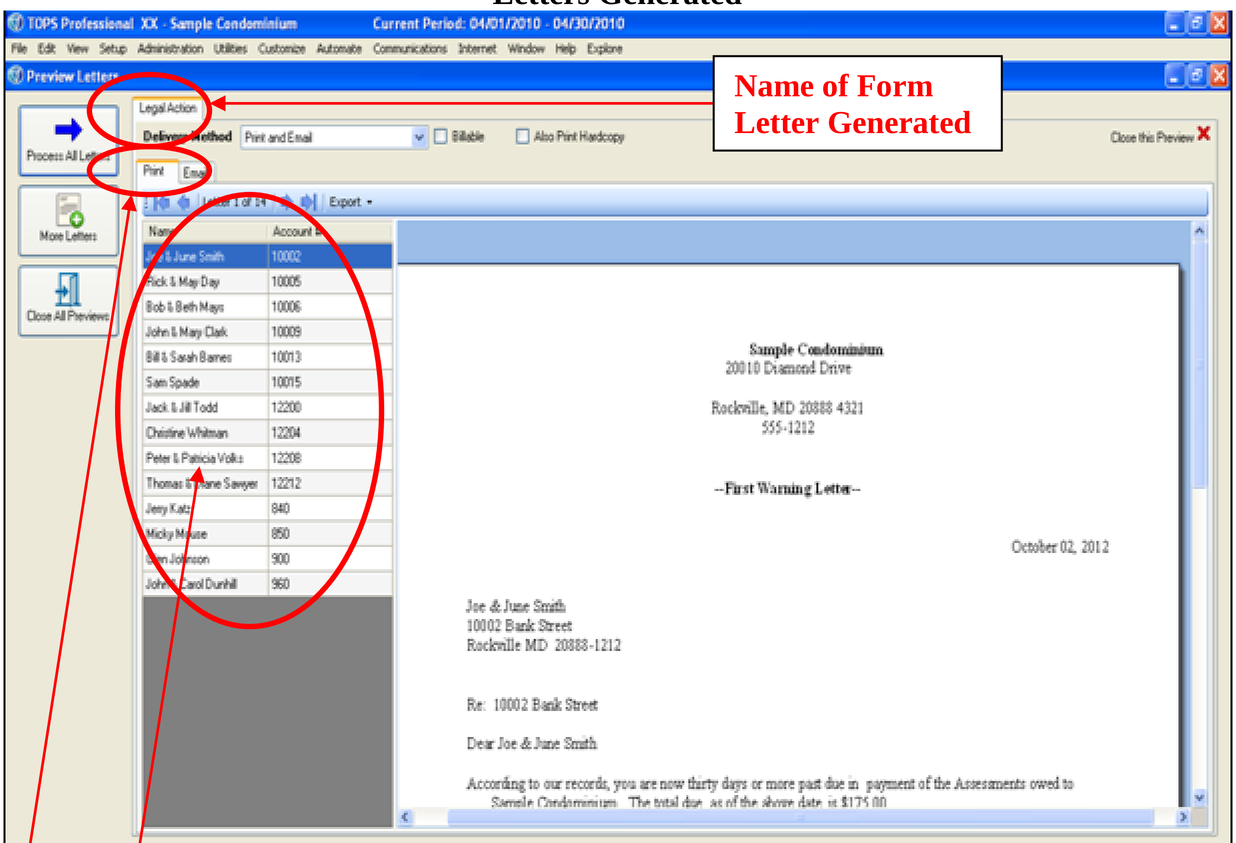
OK – click this button to proceed with Generate Letters.

Cancel – click this button to exit from Generate Letters.

After clicking OK, you will see this screen showing it is Generating Letters according to the options you selected:

Once TOPS is done Generating Letters, it will display the letter and recipient list like this:

Letters Generated



Notice it shows the first letter generated in a preview display. It also shows the following:

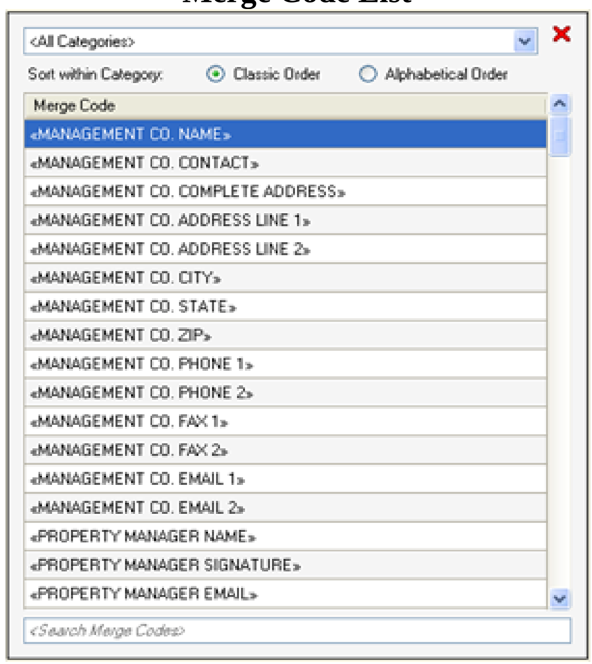
Recipients List – shows the list of recipients according to the Delivery Method.

Delivery Method – organizes the recipients into tab according to the Delivery Methods.

In the example shown above, it will print this form letter for a group of recipients and create an email with the letter attached for those owners who have "Opted-In" to receive email using TOPS iMail®.

Checkmark the **Billable** option if this letter is a reimbursable expense to the management company. The number of letters generated will be recorded in the community's

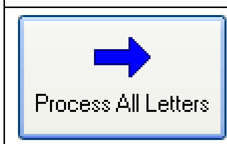
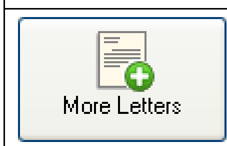
<table>
<tr><td colspan="2">Communication History is “Billable” so it can be included on a printed report showing all the Billable communications for a range of dates.

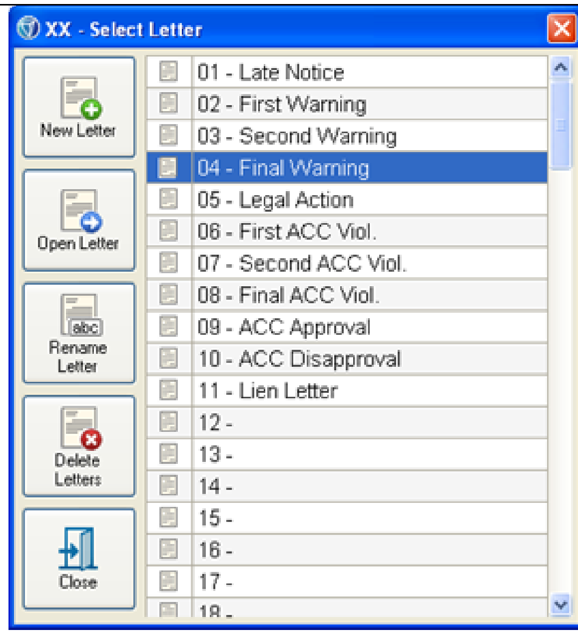

Checkmark the Also Print Hardcopy option to print a letter that was emailed or sent electronically to SouthData through their SignatureMail™ system. You can then take the hardcopy and send it or file it.</td></tr>
<tr><td></td><td>Use this button to open the Form Letter Selector where you can select another letter. If there have been changes made to the open Form Letter, it will prompt you to save the changes before it closes the letter.</td></tr>
<tr><td></td><td>Use this button to Save changes made to the open Form Letter.</td></tr>
<tr><td>
</td><td>Use this button to open the Merge Code Selector. It will look like this:
Merge Code List


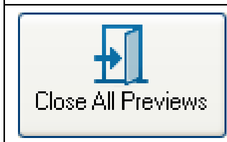
Clicking on a merge code will insert it into the Form Letter at the cursor position. Read more about Merge Codes later in this manual section.</td></tr>
<tr><td>
</td><td>Use this button to select the Default Delivery method for this Form Letter. This can be very handy when you wish a letter to be sent by Certified Mail or one of the other delivery methods available. Choose from among these Default Delivery methods.
Print – will always print this letter for all owners selected.
Email – will email this letter if an owner has “Opted-In” to receive email.
Print & Email – will print this letter for those owners who have NOT “Opted-In” to receive email and email those owners who have “Opted-In”.</td></tr>
</table>

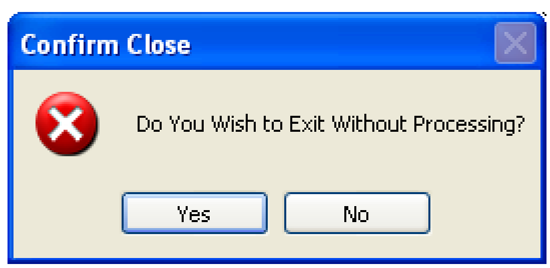
<table>
<tr>
<td></td>
<td>

Certified Mail – generates an electronic mail file that uploads to SouthData’s SignatureMail™® mailing system. You must have a SouthData account setup for each community where you wish to use this service.
Certifed Mail + First Class – generates an electronic mail file that uploads to SouthData’s SignatureMail™® mailing system. SouthData will then send this letter by certified mail with another copy of the letter sent by standard, first class mail. You must have a SouthData account setup for each community where you wish to use this service. Instructions for configuring the SignatureMail™® interface and creating a new SouthData account are included at the end of this manual section.
First Class Mail – generates an electronic file that uploads to SouthData’s SignatureMail™® mailing system. SouthData will then send this letter to the owners by standard, first class mail. You must have a SouthData account setup for each community where you wish to use this service.

Select the Default Delivery method for this letter. When you Generate Letters as described below, it will use this Delivery method for each of the Form Letters selected.
</td>
</tr>
<tr>
<td>
</td>
<td>
The Convert to Table button automatically inserts a table into the form letter. Using a table lets you set the alignment for each column in the table. This can be handy if you wish to left align some lines in the letter, while right aligning, say, a column of owner balances due that are on the same lines in the form letter.
Highlight text in the form letter or Merge Codes, such as a balance breakdown, where you wish to control the left and right alignment. Click the Convert to Table button. It will insert a table with the number of columns based on the tab settings in the highlighted area.
</td>
</tr>
<tr>
<td>
</td>
<td>Click the Process All Letters button to proceed with creating the letter output – either printing, emailing or sending to SouthData through their SignatureMail™ system. Until you click Process All Letters and complete printing or sending the letters, the owner’s Communication History is not updated for these letters.</td>
</tr>
<tr>
<td>
</td>
<td>
Click the More Letters button to select additional form letters to generate.   It will take you back to the Form Letter Selector:
Select Another Letter
</td>
</tr>
</table>

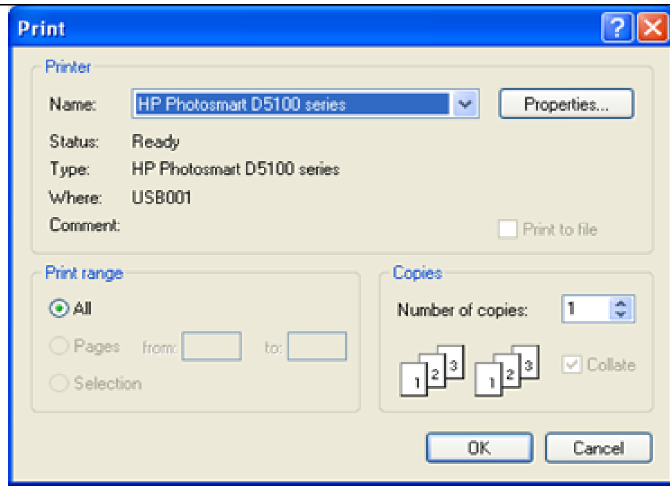
<table>
<tr>
<td></td>
<td>


Select the additional Form Letter to generate and proceed through the same steps as described above. It will then add these additional letters to the ones already generated so you can Process them all at the same time.
</td>
</tr>
<tr>
<td>


</td>
<td>
Click the Close All Previews button to exit from Form Letter without processing the Form Letter for the owners listed. You will then see this warning message:


Yes – answer Yes if you wish to exit without doing the letter processing. It will leave the owners as pending if you wish to come back to finish processing these letters.

No – answer No if you wish to proceed with processing the letters.
</td>
</tr>
<tr>
<td colspan="2"><u>Printing Letters</u></td>
</tr>
<tr>
<td colspan="2">For printed letters, when you click “Process All Letters”, you will see the printer selection:
Printer Selection</td>
</tr>
</table>



It will show the default printer for your computer, but you can select a different printer if you have others available.

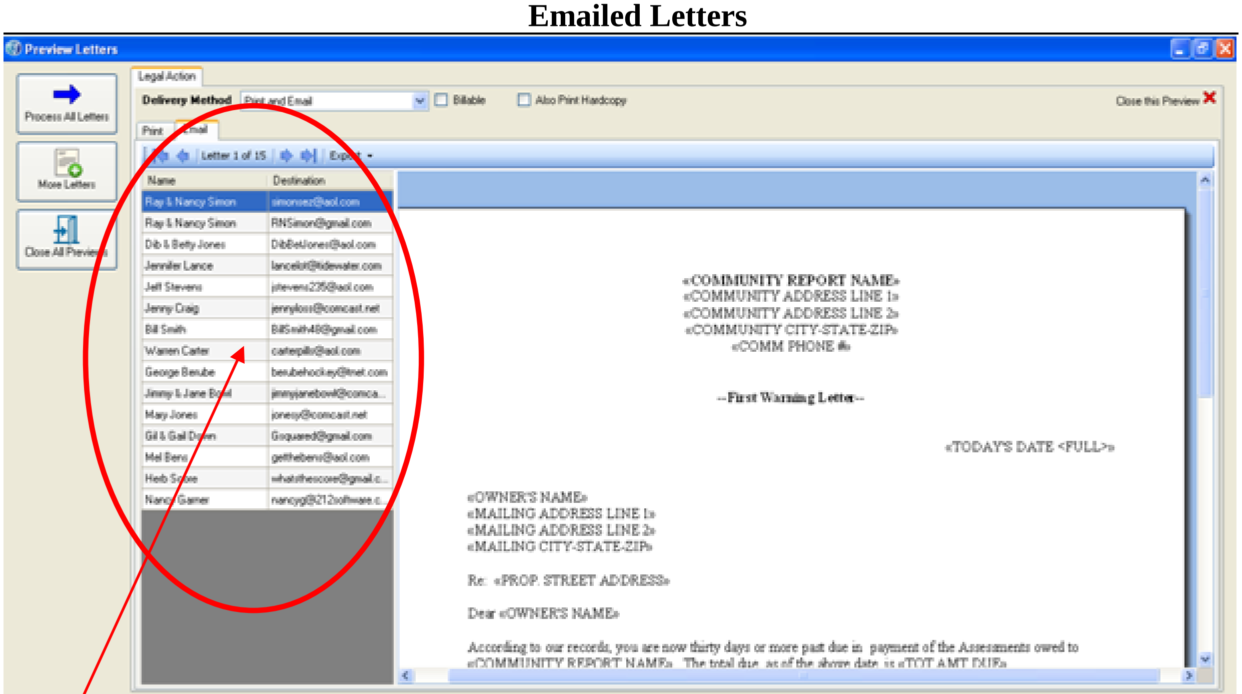
OK – click OK to proceed with the letter printing to the selected printer. When it is done printing the letters, it will update the Communication History for those owners.

Cancel – click Cancel to exit from the letter printing. The letters will still be generated, but will not update the Communication History for those owners until they are Processed.

Emailing Letters

If emailing a Form Letter to owners, you will see the Email tab and below it a list of those owners who will be receiving the emailed letter.

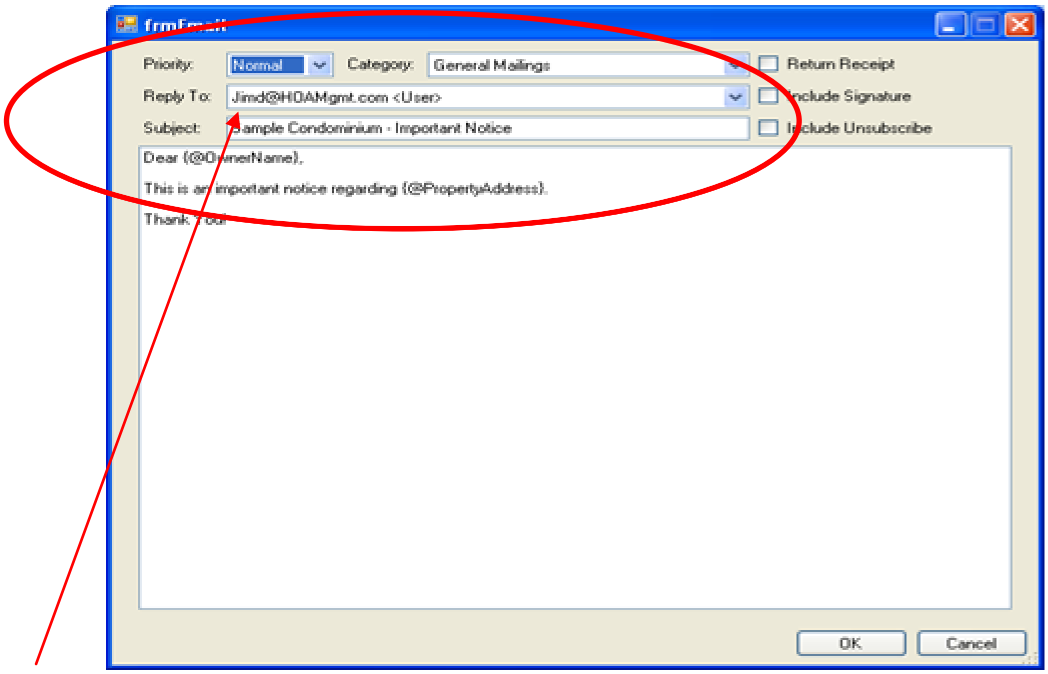
Emailed Letters



Email Recipients – lists those owners who have "Opted-In" to receive an email with this Form Letter attached.

If you choose to email form letters to an owner(s), you will see the default email transmittal with the form letter attached like this:

Email Transmittal



<u>Email Options</u>

Notice these email options at the top of the above screen:

Priority – the default is *Normal*, but you may also select *Low* or *High*.

Category – You can change the category if you wish using the down browse arrow. The choices are:

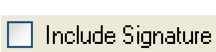
- General Mailings
- Letters & Notices
- Bills & Statements

Depending on where you are working with Form Letter, it will apply what should be the correct category. For example, if you are generating Form Letters through Collection Action on the AR Menu, it will categorize the letters in the "Letters & Notices" category.

Reply To – use the down browse arrow to select a different return email address.

Subject – you may change the default to a Subject that more closely describes the Form Letter being sent if you wish. Simply type over the Subject to change it.

Checkmark if you wish to get a **Return Receipt** from the owner meaning they acknowledge they got the email and opened it. The Return Receipt will be sent to the Reply To address.



Checkmark if you wish to include your signature on the email transmittal.

Your email signature comes from Communications > Configure TOPS iMail > User Settings Preferences > Edit My Signature.

Checkmark if you wish to include a link for the owner to **Unsubscribe** to receiving future Letters by email.

OK – click **OK** when the email transmittal is setup the way you wish. The Form Letter will be generated for each owner and attached to this email transmittal. The Communication History will be updated for these owners.

Cancel – click **Cancel** to erase any changes made to the email transmittal. It will exit you from the email transmittal screen. It will not update the Communication History for these owners until the emails are processed.

Certified & Electronic Mail

TOPS offers the ability to generate Certified and First Class Mail electronically through SouthData's SignatureMail™ and CertMail™ system. This has many time saving advantages, such as, eliminating the need to fill out certified mail forms, take mail to the Post Office, file hardcopy letters in the Owner's file, and attach delivery receipts to filed hardcopy letters.

