

Yardi Voyager Residential Procedures Guide



Cambridge Real Estate Services
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Introduction

About Yardi Voyager Residential

With Yardi Voyager Residential, you can manage prospects, applicants, and residents at multi-family residential properties. This manual includes information specific to Residential Plug-in 1.2 for Yardi Voyager version 70.8.

Notes



An information note provides background information. For example, it may explain how changes made in one screen affect data that appears in another screen.



A caution note explains how to avoid a potential problem, or indicates that a process will cause irreversible changes to your data.



A tip describes a way to get more from your software. For example, it may explain an alternative way to perform a task.

Help

Most Voyager screens have a **Help** button for quick access to information about using the screen.

CHAPTER 1

Yardi Voyager Interface

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This chapter provides information on how to effectively use the Yardi Voyager user interface. The Voyager Web interface is composed of standard Web-based program elements including menus, toolbars, buttons, data screens, and fields.

Voyager Online Help

Most Voyager screens have a **Help** button, which allows you to access information about the screen and the procedure, which use it.

The screenshot shows the Yardi Voyager interface. At the top, there is a blue header with the logo and navigation links: Home, Help, and Sign Out. Below this is the main dashboard area titled 'Community Manager Dashboard - Apple Orchard'. The dashboard is divided into several sections: Resident Activity, Unit Statistics, and Open Invoices. A red arrow points to the 'Help' button in the top navigation bar.

Help button

When you click the **Help** button, the Help system opens in a separate window.

The screenshot shows the Help system window. The window title is 'Adjusting Deposit Accounting'. The main content area shows instructions on how to adjust deposit accounting. The instructions are as follows:

Adjusting Deposit Accounting

After you post deposit accounting, you can change the deposit balance by adding new charges and credits.

To adjust deposit accounting

- 1 On the dashboard, click the **Person Search** tab.

The screenshot also shows a screenshot of the 'Person Search' tab, which includes a search form with fields for Name, Phone No, Unit, Status, Rent, Ledger, Move In, and Move Out. Below the search form is a 'Search' button.

- 2 Complete the tab, as needed, and click **Search**.

To close the Help window, click the **X** button in the top right corner.

Logging in to Voyager


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To log in to Voyager

- 1 Open a web browser.
- 2 Type the Voyager Web address (<https://yardiaspla5.com/95566cambridge/pages/InvalidLogin.aspx>) into the **Address** field of the browser.



The **Voyager Login** screen opens.

 For help with your login, contact your Yardi Support Team at yardisupport@cresapts.com.

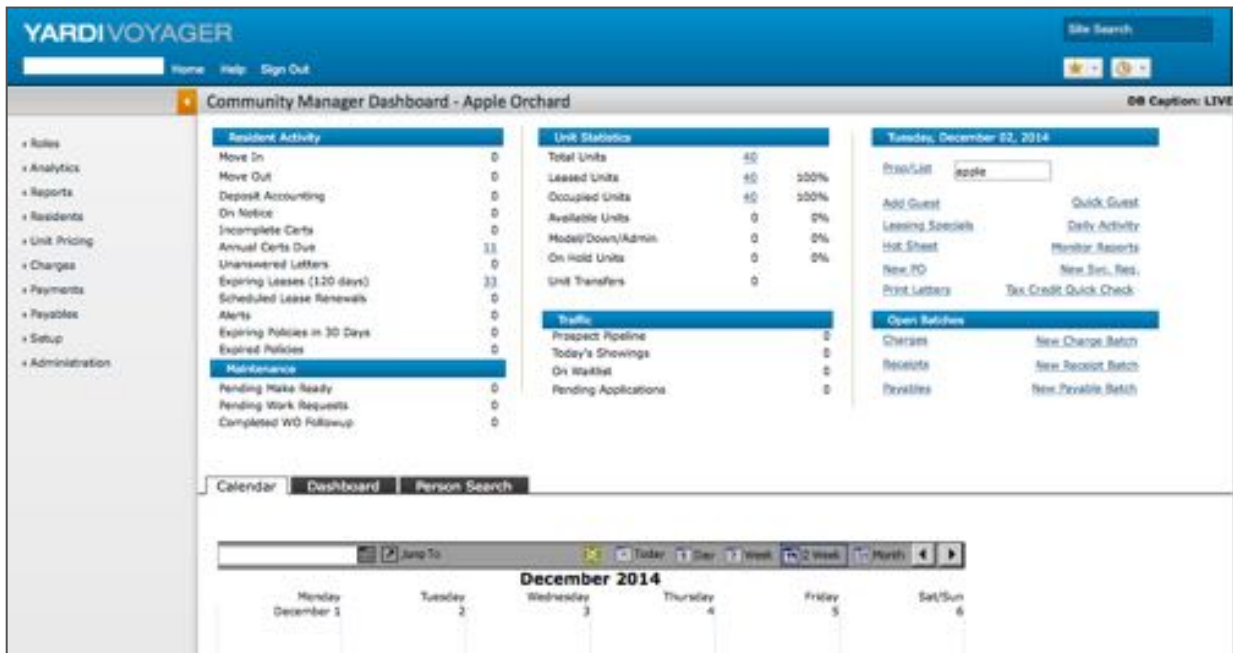
- 3 Complete the following fields:

User Name	Type the user name, first letter of your first name followed by your last name. All lower case with no spaces - Example: <i>jdoe</i>
Password	Type the password provided by your system administrator.
Database	Select the LIVE database

- 4 Click Submit. A dashboard screen opens. A typical user would see either the **Community Manager Dashboard** or the **Leasing Consultant Dashboard**.

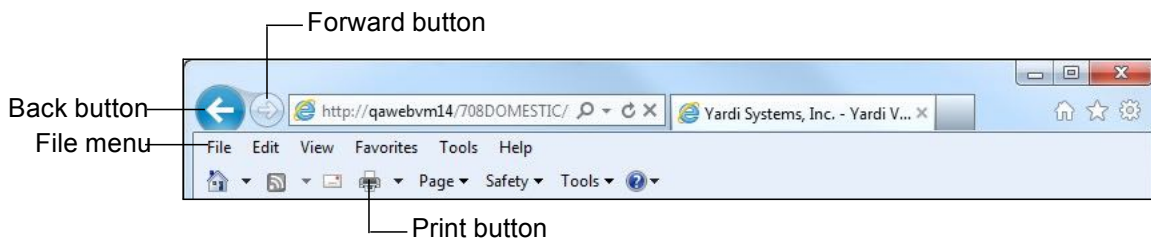
The dashboard you see is determined by your user settings, which are established by your system administrator.

The **Community Manager Dashboard** is shown below.



Using the Internet Browser

Voyager always appears in a browser window. The following diagram and table show Microsoft Internet Explorer browser features that are pertinent to using Voyager. The same features are available in other browsers, but might appear in other places.



File menu dialog boxes.	Specifies printing options from Page Setup (File > Page Setup) and Print (File > Print)
Back button	Displays the previous program screen.
Forward button	Displays the program screen ahead of the one you are viewing. This button is active only if you have already backed up at least one screen.
Print button	Prints the current browser screen. See the File menu for more printing options.



A Web-based screen is only a snapshot of the most current program operation. If you perform a program task and then click the browser's **Back** button, you might go back to an old screen that has not been updated. The same warning applies to the **Forward** button.

Basic Voyager Screen Elements

The following diagram and table show some basic Voyager screen elements.

Side menu	Provides access to menu selections for performing tasks in Voyager.
Menu Search box, and	Used to quickly find a menu item. Enter a word, phrase, or partial word in the search box, and Voyager immediately returns the matching menu items.
Top menu	Provides access to menu selections for performing frequent tasks in Voyager.
Fly Out menu	Provides access to specific tasks within a category.
Favorites	Displays a list of menu items that you have designated as “favorites.” Select an item to open the corresponding screen.
Site Search	Used to quickly find Voyager records.
Search Results	Displays search results performed in the current session.
History	Displays a list of the menu items selected in the current session. Click on an item to return to that screen.

Using the Top Menu

The top menu provides access to frequently used tasks in Voyager, as well as links to the home and system home menus. The top menu items can vary depending on what module and dashboard you are using, although the **Home**, **Filter**, and **Log Out** links are always available.

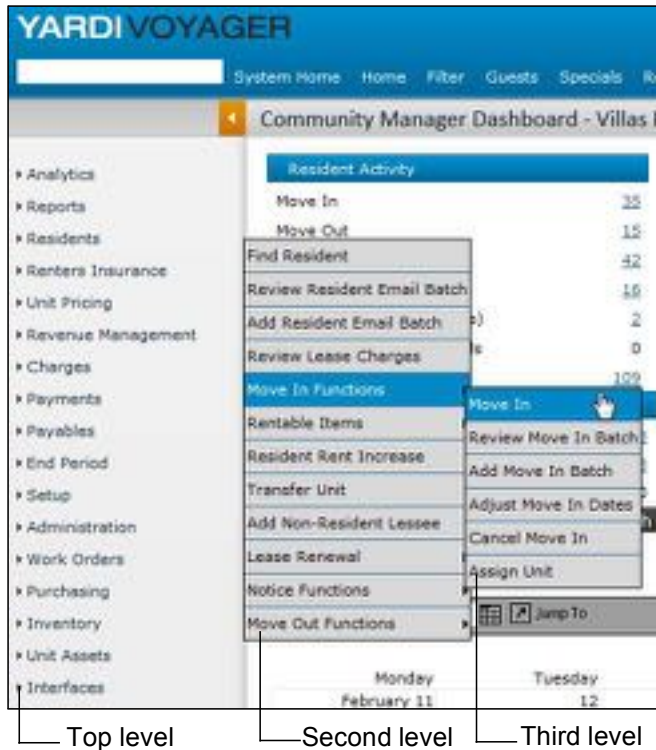


Here are descriptions of some of the common links:

Roles	Allows you to switch between dashboard views (for example, between the Community Manager dashboard and the Affordable Manager dashboard). This item only appears if your security settings allow you to view more than one dashboard or menu set.
Home	Returns you to your module's home page. For example, if you are in a data screen in the Manager module, click this link to return to the Community Manager home page.
Help	When you click the Help button, the Help system opens in a separate window.
Log Out	Logs you out of your database. The logged out screen appears. You can log in again to the same database or a different one by clicking the link.

Side Menu (Main Menu)

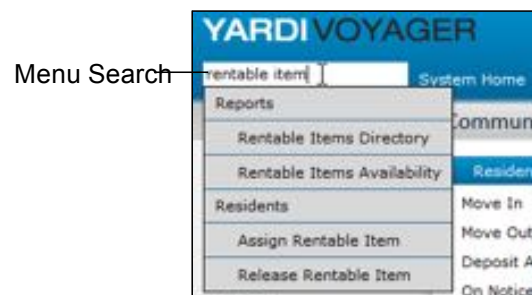
Using the side menu, you can access most of the functions in Voyager. The side menu has two (and sometimes three) levels. Click on a top-level item to open the second level. Move your cursor over a second-level item and a third level opens.



In this manual, we describe menu selections in this manner: Select (Top Level) > (Second Level) > (Third level). For example: Select **Residents** > **Move-In Functions** > **Move In**.

Menu Search

The menu search feature allows you to quickly find a menu item. Enter a word, phrase, or partial word in the search box, and Voyager immediately returns the matching menu items.



In the example above, we entered the word "straight" and Voyager returned all the menu items related to straight-lining.

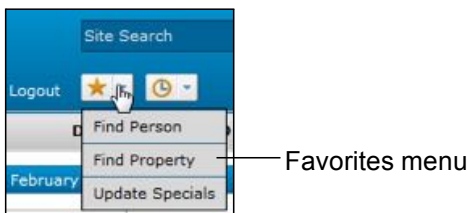
When you click the desired menu item, Voyager opens the corresponding screen.



Favorites

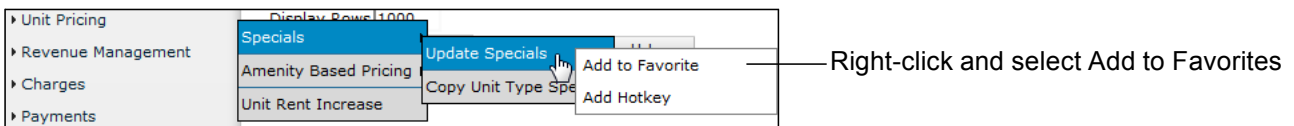
When you click the **Favorites** icon, Voyager displays a list of menu items that you have designated as “favorites.” Select an item to open the corresponding screen.

— Favorites icon

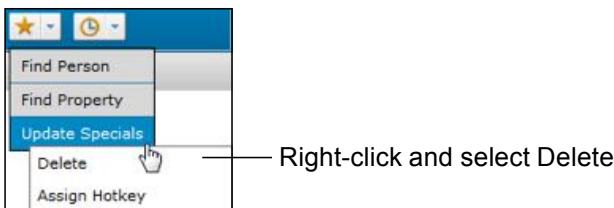


Adding and Deleting Items on the Favorites Menu

To add an item to the **Favorites** menu, locate it on the side menu, and right-click. The **Add to Favorites** box appears. Select it.



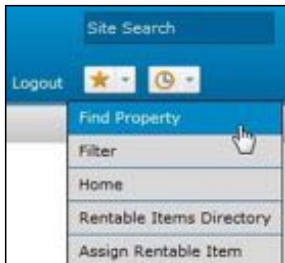
To delete an item from the **Favorites** menu, right-click it and select **Delete**.



The **Favorites** menu is linked to the user and the current menu set. Each user can build and maintain a favorites menu for each Voyager module he/she uses.

History

When you click the **History** icon, Voyager displays a list of the menu items selected in the current session. Click on an item to return to that screen.

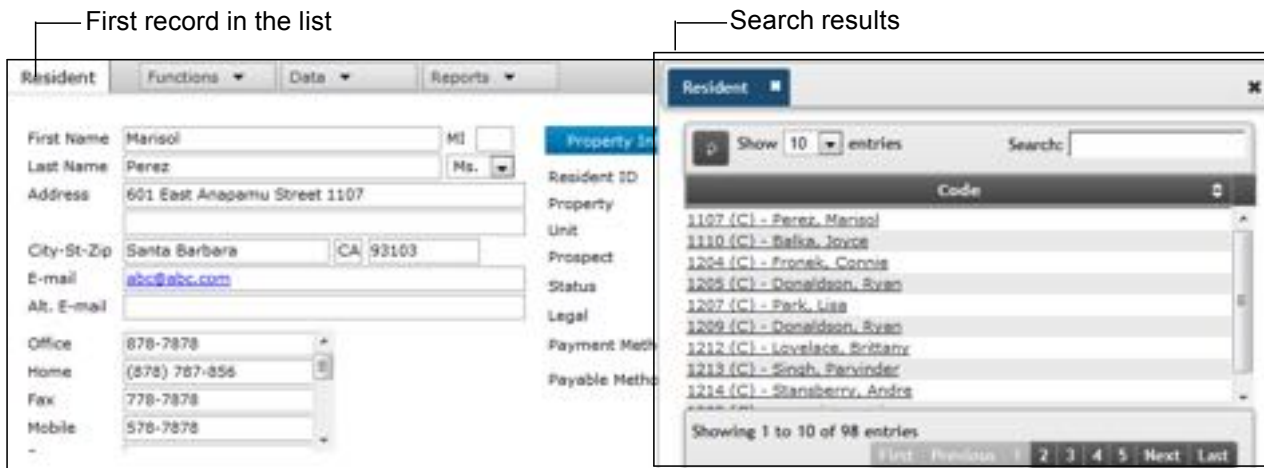


The History feature only tracks items selected from the menu, not links from the dashboard. This is by design.

Filter Screens

Filter screens enable you to find existing data records. For example, if you are looking for a resident record, you select **Resident > Find Resident**, and a filter screen appears.

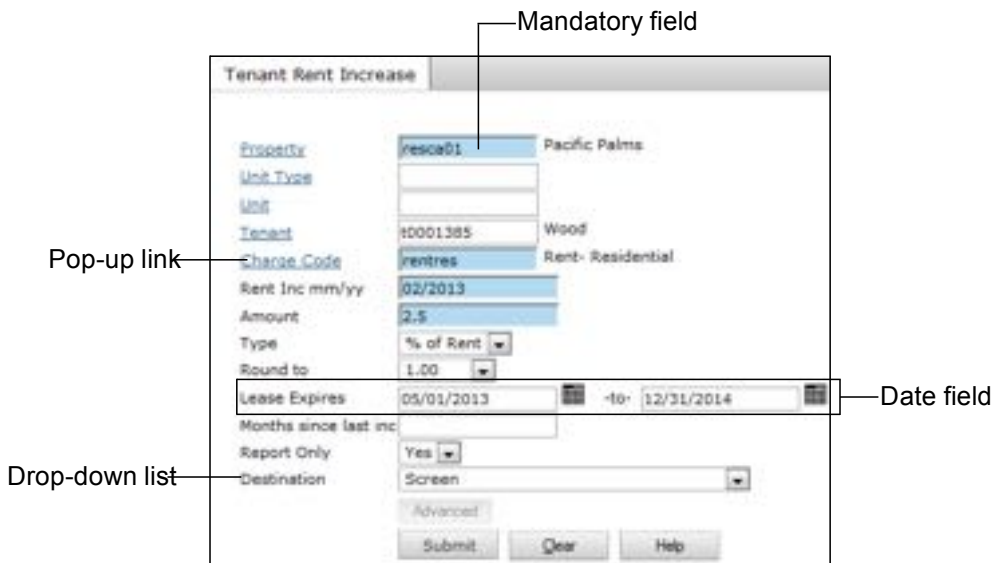
In the filter, you enter search criteria. When you click **Submit**, Voyager displays a list of residents that match your criteria (the search results) and the first record in the list.



Many filters have no required fields. In some cases, it makes sense to leave a filter blank and click **Submit**. The system displays all the records of that type on the left, and you can select which records you want to see.

Other filter screens are used for functions. For example, if you select **Resident > Resident Rent Increase**, a filter appears where you specify details of the rent increase.

The following is an example of a filter screen and some of its features:



Drop-down list Displays a list of options to choose from. You can only choose one item from the list at a time.

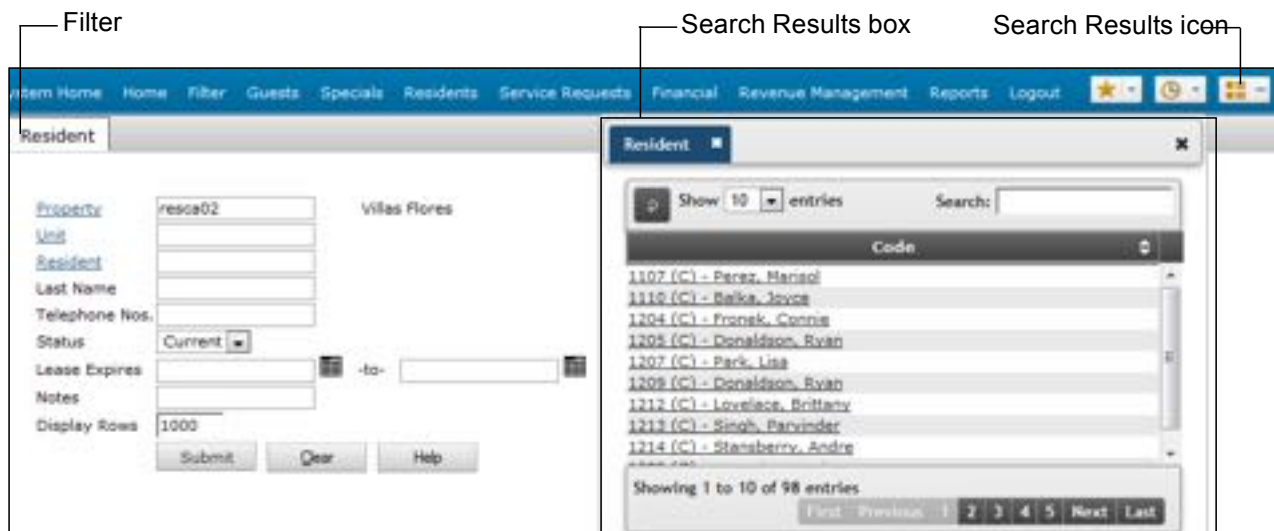
Pop-up link Opens a look-up list to search for codes that you want to review.

Mandatory field Fields highlighted in blue are required and must be completed before you can proceed.

Date field Click the calendar icon to choose a specific date to complete the **Date** field.

Filter Search Results

When you use a filter to search, the results appear in a box in the main screen (they no longer appear on the side menu).



You can minimize the results by clicking the **Search Results** Icon. The box disappears. The search results persist, and you can bring them back by clicking the icon again.

Multiple Searches

If you search for another item, the search results box retains the original search results and displays a new tab for the second search.



A third search will result in a third tab, and so on.



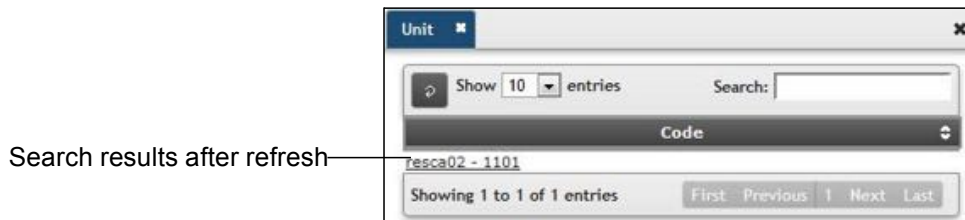
To close a tab, click the "X" to the right of the name.

Refresh Button in Search Results

The Search Results box contains a **Refresh** button that will rerun the original search.



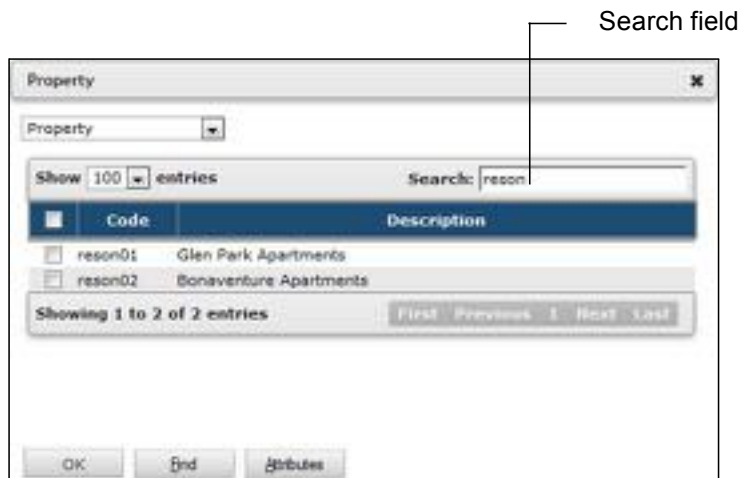
In the example shown above, we searched for the "1101" unit record. There were no results, because the record had been given the wrong code. We then located the record and changed the code.



Later on, we wanted to access the record. Instead of repeating the search, we just clicked the **Refresh** button in the Search Results box, and the record appeared on the screen.

Using Look-up Lists (Pop-up Links)

The pop-up link opens a new window that displays the codes you need to complete a particular field.



If you do not immediately know the codes you need, type the first characters of the codes or the descriptions in the **Search** field. Click **Find** to display the results of your search. When you find the codes of your choice, select the codes you want and click **OK**. The field on the filter screen is completed with the codes you selected.

For efficiency, you can search for codes using a wildcard search. A wildcard allows you to use a symbol, in this case the percentage sign (%), as a substitute for certain characters in a code. Here are a couple of ways to demonstrate the wildcard search, using the **Property** pop-up list as an example:

- pa

If you are looking for all properties that begin with the letters *pa*, include the percentage sign after *pa*. Click **Find** and the pop-up list displays those properties for that search.

- palm

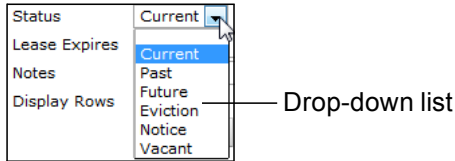
If you are looking for all properties that contain the word *palm*, enclose the word in percentage signs. Click **Find** and the pop-up list displays those properties for that search.

When you type the code of your choice, you will find a description of that code to the right of the field on the filter screen. This description will help you identify the code that you are using. The following is an example of a property code description.



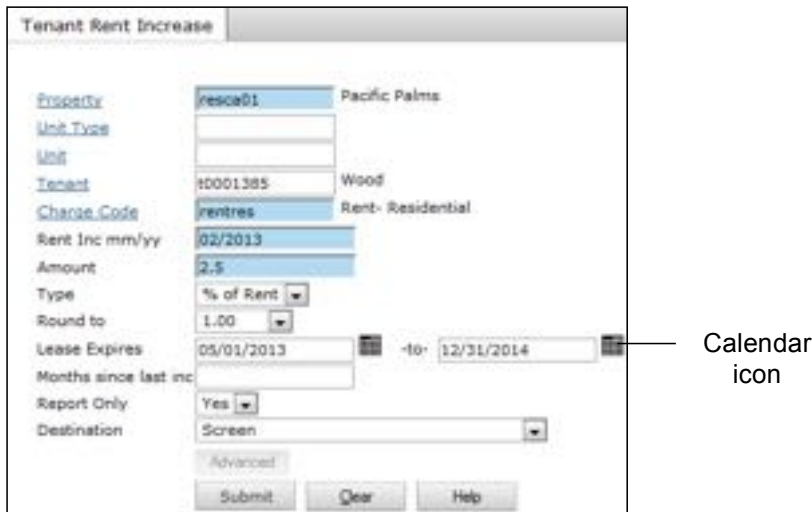
Using the Drop-down List

The drop-down list provides a list of options to choose from. When you click the down arrow, the list of options appears. The following is an example of the **Status** drop-down list:



Using the Date Fields

If you need to complete a **Date** field, the calendar icon comes in handy.



When you click the calendar icon, a calendar opens showing the current month and year. The current date is highlighted.



You can search through the months and years to find the date you need. Single arrows (<, >) move the calendar one month forward or back. When you locate the appropriate date, click it to select it. The calendar closes and the date field is filled in.

Understanding Data Screens

In this section:

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Data screens store property management information, ranging from prospect, applicant, and resident records to transaction records. Data screens are set up with the record navigation list on the left side of the screen and the first record in the list displaying on the right side of the screen. You can choose the records you want to review or update by finding the records through the navigation list on the left. The following is an example of the **Resident** screen:

The screenshot shows the YARDI VOYAGER Resident screen. The interface includes a top navigation bar with options like System Home, Home, Filter, Quota, Service, Residents, Service Requests, Financial, Revenue Management, Reports, and Logout. A left sidebar contains a navigation menu with categories like Reports, Charges, Receivables, Payables, Debt/Mortgage, G/L, Residential, Revenue Management, Commercial, Setup, Administration, Purchasing, Service Contract, Inventory, Work Order, Unit Asset, Document Manager, Performance, New York, and Interfaces. The main area displays resident details for 'Dyche' at '600 East Anapamu Street 1110, Santa Barbara, CA 93103'. It includes fields for First Name, Last Name, Address, City/State/Zip, E-mail, and Office. A 'Property Info' section shows Resident ID, Property, Unit, Prospect, Status, Legal, Payment Method, Payable Method, and Late Count. Below this is a 'Lease Information' table with columns for Unit, Rent, Due Day, Move In, Lease Sign, Lease From, Lease To, Last Renewal, Base, Other Charges, Total Charges, Notice, Move Out, Lease Desc, Responsibility Date, Base %, Grace Period, 2nd %, 2nd Grace, Max %, \$/day, Max # Days, and Minimum Due. A 'Lease Charges' table is also visible. A 'Jump To' field is at the top right. A 'Search' pop-up window on the right shows a list of residents with a search bar and pagination. At the bottom left of the main form are 'Save', 'New', and 'Del' buttons.

Functions menu	Provides links to common functions that apply to the record type.
Jump To	Finds another record of the same type.
Command buttons	The basic buttons used throughout data screens: New , Save , Delete , Cancel , and Help .
Search box	Shows all or chosen records for the screen that you are on.

Using the Jump To field

The **Jump To** field is located on the upper right hand corner of the screen. If you need to find another record of the same type, the **Jump To** field can locate the record quickly. From any data screen, type the code you want to view and press the TAB key on your keyboard. The record displays on the right side of the screen. You can only view one record at a time.

Using the Search Box

By default, the Search box appears on the right side of the screen. This box shows the available or chosen items for that data screen. Use the scroll bar and navigation buttons to browse through all the items on the Search box.

Click an item in the Search box to select it. It is displayed to the left of the Search box.

Using the Functions Menu

The **Functions** menu appears on many of the data screens and provides links to common functions that apply to the record type. The specific functions that appear are related to the status of the record. For example, if a resident's status is future, the **Move In** function appears on the menu. For a current resident, the **Notice** function appears.

Using the Command Buttons

The Command buttons provide the common functions to proceed in a screen. Examples are **New**, **Save**, **Delete**, **Cancel**, and **Help**.

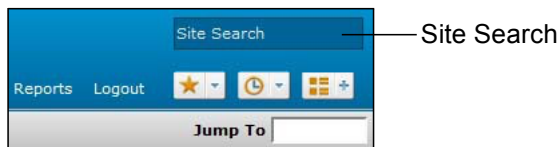
Automatic Field Formatting

Throughout Voyager, there are several formatting conventions that the program applies to data you type on the screen. For your convenience, Voyager converts the information appropriately.

Date	For date fields, you do not need to type a forward slash (/) or dash (-) to complete the date. Use the following formats as they apply to the date field: <i>mmdyy</i> , <i>mmdyyyy</i> , <i>mmyy</i> , or <i>mmyyyy</i> .
Dollar sign	For any fields that require dollar amounts, you do not need to type a dollar sign (\$).
Email	For any fields where you can include an email address, the program creates an active link so that you can send an email message if necessary. This does not apply to the Reports menu. Type the email address in its entirety, and the program makes the link active (underlined, blue).
Percent sign (%) sign (%).	For any fields that require a percentage amount, you do not need to type a percent sign (%).
Telephone number	For any fields that require a telephone number, you do not need to include parentheses () around the area code or a dash (-) between digits.
Time	For any fields where you need to type the time, you do not need to include the colon (:). The program formats the time appropriately. However, you do need to type "AM" or "PM" after the numbers, for example, "900 AM."

Site Search

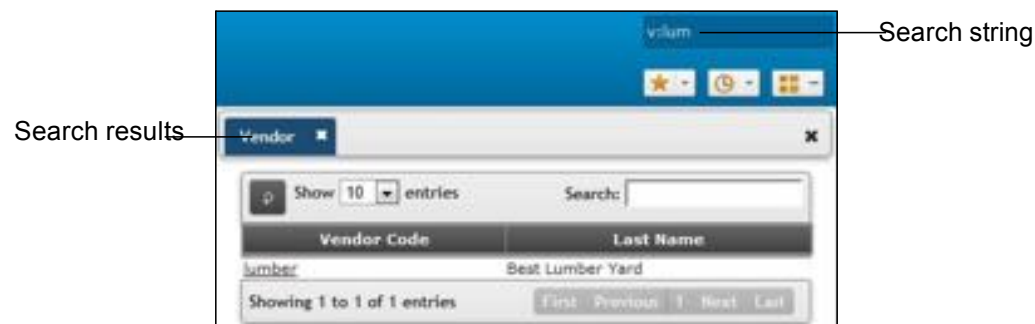
The **Site Search** feature allows you to quickly find Voyager records.



You can search all records, or you can narrow your search to single record type.

Using a Search Code

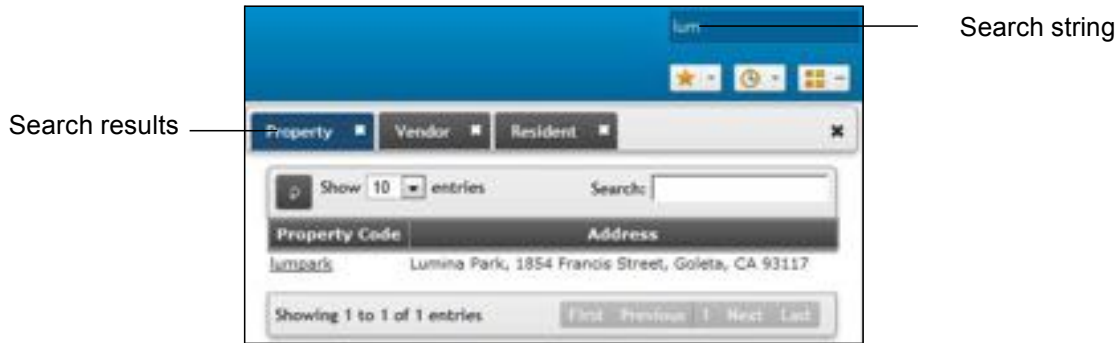
In the following example, we were looking for a vendor record that started with "lum." We entered the search code for vendors, "V," followed by a colon and "lum."



The search returned only vendor records.

Searching Without a Search Code

If you search without a search code, Voyager looks at all the records in the database. In the following example, we entered “que” and Voyager returned all the matching records: properties, property lists, leases, and owners.



Each record type appears in a separate tab.

Search Codes and Columns Searched

The following table gives the search codes for each record type. It also lists the database fields that are searched for each record type.

