

Create & Save a Coupon Order .CSV File Format Effective 4/15/11

Supplement to the Association Lockbox User Guide

This guide contains information for converting a current CSV file from the old format to a new required format. The new format will be required beginning 04/5/2011. Once your existing files are updated to the new format, future coupon orders will require less user effort to create and submit. Please refer to the Association Lockbox User Guide (pages 1-19) for additional information regarding coupon and statement ordering. If you have any questions regarding this process, please contact Regions Client Services at 800-787-3905 for assistance.

1.0 Introduction

This guide is designed to provide users who currently upload a CSV file to create a coupon order with information necessary to add additional fields of data to your existing CSV order file.

Why is this change necessary?

Image Lockbox is receiving many enhancements in April 2011. One of these enhancements is a less labor intensive method for creating a coupon (or statement) order from a CSV file upload. Prior to April 15, 2011 the CSV file upload process required the user to enter basic information pertaining to your property owners only:

	A	B	C	D	E	F	G	H	I	
1	Customer Name	Account Number	Unit Number	Address 1	Address 2	City	State	Zip	Pay Amount	Late Amount
2	B.D. Jacobs	SDC1001A	1001-A	2298 Smith St		Madison	WI	53705	425	25
3	Ricky Perez	SDC1002A	1002-A	901 South Ave		Birmingham	AL	35205	425	25

Old Format

Then new go-forward format has been enhanced to also include information about the order itself and to also allow you to add messages to your order that are printed in the coupon booklet. In addition, the city, state and Zip Code have been combined into one column. These changes require the addition of several new columns including:

- Lockbox ID
- Payment Frequency Code
- Coupon (or statement) Start and End Date
- Coupon (or statement) Messages
- Bulk Ship Preference
- Country Code

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
1	LockboxID	Frequency	StartDate	EndDate	DaysPerMonth	LatePayment	Message1	Message2	Bulk Ship	Customer	Account	Unit	AddressLine1	Address2	AddressLine3	Country	PaymentAmount	FeeForLatePay	Unit Message1	Unit Message 2
2	6000	M	1/1/2009	12/31/2009	1	15	Unit message 1	P	John Doe	123451	101	123 4th Ave		Birmingham, AL	35205	US	500	50	Unit message 1	Unit message 2
3	6000	M	1/1/2009	12/31/2009	1	15	Unit message 2	P	John Doe	123452	102	Main St.		Birmingham, AL	35205	US	500	50	Unit message 1	Unit message 2
4	6000	M	1/1/2009	12/31/2009	1	15	Unit message 3	P	John Taylor	123453	103	Jefferson Ave	Suite 500	Birmingham, AL	35205	US	500	50	Unit message 1	Unit message 2

New Format

By adding these additional fields of data to the CSV file, the process of creating and submitting an order will be much less labor intensive, and should save you valuable time creating orders. This will eliminate the requirement of manually entering this information on the Coupon/Statement Order screen within Image Association Lockbox.

2.0 How to Modify Your Existing CSV File to the New Format

2.1. Coupon Order Format

Follow these steps to create a new Coupon Order CSV file from an existing file:

1. Log in to Image Association Lockbox.
2. On the Toolbar, click on Association. Then Click on Manage Print Orders.
3. Download a Sample CSV file from Association Image Lockbox:

The screenshot shows two parts of a web application. The top part is titled 'Print Orders' and includes a 'Customer Details' section with an 'Association Lockbox' dropdown menu. Below this, there are four buttons: 'Create New Coupons', 'Create New Statements', 'Print to PDF', and 'Create New From File'. The 'Create New From File' button is highlighted with a red box. A red arrow points from a text box to this button. The bottom part of the screenshot is titled 'Create Coupon from File' and includes a 'View Orders >> Attach Customer Data' link. Below this, there is a section titled 'Attach Print Order and Customer Data' with a 'Select Order Type' dropdown menu. The 'Coupon Order' radio button is selected. Below the dropdown, there is a text input field with a 'Browse...' button. At the bottom of this section, there are three buttons: 'Download Format Instructions', 'Download Sample CSV', and 'Upload Print Order'. A red arrow points from a text box to the 'Download Sample CSV' button. Another red arrow points from a text box to the 'Download Format Instructions' button.

1. From the Print Orders screen, click "Create New from File".

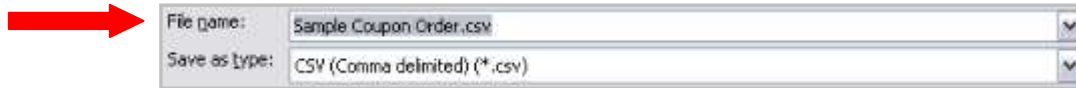
By default, the Coupon Order radio button is selected.