In order to send Certified and First Class Mail electronically through SouthData, each community will need a SouthData customer account #. You can setup the account at:

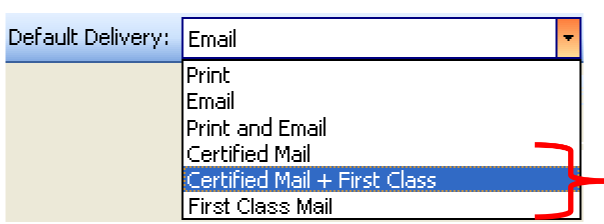
http://www.southdata.com/

Use the "Getting Started" menu choice on their home page to setup the required account. Detailed instructions for configuring the SignatureMail™ and CertMail™ interface and creating a new SouthData account are included at the end of this manual section.

To send any letter Certified or First Class Mail using SouthData's Signature/CertMail™ system, start in the Form Letter you want to send Certified and follow these steps:

Delivery Method

Click the Delivery Method button with the Form Letter open you wish to send Certified or by SouthData First Class mail. You will see these Delivery options:



These 3 use SouthData to handle printing and mailing

Select one of these Delivery options:

- **Certified Mail** – sends the letter through the Post Office using Certified Mail with a return receipt. You will get the return receipt electronically from SouthData when the mail is delivered to complete the proof of delivery.

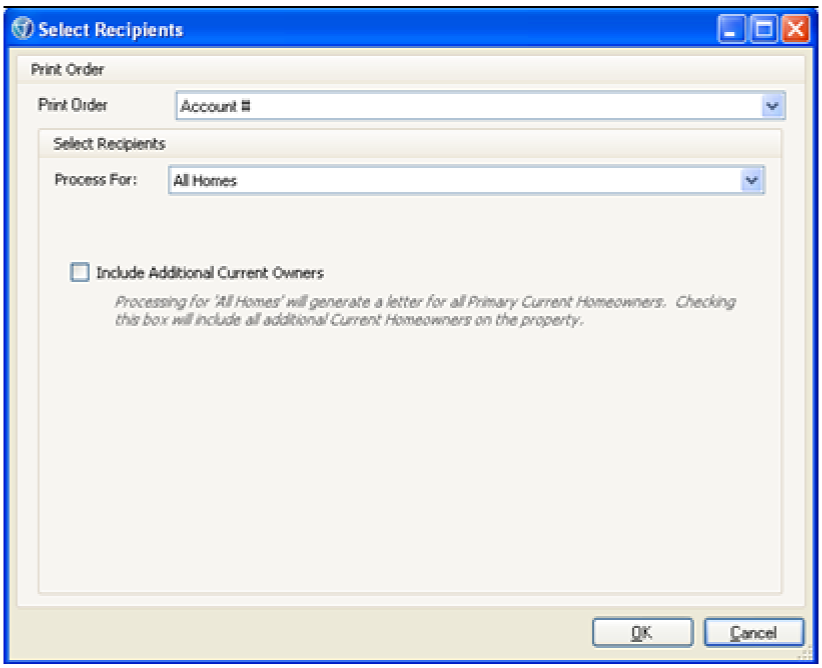
- **Certified Mail + First Class** – sends the letter as above but also sends a second copy of the letter by First Class Mail through the Post Office. This makes sure that, if the owner refuses to sign the Certified Mail receipt when delivered, that you have also delivered the letter by regular first class mail which should proved delivery.
- **First Class Mail** – sends the letter by regular First Class Mail through the Post Office.

In each of the cases above where you are using SouthData to send the mail to an owner, you are electronically transmitting a copy of the letter exactly as is looks with the owner information filled in through the Merge Codes so each letter is complete. If you have letterhead in the letter header, the letterhead will be included. SouthData will then print each letter EXACTLY as received and send by one of the 3 delivery options above.

Generate Letters

Once you have selected the Delivery option, the next step is to click the Generate Letters button. This step actually produces each letter. You will see this screen for selecting the print order and also which owners get the letter.

Generate Form Letters



Select the Print Order, then select the Recipients. If these are Collection Letters in the AR Module or Violation Letters from the CCR Module and you are using the automatic actions in these modules, you will not need to select the Recipients, they will be found for you as you categorize the owners into the action steps.

Once the Form Letter has been generated, you will see this screen showing the results:

Pending Letters

Notice it lists the Recipients on the left side next to the Form Letter. This is so you can review the list to make sure it is complete.

There are some options above the Form Letter that should be noted:

Billable – checkmark this box if this mailing is going to be billed to the community. It will then be recorded in the Communication History as "Billable" so you can print a report to back-up charging the community for the mailing.

Print Hardcopy – checkmark this box if you wish to print a copy of the letter in-house even though you are sending it to SouthData for printing and mailing.

Print in Color – checkmark this box if you wish SouthData to print this letter in color, such as, if your have colored letterhead. There is an extra charge from SouthData for color printing.

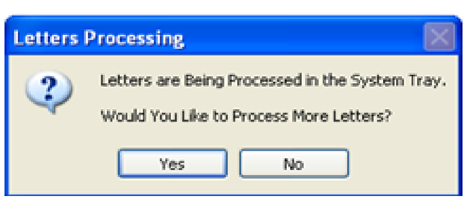
Duplex – checkmark this box if your letter has multiple pages for each owner and you wish SouthData to print the letters back-to-back so it saves on the printing charges.

<u>Process All Letters</u>

The final step after selecting the Recipients and the Delivery Method is to "*Process*" the Form Letter.

Click the **Process All Letter** button.

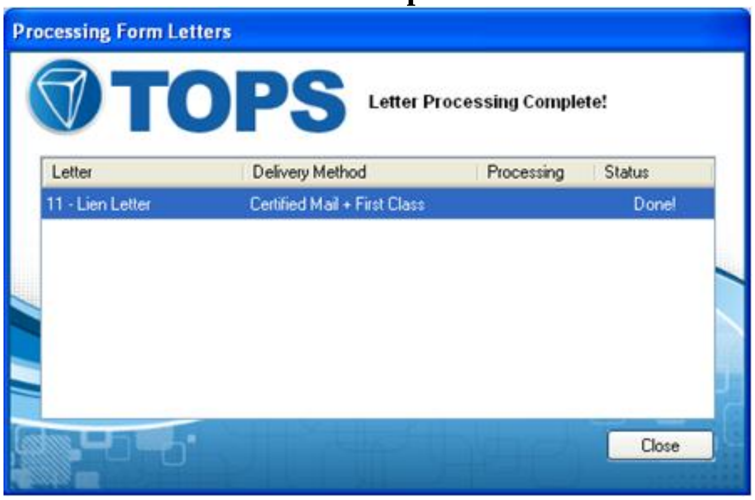
As it is processing the letters and getting them ready to transmit to SouthData, you will see this message:



If you want to select another letter to either print, email or send through SouthData, then answer Yes. If you are done with generating letters, answer No.

Lastly, you will see this confirming message showing that your Form Letter job is complete and sent to SouthData for printing and mailing:

Job Complete



When the Status is **Done**, click the **Close** button to clear this message and exit the job QUE..

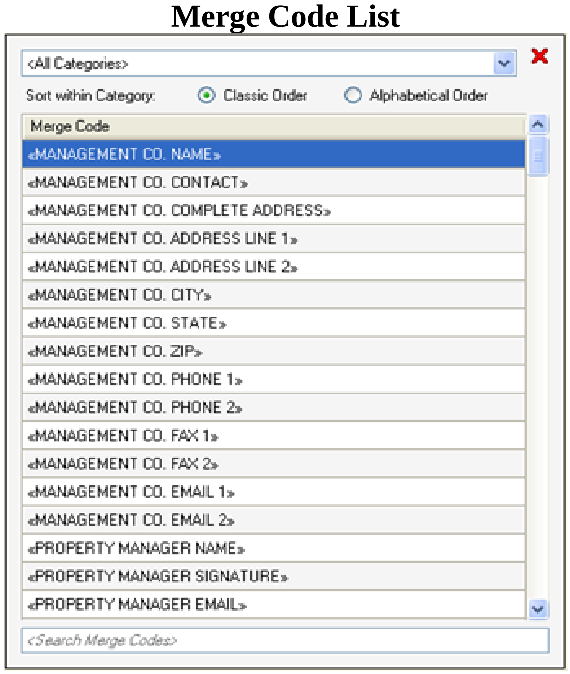
This completes the steps for sending a printing and mailing job to SouthData.

Merge Code Overview

Notice the Merge Codes button 

at the top of the Form Letter screen below the File toolbar. 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:

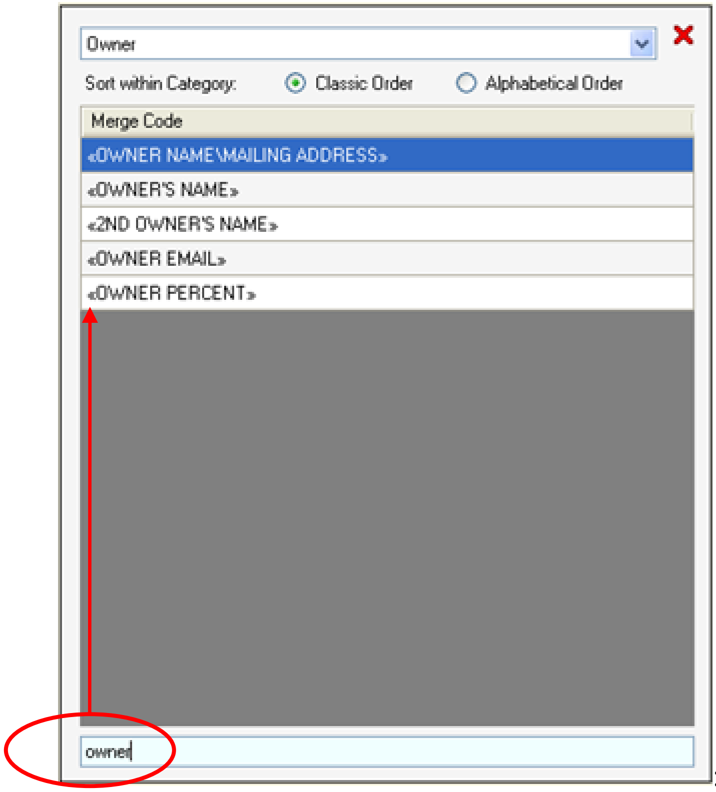
Merge Code List



Locate the Merge Code you wish to insert. There are two ways to locate a Merge Code:

Search

Use the Search Merge Code function at the bottom of the Merge Code list. Simply start typing what merge code you are looking for to narrow the list of results like this:



:

Merge Code Categories

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:

The following is a complete list of the Merge Code Categories:

- Management Company
- Community Fact Sheet

- Community
- Owner
- Owner Financial
- Charge Tables
- Miscellaneous Charges
- Flex Data
- CC&R
- Miscellaneous

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:

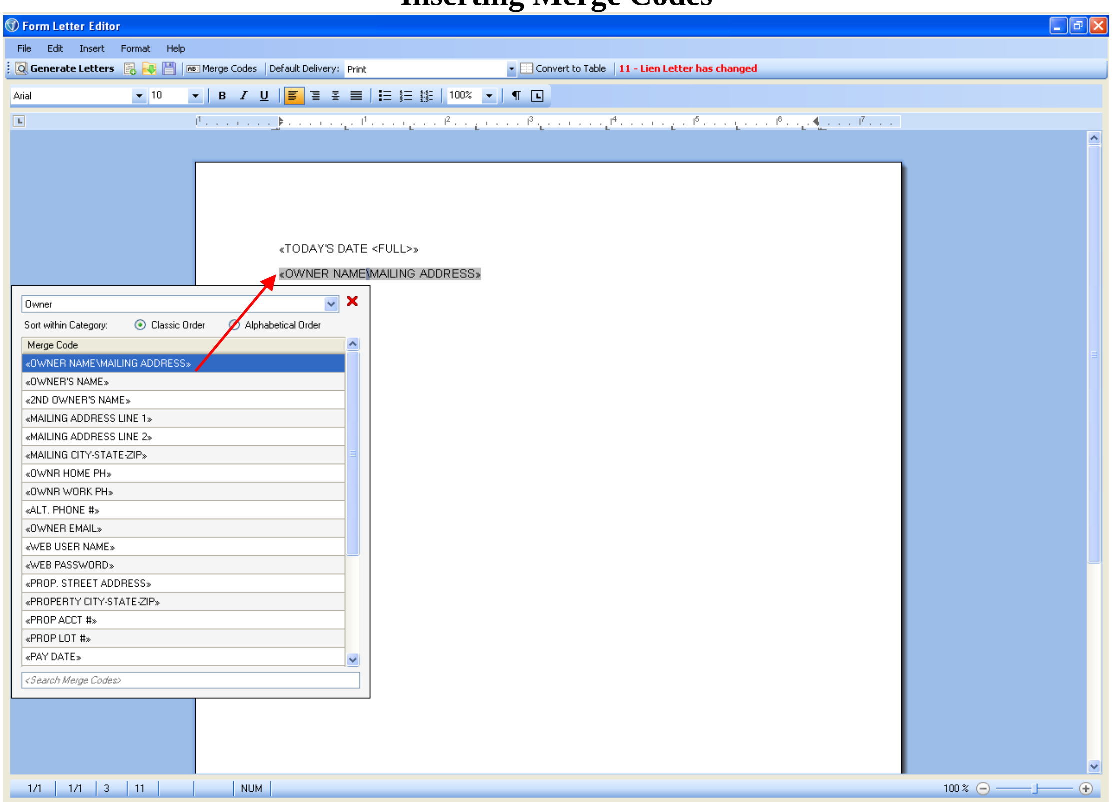
Owners Name **<<Owner's Name>>**

See the example below showing how Merge Codes are inserted into Form Letter templates.

Inserting Merge Codes

Merge Codes are inserted into the Form Letter at the cursor position like this:

Inserting Merge Codes



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/Mailing Address	**<<Owner's Name\Mailing Address>>**

Merge Code Effects

You can have Merge Codes print with the same effects as the regular letter text. The means you can have Merge Codes print with these effects:

- Font Size & Style
- Bold
- Italics
- Alignment (left, center, right, justified)

We’ll list all the available Merge Codes in detail below.

Collection Letter--Template

«COMMUNITY REPORT NAME»
«COMMUNITY ADDRESS LINE 1»
«COMMUNITY ADDRESS LINE 2»
«COMMUNITY CITY-STATE-ZIP»
«COMM PHONE #»

--FIRST WARNING LETTER--

«TODAY'S DATE <FULL>»

«OWNER'S NAME»
«MAILING ADDRESS LINE1»
«MAILING ADDRESS LINE2»
«MAILING CITY-STATE-ZIP»

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 REPORT 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 REPORT NAME».

We urge you to make full payment immediately or contact this office to avoid further collection action.

Sincerely,

Agent for
«COMMUNITY REPORT NAME»

Collection Letter--Printed

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

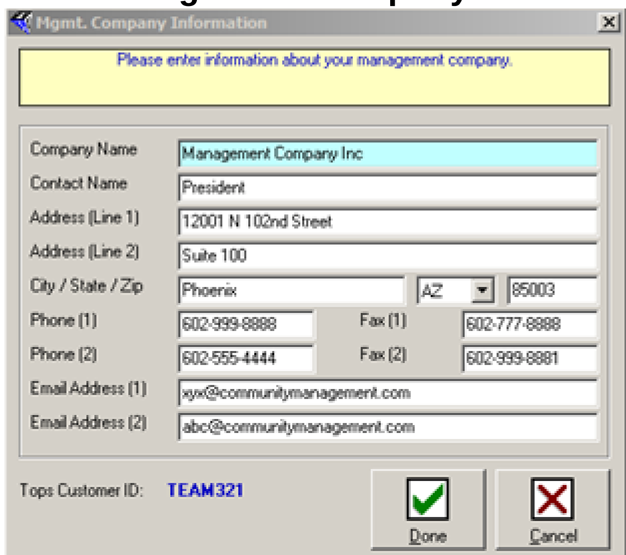
We'll list all the Merge Codes by category starting on the next page.

Merge Codes

Management Company

These Merge Codes pull information from the Management Company File:

Management Company Info

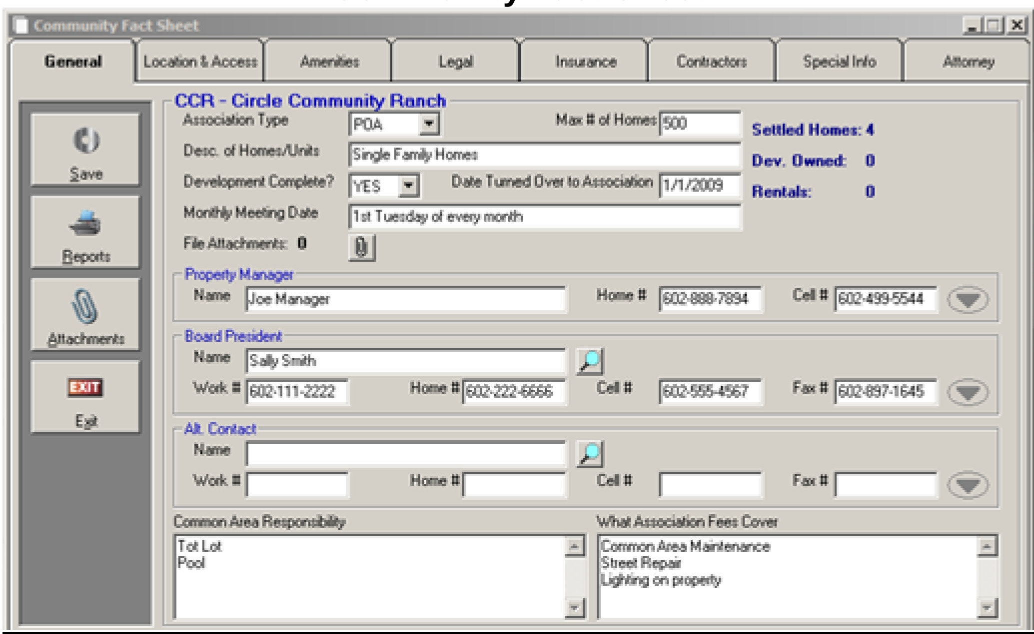


Description	***Merge code***	***Sample***
Management Co. Name	<<MANAGEMENT CO. NAME>>	Management Company Inc.
Management Co. Contact	<<MANAGEMENT CO. CONTACT>>	President
Management Co. Complete Address	<<MANAGEMENT CO. COMPLETE ADDRESS>>	12001 N 102nd Street Suite 100 Phoenix, AZ 85003
Management Co. Address Line 1	<<MANAGEMENT CO. ADDRESS LINE 1>>	12001 N 102nd 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

Community Fact Sheet

These Merge Codes pull information from the Community Fact Sheet file:

Community Fact Sheet



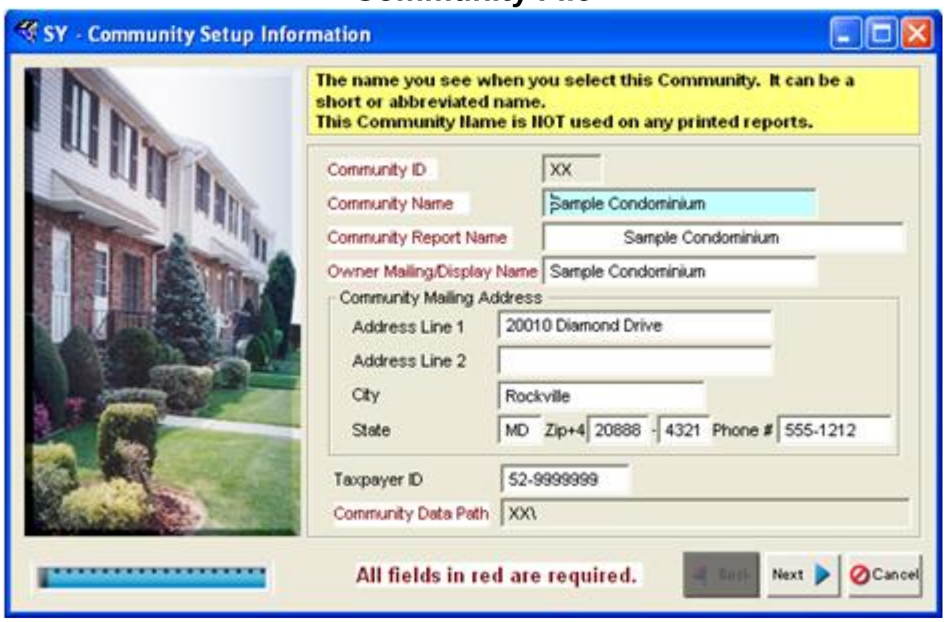
Description	***Merge code***	***Sample***
Property Manager Name	<<PROPERTY MANAGER NAME>>	Joe Manager
Property Manager Signature	<<PROPERTY MANAGER SIGNATURE>>	
Property Manager Email	<<PROPERTY MANAGER EMAIL>>	jmanager@communitymanagement.com
Property Manager Home #	<<PROPERTY MANAGER HOME #>>	602-897-8887
Monthly Meeting Date	<<MONTHLY MEETING DATE>>	1st 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
Community Access Info	<<COMMUNITY ACCESS INFORMATION>>	Type 1234 on the security key pad
Late Payment Policy	<<LATE PAYMENT POLICY>>	Payments received after the 15th 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.

