# Yardi Voyager Affordable Procedures Guide - LIHTC

**Cambridge Real Estate Services**

***Publication Date:*** *May 25, 2015*

# Contents

## Chapter 6: LIHTC Household Information



## Chapter 7: LIHTC Verification and Validation



## Chapter 8: LIHTC Unit Selection



## Chapter 9: LIHTC Applicant Approval and Lease Execution



## Chapter 10: LIHTC Household Move-In



## Chapter 11: LIHTC Property Waiting Lists



## Chapter 12: LIHTC Household Move-Out Notices

## Chapter 21: Paying Bills



## Chapter 22: Month End Procedures

## 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

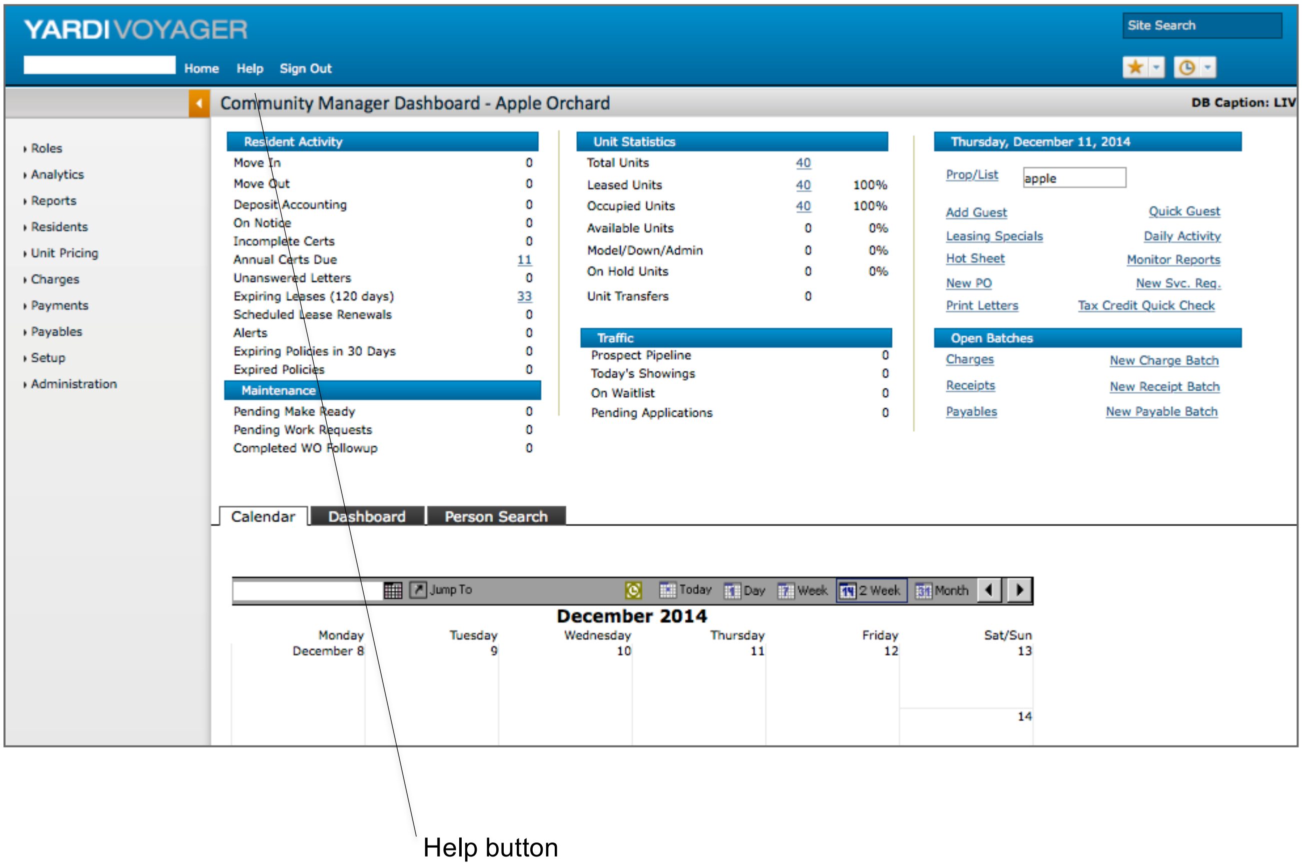
