

# Lock Box Payment Import Format 3

Last Modified on 12/12/2025 10:18 am PST

**Pathway:** Accounting > AR Payment Batch

The Lock Box 3 Import Format is used to import payment information into the **AR Payment Batch**. Before importing, an AR Payment Batch must be created. Once the batch is ready, the import file can be uploaded using the **Import** feature available within the batch. Review the **Setup** section and **File Format Requirements** below before running the import to ensure the file is properly configured and the data imports successfully.

The screenshot displays the 'AR PAYMENT BATCH' interface. At the top, there are filters for PERIOD (Oct 2025), DIVISION (QAWASTE), and BANK ACCOUNT (All). Below this is a table with columns: BATCH #, DIVISION, TYPE, SOURCE, STATUS, and DATE. Two rows are visible: one for batch 11626 (QAWASTE (2 - \$ 15.60), Payment, CardPointe Scheduled Auto Pay, Posted, 10/2/25) and one for batch 11628 (QAWASTE, Payment, Open, 10/6/25).

An 'IMPORT' dialog box is open, titled 'BATCH - 11628 DIVISION - QAWASTE'. It contains fields for DATE (10/06/2025), BANK ACCOUNT (NAVU WELLS), and SOURCE (Select Source). There is a 'NOTE' field and a 'CREATED BY' field (Aliena Somers - Admin-NS (Sales) - 10/06/2025 11:33 am). The 'STATUS' is 'Open'. Below these are 'SORT' (Entry Order), 'DEFAULT PAYMENT TYPE', and 'COUNT' (0). There is a search bar 'Search for Payment in Batch'. The main area of the dialog is a table with columns: ACCOUNT ID, NAME, STATUS, BALANCE, TYPE, REFERENCE, AMOUNT, APPLIED DEPOSIT AMOUNT, and AUTO APPLY. At the bottom of the dialog, there is a message: 'Posting disabled: batch total \$ 0.00 does not match control total \$ 393.99.' and buttons for POST, PRINT REPORT, VOID, and IMPORT. A red arrow points to the 'IMPORT' button.

## Setup

**Pathway:** Setup > System > Division

In Division Setup, the **Lock Box Import Format** setting in the Division's **Integrations** tab must be set to **Format 3**.

UPDATE DIVISION - 1001

Details

Integrations

Addresses

Credit Card / ACH Processing

Cost / Target Pricing

Intercompany

ENABLE INTEGRATION

None

LOCK BOX IMPORT FORMAT

Format3

LOCK BOX NON-MATCHING DEFAULT ACCOUNT

48975

MAILCHIMP API KEY

MAILCHIMP LIST ID

CAMERA EXTERNAL ID

EDI COMPANY ID

## Lock Box Non-Matching Default Account

When **Format 3** is selected, the **Lock Box Non-Matching Default Account** field becomes required. This field identifies which account payments should be applied to when the account number in the import does not match an account number in Navusoft. *This is not a bank account number.* Enter the number of the account you want mismatched payments to post to.

+

49530

Lock Box Default Payment Account

100

Navusoft

Active

DIVISION

QAWASTE

ACCOUNT MGR

Aliena Somers - Admin-NS (Sales)

CLASS

RESIDENTIAL

BILL GROUP

QA Billing Cycle

ADVANCE - MONTHLY

Billed Thru Date None

TERMS

Net 20

INVOICE DELIVERY

Printed

CURRENT

1-30

31-60

61-90

91-120

120+

0.00

0.00

0.00

0.00

0.00

0.00

HIGHLIGHTS

PENDING

! Site is not geocoded

ACTIVE SERVICES (0)

Standard

+

TOTAL RECURRING

QTY

SERVICE CODE

CALENDAR

December, 2025

EVENTS

Appointment, AR, Cancellation, Complaint, Er

SUN

MON

TUE

Nov 30

Dec 1

## Review and Change Account

After the import is complete, review the **AR History** of the default account to see the payment transactions. Use the **Change Account** option in **AR Payment Batch** to move the payment from the default account to the account it actually belongs to.

BATCH - 11593 DIVISION - HOUSTON

DATE 07/21/2025

BANK ACCOUNT COMERICA - FWS

Corpus/Dayton

NOTE

CREATED BY: Michael Shannon - Tech Guy (Admin) - 07/21/2025 3:16 pm

STATUS

+

SORT Entry Order ↓

DEFAULT PAYMENT TYPE

COUNT 1

Search for Payment in Batch

ACCOUNT ID	NAME	STATUS	BALANCE	TYPE	REFERENCE	AMOUNT	APPLIED AMOUNT	DEPOSIT	AUTO APPLY
49530	Lock Box Default Payment Account WOF# 9485391								

SEARCH ACCOUNTS / SITES

SEARCH TYPE Account ID

18714

Double click on search result to Change Account

ACCOUNT ID	STATUS	BALANCE	ACCOUNT NAME	SITE ID	SITE NAME	PREVIOUS ID

CONFIRMATION

Are you sure to change Account from 49530 to 18714

YES NO

Click within Account ID field

## File Format Requirements

	A	B	C	D	E	F
1	393.99					
2	49232	940873	12233	40.00	20250906	
3	49451	917704	222333	109.74	20250907	
4	49042	903644	55555	147.00	20250908	
5	49042	900890	55555	18.00	20250909	
6	49042	895470	55555	54.25	20250910	
7	49042	895341	55555	25.00	20250911	
8						
9						
10						
11						

## General Format Information

### File Format:

Comma Separated

### Header Row:

No.

The file will not import if it contains headers.

### First Row/First Column:

Total Amount

This is the sum of all payments.

**Subsequent Rows:**

Payments

Each payment must be recorded as a separate line item (one payment per row).

**Payment Amount Format**

Number format with no special characters (\$).

Example: \$100.00 must be entered as 100.00

**Payment Date Format**

YYYYMMDD

Example: January 1st, 2025 must be entered as 20250101

**Payment Format**

The table below demonstrates the order in which payment information should be formatted in the file.

	A	B	C	D	E
1	Total Amount				
2	Account Number or External Account ID	Invoice Number	Reference or Check Number	Payment Amount	Payment Date

**Actual File Example Below**

	A	B	C	D	E	F
1	393.99					
2	49232	940873	12233	40.00	20250906	
3	49451	917704	222333	109.74	20250907	
4	49042	903644	55555	147.00	20250908	
5	49042	900890	55555	18.00	20250909	
6	49042	895470	55555	54.25	20250910	
7	49042	895341	55555	25.00	20250911	
8						
9						
10						
11						

**Related Articles**

[AR Payment Batch](#)