Record Type	Search Code	Table Columns Searched
Job	Job	Code, Description, Site Address, Site City, Site ZIP
Mortgage AP	Mort	Code, Description
Commercial Deal	CommDeal	Code, Description
Memo	Memo	Description
Bank	Bank	Code, Description
Tenant	Resident	Code, Last Name, Address 1, Address 2, City, State, ZIP Code
Owner	O	Code, Last Name, Reg. No
DCF Analysis	Dcf	Code, Description
Unit	U	Code
Charge type	ChargeType	Code, Description
Contract	Contract	Code, Description
Vendor	V	Code, Description
Account	Acct	Code, Description
Property	P	Code, Address 1, Address 2, Address 3, City, State, ZIP Code

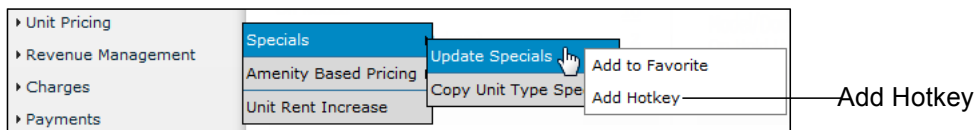
Record Type	Search Code	Table Columns Searched
Fund_data	Fund	Code, Name
Customer	Customer	Code, Name
Contact	Contact	Code, Description, Company Name, Last Name, First Name, Email, Address 1, Address 2, City, ZIP Code

Hot Keys

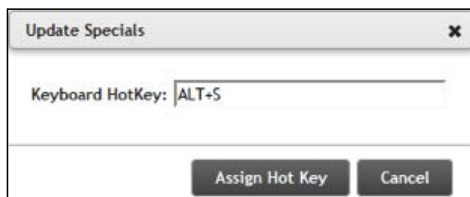
You can now create keyboard combinations for menu items. For example, if you frequently need to review customer records, you could create a keyboard combination for the **Review Customer** screen.

To add a hotkey

- 1 Select the menu path (for example, **Lease Administration > Customers > Review Customers**).
- 2 Right-click the last item in the path. A box appears below the menu item.



- 3 Select **Add Hotkey**. A window appears.



- 4 Add a keyboard combination by holding down the ALT key and typing a letter.
- 5 Click the **Assign Hot Key** button.



If there is a conflict with an existing keyboard combination, an error message will appear, and you can select another combination.

Once the hot key has been created, you can use it instead of selecting the menu item.

Default Hot Keys

Two global keyboard combinations are included as defaults:

Alt+R	Closes the Search Results window (or re-opens it, if it is already closed).
Alt+M	Collapses the side menu (or expands it, if it is already collapsed).

CHAPTER 2

Leasing Workflow

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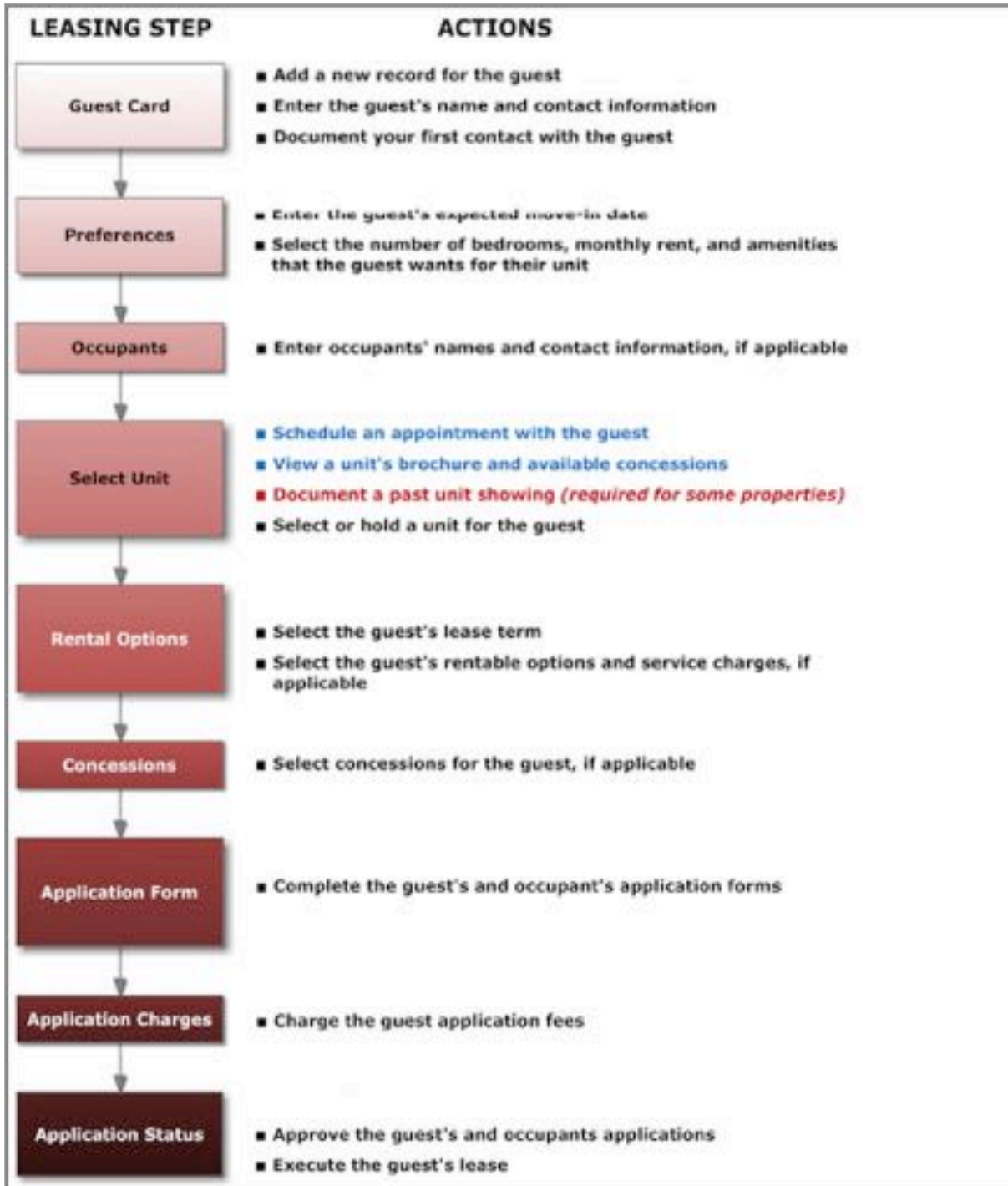
This chapter contains a description of each step in the leasing workflow. It also contains procedures for the following:

- Searching for a guest record and restarting the workflow
- Recording contacts with guests

Introduction to the Leasing Workflow

The leasing workflow in Voyager is a series of steps that occur, as a prospect becomes a resident. The steps go from gathering basic contact information on the phone to approving an application and signing a lease.

Each step is explained in the diagram below.



There is a Voyager screen for each step. As you complete one step, Voyager moves you automatically to the next. If you stop the process and restart it later, Voyager opens the step where you left off.

Voyager also shows you where you are in the process—each screen contains a list of the steps with the current step highlighted.

Leasing Steps
(with current
step highlighted)

Adding a Guest Card

You begin the leasing workflow by entering the guest’s name and basic contact information.

- 1 On the dashboard, verify that the appropriate property is selected.
- 2 Click the **Add Guest** link.

Add Guest link

Selected property

The **Prospect Guest Card** screen appears (with the **Property** field already completed). The required fields are highlighted in blue.

3 Enter the guest's first and last name.

4 Complete the following fields:

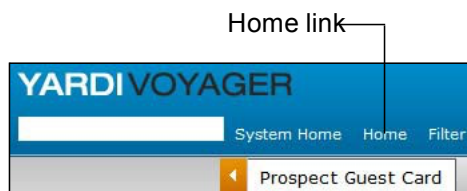
First Contact	Select the type of contact (for example, call, walk-in, or email).
Agent	Select your name.
Source referral).	Select how the guest learned about the community (for example, newspaper ad or referral).
Date	Voyager uses today's date as a default. Change it if necessary.

5 Enter any contact information you obtain from the guest (address, phone number, and so on).

6 Complete the **Notes** field as applicable.

7 Click **Next** to save the record and move to the next step. The **Preferences** screen appears.

8 To exit the workflow, click the **Home** link in the top menu.



The dashboard appears. The **Prospect Pipeline** count is increased by one.

Community Manager Dashboard - Villas Flores		
Thursday, February 14, 2013		
Resident Activity	Unit Statistics	Traffic
Move In: 25	Total Units: 137	Prospect Pipeline: 1
Move Out: 15	Leased Units: 133 (97.08%)	Today's Showings: 0
Deposit Accounting: 52	Occupied Units: 108 (77.37%)	On Waitlist: 1
On Notice: 16	Available Units: 2 (5.11%)	Pending Applications: 21
Expiring Leases (120 days): 2	Model/Down/Admin: 5 (3.65%)	
Scheduled Lease Renewals: 0	On Hold Units: 0 (0%)	
Alerts: 109	Unit Transfers: 5	
Maintenance		
Pending Make Ready: 23		
Pending Work Requests: 53		
Completed WO Followup: 0		
Calendar Dashboard Person Search		

Prospect Pipeline count

Locating a Guest Record and Returning to the Leasing Workflow

In this section:

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Searching for a Guest by Name	26

You can stop and start the workflow at any time. There are two ways to restart the leasing workflow:

- Clicking the **Prospect Pipeline** count
- Searching for the guest by name



The **Prospect Pipeline** count represents recent guests (all guests who have been added in the last 30 days). If you need to locate a guest record that is older than 30 days, you can search for the guest by name.

Clicking the Prospect Pipeline Count

To click the prospect pipeline count

- 1 Click the **Prospect Pipeline count** (shown above). The screen displays all the guests in the pipeline.

Community Manager Dashboard - Villas Flores

Resident Activity	Unit Statistics	Thursday, February 14, 2013
Move In: 25	Total Units: 132	Prop/List: <input type="text" value="reoca02"/>
Move Out: 15	Leased Units: 123 (97.08%)	Add Guest Quick Guest
Deposit Accounting: 52	Occupied Units: 108 (77.37%)	Leasing Specials Daily Activity
On Notice: 16	Available Units: 2 (5.11%)	Hot Sheet Monitor Reports
Expiring Leases (120 days): 2	Model/Down/Admin: 5 (3.65%)	New PO New Svc. Req.
Scheduled Lease Renewals: 0	On Hold Units: 0 (0%)	Print Letters
Alerts: 109	Unit Transfers: 5	Open Batches
Maintenance	Traffic	Charges New Charge Batch
Pending Make Ready: 23	Prospect Pipeline: 1	Receipts New Receipt Batch
Pending Work Requests: 53	Today's Showings: 0	Payables New Payable Batch
Completed WO Followup: 0	On Waitlist: 1	
	Pending Applications: 21	

Calendar Prospect Pipeline - 02/14/2013 Person Search

Agent	Guest	Last Contact Date/ Scheduled Date	Contact Type	Unit	Make Appt	Notes
Jim Watson	Holden Caulfield	02/14/2013	Call		<input type="checkbox"/>	First contact

Name link

- 2 Click the name link to open the **Guest** screen for that person. Voyager displays the appropriate step in the leasing workflow.

Searching for a Guest by Name

To search for a guest by name

- 1 On the dashboard, click the **Person Search** tab.

The screenshot shows the 'Community Manager Dashboard - Villas Flores' with the 'Person Search' tab selected. The search form contains the following fields: Name (with 'caufield' entered), Code, Fed ID, Phone Number, Email, and Auto License. A 'Search' button is at the bottom of the form. The search results table is as follows:

Name	Phone #s	Unit	Status	Rent	Ledger	Move In	Move Out	Lease To
Golden Caufield	(805) 555-9854		Prospect					

Annotations in the image point to the 'Person Search' tab, the 'Name' field, and the 'Name' link in the search results table.

- 2 In the **Name** field, type the first or last name of the person you want to look up.
You can search by other criteria as well: phone number, email address, and so on.
- 3 Click **Search**. The right half of the screen displays the names of all guests or residents with that name.
- 4 Click the name link to open the **Guest** screen for that person. Voyager displays the appropriate step in the leasing workflow.

Preferences

In this step, you enter information about the type of apartment the guest is looking for.

The screenshot shows the 'Prospect Guest Card' interface. The top section contains personal and contact information for Holden Caulfield. The bottom section is titled 'Preferences' and includes fields for 'Expected Move In' (03/26/2013), 'Bedrooms' (2), and 'Desired Rent'. An 'Amenity Preferences' list is also visible with options like Car parking, Wood floor, Fireplace, Garage, and Ocean View. A callout points to the 'Preferences' tab in the 'Leasing Steps' menu.

To complete the Preferences step

1 Complete the required fields:

Expected Move-In Type the date the guest wants to move in.

Bedrooms Type the number of bedrooms the guest is looking for.

2 Complete the **Desired Rent** field, if applicable.

3 Check off any **Amenity Preferences** that apply.



Amenity options vary by property.

4 Click **Next** to save changes and move to the next step. The **Occupants** tab appears at the bottom of the screen.

Occupants

In this step, you enter information about people who will share the apartment with the guest, or people who will co-sign the lease for the guest.

Occupants (current step)

Add occupant link



This step is optional—if there are no occupants, click **Next** to move to the next step in the workflow.

To complete the Occupants step

- 1 Click the **Add New Occupant** link. The **Occupant** screen appears.

Lessee checkbox

- 2 Complete the required fields: **First Name** and **Last Name**.
- 3 Enter any additional information (address, phone number, and so on).
- 4 If the occupant will be a lease holder, verify that the **Lessee** checkbox is selected.

If the occupant will not be a lease holder, clear the **Lessee** checkbox.

5 Click **Save**. The occupant's name appears on the **Prospect Guest Card** screen.

Occupants			
Name	Social Security#	Relationship	Select
Fanny Alexander		Spouse	Edit
			Add New Occupant

— Edit link

— Occupant's name

6 To add another occupant, click the **Add New Occupant** link.

7 To edit the information for an occupant, click the **Edit** link.

8 Click **Next** to continue the leasing workflow. The **Select Unit** screen appears.

Select Unit

In this section:

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- Showing the Model Unit33
- Putting a Guest on a Waitlist34
- Changing the Unit Selection Criteria.....35
- Holding a Unit.....35
- Releasing a Hold.....37
- Printing a Brochure37
- Viewing Specials for a Unit39
- Selecting a Unit.....40

The **Select Unit** screen shows all the currently available units that match the bedroom choices defined on the **Preferences** screen.

Prospect Guest Card

First Name: Holden MI
 Last Name: Caulfield Mr.
 Address: 4235 Egglard Road
 City State Zip: [] [] []
 Tell# Office-Home: (805) 555-9854
 Cell# - Fax#: [] []
 DOB - DL#/State: [] [] []
 E-mail: []
 Notes: Tired of phony apartments

Status: Prospect
 Code: p0008125
 Property: resca02
 Other Data: Pricing Report, Guest Card Button

Select Unit

2 bedroom(s) only
 Villas Flores (resca02) only
 Show WAIT units only
 Show MODEL units only

Bedrooms	Rent	Sqft	Date Available	Unit	Brochure	Specials	Make Appt	Show	Select	Occupancy	Hold	Ready
2	1,040.00	1,010	01/04/2013	1103	Brochure	Specials	Appt	Show	Select	Notice	Hold	Yes
2	1,125.00	1,010	01/18/2013	2327	Brochure	Specials	Appt	Show	Select	Notice	Hold	Yes
2	1,060.00	1,010	01/18/2013	1215	Brochure	Specials	Appt	Show	Select	Applcmt	Hold	Yes
2	1,060.00	1,010	11/07/2013	1202	Brochure	Specials	Appt	Show	Select	Notice	Hold	No
2	1,050.00	1,010		1206	Brochure	Specials	Appt	Show	Select	Future	Hold	Yes
2	1,010.00	1,010		1106	Brochure	Specials	Appt	Show	Select	Future	Hold	Yes

Select Unit (current step)

Show link

You can use the **Select Unit** screen to:

- show a vacant unit
- show a model unit
- put the guest on a waitlist
- hold a unit
- release a hold
- change the unit selection criteria and view a different set of units
- print a brochure
- view specials for a unit
- select a unit for the guest

Showing a Vacant Unit

Use the **Show** function to schedule an appointment to show a unit to a guest. (You can also use it to record that you have shown a unit to a guest.)

To show a vacant unit

- 1 In the table of available units, locate the unit you want to show to the guest.
- 2 Click the **Show** link. The **Contact** screen opens.

The screenshot shows a web form titled "Contact for Holden Caulfield" with a sub-header "Contact Information". The form contains the following fields:

- Type: Show
- Agent: Jim Watson (dropdown menu)
- Result: (dropdown menu)
- Date: 2/14/2013
- Time: (text input field with a clock icon to its right)
- Property: resce02
- Unit: 1215
- Notes: (text area)
- Save: (button)

A line points from the text "Clock icon" to the clock icon next to the Time field.

Voyager fills in most of the fields for you: **Type, Agent, Date, Property, and Unit.**

- 3 Verify the information on the screen (Agent, Property, and Unit).
- 4 The **Date** field defaults to today's date. Change it to the day of the showing (if the showing is not today).

5 Click the Clock icon. In the pop-up, select the time of the appointment.

6 Click **Save**. Voyager saves the appointment.

Results

In the **Traffic** section of the dashboard, the count for **Today's Showings** is increased by one (on the day that you have scheduled the appointment).

If you click the number, you can view details on the appointments.

Community Manager Dashboard - Villas Flores

Resident Activity		Unit Statistics		Thursday, February 14, 2013	
Move In	35	Total Units	132	Prop/List	recca02
Move Out	15	Leased Units	123 97.08%	Add Guest	
Deposit Accounting	52	Occupied Units	108 77.37%	Leasing Specials	
On Notice	15	Available Units	2 5.11%	Hot Sheet	Man
Expiring Leases (120 days)	2	Model/Down/Admin	5 3.65%	New PC	Ne
Scheduled Lease Renewals	0	On Hold Units	0 0%	Print Letters	
Alerts	102	Unit Transfers	5	Open Batches	
Maintenance		Traffic		Charges	New C
Pending Make Ready	22	Prospect Pipeline	1	Receipts	New R
Pending Work Requests	53	Today's Showings	1	Variables	New Fa
Completed WO Followup	0	On Waitlist	1		
		Pending Applications	21		

Calendar tab

Agent	Guest	Date	Time	Unit	Notes
Jim Watson	Holden Casfield	02/14/2013		1215	

Details on showings showings

Count for today's showings

The scheduled showing also appears on the calendar. (Click the **Calendar** tab to view the calendar.)

Calendar Today's Showings - 02/14/2013 Person Search

Jump To Today Day Week 2 Week Month

February 2013

Monday	Tuesday	Wednesday	Thursday	Friday	Sat/Sun
February 11	12 Showing (1) Appointment (2)	13 Showing (1)	14 Showing (2)	15	16
					17
18	19	20	21	22	23
					24

Scheduled showing

Showing the Model Unit

In this procedure, you change the selection criteria to view model units and schedule an appointment to show a model unit to a guest.

To show the model unit

- 1 Select the **Show MODEL units only** check box.

Show MODEL units only check box

Select Unit

2 bedroom(s) only

Villas Flores (resca02) only

Show WAIT units only

Show MODEL units only

Refresh

- 2 Click the **Refresh** button. The unit table displays model units.

Select Unit

2 bedroom(s) only

Villas Flores (resca02) only

Show WAIT units only

Show MODEL units only

Refresh

Bedrooms	Rent	Sqft	Date Available	Unit	Brochure	Specials	Make Appt	Show Select	Occupancy	Hold	Ready
2	1,050.00	1,010	01/11/2013	1203	Brochure	Specials	Appt	Show Select	MODEL	Hold	No

Show link

- 3 Click the **Show** link for the appropriate model unit.

- 4 The **Contact** screen opens.

Contact for Holden Caulfield

Contact Information

Type Show

Agent Jim Watson

Result

Date 2/14/2013

Time

Property resca02

Unit 1203

Notes

Save

Clock icon

Voyager fills in most of the fields for you: **Type, Agent, Date, Property, and Unit.**

- 5 Verify the information on the screen (Agent, Property, and Unit).

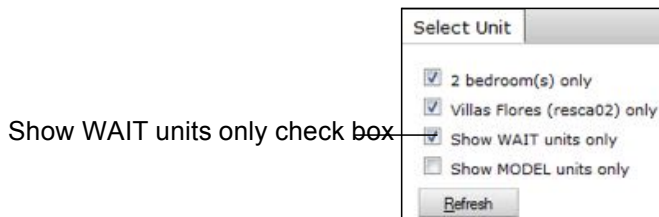
- 6 The **Date** field defaults to today’s date. Change it to the day of the showing (if the showing is not today).
- 7 Click the Clock icon. In the pop-up, select the time of the appointment.
- 8 Click **Save**. Voyager saves the appointment.

Putting a Guest on a Waitlist

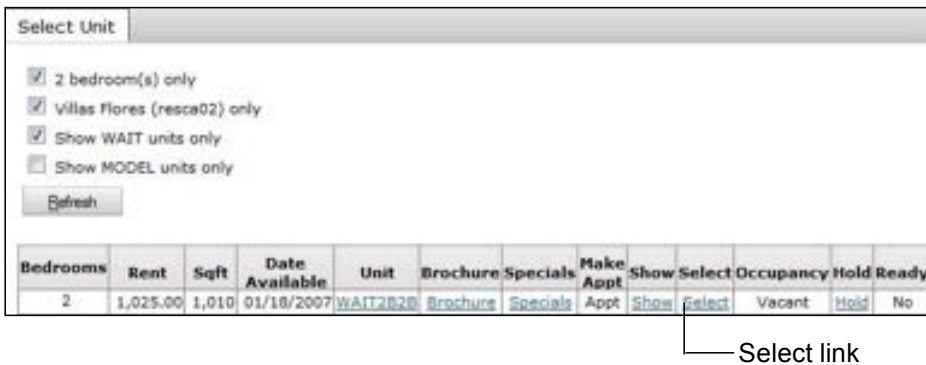
If the property has been set up with a waitlist unit, you can put a guest on a waitlist.

To put a guest on a waitlist

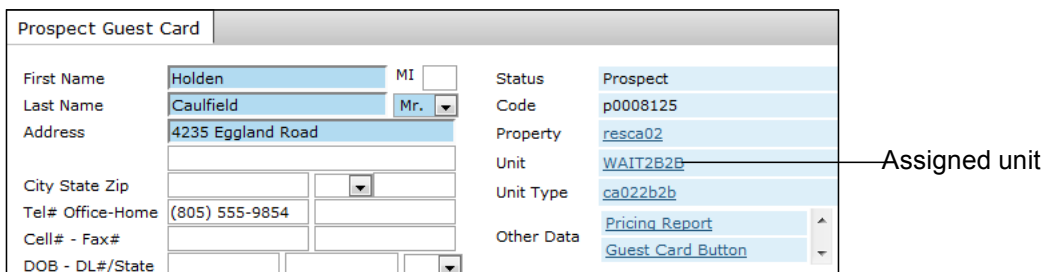
- 1 Select the **Show Wait units only** checkbox.



- 2 Click the **Refresh** button. The unit table displays waitlist units.



- 3 Click the **Select** link for the appropriate waitlist unit. The screen refreshes. The top of the **Prospect Guest Card** screen shows that the guest has been assigned to the waitlist unit.



Follow-Up

After assigning a guest to a waitlist unit, you can:

- leave the guest at the **Select Unit** step until a unit is available, or
- move the guest through the application steps, and change their unit assignment later. Click the **Next** button to move to the next step: **Rental Options**.

Changing the Unit Selection Criteria

You can change the unit selection criteria to look at units with different bedroom sizes.

To change the unit selection criteria

- 1 Clear the **Bedrooms** check box.

Bedrooms check box

Select Unit

2 bedroom(s) only
 Villas Flores (resca02) only
 Show WAIT units only
 Show MODEL units only

Refresh

Bedrooms	Rent	Sqft	Date Available	Unit	Brochure	Specials	Make Appt	Show	Select	Occupancy	Hold	Ready
2	1,025.00	1,010	01/18/2007	WAIT2B2B	Brochure	Specials	Appt	Show	Select	Vacant	Hold	No

- 2 Click the **Refresh** button. The screen displays all the available units (of any bedroom size).

You can also uncheck the property checkbox to see available units for other properties (that you have security access to see).

Holding a Unit

With Voyager, you can hold an available unit for a prospect. This makes the unit unavailable for other prospects for the length of the hold period.

To hold a unit

- 1 Locate the appropriate unit and click the **Hold** link.

Prospect Guest Card

First Name: Holden MI
 Last Name: Caulfield Mr.
 Address: 4235 Egglard Road
 City State Zip: [Empty]
 Tel# Office-Home: (805) 555-9854
 Cell# - Fax# [Empty]
 DOB - DL#/State [Empty]
 E-mail [Empty]
 Notes: Tired of phony apartments

Status: Prospect
 Code: p0008125
 Property: resca02
 Other Data: Pricing Report, Guest Card Button

Select Unit

2 bedroom(s) only
 Villas Flores (resca02) only
 Show WAIT units only
 Show MODEL units only

Bedrooms	Rent	Sqft	Date Available	Unit	Brochure	Specials	Make Appt	Show	Select	Occupancy	Hold	Ready
2	1,040.00	1,010	01/04/2013	1103	Brochure	Specials	Appt	Show	Select	Notice	Hold	Yes
2	1,125.00	1,010	01/18/2013	2327	Brochure	Specials	Appt	Show	Select	Notice	Hold	Yes
2	1,060.00	1,010	01/18/2013	1215	Brochure	Specials	Appt	Show	Select	Applcant	Hold	Yes
2	1,060.00	1,010	11/07/2013	1202	Brochure	Specials	Appt	Show	Select	Notice	Hold	No
2	1,050.00	1,010		1206	Brochure	Specials	Appt	Show	Select	Future	Hold	Yes
2	1,010.00	1,010		1106	Brochure	Specials	Appt	Show	Select	Future	Hold	Yes

Hold link

- 2 The **Hold** screen appears.

Hold for Holden Caulfield

Property: resca02
 Unit: 1202
 Date Available: 11/07/2013
 Hold Until: 02/15/2013

Hold

- 3 Verify the **Hold Until** date or type in a new **Hold Until** date.
- 4 Click **Hold**.

A confirmation message appears: Do you wish to hold this Unit?

5 Click **OK**.

The **Select Unit** screen shows that the unit has a hold on it.

Select Unit							
Unit	Bedrooms	Bath	Rent	Sqft	Hold Until	Amenities	Hold
1202	2	2	1,060	1,010	02/15/2013		Release



When you search for units for other guests, the held unit appears on the **Select Unit** table, but the **Select** link and the **Hold** link are unavailable (grayed out). The links are unavailable until the **Hold Until** date occurs or the hold is released.

Releasing a Hold

To release a hold

- 1 Use the **Person Search** tab (in the **Dashboard**) to locate the guest.
- 2 Click the **Name** link. The **Guest Card** screen opens at the **Select Unit** step.
- 3 Click **Release**. You can now select the unit, if appropriate.

You can also click the **On-Hold Units** count on the dashboard. The dashboard displays a list of held units. You can release the hold or adjust the **Hold Until** date from there.

Printing a Brochure

If the property has been set up for brochures, you can print a brochure on a unit from the Select Unit screen.

To print a brochure

- 1 Locate the appropriate unit (in the table of available units).
- 2 Click the **Brochure** link.

Bedrooms	Rent	Sqft	Date Available	Unit	Brochure	Specials	Make Appt	Show	Select	Occupancy	Hold	Ready
2	1,040.00	1,010	01/04/2013	1103	Brochure	Specials	Appt	Show	Select	Notice	Hold	Yes
2	1,125.00	1,010	01/18/2013	2327	Brochure	Specials	Appt	Show	Select	Notice	Hold	Yes
2	1,060.00	1,010	01/18/2013	1215	Brochure	Specials	Appt	Show	Select	Applicant	Hold	Yes
2	1,060.00	1,010	11/07/2013	1202	Brochure	Specials	Appt	Show	Select	Notice	Hold	No
2	1,050.00	1,010		1206	Brochure	Specials	Appt	Show	Select	Future	Hold	Yes
2	1,010.00	1,010		1106	Brochure	Specials	Appt	Show	Select	Future	Hold	Yes

Brochure link

The brochure opens in a separate window.

Unit Brochure

Property	
Villas Flores	
319 E. Anapamu	
Santa Barbara, CA 93101	
Phone: (805) 555-7887	
Fax: (805) 555-6546	
information@villas.com	
Contact: Barbara Snyder	
A wonderful apartment community.	

Unit Details	
Unit Type	2 Bedroom, 2 Bathroom
Property	Villas Flores
Unit	1202
Rent	\$1,060.00
Sqft	1010
Bedrooms	2
Available	11/7/2013

Unit Amenities	
Car parking	
Wood floor	
Garage	





This information is provided for the benefit of our guests and does not guarantee the availability of a unit. Rent information is being supplied to assist you with your selection process and may change from time to time.

3 To print the brochure, right click on the brochure and select **Print**.

4 To email the letter, enter an email address and click the **Email** button.

Viewing Specials for a Unit

To view specials for a unit

- 1 Locate the appropriate unit (in the table of available units).
- 2 Click the **Specials** link.

Bedrooms	Rent	Sqft	Date Available	Unit	Brochure	Specials	Make Appt	Show	Select	Occupancy	Hold	Ready
2	1,040.00	1,010	01/04/2013	1103	Brochure	Specials	Appt	Show	Select	Notice	Hold	Yes
2	1,125.00	1,010	01/18/2013	2327	Brochure	Specials	Appt	Show	Select	Notice	Hold	Yes
2	1,060.00	1,010	01/18/2013	1215	Brochure	Specials	Appt	Show	Select	Applicant	Hold	Yes
2	1,060.00	1,010	11/07/2013	1202	Brochure	Specials	Appt	Show	Select	Notice	Hold	No
2	1,050.00	1,010		1206	Brochure	Specials	Appt	Show	Select	Future	Hold	Yes
2	1,010.00	1,010		1106	Brochure	Specials	Appt	Show	Select	Future	Hold	Yes

Specials
link

The specials appear in a separate window.

Unit Specials for Unit 1202							
Unit Type	Unit	Lease Term Min.	Lease Term Max	Description	Recurrences	Amount	Amount Type
ca022b2b		7	13	1 Month Free Rent for 7 - 13 Month Lease	1	1,010.00	Flat
ca022b2b		7	13	\$150 Look & Lease for 7 - 13 Month Lease	12	10.00	Flat
ca022b2b		14		\$250 Look & Lease for 14+ Month Lease	1	250.00	Flat
ca022b2b		14		2 Months Free Rent 14+ Month Lease	2	1,010.00	Flat

Selecting a Unit

To select a unit

- 1 Locate the appropriate unit and click the **Select** link.

The screenshot shows two parts of the software interface. The top part is the 'Prospect Guest Card' form, which contains personal information for Holden Caulfield, including address (4235 Egglard Road), phone number, and a note: 'Tired of phony apartments'. The bottom part is the 'Select Unit' screen, which has filter checkboxes for '2 bedroom(s) only', 'Villas Flores (resca02) only', 'Show WAIT units only', and 'Show MODEL units only'. Below the filters is a table of available units. The table has columns for Bedrooms, Rent, Sqft, Date Available, Unit, Brochure, Specials, Make Appt, Show, Select, Occupancy, Hold, and Ready. The fifth row of the table has the 'Select' link highlighted, and a line points from the text 'Select link' to this link.

Bedrooms	Rent	Sqft	Date Available	Unit	Brochure	Specials	Make Appt	Show	Select	Occupancy	Hold	Ready
2	1,040.00	1,010	01/04/2013	1102	Brochure	Specials	Appt	Show	Select	Notice	Hold	Yes
2	1,125.00	1,010	01/18/2013	2327	Brochure	Specials	Appt	Show	Select	Notice	Hold	Yes
2	1,060.00	1,010	01/18/2013	1215	Brochure	Specials	Appt	Show	Select	Applcmt	Hold	Yes
2	1,060.00	1,010	11/07/2013	1202	Brochure	Specials	Appt	Show	Select	Notice	Hold	No
2	1,050.00	1,010		1206	Brochure	Specials	Appt	Show	Select	Future	Hold	Yes
2	1,010.00	1,010		1106	Brochure	Specials	Appt	Show	Select	Future	Hold	Yes

Select link

The screen refreshes. The top of the screen shows the selected unit.

This screenshot shows the 'Prospect Guest Card' form after the unit selection. The 'Unit' field in the right-hand section is now populated with '1202', which is highlighted in blue. A line points from the text 'Selected unit' to this field.

Selected unit

- 2 Click **Next** to move to the next step in the leasing workflow. The **Rental Options** screen appears.

Rental Options

Use the **Rental Options** screen to review lease dates and to add rentable items to the lease.

You can also generate a quote letter from this screen.

Select Unit
(current step)

5

To complete the Rental Options step

- 1 Verify the **Expected Move-In** date. Change it if necessary.
- 2 Verify the **Lease-From Date**. The **Lease-From Date** is the start of the lease (when the resident will begin paying rent). This date may vary from the **Expected Move-In** date.
- 3 Verify the **Lease Term** (in months). This field shows the default lease term for the property. Change it if necessary.
- 4 The **Lease To Date** is completed by Voyager when you press the TAB key.



To determine the number of other leases that will expire near the end date of this lease, click the **Lease expiration count** link located under the **Lease-To Date** field.

5 Select any rentable items that you want to add.

Click the **Reserve** button. The **Rentable Item Reservation** screen appears.

Select the **Reserve** checkbox in the row corresponding to any rentable items that you want to add.

Rentable Item Reservation			
Save			
Code	Description	Market Rent	Reserve?
101	Garage	\$75.00	<input checked="" type="checkbox"/>
120	Garage	\$75.00	<input type="checkbox"/>
132	Garage	\$75.00	<input type="checkbox"/>

Reserve check box

Click **Save**. The screen closes. Voyager calculates the charges and updates the **Rentable Items and Options** table.

