

Canton- Retail Lockbox
Processing Procedures

City of Warwick – Taxes	DDA Account:	00000000
PO Box 981027	R/T Number:	01117010
Boston, MA 02298-1027	CID:	16
Monthly CD	Monthly Volume:	110,000 per qtr. 1/15, 4/15, 7/15 & 10/15
Deadline: End of Day	Batch Size:	250
CDM Load: EOD	Bank:	Webster Bank
CDM Sweep 2:00 PM	Mail Delivery:	US Mail

Mail Opening

1. Single - Exact and Non-Exact (change invoice to match check)
2. Multiple - Exact and Non- Exact Multiple [Over pays goes to CDM*]
3. Check Only with Account Number -See Exception Processing
4. Check Only without Account Number [CDM*]
5. Scan check and list items-non exact send to CDM
6. Bill types can be mixed as long as the check is exact to total.

CDM Processing

1. Multiple - Non-Exact Multiple
2. Check Only with Invalid/Missing Account Number

Exception Processing

- **Check Only Instructions: Control number is 8 digits. Control number is referenced on the RE/PP and MV invoices. All control numbers must start with 15 (RE), 25 (MV) or 35 (PP). All others will be considered a c/o without a good acct # and will go through the lookup process if the numbers are not referenced on the check or the accompanying detail.**
- **Duplicate invoices received without a scanline are processed as Check Only with a good # if the number starts with 15, 25, or 35. These items DO NOT need to be looked up as the correct number is reflected on the invoice. The amount does not need to be exact. If the Control number does not start with a 15, 25, or 35, the item becomes a Check Only No account.**
- **Check Only without a good control number will be processed as a CDM item. Keep all detail with the transaction.**
- **Special Instructions: Lookups are done for all c/o without a good acct #. Check must match the dollar amount on the file or within \$1.00. If it doesn't match, place in a c/o without batch. The name and/or the address must match the lookup file. Item will be a c/o without.**
The MV file breaks down the amounts into 4 quarters and one total. Check must match (+ \$1 - \$1) one of the quarters or the total amount. The RE & PP has one total amount. Check will either pay the total or ¼ of the total (divide the total column by 4).
All three lookup files reference the control number as a bill number. On the MV file it is found under column O. On the RE and the PP file it is found under column J.

Scan Line Definition

Sample Scan line:

000	0	20	8	2012	3	12000072	4	0000082265	0
MMM	D	TT	D	YYYY	D	BBBBBBBB	D	\$\$\$\$\$\$\$\$	D

M = Municipal Code (3 digits)

d = Check Digit (MOD 10 [1,2] Sum of digits)

Transmission - Incoming

Type: Account Lookup
Frequency: Yearly
Delivery: Uploaded to Webvault
Data File Name: txmv-lookup-mmddyyyy.txt (motor vehicle)
txpp-lookup-mmddyyyy.txt (personal property)
txre-lookup-mmddyyyy.txt (real estate)

Transmission - Posting File & Reports

Monday through Friday: End of Day

The following files will be sent via WEBVAULT

Data File Name: **CIDYYYYMMDD.TXT**

Email Notification: Van Dijk Chris (chris.l.vandijk@warwickri.com); David Olsen (DAVID.C.OLSEN@warwickri.com) & Kyla.a.Jones@warwickri.com, kathleen.d.damicis@warwickri.com and lynne.prodger@warwickri.com

Standard reports email to: ~~kyla.a.jones@warwickri.com~~, ~~lynne.prodger@warwickri.com~~ and ~~kathleen.d.damicis@warwickri.com~~

Archive: 2 years

Daily Output Package

The following items should be included in the output package:

1. Non Processable
2. Address Changes
3. Correspondence

USPS Mail

City of Warwick
Attn: Tax Collector
3275 Post Road
Warwick, RI 02886

Fidelity Contact Information

Business Contacts	Phone	Fax	Title	E-mail
Christina Orne**	781-830-7476		Lockbox Client Services	christina.orne@massstate.com
John Ciardi	781-830-7401		Lockbox Relationship Director	john.ciardi@massstate.com

City of Warwick

Research Contacts	Phone	Fax	Title	E-mail
DAVID OLSEN	401-738-2000 x6227			David.C.Olsen@warwickri.com
CHRIS L VANDIJK	401-738-2000 x6322			Chris.L.vandijk@warwickri.com
Kyla Jones	401-738-2000 x6358			Kyla.a.Jones@warwickri.com

**Canton- Retail Lockbox
Processing Procedures**

City of Warwick Utility Payments	DDA Account:	21173
PO Box 981076	R/T Number:	21170101
Boston, MA 02298-1076	CID:	17
	Monthly Volume:	30,000 per qtr. 3/1, 6/1, 9/1 & 12/1
Deadline: End of Day	Batch Size:	250
CDM Load: EOD	Bank:	Webster Bank
CDM Sweep: 2:00PM	Mail Delivery:	US Mail

Mail Opening

1. Single - Exact and Non- Exact (change invoice to match check)
2. Multiple - Exact and Non Exact Multiple [[Over pays goes to CDM*]
3. Check Only with Account Number [Accept File]
4. Check Only without Account Number [CDM*]
5. Bill types can be mixed as long as the check is exact to total.