***In this chapter:***



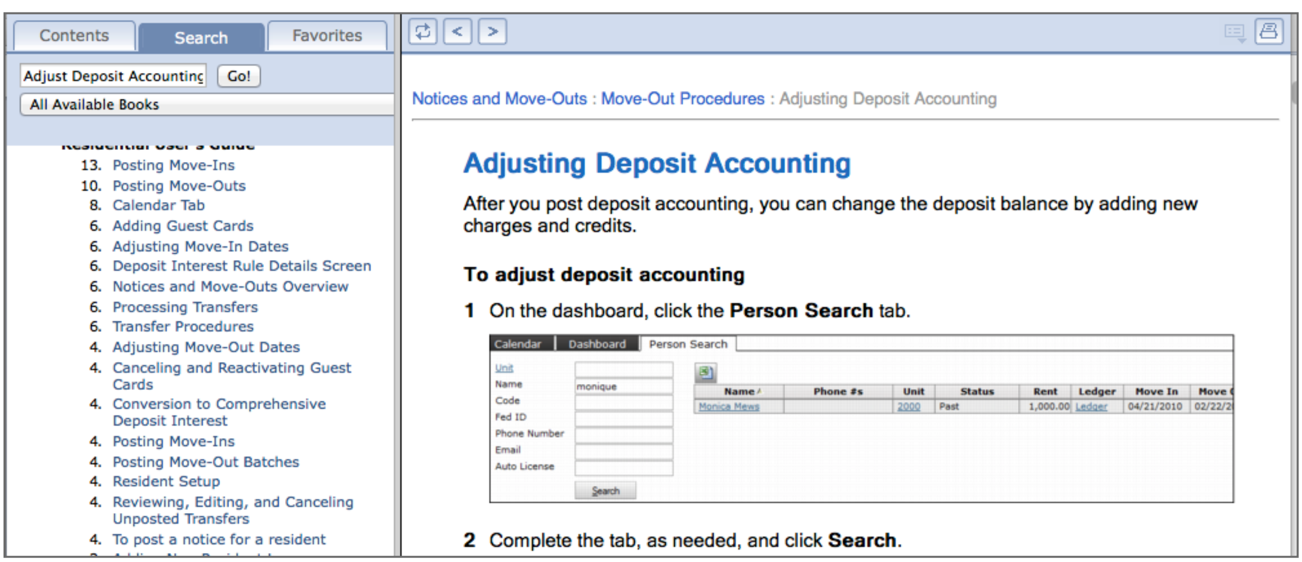
This chapter provides information on how to effectively use the Yardi Voyager user interface. The Voyager Web interface is composed of standard Web-based program elements including menus, toolbars, buttons, data screens, and fields.

# 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.




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




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

# *Logging in to Voyager*

***In this section:***



*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.

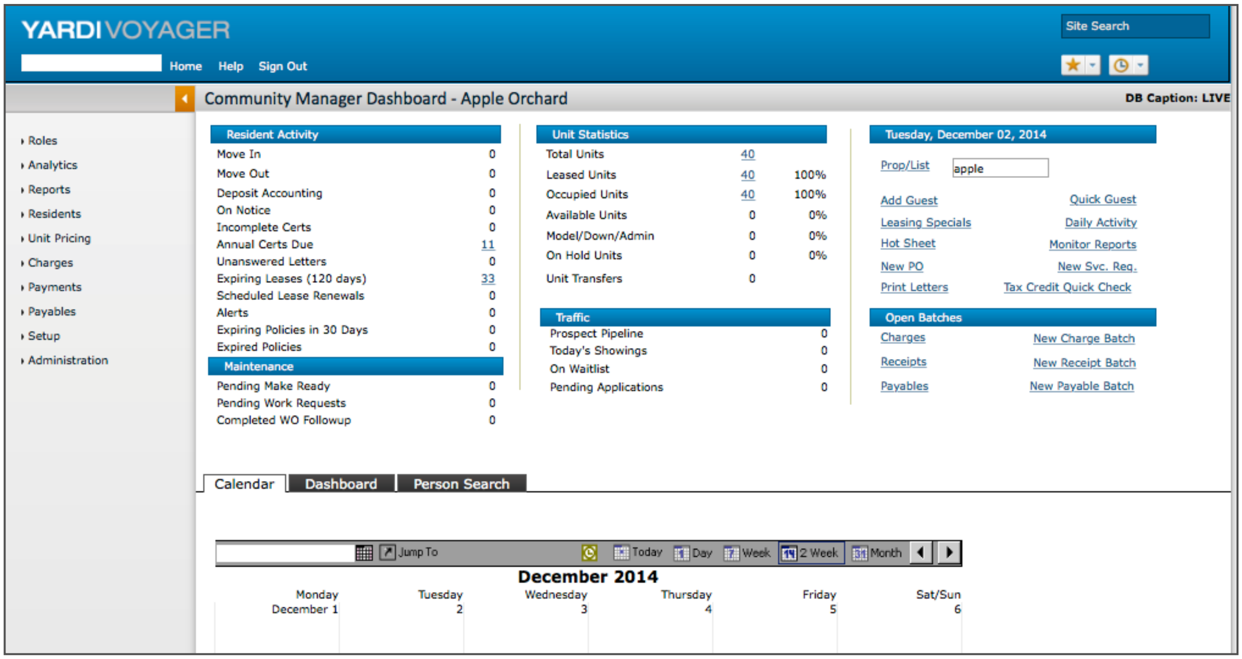
**3** Complete the following fields:

| | |
|---|---|
| User Name | Type the user name, first letter of your first name followed by your last name. All lower case with no spaces - Example: *jdoe* |
| 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**.

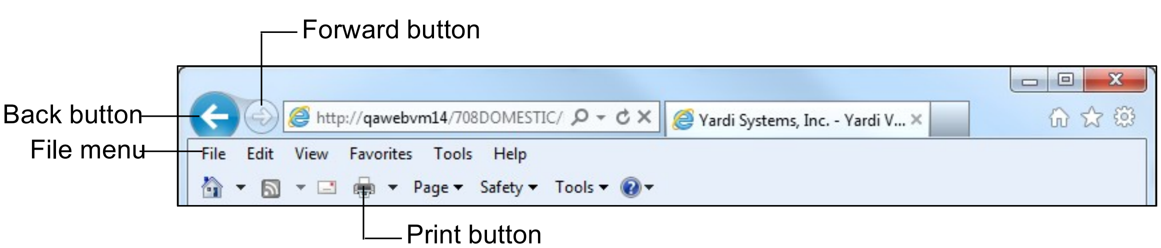
The dashboard you see is determined by your user settings, which are established by your system administrator.

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.

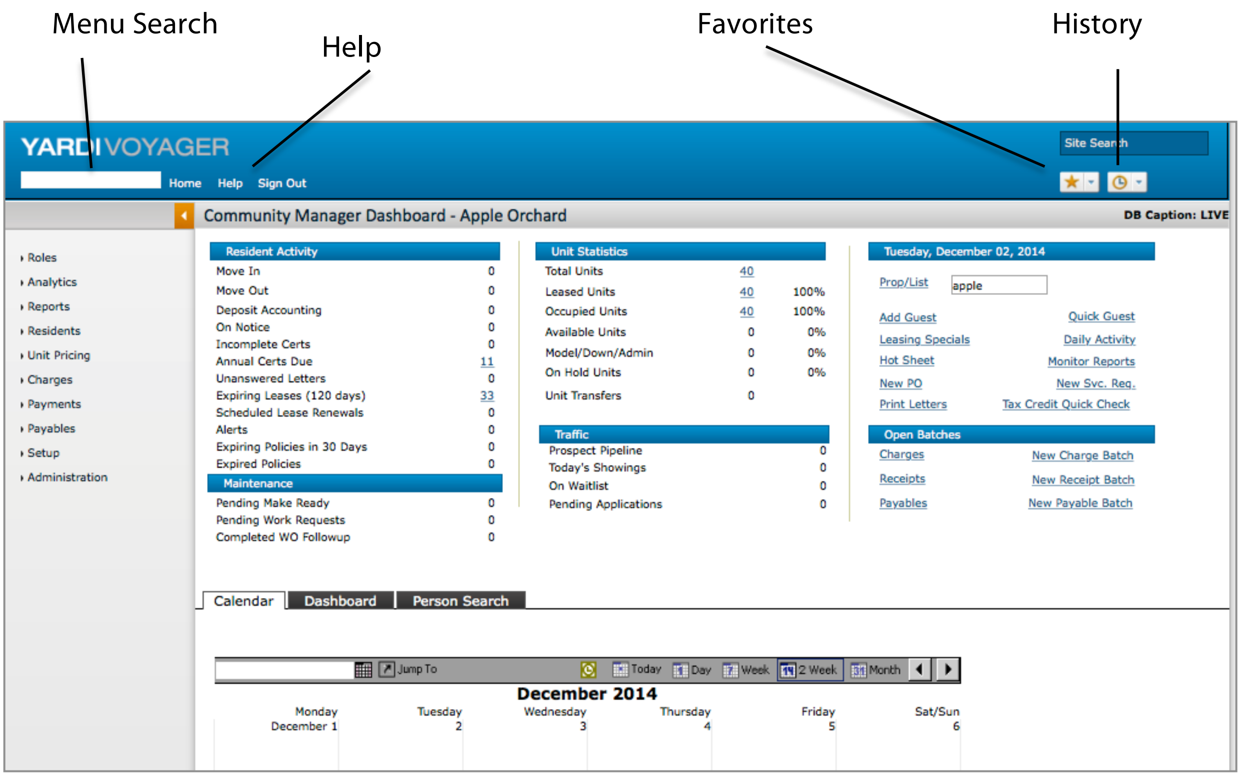



| | |
|---|---|
| File menu dialog boxes. | Specifies printing options from Page Setup (File > Page Setup) and Print (File > Print) |
| Back button | Displays the previous program screen. |
| Forward button | Displays the program screen ahead of the one you are viewing. This button is active only if 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

