

Sussex County Association of REALTOR®
SentriLock Lockbox Audit
Guidelines

These guidelines should assist you in completing the lockbox audit. If you have questions, please contact the board office for further assistance.

1. Begin your auditing process by accessing the most current inventory report. To do this, logon to <http://lockbox.sentrilock.com/lbs/> and run the “Lockboxes” report found under the reports tab.
 - a. This report shows the full inventory of boxes assigned to your firm, the property address where assigned, and/or an “Unassigned” notation for boxes that should be in your in-house inventory.
2. Compare your in-house inventory to this report. In doing this, you will find discrepancies which might need to be corrected, such as:
 - a. If the box is in your in-house inventory and the report shows a property address, you will need to update the lockbox on-line. Remove the property from the lockbox. This will cause the notation of “Unassigned” the next time you run the report.
 - b. If the report shows the lockbox is “Unassigned” and you do not have the lockbox in inventory, you will need to locate the lockbox. To do this consider:
 - i. Any in-house reports that you might manually maintain to record lockbox assignments.
 - ii. Temporarily assign the lockbox to a property with a backdated assignment date. This will allow you to view the showing log. Compare the showings to any in-house showing records that you might maintain to locate the property where lockbox is being used. If found, update the assigned property on-line.
 - iii. Review any records of malfunctioning boxes that you have returned to the board office.
 - iv. Obtain information from your agents who have removed a lockbox from a property but have not yet returned the lockbox to your inventory.
3. As you perform step 2, be sure to logon to <http://lockbox.sentrilock.com/lbs/> and record assignments as appropriate.
4. Run the “Lockboxes” report again to make sure your corrections have been recorded.
5. Complete the attached reconciliation report based on your findings.

**Sussex County Association of REALTOR®
SentryLock Lockbox Reconciliation**

Participant's Firm Name: _____

Participant's Name: _____

Address: _____

Step	Item	Count
1	Number of Lockboxes assigned to the firm per the "Lockboxes" report.	_____
2	<p><u>Subtract</u> – Lockboxes on the report that have been returned to the board office. List lockbox serial numbers:</p> <p>_____</p> <p>_____</p> <p>_____</p>	(_____)
3	<p><u>Subtract</u> – Lockboxes removed from properties but still in agent possession. Follow-up with agent needed to have these returned to firm in-house inventory. List agent name and lockbox serial numbers:</p> <p>_____ ; _____ ;</p> <p>_____ ; _____ ;</p> <p>_____ ; _____ ;</p> <p>_____ ; _____ ;</p>	(_____)
4	<u>Subtract</u> – Number of lockboxes currently assigned to properties.	(_____)
5	Calculated In-house Inventory	_____
6	<u>Subtract</u> – Actual inventory obtained by counting in-house lockbox supply	(_____)
7	<p>Calculated discrepancy. Lockboxes the Firm is unable to locate. List lockbox serial numbers:</p> <p>_____</p> <p>_____</p>	_____

Participant Signature

Date

Return a signed copy of this Lockbox Reconciliation to:
SCAOR at 23407 Park Avenue, Georgetown, DE 19947, fax 302-855-2319