Community

These Merge Codes pull information from the Community File and Owner Control File:

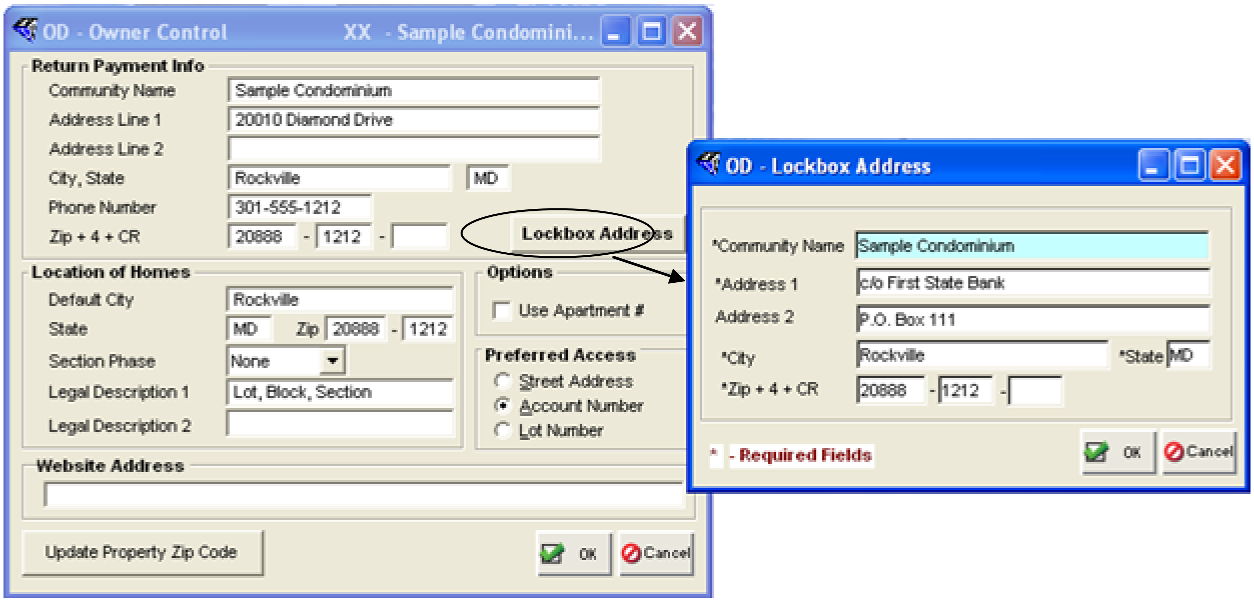
Community File



Description	*Merge code*	*Sample*
Community ID	<<COMMUNITY ID>>	C01
Community Report Name	<<COMMUNITY REPORT NAME>>	Circle Community Ranch HOA
Community Display Name	<<COMMUNITY DISPLAY 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 City-State-Zip Code	<<COMMUNITY CITY-STATE-ZIP>>	Phoenix, AZ 85302
Community Phone Number	<<COMM PHONE #>>	602-999-8888

The following Merge Codes pull info from the Owner Control File:

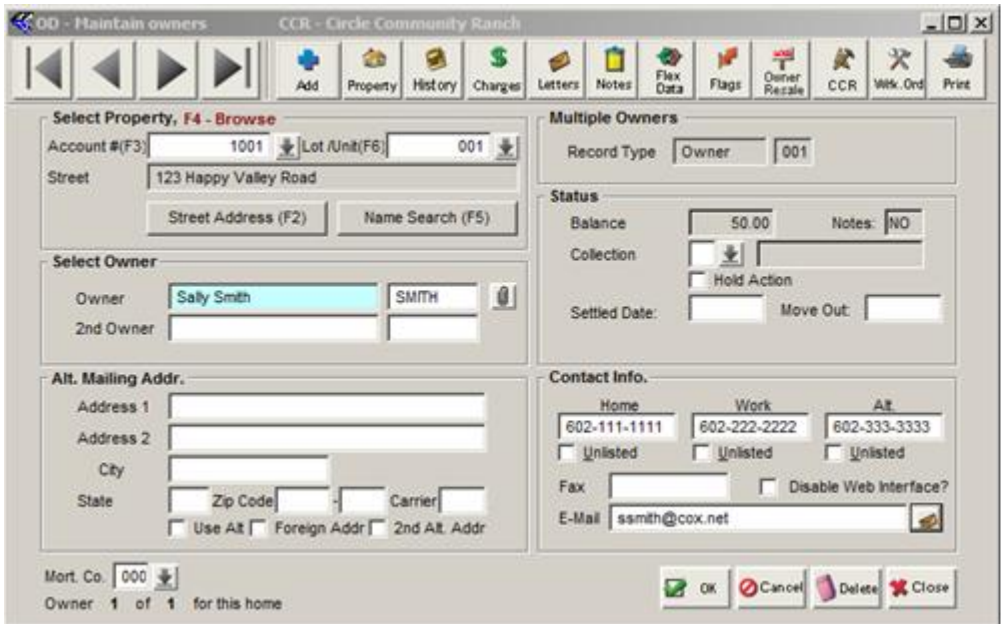
Owner Control File



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 20888-1212
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 -1212 (from Owner Control File)
Community Web Site	<<COMMUNITY WEB SITE>>	Address for community website

Owner
These Merge Codes pull information from the Property & Owner data:

Owner Info



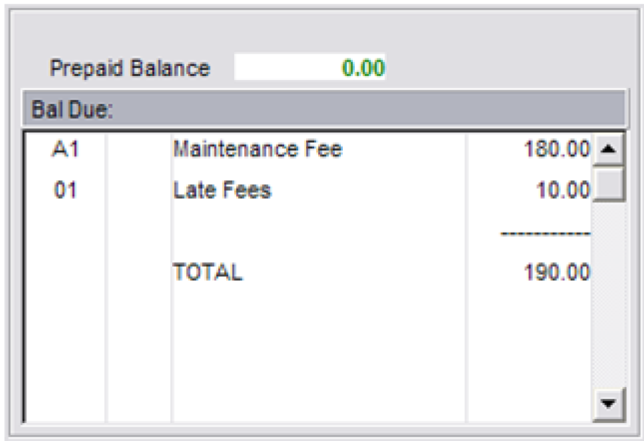
Description	***Merge code***	***Sample***
Owner Name/Mailing Address	<<OWNER NAME\MAILING ADDRESS>>	Sally Smith 123 Happy Valley Road Happy Valley, AZ 85302
Owner's Name	<<OWNER'S NAME>>	Sally Smith
2nd Owner's Name	<<2ND OWNER'S NAME>>	display name 2 if used
Owner Mailing Address Line 1	<<MAILING ADDRESS 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 #	<<OWNR HOME PH>>	602-111-1111
Owner Work Phone #	<<OWNR WORK PH>>	602-222-2222
Alt. Phone #	<<ALT. PHONE #>>	602-333-3333
Owner Email Address	<<OWNER EMAIL>>	johnsmith45@aol.com
TOPS Web Site User Name	<<WEB USER NAME>>	Johnjsmith45
TOPS Web Site Password	<<WEB PASSWORD>>	10johnsy10

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
Owner's Last Payment Date	<<PAY DATE>>	04/05/07
Property Assessed Value	<<PROP. ASSESSED VALUE>>	$265,000
Property GL Cost Center	<<PROPERTY G/L COST CENTER>>	200
Last Recurring Charge Date	<<LAST ASSESSMENT DATE>>	04/01/07
Percent of Ownership	<<OWNER PERCENT>>	.0147
Legal Description 1	<<LEGAL DESCRIPTION 1>>	Plat Book 7, Section 8, Lot 001
Legal Description 2	<<LEGAL DESCRIPTION 2>>	Optional
Building\Section\Phase #	<<SEC#>>	5
List All Outstanding CC&R Violations	<<OUTSTANDING CCR VIOLATIONS ALL>>	Lists them all in a letter

Owner Financial

These Merge Codes calculate owner balance breakdowns from the payment history files:

Owner Balances



Description	***Merge code***	
Itemized Balances - Not Including Prepaid	<<ITEMIZED BALANCES-NOT INCLUDING PREPAID>>	Itemizes the owner balances but excludes any Prepaid Credit balance.
Itemized Balances - Including Prepaid	<<ITEMIZED BALANCES-INCLUDING PREPAID>>	Itemizes the owner balances but includes any Prepaid Credit balance.
A1 Balance Due - simple	<<A1 DUE>>	These 4 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 CHARGES (SIMPLE).>>	
TOTAL AMOUNT DUE	<<TOT AMT DUE>>	Inserts the total amount due by an owner. This merge code can be used to total the balances for the "A1 DUE+LATE FEE DUE+OTHER CHG" or it can be used alone to simply plug the total due from an owner.
Prepaid (Credit) Balance	<<PREPAID (CREDIT) AMT>>	
Totals All Itemized Balances Into a Total Due	<<TOTAL ITEMIZED.>>	Totals All Itemized Balances Into a Total Due
A "plug" figure to make sure your itemized balances add to the Total Due merge code	<<OTHER CHARGES (PLUS DIFFERENCE)>>	

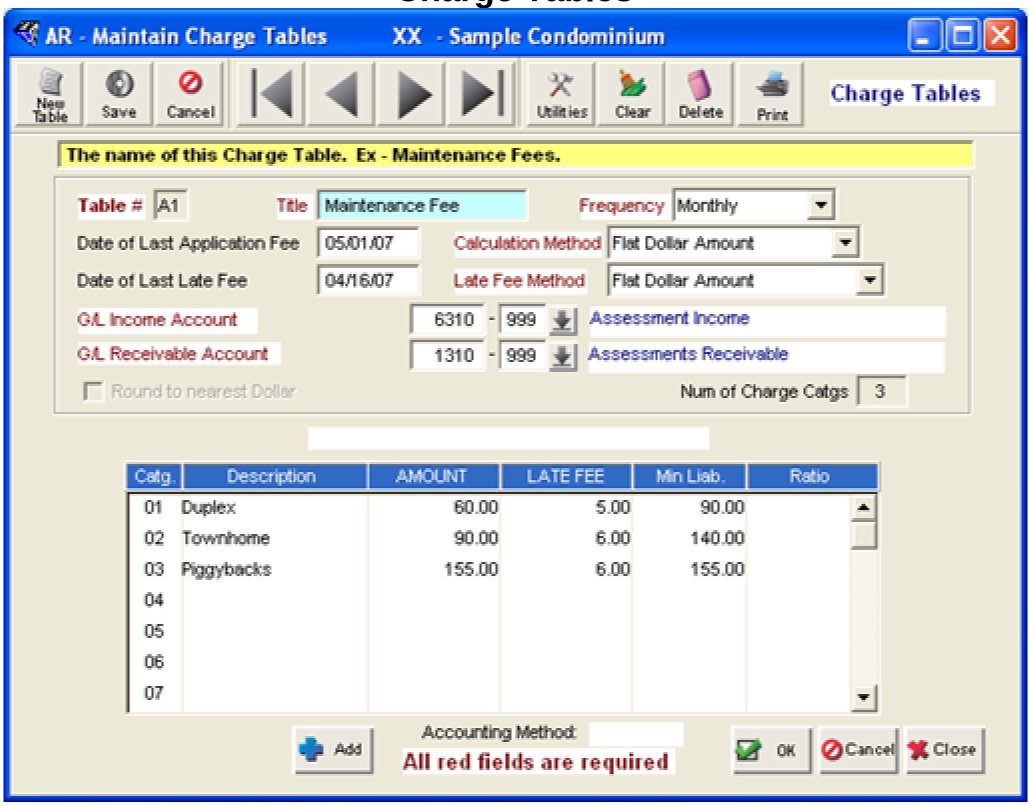
Place a **+** sign after any Merge Code that pulls an owner balance or charge amount to activate the accumulator so that you can calculate a total due using the following Sub-Total levels. There are 8 Sub-Total levels available so you can construct the breakdowns of owner balances and total them however you

wish.		
1st subtotal of +'s	<<1ST SUBTOT +>>	Used with the Subtotals below to make sure the Merge Codes itemizing owner balances added to the TOTAL OF SUBTOTALS below. Example – <<A1 DUE>>+ 60.00 <<C1 DUE>>+ 25.00 <<C3 DUE>>+ 30.00 <<MISC CHG. (01)>>+ 6.00 <<MISC CHG. (04)>>+ 3.85 <<MISC CHG. (05)>>+ 125.00 <<OTHER CHGS (PLUS DIFF>> 13.00 <<TOT ALL SUB>> 259.85
2nd subtotal of +'s	<<2NDT 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 +>>	
7th subtotal of +'s	<<7TH SUBTOT +>>	
8th subtotal of +'s	<<8TH SUBTOT +>>	
Totals of All Subtotals 1 – 8 or any merge codes with a + that are NOT in a Subtotal	<<TOT ALL SUBS>>	Totals all the +’s or all the Subtotal levels 1 – 8.

Charge Tables

These Merge Codes pull information from the Charge Tables:

Charge Tables



Description	*Merge code*	*Sample*
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>>	

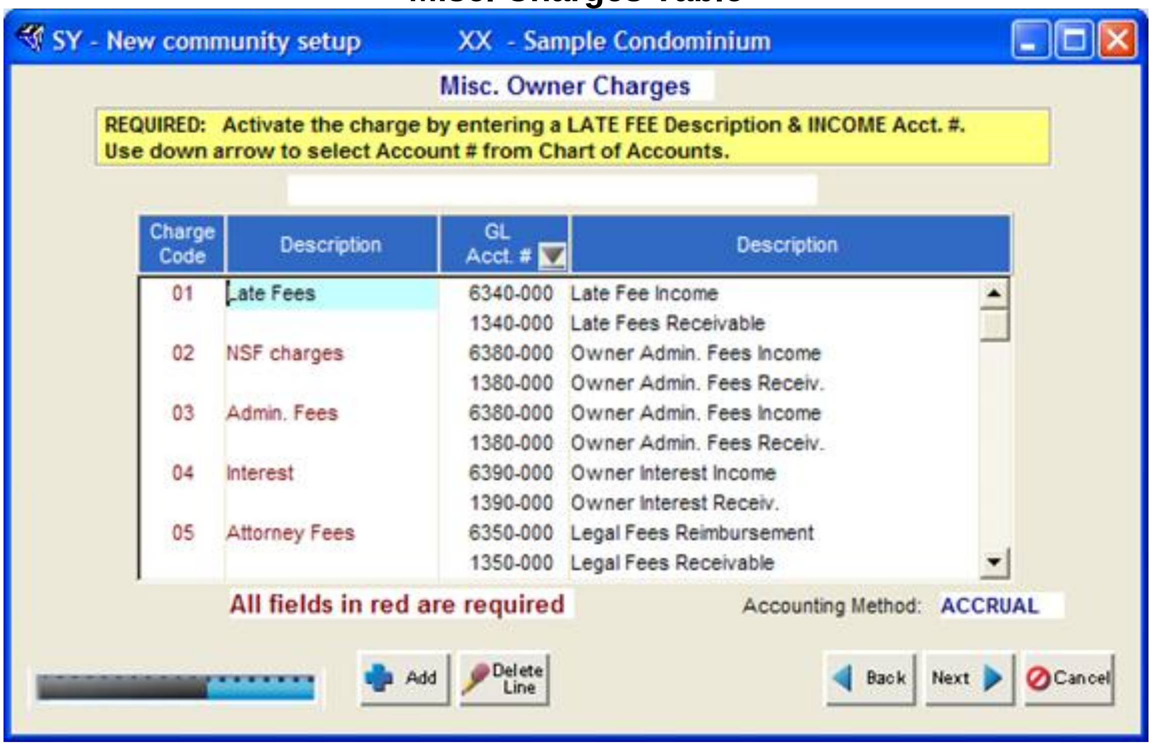
C2 Balance Due	<<C2 BALANCE DUE>>	
C2 Charge Table Name	<<C2 CHARGE NAME>>	
C2 Charge Description	<<C2 CHARGE DESC>>	
C2 Charge Table Amount	<<C2 CHARGE AMT>>	
C2 Late Fee Charge	<<C2 LATE FEE AMT>>	
C3 Balance Due	<<C3 BALANCE DUE>>	
C3 Charge Table Name	<<C3 CHARGE NAME>>	
C3 Charge Description	<<C3 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>>	

Miscellaneous Charges

These Merge Codes pull information from the Misc. Charges Table:

Misc. Charges Table



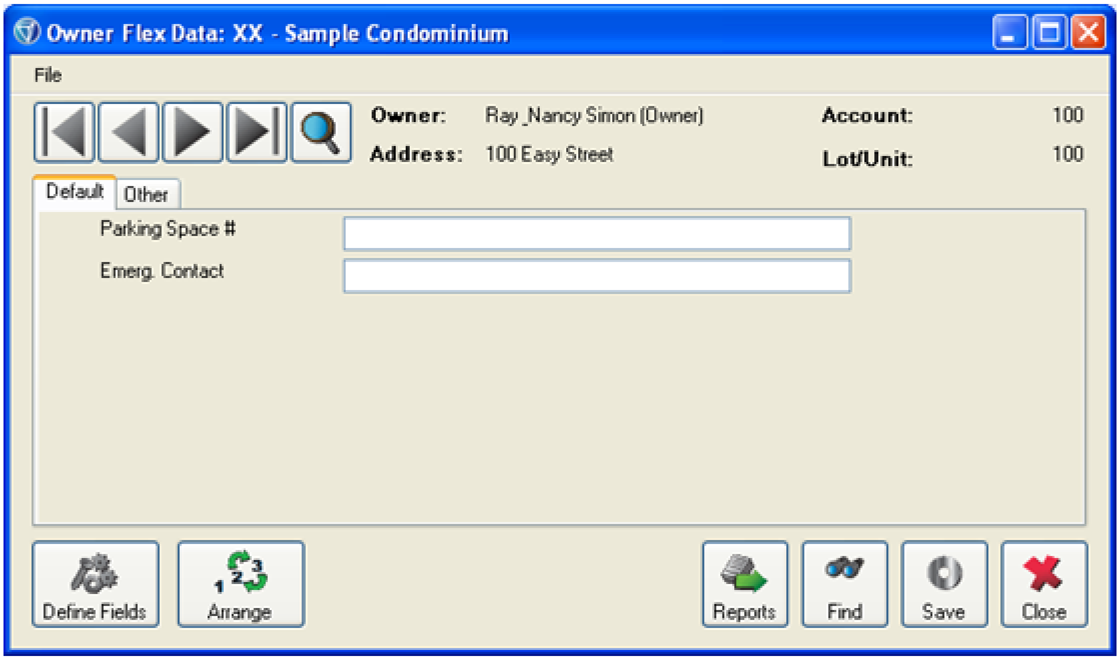
Description	*Merge code*	*Sample*
Late Fees	<<MISC CHG. (01)>>	Balance Due
NSF charges	<<MISC CHG. (02)>>	Balance Due
Admin Fee	<<MISC CHG. (03)>>	Balance Due
Interest	<<MISC CHG. (04)>>	Balance Due
Attorney Fees	<<MISC CHG. (05)>>	Balance Due
Work Order	<<MISC CHG. (06)>>	Balance Due
Misc. Charges	<<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 60.		
Note: Will only show the Misc. Charge Codes that are active in a community.		