Rentable Items and Options			
Qty	Description	Amount	Reserve
1	Garage	75.00	<input checked="" type="checkbox"/>
	Storage	50.00	<input type="checkbox"/>
		75.00	

6 The **Unit Rent** and **Deposit** fields are filled in by Voyager, based on the unit type. You can change the **Quoted Rent** field, if necessary.

7 Click **Next** to save changes and move to the next step. The **Concessions** screen appears.

Generating a Quote Letter

To generate a quote letter

- 1 Click the **Quote** button. The letter appears in a separate window.

Unit Rental Quote Sheet

<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr style="background-color: #4F7942; color: white;"> <th style="text-align: left; padding: 2px;">Property</th> </tr> </thead> <tbody> <tr><td style="padding: 2px;">Villas Flores</td></tr> <tr><td style="padding: 2px;">Villa Flores Apt</td></tr> <tr><td style="padding: 2px;">Santa Barbara, CA 14000</td></tr> </tbody> </table>	Property	Villas Flores	Villa Flores Apt	Santa Barbara, CA 14000	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr style="background-color: #4F7942; color: white;"> <th style="text-align: left; padding: 2px;">Quote Sheet For:</th> </tr> </thead> <tbody> <tr><td style="padding: 2px;">Holden Caulfield</td></tr> <tr><td style="padding: 2px;">Unit #1202</td></tr> </tbody> </table>	Quote Sheet For:	Holden Caulfield	Unit #1202
Property								
Villas Flores								
Villa Flores Apt								
Santa Barbara, CA 14000								
Quote Sheet For:								
Holden Caulfield								
Unit #1202								

Unit Details	Unit Amenities
Unit Type: 2 Bedroom, 2 Bathroom	Car parking
Property: Villas Flores	Wood floor
Unit: 1202	Garage
Sqft: 1010	Ocean View
Bedrooms: 2	Car parking
Monthly Rent: \$1,060.00	Wood floors
Deposit: \$250.00	
Available: 11/7/2013	
Lease Begins: 11/15/2013	
Lease Ends: 11/14/2014	

Payment Schedule					
Nov 2013	\$605.33	Dec 2013	\$1,135.00	Jan 2014	\$1,135.00
Feb 2014	\$1,135.00	Mar 2014	\$1,135.00	Apr 2014	\$1,135.00
May 2014	\$1,135.00	Jun 2014	\$1,135.00	Jul 2014	\$1,135.00
Aug 2014	\$1,135.00	Sep 2014	\$1,135.00	Oct 2014	\$1,135.00
Nov 2014	\$529.67				

Payments are based on Rent plus any rentable items selected

Thank you for your interest in Villas Flores. A copy of this quote has been sent to the e-mail address you provided. We suggest you print this page now. You can reach us at the phone number shown above. If there is any way we may assist or if you have any questions, please call us.

Email Quote Sheet to:

- 2 To print the letter, click the **Print** button.

Concessions

The **Concessions** screen displays any concessions that have been set up for the unit.

The screenshot shows the 'Prospect Guest Card' and 'Concessions' sections. The 'Prospect Guest Card' includes fields for First Name (Holden), Last Name (Caulfield), Address (4235 Egglund Road), City/State/Zip, Telephone, Cell/Fax, DOB, and E-mail. It also shows Status (Prospect), Code (p0008125), Property (resce02), Unit (1202), and Unit Type (ca021b2b). A 'Leasing Steps' menu on the right highlights 'Concessions' as the current step. Below the card is a 'Concessions' table:

Select	Description	Amount	Starting Month	Duration
<input type="checkbox"/>	\$150 Look & Lease for 7 - 13 Month Lease	10.00	1	12
<input type="checkbox"/>	1 Month Free Rent for 7 - 13 Month Lease	84.17	1	12
<input checked="" type="checkbox"/>	move in concession	125.00	0	1

To the right of the table is an 'LRO Concessions' box with the text: 'Total maximum allowable concession : 325.00'. A callout line points from the text 'Total maximum allowable concession' to this box.



This step is optional. To skip it, click the **Next** button.

To complete the Concessions step – See Chapter 4 for more details regarding Leasing Specials

1 To select a concession, click the **Select** check box.

If the property is configured for revenue management with Rainmaker LRO, the total amount in concessions that you can select cannot be greater than the total amount next to the **Total maximum allowable concession** field in the **LRO Concessions** section.

2 Type the amount of the concession, if applicable. (In some cases you are not able to modify the amount.)

3 Type a number for the **Starting Month**. (“1” corresponds to the first month of the lease; “2” means the second month, and so on.)

4 In the **Duration** field, type the number of months the concession should last.

5 Click **Next** to save the data and move to the next step. The **Application Form** screen appears.

Application Form

The **Application Form** screen displays the guest's name and any additional occupants.

1. Print an application from Tenant Technologies website, make sure each adult applying for the unit fills one out.
2. Collect the application fee(s).
3. Fax completed application(s) to Background Investigations.

Prospect Guest Card

First Name: Holden MI
 Last Name: Caulfield Mr.
 Address: 4235 Egglard Road
 City State Zip: [] [] []
 Tell: Office-Home: (805) 555-9854
 Cell# - Fax# [] [] []
 DOB - DL#/State: [] [] [] [] [] []
 E-mail: [] [] [] [] [] []
 Notes: Tired of phony apartments

Status: Prospect
 Code: p0008125
 Property: resca02
 Unit: 1202
 Unit Type: ca022b2b
 Other Data: Pricing Report, Guest Card Button

Leasing Steps
 Guest Card
 Preferences
 Accounts
 Select Unit
 Rental Options
 Concessions
Application Form
 Application Charges
 Application Status

Contacts Previous Next Cancel Guest Quote Screening

Application Form

Name	Social Security#	Relationship	Select
Holden Caulfield			Application Information
Fanny Alexander		Spouse	Occupant Information

Blue Moon

Application Form (current step)

This section you will learn how to identify a potential applicant and how to properly process an application. As detailed, after you have determined that your applicant is eligible to apply, you'll submit the Rental Application to the screening company. Once the screening company has verified the information, they'll respond with either an approval or a denial. If approved, you'll receive a list of guidelines that need to be followed to qualify your applicant.

Rental Application Process

Application Packets

Application packets should always be on hand to provide to prospects. To have them ready when needed for distribution to prospective residents, packets can be assembled ahead of time and typically contains:

- Manager, Assistant Manager or Leasing Agent **business card**
- **Rental Application**
- **Criteria for Residency**
- It should include a **brochure** and apartment **floor plan flyer**

Eligibility For Renting

Each application must be prepared with attention to the individual. This includes first-time renters, minors, dependent adults enrolled in school, and dependent adults under the care of the primary applicant, and all others who may influence the application process. Listed below are guidelines that need to be followed to ensure that the proper procedure is followed:

- First-time renters may require a co-signer (see the **Co-signer Agreement** form).
- Dependent adults (disabled, elderly) under the care of the primary applicant are required to sign the rental agreement, unless a waiver is granted by the Property Supervisor.
- Dependent adults (college students) may be required to sign the **Rental Agreement**.
- Live-in caregivers are not required to sign the Rental Agreement, but the live-in and the resident are required to sign the **Live-In Care Attendant Affidavit**.
- Minors that are: parents, married, emancipated, or pregnant are required to sign the rental agreement.

Application Processing

Anyone interested in applying for an apartment will go through the application process. Key tips to remember include:

- Each adult member of household, regardless of marital status, must complete a separate application and pay a separate **screening fee**.
- Confirm the applicant has read and understands the **criteria for residency**.
- Have each applicant submit a legible, complete, and accurate **application**; make sure it is signed.
- Carefully review the application for completeness and accuracy and collect the screening fee.
- Verify the applicant's **photo identification**.
- Provide the applicant with a copy of the signed application.
- If the household contains more than one applicant, submit all applications to the screening company at once.

OREGON PROPERTIES ONLY:

All new applicants must receive a completed **Supplement of Application** Form. This form provides the applicant with a list of all applicable deposits and charge.

To complete the Application Form step

- 1 Click the **Application Information** link for the guest. The application form appears in a separate window.
- 2 Enter the applicant/occupant's **Social Security Number** in the required field. If the applicant has not provided a Social Security Number, enter **000-00-0000**.

Personal Information		Employer	
Tell Office Name		Company	Position
Cell# - Fax#		Address	Start Date
DOB - DL#/State		City State Zip	Gross Mthly Income
Social Security Number		Employer Phone	Additional Income
Maiden Name		Supervisor's Name	Source Add. Income
Marital Status	Single		
Current Address		Previous Employer	
Address		Company	Position
City State Zip		Address	Start Date
Months at this Address	0	City State Zip	End Date
Start Date		Employer Phone	Gross Mthly Income
Monthly Rent / Monthly Mortgage Payments	0	Supervisor's Name	Additional Income
Reason For Moving			
Apartment Community Management Company			
Management Company Phone			
Was 30 day notice given?	Yes		
Previous Address		Emergency Contact	
Address		Contact Name	Contact Address
City State Zip		Relationship	City State Zip
Months at this Address	0	Contact Phone#	
Start Date			
Monthly Rent / Monthly Mortgage Payments	0		
Reason For Moving			
Apartment Community Management Company			
Management Company Phone			
Was 30 day notice given?	Yes		
Vehicles			
Vehicle Make	Model	Color	Year
			License / State
Pets			
Type	Weight	Age	Color
			Name
			Breed
			Gender
			Spayed/Neuter
			Yes
			Yes
			Yes
Screening Information			
Have you ever been evicted?			Yes
If yes, explain:			
Have you ever been convicted of a felony?			Yes
Do you have any criminal charges pending, awaiting disposition or learning in any way?			Yes
<input type="button" value="Save"/> <input type="button" value="Print"/> <input type="button" value="Online Application"/>			

The application contains any information that was already entered on the guest card.

- 3 If applicable, click the **Occupant Information** link for any additional occupants and repeat steps 1–3.
- 4 Click **Next** to save the data and move to the next step. The **Application Charges** screen appears.

Application Charges

The **Application Charges** screen displays the application fees. The field will be auto-populated with the application fee(s) total; the amount is dependent on how many **Occupants** you entered. The field is modifiable if necessary.

Prospect Guest Card

First Name: Holden MI
 Last Name: Caulfield Mr.
 Address: 4235 Egglard Road
 City State Zip: [] [] []
 Tell: Office-Home: (805) 555-9854
 Cell# - Fax# [] []
 DOB - DL#/State [] [] []
 E-mail []
 Notes: Tired of phony apartments

Status: Prospect
 Code: p0008125
 Property: resca02
 Unit: 1202
 Unit Type: ca022b2b
 Other Data: Pricing Report
 Guest Card Button

Leasing Steps
 Guest Card
 Preferences
 Occupants
 Select Unit
 Rental Options
 Concessions
 Application Form
Application Charges
 Application Status

Contacts Previous Next Cancel Guest Quote Screening

Application Charges

Expected Move In: 11/15/2013
 Charge Date: 2/15/2013
 Agent: Jim Watson

Select	Charge Description	Amount
<input checked="" type="checkbox"/>	Application Fee	25
<input type="checkbox"/>	Additional Application Fee	0
<input checked="" type="checkbox"/>	Holding Deposit	100
Total		125.00

Application Charges (current step)

To complete the Application Charges step

- 1 The **Charge Date** field displays the current date. Change it if necessary.

This date is used as the post date for the application charges.

- 2 Review the charges and make changes, as necessary.
- 3 If applicable, click the **Select** checkbox to add additional charges.
- 4 Click **Next**.

A message appears: ***Do you wish to post application charges?***

- 5 Click **OK**.

The **Application Status** screen appears. The guest's status changes from **Prospect** to **Applied**.

On the dashboard, the **Prospect Pipeline** count is reduced by one and the **Pending Applications** count is increased by one.

Community Manager Dashboard - Villas Flores		
Thursday, February 14, 2013		
Resident Activity	Unit Statistics	Traffic
Move In: 25	Total Units: 132	Prospect Pipeline: 1
Move Out: 15	Leased Units: 133 (97.08%)	Today's Showings: 0
Deposit Accounting: 52	Occupied Units: 108 (77.37%)	On Waitlist: 1
On Notice: 15	Available Units: 2 (5.11%)	Pending Applications: 23
Expiring Leases (120 days): 2	Model/Down/Admin: 2 (3.65%)	
Scheduled Lease Renewals: 0	On Hold Units: 0 (0%)	
Alerts: 109	Unit Transfers: 5	
Maintenance		
Pending Make Ready: 23		
Pending Work Requests: 53		
Completed WO Followup: 0		

Pending Applications Count

Application Status

In this section:

Screening Applicants	51
Viewing the Guest's Ledger	52
Changing the Assigned Unit	52
Approving the Application	53
Executing the Lease.....	53
Denying an Application	55
Canceling an Application	55
Re-applying	56
Performing Deposit Accounting	57
Adjust Deposit Accounting.....	58
Printing Move-Out Statements	59

Use the **Application Status** screen to process applications.

Prospect Guest Card

First Name: Holden MI
 Last Name: Caulfield Mr.
 Address: 4235 Egglard Road
 City State Zip: [] [] []
 Tell# Office-Home: (805) 555-9854
 Cell# - Fax# [] [] []
 DOB - DL#/State [] [] [] [] [] []
 E-mail [] [] [] [] [] []
 Notes: Tired of phony apartments

Status: Applied
 Code: p0008125
 Property: resca02
 Unit: 1202
 Unit Type: ca022b2b
 Other Data: Pricing Report, Guest Card Button

Leasing Steps
 Guest Card
 Preferences
 Occupants
 Select Unit
 Rental Options
 Concessions
 Application Form
 Application Charges
 Application Status

Contacts Previous Quote Screening

Application Status

Action	Date	Agent
Submit Application	2/15/2013	Jim Watson

Ledger Assign Unit Approve Deny Cancel

The screen has many functions. You can:

- View the guest's ledger
- Change the assigned unit, if necessary
- Approve the application
- Print lease documents
- Execute the lease
- Cancel the application
- Reapply (if the application was cancelled)
- Deny the application
- Perform deposit accounting (if the application was cancelled or denied)
- Print move-out statement (if the application was cancelled or denied)
- Print denial letter (if application was denied).

Screening Applicants

The screening company processes the application and makes a recommendation based on the results. All information obtained by the screening company is confidential and may not be discussed with the resident.

Recommendations

There are several recommendations that can be made based on the **criteria for residency**. Based on the prospect's qualifications, an applicant may be **Approved** and required to pay one of the following security deposit amounts: a security deposit equal to one-half of one month's rent, a full month's rent or two month's rent.

Prospects with limited rental history may require a co-signer, which would be an **Approval With Co-Signer**. In those cases, it is suggested that the co-signer's application be submitted at the same time as the applicant's application.

Notification

Direct contact with the applicant is required before disclosing the outcome of the screening.

Approval

Following notification of an **APPROVAL**, the applicant has 72-hours to place their required deposit of one-half to two month's rent and to do one of the following:

- Sign an **Agreement to Execute a Rental Agreement**, and pay the required deposit; -or- complete the entire Lease Packet and pay the required deposit.
- Upon receipt of the deposit payment, provide the applicant with a **Security Deposit Receipt**.

NOTE: If the Applicant should only sign an **Agreement to Execute a Rental Agreement**, provide them with a SAMPLE copy of the move-in paperwork to review prior to their move-in.

Viewing the Guest's Ledger

The guest's ledger shows the charges to date for the guest.

To view a guest's ledger

- 1 In the **Application Status** screen, click the **Ledger** button. The **Resident Ledger** screen appears.

Date	Description	Charge	Payment	Balance	Chg/Rec
1/31/2013	Application Fee	50.00		50.00	154436
1/31/2013	Holding Deposit	100.00		150.00	154437

- 2 To print the ledger, right-click on the ledger and select **Print**.

Changing the Assigned Unit

If necessary, you can change the unit assigned to the guest at the application status step.

To change the assigned unit

- 1 Click the **Assign Unit** button. The **Select Unit** screen appears. (This takes you back several steps in the process, to the **Select Unit** step.)
- 2 Select the appropriate unit.
- 3 To return to the **Application Status** step, click the **Application Status** link (under **Leasing Steps** at the top of the screen).

Approving the Application

To approve the application

- 1 In the **Application Status** screen, click the **Approve** button. The **Approval** screen appears.



Approval:

Date: 2/15/2013

Agent: Patti Edwards

Save

- 2 The **Date** field displays today's date. Change it if necessary.
- 3 The **Agent** field displays the name of the agent who started the leasing workflow for this prospect.
Change it if necessary.
- 4 Click **Save**. A message appears: Do you wish to approve this prospect?
- 5 Click **OK**. The **Application Status** screen displays a new line, showing that the application has been approved.

Application approved line

Application Status		
Action	Date	Agent
Submit Application	1/31/2013	Patti Edwards
Application Approved	2/15/2013	Patti Edwards

Ledger Assign Unit Execute Lease Blue Moon Lease Doc Cancel

The buttons change: **Execute Lease** buttons appear.

Executing the Lease

After the lease documents have been signed, you can execute the lease.

To execute the lease

- 1 In the **Application Status** screen, click the **Execute Lease** button. The **Lease Sign** screen appears.



Lease Sign:

Date: 2/15/2013

Agent: Patti Edwards

Save

- 2 The **Date** field displays today's date. Change it if necessary.
- 3 The **Agent** field displays the name of the agent who started the leasing workflow for this prospect.
Change it if necessary.
- 4 Click **Save**. A message appears: Do you wish to execute this lease?
- 5 Click **OK**.

The **Resident** screen appears. (The guest has become a resident with a status of Future.)

Resident Functions ▾ Date ▾ Reports ▾

First Name: Holden MI:
 Last Name: Caulfield Mr. ▾
 Address: 4235 Egglund Road
 City-St-Zip:
 E-mail:
 Alt. E-mail:
 Office: (805) 555-9854
 Home:
 Fax:
 Mobile:

Property Info
 Resident ID: t0010794
 Property: Tesca02
 Unit: 1202
 Prospect: p0008125
 Status: Future ▾
 Legal: N/A
 Payment Method: Any ▾
 Payable Method: Check ▾

Save New Help

Lease Info Deposit Info Lease Charges Other Info

Lease Information		Late Fee	
Mkt. Rent	1,060.00	Rent	1,060.00
Due Day	1	Other Charges	0.00
Move In	11/15/2013	Total Charges	1,060.00
Lease Sign	02/15/2013	Notice	
Lease From	11/15/2013	Move Out	
Lease To	11/14/2014	Lease Desc	N/A ▾
Last Renewal		Responsibility Date	
		Base %	10.00 % Owed-total ▾
		Grace Period	3
		2nd %	10.00 % Owed-total ▾
		2nd Grace	2
		Max %	10.00 % Owed-total ▾
		\$/day	20.00
		Max # Days	12
		Minimum Due	100.00

Future status

The dashboard count for **Pending Applications** is reduced by one.

Denying an Application

Denial

Responding to a denial must be done with care and sensitivity. Remember that an applicant is denied due to a failure to meet the **Criteria for Residency**.

Never tell an applicant that he or she has been denied. Instead, you may tell the applicant that his or her “application” has been denied.

If the applicant questions the denial, direct him or her to the P.O . Box address of the screening company, located on the second page of the **Criteria for Residency**.

To deny an application in Voyager

- 1 In the **Application Status** screen, click the **Deny** button. The **Denying** screen appears.

Denying: Paula Foster

Date: 2/15/2013

Agent: Patti Edwards

Reason: Credit/Bad Resident H

Save

- 2 The **Date** field displays today’s date. Change it if necessary.
- 3 The **Agent** field displays the name of the agent who started the leasing workflow for this prospect.
Change it if necessary.
- 4 Select a **Reason**.
- 5 Click **Save**. A message appears: Do you wish to deny this application?
- 6 Click **OK**.

The application is denied and the guest’s status is changed to **Denied**. The **Pending Applications** count on the dashboard is decreased by one.

Canceling an Application

To cancel an application

- 1 In the **Application Status** screen, click the **Cancel** button. The **Canceling** screen appears.

Canceling: Paula Foster

Date: 2/15/2013

Agent: Patti Edwards

Reason: Bedroom Size

Save

- 2 The **Date** field displays today's date. Change it if necessary.
- 3 The **Agent** field displays the name of the agent who started the leasing workflow for this prospect.
Change it if necessary.
- 4 Select a **Reason**.
- 5 Click **Save**. A confirmation message appears asking you whether you want to cancel this application.
- 6 Click **OK**.

The **Application Status** screen re-appears. The screen features a **Re-apply** button in the place of the previous four buttons (**Screening, Approve, Deny, and Cancel**). The prospect's status is changed to **Canceled**. The cancelled prospect can later re-apply if he/she desires.

The dashboard count for **Pending Applications** is reduced by one.

Re-applying

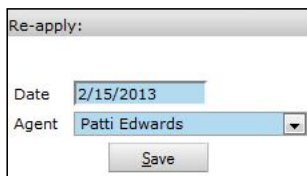
Use the following procedure to re-activate a cancelled application.

To re-apply

- 1 Locate the applicant record whose application was cancelled. For more information, see "Locating a Guest Record and Returning to the Leasing Workflow" on page 24.

The record opens at the **Application Status** step.

- 2 Click the **Re-apply** button. The **Re-apply** screen appears.



- 3 The **Date** field displays today's date. Change it if necessary.
- 4 The **Agent** field displays the name of the agent who started the leasing workflow for this prospect.
Change it if necessary.
- 5 Click **Save**. A confirmation message appears asking you whether you want to process the re-application.
- 6 Click **OK**. The **Application Status** screen reloads with the **Screening, Approve, Deny** and **Cancel** buttons.

The dashboard count for **Pending Applications** is increased by one.

You might need to reselect a unit if the original unit has been rented out in the interim. Click the **Select Unit** link under **Leasing Steps** (at the top of the screen).

Performing Deposit Accounting

Use the following procedure to perform deposit accounting for a cancelled or denied application.

To perform deposit accounting

- 1 In the **Application Status** screen, click the **Dep Acctg** button. The **Cancel Future Move-In** screen appears.

Cancel Future Move In

Code: 0010706	Property: resce02	Lease From: 02/15/2013
Name: Joseph Lebo	Unit: 1215	Lease To: 02/14/2014
Address: 123 Main Street	Status: Cancelled	Move In:
City: Goleta, CA 93117	Rent: 1,060.00	Move Out:
	Telephone: (805) 555-1124 - (H)	

Forwarding Address

Address:

City:

State:

Zip:

Yes/No	Chg Code	Description	Charge Amt	Credit
<input checked="" type="checkbox"/>	deposit	Holding Deposit	100.00	0
<input checked="" type="checkbox"/>	appfee	Application Fee	25.00	0
<input checked="" type="checkbox"/>	deposit	Security Deposit received credit	0	100.00
<input type="checkbox"/>	damages	Damages/Cleaning	0	0.00
<input type="checkbox"/>	damages	Damages/Cleaning	0	0.00
<input type="checkbox"/>	keylock	Keys/Locks/Remote	0	0.00
<input type="checkbox"/>	insuffic	Insufficient Notice Fee	0	0.00
<input type="checkbox"/>	legal	Legal Fees	0	0.00
<input type="checkbox"/>	rentres	Rent Adjustment	0	0.00
Totals:			125.00	100.00
Amount of refund			0.00	
Amount owed			25.00	

Print Statement

- 2 Type the resident's forwarding address.
- 3 Select the appropriate charges (by clicking in the checkboxes in the **Yes/No** column).
- 4 Type the amount of the charge in the **Charge Amt.** column.



As you enter the charges, the **Totals**, **Amount of Refund**, and **Amount Owed** fields change depending on the charge amount and the deposit on hand.

- 5 Select the **Print Statement** check box.

6 Click **Post**. The **Move-Out Statement** appears. Print the **Move-Out Statement**.

Date	Description	Charge	Payment	Balance	Chg/Rec
	Balance as of 2/01/2013			49.30	

Adjust Deposit Accounting

Use the following procedure to add additional charges or correct any other mistakes in deposit accounting for a cancelled or denied application. The function is available before the deposit check is processed.

To adjust deposit accounting

1 In the **Application Status** screen, click the **Dep Acctg** button. The **Cancel Future Move-In** screen appears.

Chg Code	Description	Charge Amt	Credit
		0	0.00
		0	0.00
		0	0.00
		0	0.00
		0	0.00
		0	0.00
Totals:		0.00	0.00
Amount of refund		0.00	
Amount owed			25.00

Click to select the charge code

2 Select a charge code (by clicking the gray button to the right of the **Chg. Code** column).

- 3 Type the description of the charge in the **Description** column.
- 4 Type the charge amount in the **Charge Amt.** column or a credit amount in the **Credit** column.
- 5 Select the **Print Statement** check box.
- 6 Click **Post**. The guest's revised **Move-Out Statement** appears. Print the **Move-Out Statement**.

Printing Move-Out Statements

Use the following procedure to print a move-out statement for a canceled or denied application.

To print a move-out statement

- 1 In the **Application Status** screen, click the **Move-Out Stmt.** button. The **Move-Out Statement** appears.
- 2 Print the **Move-Out Statement**.

Other Procedures: Contact Records

This procedure describes how to add a contact record to a guest record.

To add a contact record

- 1 In the **Prospect Guest Card** screen (any step), click the **Contacts** button.

The screenshot displays the 'Prospect Guest Card' interface. The top section contains personal and contact details for Holden Ceufield, including address (4235 Eggland Road), phone number ((805) 555-9854), and a note: 'Tired of phony apartments'. The status is 'Prospect' with code 'p0008125'. A 'Leasing Steps' sidebar on the right lists various options like 'Guest Card', 'Preferences', and 'Application Status'. At the bottom, a 'Preferences' section shows 'Expected Move In' as 03/28/2013 and 'Bedrooms' as 2. A 'Contacts' button is highlighted with a red box, and a line points to its label below the screenshot.

Contacts button

The **Contacts** tab appears.

Contacts					
Type	Date	Unit	Agent	Description	Select
Walk-In	02/05/2013		Erin Shaun	First Contact	Edit
Show	02/15/2013	22FLAT	Erin Shaun		Edit
					Add New Contact

2 Click the **Add New Contact** link. The **Contact** screen appears.

3 Complete the following fields:

Type	Select the appropriate type. (Contact types are set up at the property level.)
Agent	Select your own name (if you handled the guest; if not, select the appropriate agent).
Result	Select the appropriate result. (Results are set up at the property level.)
Date	This field defaults to today's date. Change it if necessary.
Time	Select the appropriate time, if appropriate.
Notes	Type notes, if applicable.

4 Click **Save**.

CHAPTER 3

Resident Handling

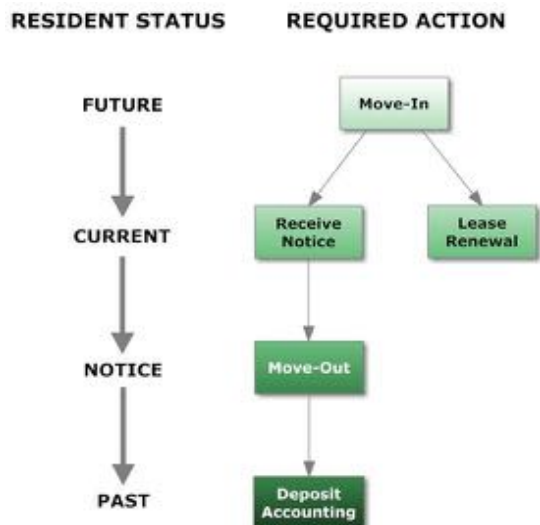
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Move-In Procedures	63
Lease Renewal Procedures	71
Notice Procedures	77
Move-Out Procedures	88
Unit Transfer Procedures	90

Introduction to Resident Handling

When an applicant is approved and scheduled for move-in (when the lease is executed), the applicant becomes a resident. In Voyager, the **Resident** screen displays a different status for each stage of the resident cycle.

Actions—such as moving in and receiving a notice—change the resident’s status. Each event is described in a separate section of this chapter.



Community Manager Dashboard

In this section:

Searching for Guests and Residents63

The **Community Manager** dashboard displays the community manager’s work for the day. The activities include performing tasks such as move-ins and move- outs, deposit accounting, renewing a lease, and reviewing tasks alerts and exceptions that may affect property reports.

Active property or property list

Community Manager Dashboard - Villas Flores

Monday, February 18, 2013

Resident Activity

Move In	35
Move Out	15
Deposit Accounting	43
On Notice	15
Expiring Leases (120 days)	2
Scheduled Lease Renewals	0
Alerts	105

Unit Statistics

Total Units	132	
Leased Units	123	97.08%
Occupied Units	108	77.37%
Available Units	5	4.38%
Model/Down/Admin	5	3.65%
On Hold Units	0	0%
Unit Transfers	5	

Maintenance

Pending Make Ready	23
Pending Work Requests	65
Completed WO Followup	0

Traffic

Prospect Pipeline	5
Today's Showings	0
On Waitlist	1
Pending Applications	20

Open Batches

Charges	New Charge Batch
Receipts	New Receipt Batch
Payables	New Payable Batch

Calendar | Expiring Leases (120 days) - 02/18/2013 | **Person Search**

Lease Expires	Market Rent	Current Rent	Loss to Lease	Current Lease Term	Months At Property	Unit	Resident	MTM?	Renewal Workflow	Appr Status	MTM	Notice
01/30/2013	1,150.00	1,180.00	-30.00	14	15	1316	Mark James	No		Approved		
02/05/2013	1,410.00	1,420.00	-10.00	12	37	1110	Joyce Balika	No		Approved		

Person Search tab

The totals in the **Resident Activity** section (**Move In**, **Move Out**, and so on) are the number of residents scheduled for the activity. For example, the **Move In** total includes all residents scheduled to move in today and any residents who were scheduled to move in earlier but whose move has not been processed yet.

To search for a guest or resident

- 1 Click the **Person Search** tab.

Search results

Name	Phone #s	Unit	Status	Rent	Ledger	Move In	Move Out	Lease To
Holden Caulfield	(805) 555-9854	1202	Future	1,060.00	Ledger	11/15/2013		11/14/2014

Name field

Click the resident's name to open the Resident screen

- 2 In the **Name** field, type the first or last name of the person you want to look up.
- 3 Click **Search**. The right half of the screen displays the names of all guests or residents with that name.

You can also search by unit number, phone number, Social Security number (**Fed ID**), or email address.



Click the name link to open the **Resident** (or **Guest**) screen for that person. For a guest, Voyager displays the appropriate step in the applicant workflow.

Move-In Procedures

In this section:

Changing a Future Resident's Move-In Date	64
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Changing the Unit Assigned to a Future Resident.....	66
Moving a Resident in to a Unit	68
Preparing Move-In Paperwork.....	69

This section describes procedures related to move-in. The first three procedures describe actions that you might take before a resident moves in; the last procedure describes the actual move-in.

Changing a Future Resident's Move-In Date

To change a future resident's move-in date

- 1 On the dashboard, click the **Move-In** link. The bottom of the screen displays the move-ins scheduled for today (and any unprocessed move-ins scheduled prior to today).

The screenshot shows the 'Community Manager Dashboard - Villas Flores'. At the top, there are several summary cards: 'Resident Activity', 'Unit Statistics', 'Maintenance', and 'Traffic'. Below these is a navigation bar with 'Calendar', 'Move In - 02/18/2013', and 'Person Search'. At the bottom, there is a table of move-ins. The first row shows a move-in date of 03/05/2013 for unit 1310, resident Patricia Lien. An arrow points from the 'Move-In link' label to the 'Move In' link in the navigation bar. Another arrow points from the 'Adjust dates button' label to the 'Adjust Dates' button in the table row.

Move In Date	Unit	Resident	Move In	Adjust Dates	Cancel	Execute Lease
03/05/2013	1310	Patricia Lien				

- 2 Locate the appropriate resident and click the **Adjust Dates** button. The **Adjust Move-In Dates** screen appears.

The screenshot shows the 'Adjust Move In Dates' screen. It displays resident information and lease dates. The resident information includes Code, Name (Patricia Lien), Address (601 East Anapamu Stre...), City (Santa Barbara, CA 93103), Property (resid02), Unit (1310), Status (Future), Rent (1,310.00), and Phone (H). The lease dates section shows Move In (04/10/2013), Lease From (04/10/2013), Term (12), and Lease To (04/09/2014). There is a 'Lease Expiration Count' field. At the bottom, there are 'Post' and 'Help' buttons. An arrow points from the 'Move-in date' label to the 'Move In' date field.

- 3 Type the new move-in date. If necessary, change the other dates on the screen.
- 4 Click **Post**.

Changing the move-in date to a later date causes the **Move-In** count on the dashboard to be decreased by one (if the new date is in the future).

Canceling a Move-In

To cancel a move-in

- 1 On the dashboard, click the **Move-In** link. The bottom of the screen displays the move-ins scheduled for today (and any unprocessed move-ins scheduled prior to today).

Move-In link

Community Manager Dashboard - Villas Flores

Resident Activity		Unit Statistics	
Move In	15	Total Units	132
Move Out	15	Leased Units	123 97.08%
Deposit Accounting	63	Occupied Units	108 77.37%
On Notice	16	Available Units	5 4.38%
Expiring Leases (120 days)	2	Model/Down/Admin	5 3.65%
Scheduled Lease Renewals	0	On Hold Units	0 0%
Alerts	108	Unit Transfers	5
Maintenance		Traffic	
Pending Make Ready	23	Prospect Pipeline	2
Pending Work Requests	65	Today's Showings	0
Completed WO Followup	0	On Waitlist	1
		Pending Applications	20

Calendar Move In - 02/18/2013 Person Search

Move In Date	Unit	Resident	Move In	Adjust Dates	Cancel	Execute Lease
03/05/2013	1310	Patricia Lien				

Cancel button

- 2 Locate the appropriate resident and click the **Cancel** button. The **Cancel Future Move-In** screen appears.