CDM Processing

1. Multiple – Non- Exact Multiple
 2. Check Only with Invalid/Missing Account Number
- *11 days on the Archive

Scan Line Definition

Sample Scan line:

000	0	60	4	2013	1	00032560	5	0000064626	5
MMM	D	TT	D	YYYY	D	BBBBBBBB	D	\$\$\$\$\$\$\$\$	D

- M = Municipal Code (3 digits)
- d = Check Digit (**MOD 10 [1,2] Sum of digits**)
- T = Category Code (2 digits)
- Y = Bill Year (4 digits)
- B = Bill Number (8 digits)
- \$ = Amount Due (10 digits: dollars and cents with implied decimal)

Bill types: 60 Utility
Muni Code = 000

Acceptable Payees - Best Effort

City of Warwick	Warwick Tax Collectors
Warwick Utility Bill	Tax Collector

Processable Payments

	Process	Reject
1. Single Exacts	X	
2. Multiple Exacts	X	
3. Check Only with Valid Account #	X	
4. Difference in written/numeric amount (If one amount matches amount indicated on document)	X	
5. Checks missing date	X	
6. Stale or postdated checks	X	

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City of Warwick
Attn: Tax Collector
3275 Post Road
Warwick, RI 02886

Fidelity Contact Information

Business Contacts	Phone	Fax	Title	E-mail
James Lenahan	781-830-7417		Computer Operations Specialist	James.Lenahan@FISGlobal.com
Cathie Morrissey	781-830-7498		Client Services/Product Support Manager	Cathie.Morrissey@FISGlobal.com
John Ciardi	781-830-7401		Lockbox Operations Director	John.Ciardi@fisglobal.com
Research Contacts	Phone	Fax	Title	E-mail
DAVID OLSEN	401-738-2000 x6227			David.Olsen@warwickri.com
CHRIS VAN DIJK	401-738-2000 x6322			Chris.vandijk@warwickri.com
Kyla Jones	401-738-2000 x6250			Kyla.a.Jones@warwickri.com

SA

**Canton- Retail Lockbox
Processing Procedures**

City of Warwick – Sewer Assessment	DDA Account:	XXXXXX [REDACTED]
PO Box 844630	R/T Number:	[REDACTED]
Boston, MA 02284-4630	CID:	87
	Monthly Volume:	500-4,000 (High Volumes- Feb, May, Aug & Nov)
Deadline: End of Day	Batch Size:	250
CDM Sweep Time- 2:00 pm EST	Bank:	Webster Bank
	Mail Delivery:	US Mail

Mail Opening

1. Single - Exact and Non-Exact - Balance to the check
2. Multiple Invoice/Single Check- - Process Exact and Non-Exact goes to CDM
3. Single Invoice/Multi Check- Balance to the check
4. Multi/Multi- Process Exact- Non-Exact goes to CDM
5. Check Only with Account Number – (Use Lookup File)
6. Check Only without Account Number [CDM*] – If account number isn't located in the Lookup File

CDM Processing

1. Multiple - Non Exact Multiple
2. Check Only with Invalid/Missing Account Number

Scan Line Definition

Sample Scan line: 06930900000000 006 06 01 08 8 00003084 7

06930900000000	006	06	01	08	8	000030847	7
Account Number	City Code	Bill type	File type	Webster Bank	Check Digit	Quarterly Pay Amount	Check Digit

Bill types: 06= Sewer Assessment

Acceptable Payees - Best Effort

City of Warwick	Warwick Tax Collectors
Warwick Utility Bill	Tax Collector

Processable Payments

	Process	Reject
1. <u>Single Exacts</u>	X	
2. <u>Multiple Exacts</u>	X	
3. <u>Check Only with Valid Account #</u>	X	
4. <u>Difference in written/numeric amount (If one amount matches amount indicated on document)</u>	X	
5. <u>Checks missing date</u>	X	
6. <u>Stale or post dated checks</u>	X	

Non Processable Payments

	Process	Reject
1. <u>Blank checks/money orders</u>		X
2. <u>Cannot determine correct amount</u>		X
3. <u>Photocopy of check</u>		X
4. <u>Foreign Checks</u>		X
5. <u>Incorrect Payee</u>		Best Effort
6. <u>Signature missing</u>		Best Effort

Correspondence with Processable Payment

1. Place correspondence back into envelope
2. Send back in nightly package

Correspondence should not contain a live check.

Special Procedures

1. Cash Handling Procedure:
 - a. Mail associate receives cash and notes amount of cash received on original envelope. Cash is placed back in envelope.
 - b. Associate brings cash envelope to exception associate who records cash in the log book with mail opener present.
 - c. Cash is replaced with a check filled out by the exception associate with applicable reference information recorded on the check.
 - d. All cash is placed in the safe to be deposited and check is placed into the work for processing.
 - e. Before the weekly courier deposit at 3:30 PM, a deposit slip from the FIS account will be made out for all cash deposited that day. The slip will reference the number of checks and the total dollar amount of all checks.
2. Change of Address: Send back to customer as part of the nightly package
3. Blank Check Procedure- Operator is to write "VOID" on the check and return as a Correspondence.
4. Blank Money Order Procedure – Operator is to return as Not Processable. DO NOT write on the money order.
5. Checks that are not drawn on US funds will be returned unprocessed

Transmission - Incoming

Type: Account Lookup
Frequency: Quarterly
Delivery: Uploaded to Webvault – (City of Warwick – Sewer Assessment – Outbound)
Data File Name: SA-LOOKUP-MMDDYYYY.txt

Transmission – Posting File & Reports

Monday through Friday: End of Day

The following files will be sent via WEBVAULT

Data File Name: CID.YYYYMMDD.TXT

Email Notification: ~~Anthony Poole (anthony.r.poole@warwickri.com)~~ & Kyla Jones (~~Kyla.Jones@warwickri.com~~)

Archive 2 years

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