Flex Data

These Merge Codes pull information from the Flex Data Fields that are defined for each community:

Flex Data



First Flex Data Field Data	<<FLEX 1:(TEXT) FLEX 1 NAME	Inserts the flex data into a form letter
Second Flex Data Field Data	<<FLEX 2:(TEXT) FLEX 2 NAME	Inserts the flex data into a form letter
Third Flex Data Field Data	<<FLEX 3:(TEXT) FLEX 3 NAME	Inserts the flex data into a form letter

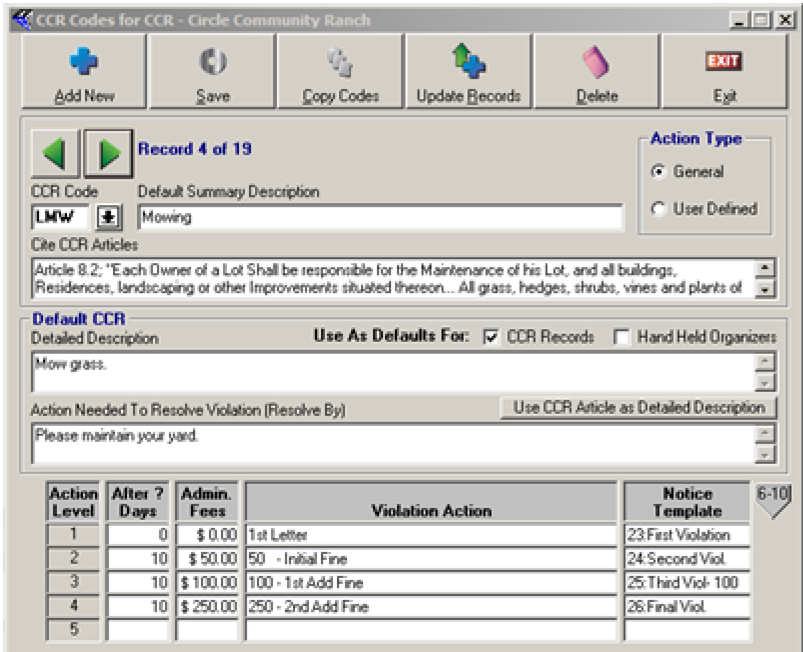
Continues the above pattern for each Flex Data field you define. With the new Unlimited Flex Data Fields, you can have as many Flex Data Fields setup as you wish in each community.

Note: Will only show the Flex Data Fields that are setup (defined) in a community.

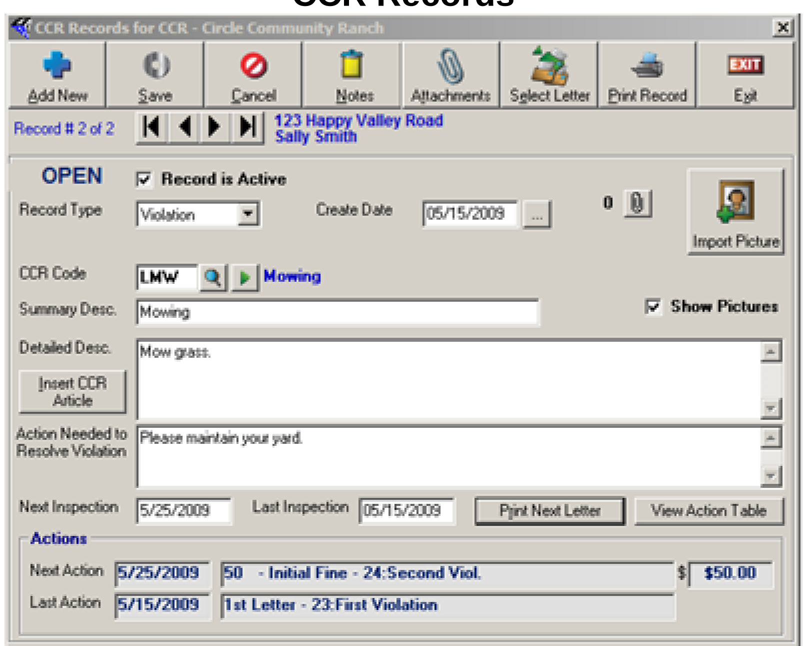
CCR Data

These Merge Codes pull information from the CCR Codes and owner CCR Records:

CCR Codes



CCR Records



Description	***Merge code***	***Explanation***
CCR Creation Date	<<CCR CREATION DATE>>	
CCR Request Date	<<CCR REQUEST DATE>>	

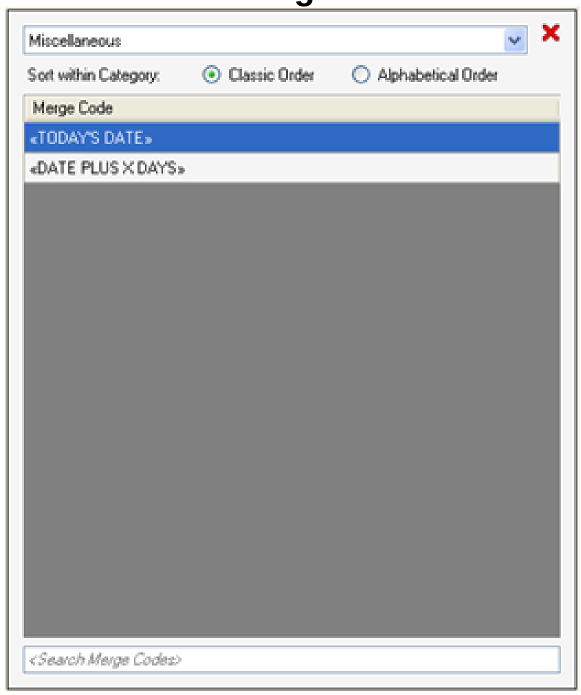
CCR Close Date	<<CCR CLOSE DATE>>	
CCR Approval Type	<<CCR APPROVAL TYPE>>	
CCR Summary Description	<<CCR SUMMARY DESCRIPTION>>	
CCR Detailed Description	<<CCR DETAILED DESCRIPTION>>	
CCR Status	<<CCR STATUS>>	
CCR Owner Resolution Action	<<CCR OWNER RESOLUTION ACTION>>	
CCR Reason For Rejection	<<CCR REASON FOR REJECTION>>	
CCR Next Inspection Date	<<CCR NEXT INSP. DATE>>	
CCR Last Inspection Date	<<CCR LAST INSP. DATE>>	
C CR Respond by Date for ACC Request	<<CCR RESPOND BY. DATE>>	
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 Photo Image	<<CCR RECORD'S IMAGE>>	
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>>	
CPS Coordinates	<<CCR GPS COORDINATES>>	This is captured if you

Data CPS Coordinates are Captured	<<CCR GPS CAPTURE DATE>>	use TOPS Go! to enter violations
Outstanding CCR Violations - ALL Open List all open violations	<<OUTSTANDING CCR VIOLATIONS - ALL>>	

Miscellaneous

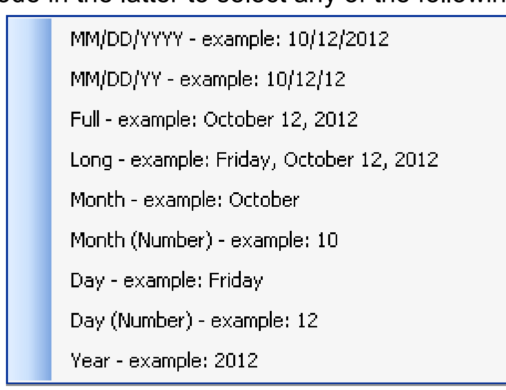
These Merge Codes let you format dates in Form Letters:

Misc. Merge Codes



Description	*Merge code*	*Sample*
Today’s Date (Full)	<<TODAY’S DATE>>	May 15, 2012

When you insert the <<TODAY’S DATE>> Merge Code in a letter, you can then right click on the <<TODAY’S DATE>> Merge Code in the latter to select any of the following date formats.



Simply click on any of these date formats to have the date printed in the selected format.

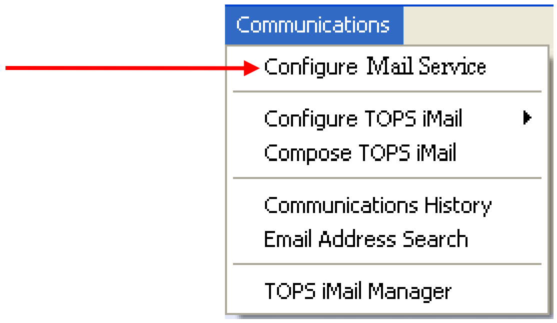
Date (MM/DD/YY)	<<DATE PLUS X DAYS>>	05/15/09

Configuring Mail Service

If you wish to use SouthData's SignatureMail™ or CertMail™ systems to send Certified, Certified + First Class Mail or just standard First Class Mail, you must first complete some setup steps. Follow these steps to complete the setup:

Configure Mail Service

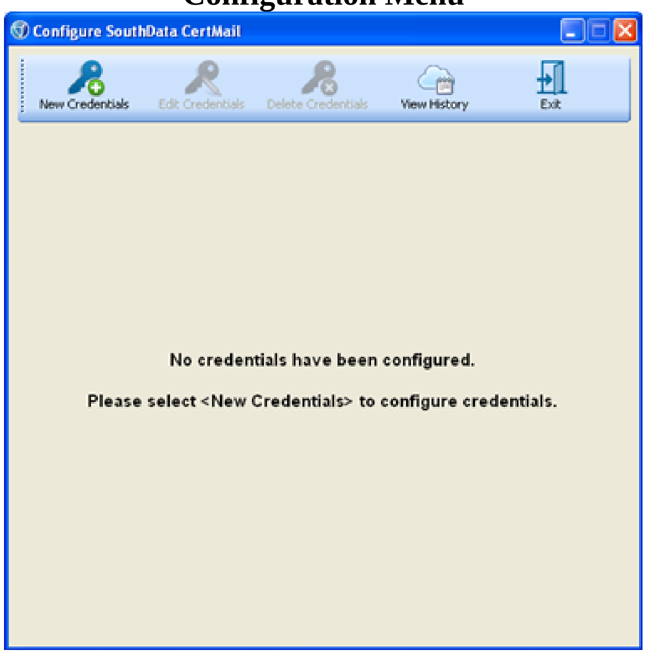
In TOPS, go to the **Communications** menu on the File toolbar. You will see the Communications menu:



Select **Configure Mail Service** from this menu.

You will see the Configuration menu:

Configuration Menu

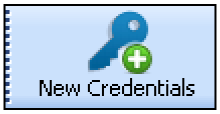
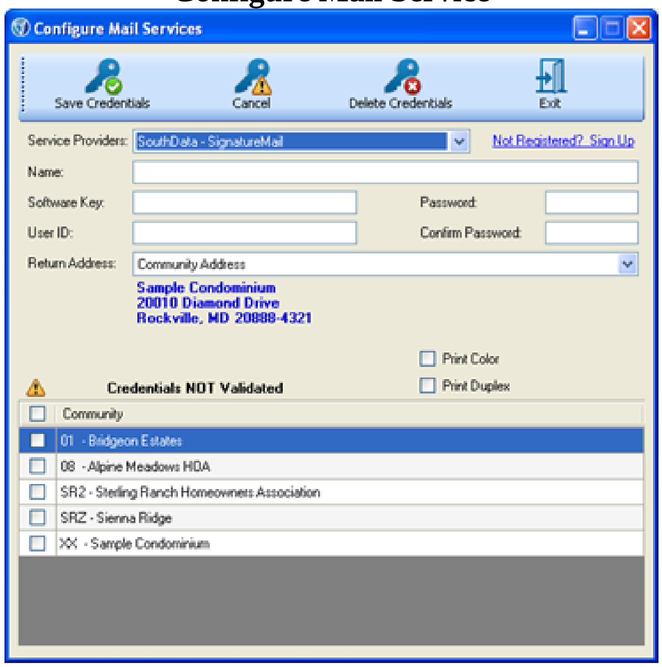


If you see the message:

No credentials have been configured.

Please select <New Credential> to configure credentials.

It means TOPS has detected that this community needs to create a SouthData account in

<table>
<tr><td colspan="2">order to use the SignatureMail/CertMail system to send electronic mail. You must start the setup by clicking on the New Credentials button.</td></tr>
<tr><td>
</td><td>Click the New Credentials button.</td></tr>
<tr><td colspan="2">You will see the screen for completing the setup in TOPS:
Configure Mail Service


This is where you are activating the SouthData SignatureMail™ and also their CertMail™ interface in TOPS. This makes it so you can easily forward any Form Letter generated in TOPS to SouthData for printing and sending through SignatureMail™ or CertMail™..</td></tr>
<tr><td>Service Provider</td><td>At this time, the only Service Provider that TOPS can interface with to send Certified, Certified + First Class Mail or just standard First Class Mail is SouthData through their SignatureMail/CertMail™ system.

Accept the default of:

SouthData – SignatureMail

Follow these instructions to get setup with SouthData so you can use their Signature/CertMail™ system.</td></tr>
<tr><td colspan="2"><u>Existing SouthData Account</u>

If you have an account with SouthData already, then you simply need to complete the fields on the screen.

Name – the name of your organization. If a management company, then enter the</td></tr>
</table>

management company name. You need to enter organization name to help SouthData identify your print jobs.

Software Key – here you enter your existing SouthData customer account #.

User ID – enter a login ID that you wish to use to access SouthData's Signature/CertMail™ system. This User ID is used when you transmit print jobs to SouthData or when you wish to download Certified Mail Receipts back into TOPS.

Password – enter a Password to use with the User ID to complete the login into SouthData's system.

Confirm Password – enter the Password a second time to make sure you entered it correctly.

Return Address – enter an address, either the community's or the management company, to use for any returned mail sent by SouthData. This Return Address will be printed on each envelope sent by SouthData.

<u>Print Options</u>

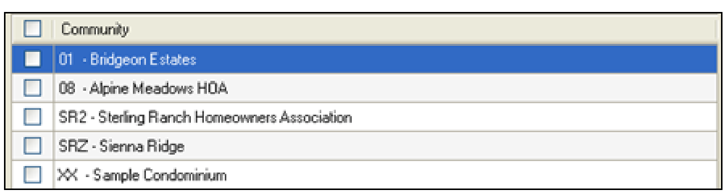
Although you can set this print options for each Form Letter as you generate them, for your convenience, you can set the defaults you typically want to use here.

Print in Color – checkmark this box if you wish SouthData to print letters in color, such as, if your have colored letterhead. There is an extra charge from SouthData for color printing.

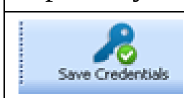
Duplex – checkmark this box if a letter has multiple pages for each owner and you wish SouthData to print the letters back-to-back so it saves on the printing charges.

<u>Select Communities</u>

You will see a list of communities like this:



Checkmark which communities you wish to activate SouthData's Signature/CertMail™ services for. If you are a management company, you only need to register your management company, not each community. SouthData will bill each community separately for mailing services using the TOPS Community ID.



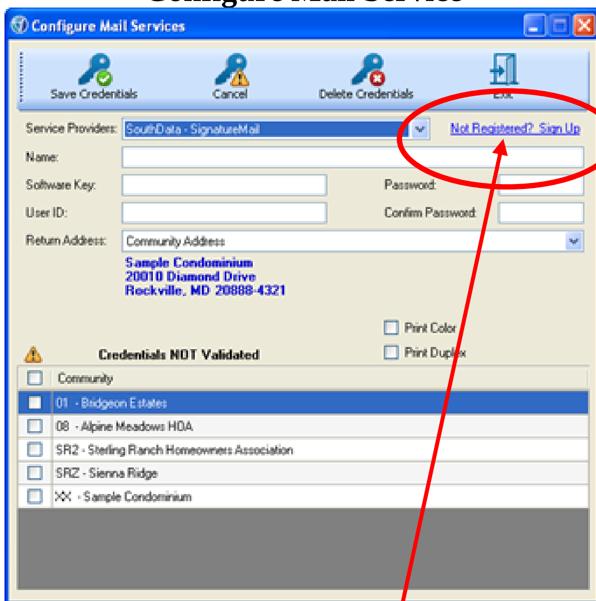
When you have completed the screen, click the Save Credentials button. This will save your information and also "Validate" that you have an account with SouthData. If it cannot Validate your account, you will receive a message. That means that the Software Key does not match a valid SouthData account # for your organization.

Setup SouthData Account

No SouthData Account

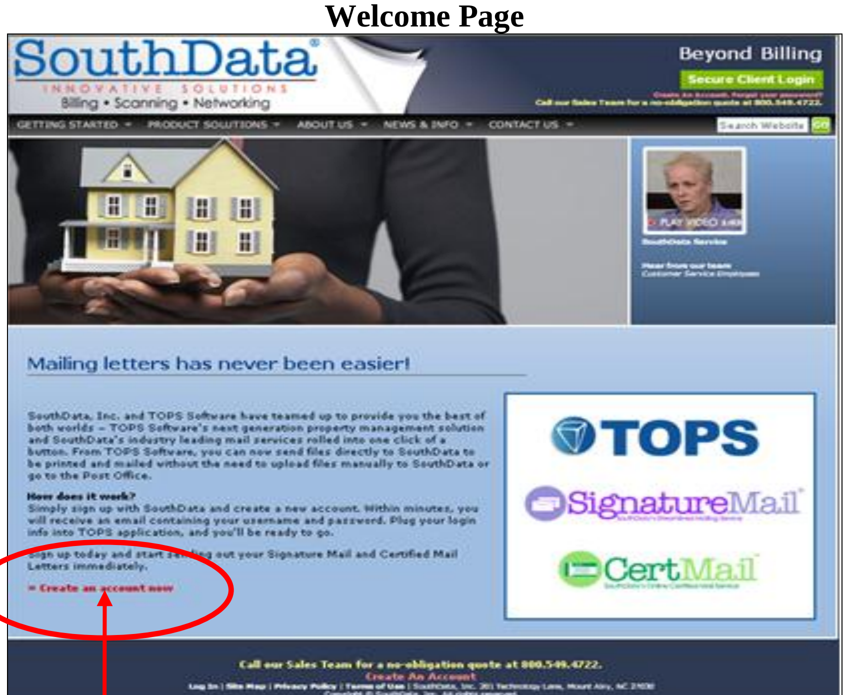
If you need to setup a new SouthData account, starting on the screen below:

Configure Mail Service



Notice this link on the above screen. Click the "***Not Registered? Sign Up***" link. Then complete the customer registration screens on SouthData's web site as follows:

Welcome Page



Click the "***Create an account now***" link.

When you click the "***Create an account now***" link you will see the next page for setting up a SouthData account #.

Setup SouthData Account – Page 1

Organization Name – enter the name of your organization here.

Organization Type – use the drop down list to select the one that best fits.

Software Used – use the drop down list until you find ***TOPS Software***

Click the **Next** button to proceed.

Proceed to the next page.

Setup SouthData Account – Page 2

Complete your billing address info:

Attention – the name of the person on your staff that bills should be addressed to.

Street/PO Box – enter the first line of your billing address

City – enter your city.