Cancel Future Move In

Property: resca02

Unit:

Resident: t0002000

Cancel Date:

Reason:

Agent:

Submit Help

3 Complete the following fields:

Cancel Date	The cancel date.
Reason	Select the appropriate reason. (Reasons are set up at the property level.)
Agent agent).	Select your own name (if you handled the cancellation; if not, select the appropriate agent).

4 Click **Submit**.

Canceling the move-in causes the **Move-In** count on the dashboard to be decreased by one. The resident’s status is changed to **Canceled**, and he/she is returned to the prospect workflow.

Changing the Unit Assigned to a Future Resident

To change the unit assigned to a future resident

- 1 On the dashboard, click the **Move-In** link. The bottom of the screen displays the move-ins scheduled for today (and any unprocessed move-ins scheduled prior to today).



- 2 Locate the appropriate resident and click the resident’s name. The **Resident** screen appears.

- 3 On the **Functions** menu on the **Resident** screen, click the **Assign Unit** link. The **Assign Unit** screen appears.

New Unit link

Tenant Information	
Code	10002000
Name	Prachi Bagade
Address	601 East Anapamu Stre...
City	Santa Barbara, CA 93103
Property	03ca02
Unit	1110
Status	Future
Rent	1,310.00
Phone (H)	

New Unit		
Lease From	03/05/2013	
Term	12	
Lease To	03/04/2014	Lease Expiration Count
Move In	03/05/2013	

Post Close Help

- 4 Click the **New Unit** link. A list of available units appears.
- 5 Select the new unit the future resident has chosen and click **OK**.
- 6 Verify that lease dates and term are correct and make adjustments if necessary.
- 7 Click **Post**.

The resident's status does not change. The unit status is updated accordingly: the old unit's status changes from **Rented** to **Unrented**; the new unit's status changes from **Unrented** to **Rented**.

Moving a Resident in to a Unit

To move a resident in to a unit

- 1 On the dashboard, click the **Move-In** link. The bottom of the screen displays the move-ins scheduled for today (and any unprocessed move-ins scheduled prior to today).

Community Manager Dashboard - Villas Flores

Resident Activity

Move In	25
Move Out	15
Deposit Accounting	53
On Notice	16
Expiring Leases (120 days)	2
Scheduled Lease Renewals	0
Alerts	100

Unit Statistics

Total Units	122	
Leased Units	123	97.08%
Occupied Units	100	77.37%
Available Units	5	4.38%
Model/Down/Admin	5	3.65%
On Hold Units	0	0%
Unit Transfers	5	

Maintenance

Pending Make Ready	23
Pending Work Requests	55
Completed WO Followup	0

Traffic

Prospect Pipeline	3
Today's Showings	0
On Waitlist	1
Pending Applications	20

Calendar Move In - 02/18/2013 Person Search

Move In Date	Unit	Resident	Move In	Adjust Dates	Cancel	Execute Lease
03/05/2013	1310	Patricia Lien	<input type="button" value="Move-In"/>			

- 2 Locate the appropriate resident and click the **Move-In** button. The **Move-In** screen appears.

Move In

Resident Information

Code	10002000	Property	resca02	Lease From	03/05/2013
Name	Patricia Lien	Unit	1310	Lease To	03/04/2014
Address	601 East Anapamu Stre...	Status	Future	Move In	03/05/2013
City	Santa Barbara, CA 93103	Rent	1,310.00	Move Out	
		Phone (H)		Phone (W)	

Lease Dates

Move In: 03/05/2013

Lease From: 03/05/2013

Term: 12

Lease To: 03/04/2014 Lease Expiration Count

Post Save Close

Lease Charges

Select	Charge Code	Rentable Item Code	Description	Lease Amount	Move In Amount
<input type="checkbox"/>	deposit		Deposit	0.00	330.00
<input type="checkbox"/>	rentres		Rent for 24 days	1,310.00	-1,122.86

3 Verify that lease dates and term are correct and make adjustments if necessary.



To determine the number of other leases that will expire near the end date of this lease, click the **Lease expiration count** link located to the right of the **Lease-To Date** field.

4 Complete the move-in charges.

The prorated rent is calculated by the system and cannot be changed. Also, any move-in charges specific to your community are included and charged at this time. Make sure to select any rentable items that the resident is leasing (for example, garage, parking, storage spaces, and so on).

- a Include charges by selecting the checkbox in the **Yes/No** column.
- b For rentable items (carport, garage, and so on), enter the code in the **Code** column.
- c Specify the amount of a charge every month in the **Lease Amt.** field, or the amount of the charge at move-in in the **Move-In Amt.** field, if applicable.

5 Click **Post**.

The program changes the status of the resident to **Current**. The **Move-In** count on the dashboard is reduced by one. Any charges added for rentable items become recurring lease charges.

Preparing the Move-In Paperwork

The move in process is the final step before a new resident takes possession of an apartment. Specific guidelines should be followed to ensure that this process is executed properly and your new resident's move-in goes smoothly!

The **Tenant Technologies** program will print all required move-in forms and includes optional forms that you can select. It is important that all move-in paperwork is read and signed by the resident prior to taking physical possession of their new apartment. Once you have compiled all the move-in paperwork, one copy of all move-in paperwork will go to the resident and one copy of all move-in paperwork will be kept in the resident's onsite file.

Prior to the move-in, **highlight the signature and initial areas** on all move-in paperwork for visibility. The Manager is the Designated Agent to sign the Rental Agreement.

*****Failure to collect the required signatures can lead to legal complications.***

The following completed paperwork should be scanned into Voyager and saved in the Resident's File. It is important that each attachment is saved as a PDF document and the correct document type (listed below) is selected in Voyager.

Form	Save File As	Attachment Type
Rental Application	Resident's last name -Application-date.pdf * example: <i>Doe-Application-12-1-2014.pdf</i>	Application
Recommendations from Screening Company	Resident's last name -Screening-date.pdf * example: <i>Doe-Screening-12-1-2014.pdf</i>	Screening
Rental Agreement	Resident's last name -Lease-date.pdf * example: <i>Doe-Lease-12-1-2014.pdf</i>	Lease

Other relevant addenda should also be explained as well:

- **Trespass Addendum to Rental Agreement (if applicable)** – The purpose of this form is to assist in keeping drugs and other illegal activity off the property.
- **Lead-Based Paint Disclosure (if applicable)** – This document discloses to all residents moving into apartment communities built prior to 1978 of lead-based paint hazards in compliance with the HUD and EPA federal laws. All residents who sign this disclosure, must also be provided with a copy of the EPA approved booklet, "Protect Your Family from Lead in Your Home".
- **Unit Condition Report** - The purpose of this document is to record the condition of the apartment at the time of move-in. The form must be signed by the Resident and the Managing Agent receiving the form. A copy of this report must be provided to the resident.
- **Utility Setup-Termination** – This form is used for the purpose of providing the new resident with their address and a list of all utility companies. The new resident is responsible for setting up their required utilities and to provide the site management with the corresponding account number. This form must be returned at the time of move-in.
- **Pet Agreement (if applicable)** – The **Pet Agreement** must be signed prior to the resident's move-in. A photograph of the pet is suggested, and proof of renter's insurance is required before the pet is allowed into the apartment. The **Pet Agreement** specifically states: before move-in of pet, resident shall provide Cambridge Real Estate Services with proof of insurance of a minimum of \$100,000 liability to cover any damage or injury caused by said pet(s). The community should be named as an "additional interest" on the policy. Said proof shall be subject to re-verification at any time a declaration page is reissued. The resident shall notify Cambridge Real Estate Services of any lapse of insurance.
- **Mold and Mildew Addendum** – The purpose of this document is to ensure all residents are aware of all mold and mildew hazards, prevention tips and clean-up procedures.

Lease Renewal Procedures

In this section:

Lease Renewal Process.....	71
Canceling a Renewal.....	74
Converting a Lease to Month-to-Month	75

Lease Renewal Process

To start or continue the -lease renewal process

- 1 On the dashboard, click the **Expiring Leases** link. The bottom of the screen displays a list of the leases that are expiring in the next 120 days (as well as leases that have already expired).
- 2 Locate the appropriate resident and click the **Renewal Workflow** button.

Expiring Leases link

Community Manager Dashboard - Villas Flores

Monday, February 18, 2013

Prop/List:

[Add Guest](#) [Quick Guest](#)
[Leasing Specials](#) [Daily Activity](#)
[Hot Sheet](#) [Monitor Reports](#)
[New PO](#) [New Svc. Req.](#)
[Print Letters](#)

[Open Batches](#)
[Charges](#) [New Charge Batch](#)
[Receipts](#) [New Receipt Batch](#)
[Payables](#) [New Payable Batch](#)

Calendar Expiring Leases (120 days) - 02/18/2013 Person Search

Lease Expires /	Market Rent	Current Rent	Loss to Lease	Current Lease Term	Months At Property	Unit	Resident	MTM?	Renewal Workflow	Appr Status	MTH	Notice
01/30/2013	1,150.00	1,180.00	-30.00	14	15	1316	Mark James	No	Renewal Workflow	Approved		
02/05/2013	1,410.00	1,420.00	-10.00	12	37	1110	Joyce Balba	No	Renewal Workflow	Approved		

Click on the **Renewal Workflow** link.

The **Lease Renewal** screen appears.

The screenshot shows the 'Lease Renewal' window with two main sections: 'Tenant Information' and 'Lease Renewal'.

Tenant Information			
Code	0000000	Property	Burien
Name	John D. Mcgregor	Unit	001
Address	4470 SW Murray Blvd	Status	Current
Building 03		Rent	800.00
City	Beaverton, OR 97005	Phone (H)	
Lease From	03/01/2012	Phone (W)	
Lease To	03/31/2013		
Move In	05/26/2009		
Move Out			

Lease Renewal	
Lease From Date	02/01/2015
Term (# of months)	12
Lease To Date	01/31/2016
Old Rent	800.00
New Rent	800.00
Increase Amount	0.00
Type	\$ increase

Buttons: Save, Close

This screenshot shows the 'Lease Renewal' window with updated values:

Lease Renewal	
Lease From Date	02/01/2015
Term (# of months)	12
Lease To Date	01/31/2016
Old Rent	800.00
New Rent	875
Increase Amount	75.00
Type	\$ increase

Buttons: Save, Close

3 Complete the screen as follows:

Lease From Date	Enter the date the new lease will begin.
Term	Enter the lease term in months.
Lease to Date	Tab down from "Term" field and Voyager will calculate the lease to date based on the term of lease in previous field. Adjust manually if necessary.
Old Rent	Voyager will pull in the "old rent" based on the previous lease charge.
New Rent	Enter the new rent amount. Note, the "New Rent" amount does not include rentable items or rub charges. Those can be adjusted in the lease charge screen after the renewal has been processed.
Increase Amount	Voyager will calculate the increase amount automatically.

4 Click **Save**.

5 The **Resident Screen** will appear to confirm that the lease renewal was processed successfully.

The screenshot shows the 'Resident' screen with a confirmation message: 'Lease renewal has been posted'. The resident's information is as follows:

- First Name: John D.
- Last Name: McGregor
- Address: 4470 SW Murray Blvd, Building 01
- City-St-Zip: Beaverton, OR 97005
- Property Info: Resident ID: 10002008, Property: Fountain, Unit: 001, Prospect: 20001411, Status: Current, Legal: N/A, Payment Method: Any, Payable Method: Check.

Buttons for 'Save', 'New', and 'Help' are visible at the bottom. A navigation bar at the bottom includes 'Lease Info', 'Deposit Info', 'Lease Changes', and 'Other Info'.

6 Review the Scheduled Lease Renewal charges by selecting **Data > Lease Charges**.

The screenshot shows the 'Lease Charge' screen with a summary of lease details and a table of scheduled charges.

Summary Details:

- Code: 10002008
- Name: John D. McGregor
- Address: 4470 SW Murray Blvd, Building 01, City: Beaverton, OR 97005
- Property: Fountain, Unit: 001, Status: Current, Rent: 900.00, Phone (H):
- Lease From: 02/01/2015, Lease To: 01/31/2016, Move In: 10/26/2008, Move Out: , Phone (R):

Buttons for 'Save' and 'Help' are visible.

Code	Amount	From Date	To Date	Hold	Rentable Item	Item Code	Delete
parking	35.00	03/01/2012		<input type="checkbox"/>	Parking AA-17	AA-17	
premium	100.00	11/01/2014	01/31/2015	<input type="checkbox"/>			
rent	700.00	11/01/2014	01/31/2015	<input type="checkbox"/>			
rent	900.00	02/01/2015		<input type="checkbox"/>			
util	50.00	11/01/2014		<input type="checkbox"/>			
				<input type="checkbox"/>			
				<input type="checkbox"/>			
				<input type="checkbox"/>			
				<input type="checkbox"/>			

7 If necessary, make adjustments to Rub or Rentable Item charges in this screen and then click **Save**.

On the **Resident** screen, the **Lease From** and **Lease To** dates are not immediately updated, so that the resident stays on the current lease until the new lease takes effect. On the appropriate date, the scheduled lease renewal is automatically converted to an active lease.

Canceling a Renewal

To cancel a renewal

- 1 On the dashboard, click the **Scheduled Lease Renewals** link. The bottom of the screen displays a list of the leases that are scheduled for renewal.

Scheduled Lease Renewals

Community Manager Dashboard - Residential Properties

Resident	Property	Unit	Current Lease Expires	New Lease Begins	Renewal Status	Edit	Lease Doc	Renew	Cancel
Jonathan Plant	resca02	1316	02/28/2013	02/28/2014	Scheduled				

Cancel button

- 2 Locate the appropriate resident and click the **Cancel** button.

The resident is returned to the **Expiring Leases** count. The resident's status remains **Current**. If appropriate, you can change the resident's status to **Month-to-Month** or **Notice**. See the following procedures:

- "Converting a Lease to Month-to-Month" on page 84
- "Receiving a Notice to Vacate" on page 86

Converting a Lease to Month-to-Month

To convert a lease to month-to-month

- 1 On the dashboard, click the Expiring Leases link. The bottom of the screen displays a list of the leases that are expiring in the next 120 days (and leases that have already expired).

Expiring Leases link

Community Manager Dashboard - Villas Flores

Monday, February 18, 2013

Resident Activity

Move In	25
Move Out	15
Deposit Accounting	53
On Notice	16
Expiring Leases (120 days)	8
Scheduled Lease Renewals	0
Alerts	100

Unit Statistics

Total Units	127	
Leased Units	123	97.08%
Occupied Units	100	77.37%
Available Units	5	4.38%
Model/Down/Admin	5	3.65%
On Hold Units	0	0%
Unit Transfers	5	

Traffic

Prospect Pipeline	2
Today's Showings	0
On Waitlist	1
Pending Applications	20

Calendar | Expiring Leases (120 days) - 02/18/2013 | Person Search

Lease Expires	Market Rent	Current Rent	Loss to Lease	Current Lease Term	Months At Property	Unit	Resident	MTM?	Renewal Workflow	Appr Status	MTM	Notice
01/30/2013	1,150.00	1,180.00	-30.00	14	15	1316	Mark James	No		Approved		
02/05/2013	1,410.00	1,420.00	-10.00	12	37	1110	Joyce Balika	No		Approved		

MTM button

- 2 Locate the resident who is renewing and click the **MTM** button. The **Lease Renewal** screen appears.

Lease Renewal

Code	10202765	Property	resca02	Lease From	02/17/2010
Name	Joyce Balika	Unit	1110	Lease To	02/05/2013
Address	601 East Anapamu Street 1110	Status	Current	Move In	02/17/2010
City	Santa Barbara, CA 93103	Rent	1,420.00	Move Out	
		Telephone	(H)		

Month-to-Month Date: 02/06/2013

Month to month premium: 100.00

Charge Code: mtm

Old rent: 1,420.00

New rent: 1,410.00

Increase Amount: -10.00

Type: \$ increase

Save Help

Voyager fills in the fields in the screen. The **Month to month date** field defaults to the end of the lease plus one day. The **Month to month premium** and **Charge code** values are set up in Voyager it will automatically populate with the recurring **premium** rent charge. The amount in the **New rent** field is the market rent for that unit, it can be adjusted if needed. The **Increase Amount** field shows the difference between the **New rent** and the **Old rent** (but does not include the **Month to month premium**).

- 3 Review the information on the screen and make changes if necessary.
- 4 Click **Save**. The change to month-to-month is posted.

The resident's status remains **Current**. The resident's history is updated to show that the lease has been changed to month to month. To view the resident history, click the **Resident History** link in the **Data** menu of the **Resident** screen.

Notice Procedures

In this section:

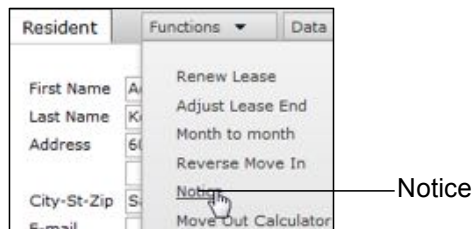
Receiving a Notice to Vacate	77
Eviction Process.....	78
Documenting an Eviction.....	79
Adjusting the Intended Move-Out Date for a Resident on Notice	80
Canceling Notices	81
Canceling Evictions.....	82

Receiving a Notice to Vacate

When a resident sends you a notice to vacate, you document it in Voyager.

To receive a notice to vacate

- 1 Using the **Person Search** tab on the dashboard, locate the appropriate resident and click the name link to open the **Resident** screen.



- 2 In the **Resident** screen, click **Notice** in the **Functions** menu. The **Notice** screen appears.

The screenshot shows the 'Notice' screen. At the top, there is a 'Tenant Information' section with the following details:

Code	10000433	Property	resca02	Lease From	05/01/2012
Name	Adellae Kovalska	Unit	2236	Lease To	10/31/2013
Address	601 East Anapamu Stre...	Status	Current	Move In	09/10/2001
City	Santa Barbara, CA 93103	Rent	1,210.00	Move Out	
		Phone (H)		Phone (W)	(805) 555-3075

Below the tenant information is the 'Notice' section with the following fields:

- Termination Type: Notice (dropdown menu)
- Notice Date: 02/20/2013 (calendar icon)
- Move Out Date: 04/01/2013 (calendar icon)
- Reason for Move Out: Relocating (dropdown menu)
- Post Early Termination Fee:

At the bottom, there are 'Save' and 'Close' buttons.

3 Complete the following fields: **Termination Type**, **Notice Date**, **Move-Out Date**, and **Reason for Move-Out**.

4 If this is an early termination, select **Post Early Termination Fee**.

This causes Voyager to post a charge to the resident ledger based on the property-level policy for early terminations. The policy is defined in the **Property Control** screen for the property.

5 Click **Save**. Voyager changes the status of the resident to **Notice**.

Evictions

Request for a Termination Letter

Site Management Role:

- Verbal warnings and mediation are strongly encouraged – Record any verbal mediation in **Manager's Log**
- Violation letter #1: Friendly reminder
- Violation letter # 2: More assertive notice
- Violation letter # 3: Final attempt to resolve

Site Employee Resource Center Role:

- Final termination (Eviction) letters only

Should I Request an Termination Letter?

Consider the questions below prior to requesting an termination letter:

- Is there a clear lease violation?
- Have you personally intervened?
- Have written warnings been served? How many?
- Has there been adequate time to remedy?
- Does the punishment fit the violation?

Requesting a Termination Letter

To request a termination letter, complete a [Request for Termination \(Continuing Non-Compliance\)](#) form (#C059) from Tenant Technologies website and fax to the Site Employee Resource Center.

<p>Do:</p> <p>Include All the Details:</p> <ul style="list-style-type: none"> • Dates • Times • Names • Detailed Descriptions • Police Reports • Witness Statements • Warning Letters 	<p>Do Not:</p> <ul style="list-style-type: none"> • Make it Personal • Include Unrelated Letters • Exaggerate or Embellish • Target Offenders • Show Bias or Hostility • Be Unrealistic
<p><i>Remember: The Goal is Cooperation & Continued Residency</i></p>	

Delivering a Termination Letter

Site Management Responsibilities:

- Post / personally serve the violation letter on the same day that the letter is dated
- Do not distribute internal paperwork (i.e. "Request for Termination")
- Complete proof of service; fax to the Site Employee Resource Center
- Do not mail the violation Letter – it will be mailed from the Site Employee Resource Center

Site Employee Resource Center Responsibilities:

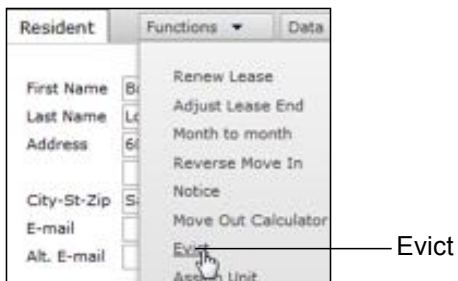
- Email letter to site for posting / personal service
- Mail letter to resident via United States Postal Service

Documenting an Eviction

When you need to evict a resident from the property, you document the eviction in Voyager. Evictions work just like notices, except that the property usually determines the move-out date for an eviction— not the resident.

To document an eviction:

- 1 Using the **Person Search** tab on the dashboard, locate the appropriate resident and click the name link to open the **Resident** screen. For more information, see "Searching for Guests and Residents" on page 66.



- 2 In the **Resident** screen, click **Notice** in the **Functions** menu. The **Notice** screen appears.

The image shows a screenshot of the 'Evict' screen in the Voyager system. The screen is divided into two main sections: 'Tenant Information' and 'Eviction'. The 'Eviction' section is highlighted. The 'Eviction' section includes the following fields: Termination Type (Evict), Evict Date (02/23/2013), Move Out Date (03/28/2013), Reason for Move Out (General problems), and Post Early Termination Fee (checked). The 'Tenant Information' section includes fields for Code, Name, Address, City, Property, Unit, Status, Rent, and Phone (H/W).

- 3 Complete the following fields: **Evict Date**, **Move-Out Date**, and **Reason for Move-Out**.

- 4 If you want to post a termination fee, select **Post Early Termination Fee**.

This causes Voyager to post a charge to the resident ledger based on the property-level policy for early terminations. The policy is defined in the **Property Control** screen for the property.

- 5 Click **Save**. Voyager changes the status of the resident to **Evict**.

Adjusting the Intended Move-Out Date for a Resident on Notice

To adjust the intended move-out date for a resident on notice

- 1 On the dashboard, in the **Resident Activity** section, click the **On Notice** link. The bottom part of the screen displays a list of the residents currently on notice.

Community Manager Dashboard - Villas Flores

Resident Activity		Unit Statistics	
Move In	25	Total Units	132
Move Out	13	Leased Units	132 97.0
Deposit Accounting	55	Occupied Units	105 77.3
On Notice	25	Available Units	5 3.6
Expiring Leases (120 days)	5	Model/Down/Admin	5 3.6
Scheduled Lease Renewals	1	On Hold Units	0
Alerts	105	Unit Transfers	5
Maintenance		Traffic	
Pending Make Ready	21	Prospect Pipeline	
Pending Work Requests	55	Today's Showings	
Completed WO Followup	0	On Waitlist	
		Pending Applications	

Calendar | On Notice - 02/20/2013 | Person Search

Move Out Date	Unit	Resident	Status	Adjust Dates	Cancel Notice	Cancel Evict
10/31/2013	1202	Bradford Cox	Notice			
08/15/2013	2327	Lockett Pundt	Evict			

- 2 Locate the appropriate resident.

- 3 Click the **Adjust Dates** button. The **Notice** screen appears.

The screenshot shows a 'Notice' window with the following sections:

- Tenant Information:**

Code	10004907	Property	resca02	Lease From	05/01/2010
Name	Bradford Cox	Unit	1202	Lease To	10/31/2013
Address	601 East Anapamu Stre...	Status	Notice	Move In	05/01/2010
City	Santa Barbara, CA 93103	Rent	1,245.00	Move Out	10/31/2013
		Phone (H)		Phone (W)	
- Adjust MoveOut Dates:**
 - Notice Date: 01/28/2013
 - Move Out Date: 10/31/2013
 - Reason for Move Out: Relocating
- Buttons: Save, Close

- 4 Type the new **Move-Out Date**.

- 5 Click **Save**. If the new move-out date is later than today, the **Move-Out** count is decreased by one.

Canceling Notices

To cancel a notice

- 1 On the dashboard, in the **Resident Activity** section, select the **On Notice** link. The bottom part of the screen displays a list of the residents currently on notice.

The screenshot shows the 'Community Manager Dashboard - Villas Flores' with the following sections:

- Resident Activity:**
 - Move In: 25
 - Move Out: 13
 - Deposit Accounting: 44
 - On Notice: 14
 - Expiring Leases (120 days): 5
 - Scheduled Lease Renewals: 1
 - Alerts: 105
- Unit Statistics:**
 - Total Units: 127
 - Leased Units: 123 (97.0%)
 - Occupied Units: 108 (77.3%)
 - Available Units: 5 (3.9%)
 - Model/Down/Admin: 5 (3.9%)
 - On Hold Units: 0
 - Unit Transfers: 5
- Traffic:**
 - Prospect Pipeline
 - Today's Showings
 - On Waitlist
 - Pending Applications
- Navigation:** Calendar, On Notice - 02/20/2013, Person Search
- Table of Residents on Notice:**

Move Out Date	Unit	Resident	Status	Adjust Dates	Cancel Notice	Cancel Evict
10/31/2013	1202	Bradford Cox	Notice			
06/15/2013	2327	Lockett Pardi	Evict			

Cancel Notice button

- 2 Locate the appropriate resident.
- 3 Click the **Cancel Notice** button.

Voyager returns the resident's status to **Current**. The **On Notice** count on the dashboard is reduced by one. If the resident's lease will expire within 120 days (or has already expired), the **Expiring Leases** count is increased by one.



If the unit has already been rented to someone else, the system will not let you cancel the notice until you assign another unit to the new resident.

Canceling Evictions

To cancel an eviction

- 1 On the dashboard, in the **Resident Activity** section, select the **On Notice** link. The bottom part of the screen displays a list of the residents currently evicted.

On Notice link

Move Out Date	Unit	Resident	Status	Adjust Dates	Cancel Notice	Cancel Evict
10/31/2013	1202	Bradford Cox	Notice			
08/15/2013	2327	Lockett Pardi	Evict			

Cancel Evict button

- 2 Locate the appropriate resident.
- 3 Click the **Cancel Evict** button.

Voyager returns the resident's status to **Current**. The **On Notice** count on the dashboard is reduced by one. If the resident's lease will expire within 120 days (or has already expired), the **Expiring Leases** count is increased by one.



If the unit has already been rented to someone else, the system will not let you cancel the eviction until you assign another unit to the new resident.

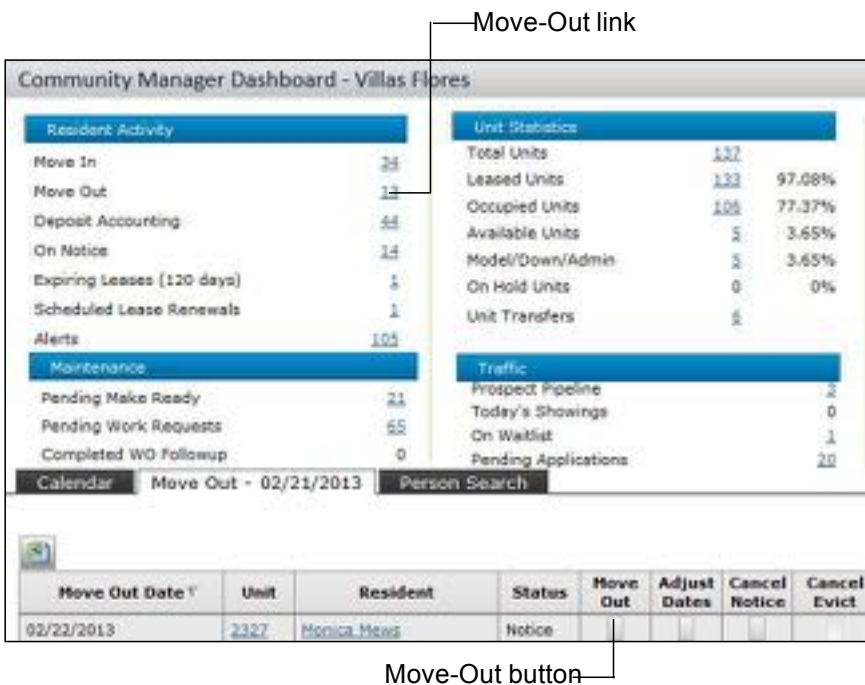
Move-Out Procedures

<i>In this section:</i>	
Moving Out a Resident.....	88
Canceling a Move-Out.....	85
Deposit Accounting.....	85
Adjust Deposit Accounting.....	88

Moving Out a Resident

To move a resident out of the property

- 1 On the dashboard, in the **Resident Activity** section, click the **Move-Out** link. The bottom portion of the screen displays a list of the residents scheduled to move out.



- 2 Locate the appropriate resident and click the **Move-Out** button.

The resident's status is changed to **Past**.

On the dashboard, the **Move-Out** count is decreased by one, and the **Deposit Accounting** count is increased by one.

Canceling a Move-Out

Use this procedure to reverse a move-out. This procedure is available before you perform deposit accounting. Once deposit accounting has been performed, there is no way to reverse a move-out.

To cancel a move-out

- 1 On the dashboard, use the **Person Search** tab to find the appropriate resident. For more information, see “Searching for Guests and Residents” on page 64.
- 2 Click the resident’s name. The **Resident** screen appears.
- 3 On the **Functions** menu, select **Cancel Move Out**.

Voyager returns the resident’s status and the unit’s status to **Notice**. The **On Notice** count on the dashboard is increased by one.

Deposit Accounting

To perform deposit accounting

- 1 On the dashboard, in the **Resident Activity** section, click the Deposit Accounting link. The bottom portion of the screen displays a list of the residents who have moved out and require deposit accounting.

Move-Out link

Move Out Date	Unit	Resident	Deposit Acctg.	Clear Applicant
02/22/2013	1215	Horica Mera		

Deposit Acctg. button

- 2 Locate the appropriate resident and click the **Deposit Acctg.** button. The **Deposit Accounting** screen appears.

3 This screen shows the resident’s deposit on hand and provides line items for charges that normally occur and line items you can complete manually.

Deposit Accounting

Code: 0003451	Property: resca01	Lease From: 07/31/2012
Name: Lisa Kaplan	Unit: 3117	Lease To: 07/31/2013
Address: 3100 State Street 3117	Status: Past	Move In: 07/31/2012
	Rent: 905.00	Move Out: 09/17/2013
City: Santa Barbara, CA 93103	Telephone: (H)	

Forwarding Address

Address:

City:

State:

Zip:

Yes/No	Chg Code	Description	Charge Amt	Credit
<input checked="" type="checkbox"/>	cable	Cable (Residential) (09/2012) 17 days	17.00	0
<input checked="" type="checkbox"/>	rentres	Rent- Residential (09/2012) 17 days	\$12.83	0
<input checked="" type="checkbox"/>	deposit	Security Deposit credit	0	150.00
<input type="checkbox"/>	damages	Damages/Cleaning	0	0.00
<input type="checkbox"/>	damages	Damages/Cleaning	0	0.00
<input type="checkbox"/>	damages	Damages/Cleaning	0	0.00
<input type="checkbox"/>	damages	Damages/Cleaning	0	0.00
<input type="checkbox"/>	damages	Damages/Cleaning	0	0.00
<input type="checkbox"/>	move	Carpet Cleaning	0	0.00
<input type="checkbox"/>	damages	Carpet Replacement	0	0.00
<input type="checkbox"/>	damages	Carpet Repair	0	0.00
<input type="checkbox"/>	move	Painting	0	0.00
<input type="checkbox"/>	move	Apartment Cleaning	0	0.00
<input type="checkbox"/>	utiles	Final Utility	0	0.00
<input type="checkbox"/>	keylock	Keys/Locks/Remote	0	0.00
<input type="checkbox"/>	insuffic	Insufficient Notice Fee	0	0.00
<input type="checkbox"/>	legal	Legal Fees	0	0.00
<input type="checkbox"/>	rentres	Rent Adjustment	0	0.00
Totals:			529.83	150.00
Amount of refund			0.00	
Amount owed			379.83	

Print Statement

Print Statement
check box

- 4 Type the resident’s forwarding address.
- 5 Select the appropriate charges (by selecting in the checkboxes in the **Yes/No** column).
- 6 Type the amount of the charge in the **Charge Amt.** column.

As you enter the charges, the **Totals**, **Amount of Refund**, and **Amount Owed** fields change depending on the charge amount and the deposit on hand.

7 Select the **Print Statement** check box.

8 Click **Post**. The **Move-Out Statement** appears. Print the **Move-Out Statement**.

Date: 08/21/2013

Move Out Statement

Code: Property: Lease From:
 Name: Unit: Lease To:
 Address: Status: Move In:
 City: Rent: Move Out:
 Telephone:

Date	Description	Charge	Payment	Balance	Chg/Rec
	Balance as of 8/01/2012			548.30	
08/01/2012	Cable (Residential) (08/2012) 17 Days	17.00	0.00	565.30	230254
08/01/2012	Rent- Residential (08/2012) 17 Days	512.83	0.00	1078.13	230253
08/17/2012	Security Deposit credit	-150.00	0.00	928.13	246119
08/08/2012	Administration Fee	4.75	0.00	932.88	212004
08/09/2012	Trash	3.28	0.00	936.16	212005
08/08/2012	Water	-14.04	0.00	950.20	212006
08/09/2012	Waste Water	6.37	0.00	956.57	212007
10/09/2012	Administration Fee for 17 Days	4.52	0.00	961.09	212430
10/09/2012	Trash for 17 Days	1.35	0.00	962.44	212431
10/09/2012	Water for 17 Days	7.69	0.00	970.13	212432
10/09/2012	Waste Water for 17 Days	3.50	0.00	973.63	212433

The **Deposit Accounting** count on the dashboard is decreased by one. The resident's status is not changed: it remains **Past**. The **Resident** screen displays a note stating that deposit accounting has been posted.