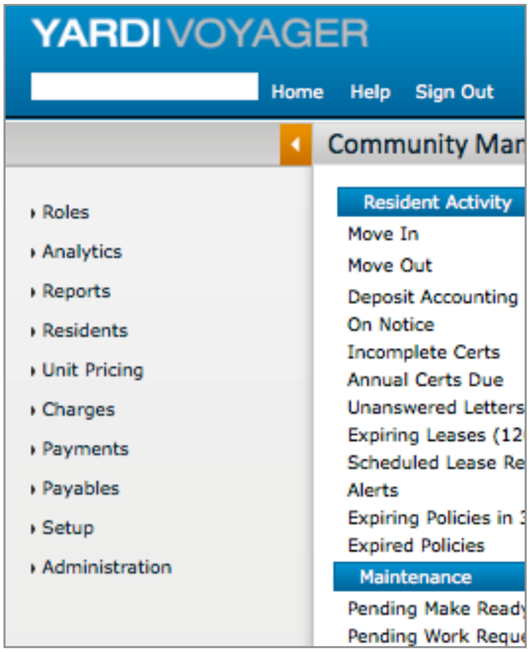
The following diagram and table show some basic Voyager screen elements.




| | |
|---|---|
| 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<br><br>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.

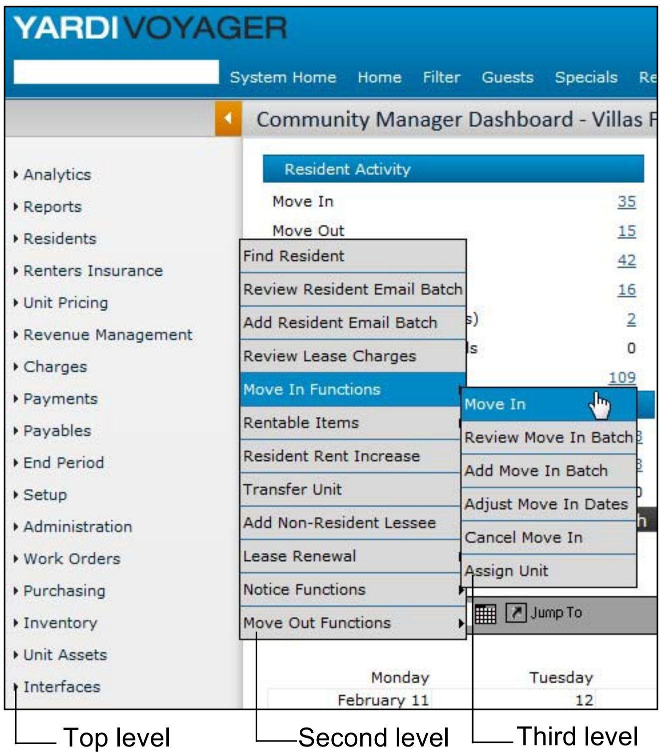



Here are descriptions of some of the common links:

| | |
|---|---|
| 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)

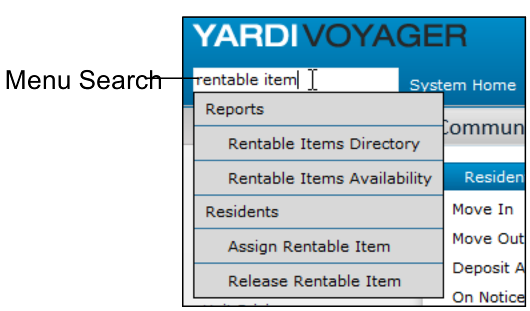
Using the side menu, you can access most of the functions in Voyager. The side menu has two (and sometimes three) levels. Click on a top-level item to open the second level. Move your cursor over a second-level item and a third level opens.




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**.