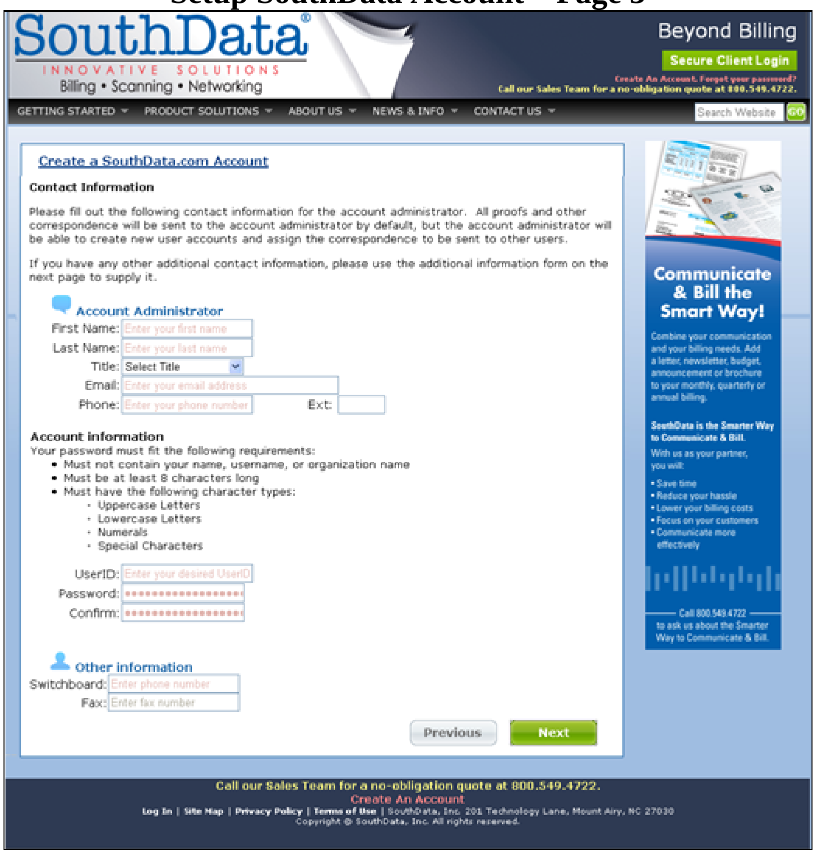
State – enter your state.

Zip – enter your zip code. There is room for the + Four code if you know it.

Click the **Next** button to proceed.

Proceed to the next page.

Setup SouthData Account – Page 3



Account Administrator – this is the person on your staff who is authorized to as the SouthData contact and who also can make changes to your SouthData account.

First Name

Last Name

Title

Email Address

Phone #

Login Info – for the Account Administrator

User ID

Password

Confirm Password

Other Info

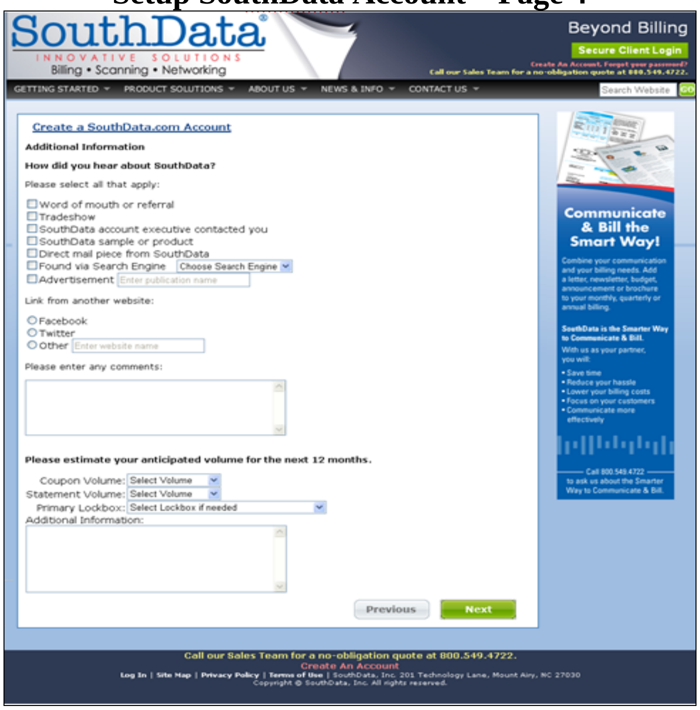
Switchboard

Fax

Click the **Next** button to proceed.

Proceed to the next page.

Setup SouthData Account – Page 4



How did you hear about SouthData?

Checkmark any that apply

Anticipated Volume – this information is for coupon or statement printing. We suggest just entering the total number of homes under management.

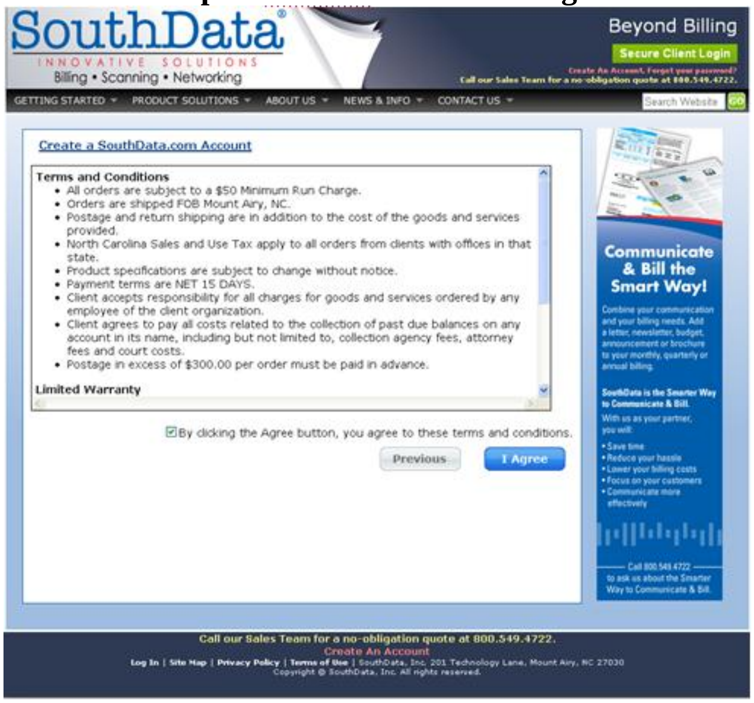
Primary Lockbox – if you use a bank lockbox system, use the drop down to select your bank.

Additional Information – enter any special information you wish to notify SouthData about.

Click the **Next** button to proceed.

Proceed to the next page.

Setup SouthData Account – Page 5



This is the **Terms and Conditions** of service page. You MUST click "I Agree" in order to complete setting-up the SouthData account.

Click the "***I Agree***" button to complete setting-up your SouthData account.

Once you click "I Agree", you will see the final page showing that you have completed setting-up a SouthData account.

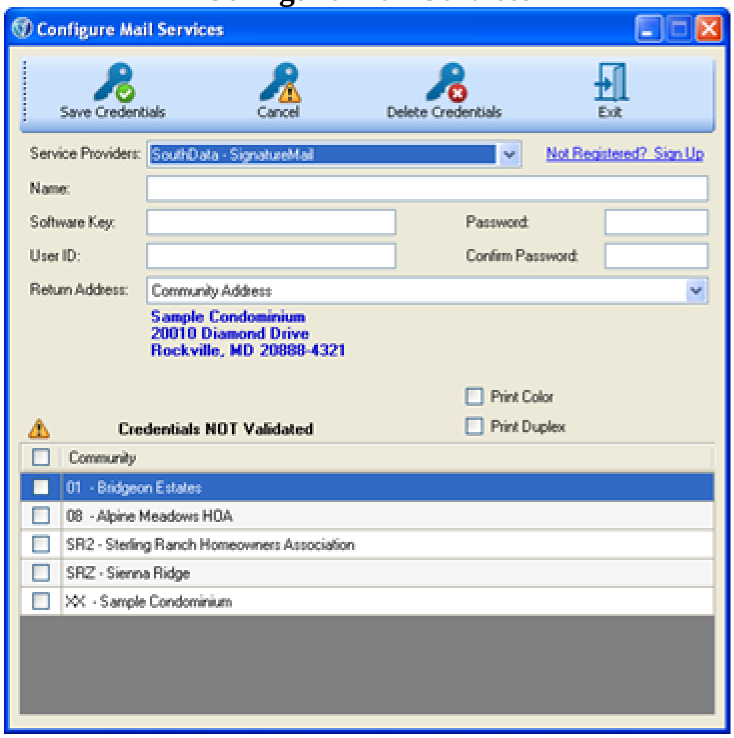
Setup Complete

This page confirms that you have completed the set-up. It also gives you your new SouthData client number.

Confirming Email

A confirming email will be sent to the Account Administrator with your SouthData client number and login ID. You will need to enter this information into TOPS on the Configure Mail Services screen below:

Configure Mail Services



Follow the instructions under "***Existing SouthData Account***" to enter the information from the confirming email into the fields above.

The ends the manual section on Form Letters

Officers

Officers include the Board of Directors and may, at your option, also include Committees. In addition to storing the officer’s name, address and phone number information, their position and term of office can also be tracked. Reports and mailing labels may be printed for the officers.

The Officer tracking system uses Officer Classifications to let you categorize the Officers. A Classification is nothing more than a grouping you name, and then add the Officers or Committee Members into for tracking purposes. It gives you a way to organize the Officers and Committee Members.

Use the Maintain Officers screen to perform the following options:

- View or change officer information
- Define officer classifications
- Add a new officers
- Delete an officer classification
- Delete an officer

	Click the **Officers** tab on the Owner Database menu.

View/Change Officers

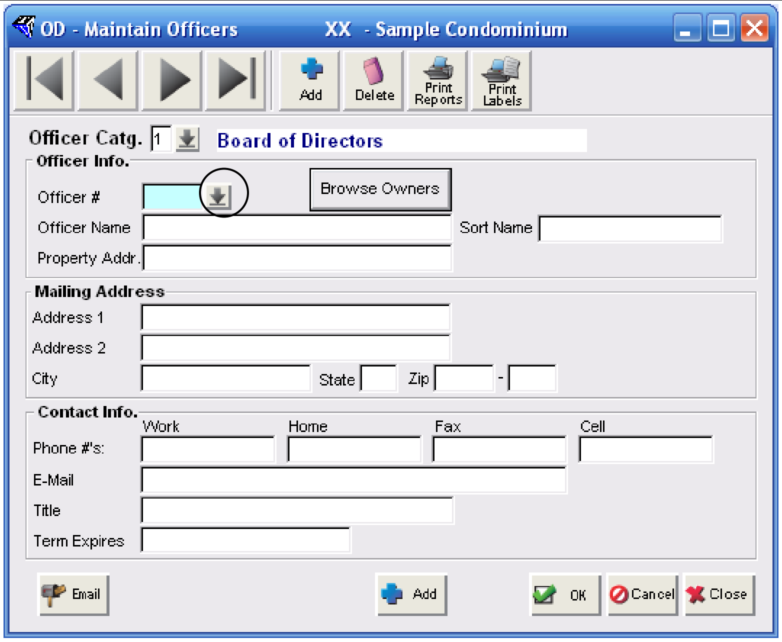
To maintain existing Officer records, first select the Officer Classification.

Select Officer Class

Double Click on the Officer Class to open it up.

You will see the Officer selection screen:

Select Officer Record



Notice the down browse arrow. Click on this arrow to select from the Officers in this class.

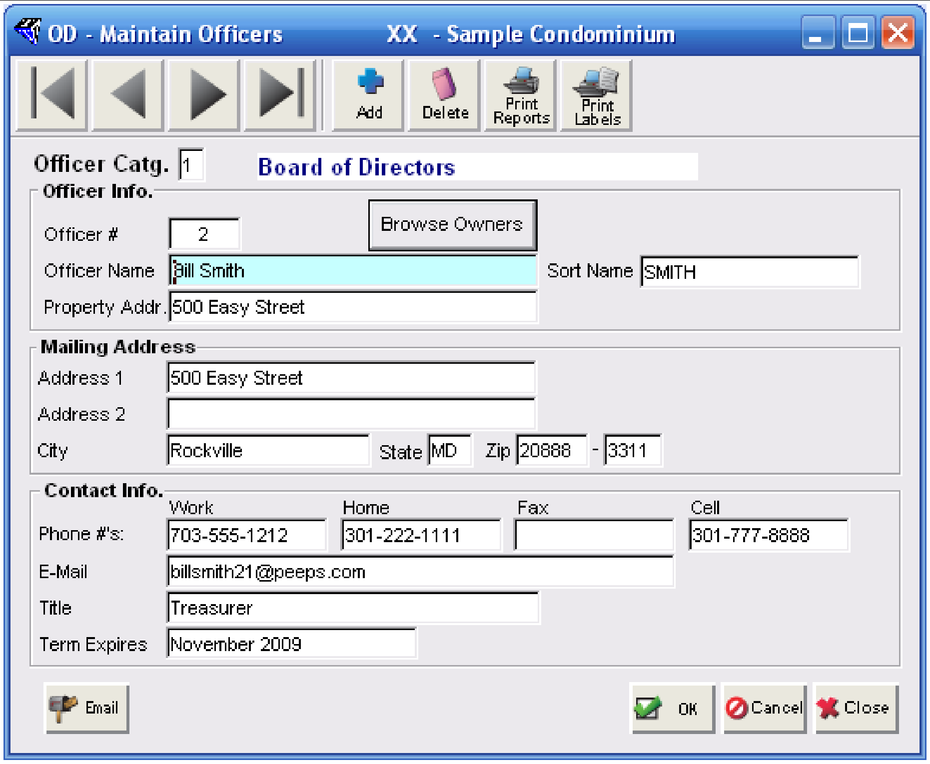
You will see the **Select Officer** screen:

Select Officer

Double click to select an Officer or highlight them with a single click, then click OK.

The Officer record you selected will be displayed:

Officer Record



You can change any of the information on the Officers screen. However, if you change it here, it will NOT write the changes back to the Owner record if the Officer is a homeowner.

The following is a brief description of the fields on the Officers screen.

	Use the **browse arrows** to move from Officer record to Officer record within this Class.
	Click the **Add** button to add an Officer record to the selected Officer Class you are currently in.
	Click the **Delete** button to delete the Officer record displayed on the screen. It will have no effect unless you have selected an Officer record.
	Click the **Print Reports** button to print an Officers report. You do not need to select an Officer record to print a report.
	Click the **Print Labels** button to print mailing labels for Officers. You do not need to select an Officer record to print labels.
Officer #	Assigned automatically be the program as you add new officer records. You cannot change the **Officer #**.
Browse Owners	Used to select a homeowner when adding a new officer record.

Officer Name	The full name of the Officer.
Sort Name	The **Last Name** of the Officer. It can be used to select the Officer.
Property Address	The **Address** of the home owned by the Officer if they are a homeowner. If not a homeowner, you may skip this field.
Mailing Address	The address for mailing notices and correspondence to this Officer. Enter the Address along with the City, State and Zip Code.
Contact Info	Enter the phone #'s and e-mail address for this Officer.
Title	The Officers Title, if any, for the position held.
Term Expiration	The Month and Year the Officers **Term Expires**, if known. If entered, it gives you a way to track the expiration of Officers terms. The Term Expiration prints on the Officers Report.
	Click **Email** to open an e-mail, and then send it to the Officer on the screen. It will use your default e-mail service to send the e-mail.
	Click **OK** to save and changes and exit this Officer record.
	Click **Cancel** to erase any changes made to this Officer record and exit.
	Click **Close** to exit from the Officers.

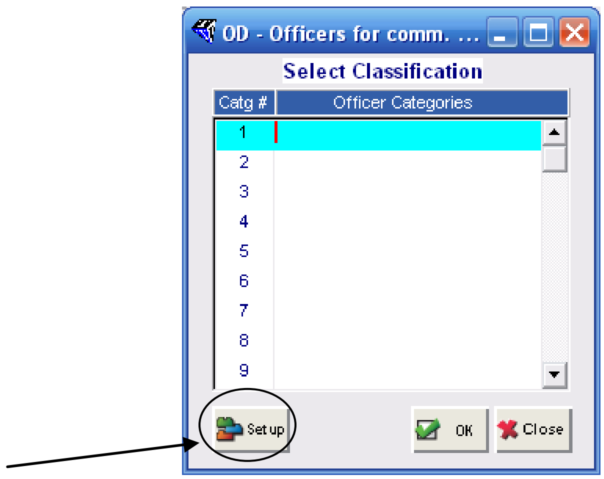
Define Officer Classification

Officer “Classes” gives you a way to organize the officers into categories, such as, Board Members and Committees. You must define the Officer classes before you can add an Officer record into them.

Define Officer Classification

You will see the Officer Class selection screen. If this is the first time you are opening the Officers file, you must define the Officer Classes.

Officer Classes

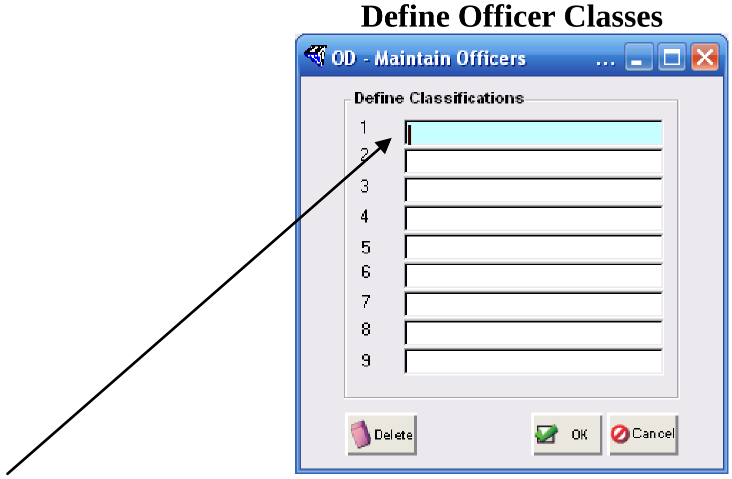


Notice the **Setup** button at the bottom of the screen.

	Click the **Setup** button to define the first Officer Classification.

You will see the Officer Setup screen:

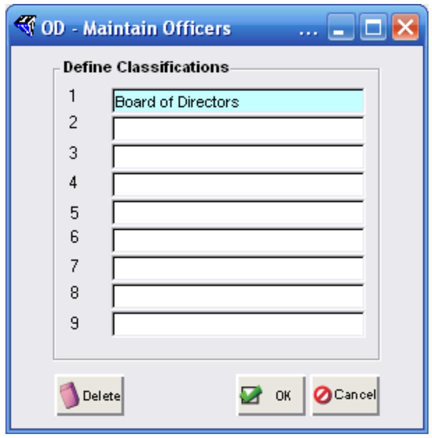
Define Officer Classes



The cursor will be positioned in the first Class field highlighted in blue. Type the name of the first Classification of Officers you wish to track, such as “Board of Directors”.

The first class name will look like this:

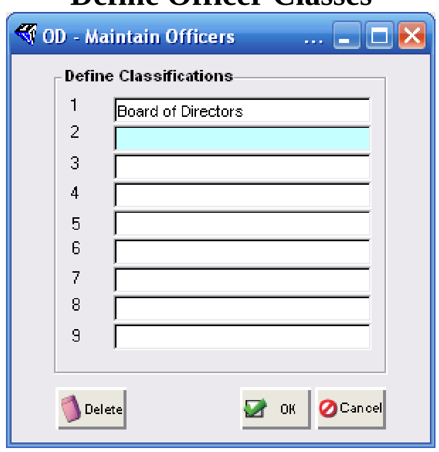
Define Officer Classes



To move to the next line to continue Defining Officer Classes, press the **Tab** key.

The cursor will move to the next line ready for the next Class:

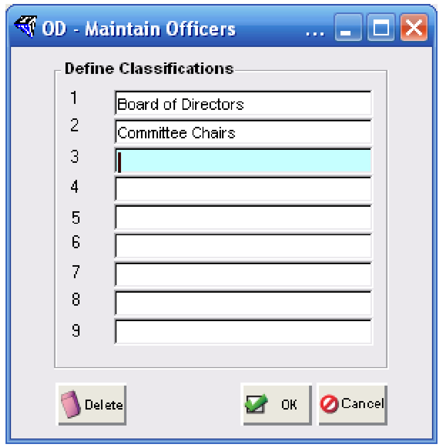
Define Officer Classes



Define the next Class, if desired, or stop and exit.

In our example, we defined two classifications:

Define Officer Classes



Once you are done defining the Officer Classes, Click the **OK** button.

	Click the **OK** button to save the Officer Classifications you defined.
	Click the **Cancel** button to exit the Officer Classifications without saving any categories you defined.
	Click the **Delete** button to delete an Officer Classifications you defined. If you entered Officers into this Class, they will be deleted as well.