An online instruction manual for create a new order is provided here.

2. Click here to download the Sample CSV file.

4. Once you have downloaded the sample CSV file (step 2 on previous page), save the file to your P.C. workstation, giving it a unique file name.

NOTE: When saving the file, you must save the file as a CSV (comma delimited) "Save as type:" option as shown below:



5. The Sample CSV File you have saved contains sample property owner data for you to use as a guide when creating your own CSV file (Lines 2-4). This sample data should be deleted prior to you saving your CSV file. Please note that the Column Header information on Line 1 **Must Not Be Deleted**.

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
1	LockboxID	Frequency	StartDate	EndDate	DaysDue	LatePayment	Message1	Message2	Bulk Ship	Customer	Account	Unit	AddressLine1	Address2	AddressLine3	Country	PaymentAmount	ChargeForLatePay	Unit Message1	Unit Message 2
2	6000	M	1/1/2009	12/31/2009	1	15	Unit message 1		P	John Doe	123451	101	123 4th Ave		Birmingham, AL 35205	US	500	50	Unit message 1	Unit message 2
3	6000	M	1/1/2009	12/31/2009	1	15	Unit message 2		P	John Doe	123452	102	Main St.		Birmingham, AL 35205	US	500	50	Unit message 1	Unit message 2
4	6000	M	1/1/2009	12/31/2009	1	15	Unit message 3		P	John Taylor	123453	103	Jefferson Ave	Suite 500	Birmingham, AL 35205	US	500	50	Unit message 1	Unit message 2

6. Now open your existing CSV file, which should look very similar to this example:

	A	B	C	D	E	F	G	H	I	J
1	Customer Name	Account Number	Unit Number	Address 1	Address 2	City	State	Zip	Pay Amount	Late Amount
2	B.D. Jacobs	SDC1001A	1001-A	2298 Smith St		Madison	WI	53705	425	25
3	Ricky Perez	SDC1002A	1002-A	901 South Ave		Birmingham	AL	35205	425	25

7. Much of the information can be copied from the old CSV file and pasted in the new CSV file, including:
 - a. Customer (Property Owner)
 - b. Account
 - c. Unit
 - d. Payment Amount
 - e. Late Amount
8. Other pieces of data require manual entry. For example, you will need to insert the Lockbox ID in Column A.
9. The following table provides you with information specific to each column contained in the new CSV file format:

Coupon Order CSV File Column Descriptions:

Column Number	Column Description	Data Type	Validation Rules	Maximum Size/ Length
1	Association/ Lockbox ID	Integer	<ul style="list-style-type: none"> This is a required field. This is the Lockbox Number or “Department Number” assigned to the property. 	9999
2	Frequency	String	<p>The Frequency of the expected payment.</p> <ul style="list-style-type: none"> This is a required field. This is a single upper-case character that represents how often payments are to be made. The possible frequency values are: <ul style="list-style-type: none"> M – Monthly Q – Quarterly A – Annually S – Semi-Annually O – One Time 	1
3	Start Date	Date	<p>The start date of the order. If ordering for an entire year, the start date is typically January 1 of the payment year.</p> <ul style="list-style-type: none"> This is a required field. This must be a date in the following format: mm/dd/yyyy The start and end date cannot span more than 16 months. 	10
4	End Date	Date	<p>The end date of the order. If ordering for an entire year, the end date is typically December 31 of the payment year.</p> <ul style="list-style-type: none"> This is a required field. This must be a date in the following format: mm/dd/yyyy The start and end date cannot span more than 16 months. 	10
5	Due Date	Integer	<p>The expected due date of the payment.</p> <ul style="list-style-type: none"> This is a required field. The only valid values are 1 thru 31. 	31
6	Late Payment Date	Integer	<p>The date a payment is considered to be late.</p> <ul style="list-style-type: none"> This field is only required if the customer has an Additional Charge for Late Payment specified that is greater than \$0.00. If supplied, the only valid values are 1 thru 31. 	31
7	Coupon Order Message Line 1	String	<ul style="list-style-type: none"> This is a custom message that will be printed for r all unit owners in the coupon order to see. 	40