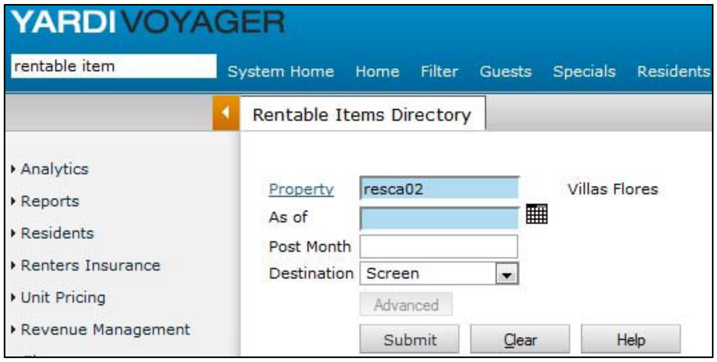
# Menu Search

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.



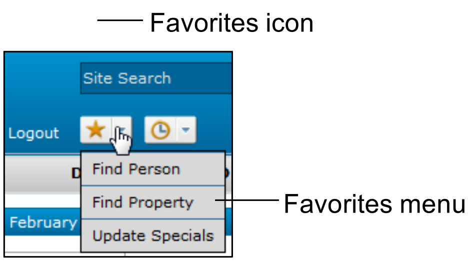

In the example above, we entered the word "straight" and Voyager returned all the menu items related to straight-lining.

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



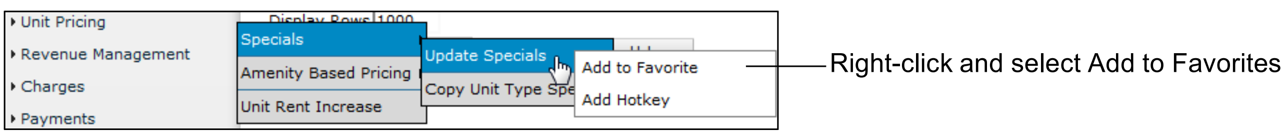

# Favorites

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.

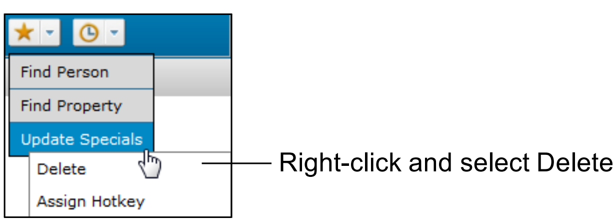



## Adding and Deleting Items on the Favorites Menu

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.



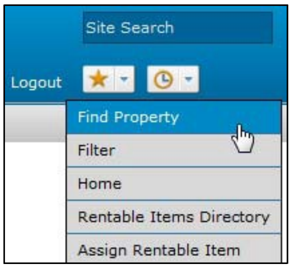

To delete an item from the **Favorites** menu, right-click it and select **Delete**.




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

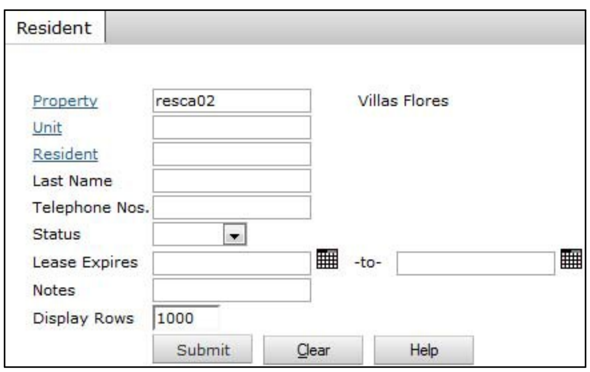
When you click the **History** icon, Voyager displays a list of the menu items selected in the current session. Click on an item to return to that screen.