Once Officer Classes are defined, you are ready to add Officer records into them.

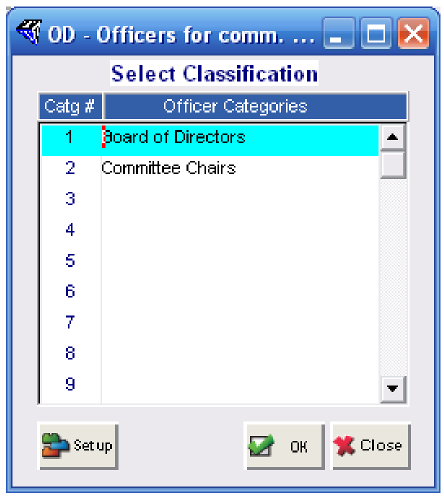
Add New Officer

Once you have defined the Officer Classifications, you are ready to enter the Officers information into them.

Follow these steps to Add a New Officer:

Start at the **Select Class** screen:

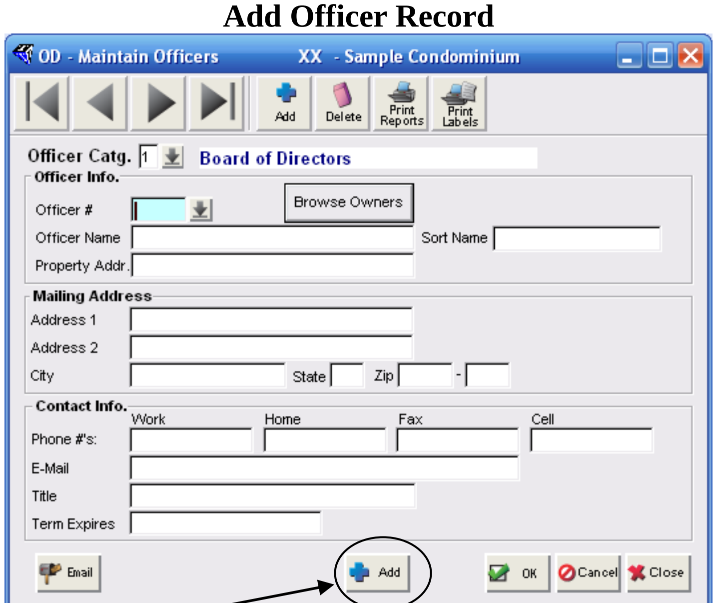
Select Officer Class



To add a new officer into a class, simply **double click** on the name of the class.

You will see a blank screen for adding an Officer:

Add Officer Record

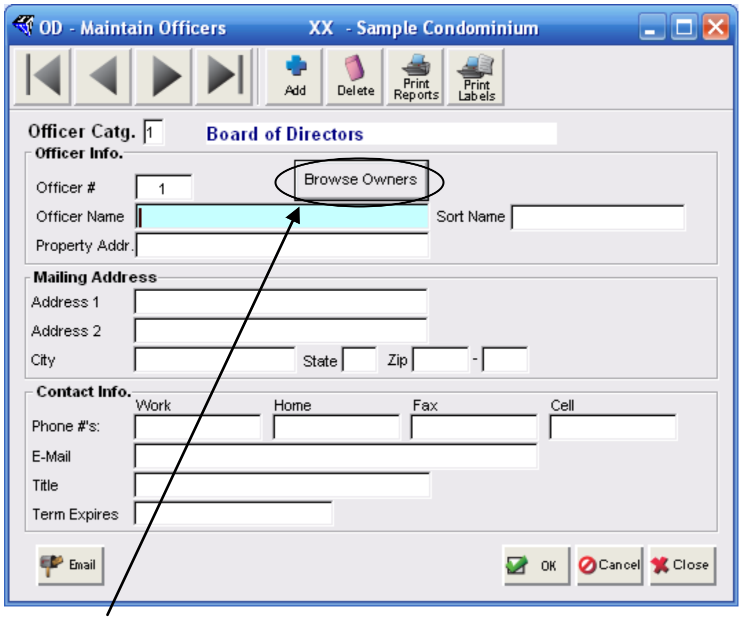


You must click the **Add** button in order to add a new Officer Record.

	Click the **Add** button to add a new Officer record.

You will see a blank screen for adding an Officer:

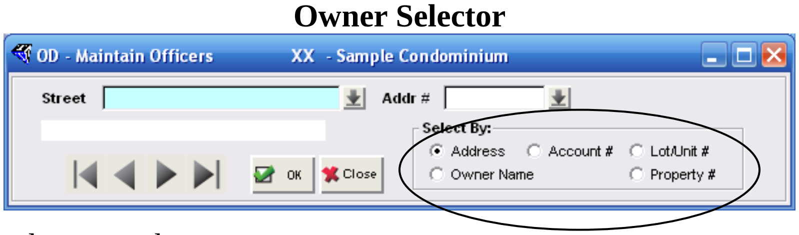
Add Officer Record



Notice the **Browse Owners** button. If the Officer is a homeowner in the community, click this button to select the owner rather than type in the name and address.

You will see the Owner Selector so you can select the Officer from the owner database.

Owner Selector



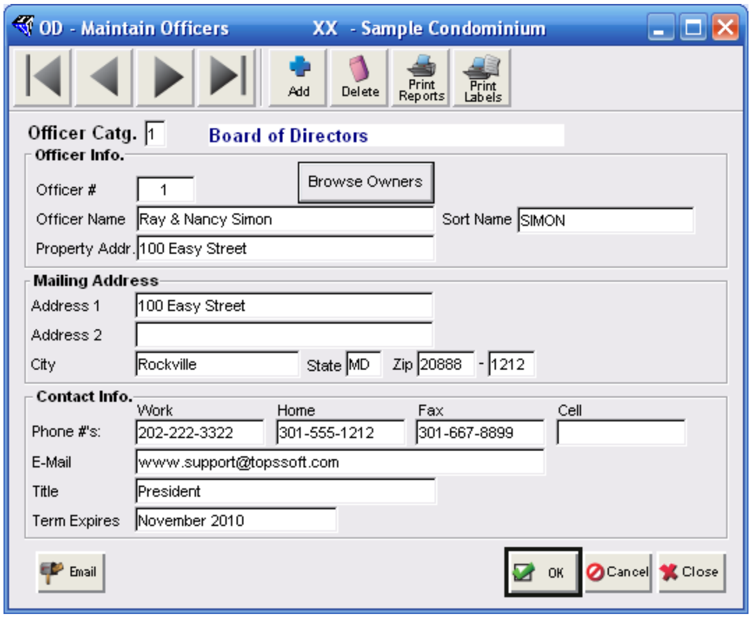
You can select the owner by:

- Street Address
- Account #
- Lot/Unit #
- Owner Last Name
- Property Record #

Go ahead and select the Officer from the owner database.

If you selected the Officer from the owner database, it will complete all the fields with information from the owner record except for "Title" and "Term Expired". You must enter this information manually. A completed owner record will look like this:

Add Officer Record



Make corrections if needed. Click **OK** to save the Officer info.

	Click **OK** to save the Officer record. You can then add another Officer using the same method.
	Click **Cancel** to clear the screen without saving the Officer record.
	Click **Close** to exit from the Officer record screen.

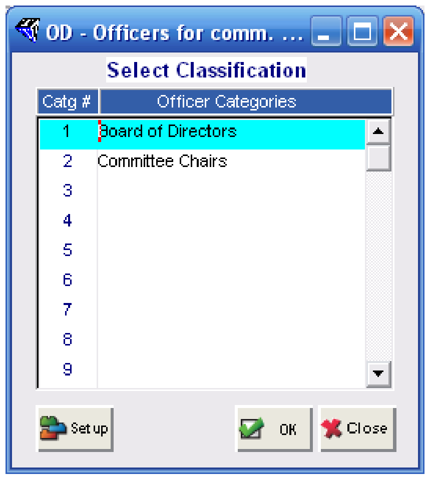
Deleting an Officer

Deleting an Officer record permanently removes that record. You might need to do this if the person is no longer an Officer. If the Officer is also a homeowner, deleting their Officers record will have no effect on their homeowner record.

Follow these steps to Delete an Officer:

First, you must select the Officer Classifications. Start at the **Select Class** screen:

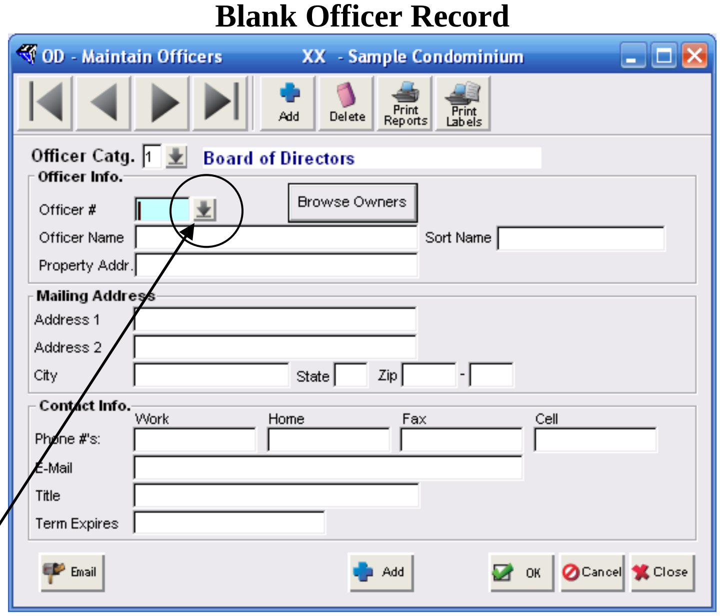
Select Officer Class



Simply **double click** on the name of the class to select that class.

You will see a blank Officer screen:

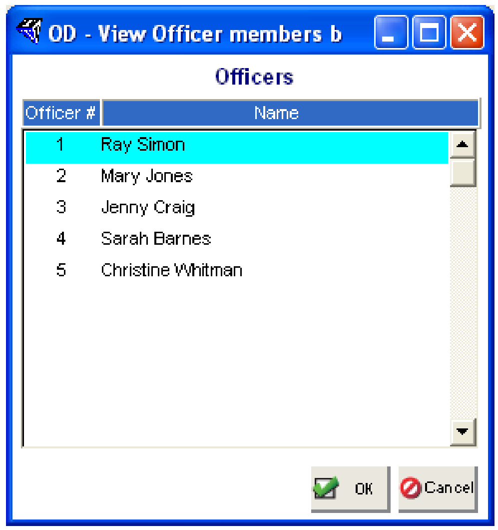
Blank Officer Record



You must browse the Officers in the class to select the one to delete. To do this, click the **down browse**  arrow. It will open up the Officer selection screen.

You will see the Select Officer screen:

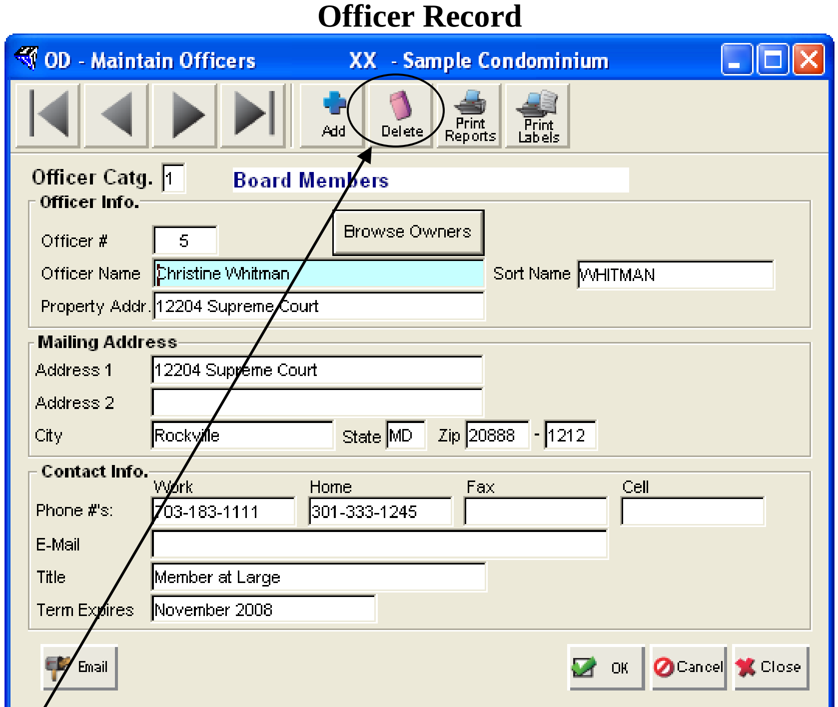
Select Officer Record



Double click on the Officer you wish to delete or single click to highlight the Officer, and then click the **OK** button.

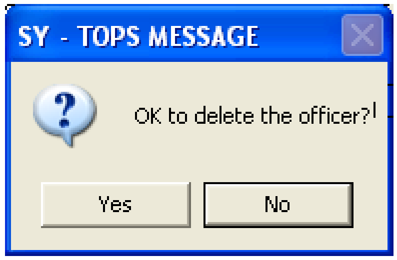
The Officer record you selected will be displayed.

Officer Record



Notice the **Delete** button at the top of the screen. Click this button to delete the Officer record displayed on the screen.

As a safeguard, you will see this confirming message displayed on the screen:



The default answer is **NO** to prevent you from accidentally deleting the Officer record. You must click the **YES** button to proceed with deleting the Officer record.

This completes the instructions for deleting an Officer record.

Deleting an Officer Class

You might want to delete and Officer Class to re-organize the Officer types you are tracking. For example, you may decide you no longer wish to keep track of Committee members. When you delete an Officer Class, then all officer records that are in that category are also deleted. You do NOT need to delete each Officer record from a Class before deleting the Class itself.

If you just wish to rename the category, simply type a new description of the category rather than delete it. You can change the description of the Officer Class by just typing over it on the Setup Officer Class screen.

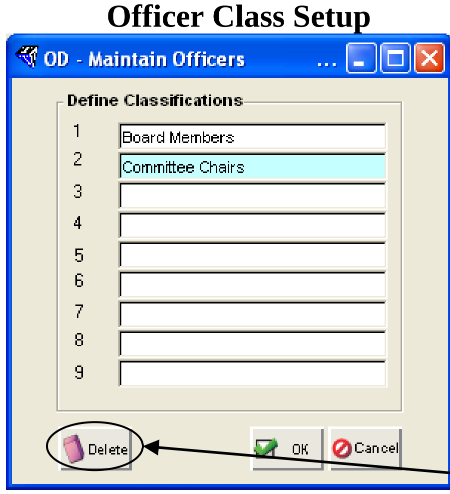
To Delete an Officer Class, first start at the **Select Class** screen:

Select Officer Class

Notice the **Setup** button at the bottom of this screen. Click on the **Setup** button.

You will see the **Officer Class** setup screen:

Officer Class Setup



Click on the Officer Class you wish to delete to highlight it. Then click on the **Delete** button to proceed with deleting this class.

As a safeguard, you will see this confirming message displayed on the screen:

The default answer is **NO** to prevent you from accidentally deleting the Officer Class. You must click the **YES** button to proceed with deleting the Officer Class.

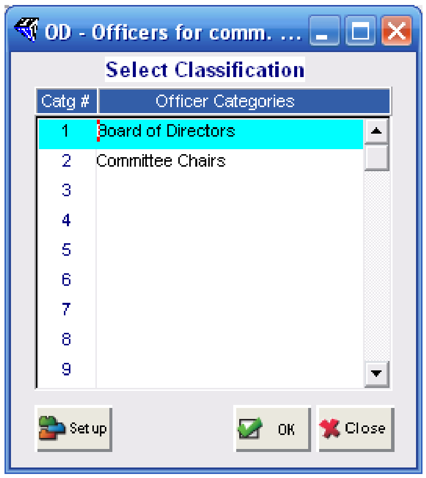
This completes the instructions for Deleting an Officer Class.

Officer Reports

You can print an Officer Report showing the name, address, contact info, title and term expiration for the Officers. This can be handy for having a contact sheet for the officers. It also gives a report showing the term expiration when there are staggered elections of Officers.

To print an Officer Report, you must select an Officer Classification. It doesn't matter which Class you select, you will have the option to include all Classes on the report later. Start at the **Select Officer Class**, then select *ANY* Class:

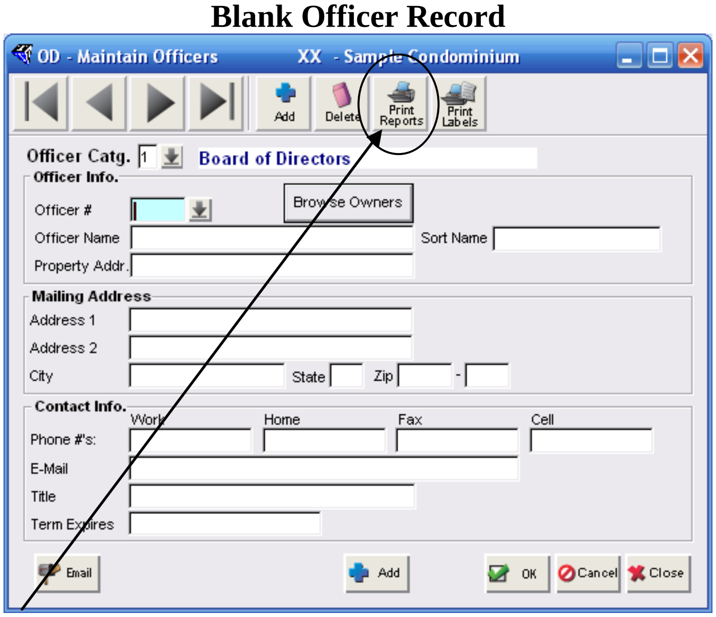
Select Officer Class



Simply **double click** on the name of the class to select that class.

You will see a blank Officer screen:

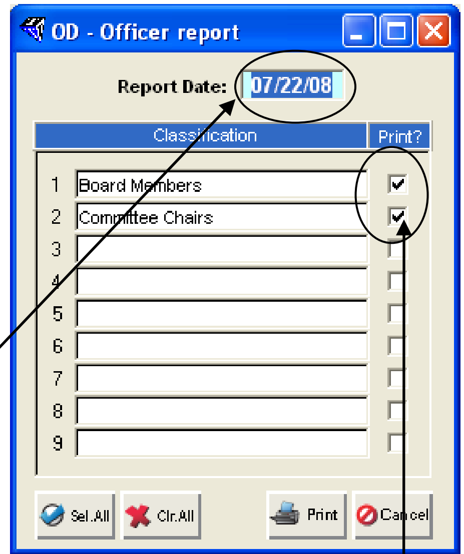
Blank Officer Record



Notice the **Print Reports** button. Click the **Print Reports** button.

You will see a screen for selecting which Officer Classes to include on the Report:

Select Officer Classes



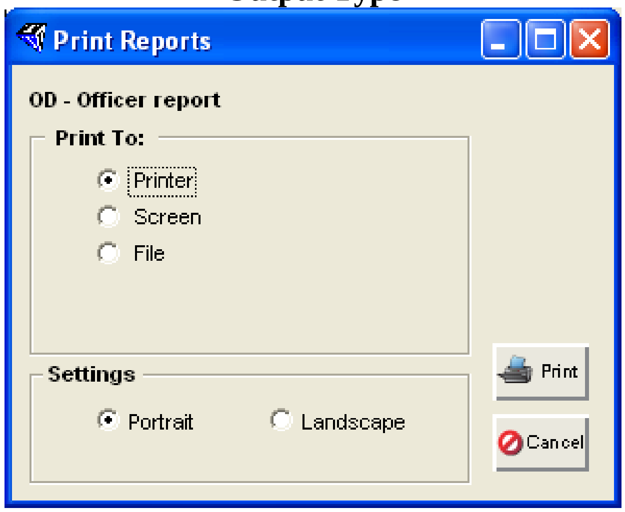
Report Date – this will be used in the heading of the report so you know when the report was printed “as of”. It will default to today’s date, but you can overtype it with any date you wish.