Column Number	Column Description	Data Type	Validation Rules	Maximum Size/ Length
8	Coupon Order Message Line 2	String	<ul style="list-style-type: none"> This is a custom message that will be printed for r all unit owners in the coupon order to see. 	40
9	Bulk Ship Option	String	<ul style="list-style-type: none"> This is an optional field. If supplied, the valid values are: <ul style="list-style-type: none"> o P o A If you enter P, you want the order bulk shipped to the property management address that is on file at Regions. If you enter A, you want the order bulk shipped to the Association address that is on file at Regions. If left blank, the coupon booklets are mailed to the individual association member's address. If you have a combination of bulk shipments (P and A) in your order, this will cause two separate orders to be created. 	1
10	Customer Name	String	<ul style="list-style-type: none"> Property owner names(s) This is a required field. 	80
11	Account Number	String	<ul style="list-style-type: none"> Account number assigned to each property owner. It may be the same as the Unit Number. This is a required field. This may contain only alphanumeric data. No spaces are allowed. Must be unique for each property owner. 	18
12	Unit Number	String	<ul style="list-style-type: none"> Unique number assigned for each property, such as a condo unit number. This is a required field. Must be unique for each property. 	18
Mailing Address Lines Columns 13-16			<ul style="list-style-type: none"> Address to be used when mailing the coupon booklet to the property owner. 	
13	Address Line 1	String	<ul style="list-style-type: none"> This is a required field. The address line should be formatted correctly for the country involved. 	50
14	Address Line 2	String	<ul style="list-style-type: none"> This field is optional. The address line should be formatted correctly for the country involved. 	50
15	Address Line 3 (e.g. City/State /Zip)	String	<ul style="list-style-type: none"> This is a required field. The address line should be formatted correctly for the country involved. 	50
16	Foreign Country	String	<ul style="list-style-type: none"> If the address is foreign, this should be populated with the country name. 	50

Column Number	Column Description	Data Type	Validation Rules	Maximum Size/ Length
17	Payment Amount	Decimal Number	<ul style="list-style-type: none"> • Payment amount to be printed on the coupon as the amount due. • This is a required field. • This must contain a numeric value. Do not include a dollar sign or any commas. 	999999.99
18	Additional Charge for Late Payment	Decimal Number	<ul style="list-style-type: none"> • An additional late payment to be printed if desired. • This field is only required if the customer has the late date specified. • When supplied, this must contain a numeric value. Do not include a dollar sign or any commas. 	999999.99
19	Coupon Account Message Line 1	String	<ul style="list-style-type: none"> • This is a custom message for the specific unit owner if desired. 	40
20	Coupon Account Message Line 2	String	<ul style="list-style-type: none"> • This is a custom message for the specific unit owner if desired 	40

3.0 Saving your file and Sample CSV File Contents

Once all property owner information has been entered into the new CSV file, you should save the spreadsheet giving it a unique file name. Once saved, the new file is ready to upload to create a new coupon order

3.1. Uploading Your Coupon or Statement Order CSV File

To upload your CSV order file, you must access the Create Coupon from File screen. The follow these steps to complete the upload:

The screenshot shows the 'Create Coupon from File' web interface. At the top, it says 'Create Coupon from File' and 'Upload File Format has changed as of 8/12/2009'. Below that is a breadcrumb trail: 'View Orders >> Attach Customer Data'. The main heading is 'Attach Print Order and Customer Data'. There is a 'Select Order Type' section with two radio buttons: 'Coupon Order' (which is selected) and 'Statement Order'. Below this is a text input field with a note: '* You must include column headers as the first line in the CSV file.' To the right of the input field is a 'Browse...' button. At the bottom of the form are two buttons: 'Download Format Instructions' and 'Download Sample CSV'. Three red callout boxes with arrows point to specific elements: 1. Points to the 'Coupon Order' radio button. 2. Points to the 'Browse...' button. 3. Points to the 'Download Sample CSV' button.

1. After clicking the Upload Print Order button (Step 3) the Coupon Order window will open with all fields populated with your order data. Review your order details for accuracy and attach an insert (if desired) prior to submitting your order.

The screenshot shows the 'Customer Details' web interface. It has a heading 'Customer Details' and the text 'No Customer Details Exist.'. Below that is a checkbox labeled 'Is Info Correct?' and a link 'Manage Insert'. At the bottom of the form are six buttons: 'Save', 'Submit Coupon Order', 'Add Customers', 'View Sample Coupon', 'Print Coupon Order', and 'Print to PDF'. Two red callout boxes with arrows point to specific elements: 1. Points to the 'Manage Insert' link. 2. Points to the 'Submit Coupon Order' button.