Processing Deposit Accounting Paperwork

1. **Print three copies** of the **Move Out Statement** – one for the resident, one to be mailed to Site Employee Resource Center and one for site management records.
2. Assemble all paperwork according to the **Move-Out Envelope** (available to order from *B&B Print Source*). Assemble all paperwork from the resident(s) file in the order listed on the move-out envelope. Do not seal the envelope.

LAST NAME, FIRST MOVE OUT EMPLOYER NAME

LAST NAME, FIRST ADDRESS #1

LAST NAME, FIRST ADDRESS #2

DO NOT SEAL

COMMENTS:

CAMBRIDGE
real estate services

AGENT TO RETURN TO: _____
 SITE MANAGER: _____
 AGENT OUR PROPERTY: _____

SITE INSTRUCTIONS (A or B)

A. If a refund is not due, mail Resident SODA to resident and note the date mailed here: _____ SITA# _____

California Properties only:

1. Include invoice copies for charges exceeding \$125. SITA# _____
2. Invoices not available at time of processing, will send to resident upon request. SITA# _____

B. If a refund is due, do not mail Resident SODA, central office will mail the SODA with the refund check to the resident.

* Always mail Central Office and Accounts Payable copy to the central office.

PAPERWORK SHOULD BE SUBMITTED IN THE ORDER LISTED BELOW:

- Statement of Security Deposit (SODA) from RMI only (see change log)
- Move-Out Inspection Worksheet from RMI
- Unit Condition Paper from RMI
- Resident Notice (Pre-move Notice)
- Pre-move Inspection Report (Pre-move Report)
- Resident Notice to Vacate from RMI
- RMI judgement upon review of inspection if applicable
- Repair estimator (not part of Language Agreement)
- Repair Agreement
- Lease Agreement (in form of Move Out)
- Pre Agreement if applicable
- If new notice to vacate from RMI
- If Day Notice to Vacate or Notice to Vacate if applicable
- Move Out Notice to Pay Rent or Notice to Vacate if applicable
- CA inspection only (notice codes for charges exceeding \$125)
- Invoice on file if applicable if applicable

3. If the resident owes a balance, the Resident copy of the **Move Out Statement** is mailed directly from the site office to the Resident. All other paperwork is placed in **Move-Out Envelope** and mailed to Site Employee Resource Center.

4. If the resident is due a refund, the Resident copy is placed in the envelope along with all other paperwork and mailed to Site Employee Resource Center. The Site Employee Resource Center will then mail the Resident copy along with the refund check.
5. Move-outs will result in either the resident owing the property a balance or the resident will be due a refund of their deposit. Never both.

Adjust Deposit Accounting

The **Adjust Deposit Accounting** function allows you to add additional charges or correct any other mistakes in deposit accounting. The function is available before the deposit check is processed.

To adjust deposit accounting

- 1 On the dashboard, use the **Person Search** tab to find the appropriate resident. For more information, see “Searching for Guests and Residents” on page 64.
- 2 Click the resident’s name. The **Resident** screen appears.



- 3 On the **Functions** menu, select **Adjust Deposit Acctg**. The **Adjust Deposit Accounting** screen appears.

Adjust Deposit Accounting

Code	Code	10200260	Property	resca02	Lease From	04/15/2012
Name	Name	Monica News	Unit	1215	Lease To	10/31/2013
Addr	Address	Villa Flores Apartments	Status	Past	Move In	04/21/2010
		601 East Anapamu Street	Rent	251.00	Move Out	02/22/2013
City	City	Santa Barbara, CA 93103	Telephone	(H)		

Forwarding Address

Address

City

State

Zip

Roommates Robin Singh

Current Refund Amount 100.00

Chg Code	Description	Charge Amt	Credit
<input type="checkbox"/>		0	0.00
<input type="checkbox"/>		0	0.00
<input type="checkbox"/>		0	0.00
<input type="checkbox"/>		0	0.00
<input type="checkbox"/>		0	0.00
<input type="checkbox"/>		0	0.00
	Totals:	0.00	0.00
	Amount of refund	100.00	
	Amount owed	0.00	

Print Statement

Click to select the charge code



Adjust Deposit Accounting appears on the **Functions** menu only if deposit accounting has already been performed for the resident.

- 4 Select a charge code (by clicking the button to the right of the **Chg. Code** column).
- 5 Type the description of the charge in the **Description** column.
- 6 Type the charge amount in the **Charge Amt.** column or a credit amount in the **Credit** column.
- 7 Select the **Print Statement** check box.
- 8 Click **Post**. The resident's revised **Move-Out Statement** appears. Print the **Move-Out Statement**.

Unit Transfer Procedures

In this section:

Entering Basic Transfer Information	90
Reviewing Resident Information	92
Reviewing Roommate Information	93
Reviewing Rentable Item Information	94
Reviewing and Posting the Transfer	95

You can move a resident to another unit in the same property, or to another unit in a different property. You can transfer basic information about the resident, as well as information about roommates, rentable items, security deposits, and so on.

The following graphic shows an overview of the unit transfer workflow.

UNIT TRANSFER WORKFLOW



Entering Basic Transfer Information

To enter basic transfer information

- From the side menu, select **Residents > Transfer Unit**. The **Transfer Unit** filter appears.

The screenshot shows a form titled "Transfer Unit" with the following fields and values:

- Property: resca02
- Unit: (empty)
- Resident: 10009033
- To Property: resca01
- To Unit: 1001
- Notice of Transfer Date: 02/21/2013

Buttons for "Submit" and "Help" are visible at the bottom.

- Complete the following fields:

Property	Select the property where the resident is currently located (optional).
Unit	Select the unit where the resident is currently located (optional).
Resident	Type or select the resident code of the resident who is transferring (required).
To Property	Type or select the property code to which the resident is transferring (required).
To Unit	Type or select the unit code to which the resident is transferring (required).
Notice of Transfer Date	Type or select the day the resident gives notice to transfer (this field defaults to the current day). The system sets this date as the default move-out and move-in dates for the resident. These dates can be changed later in the process.

- Click **Submit**. The **Transfer Unit (Options)** screen appears.

The screenshot shows the "Transfer Unit (Options)" screen with the following sections:

- Existing Lease Information:**
 - Code: 10009033
 - Name: Travis Brabb
 - Address: 601 East Anapamu Stre...
 - City: Santa Barbara, CA 93103
 - Property: resca02
 - Unit: 1102
 - Status: Notice
 - Rent: 2,155.00
 - Phone (H):
 - Lease From: 06/21/2012
 - Lease To: 10/31/2013
 - Move In: 06/21/2010
 - Move Out: 10/25/2013
 - Phone (W):
- New Lease Information:**
 - To Property: resca01
 - To Unit: 1001
 - Lease From Date: 02/21/2013
 - Term: 12
 - Lease To: 02/28/2014
 - New Rent: 631.00
 - New Move In Date: 02/21/2013
- Custom Data:**
 - Button Name: Transfer
 - myresident: (checked)
- Transfer Options:**
 - Include Security Deposit Balance in transfer:
 - Copy EFT Bank Setup:
 - Copy Credit Setup:

Buttons for "Cancel", "Previous", "Next", "Finish", and "Change Units" are visible at the bottom.

Reviewing Resident Information

The top portion of the **Transfer Unit (Options)** screen summarizes resident and unit data for your reference. To provide transfer options, enter the needed information in the bottom portion of the screen, in the **Existing Lease Information**, **New Lease Information**, and **Custom Data** sections. The **Transfer Unit** section lists the steps of the transfer process.

To review resident information

1 Review the **Existing Lease Information** section:

Intended Move-Out Date	Select the date that the resident will move out of the unit.
Notice of Transfer	Defaults from the filter.
Transfer Reason	Select the reason for the unit transfer from the pull-down list of available options.

2 Review the **New Lease Information** section:

Lease From Date	Type the date on which the resident's lease is scheduled to start.
Term	Type the number of months in the lease term. The default value is the number of months specified at the time of property setup.
Lease-To Term.	This field is completed by the system, based on the Lease From date and the Term.
New Rent	This field identifies the resident's new rent amount. Type the new unit rent for the proposed lease.
New Move-In Date	Enter the date you expect the resident to move into the new unit. This date may be prior to the move-out date of the original resident so that the resident actually occupies both units at the same time.

3 Review the **Custom Data** section.

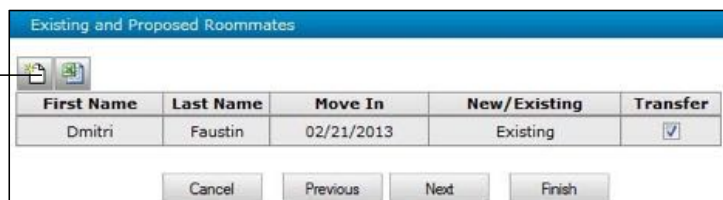
In the table, click the **Transfer** check box for data you want to transfer. Custom data can include items such as **Abstract**, **Demographics**, **Options**, and **TI/Commission**.

4 Check **Include Security Deposit Balance in Transfer** if you want to include the security deposit balance as part of the transfer. Checking this option means that you want the resident's balance to come over as part of the transfer as opposed to issuing a payable to the resident once they move out of the original unit.

This check box will default to whatever is set up for this option on the **Property Control** screen.

5 Click **Next** for the **Roommates** step. The **Existing and Proposed Roommates** section appears.

Click to add a new roommate



Reviewing Roommate Information

To review roommate information

- 1 In the **Existing and Proposed Roommates** section, review the table of existing roommates and select any that will be part of the transfer. Clear the transfer check box if an existing roommate will not be transferring.



If a roommate is not transferred, their name (and other information) is removed from the resident record.

- 2 To add a new roommate, click the icon on the upper left of the table. The **Add Roommates** screen appears.

- 3 Complete the **Add Roommates** screen, providing the roommate's name, contact information, relationship to the lessee, and whether the roommate is also a lessee.
- 4 Click **Next** for the **Rentable Items** step. The **Existing and Proposed Rentable Items** and **Add Rentable Items** sections appear.

Existing and Proposed Rentable Items				
Type	Code	Market Rent	Status	Transfer
cable	Service Charge	50.00	Existing	<input checked="" type="checkbox"/>

Add Rentable Items			
Type	Code	Market Rent	Add
cable	Service Charge	50.00	<input type="checkbox"/>
garage	18	75.00	<input type="checkbox"/>
jogpark	1002	10.00	<input type="checkbox"/>
jogpark	1003	10.00	<input type="checkbox"/>

Cancel Previous Next Finish

Reviewing Rentable Item Information

To review rentable item information

- 1 In the **Existing and Proposed Rentable Items** section, select the rentable items that you want to transfer.



Rentable items that are not transferred are released through the deposit accounting process when the transfer takes place.

- 2 In the **Add Rentable** Items section, select any additional rentable items you want to include in the transfer.
- 3 Click **Next** for the **Review & Post** step. New sections appear.

Summary Information			
Unit Transfer Summary for: <u>Travis Strabo</u>			
Existing Lease Information		New Lease Information	
Intended Move Out Date	03/31/2013	To Property	resca01
Notice of Transfer Date	02/21/2013	To Unit	1001
		Lease From Date	02/21/2013
		Term	12
		Lease To	02/28/2014
		New Rent	631.00
		New Move In Date	02/21/2013
Other Details			
Custom Data	1 of 1 items selected		
Roommates	1 of 1 items selected, 0 New Added, 1 existing transferring		
Rentable Items	1 of 1 items selected, 0 New Added, 1 existing transferring		
<input type="button" value="Cancel"/> <input type="button" value="Previous"/> <input type="button" value="Next"/> <input type="button" value="Post Transfer"/>			

Reviewing and Posting the Transfer

To review and post the transfer

- 1 Review the **Summary Information, Existing Lease Information, New Lease Information,** and **Other Details** sections.
- 2 Click **Post Transfer**.

Once you click **Post Transfer**, Voyager performs the following actions:

- The original resident record is given a new code.
- The original resident record is changed to a status of **Notice**.
- A new resident record is created and is given the original resident code.
- The new resident record receives a status of **Future**.
- The history tables are updated so that the occupancy reporting will be accurate.
- Depending on items chosen during the transfer unit process:
 - ◆ Custom data is created on the new resident record.
 - ◆ Rentable items lease charges have end dates added to them and are disassociated from the original resident. New lease charges for rentable items are created and associated with the new resident.
 - ◆ The security deposit is transferred to the newly created resident record.

Follow-Up

When the date of the transfer arrives, you must perform:

- The standard move-out and deposit accounting (on the original resident record).
- The standard move-in (on the newly created resident record).

CHAPTER 4

Unit Pricing

<i>In this chapter:</i>	
Leasing Specials	96

This chapter contains procedures for raising market rents, creating rent incentives (specials), and using amenity-based pricing.

Leasing Specials

<i>In this section:</i>	
Setting Up Unit-Type Specials	97
Using the Unit-Type Specials Tab	100
Using the Available Units Tab	100
Using the Unit Specials Tab	100

Leasing specials are rent incentives that can be offered to a prospect as part of a lease. As a property manager, you can define leasing specials from the **Community Manager Dashboard**.

You can define incentives for either a unit or a unit type. The leasing specials are on the hot sheet for the property and available for the leasing agent to offer as part of a lease.

The leasing specials for a unit type will not be available for a particular unit of that type if a leasing special is defined for that unit. This is useful for further refining the leasing specials you offer. For instance, you could have a leasing special for all your one-bedroom apartments, but then you could have a separate leasing special for one of the apartments that does not have as good a view as the others.

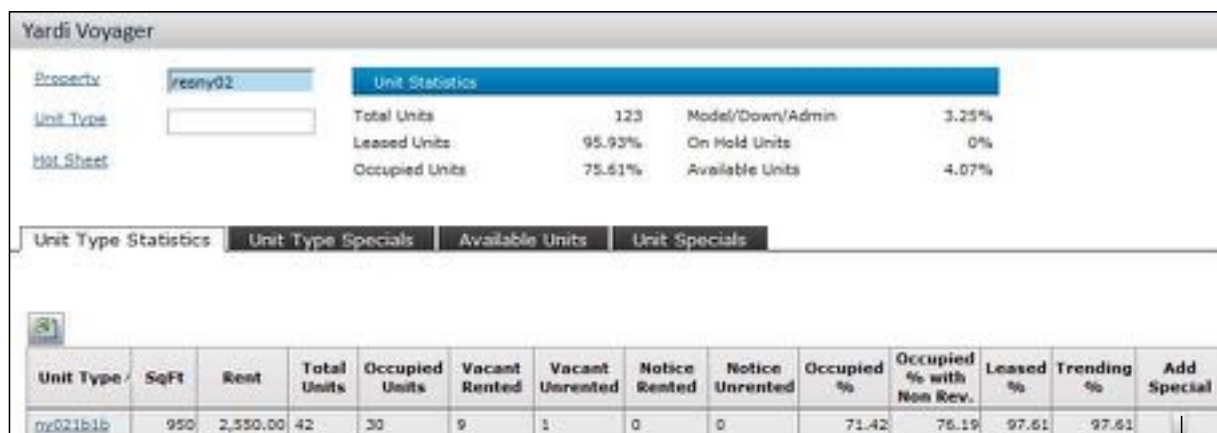
Setting Up Unit-Type Specials

To set up a unit-type special

- 1 On the dashboard, click the **Leasing Specials** link.



The **Leasing Specials** screen appears.



Add Special button

When the screen opens, the **Unit Type Statistics** are displayed. Other tabs give you views of **Unit-Type Specials**, **Available Units**, and **Unit Specials**.

The **Unit Type Statistics** are displayed in table format so that you can review rental trends by unit types. The rental trends might give you some ideas about what kind of leasing specials would help rent vacant units and reduce turnover.

In the table, you can sort the rows of a column by clicking on a column heading. For example, to sort the unit types based on which are vacant and unrented, click on the **Vacant Unrented** column. You can sort upwards or downwards, as indicated by the small triangle that appears in the column heading.

2 Click the **Add Special** button (for the appropriate unit type). The **Leasing Specials** screen appears.

3 Complete the screen as follows:

Property	Displays the property. Change it if necessary.
Lease Type	Select whether you want the special to apply to New Move-In leases or Renewal leases. You can also select both, using CTRL + Click.
Unit Type	Displays the unit type. Change it if necessary.
Description	Type a brief description of the leasing special. The system displays this description when it lists the available specials to leasing agents and in hot sheets for the property.
Amount	Type the leasing special amount (the amount the rent will be reduced).
Unit-Type Rent	Displays the monthly rent defined for the unit type.
Lease Term	In the required field, type the shortest lease term (in months) to which the special can apply. In the optional field, type the longest lease term (in months) to which the special can apply. If the optional field is blank or zero, then there is no maximum. For example, if you type 12 in the required field and leave the optional field blank, the special can apply to a 12-month or longer lease. If you type 10 in the required field and 12 in the optional field, the special can apply to a 10-month, 11-month, or 12-month lease.
Charge Code on the	Select the concession charge code. (Charge codes defined as concession codes Receivables Charge Code screen appear here.)

Taxable	Check if you want to include the sales tax.
Start Date	Type the start date of the leasing special.
Expiration Date	Type the date (mmddyy) the leasing special expires. The lease must be executed on or before this date for the leasing special to be available.
Modifiable	Check to make the leasing special amount modifiable from the Move-In screen.
Recurrence	Select One-Time or Recurring. One-Time specifies the special can apply as a one-time event to a move-in amount or lease amount for a given month, but Recurring specifies the special can be applied to the lease amount across multiple months. If you select Recurring , the Proration and Recurrences fields appear.
Starting Month	Type the first month during the lease when the special applies. For example, if you want the special to apply starting on the second month of the lease, type 2.
Proration	Select None or Life of Lease . None specifies that the special is applied on a monthly basis for the months specified by Starting Month and Recurrences . Life of Lease specifies that the amount is distributed proportionally across the lease duration. For example, if the amount is \$600 and the lease is 12 months, \$50 is applied against the lease amount for each month.
Recurrences	Type the number of times a recurring special applies during the lease. For example, if Proration is None, Recurrences is 2, and the Amount is \$600, \$600 is applied against the first month and then \$600 is applied against the second month. However, if Proration is Life of Lease, Recurrences is 2, and the Amount is \$600, twice the Amount (\$1,200) is distributed proportionally across the lease duration.
Notes	Type any reminders about the purpose of the leasing special.


4 Click **Save**.

Using the Unit-Type Specials Tab

Unit Type Statistics Unit Type Specials Available Units Unit Specials								
Unit Type	Lease Term Min.	Lease Term Max	Description	Recurrences	Amount	Amount Type	Edit	
ny021b1b	7	13	1 Month Free Rent for 7-13 Month Lease	1	950.00	Flat		

The **Unit-Type Specials** tab displays all the specials defined for unit types for a specific property. For each special, there is an **Edit** button.

To edit a unit type special, click the **Edit** button.

To create a new unit-type special, click the **New Record** button  .

Using the Available Units Tab

Unit Type Statistics Unit Type Specials Available Units Unit Specials												
Unit	Unit Type	BR	Market Rent	Date Available	Days Vac.	Occ.	Amenities	Brochure	Specials	Hold Until	Add Unit Special	Add Unit Type Special
1308	ny021b1b	1	960.00	01/05/2013	1883	Past	Pool View	Brochure	Specials			


The **Available Units** tab shows all the available units. The **Days Vac.** column shows how long each has been vacant. Use this tab to determine which units might need leasing specials.

The **Add Unit Special** button opens the **Specials** screen, with that unit already filled in.

The **Add Unit Type Special** button allows you to add a special for that **Unit Type**.

Using the Unit Specials Tab

Unit Type Statistics Unit Type Specials Available Units Unit Specials								
Unit	Unit Type	Lease Term Min.	Lease Term Max	Description	Recurrences	Amount	Amount Type	Edit
1105	ca013b2b	8	12	\$100 off monthly rent	12	100.00	Flat	

The **Unit Specials** tab shows all the existing unit specials. There is an **Edit** button for each one. To create a new unit special, click the **New Record** button  .

CHAPTER 5

Rentable Items and Service Charges

In this chapter:

Assigning Rentable Items and Service Charges to Residents	101
Non-Resident Lessees and Rentable Items	106

Rentable items are items that are rented to residents but are not connected to units—items such as garage spaces, carports, and storage lockers. Rentable items can also be rented to non-residents. For example, you might rent a parking space to someone who does not live at the property.

Service charges are services that have no physical limit, and so can be offered to an unlimited number of residents—services such as cable internet or a pet fee. When you select a service charge during either the leasing or renewal workflows, you can specify the quantity of the charge. For example, if there is a pet fee service charge and a future resident has two pets, you can add two instances of the service charge to the future resident's guest card.

This chapter contains the following procedures:

- Assigning rentable items to residents
- Releasing rentable items from residents
- Setting up non-resident lessees and assigning rentable items to them

Assigning Rentable Items and Service Charges to Residents

In this section:

Assigning Rentable Items and Service Charges to New Residents.....	102
Assigning Rentable Items and Service Charges to Existing Residents	104
Releasing Rentable Items	105

Rentable items and service charges are assigned to residents in two ways:

- For a new resident, you assign rentable items and service charges in the leasing workflow and in the move-in procedure.
- For an existing resident, you assign rentable items and service charges by using a function that you can access from the side menu.

Both methods are described on the following pages.

Assigning Rentable Items and Service Charges to New Residents

Rentable items and service charges appear in the **Rental Options** step of the leasing workflow, shown below.

The screenshot shows the 'Prospect Guest Card' and 'Rental Options' sections. The 'Rental Options' section includes a table for 'Rentable Items and Options' and a 'Reserve button'.

Qty	Description	Amount	Reserve
	Garage	75.00	
	Storage	50.00	
	Cable	50.00	
		0.00	

Unit Rent: 1,060.00
 Deposit: 250.00
 Quoted Rent: 1,060.00

Quantity (Qty.) field

Reserve button

To add a service charge to the lease, type the number of instances of the charge in the **Qty.** field.

To add a rentable item to a lease, click the **Reserve** button. The **Rentable Item Reservation** screen appears.

Select the **Reserve** checkbox in the row corresponding to any rentable items that you want to add.

Rentable Item Reservation			
<input type="button" value="Save"/>			
Code	Description	Market Rent	Reserve?
101	Garage	\$75.00	<input checked="" type="checkbox"/>

Reserve check box

Click **Save**. The screen closes. Voyager calculates the charges and updates the **Rentable Items and Options** spreadsheet. (For complete information about the leasing workflow, see Chapter 2, "Leasing Workflow.")

Rentable Items and Options			
Qty	Description	Amount	Reserve
1	Garage	75.00	<input checked="" type="checkbox"/>
	Storage	50.00	<input type="checkbox"/>
		75.00	

Rentable items and service charges appear again in the **Move-In** screen, in the **Lease Charges** table.

Move In					
Resident Information					
Code	10001320	Property	resnc01	Lease From	02/05/2013
Name	Gary Scott	Unit	2334	Lease To	02/04/2014
Address		Status	Future	Move In	02/05/2013
City		Rent	1,095.00	Move Out	
		Phone (H)		Phone (W)	
Lease Dates					
Move In	02/05/2013				
Lease From	02/05/2013				
Term	12				
Lease To	02/04/2014		Lease Expiration Count		
<input type="button" value="Post"/> <input type="button" value="Save"/> <input type="button" value="Done"/>					
Lease Charges					
Select	Charge Code	Rentable Item Code	Description	Lease Amount	Move In Amount
<input checked="" type="checkbox"/>	deposit		Deposit includes credit of 100.00	0.00	150.00
<input checked="" type="checkbox"/>	rentres		Rent for 25 days	1,095.00	943.97
<input type="checkbox"/>	pet		Pet Rent for 25 days	20.00	17.24
<input type="checkbox"/>	m3m		Month to Month Fee for 25 days	100.00	86.21
<input type="checkbox"/>	deposit		Adjust Security Deposit	0.00	0.00
<input type="checkbox"/>	shortm		Short Term Fee for 25 days	50.00	43.10
<input type="checkbox"/>	keylock		Remote/Card	0.00	0.00
<input type="checkbox"/>	cable		Cable for 25 days	30.00	25.86
<input type="checkbox"/>	conces-m		Flat Rate 2 Bed Special \$100	-100.00	0.00
<input checked="" type="checkbox"/>	garage		Garage for 25 days	75.00	64.66
<input checked="" type="checkbox"/>	storage	218	Storage for 25 days	50.00	43.10
				1,175.00	1,162.93

Service charge

Rentable items

The rentable items and service charges selected for the resident (in the leasing step) have a check mark in the **Select** column. You can also add additional rentable items and service charges at this time.

If you want to select another rentable item, click the button to the right of the Code column. A pop-up appears, where you can select a specific rentable item (for example, a specific garage).



Select a rentable item, then click **OK**. For complete information about move-in procedures, see Chapter 3, “Resident Handling.”

Assigning Rentable Items and Service Charges to Existing Residents

If the resident has already moved in, use the following procedure to add a rentable item or service charge to the lease. This procedure can also be used for non-resident lessees.

To assign a rentable item to an existing resident

- 1 From the side menu, select **Residents > Rentable Items > Assign Rentable Item**. The **Assign Rentable Item** filter appears.



- 2 Complete these fields:

Property	Type a property code or select one from the list.
Type	Type a rentable item type or service charge—or select one from the list.
Available Only	Select Yes if you want to display only those rentable items that are available. Select No if you want all rentable items displayed. This field does not affect service charges

- 3 Click **Submit**. The **Assign Rentable Items** spreadsheet for the selected property appears.

Code	Description	Market Rent	Lessee	Lease From	Lease To	Reserved Until?	Current Rent	Taxable?
18	Garage	75.00					75.00	<input type="checkbox"/>

Post Help

- 4 In the spreadsheet, locate the specific rentable item you want to assign to a resident (for example, Garage 18). If you selected a service charge on the **Assign Rentable Item** filter, only one row appears in the spreadsheet.
- 5 Click the button to the right of the Lessee field. A pop-up appears.
- 6 Select the appropriate resident (or non-resident lessee).

Code	Description
<input checked="" type="checkbox"/> t0000763	Rosenhagen, Kathryne (resca01, 3121, Current) (3100 State Street 3121 Santa Barbara, CA 93103)
<input type="checkbox"/> t0000763	Rosenhagen, Harold (resca01, 3121, Roommate) (3100 State Street 3121 Santa Barbara, CA 93103)

Show 100 entries Search: rosen

Showing 1 to 2 of 2 entries First Previous 1 Next Last

OK End

- 7 Click **OK**.
- 8 Complete the following fields:

Lease From	Type the beginning date of the lease (<i>mmddyy</i>).
Lease To	Type the end date of the lease. This field can be left blank if the end date is undetermined.
Current Rent	Accept the market rent amount associated with the rentable item, or change to another amount of your choosing.

Note that the **Code**, **Description**, and **Market Rent** fields are read-only.

- 9 Click **Post**. The system assigns the rentable item and creates a new lease charge.

Releasing Rentable Items

Rentable items are released from residents in two ways:

- For a departing resident, rentable items are automatically released when the lease ends.
- For a resident who wants to give up a rentable item before his/her lease ends, you can use a function on the side menu to end the lease charge for the rentable item.

This procedure does not apply to service charges.

To release a rentable item before the end of lease

1 From the side menu, select **Residents > Rentable Items > Release Rentable Item**. The **Release**

Rentable Item filter appears.

2 Complete the following fields:

Property	Type a property code or select one from the list.
Type	Type a rentable item type or select one from the list.
Resident	Type a resident code or select one from the list.

3 Click **Submit**. The **Rentable Items** spreadsheet for the selected property appears.

Code	Description	Market Rent	Lessee	Lease From	Lease To	Current Rent	Release?
101	Garage	75.00	t0002042	01/18/2010		75.00	<input type="checkbox"/>

The spreadsheet contains only the rentable items that have been assigned to residents.

4 Locate the item you want to release and select the **Release** check box.

5 Click **Post**. The rentable item is released and the lease charge is terminated.

Non-Resident Lessees and Rentable Items

In this chapter:

Adding a Non-Resident Lessee	107
Assigning Rentable Items to Non-Resident Lessees	108
Releasing Rentable Items From Non-Resident Lessees	108

You can add non-resident lessees to the database, allowing you to rent rentable items to people who do not live at the property. For example, you could rent a garage space to a non-resident. Contact your Yardi Support Team for help setting up rentable items that can be assigned to a non-resident lessee.

Adding a Non-Resident Lessee

To add a non-resident lessee

- 1 From the side menu, select **Residents > Add Non-Resident Lessee**. The **Non-Resident Lessee** filter appears.

- 2 Select a **Property** and click **Submit**.

The **Non-Resident Lessee** screen appears. (Note: The screen only appears if you have defined at least one excluded unit for the property.)

- 3 Complete the following required fields:

Unit	Select a unit from the drop-down menu. The drop-down menu shows only units that are excluded and that are not Model , Down , Admin , or Wait List units.
First Name	Type the first name of the non-resident lessee.
Last Name	Type the last name of the non-resident lessee.
Move In/Out	Type the date the lessee will start renting the rentable items. When the non-resident lessee stops renting items and you perform the Move Out function, the Move Out date is completed by the system.

Lease From/To	In the Lease From field, type the date the lessee will start renting the rentable items (the same date as the Move In date). In the To field, type the date the lessee expects to terminate the lease.
---------------	---

- 4 Enter contact information (address, phone numbers, and so on).
- 5 Click **Save**. The **Resident** screen appears; if needed, you can enter additional information.
- 6 Click **Save**. The system creates a resident record for the non-resident lessee.

Assigning Rentable Items to Non-Resident Lessees

You assign rentable items to non-resident lessees the same way you would assign rentable items to existing residents.

Releasing Rentable Items From Non-Resident Lessees

You release rentable items from non-resident lessees the same way you would release rentable items from residents.

CHAPTER 6

Make Ready Functions

In this chapter:

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Make Ready Workflow	110

Introduction

Make Ready Workflow A (for properties without make ready details)



Make Ready Workflow

When the resident’s status changes to **Notice**, the unit’s status changes to **Not Ready** and the **Pending Make Ready** count on the dashboard is increased by one.

When the make ready work is complete, you can update the status of the unit from the **Community Manager** dashboard.

Performing the Make Ready Workflow

To perform the make ready workflow (for properties without make ready details)

1 On the dashboard, click the **Pending Make Ready** count. The **Pending Make Ready** table appears.

Community Manager Dashboard - Pacific Palms

Resident Activity		Unit Statistics	
Move In	118	Total Units	319
Move Out	40	Leased Units	278 87.
Deposit Accounting	136	Occupied Units	177 55.
On Notice	40	Available Units	65 20.
Expiring Leases (120 days)	4	Model/Down/Admin	2 2.
Scheduled Lease Renewals	0	On Hold Units	1 0.
Alerts	256	Unit Transfers	8
Maintenance		Traffic	
Pending Make Ready	4	Prospect Pipeline	
Pending Work Requests	158	Today's Showings	
Completed WO Followup	0	On Waitlist	
		Pending Applications	

Calendar Pending Make Ready - 02/26/2013 Person Search

Bedrooms	Rent	SqFt	Date Ready	Unit	Occupancy	Make Ready	Adjust Date
1	566.00	1000.000000	03/01/2013	1103	Eviction		

2 Click the **Make Ready** button to change the status of the unit to **Rent Ready**. A warning message appears: *Do you wish to make this unit ready?*

3 Click **OK** to continue.

The unit is removed from the table. The **Pending Make Ready** count is decreased by one. The unit's status changes to **Rent Ready**.

CHAPTER 7

Charges

In this chapter:

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Creating Detail Charge Batches	112
Posting One-Time Charges or Quick Charges	115
Adding Charges to an Existing Batch	116
Deleting Charge Invoices from a Batch	118
Deleting a Charge Batch	120
Reversing Charges	121
Posting Late Fees	122

Introduction to Charges

You use Voyager to record charges in groups called batches. This chapter explains how to record charges, how to add a one-time charge, and how to reverse a charge.

There are two ways to create batches of charges: *detail* and *quick*:

- Use a detail batch to post individual charges. Detail batches comprise *charge invoices*, which in turn comprise multiple charges for an individual payer (resident).
- Use a quick charge to quickly post a charge to a resident's ledger from. Quick charge can be posted directly from the Resident Screen.

Adding a charge to a batch does not update ledgers or financial records. Updating occurs when you post a charge batch. You can edit charges until they are posted.

Creating Detail Charge Batches

If you are creating a batch with only one charge, or with many different charges, you should create detail batch. Otherwise, a quick charge batch is usually more efficient. Detail batches comprise *charge invoices*, which in turn comprise multiple charges for an individual payer.

To create a detail charge batch

- 1 Add the amounts of all the charges you will process. Write down the number.
- 2 Count the charges you will process. Write down the number.
- 3 On the **Community Manager Dashboard**, click the **New Charge Batch** link.



New Charge Batch link

The **Batch Charge** screen appears.

The screenshot shows the 'Batch Charge' screen with the following fields and values:

- Id:** (new)
- Total Declared:** 0.00 (Entered: 0.00)
- Items Declared:** 0 (Entered: 0)
- Description:** 02/27/2013 08:13
- Notes:** (empty text area)

Buttons at the bottom: Save, New, Close, Help.