All the **Officer Classes** will be selected with a checkmark ☑ . You must click to turn-off the checkmarks for **Officer Classes** where you don’t wish to include on the Report.

	Click the **Print** button to proceed with printing the Officers Report.
	Click the **Select All** button to select all Officer Classes.
	Click the **Clear All** button to clear the selection of all Officer Classes.
	Click the **Cancel** button to exit from printing the Officers Report.

Last, you can select to print the Officers Report to a printer, display it to the screen, or create a File to store it.

Output Type



Normally with the Officers Report, you would want to print it, so you would probably want the default selection of Printer.

	Click the **Print** button to proceed with printing the Report. You will then see the normal Windows® printer selection screen so you can direct the print job wherever you wish.
	Click the **Cancel** button to exit from printing the Officers Report.

This completes the instructions for printing and Officers Report.

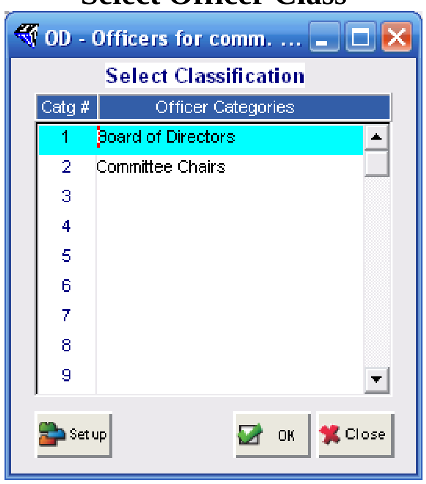
Officer Mailing Labels

You can print mailing labels for Officers to assist when mailing things to the Officers, such as reports and financial statements. Labels can be printed on many popular Avery labels types. Further, you have the option to create an Officer export file that could be used with another software application.

Global Officer Mailing Labels can also be printed on the Global Functions menu. This allows for printing Officer Mailing Labels for more than one community at a time. See the Global Function manual sections for instructions on printing Officer Labels for more than one community.

To print Mailing Labels, you must first select an Officer Classification. It doesn't matter which Class you select, you will have the option to print Mailing Labels for all Classes later. Start at the **Select Officer Class**, then select *ANY* Class:

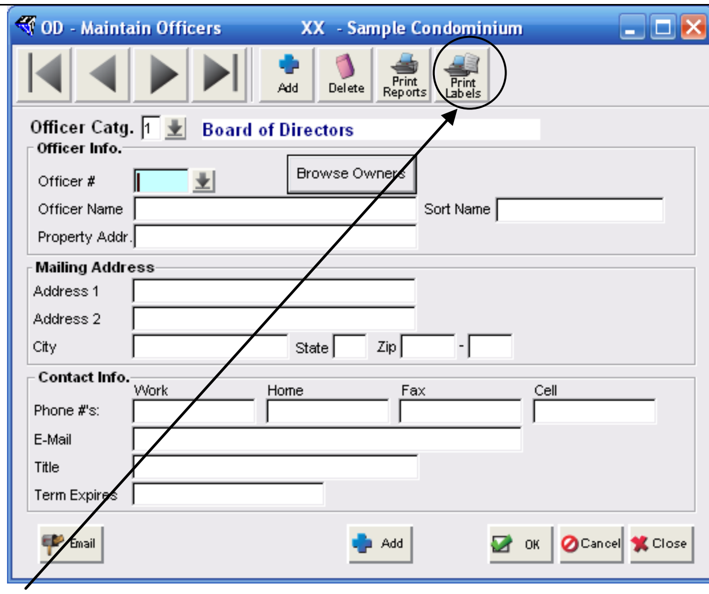
Select Officer Class



Simply **double click** on the name of the class to select that class.

You will see a blank Officer screen:

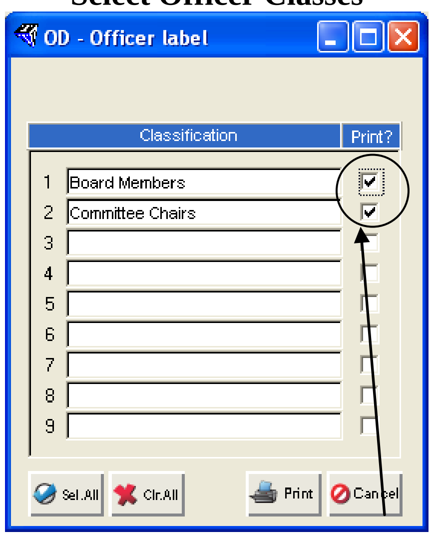
Blank Officer Record



Notice the **Print Labels** button. Click the **Print Labels** button.

You will see a screen for selecting which **Officer Classes** to print Mailing Labels for:

Select Officer Classes

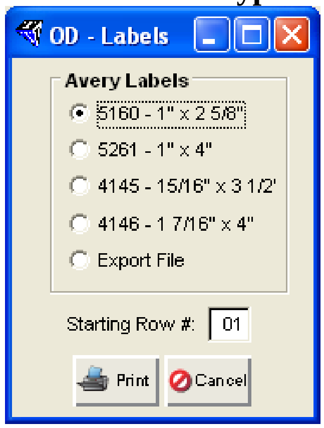


All the Officer Classes will be selected with a checkmark ☑ . You must click to turn-off the checkmarks for Officer Classes where you don't wish to have Mailing Labels printed.

	Click the **Print** button to proceed with printing Mailing Labels.
	Click the **Select All** button to select all Officer Classes.
	Click the **Clear All** button to clear the selection of all Officer Classes.
	Click the **Cancel** button to exit from printing Mailing Labels.

When the Print button is clicked, you will then see the screen for selecting the **Mailing Label Type**:

Select Label Type

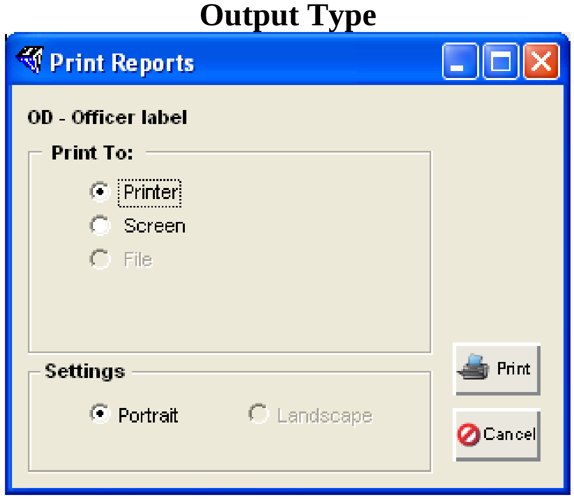


Select the Label Type you wish. You also have the option to create an Export File which can be used with another application.

	Click the **Print** button to proceed with printing Mailing Labels.
	Click the **Cancel** button to exit from printing Mailing Labels.

Last, you can either print Mailing Labels to a printer or display them to the screen.

Output Type



Normally with Mailing Labels, you would want to print them, so you would probably always want the default selection of Printer.

	Click the **Print** button to proceed with printing Mailing Labels. You will then see the normal Windows® printer selection screen so you can direct the print job wherever you wish.
	Click the **Cancel** button to exit from printing Mailing Labels.

This completes the instructions for printing Officer Mailing Labels.

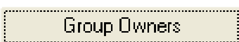
Group Owners

Group Owners can be used where an owner owns more than one home within a community and you wish to maintain the contact information in only one place for all the homes in the group. If you change any of the information on file for a Group Owner, the changes will be reflected for every home owned by the Group Owner in this community.

With group owners, you may also print consolidated mailing labels, bills and statements rather than get a separate one printed for each home. This can be a handy way to work with groups of homes owned by the same party—like a builder.

Group Owners can be maintained through the menu tab of the same name on the Owner Database Menu. From there, you can add, change or delete Group Owners. You can also add a new Group on-the-fly from the Property Info screen for a home that is part of a group.

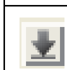
Add Group Owners

	To maintain **Group Owners**, click this menu tab on the Owner Database menu.

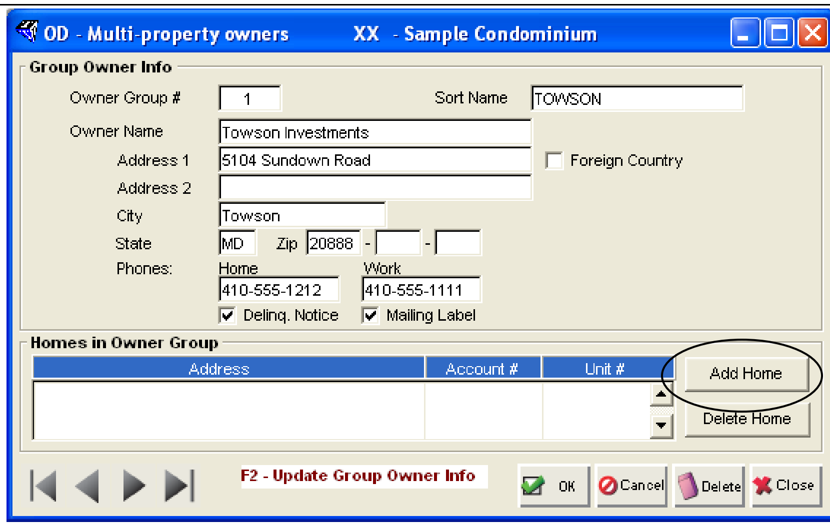
You will see the Group Owner screen:

Group Owners

We'll cover each of the items on this screen.

	Click the down browse arrow to see all the existing Groups in this community. This is how you select a Group Owner to view/maintain the information on file.
	Click the **Add** button to create a new Group. Then complete the fields on the screen.

Group Owner Data Fields	
Owner Group #	Automatically assigned by the software when a new Group is added.
Sort Name	The Last Name or Keyword Name to use for this owner. It is used when doing owner lookups and for sorting reports alphabetically by name. It is a required field.
Owner Name	The full Owner name, first and last, in the format you wish to use for addressing mailing labels, letters, bills/statements and coupons to this owner. It is a required field.
Address 1	The first line of the mailing address for the Group Owner. It is a required field.
Foreign Address	Checkmark this box to change the formatting of the mailing address to accommodate a foreign address.
Address 2	The second line of the mailing address for the Group Owner, if needed. It may be left blank.
City	The City part of the mailing address for this Group Owner. It is a required field.
State	The State part of the mailing address for this Group Owner. It is a required field.
Zip Code	Zip Code can handle Zip + Four + Carrier Route. The 5 digit Zip Code is required.
Home Phone	The home phone of the Group Owner. It may be left blank.
Work Phone	The work phone of the Group Owner. It may be left blank.
Delinq. Notice	Check mark **Delinquency Notice** if this Group Owner is to receive delinquency correspondence about the homes in the Group when Collection Action is taken.
Mailing Label	Check mark if this Group Owner is to receive mailings from the community when Mailing Labels are printed.
A completed Group Owner will look like this: **Group Owner**	

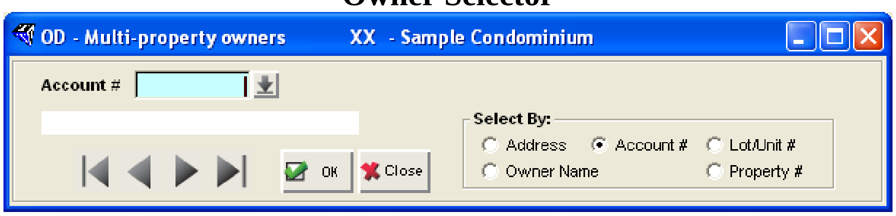


The next step is to select the homes that are part of this Group.

	Click the **Add Home** button.

You will then see the Owner Selector:

Owner Selector

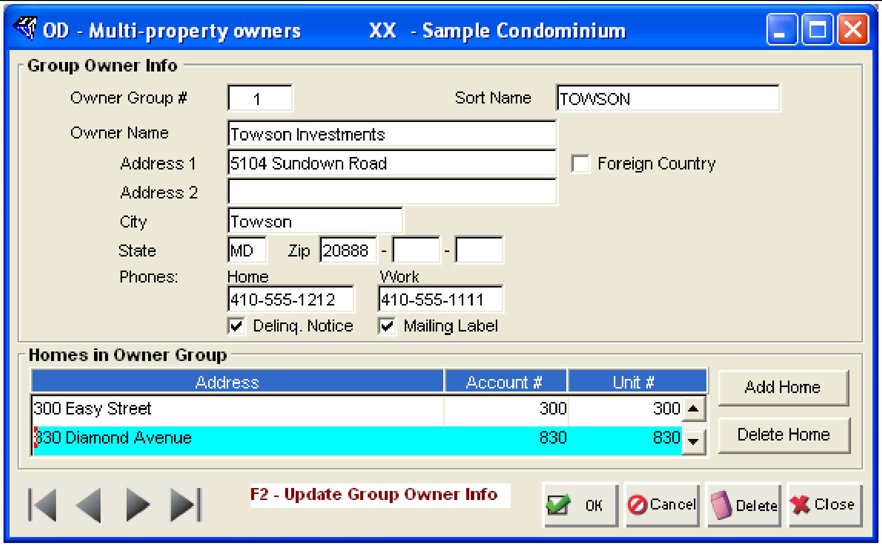


You are ready to select the homes to include in the Group using either Account #, Lot/Unit #, Street Address or Owner Last Name.

Go ahead and select the homes for this Group.

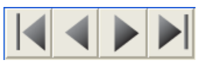
Here is a new Group with some homes in it:

Group Owner - Completed



Click **OK** to exit.

Screen Navigation

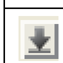
	Use the **Arrow** buttons to move from group to group within the community staying on the Group Owner - Maintain screen or jump to the LAST/FIRST Group. The arrow navigation can be handy when you want to review/change Groups.
	The **OK** button saves any changes to Group Owner. The screen will clear and you will be on a blank Group Owner screen.
	The **Cancel** button scratches any changes made to the Group Owner showing on the screen.
	The **Delete** button will permanently erase the Group Owner displayed on the screen.
	The **Close** button will exit you back to the Owner Database Menu.

Delete Owner Group

When you delete a Group Owner, it removes the link between the Group and the homes in the Group. This does not delete the homes from the community; it merely removes the master Group Owner record that links all the homes in the Group together. After deleting a Group, you can no longer maintain the owner information for the homes in the Group through Group Owners; you must then maintain the owner information for each home individually.

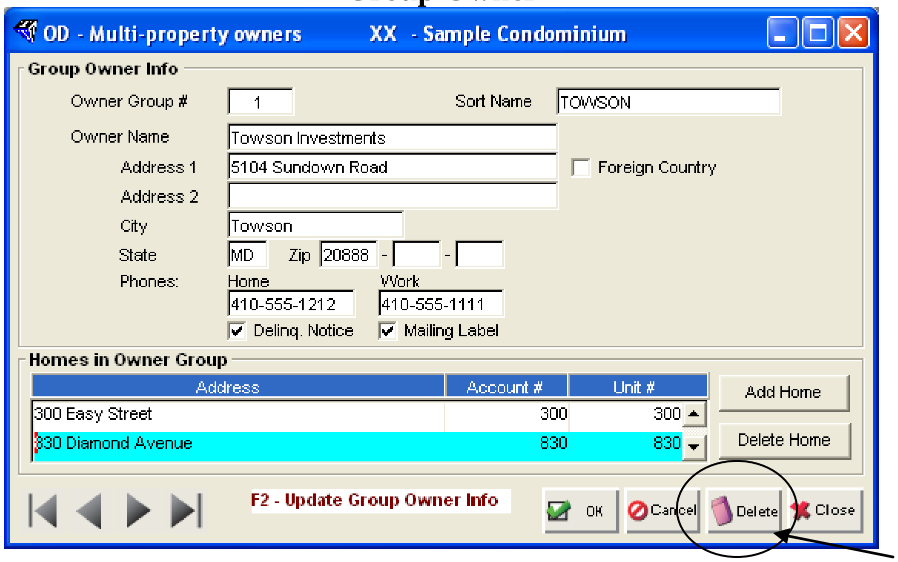
Make sure you want to delete the Group Owner before you proceed.

<table>
<tr><td>
</td><td>To maintain Group Owners, click this menu tab on the Owner Database menu.</td></tr>
<tr><td colspan="2">You will see the Group Owner screen:
Group Owners


You can now select the Group Owner to delete.</td></tr>
<tr><td></td><td>Click the down browse arrow to see the existing Groups in this community. Select the Group Owner by double clicking on it.</td></tr>
</table>

You will see the selected Group Owner record:

Group Owner

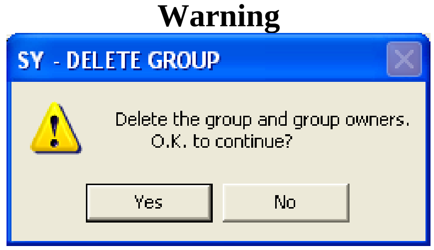


Be sure you wish to Delete this Group record before proceeding. Notice the Delete button at the bottom of the Group Owner screen.

	Click the **Delete** button to permanently delete the selected Group.

As a final safeguard, you will see this warning:

Warning



Click **Yes** to delete the Group. Click **No** to exit without deleting the Group.

Delete Homes from Owner Group

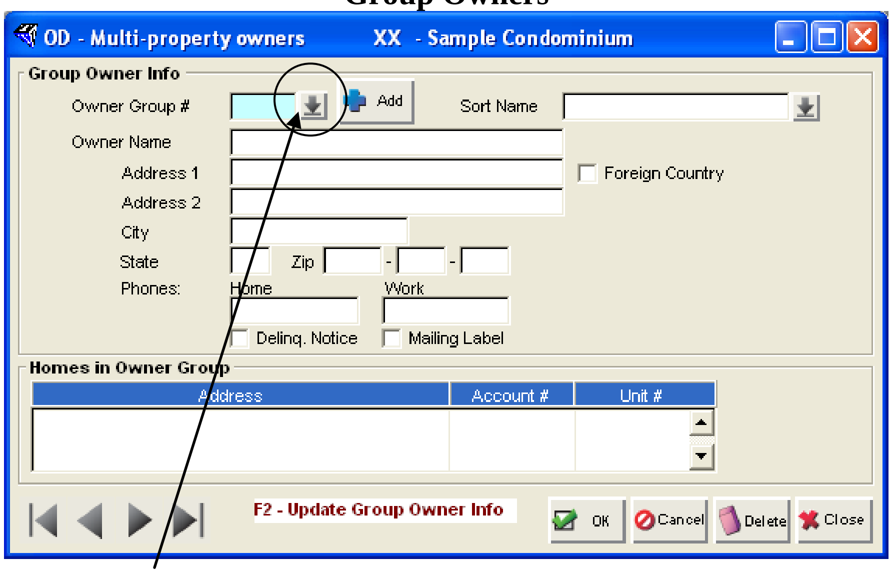
You can delete a home from a Group whenever you wish. This does not delete the home from the community; rather, it just removes the link between the home and the Group Owner. From the point you delete the home from the Group, you will need to maintain the owner information individually for this home—it will not be updated for any changes to the master Group Owner record.

Make sure you want to delete the Group Owner before you proceed.

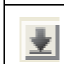
	To Delete a home from a **Group**, click this menu tab on the Owner Database menu.