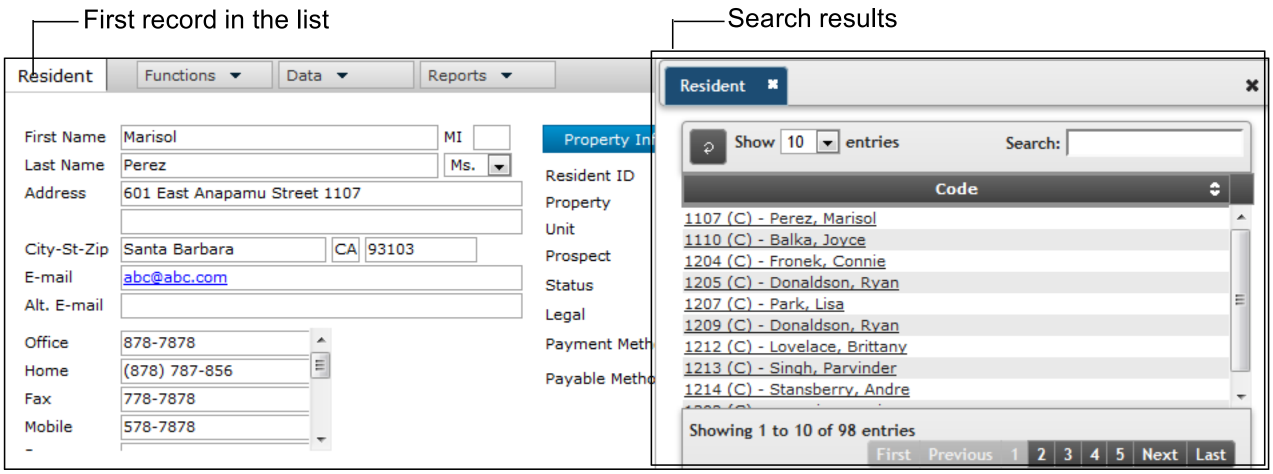

The History feature only tracks items selected from the menu, not links from the dashboard. This is by design.

# 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.



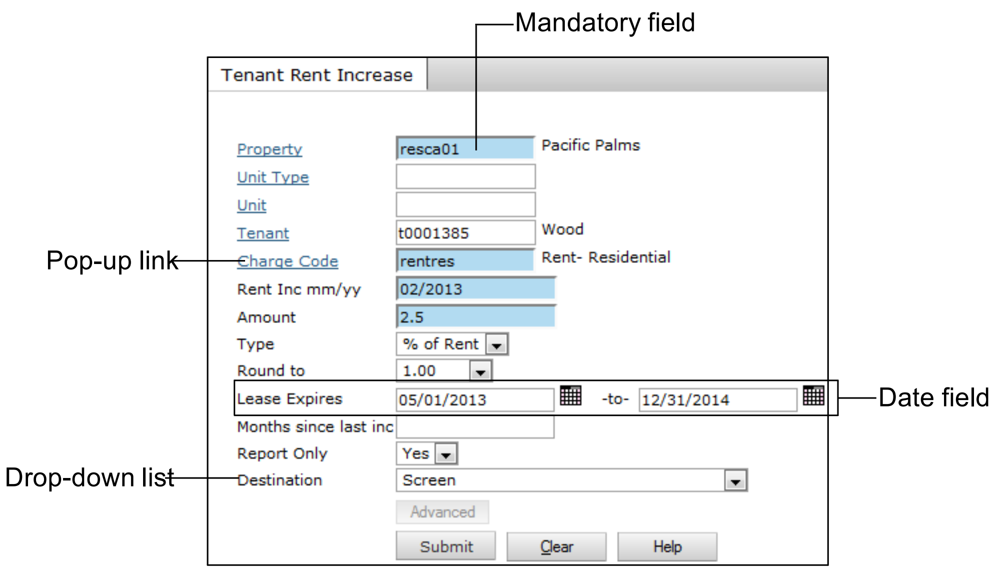
In the filter, you enter search criteria. When you click **Submit**, Voyager displays a list of residents that match your criteria (the search results) and the first record in the list.




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.

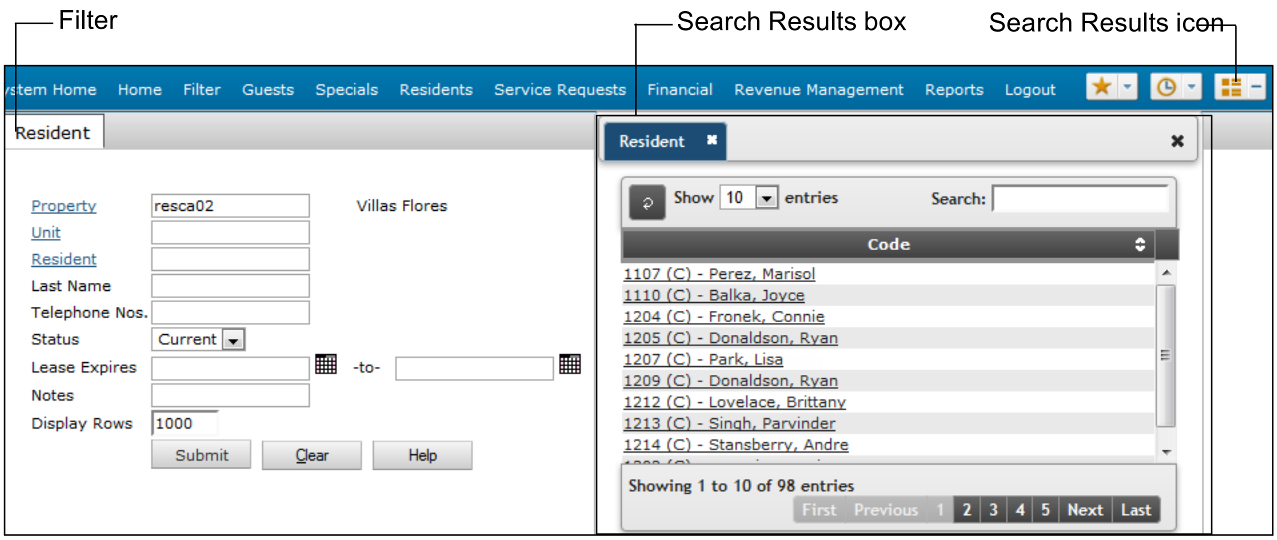
The following is an example of a filter screen and some of its features:




| | |
|---|---|
| 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*

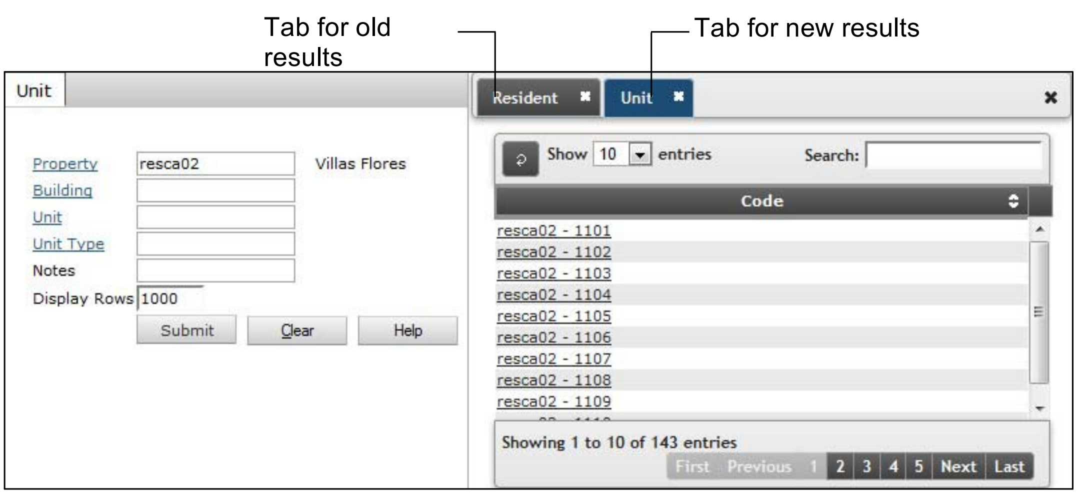
When you use a filter to search, the results appear in a box in the main screen (they no longer appear on the side menu).



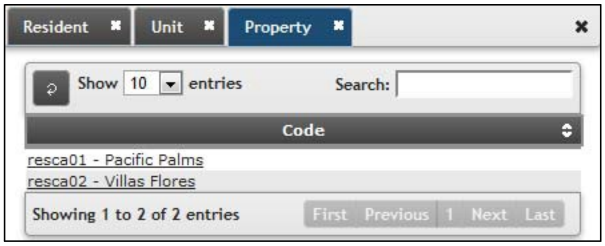

You can minimize the results by clicking the **Search Results** Icon. The box disappears. The search results persist, and you can bring them back by clicking the icon again.

### *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.



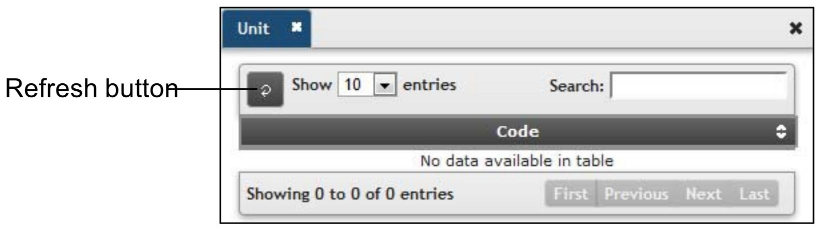
A third search will result in a third tab, and so on.



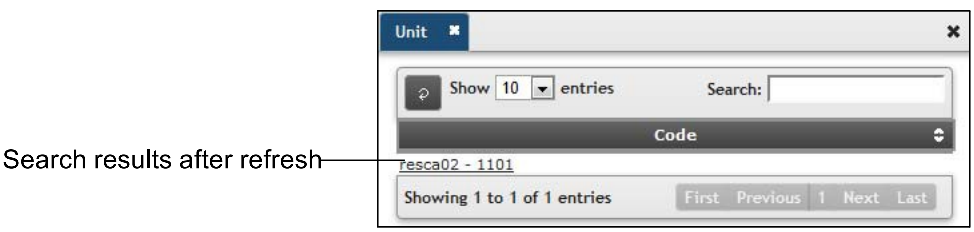

To close a tab, click the “X” to the right of the name.