- 4 Complete the following fields:

Total Declared Type the total dollar amount for charges in the batch. If amount is unknown, you can enter an arbitrary amount (ex: \$10,000) and edit once your batch is complete.

Item Declared Type the quantity of charges in the batch. If amount is unknown, you can enter an arbitrary amount (ex: 100) and edit once your batch is complete.

5 Click **Save**. An empty table appears on the **Charge Invoices** tab below.

New Record button (click to add a charge invoice to the batch)

Id	Payee	Name	Amount	Currency	Reference	Edit

6 Click the **New Record** button. The **Charge Invoice** screen appears.

Charge Code	Description	Amount	Notes	Account	AR Account	Hold
admin	Administration Fee	15.00	Subscription to magazine	4910-0000	1310-0000	<input type="checkbox"/>
dekey	Key Deposit	10.00	Gym key deposit	2103-0000	1330-0000	<input type="checkbox"/>

7 Complete the top part of the screen:

Property	Select the property associated with the charges. This helps you filter payers in the Charge To field.
Unit	Select the unit associated with the charges. This helps you filter payers in the Charge To field.
Charge To	Select the person who pays the charges. If you completed the Unit field, you can only select a person associated with that unit. *If Charge To person is an applicant, future or past resident you will need to click on Charge To hyperlink and search for person(s) using the appropriate perimeters.
Total Amount (table below.)	(You cannot edit this field; the value changes as you add charges on the Details
Charge Date	Type or select the date on which you want to post the charges.
Post Month	Type the month and year in which you want to post the charges.

8 On the **Details** tab, complete a row for each charge that you want to post to the payer's ledger:

Charge Code	Select or type the charge code, then press the TAB key to tab to the next field (Amount). When you do this, Voyager automatically completes the Description , Account , and A/R Account fields with the values associated with the charge code.
Description	(You cannot edit this field; Voyager automatically completes it when you complete the Charge Code field.)
Amount	Type the amount of the charge.
Notes	Type any notes about the charge, keep in mind these will appear on the Resident's Ledger.

Account	(You cannot edit this field; Voyager automatically completes it when you complete the Charge Code field.)
A/R Account	(You cannot edit this field; Voyager automatically completes it when you complete the Charge Code field.
Hold	If you want to prevent Voyager from accepting payment for the charge, select this check box. In most cases, this function would be used for a Housing charge. Another reason you may hold a charge is if the charge or payer is under investigation and there might be legal consequences for accepting the payment.

9 Click **Save**. If there are more charges in the batch, a blank **Charge Invoice** screen appears.

10 Complete each additional **Charge Invoice** screen that appears. When the total entered matches or exceeds the total declared, or the number of items entered matches the number of items declared, the **Batch Charge** screen appears.

The screenshot shows a 'Batch Charge' window with the following data:

Id	6922		
Total Declared	125.00	Entered	125.00
Items Declared	5	Entered	5
Description	02/27/2013 08:13		
Notes			

Buttons at the bottom: Edit, New, Close, Help, Post, Report, Delete, Add Batch.

Declared and Entered fields should match

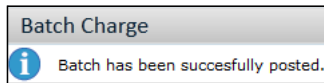
The **Declared** and **Entered** fields must match before you can proceed. If they don't, you can modify the amounts in the **Declared** fields by clicking the **Edit** button on the top of the screen, or edit each charge invoice by clicking the **Edit** button in the row corresponding to each invoice on the **Charge Invoices** tab.

11 Click **Report**. The **Unposted Charge Batch** report appears. Verify that the information is correct and close the window.

Unposted Charge Batch													Excel
Total Declared: 125.00													
Total Entered: 125.00													
Batch #6922													
Trans#	Property	Unit	Tenant	Name	Status	A/R Acct	Inc. Acct	Date	Period	Charge Code	Description	Charge	Remarks
resca02													
C-167646	resca02	1204	t0000044	Fronck	Current	1310-0000	4910-0000	02/27/2013	02/2013	admin	Administration Fee	15.00	Subscription to
C-167647	resca02	1204	t0000044	Fronck	Current	1330-0000	2181-0000	02/27/2013	02/2013	depkey	Key Deposit	10.00	Gym key depos
C-167648	resca02	1304	t0000148	Sultman	Current	1310-0000	6015-0000	02/27/2013	02/2013	damages	Damages	25.00	Broken window
C-167649	resca02	1313	t0000155	Shoup	Current	1310-0000	4580-0000	02/27/2013	02/2013	electric	Electric	25.00	Space Heater 2
C-167650	resca02	1313	t0000155	Shoup	Current	1310-0000	4580-0000	02/27/2013	02/2013	electric	Electric	50.00	Space Heater 2
Total												125.00	
Total resca02												125.00	
												125.00	

12 On the **Batch Charge** screen, click **Post**.

13 When asked to confirm that you want to post, click **OK**. Voyager posts the batch and displays confirmation



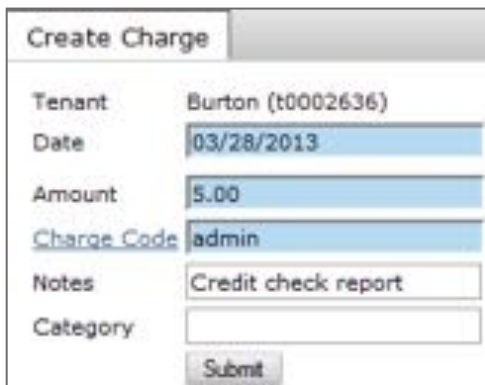
Posting One-Time Charges or Quick Charge

When you post a one-time charge, Voyager adds the charge to the resident's ledger immediately. The charge does not repeat.

To post a one-time charge to a resident's ledger

1 If not already open, open the resident record that you want to add a one-time charge to.

2 On the Functions menu, click Charge. The Create Charge screen appears.

A screenshot of the "Create Charge" form in a software application. The form has a title bar "Create Charge" and several input fields. The "Tenant" field is filled with "Burton (t0002636)". The "Date" field is filled with "03/28/2013". The "Amount" field is filled with "5.00". The "Charge Code" field is filled with "admin". The "Notes" field is filled with "Credit check report". The "Category" field is empty. A "Submit" button is located at the bottom right of the form.

Tenant	Burton (t0002636)
Date	03/28/2013
Amount	5.00
Charge Code	admin
Notes	Credit check report
Category	
<input type="button" value="Submit"/>	

3 Complete the screen.

4 Click **Submit**.

Adding Charges to an Existing Batch

You can add charges to any batch until you post the batch. This procedure explains how to add a charge using the **Detail Batch** screen.



You can still add charges to batches that you were added using the **Quick Charges** screen, as posting quick batches creates a detail batch.

To add a charge to an existing batch

- 1 In the **Community Manager Dashboard**, click the **Charges** link.

Community Manager Dashboard - Villas Flores

Thursday, February 14, 2013

Prop/List: reoca02

Charges link

A table of unposted charge batches appears below the dashboard.

Batch #	Description	Total Declared	Total Entered	Items Declared	Items Entered
6924	:Quick Charge	2,540.00	2,540.00	127	127

- 2 Click the **Batch #** link for the batch to which you want to add charges. Batches created as detail batches and batches created as quick batches appear in the list; you can add charges to any batch using this procedure. The **Batch Charge** screen appears.

Batch Charge

Batch Description: :Quick Charge Ctrl# 6924

Batch Notes: :Quick Charge

Total Declared: 2,540.00 Total Entered: 2,540.00

Items Declared: 127 Items Entered: 127

Buttons: Edit, Post, Report, Help, Add, Delete, Save

- 3 Edit the **Total Declared** and **Items Declared** fields to factor in the new charges. For example, if you plan to add two \$50 charges to a batch with 10 declared charges and a declared total of \$500, edit the **Total Declared** field to \$600 $[(\$50 \times 2) + \$500]$ and the **Items Declared** field to 12 $(10 + 2)$.

- 4 Click **Save**.
- 5 Click **Add**. The **Charge** screen appears.

Click the Batch # link if you need to return to the Batch Charge screen

- 6 Complete the screen.



If you do not complete the **Account** field, Voyager uses the account associated with the charge code. If you do not complete the **A/R Account** field, Voyager uses the account specified in the **Receivable** field in the **Accounts & Options** screen.

- 7 Click **Save**. Each time you click **Save**, Voyager shows a new **Charge** screen until the **Items Entered** matches the **Items Declared**, or the **Total Entered** matches or exceeds the **Total Declared**. Then it shows the **Batch Charge** screen.

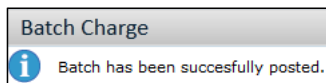
Updated Declared and Entered fields

The **Declared** and **Entered** fields must match before you can proceed. If they don't, you can modify the amounts in the **Declared** fields or click the **Edit** button to return to the **Charge** screen and make changes there. Click the **Batch #** link in the **Charge** screen any time you need to return to the **Batch Charge** screen.

- Click **Report**. The **Unposted Charge Batch** report appears. Verify that the information is correct and close the window.

Unposted Charge Batch												
Total Declared: 2590.00												
Total Entered: 2590.00												
Batch #6924												
Tran#	Property	Unit	Tenant	Name	Status	A/R Acct	Inc. Acct	Date	Period	Charge Code	Description	Charge
resca01												
C-167907	resca01	2230	t0000372	Deckert	Current	1310-0000	4320-0000	02/27/2013	12/2012	cable	Cable (Residential)	50.00
Total resca01												50.00
resny01												
C-167653	resny01	1204	t0000104	Fronek	Notice	1310-0000	4910-0000	02/27/2013	01/2013	admin	Administration Fee	20.00

- In the **Batch Charge** screen, click **Post**.
- When asked to confirm that you want to post, click **OK**. Voyager posts the batch and displays confirmation.



Deleting Charge Invoices from a Batch

You can delete a resident’s charge invoice from a charge batch any time before you post the batch.

To delete a charge invoice from a batch

- From the side menu, select **Charges > Edit/Post Detail Batch**. The **Charge Batch Filter** appears.

Charge Batch Filter			
Description	<input type="text"/>	Batch #	<input type="text" value="6924"/>
Notes	<input type="text"/>	Ctrl #	<input type="text"/>
Batch Type	Open Only <input type="button" value="v"/>	Property	<input type="text"/>
User Created By	<input type="text"/>	Charged To	<input type="text"/>
<input type="button" value="End"/>			

- Complete the filter, as needed. You can search for both detail batches and quick batches (which become detail batches when you post them); you can add delete charges from any batch using this procedure.
- Click **Find**. Matching batches appear in a table on the Batches tab below.

Batches						
Id	Description	User Created	Amount Entered	Count Entered	Is Open	Edit
6924	:Quick Charge		2,590.00	128	Open	<input type="button" value="edit"/>

- 4 Click the **Edit** button in the row corresponding to the batch from which you want to delete a charge invoice. The **Batch Charge** screen appears.

Batch Charge

Id: 6924
 Total Declared: 2,590.00 Entered: 2,590.00
 Items Declared: 128 Entered: 128
 Description: :Quick Charge
 Notes: :Quick Charge

Created by dbo on 02/27
 Modified by dbo on 02/27

Edit New Close Help
 Post Report Delete Add Batch

Charge Invoices

Id	Payee	Name	Amount	Currency	Reference	Edit
167653	10000104	Connie Fronek	20.00		:Quick Charge	<input type="checkbox"/>

Click Edit

- 5 In the table on the **Charge Invoices** tab, click the **Edit** button in the row corresponding to the charge invoice that you want to delete. The **Charge Invoice** screen appears.

Charge Invoice Functions

Property: resny01
 Unit: 1204
 Charge to: 10000104
 Total Amount: 20.00
 Charge Date: 02/27/2013
 Post Month: 01/2013

Connie Fronek (Notice)
 View Ledger
 (805) 967-4430

Save Delete Help

Click Delete

- 6 Click **Delete**. A confirmation request appears: *Are you sure you want to delete this item?*
- 7 Click **OK**.

Deleting a Charge Batch

You can delete a charge batch any time before it is posted.

To delete a charge batch

- 1 In the **Community Manager Dashboard**, click the **Charges** link.

Community Manager Dashboard - Villas Flores

Thursday, February 14, 2013

Prop/Unit: resca02

Add Guest Quick Guest
Leasing Specials Daily Activity
Hot Sheet Monitor Reports
New PO New Svc. Rep.
Print Letters

Open Batches

- Charges [New Charge Batch](#)
- Receipts [New Receipt Batch](#)
- Payables [New Payable Batch](#)

Calendar | Dashboard | Person Search

Charges
link

A table of unposted charge batches appears below the dashboard.

Calendar | Charge Batches - 02/27/2013 | Person Search

Batch # ▾	Description	Total Declared	Total Entered	Items Declared	Items Entered
6924	:Quick Charge	2,540.00	2,540.00	127	127

Batch # link

- 2 Click the Batch # link for the batch you want to delete. Batches created as detail batches and batches created as quick batches appear in the list; you can delete any batch using this procedure. The Batch Charge screen appears.

Batch Charge

Batch Description: :Quick Charge Ctrl# 6924

Batch Notes: :Quick Charge

Total Declared: 2,540.00 Total Entered: 2,540.00

Items Declared: 127 Items Entered: 127

- 3 Click **Delete**. A confirmation request appears: *Are you sure you want to delete this batch?*
- 4 Click **OK**. A confirmation message appears: *Your batch has been deleted.*
- 5 Click **OK** again.

Reversing Charges

You can reverse tenant (resident) charges added by mistake. This procedure creates negative charges with zero-dollar receipts to tie the charges and negative charges together.

To reverse charges

- 1 From the side menu, select **Charges > Reverse Charge**. The **Reverse Charge** filter appears.

These fields locate the charges to be reversed.

These fields determine how the reversal is recorded.

- 2 Complete the filter and click **Submit**.

Voyager uses entries in the **Property** through **Charge No.** fields to locate charges to be reversed. Entries in the **Post Date** through **Reverse Notes** fields apply to the charges to be reversed in the following step.

The **Reverse Charge** screen appears.

Charge#	Name	Move Out	Charge Type	Date	mm/yy	Amount Owed	Select
53321	(10001957)-Singh		(admin)-Administration Fee	02/28/2013	02/2013	100.00	<input type="checkbox"/>

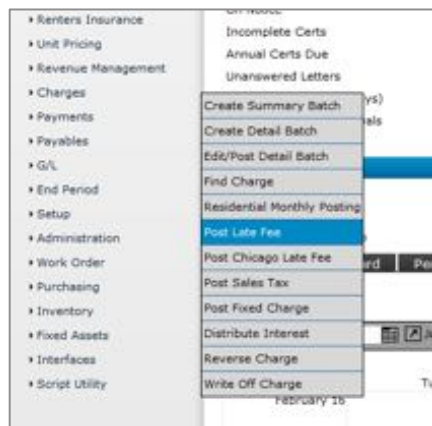
Select charges to reverse

- 3 Select the charges you want to reverse and click **Post**.
- 4 When asked to confirm that you want to post, click **OK**. Voyager displays confirmation that the charges have been reversed.

Posting Late Fees

Each month on the 5th after entering any rents collected prior to the 4th, run the **Post Late Fees** function within Yardi by completing the following steps:

- 1 Complete all rent collection and post any un-posted **Receipt** batch prior to **Posting Late Fees**. Remember any receipt dated after the 5th of the month will be considered late and assessed a late fee.
- 2 From the left side menu, click **Charges** -> **Post Late Fee**.



- 3 Leave the **Tenant** field blank.

- 4 Fill in your **Late Fee Date** as the day we want to show the charge (Ex: 2/5/2015) and the **Cutoff Date** as the last day to pay rent before the late fee (Ex: 2/4/2015).

 A screenshot of the 'Late Fee' form in Yardi Voyager. The form has a title bar 'Late Fee' and a header area. Below that, there are several input fields: 'Property' with the value 'Apple Orchard', 'Tenant' which is blank, 'Late Fee Date' with the value '02/05/2015', 'Cut off Date' with the value '02/04/2015', 'Charge Notes' which is blank, 'Report Only?' with a dropdown menu set to 'Report Only', and 'Destination' with a dropdown menu set to 'Screen'. At the bottom of the form are three buttons: 'Submit', 'Clear', and 'Help'.

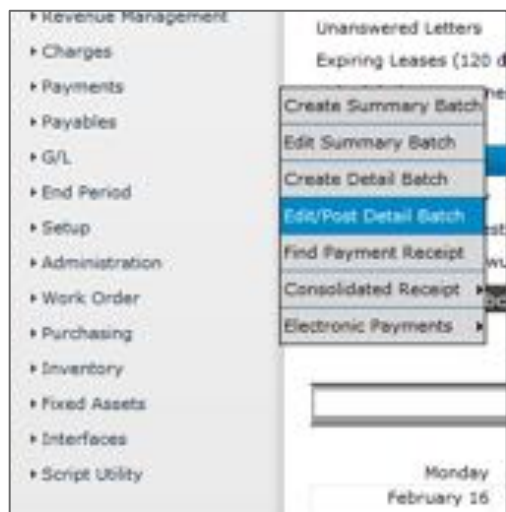
5 Review the late fee charges before creating a batch by selecting **Report Only** and click **submit**, the report will generate.

Late Fee						
Red Tail Canyon (redtail)						
Late Fee Date = 02/05/2015						
Cut Off Date = 02/05/2015						
Report Only = Report Only						
Control	Property	Unit	Tenant	Charge Amt	ChargeCode	Notes
-	redtail	02	10011800 -Mendoza	149.50	late	Late Fee Feb Late Fee, 10% of \$1495.00
-	redtail	04	10011801 -Kempke	149.50	late	Late Fee Feb Late Fee, 10% of \$1495.00
-	redtail	07	10011802 -Cardinal	122.50	late	Late Fee Feb Late Fee, 10% of \$1225.00
-	redtail	08	10011803 -Binz	149.50	late	Late Fee Feb Late Fee, 10% of \$1495.00
-	redtail	09	10011804 -Kozlov	132.50	late	Late Fee Feb Late Fee, 10% of \$1325.00
-	redtail	10	10011805 -Yee	145.00	late	Late Fee Feb Late Fee, 10% of \$1450.00
-	redtail	12	10011806 -Smith	137.50	late	Late Fee Feb Late Fee, 10% of \$1375.00
-	redtail	14	10011807 -Long	122.00	late	Late Fee Feb Late Fee, 10% of \$1220.00

6 If this all looks correct, proceed with **Posting the Late Fees** by returning to the **Late Fee** filter screen (see step 4 above).

7 Change the **Report Only** field to **Create Batch** and click **Submit**. This will create a batch, which can still be edited and viewed to make sure everything is correct.

8 To post this batch, choose **Charges -> Edit/Post Detail Batch**.



* Remember: You will only be able to see batches that you have created, and any other site personnel will not have access to the batches you create. Please coordinate with your site personnel in case reviewing is needed before posting.

9 Once you have found your batch, click the **Edit** button to the far right. Review your charges before posting and if everything looks correct, click the **Post** button and all your late charges will be posted!

CHAPTER 8

Receiving Payments

In this chapter:

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Introduction to Receiving Payments

When you receive a rent payment, you use Voyager to record the payment and create a receipt. You enter receipts in groups called batches. This chapter explains how to record payments you receive. It also describes how to process zero-dollar receipts, how to reapply a receipt and how to record an NSF check.

Receiving Resident Payments

The **Create Detailed Batch** function in Voyager creates a batch where you can enter payments for rent, charges, and deposits.

To receive resident payments

- 1 Count the payments you have received, to determine the quantity of receipts you will process. Write down the number of receipts.
- 2 Add the amounts of all the payments you will process. Write down the number.

- 3 From the side menu, select **Payments > Create Detailed Batch**. The **Batch Receipt** screen appears.

The screenshot shows the 'Batch Receipt' form with the following fields and values:

- Id:** (new)
- Total Declared:** 0.00 (Entered) 0.00
- Items Declared:** 0 (Entered) 0
- Description:** charper 12/08/2014 11:31
- Notes:** (empty text area)
- Deposit Date:** 12/08/2014
- Deposit Memo:** (empty text area)

Buttons at the bottom: Save, New, Close, Help, Post, Report, Delete.

- 4 Complete the following fields and save:

The screenshot shows the 'Batch Receipt' form with the following updated fields and values:

- Id:** 6098
- Total Declared:** 2,500.00 (Entered) 0.00
- Items Declared:** 5 (Entered) 0
- Description:** charper 12/08/2014 11:35
- Notes:** (empty text area)
- Deposit Date:** 12/01/2014
- Deposit Memo:** 12/2014 Rent Payments

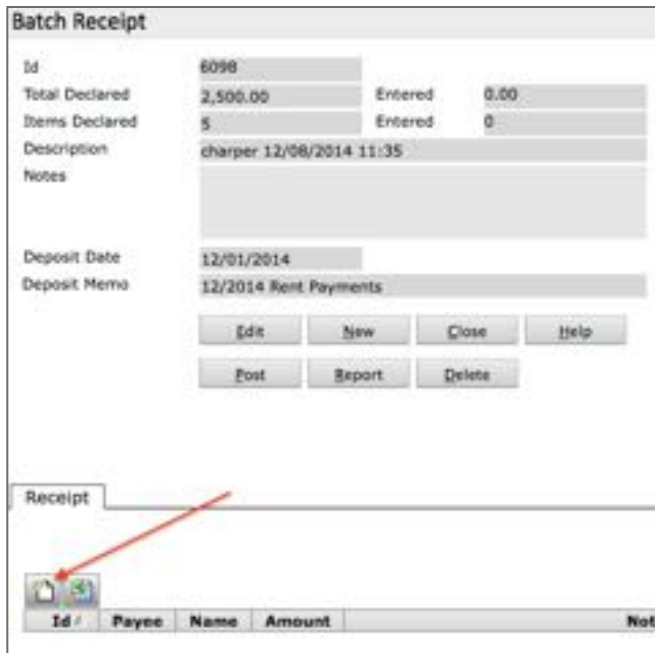
Buttons at the bottom: Edit, New, Close, Help, Post, Report, Delete.

Below the form is a 'Receipt' section with a table header:

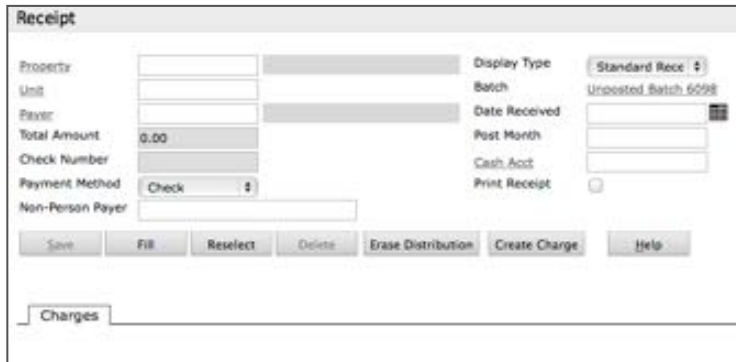
Id	Payee	Name	Amount	Note
----	-------	------	--------	------

Total Declared	Enter total sum of receipts to be entered. Note, this can be edited before posting if needed.
Items Declared	Enter number of receipts to be entered. Note, this can be edited before posting if needed. field.
Description	This field will auto-populate with the user name, date and time. Do not edit.
Notes	Type note if needed.
Deposit Date	In most case this will be the date receipts were entered in Voyager or date deposited into bank.
Deposit Memo	Enter memo of deposit. (Example: <i>12/2014 Rent Payments</i>)

6 To add payments, click the icon (shown below) under the **Receipt** Tab.



7 The **Receipt** window will open.



Enter the following fields:

Property	Enter property name.
Unit	If the payment is from a current resident, enter the unit number. Once selected tab down and the payee will auto-populate.
Payee	If the payment is from a past, future, applicant or roommate, you can search for them by clicking the Payee Link and applying the appropriate filters.
Total Amount	Enter payment Amount
Check Number	Enter check, money order, or cashier's check number. If entering cash, type <i>Cash</i> into the field. When enter a zero-dollar receipt, type <i>0\$</i> into the field.
Payment Method	Select payment method from dropdown menu.
Date Received	Enter date received.
Cash Acct	Enter what account payment will be deposited into – <i>Operating</i> or <i>Security</i> .

Notes To Remember When Entering Receipts

- Verify the correct **Cash Acct** is selected. Example *Operating* or *Security*.

Receipt Jump To

Property: Display Type:

Unit: Batch:

Payer: Date Received:

Total Amount: Post Month:

Check Number: Cash Acct:

Payment Method:

Non-Person Payer:

Charges

Pay	Charge Code	Account	Charge Date	Charge Amount	Amount Outstanding	Prior Paid	Ref	Notes
850.00	rent	5120-000-01	10/01/2014	900.00	800.00	100.00	Rent PostTran	Base Rent (10/2014)
80.00	late	5925-000-01	06/01/2014	80.00	80.00	0.00		Elizabeth Gonzalez
90.00	late	5925-000-01	07/01/2014	90.00	90.00	0.00		Elizabeth Gonzalez
90.00	late	5925-000-01	10/16/2014	90.00	90.00	0.00		Oct Rent Late
	prepay	5122-000-01	12/08/2014					
	prepay	5122-000-01	12/08/2014					
0.00				1,160.00	1,060.00	100.00		

- Make sure the **Total Amount** matches the distributed.
- Double check the payment was allocated correctly.
- Make sure to **Save** changes.

8 In the **Notes** field enter what charge the payment is being applied towards. For example: "12/2014 Rent" or "10/2014 Late Fee".

Receipt Jump To

Property: Display Type:

Unit: Batch:

Payer: Date Received:

Total Amount: Post Month:

Check Number: Cash Acct:

Payment Method:

Non-Person Payer:

Charges

Notes:

Pay	Charge Code	Account	Charge Date	Charge Amount	Amount Outstanding	Prior Paid	Ref	Notes	Charge	Hold Until	Auto Appl
80.00	late	5925-000-01	06/01/2014	80.00	0.00	0.00		Elizabeth Gonzalez	C-5014		<input type="checkbox"/>
90.00	late	5925-000-01	07/01/2014	90.00	0.00	0.00		Elizabeth Gonzalez	C-5015		<input type="checkbox"/>
90.00	late	5925-000-01	10/16/2014	90.00	0.00	0.00		Oct Rent Late	C-6749		<input type="checkbox"/>
850.00	rent	5120-000-01	10/01/2014	900.00	0.00	100.00	Rent PostTran	Base Rent (10/2014)	C-6173		<input type="checkbox"/>
1,060.00				1,160.00	0.00	100.00					

9 Click **Save**.

10 Repeat steps until all of your receipts are entered for this batch.

11 To **Post** the batch, click the hyperlink from the receipt window **Unposted BatchXXXX**. This will take you back to the batch window. **Edit** the **Total Items Declared** and **Total Amount** if needed and **Save** changes. Then click **Post**, once the batch has been successful posted a confirmation message on the top part of the screen.



12. Print a **Deposit** slip from Voyager, by clicking **Deposit** button from the batch screen. _Staple the bank receipt and the yellow carbon copy from your bank deposit slip together to be sent in at **Month End**.

Deposit Slip
#34
Deposit Date - 12/09/2014
fourtway - FOUNTAIN PARK - OPERATING
Acct # - 9042494758

Payer	Check #	Notes	Deposit Amount
Green, Eric	102		941
Zaner, Dustin	1578		900
Gutierrez, Stefan	028779		500
Gutierrez, Stefan	028780		448
Toussaint, Marie	136		1,031.00
Serrano, Julie	1809		1,001.00
Adenot, Joshua	1895		851
Ashermane, Ahmed	1007		826
Wallace, Anthony	116850		300
Wallace, Anthony	116851		300
Wallace, Anthony	116852		226
			7,322.00

DEPOSIT TICKET
FOUNTAIN PARK - NEW OPERATING ACCOUNT
CAMDEN/RE REAL ESTATE SERVICES
CLIENT'S TRUST ACCT - PROP MGMT

DATE: 12/11/14

	DOLLARS	CENTS
TOTAL CURRENCY		
TOTAL COIN		
TOTAL FOOD STAMPS		
LIST EACH CHECK		
1 2139	226	✓
2 1374	300	✓
3 1374	300	✓
4 1374	300	✓
5 1374	300	✓
6 1374	300	✓
7 1374	300	✓
8 1374	300	✓
9 1374	300	✓
10 1374	300	✓
11 1374	300	✓
12 1374	300	✓
13 1374	300	✓
14 1374	300	✓
15 1374	300	✓
16 1374	300	✓
17 1374	300	✓
18 1374	300	✓
19 1374	300	✓
20 1374	300	✓
21 1374	300	✓
22 1374	300	✓
23 1374	300	✓
24 1374	300	✓
25 1374	300	✓
26 1374	300	✓
27 1374	300	✓
28 1374	300	✓
29 1374	300	✓
30 1374	300	✓
31 1374	300	✓
32 1374	300	✓
33 1374	300	✓
34 1374	300	✓
35 1374	300	✓
36 1374	300	✓
37 1374	300	✓
38 1374	300	✓
39 1374	300	✓
40 1374	300	✓
TOTAL DEPOSIT	7322	00
TOTAL FROM OTHER BANK OF ATTACHED LIST	7322	00

Uells Fargo Bank Transaction Receipt
Store 900182124
Account Number XXXXXX4758
Cash In 85.00
Total Deposited 87,322.00
Less Cash 85.00
Net Deposit Amount **87,322.00**

Totals should all match.

Staple documentation in the following order:

- Ticker Tape
- Bank Receipt
- Bank Deposit - carbon Copy (Yellow)
- Voyager's Deposit Slip

Receiving Non-Resident Payments

You must create a detail receipt batch to post payments for non-residents in Voyager. Because Voyager does not keep ledgers of non-resident payers, you must manually add each receipt. Each receipt can apply to multiple charges.

To receive a non-resident payments

- 1 Count the payments you have received, to determine the quantity of receipts you will process. Write down the number.
- 2 Add the amounts of all the payments you will process. Write down the number.
- 3 From the side menu, select **Payments > Create Detail Batch**. The **Batch Receipt** screen appears.

- 4 Complete the following fields:

Total Type the total dollar amount for receipts in the batch.

Item Count Type the quantity of receipts in the batch.

Deposit Date Type or select today's date.

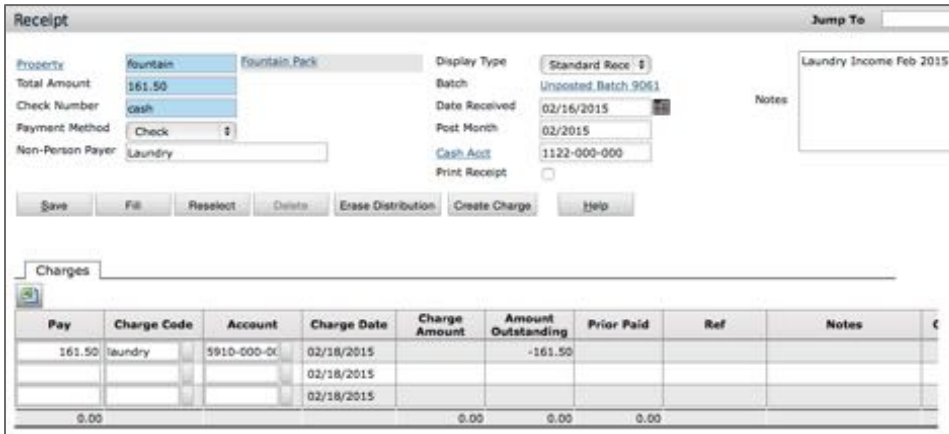
- 5 Click **Save**. An empty table appears on the **Receipt** tab below.

New Record button (click to add a receipt to the batch)

Receipt						
Id	Payee	Name	Amount	Currency	Notes	Edit

- 6 Click the **New Record** button. The **Receipt** screen appears.

7 In the **Non-Person Payer** field, type the full name of the payer, then press the TAB key. Some fields disappear.



8 Complete the remaining fields on the top part of the screen:

- Property **Charge To** Select the property associated with the receipts. This helps you filter payers in the field.
- Total Amount Type the amount of the receipt.
- Check Number If the non-resident payer is paying using a check, type the check number in this field.
- Payment Method Select the appropriate payment method.
- Date Received Type or select today's date.
- Post Month Type the month and year in which you want to post the receipt.
- Cash Acct. Select the cash account to which you want to post the receipt.

9 In the spreadsheet on the **Charges** tab, complete a row corresponding to each charge to which you want to apply the receipt:

- Pay Type the amount of the charge for which the non-resident payer is paying. The receipt pays for the full amount of the charge.
- Charge Code Type or select the charge code for the charge.
- Account (Leave this field empty; Voyager automatically completes this field based on the charge code when you save the receipt.)

The following graphic shows what a completed row should look like:

Pay	Charge Code	Account	Charge Date	Cl Ar
100.00	admin	4910-0000	03/01/2013	

10 Click **Save**. If there are more receipts in the batch, a blank **Receipt** screen appears.

11 Complete each additional **Receipt** screen that appears. When the total entered matches or exceeds the total declared, or the number of items entered matches the number of items declared, the **Batch Receipt** screen appears.

Declared and Entered fields should match

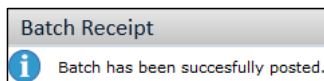
The **Declared** and **Entered** fields must match before you can proceed. If they don't, you can modify the amounts in the **Declared** fields by clicking the **Edit** button on the top of the screen, or edit each receipt by clicking the **Edit** button in the row corresponding to each receipt on the **Receipt** tab.

12 Click **Report**. The **Unposted Charge Batch** report appears. Verify that the information is correct and close the window.