You will see the **Group Owner** screen:

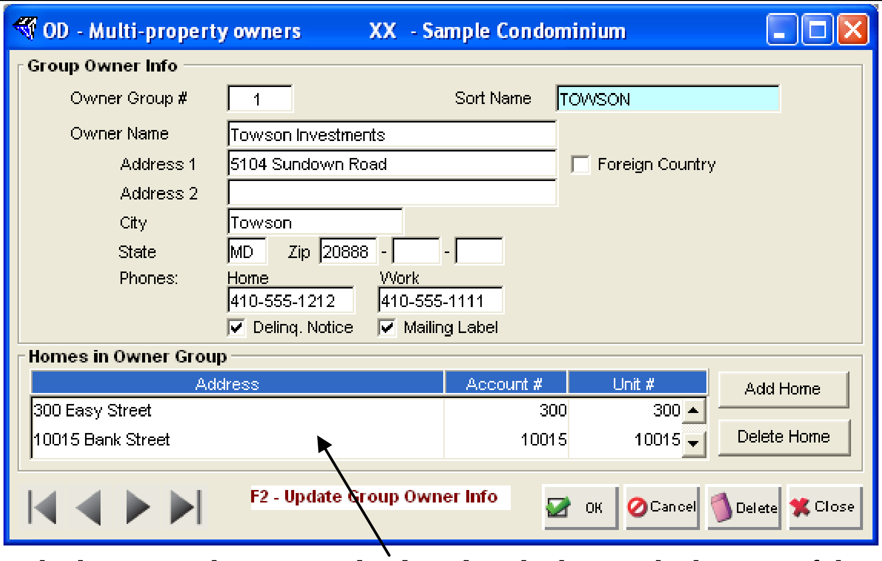
Group Owners



Now select the Group Owner to delete.

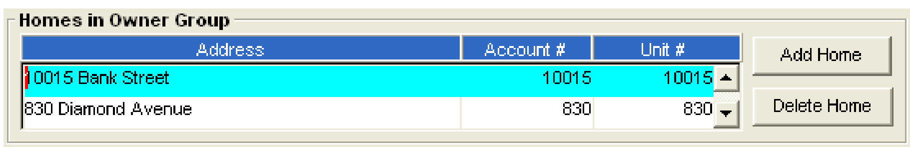
	Click the down browse arrow to see all the existing **Groups** in this community. Select the **Group Owner** by double clicking on it.

Group Homes



You will see the homes in the **Group** displayed in the box at the bottom of the screen.

Click on the home to highlight the home to Delete from the **Group**:



Make sure the home to be Deleted from the **Group** is highlighted before proceeding.

Click the **Delete Home** button to delete this home from the **Group**. As soon as you click the **Delete Home** button, the highlighted home will be removed from this **Group**.

Mortgage Company

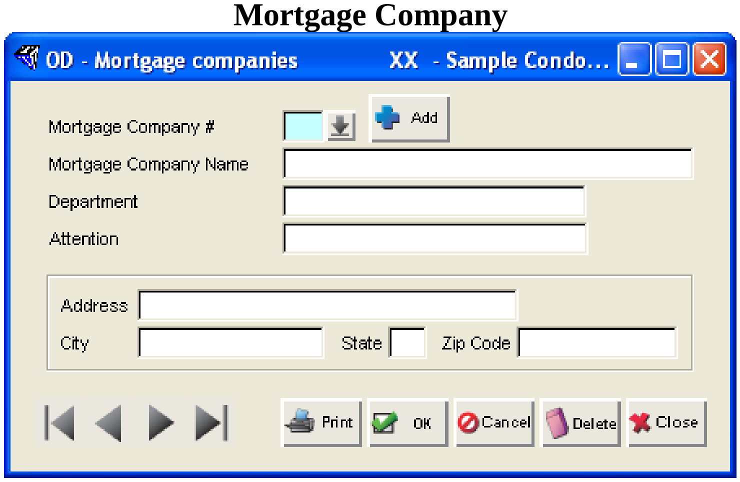
TOPS can track the Mortgage Companies that go with the homeowners. This can be handy where you have the requirement in a community's legal documents to notify the Mortgage Companies when there are certain pending community actions, like amending the Declaration or Bylaws.

Before you can link Mortgage Companies to homeowners, you must first add the Mortgage Companies into the community. To do this, go to the Owner Database module, then click the Mortgage Company tab on the Owner Database menu.

	Click the **Mortgage Company** tab on the Owner Database menu.

You will see a blank **Mortgage Company** maintain screen like this:

Mortgage Company



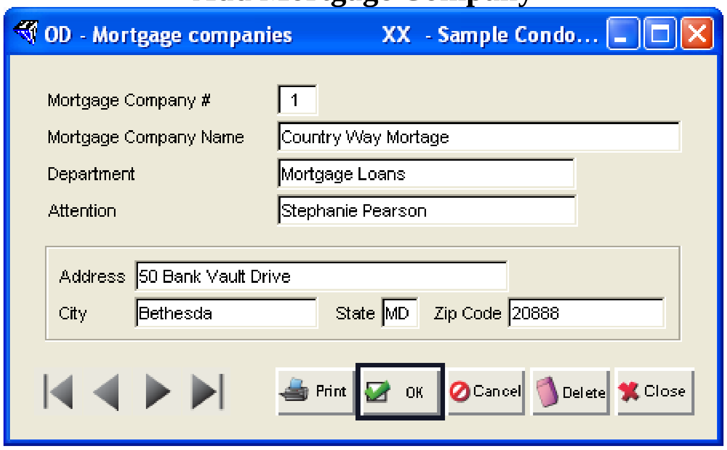
From here, you can add a new mortgage company of use the down browse arrow  to select an existing mortgage company.

	Click the **Add** button to enter a new Mortgage Company. Then complete the following fields:
Data Fields	
Mortgage Company #	The system will assign this # for you automatically. It is how it keeps track of each Mortgage Company. There is nothing you need to do.
Mortgage Company Name	Enter the Mortgage Company Name on this line.
Department	Enter a **Department** name, like "Mortgage Dept.", if any. You may leave this blank if not needed.
Attention	You may enter a person's name who receives any notices from the community, if any. You may leave this blank if not needed.
Address	The **Street Address** of the Mortgage Company.

City/State/Zip	The **City**, **State** and **Zip Code** (+ Four) for the Mortgage Company.

A complete Mortgage Company screen looks like this:

Add Mortgage Company



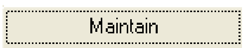
	Accepts any changes made to the Mortgage Company displayed on the screen and saves it.
	Use the **Browse Arrows** to move from Mortgage Company to Mortgage Company.
	**Print** a Mortgage Company report showing all the Mortgage Companies on file for this community.
	Click **Cancel** to clear the screen and not save any changes made.
	Click **Delete** to permanently erase the currently selected Mortgage Company.
	Click **Close** to exit back to this Owner Database menu.

See the section to **Assign Mortgage Company** for details on linking a Mortgage Company to a homeowner.

Assign Mortgage Company

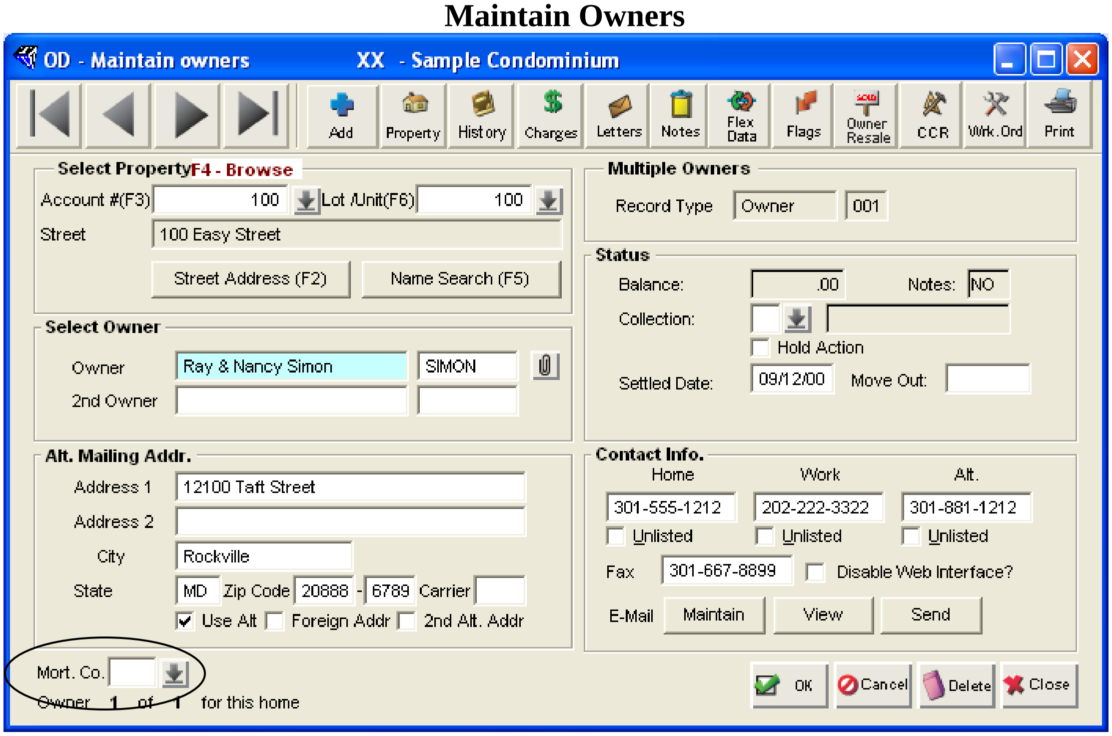
Link a Mortgage Company to an Owner so that you know the Mortgage Companies for each home. This can be important if the community's legal documents require notifying the Mortgage Company if the Owner is delinquent or if the community is proposing to amend its legal documents.

Once you assign a Mortgage Company to an owner, you can then print an Owners Report which shows the Mortgage Company for each home.

	Select **Maintain** from the Owner Database menu.

To assign a Mortgage Company to an Owner, start at Maintain Owner, then select the home:

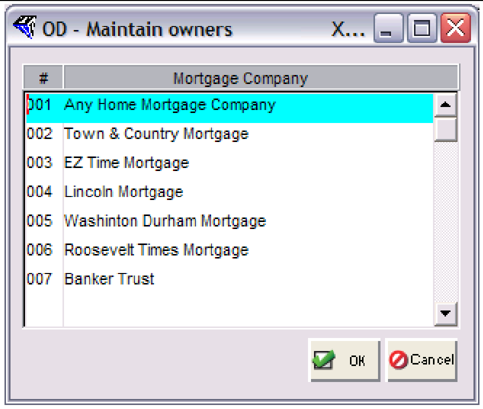
Maintain Owners



Notice the Mortgage Company area of the Maintain Owners screen. Click the down browse  to open up a listing of the Mortgage Companies in this community.

It will open up the **Mortgage Company Browse**:

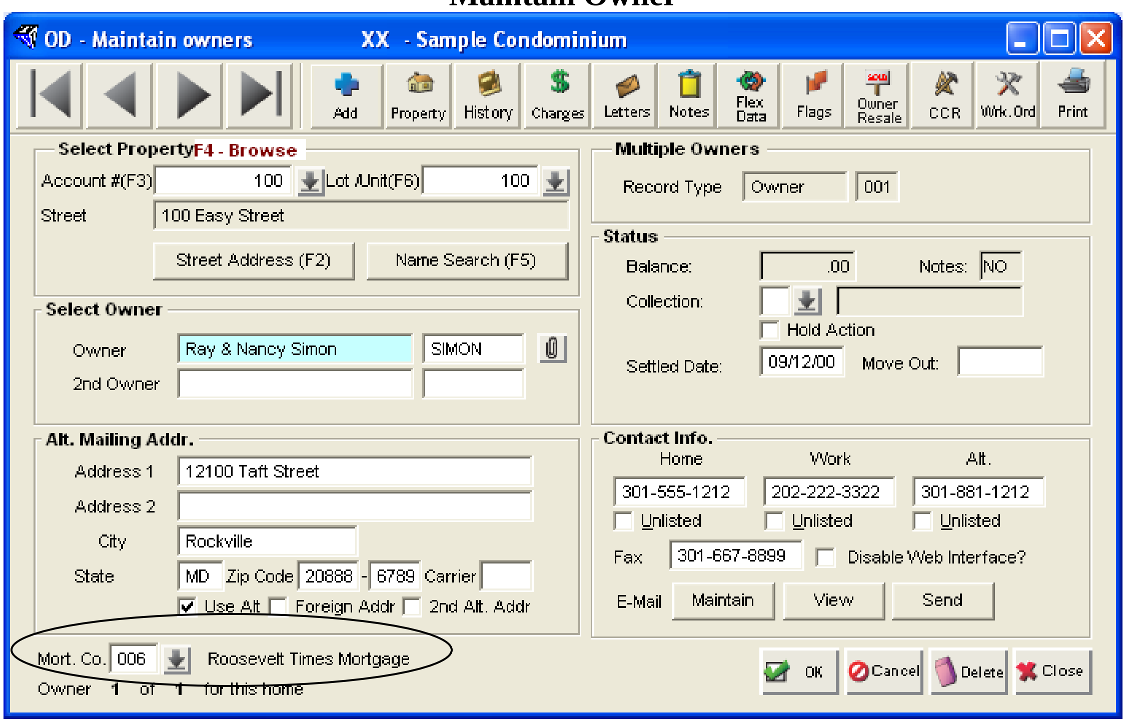
Browse Mortgage Companies



Double click to select the Mortgage Company to link with this home, or, single click to highlight the Mortgage Company, and then click the **OK** button.

Once you select the **Mortgage Company** for the home, you will see it displayed on the Maintain Owner screen.

Maintain Owner



Click the **OK** button to save the changes to the Owner and exit.

Pool Pass

Pool Pass is an optional module. It is located on the Owner Database menu because it relates to the owners. The Pool Pass program allows you to maintain owner memberships via a membership database, and ID generation with embedded digital pictures. Use the Pool Pass module to manage membership data for facilities, such as:

- Swimming Pools
- Tennis Courts
- Golf Courses
- Fitness Facilities

You can print passes with member pictures, print member lists, track ages of children, and identify delinquent owners who might not be eligible to use the recreation facilities.

If you purchased this optional module, it will be active and you will be able to use it. If you click on this menu tab and nothing happens, it means you do NOT own the Pool Pass add-on. You would need to contact the TOPS Sales Dept at 800-760-9966 to purchase this module.

Owner Control Info

The Owner Control Info contains default information about the community and owners along with options for handling different things in the owner database. Normally, it is setup using the community setup wizard on the Setup menu. But you can go back and make changes to the Owner Control Info at any time.

The Owner Control Info stores such things as the default City, State and Zip Code for the homes in the community—that way, you do not need to enter the City, State and Zip Code for every home in the community. It also stores return mail addresses used when sending bills and coupons to owners. Other important defaults are also stored in this file.

To access the Owner Control screen click the **Control Info** tab on the Owner Database menu.

<table>
<tr><td>
</td><td>Select Control Info from the Owner Database menu.</td></tr>
<tr><td colspan="2">You will see the Owner Control Info window:

Owner Control Info


We'll discuss each item on this screen so you know how it is used.</td></tr>
<tr><td colspan="2"><u>Data Fields</u></td></tr>
<tr><td>Return Payment Info</td><td>The general mailing address for owners to send payments. It is used when printing Bills, Statements, Coupons and Mail Merge Codes in Form Letters. There is a separate address for entering a bank lockbox mailing address if needed in addition to this general payment address.
You will enter the following information:</td></tr>
</table>

<table>
<tr>
<td></td>
<td>
Community Name – The name to make payments “Payable To” which can be printed on Bills, Statements, Coupons and Mail Merge Codes in Form Letters.

Address Line 1 – The first line of the community address for sending payments which can be printed on Bills, Statements, Coupons and Mail Merge Codes in Form Letters.

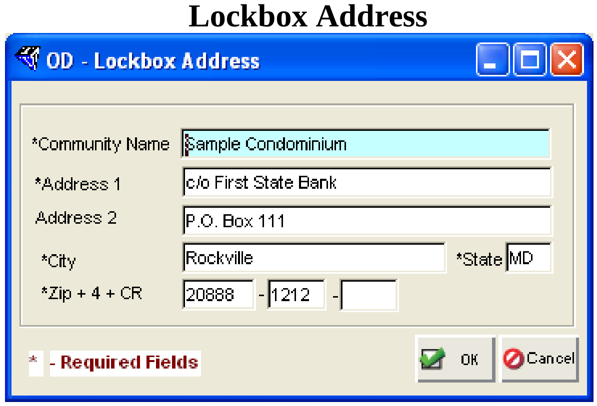
Address Line 2 – The second line of the community address for sending payments. It may be skipped if not needed.

City, State – The City and State for sending payments.

Phone Number – The phone number to appear on Bills, Statements and Coupons.

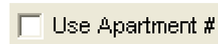
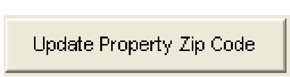
Zip Code – The Zip Code for sending payments. The Zip Code can be formatted for the Zip + Four + Carrier Route if needed.
</td>
</tr>
<tr>
<td>


</td>
<td>Click the Lockbox Address button to enter a different address that you might be using for payments sent to a bank lockbox. You can then select, when printing Bills, Statements and Coupons, which mailing address you wish to use.</td>
</tr>
<tr>
<td colspan="2">
When you click on the Lockbox Address button, you will see fields to enter a separate payment address other than the Return Payment Address on the main Owner Control screen:

Lockbox Address


You only need to enter a different Lockbox Address here if you wish to send Bills, Coupons and Statements to a bank lockbox, but also, upon occasion, want payments mailed to, say, your office address. You then have the choice of which address to print on Bills, Statements and Coupons—the Return Payment Address or the Lockbox Address.
</td>
</tr>
</table>

Location of Homes	By setting up the default City, State and Zip Code where the homes are located in the Owner Control Info, you can use it as the default when adding new homes into the community. That way, you do not need to type the City, State and Zip Code over and over again when adding new homes. The default City, State and Zip Code is stored in the Property Record for each home where it is used whenever addressing correspondence or Bills, Statements, Coupons or Mail Merge Codes in Form Letters to the owners at the home's address. **City** – The main City name where the community is actually located. This becomes the default for every home in the community. **State** – The State where the community is actually located. This becomes the default for every home in the community. **Zip Code** – The main Zip Code for the homes in this community. This becomes the default for every home in the community.
Section/Phase	This gives you the ability to sort the homes in the community by Section, Phase or Building. Certain owner reports can group homes by a Section, Phase or Building. If you activate it, then you will need to enter the Section, Phase or Building # into the Property record for each home so you can use it. You will see the choices to use for activating the Section/Phase # tracking:  Choose either **Section** or **Phase** by double clicking on it. There is not a choice for Building, but you can use Section to accomplish the same result.
Legal Description 1	This is a label you can turn on in the Property record for each home. It is completely optional; you can just leave it blank. Typical uses are commonly Lot, Block, Section—which is the actual legal address of the home on plat maps as approved by the local jurisdiction. The name entered here is totally free-form. It can be any label name you wish. The Legal Description will show on certain owner reports.
Legal Description 2	A second field which can be used to enter a description in the Property record for each home.

Use Apartment #	Notice this box on the screen:  Check this box to turn on the Apartment/Unit # which may be needed in building where all the homes have the same Street Address and need the apartment or unit # to differentiate the homes. If checked, then an address would be formatted like this: 25100 South Street, # 101A
Preferred Access	The default way you wish to select homes. This setting is used in all modules. The internal audit trail reports, such as Recurring Charges, use this order when printing.  This field defaults to the access option selected for the community. The choices are • Street Address • Account Number • Lot/Unit Number. This is a required field, you must use choose one of these methods. You can always change “on-the-fly” to one of the other methods when working with homes and owners.
Website Address	If the community has a TOPS web site, enter the www address here. This can then be used by the TOPS web site interface program so it knows the location of the community web site for uploading of data.
Update Property Zip Code  	Use this button where the main default Zip Code for the community has changed. It will go through the Property records for every home and update the Zip Code stored there for whatever is the main Zip Code under the Location of Homes section of the Owner Control Info. ***Warning*** - If you have other default City, State and Zip Codes entered in the Property record for this community, do NOT use this utility option. It will replace ALL the Zip Codes in the Property records with the main default Zip Code under the Location of Homes section of the Owner Control Info.

This completes the instructions for the Owner Control Info.

Owner Database File Definitions

The following data files are available from the Owner Database (OD) File Utilities option:

File Name	Description
OWNCTL	Owner Control Info
STREET	Streets File
PROPFI	Property File
OWNERS	Owners File
MORTCO	Mortgage Company File
ODNOTF	Owner Note File
OWNPRP	Group Owner File (Owner Property File)
OWNGRP	Group Owner Browser (Owner Group File)

This is the last page of the Owner Database manual section.