Unposted Receipt Batch								Excel
Total Declared: 200.00								
Total Entered: 200.00								
Batch #8311								
resny01								
R-74363	1110-0000	resny01	4910-0000		Robert Fagles	100.00	03/01/2013	03/2013
R-74364	1110-0000	resny01	4910-0000		Jorge Mills	100.00	03/01/2013	03/2013
Total						200.00		
Total resny01						200.00		
						200.00		

13 On the **Batch Receipt** screen, click **Post**.

14 When asked to confirm that you want to post, click **OK**. Voyager posts the batch and displays confirmation.



16 Print a Deposit slip from Voyager, by clicking **Deposit** button from the batch screen.

Batch Receipt
 Batch has been successfully posted.

Id 6097

Total Declared 100.00 Entered 100.00

Items Declared 1 Entered 1

Description charge 12/08/2014 11:17

Notes

Deposit Date 12/08/2014

Deposit Memo Late Fee Payment

Exit New Close Help

Post Report Online Deposit

17 Staple the Ticker Tape, bank receipt, the carbon copy from the bank deposit slip to the Deposit printed from Voyager to be sent in at Month End.

Deposit Slip
 #34
 Deposit Date - 12/09/2014
 fountainw - FOUNTAIN PARK - OPERATING
 Acct # - 9042494758

Payer	Check #	Notes	Deposit Amount
Green, Eric	102		941
Zaner, Dustin	1576		900
Gutierrez, Stefan	028779		500
Gutierrez, Stefan	028780		446
Toussaint, Marti	126		1,031.00
Serrano, Julia	1006		1,001.00
Adeusi, Joshua	1493		851
Alshamir, Ahmed	1007		826
Wallace, Anthony	116850		300
Wallace, Anthony	116851		300
Wallace, Anthony	116852		226
			7,322.00

DEPOSIT TICKET
 FOUNTAIN PARK - NEW
 OPERATING ACCOUNT
 CAMPSIDE REAL ESTATE SERVICES
 CLIENT'S TRUST ACCT - PROP MGMT

DATE: 12/10/14

	DOLLARS	CENTS
TOTAL CURRENCY		
TOTAL COIN		
TOTAL FOOD-STAMPS		
LIST EACH CHECK		
1 # 139	226	-
2 # 129	300	-
3 # 129	300	-
4 # 131	826	-
5 # 152	951	-
6 # 167	1001	-
7 # 177	1031	-
8 # 56	446	-
9 # 26	500	-
10 # 13	900	-
11 # 150	941	-
12		
13		
14		
15		
16		
17		
18		
19		
20		
21		
22		
23		
24		
25		
26		
27		
28		
TOTAL DEPOSIT		
TOTAL FROM OTHER SIDE OF ATTACHED L.S.		
7322.00		

Wells Fargo Bank Transaction Receipt

Store #001921 34 Deposit

Account Number XXXXXX4758 0015

Cash In 80.00

Total Deposited \$7,322.00

Less Cash - 80.00

Net Deposit Amount \$7,322.00

Transaction # 023 0041
 10:51AM 12/10/14 Credited 12/10/14

If you do not have access to a retirement plan at work, an IRA can be a great way to save for retirement.

Thank you, Laci!

Totals should all match.

Staple documentation in the following order:

- Ticker Tape
- Bank Receipt
- Bank Deposit - carbon Copy (Yellow)
- Voyager's Deposit Slip

Processing Zero Dollar Receipts

It is necessary to process a zero dollar receipt when you wish to apply a credit to a debit in Voyager. The **Create Detailed Batch** function in Voyager creates a batch where you can process Zero Dollar Receipts.

To create a zero dollar receipt

- 1 From the side menu, select **Payments > Create Detailed Batch**. The **Batch Receipt** screen appears.

Batch Receipt			
Id	7235	Created by charper on 01/21/2015 7:58 AM.	
Total Declared	0.00	Entered	0.00
Items Declared	1	Entered	0
Description	Santa Cruz - charper 01/21/2015 07:57		
Notes			
Deposit Date	01/21/2015		
Deposit Memo	Adjust Rent Charges		
<input type="button" value="Edit"/> <input type="button" value="New"/> <input type="button" value="Close"/> <input type="button" value="Help"/>			
<input type="button" value="Post"/> <input type="button" value="Report"/> <input type="button" value="Delete"/>			

Receipt																	
<div style="display: flex; align-items: center; gap: 10px;"> </div> <table style="width: 100%; border-collapse: collapse; margin-top: 5px;"> <thead> <tr style="background-color: #f2f2f2;"> <th style="width: 5%;">Id</th> <th style="width: 15%;">Payee</th> <th style="width: 30%;">Name</th> <th style="width: 15%;">Amount</th> <th style="width: 30%;">Notes</th> <th style="width: 5%;">Edit</th> </tr> </thead> <tbody> <tr> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> </tr> </tbody> </table>						Id	Payee	Name	Amount	Notes	Edit						
Id	Payee	Name	Amount	Notes	Edit												

4 Complete the following fields and save:

The screenshot shows a 'Batch Receipt' form with the following fields and values:

- Id:** 7235
- Total Declared:** 0.00 (Entered: 0.00)
- Items Declared:** 1 (Entered: 0)
- Description:** Santa Cruz - charper 01/21/2015 07:57
- Deposit Date:** 01/21/2015
- Deposit Memo:** Adjust Rent Charges

Buttons: [Edit], [New], [Close], [Help], [Post], [Report], [Delete]

Receipt Table:

Id	Payee	Name	Amount	Notes	Edit

Total Declared	Enter total sum of receipts to be entered. Note, for Zero Dollar Receipts this amount will always be 0.
Items Declared	Enter number of receipts to be entered. Note, this can be edited before posting if needed.
Description	This field will auto-populate with the user name, date and time. Add your Property Name.
Notes	Type note if needed.
Deposit Date	In most case this will be the date receipts were entered in Voyager or date deposited into bank.
Deposit Memo	Enter memo of deposit. (Example: <i>Adjustment to Pro-rate Charges</i>)

6 Click the icon (shown below) under the **Receipt** Tab.

Batch Receipt

Id: 7235
 Total Declared: 0.00 Entered: 0.00
 Items Declared: 1 Entered: 0
 Description: Santa Cruz - charger 01/21/2015 07:57
 Notes:
 Deposit Date: 01/21/2015
 Deposit Memo: Adjust Rent Charges

Created by charger on 01/21/2015 7:58 AM.
 (never modified)

Edit New Close Help
 Post Report Delete

Receipt

Id Payee Name Amount Notes Edit

7 The **Receipt** window will open.

Receipt Jump To

Property: santa Unit: 344-5 Display Type: Standard Rece Batch: Unposted Batch 7238
 Street: 10000478 Unit Status: (Current) View Ledger Date Received: 01/21/2015
 Total Amount: 0.00 Post Month: 01/2015
 Check Number: 08 Cash Acct: 1121-000-000
 Payment Method: Check Print Receipt
 Non-Person Payer:

Save Fill Recheck Delete Erase Distribution Create Charge Help

Notes: Adjust Rent Amount due to lease renewal.

Charges Tenant Info

Pay	Charge Code	Account	Charge Date	Charge Amount	Amount Outstanding	Prior Paid	Ref	Notes	Charge	Hold Unit	Auto Apply
50.00	rent	5120-000-00	01/21/2015	1,000.00	950.00	0.00		Rent 1/2015	C-13965		
-50.00	rent	5120-000-00	01/21/2015	-50.00	0.00	0.00		Rent Adjustment	C-13956		
	prepay	5123-000-00	01/21/2015		0.00						if
	prepay	5122-000-00	01/21/2015								if
	prepay	5123-000-00	01/21/2015								if
0.00				950.00	950.00	0.00					

Enter the following fields:

Property Enter property name.

Unit If the payment is from a current resident, enter the unit number. Once selected tab down and the payee will auto-populate.

Payee If the payment is from a past, future, applicant or roommate, you can search for them by clicking the **Payee** Link and applying the appropriate filters.

Total Amount Enter payment Amount ; for Zero Dollar Receipts the total should always be **0**.

Check Number When enter a zero-dollar receipt, **type 0\$ into the field**.

Payment Method Select Check.

Date Received Enter date.

Cash Acct Enter what account payment will be deposited into – *Operating* or *Security*.

8 In the **Notes** field enter the purpose for the Zero Dollar Receipt

Pay	Charge Code	Account	Charge Date	Charge Amount	Amount Outstanding	Prior Paid	Ref	Notes	Charge	Hold Until	Auto Apply
50.00	rent	1120-000-00	01/21/2015	1,000.00	950.00	0.00		Rent 1/2015	C:10905		
-50.00	rent	1120-000-00	01/21/2015	-50.00	0.00	0.00		Rent Adjustment	C:10906		
	prepay	1122-000-00	01/21/2015		0.00						<input checked="" type="checkbox"/>
	prepay	1122-000-00	01/21/2015								<input checked="" type="checkbox"/>
	prepay	1122-000-00	01/21/2015								<input checked="" type="checkbox"/>
0.00				950.00	950.00	0.00					

9 Enter the debt and credited amount in the **Charge fields**. The total should always come to \$0 when processing a Zero Dollar Receipt.

10 Click **Save**.

11 Repeat steps until all of your receipts are entered for this batch.

12 To **Post** the batch, click the hyperlink from the receipt window **Unposted BatchXXXX**. This will take you back to the batch window. **Edit** the **Total Items Declared** and **Total Amount** if needed and **Save** changes. Then click **Post**, once the batch has been successful posted a confirmation message on the top part of the screen.

Batch Receipt

Batch has been successfully posted.

Id: 6097

Total Declared: 100.00 Entered: 100.00

Items Declared: 1 Entered: 1

Description: charge: 12/08/2014 11:17

Notes:

Deposit Date: 12/08/2014

Deposit Memo: Late Fee Payment

Buttons: Edit, New, Close, Help, Post, Report, Delete, Deposit

Recording Not Sufficient Funds (NSF) Items

Use the procedure for recording NSF items when a check is returned. This procedure reverses the receipt but also creates a journal entry for the bank's returned check fee and adds your organization's returned check fee charge to the appropriate resident ledger.

To record an NSF item for a receipt

- 1 From the side menu, select **Payments > Find Payment Receipt**. The **Receipt** filter appears.

- 2 Complete the filter with criteria appropriate to locate the receipt for which you want to record an NSF item and click **Submit**. The **Receipt** screen appears.

NSF
button

- 3 Click the **NSF** button.



Only receipts that have not been reconciled can be recorded as NSF. The **NSF** button appears on the **Receipt** screen only if the receipt can be recorded as NSF.

Contact your Property Accountant if you need to record a reconciled receipt as NSF.

The **NSF Receipt** screen appears.

4 Complete the following fields:

Reversal Date	Type or select the current date.
Post Month	Type the month and year on the general ledger that you want the NSF reversal to affect.
Bank Fee	Type the bank fee for NSF items, as your organization requires.
Bank Fee Account	Select the account to which Voyager posts bank fees, as your organization requires.
Payer Fee	Type the payer fee for NSF items, as your organization requires.
Payer Fee Chg Code	Type or select the charge code for the payer fee, as your organization requires.
Notes	Type notes about the reversal, such as the reason.. You cannot leave this field empty.

5 Click **Save**. When Voyager asks you to confirm that you want to NSF the receipt, click **OK**. Voyager creates a new receipt with negative amounts for each positive amount on the original receipt. Voyager references the control numbers of the related receipts in the **Notes** fields of both the original receipt and the NSF receipt. The following graphic shows the **Notes** field for an original receipt that has been recorded as NSF.

Date Received	07/12/2010	Notes	NSFed by ctrl# 74366 NSF
Post Month	04/2010		
Cash Acct	1110-0000		
Deposit Number	80		
Deposit Date	07/12/2010		

Notes field

If there was an amount in the **Bank Fee** field, Voyager creates a journal entry for that amount. If there was an amount in the **Resident Fee** field, Voyager adds the charge to the resident ledger.

Re-applying Receipts

The Reapply feature allows you to modify a posted receipt, without changing the deposit record in bank reconciliation. You cannot change the amount, but you can apply the receipt to different charges or to a different resident.

** Voyager will only allow you to re-apply a receipt that has not been reconciled. Contact your Property Accountant if you need to re-apply a reconciled receipt.

To re-apply a receipt

- 1 From the side menu, select **Payments > Find Payment Receipt**. The **Receipt** filter appears.

- 2 Complete the filter with criteria appropriate to locate the receipt that you want to re-apply and click **Submit**. The **Receipt** screen appears.

Re-apply button

- 3 Click the **Re-apply** button. A confirmation request appears:

This function will reverse this receipt and require you to enter a new receipt. Are you sure you want to reapply this receipt?

4 Click **OK**. A new **Receipt** screen appears.

Property		Display Type	Standard Rece
Unit		Date Received	04/03/2013
Payer		Post Month	04/2013
Total Amount	935.00	Cash Acct	1110-0000
Check Number	1479		
Payment Method	Check		
Non-Person Payer			

5 Edit as needed.

6 Click **Save**. A confirmation message appears:

Receipt has been successfully re-applied.

7 Click **OK**. A confirmation request appears:

The web page you are viewing is trying to close the window. Do you want to close this window?

8 Click **Yes**.

Writing Off Charges

Your Property Accountant will perform **Write Off** charges in Voyager; the site manager will be asked to verify the **Collection Report**.

Each month, resident move-out files are reviewed and those with a move-out occurring more than 30 days prior and have a balance due to the property are reported to the site manager to determine whether the amount due will be written-off.

The Collection Report

Monthly, the Site Employee Resource Center reviews move-out files with a balance due that is left unpaid 30+ days. Not all properties will have collections for the month. The Site Employee Resource Center completes the **Property Collections Report** and emails the report to the site.

The site manager reviews the amount and accuracy for each resident. The information included in the **Property Collections Report** are the Apartment #, Resident Name, Move-Out Date, Mailed Date, Total Due. The site manager then checks "**Yes**" or "**No**" to send the account to collections.

- Any "No" response must be **approved by the Property Supervisor**. Payments plans are to be consistent with Cambridge policy — a maximum of three payment installments with the first installment equaling 50% of the debt.
- If a **payment has been made** by the resident and the Amount Due is inconsistent with what the site manager reports, the site manager should indicate it on the report.
- Before **signing** the Property Collections Report, be sure to verify the **Amount Due** and the amount to be written off in Voyager.

CHAPTER 9

Processing Housing Vouchers

(Tenant-Based Subsidy Receipts)

This section explains how to create and post consolidated receipts for payments from tenant-based subsidy providers.

In this chapter:

Introduction to Tenant-Based Subsidy Receipts	141
Creating Consolidated Receipts for Tenant-Based Subsidy Payments	143
Posting Consolidated Receipts for Tenant Based Subsidies	146
Reviewing Posted Subsidy Receipts in Resident Ledgers	148

Introduction to Tenant-Based Subsidy Receipts

A tenant-based subsidy provider's payment may consist of one large amount to pay charges for many residents. In Voyager, a consolidated receipt distributes the total amount of a subsidy payment to pay subsidy charges for each resident in a property. When you create a consolidated receipt, Voyager allocates the subsidy payment toward each resident's subsidy charges.

In this section, you will learn how to complete and post a consolidated receipt for tenant-based subsidy payments.



Voyager helps you to quickly complete Voyager screens. For fields that you can complete by typing, typing the first few characters automatically displays a selection list based on information that you previously used in that field. You can either select from the displayed list or complete the field by continuing to type.



To learn how to record a consolidated receipt for a subsidy overpayment, see “Overpaid Tenant-Based Subsidy Receipts” in Chapter 9.

The following graphic shows the ledger for the resident used in the examples for this section. The ledger shows that resident’s rent charges have been paid. The outstanding balance is for the tenant-based subsidy.

CAMBRIDGE real estate services

Date : 12/10/2014

Resident Ledger

Code	10010055	Property	50495	Lease From
Name	Gayle Lancaster	Unit	E10829	Lease To
Address	10831 SE Mather Road	Status	Current	Move In
		Rent	1000	Move Out
City St. Zip	Clackamas, OR 97015	Phone(O)-		Phone(H)-

Date	Description	Charge	Payment	Balance	Chg/Rec
10/1/2014	Housing (10/2014)	560.00		560.00	7092
10/1/2014	Base Rent (10/2014)	440.00		1,000.00	7093
10/1/2014	Rub Revenue (10/2014)	70.00		1,070.00	7094
10/6/2014		500.00		1,570.00	4722
10/6/2014		425.00		1,995.00	4822
10/6/2014			500.00	1,495.00	1429
10/6/2014			425.00	1,070.00	1529
10/7/2014	chk# conv journal #1410003 :HAP -		560.00	510.00	3385
10/8/2014	chk# conv		510.00	0.00	2748
11/1/2014	Base Rent (11/2014)	440.00		440.00	9655
11/1/2014	Rub Revenue (11/2014)	70.00		510.00	9893
11/1/2014	Housing (11/2014)	560.00		1,070.00	10064

Housing Charge

Balance Due

Creating Consolidated Receipts for Tenant-Based Subsidy Payments

Creating a consolidated subsidy receipt adds a record for the receipt. You can add or edit the information in a consolidated receipt until you create a batch for the receipt.

To create a consolidated receipt for tenant-based subsidy payments

- 1 From the side menu, select **Payments > Consolidated Receipt > Add Consolidated Receipt w/ a Suspense Charge**. The Create Consolidated Receipt filter appears.

The **Create Consolidated Receipt** filter determines the subsidy charges and adjustments that appear on the Consolidated Receipt screen

- 2 Complete the following fields:

Property	The property code selected on the Community Manager Dashboard screen appears. Type or select the property code, if needed..
Resident	Select a specific resident or leave this field blank to bring up multiple tenants
Charge Code	Select Housing charge code – housing.
Subsidy Suspense Charge Code	Select Housing Suspense charge code – hsngsusp
Hap Month	Type the property's subsidy month and year.
Sort By	Select the order in which you want the subsidy charges to appear, by unit or by resident.

3 Click **Submit**. The Consolidated Receipt screen appears.

The **Check Amount** field in the top part of the screen is for the amount of the payment that you received from the subsidy provider. 0.00 initially appears. **The Total Details** field shows the total amount of subsidy charges for the residents listed in the table in the bottom part of the screen. **The Difference** field shows the difference between the payment amount and the total amount of the details.

The screenshot shows the 'Consolidated Receipt' interface. At the top, there are three summary fields: 'Check Amount' (0.00), 'Total Details' (1,320.00), and 'Difference' (-1,320.00). Below these are various data entry fields including 'Description', 'Check Number', 'Post Date', 'Post Month', 'Housing', 'Control #', 'Total Entries', and 'Exp Month'. A table below lists individual charges for residents, with a 'Total' row at the bottom showing 1,320.00 for both Amount and Payment.

Callouts from the text above point to the following fields in the screenshot:

- Total amount of housing payment**: Points to the 'Check Amount' field (0.00).
- Total amount of housing charges**: Points to the 'Total Details' field (1,320.00).
- Difference between check and charges**: Points to the 'Difference' field (-1,320.00).
- Total amount of Housing charges**: Points to the 'Total' row in the table, specifically the 'Amount' column (1,320.00).

Line #	Property	Unit	Resident	Name	Charge#	Type	Date	Post Month	Amount	Payment
1	squrres	110773	10000268	Yoder, Tatyana	12330*	MoveIn	11/25/2014	12/2014	220.00	220.00
2	squrres	110773	10000268	Yoder, Tatyana	12342*		12/01/2014	12/2014	1,100.00	1,100.00
3										
4										
5										
6										
7										
8										
9										
10										
11										
12										
Total									1,320.00	1,320.00

4 Complete the following fields:

Check Amount	Enter amount of the provider's payment.
Description	This field will pre-populate with the user/date/time – DO NOT erase. Do add your property name.
Check Number	Enter the check number listed on the payment.
Post Date	Enter the date the payment was posted or deposited. DD/MM/YYYY
Post Month	Enter the current post month. MM/YYYY

Line #	Property	Unit	Resident	Name	Charge#	Type	Date	Post Month	Amount	Payment	
1	squares	110773	x0000288	Yoder, Tatyana	12338*	Housing	11/25/2014	12/2014	220.00	220.00	
2	squares	110773	x0000288	Yoder, Tatyana	12342*	Housing	12/03/2014	12/2014	1,100.00	1,100.00	
									Total	1,320.00	1,320.00

- 5 Click **Save**. In order to post the payment, the difference between the check amount and total details must be 0.00 (zero). You will need to make any necessary corrections prior to posting the payment receipt.
- 6 Once the difference between the check amount and total details is zero, you are ready to post the receipt.
- 7 Click **Create Batch**, this function will create the batch however you will since need to **Post** it.

Posting Consolidated Receipts for Housing (Tenant Based Subsidies)

When you **post** a consolidated receipt, you will post the receipt to a batch. You can review and edit the transactions in the batch before you post the batch. The transactions will not affect the general ledger until you post the batch.

To post a consolidated receipt

1 From the side menu, select **Payments > Consolidated Receipt > Review Consolidated Receipt**. The Consolidated Receipt Review filter appears.

2 Select the consolidated receipt that you created and saved and click **Submit**. The **Consolidated Receipt** screen appears.

3 Complete the following fields:

Check Number	Type the number of the provider's check
Post Date	Type the date that you are posting the receipt.
Post Month	Type the month and year that the posted receipt will affect the general ledger.

4 Click **Save**.

Check and post-date information

Line #	Property	Unit	Tenant	Name	Charge#	Type	Date	Post Month	Amount	Payment
1	kn214h	1	0020931	Woods, Helen	84177	HAP PostTran	03/01/2014	03/2014	125.00	125.00
2	kn214h	2	0020930	Desmond, Jeremy	84179	HAP PostTran	03/01/2014	03/2014	125.00	125.00
3	kn214h	3	0020935	Martinez, Coral	84181	HAP PostTran	03/01/2014	03/2014	210.00	210.00

*** Remember you will need to **Post** or **Delete unposted Consolidated Receipt** Batches prior to opening a new **Consolidated Receipt**.

5 Review the receipt again to ensure that it is as you expect.

6 Click the **Print** button in the top part of the **Consolidated Receipt** screen and print a copy of the receipt.

7 When you are ready to post the receipt, click the **Create Batch** button on the **Consolidated Receipt** screen. The **Unposted Receipt Batch** report screen appears. The batch number appears in the top part of the screen. The batch number is a link to the batch summary.

Batch Number

Return to: BATCH # 17283												
Unposted Receipt Batch Excel												
Total Declared: 460.00												
Total Entered: 460.00												
Batch #17283												
Trans#	Check #	Cash Acct	Property	Inc Acct	Unit	Tenant	Name	Status	Amount	Remarks	Date	Month
kn214h												
R-8366	1234	1110-0000	kn214h	4517-0000	1	10020931	Woods, Helen	(Current)	125.00	:HAP -	03/10/2014	03/2014
R-8367	1234	1110-0000	kn214h	4517-0000	2	10020930	Desmond, Jeremy	(Current)	125.00	:HAP -	03/10/2014	03/2014
R-8368	1234	1110-0000	kn214h	4517-0000	3	10020935	Martinez, Coral	(Current)	210.00	:HAP -	03/10/2014	03/2014
Total									460.00			
Total kn214h									460.00			
									460.00			

8 Click the batch number. **The Batch Receipt** summary screen appears.

Batch Receipt																												
Id	17283			Created by karinn on 03/10/2014. (never modified)																								
Total Declared	460.00	Entered	460.00																									
Items Declared	3	Entered	3																									
Description	karinn 03/10/2014 11:23																											
Notes																												
Deposit Date	03/10/2014																											
Deposit Memo																												
<input type="button" value="Edit"/> <input type="button" value="New"/> <input type="button" value="Close"/> <input type="button" value="Help"/>																												
<input type="button" value="Post"/> <input type="button" value="Report"/> <input type="button" value="Delete"/>																												
Receipt																												
<table border="1"> <thead> <tr> <th>Id #</th> <th>Payee</th> <th>Name</th> <th>Amount</th> <th>Notes</th> <th>Edit</th> </tr> </thead> <tbody> <tr> <td>8366</td> <td>10020931</td> <td>Helen Woods</td> <td>125.00</td> <td>:HAP -</td> <td></td> </tr> <tr> <td>8367</td> <td>10020930</td> <td>Jeremy Desmond</td> <td>125.00</td> <td>:HAP -</td> <td></td> </tr> <tr> <td>8368</td> <td>10020935</td> <td>Coral Martinez</td> <td>210.00</td> <td>:HAP -</td> <td></td> </tr> </tbody> </table>					Id #	Payee	Name	Amount	Notes	Edit	8366	10020931	Helen Woods	125.00	:HAP -		8367	10020930	Jeremy Desmond	125.00	:HAP -		8368	10020935	Coral Martinez	210.00	:HAP -	
Id #	Payee	Name	Amount	Notes	Edit																							
8366	10020931	Helen Woods	125.00	:HAP -																								
8367	10020930	Jeremy Desmond	125.00	:HAP -																								
8368	10020935	Coral Martinez	210.00	:HAP -																								

9 **Review** the summary information to ensure that it is correct. If needed, you can edit or delete transactions in the batch or delete the entire batch.

10 Click the **Report** button to review the batch report again.

11 When you are ready to post the batch, click the **Post** button. A confirmation message appears. Click **OK**. Voyager posts the batch.

Reviewing Posted Subsidy Receipts in Resident Ledgers

You are now ready to review the ledgers of a resident included in the posted consolidated subsidy receipt. In this section, we will review the ledger and **HAP ledger** of Helen Woods, the first resident listed in the details of the posted receipt in our example.

To review the ledger of a resident included in a consolidated receipt

- 1 Open the **Resident** screen for a resident you wish to review.
- 2 Open the resident's ledger. **The Resident Ledger** screen appears.
- 3 **Review** that resident's ledger. In our example, the balance due is now 0.00 (zero).

Code	0020931	Property	kn214h	Lease From	1/2/2014
Name	Helen Woods	Unit	1	Lease To	1/1/2015
Address	1 Home Road 1	Status	Current	Move In	1/2/2014
		Rent	829	Move Out	
City St. Zip	Accoon, IN 46201	Phone(O)-	(317) 434-5456	Phone(H)-	(317) 654-3212

Date	Description	Charge	Payment	Balance	Chg/Rec
1/2/2014	Deposit	900.00		900.00	84127
1/2/2014	Rent for 30 days	681.29		1,581.29	84128
1/2/2014	Rent Subsidy for 30 days	120.97		1,702.26	84129
2/1/2014	Rent (02/2014)	704.00		2,406.26	84173
2/1/2014	Subsidy (02/2014)	125.00		2,531.26	84174
2/6/2014			900.00	1,631.26	8351
2/6/2014			681.29	949.97	8352
2/10/2014			704.00	245.97	8354
2/14/2014	chk# 1234 :HAP -		120.97	125.00	8358
2/20/2014	chk# 434 :HAP -		125.00	0.00	8361
3/1/2014	Rent (03/2014)	704.00		704.00	84175
3/1/2014	Subsidy (03/2014)	125.00		829.00	84177
3/5/2014			704.00	125.00	8363
3/10/2014	chk# 1234 :HAP -		125.00	0.00	8366

Link to Housing Receipt

4 Click on the **Chg/Rec** number you wish to review.

6 Click the link to review the charge. The charge is fully paid.

Ctrl #	Charge Code	Description	Amount	Notes	building	Unit	Hold
C-84177	subsidy	Subsidy	125.00	Subsidy (03/2014)	kn110a	1	✓

Charge Status

CHAPTER 10

Overpaid Housing Or Tenant-Based Subsidy Receipts

This section explains how to create and post consolidated receipts for payments from tenant-based subsidy providers when the check includes a subsidy overpayment.

In this section:

Introduction to Overpaid Tenant-Based Subsidy Receipts	149
Creating Consolidated Receipts for Overpaid Tenant-Based Subsidy Payments.	150
Posting Consolidated Receipts for Subsidy Overpayments.	152

Introduction to Overpaid Tenant-Based Subsidy Receipts

Mid-month move-outs, subsidy terminations, or other issues can result in subsidy overpayments. Unlike rent that a resident pays before it is due, a subsidy overpayment is not a prepayment. After the provider reconciles its records, a subsidy provider will send a payment that is adjusted to recover the previously overpaid amount.

When you create a consolidated receipt that includes a subsidy overpayment, Voyager automatically creates positive and negative charges posted to your subsidy suspense charge code. Voyager holds the negative charge in suspense, to apply the overpayment toward the provider's later subsidy adjustment.



A subsidy provider may also occasionally underpay. When a subsidy provider underpays, Voyager holds the positive charge in suspense to apply to the provider's later adjustment..

You can easily track subsidy overpayments. Unused overpaid amounts appear on each receipt until you use them to pay later charges. Outstanding amounts and balances appear on ledgers and financial statements.

In this section, you will learn how to complete and post a consolidated receipt when a tenant-based subsidy provider overpays. You will process consolidated receipts for a subsidy overpayment and review a resident's ledger and HAP ledger.

Creating Consolidated Receipts for Overpaid Tenant-Based Subsidy Payments

After posting monthly charges for a property that includes residents with tenant-based subsidies, you receive the provider’s latest subsidy payment. In this example, the subsidy provider overpaid for one of the residents. You need to include the overpayment in the consolidated receipt.

To create a consolidated receipt that includes a subsidy overpayment

1 From the side menu, select **Payments > Consolidated Receipt > Add Consolidated Receipt**. The **Create Consolidated Receipt** filter appears.

2 Complete the filter, selecting the property, tenant-based subsidy charge code (**Housing**), subsidy suspense charge code (**Housing Suspense**), and subsidy month.

3 Click **Submit**. The **Consolidated Receipt** screen appears.

Line #	Property	Unit	Tenant	Name	Charge#	Type	Date	Post Month	Amount	Payment
1	kn214h	1	80020931	Woods, Helan	04191	SHAP PostTran	04/01/2014	04/2014	125.00	125.00
2	kn214h	2	80020930	Desmond, Jeremy	04193	SHAP PostTran	04/01/2014	04/2014	125.00	125.00
3	kn214h	3	80020935	Martinez, Coral	04195	SHAP PostTran	04/01/2014	04/2014	210.00	210.00
4									0.00	100.00
5										
6										
7										
8										
9										
10										
11										
12										
13										
Total									460.00	460.00

4 In the Check Amount field in the top part of the screen, type the amount of the subsidy payment. In this example, we will record a receipt for a payment of \$100.00 more than the amount of the charges. Type the number that appears in the Total Details field, plus 100.00.

5 Click **Save**. The Difference field shows that the payment is for \$100.00 more than the amount of the total charge details.

You are ready assign the overpayment to the resident for whom it was paid. In our example, we will assign the overpayment Jeremy Desmond, the second resident listed in the details.



You could assign the overpayment to any resident in the property. For example, if the overpayment applied to a past resident who had recently moved out, you would assign the overpayment to that resident. If the overpayment is split between two residents, you would apply the appropriate amount to each resident.

Amount of provider's payment

Difference between payment and charges

Line #	Property	Unit	Tenant	Name	Charge#	Type	Date	Post Month	Amount	Payment	
1	kn214h	1	80020931	Woods, Helen	04191	HAP PostTran	04/01/2014	04/2014	125.00	125.00	
2	kn214h	2	80020930	Desmond, Jeremy	04193	HAP PostTran	04/01/2014	04/2014	125.00	125.00	
3	kn214h	3	80020935	Martinez, Coral	04195	HAP PostTran	04/01/2014	04/2014	210.00	210.00	
									Total	460.00	460.00

Select button

6 On the first empty row in the details table, click the **Select** button and select the code of the resident for whom the overpayment applies.

7 In the **Payment** field on that row, type the amount of the overpayment.

8 Click **Save**. The difference between the payment amount and the totals detail is now 0.00 (zero).

Amount of provider's payment Difference between payment and charges Additional Payment

Line #	Property	Unit	Tenant	Name	Charge#	Type	Date	Post Month	Amount	Payment	
1	kn214h	1	80020931	Woods, Helen	84191	HAP PostTran	04/01/2014	04/2014	125.00	125.00	
2	kn214h	2	80020930	Desmond, Jeremy	84193	HAP PostTran	04/01/2014	04/2014	125.00	125.00	
3	kn214h	3	80020935	Martinez, Coral	84195	HAP PostTran	04/01/2014	04/2014	210.00	210.00	
4	kn214h	2	80020930	Desmond, Jeremy					0.00	180.00	
									Total	460.00	460.00

9 Print a copy of the receipt using the steps described in the previous lesson. You can use the printed copy to compare the receipt to your subsidy voucher.

10 You have created and saved the consolidated receipt. To **Post** the batch, click **Create Batch** and the unposted batch screen will appear. Similar to the last chapter, click on the unposted batch number to be directed to the **Batch Window** where you can review and **Post** the batch.

CHAPTER 11

Paying Bills

In this chapter:

Introduction to Paying Bills.....	153
Entering Vendor Invoices.....	153
Entering Vendor Invoice as a Credit.....	162
Processing a Payable Batch (Thursdays).....	163
Quick Reference Guide to G/L Codes.....	165

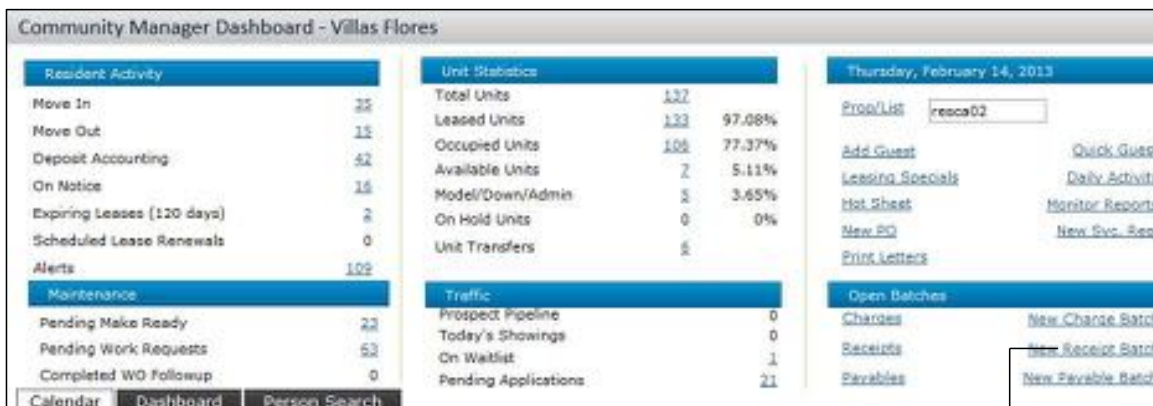
Introduction to Paying Bills

You use Voyager to record payable invoices. You enter invoices in batches. Payables in a batch do not update vendor ledgers or property financial records until your Property Accountant posts the batch.

Entering Vendor Invoices

To enter vendor invoices in a batch

- 1 Count the invoices, to determine the quantity of invoices you will process. Write down the number.
- 2 Add the amounts of all the invoices you will process. Write down the number.
- 3 In the **Community Manager Dashboard**, click the **New Payable Batch** link.



New Payable Batch link

The **Payable Batch** screen appears.

4 Complete the following fields:

Total Declared	Type the total dollar amount for payable invoices in the batch.
Item Declared	Type the quantity of payable invoices in the batch.
Description	Change the description to “property week begin – week end” (which should be a Friday thru Thursday). Example: Stone Creek 01/15 – 01/22.

5 Click **Save**. An empty table appears on the **Payables** tab below.

New Record button (click to add a payable invoice to the batch)

Id	Payee	Amount	Notes	Detail Edit

6 Click the **New Record** button. The **Payable Invoice** screen appears.

The screenshot shows the 'Payable Invoice' screen with the following fields and values:

Payee		Type	Invoice	Display Type	Domestic Standard
Payee Info		Payment Method	Check	Batch	Unposted Batch 3625
Owner		Approved By		Id	Ctrl (new)
EO		Priority		Navigation	← →
Invoice #		Cash Acct		Workflow	
Expense Type		AP Acct		Status	
Total Amount	0.00	Notes		Current Step	
AP Template				Next Step	
Invoice Date	03/01/2013			Notes	
Post Month					
Due Date	03/01/2013				

Buttons at the bottom: Save, Reverse, Delete, Memoize, Help

7 Type or select the payee code in the **Payee** field and press the TAB key. Voyager displays the vendor's name and address below the **Payee** field.

8 Type the complete invoice number in the **Invoice #** field – for record keeping purposes it is important that it is not a partial invoice number.

9 Type the total amount of the invoice in the **Total Amount** field.

10 Change the dates in the **Invoice Date**, **Post Month**, and **Due Date** fields as appropriate.

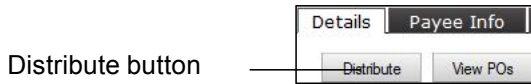
The screenshot shows the 'Payable Invoice' screen with the following fields and values:

Payee	bel475	Type	Invoice	Display Type	Standard Payable Display Type
Payee Info	BELL CARPET & UPHOLSTERY CLEANING, (PO BOX 265 HILLSBORO) robo2night@aol.com 503-640-5439	Payment Method	Check	Batch	Unposted Batch 259
Invoice #	1223455	Approved By		Id	Ctrl (new)
Expense Type	Expense	Priority		Navigation	← →
Total Amount	350.00	Cash Acct			
Invoice Date	01/14/2015	AP Acct			
Post Month	01/2015	Notes	Carpet Replacement Unit # 102		
Due Date	01/31/2015				

Buttons at the bottom: Save, Reverse, Delete, Help

11 If you want to split a payable across multiple properties:

- a** On the **Details** tab, click the **Distribute** button.



The **Distribute Payable** screen appears.



- b** Complete the **Distribute Payable** screen.
- c** Click **OK**. Voyager adds one line for each property to the payable spreadsheet, splitting the amount of the payable evenly between the properties.

13 Complete the spreadsheet on the bottom part of the **Payable Invoice** screen:

Entity	Type or select a property code for the first line item.
Amount	Type the dollar amount you are paying for the line item. The combined amount of all line items must match the amount in the Total Amount field before you can save this invoice.
Account	Type or select the G/L expense account.
Notes	Complete the notes field with a brief memo explaining the payable; example – Carpet Replacement #101 .

14 Click **Save**. If there are more invoices in the batch, a blank **Payable Invoice** screen appears.

15 Complete each additional **Payable Invoice** screen that appears. When the total entered matches or exceeds the total declared, or the number of items entered matches the number of items declared, the **Batch Charge** screen appears.

Batch Payable			
Id	3625		
Total Declared	3500.00	Entered	3500.00
Items Declared	4	Entered	4
Description	03/01/2013 03:26		
Notes			
<input type="button" value="Edit"/> <input type="button" value="New"/> <input type="button" value="Close"/> <input type="button" value="Help"/>			
<input type="button" value="Post"/> <input type="button" value="Report"/> <input type="button" value="Delete"/>			

— Declared and Entered fields should match

The **Declared** and **Entered** fields must match before you can proceed. If they don't, you can modify the amounts in the **Declared** fields by clicking the **Edit** button on the top of the screen, or edit each payable invoice by clicking the **Edit** button in the row corresponding to each invoice on the **Charge Invoices** tab.

Entering Vendor Invoices as a Credit

1 Click the **New Record** button. The **Payable Invoice** screen appears.

The screenshot shows the 'Payable Invoice' form with the following visible data:

- Type: Invoice
- Payment Method: Check
- Display Type: Domestic Standard
- Batch: Unposted Batch 3625
- Id: Ctrl (new)
- Total Amount: 0.00
- Invoice Date: 03/01/2013
- Post Month: (empty)
- Due Date: 03/01/2013

2 Type or select the payee code in the **Payee** field and press the TAB key. Voyager displays the vendor’s name and address below the **Payee** field.

3 Type the complete invoice number in the **Invoice #** field – for record keeping purposes it is important that it is not a partial invoice number.

3 Change the Type to the complete invoice number in the **Invoice #** field – for record keeping purposes it is important that it is not a partial invoice number.

4 Change the dates in the **Invoice Date**, **Post Month**, and **Due Date** fields as appropriate.

5 Type the total amount of the invoice in the **Total Amount** field. Often when you have a credit on a vendor invoice it appears on the invoice as a negative number, however you will NOT need to enter it as a negative number in Voyager.

Instead, adjust the invoice **Type** to **Credit**, Voyager will know that the amount is a credit. For questions regarding entering an invoice with a credit in Voyager, please consult with your Property Accountant.

The screenshot shows the 'Payable Invoice' form with the following visible data:

- Type: Credit (indicated by an arrow and the text 'Change Type to Credit')
- Payment Method: Check
- Display Type: Standard Payable Display Type
- Batch: Unposted Batch 482
- Id: Ctrl (new)
- Total Amount: 200.00
- Invoice Date: 03/18/2015
- Post Month: 03/2015
- Due Date: 03/28/2015
- Notes: Returned Maintenance Supplies

6 Complete the spreadsheet on the bottom part of the **Payable Invoice** screen:

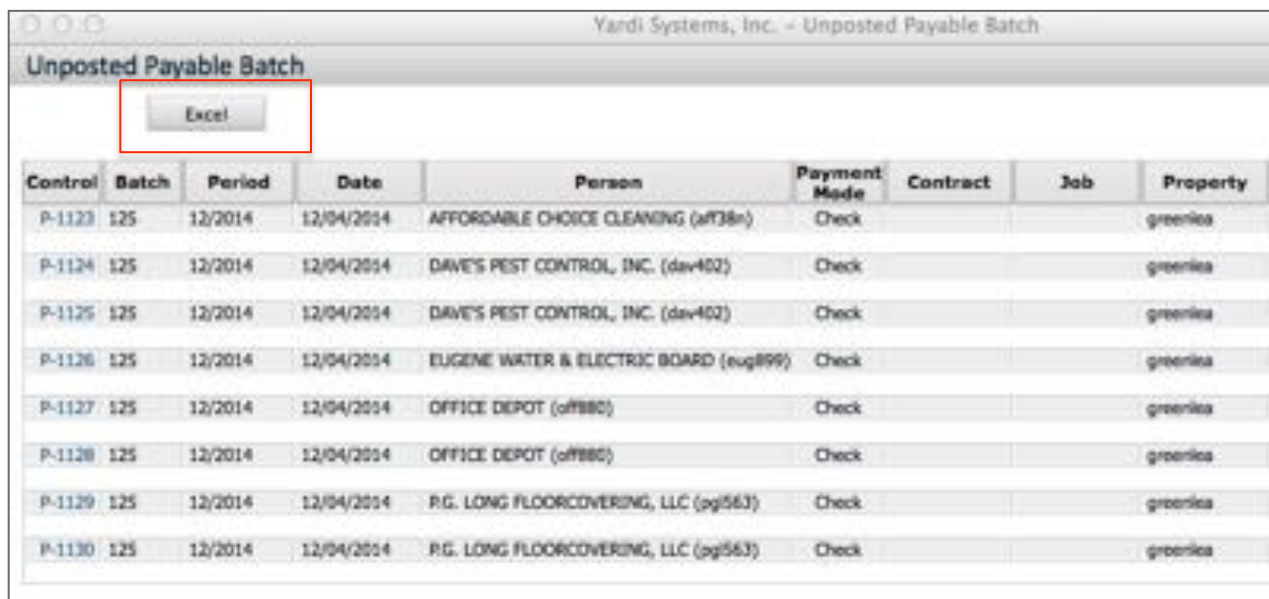
Entity	Type or select a property code for the first line item.
Amount	Type the dollar amount you are paying for the line item. The combined amount of all line items must match the amount in the Total Amount field before you can save this invoice.
Account	Type or select the G/L expense account.
Notes	Complete the notes field with a brief memo explaining the payable; example – <i>Returned Maintenance Supplies.</i>

7 Click **Save**. If there are more invoices in the batch, a blank **Payable Invoice** screen appears.

8 Refer to the previous section on completing a **Payable Batch**.

Processing Payable Batches (Every Thursday)

1 Each **Thursday** after all your weekly payables have been entered, click **Report**. The **Unposted Charge Batch** report appears. Verify that the information is correct and click export to **Excel**.



Yardi Systems, Inc. - Unposted Payable Batch

Unposted Payable Batch

Excel

Control	Batch	Period	Date	Person	Payment Mode	Contract	Job	Property
P-1123	125	12/2014	12/04/2014	AFFORDABLE CHOICE CLEANING (aff38n)	Check			greenica
P-1124	125	12/2014	12/04/2014	DAVE'S PEST CONTROL, INC. (dav402)	Check			greenica
P-1125	125	12/2014	12/04/2014	DAVE'S PEST CONTROL, INC. (dav402)	Check			greenica
P-1126	125	12/2014	12/04/2014	EUGENE WATER & ELECTRIC BOARD (eug899)	Check			greenica
P-1127	125	12/2014	12/04/2014	OFFICE DEPOT (off880)	Check			greenica
P-1128	125	12/2014	12/04/2014	OFFICE DEPOT (off880)	Check			greenica
P-1129	125	12/2014	12/04/2014	P.G. LONG FLOORCOVERING, LLC (pg563)	Check			greenica
P-1130	125	12/2014	12/04/2014	P.G. LONG FLOORCOVERING, LLC (pg563)	Check			greenica

	A	B	C	D	E	F	G	H	I	J	K	L
1											Payable Register	
2	Control	Batch	Period	Date	Person	Invoice No	Contract	Job	Property	Category	Cost Code	Cash Account
3	P-1131	125	12-2014	12/1/14	AFFORDABLE CHOICE (USAMING) (AFFRC)	Check			greenline			1120-000-000 Operating Account
4												
5	P-1134	125	12-2014	12/1/14	DAVE'S PEST CONTROL, INC. (DAVPC)	Check			greenline			1120-000-000 Operating Account
6												
7	P-1125	125	12-2014	12/1/14	DAVE'S PEST CONTROL, INC. (DAVPC)	Check			greenline			1120-000-000 Operating Account
8												
9	P-1126	125	12-2014	12/1/14	BUSINE WATER & ELECTRIC BOARD (BUSWB)	Check			greenline			1120-000-000 Operating Account
10												
11	P-1137	125	12-2014	12/1/14	OFFICE DEPOT (OFFDC)	Check			greenline			1120-000-000 Operating Account
12												
13	P-1128	125	12-2014	12/1/14	OFFICE DEPOT (OFFDC)	Check			greenline			1120-000-000 Operating Account
14												
15	P-1129	125	12-2014	12/1/14	PIC LONG FLOORCOVERING, LLC (PICFL)	Check			greenline			1120-000-000 Operating Account
16												
17	P-1130	125	12-2014	12/1/14	PIC LONG FLOORCOVERING, LLC (PICFL)	Check			greenline			1120-000-000 Operating Account
18												
19												

2 Open the exported **Excel** document. Highlight and erase columns **G, H, J, and K**. Then click **Print**. Make sure all other columns were included in the printed report.

3 **Collect** all hard copy paper invoices included in the payable batch; keep in same order they were entered.

4 **Send** the original copies of the invoices and the **Printed excel batch report** to the Site Employee Resource Center each Thursday. **Label** the envelope attention to "Payables" and include the dates for which the payables were entered; example – **Payables 1/15 – 1/22**.

General Ledger Codes

Quick Reference

Quick Reference Guide to General Ledger Codes		CA = Common Area		VA = Vacant Unit		Not sure which code to post something under? Call your Accountant at the Corporate Office	
Administrative & Marketing	Utilities	Repairs, Maintenance & Turnovers	New Replacements/Non-Recurring	Administrative & Marketing	Utilities	Repairs, Maintenance & Turnovers	New Replacements/Non-Recurring
6111 Screening Fees	6361 Telephone	6626 Door/Handware	8111 Grounds	6112 Forms/Office Supplies/Keys/Postage	6362 Long Distance	6627 HVAC Supplies	8112 Asphalt/Concrete
6113 Office Equipment	6364 Cell	6631 General Repairs Vendor	8113 Roof/Gutter	6115 Computer/Copier Supplies	6365 Pager	6632 Plumbing Repairs Vendor	8114 Pool
6118 Resident Public Relations	6367 Internet	6633 Electrical Repairs Vendor	8115 Paint Exterior	6211 Newspaper Advertising	6420 Electric (CA)	6634 HVAC/Flreplace Maint	8116 Carpentry
6213 Rental Magazine	6421 Electric (VU)	6636 Appliance Service Vendor	8117 Windows	6214 Signs/Printing	6421 Electric (VU)	6637 Roof Repair/Gutter Clean	8118 Miscellaneous
6218 Other Advertising	6430 Natural Gas (CA)	6637 Roof Repair/Gutter Clean	8122 Stove			6638 LockWindow/Fire Safety	8170 Other Interior

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CHAPTER 12

Reports

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Residential Analytics Reports Overview

This section describes how to read the report references in this document. It also describes common fields on the Residential Reports filter.

In this section:

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Security Deposit Activity	173

Residential Reports Filter

You can generate residential analytics reports from the **Residential Reports** screen. Use the filter on the top part of the screen to select the type of report that you want to generate and other parameters, such as the date range for which you want to generate the report. Many report types share the same filter fields. For more information, see below.

Residential Reports Filter Reference

Property	You can select multiple properties or a property list.
Date – to-	<p>Date range, comprised of a start date and an end date, that Voyager uses to search for data to display on the report.</p> <p>On some reports, one of these two dates is disabled; this means that Voyager uses only the one date to search for data. For more information, see the section relevant to each report.</p>
Month/Year	<p>Month range, comprised of a start month with year and an end month with year, that Voyager uses to search for data to display on the report.</p> <p>On some reports, one of these two months is disabled; this means that Voyager uses only the one month to search for data. For more information, see the section relevant to each report.</p>
Summarize by	<p>On most reports, this is the record type that you want to fill the rows of the report. For example, if you summarize a report by Property, the report displays rows for each property. If you summarize a report by Unit Type, the report displays rows for each unit type at the properties.</p> <p>On some reports, this field behaves differently. For more information, see the section relevant to each report.</p>
Show Graphs	<p>(Applies only to certain reports.)</p> <p>Displays a graphical representation of the data in the report.</p>
Show Grids	Separates rows and columns in the report with grid lines.
Excel	Exports the report to a Microsoft Excel Binary File Format (.XLS) file.
PDF	Exports the report to a Portable Document Format (.PDF) file.

Aged Receivables Report

Use the Aged Receivables report to view how much money residents owe as of a specified month. The report shows the following information as of a specified date:

- Charges that are overdue by under 30 days, 31 to 60 days, 61 to 90 days, and over 90 days
- Prepayments

To generate the Aged Receivables report:

1 From the side menu, select **Reports > Property – Residential > Residential Analytics**. The Residential Reports screen appears.

2 In the **Report Type** field, select **Aged Receivables Report**.

3 Complete the filters:

Date – To	Date for which you want to view unit and resident statuses, and market rent amounts.
Month/Year	Month in which transactions must be posted to be factored into the report.
Summarize By	Charge Code – summarizes transaction totals by charge code Resident – summaries transaction totals by resident. Property – summarizes transaction totals by property.

Residential Reports											
Property	Unit	Resident	Name	Date	Month / Year	Report Type	Summary By	12/01/2014	to	01/31/2015	
apple					01/2015	Aged Receivables	Resident				
Unit											
<p>Aged Receivables Apple Orchard (apple) Month Year = 01/2015</p>											
Property	Unit	Resident	Name	Total Unpaid Charges	0-30 days	31-60 days	61-90 days	Over 90 days	Prepays	Balance	
apple	2640-7	00000373	SHAVIA GROERL	0.00	0.00	0.00	0.00	0.00	-2.00	-2.00	
apple	2648-2	00000376	RACHEL CALLAHAN	0.00	0.00	0.00	0.00	0.00	-10.00	-10.00	
apple	2648-4	00000378	Cheryl Johnson	0.00	0.00	0.00	0.00	0.00	-4.00	-4.00	
apple	2648-6	00000380	COLLEEN BORGIO	0.00	0.00	0.00	0.00	0.00	-27.00	-27.00	
apple	2654-1	00000383	Denise Dejean	0.00	0.00	0.00	0.00	0.00	-8.00	-8.00	
apple	2654-2	00000384	Alexis Talbot	350.00	291.00	59.00	0.00	0.00	0.00	350.00	
apple	2654-3	00000385	VICKIE FINK	0.00	-3.00	0.00	3.00	0.00	-9.00	-9.00	
apple	2654-6	00000388	JAEED BRIDGES	0.00	0.00	0.00	0.00	0.00	-19.00	-19.00	
apple	2654-8	00000390	Rebekah Gordon	20.00	20.00	0.00	0.00	0.00	0.00	20.00	
apple	2672-1	00000391	VICKIE BRANNARD	40.00	0.00	40.00	0.00	0.00	0.00	40.00	
apple	2672-7	00000398	Tony Davis	633.00	89.00	59.00	94.00	391.00	0.00	633.00	
apple	2680-1	00000399	Michael Dudley	0.00	0.00	0.00	0.00	0.00	-4.00	-4.00	
apple	2694-3	00000405	Matthew Vermeer	0.00	0.00	0.00	0.00	0.00	-4.00	-4.00	
apple	2694-4	00000406	SUZANNE SCHLITZOUS	0.00	0.00	0.00	0.00	0.00	-4.00	-4.00	
apple				1,043.00	397.00	158.00	97.00	391.00	-91.00	952.00	

Excel PDF
 Display Clear

Show Graphs
 Show Grids

Rent Roll w/ Lease Charges Report

Use the Rent Roll with Lease Charges report to evaluate monthly rent and deposits for your units. The report shows the following information for each unit as of a specified date:

- Market rent
- Lease charges
- Deposits
- Resident balances

To generate the Rent Roll w/ Lease Charges report:

1 From the side menu, select **Reports > Property – Residential > Residential Analytics**. The Residential Reports screen appears.

2 In the **Report Type** field, select **Rent Roll w/ Lease Charges**.

The screenshot shows the 'Residential Reports' interface with the following fields and values:

- Property:** college
- Date:** 12/01/2014 to 01/31/2015
- Month / Year:** 01/2015
- Report Type:** Rent Roll with Lease Charges
- Summarize By:** Unit
- Show Graphs:**
- Show Grids:**
- Buttons:** Excel, PDF, Display, Clear

3 Complete the filters:

Date – To - Date for which you want to view unit and resident statuses, and market rent amounts.

Month/Year Month in which transactions must be posted to be factored into the report.

Summary The report groups units by resident status—**Current/Notice/Vacant Residents** and **Future Residents/Applicants** .

4 Click **Display**.

Rent Roll with Lease Charges													
Chicago Center Building													
Month: 01-2019													
Use	Use Type	Unit Number	Name	Appt. Type	Appt. Code	Amount	Payment Type	Chrg. Code	Chrg. Description	Lease Expires	Area Sq Ft	% of Area	Balance
Commercial/Industrial Buildings													
1	OFFICE	201.00	WALKER	OFFICE	1000	1,100.00	1,100.00	0.00		01/01/19	10,000	10.00%	0.00
				TOTAL		1,100.00	1,100.00	0.00			10,000	10.00%	0.00
2	OFFICE	201.00	WALKER	OFFICE	1000	1,100.00	1,100.00	0.00		01/01/19	10,000	10.00%	0.00
				TOTAL		1,100.00	1,100.00	0.00			10,000	10.00%	0.00
3	OFFICE	201.00	WALKER	OFFICE	1000	1,100.00	1,100.00	0.00		01/01/19	10,000	10.00%	0.00
				TOTAL		1,100.00	1,100.00	0.00			10,000	10.00%	0.00
4	OFFICE	201.00	WALKER	OFFICE	1000	1,100.00	1,100.00	0.00		01/01/19	10,000	10.00%	0.00
				TOTAL		1,100.00	1,100.00	0.00			10,000	10.00%	0.00
5	OFFICE	201.00	WALKER	OFFICE	1000	1,100.00	1,100.00	0.00		01/01/19	10,000	10.00%	0.00
				TOTAL		1,100.00	1,100.00	0.00			10,000	10.00%	0.00
6	OFFICE	201.00	WALKER	OFFICE	1000	1,100.00	1,100.00	0.00		01/01/19	10,000	10.00%	0.00
				TOTAL		1,100.00	1,100.00	0.00			10,000	10.00%	0.00
7	OFFICE	201.00	WALKER	OFFICE	1000	1,100.00	1,100.00	0.00		01/01/19	10,000	10.00%	0.00
				TOTAL		1,100.00	1,100.00	0.00			10,000	10.00%	0.00
8	OFFICE	201.00	WALKER	OFFICE	1000	1,100.00	1,100.00	0.00		01/01/19	10,000	10.00%	0.00
				TOTAL		1,100.00	1,100.00	0.00			10,000	10.00%	0.00
Summary Charges													
				TOTAL		4,400.00	4,400.00	0.00			40,000	40.00%	0.00
Commercial/Industrial Buildings													
				TOTAL		4,400.00	4,400.00	0.00			40,000	40.00%	0.00
Other Buildings													
				TOTAL		0.00	0.00	0.00			0.00	0.00%	0.00
Grand Total													
				TOTAL		4,400.00	4,400.00	0.00			40,000	40.00%	0.00

Page 2

Rent Roll with Lease Charges
 (Change Owner Address)
 As Of: 6/30/2015
 Month View = 6/30/15

Unit	Unit Type	Sq. Ft.	Unit Number	Name	Appld Charge Amt	Charge Date	Amount	Resident Deposit	Other Units In Deposit	Lease Capitation	Move Out	Balance	
					\$1,700.00		4,384.00	\$3,871.00	\$100	\$	150.00	150.00	-497.00
Summary of Charges by Charge Date (Construction Reserves Only)													
Unit							4,384.00						
sq. ft.							70.00						
avg							200.00						
avg							200.00						
Total							4,384.00						

Security Deposit Activity Report

Use the Security Deposit Activity report to track security deposits at properties in your portfolio. The report shows security deposit charges and receipts both prior and during the specified period.

To generate the Security Deposit Activity report:

1 From the side menu, select **Reports > Property – Residential > Residential Analytics**. The Residential Reports screen appears.

2 In the **Report Type** field, select **Security Deposit Activity**.

Residential Reports	
Property	french
Unit Type	
Unit	
Date	12/01/2014 to 01/31/2015
Month / Year	01/2015 01/2015
Report Type	Security Deposit Activity
Summarize By	Resident
	<input type="checkbox"/> Show Graphs <input checked="" type="checkbox"/> Show Grids
	<input type="button" value="Excel"/> <input type="button" value="PDF"/> <input type="button" value="Display"/> <input type="button" value="Clear"/>

3 Complete the filters:

Month/Year	Period during and before which you want the report to factor in security deposit receipts and charges.
Summarize By	Options are Resident and Receipt/Charge (one row per security deposit receipt or charge).

4 Click **Display**.

Security Deposit Activity Report Example - page 1 of 1

Security Deposit Activity

Period: 01/01/2015-01/31/2015

Property List

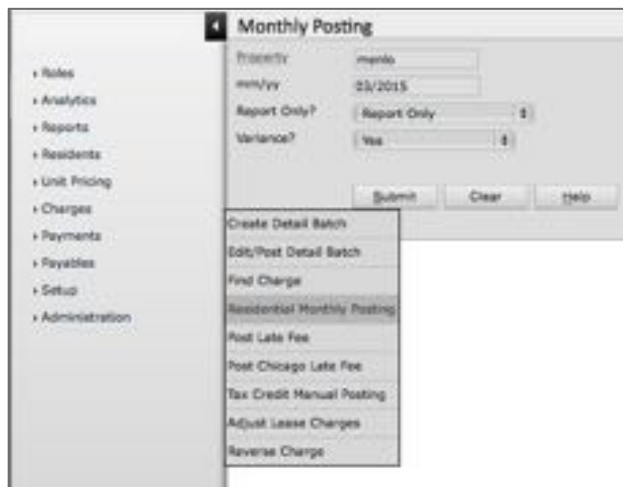
Property Unit	Resident Code	Resident Name	Prev Deposit Total	Prev Balance	Current Cap Total	Current Balance	Deposits Current	Provisional Deposits	Deposits Returned
Unit 02	0000000	Sharon Rose (Current)	0.00	0.00	625.00	625.00	625.00	0.00	0.00
Unit 03	0000000	Duane Rose (Current)	0.00	0.00	590.00	590.00	590.00	0.00	0.00
Unit 04	0000000	Bonnie Q. Rose (Current)	0.00	0.00	367.50	367.50	367.50	0.00	0.00
Unit 05	0000000	Joseph Katz (Current)	0.00	0.00	628.00	628.00	628.00	0.00	0.00
Unit 06	0000000	Charles Paulina (Current)	0.00	0.00	575.00	575.00	575.00	0.00	0.00
Unit 07	0000000	The Cal Daily (Current)	0.00	0.00	304.50	304.50	304.50	0.00	0.00
Unit 08	0000000	Walter Wright (Current)	0.00	0.00	267.00	267.00	267.00	0.00	0.00
Unit 09	0000000	Emmett Hernandez (Current)	0.00	0.00	1,175.00	1,175.00	1,175.00	0.00	0.00
Unit 10	0000000	Sheryl Brewer (Current)	0.00	0.00	625.00	625.00	625.00	0.00	0.00
Unit 11	0000000	Ray Rogers (Current)	0.00	0.00	1,056.00	1,056.00	1,056.00	0.00	0.00
Unit 12	0000000	Janice O'Neil (Current)	0.00	0.00	412.00	412.00	412.00	0.00	0.00
Unit 13	0000000	Walter Chastain (Current)	0.00	0.00	342.50	342.50	342.50	0.00	0.00
Unit 14	0000000	Tyler Van Looney (Current)	0.00	0.00	525.00	525.00	525.00	0.00	0.00
Unit 15	0000000	Linda Deaton (Current)	0.00	0.00	1,328.00	1,328.00	1,328.00	0.00	0.00
Unit 16	0000000	William A Davis (Current)	0.00	0.00	272.50	272.50	272.50	0.00	0.00
Unit 17	0000000	Richard Gerald (Current)	0.00	0.00	565.00	565.00	565.00	0.00	0.00
Unit 18	0000000	Al Douglas (Past)	367.50	367.50	0.00	0.00	367.50	0.00	0.00
Unit 19	0000000	James Thurford (Current)	394.00	394.00	0.00	0.00	394.00	0.00	0.00
Unit 20	0000000	Brad Carter (Current)	0.00	0.00	1,148.00	1,148.00	1,148.00	0.00	0.00
Unit 21	0000000	Jennifer Hunsler (Current)	0.00	0.00	774.00	774.00	774.00	0.00	0.00
Unit 22	0000000	Christopher Tye (Current)	0.00	0.00	1,148.00	1,148.00	1,148.00	0.00	0.00
Unit 23	0000000	Kathryn Larson (Current)	0.00	0.00	1,124.00	1,124.00	1,124.00	0.00	0.00
Unit 24	0000000	William Johnson (Current)	0.00	0.00	348.00	348.00	348.00	0.00	0.00
Unit 25	0000000	Doris Doran (Current)	0.00	0.00	318.00	318.00	318.00	0.00	0.00
Unit 26	0000000	Andrea Eitel (Current)	0.00	0.00	775.00	775.00	775.00	0.00	0.00
Unit 27	0000000		782.50	782.50	36,781.00	18,781.00	17,260.50	0.00	0.00

Monthly Posting Report

Use the Monthly Posting report to review resident charges prior to the automatic posting that happens on the 25th of every month. The report shows you monthly charges for a specified period.

To generate the Monthly Posting report:

1 From the side menu, select **Charges > Monthly Posting**. The Report screen appears.



2 Complete the filters:

Property Enter the property name.

mm/yy Enter the Month and Year for which the charge will apply, in most cases this will be the month after your current account period.

Report Only Select Report Only.

Variance? Select Yes.

4 Click **Submit**.

Monthly Posting Report Example - page 1 of 1

Monthly Posting									
Monthly Posting									
Report Date: 01/2015									
Report Type: Report Only									
Description									
Change Code	Batch Number	Ctrl Number	Current Amount	Last Month Amount	Variance	Comments			
001 / 40003659 / Cutting									
amount			800.00	800.00	0.00				
AV Performance (01/2015)			-800.00	-800.00	0.00				
AV Performance Correction (01/2015)			0.00	0.00	0.00				
002 / 40003651 / Wickens									
rate			760.00	760.00	0.00				
Sub Revenue (01/2015)			50.00	50.00	0.00				
			810.00	810.00	0.00				
003 / 40003653 / Lumber									
rate			825.00	825.00	0.00				
Sub Revenue (01/2015)			50.00	50.00	0.00				
			875.00	875.00	0.00				
004 / 40003653 / Staffing									
rate			790.00	790.00	0.00				
Sub Revenue (01/2015)			75.00	75.00	0.00				
			795.00	795.00	0.00				
005 / 40003654 / Cleaning									
rate			348.00	348.00	0.00				
Sub Revenue (01/2015)			50.00	50.00	0.00				
Sub Revenue (01/2015)			601.00	601.00	0.00				
Hourly (01/2015)			999.00	999.00	0.00				

Excel PDF

CHAPTER 13

End of Month Procedures

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Introduction to End of Month

End of Month is when the accounting month is closed and moved into the next month. It is important that all the relevant dates are observed closely on the **Operations Calendar** and all the steps below are complete before the scheduled End of Month. Once accounting has closed the month at your property you will not be able to post to that period,.

End of Month Schedule – Refer to the Operations Calendar on the eExchange

Complete your Month End Checklist by noon of the scheduled day. Once the checklist has been reviewed and your paperwork has been sent to the Corporate Office, accounting will begin the process of completing the End of Month functions. Please do not post anything after this date until notified by Accounting that Yardi is ready for your next month's postings.

This process takes a few days, but feel free to reach out to your Property Accountant if you have any questions. This will not affect running your Monthly Posting Report.

Yardi End of Month Checklist

Community: _____ Month: _____ Date _____

For assistance in completing this checklist, if you are in need of assistance, contact your property accountant.

All items *must* be completed in the order that they are listed. Before accounting month-end, complete the following steps: **YOUR INITIALS**

1 Print the Daily Activity report and review the following sections:

a Review and correct any resident exceptions. _____

b Review month-to-month (MTM) residents. Ensure that all MTM residents have the correct MTM charge. _____

c Review on-notice residents. Ensure that all move-outs have been completed and that any date changes have been entered. _____

d Ensure that all move-ins have been completed. _____

e Ensure that all deposit accounting has been performed. _____

f Ensure that all lease renewals for the following month have been processed and that any new MTM residents have been converted to MTM. _____

g Ensure that all guest cards, traffic, applications, and rental increases have been entered. _____

2 Enter all invoices for the current month and complete the weekly **Thursday Payable Processing** (refer to page 163). _____

3 Post all receipts applicable to the current month for any resident. _____

4 Post all open charge and receipt batches for the current month. _____

6 Review the following reports and record the balances:

a Aged Receivables

Total Unpaid Charges \$ _____

Total Prepayments \$ _____

b Security Deposit Activity

Current Dep.Billed \$ _____

Current Receipts \$ _____

d Rent roll

e Daily Activity

Number of Exceptions _____

7 Send all **Bank Deposit Reports** (attached to corresponding yellow copy of bank deposit slip and bank receipt) for the current period to Corporate Office. Address the envelope "Cambridge Real Estates Services Attention – Yardi Month End". _____