### *Refresh Button in Search Results*

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



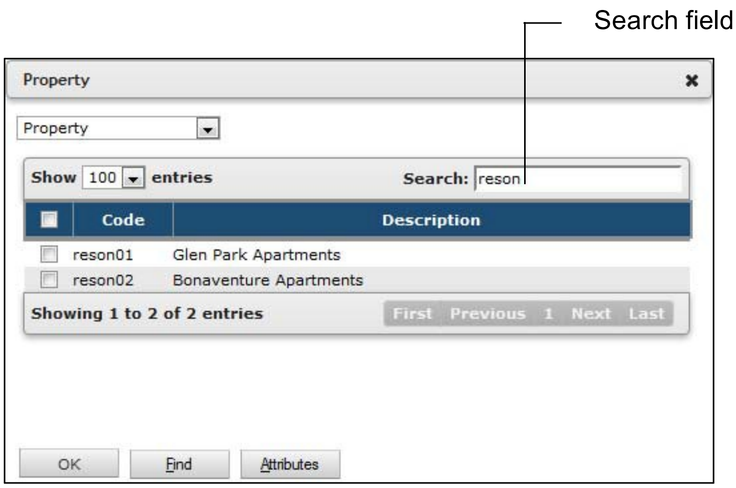

In the example shown above, we searched for the “1101” unit record. There were no results, because the record had been given the wrong code. We then located the record and changed the code.




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:

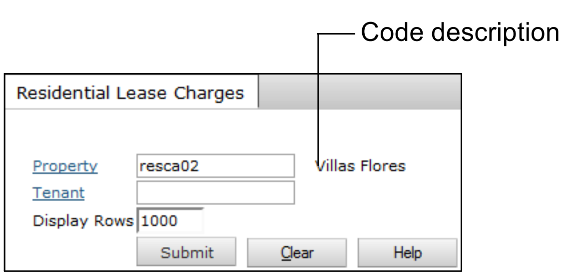
- pa

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

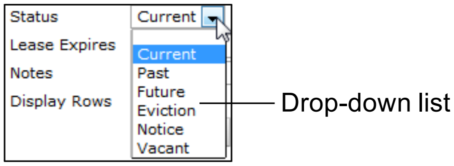
If you are looking for all properties that contain the word *palm*, enclose the word in percentage signs. Click **Find** and the pop-up list displays those properties for that search.

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.



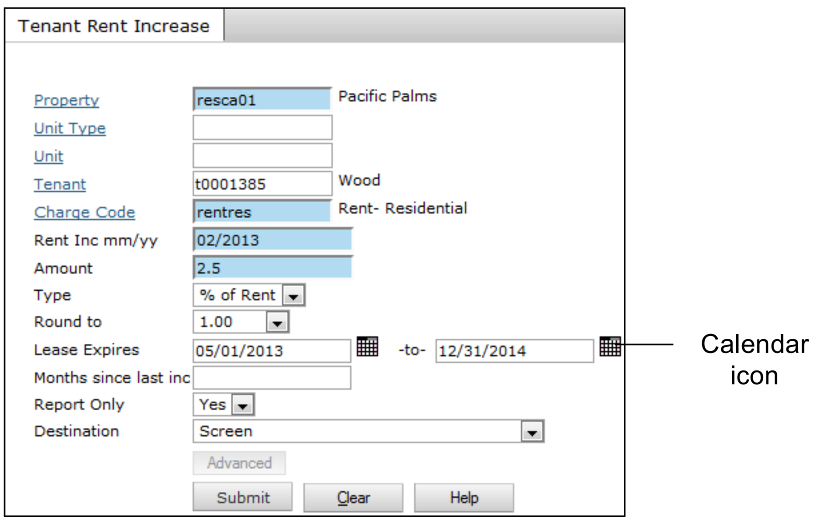
# Using the Drop-down List

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:

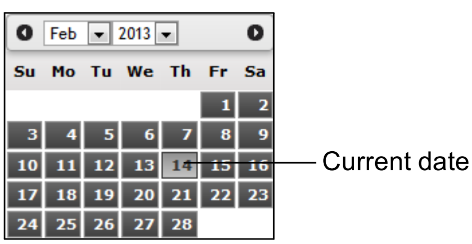



# Using the Date Fields

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.



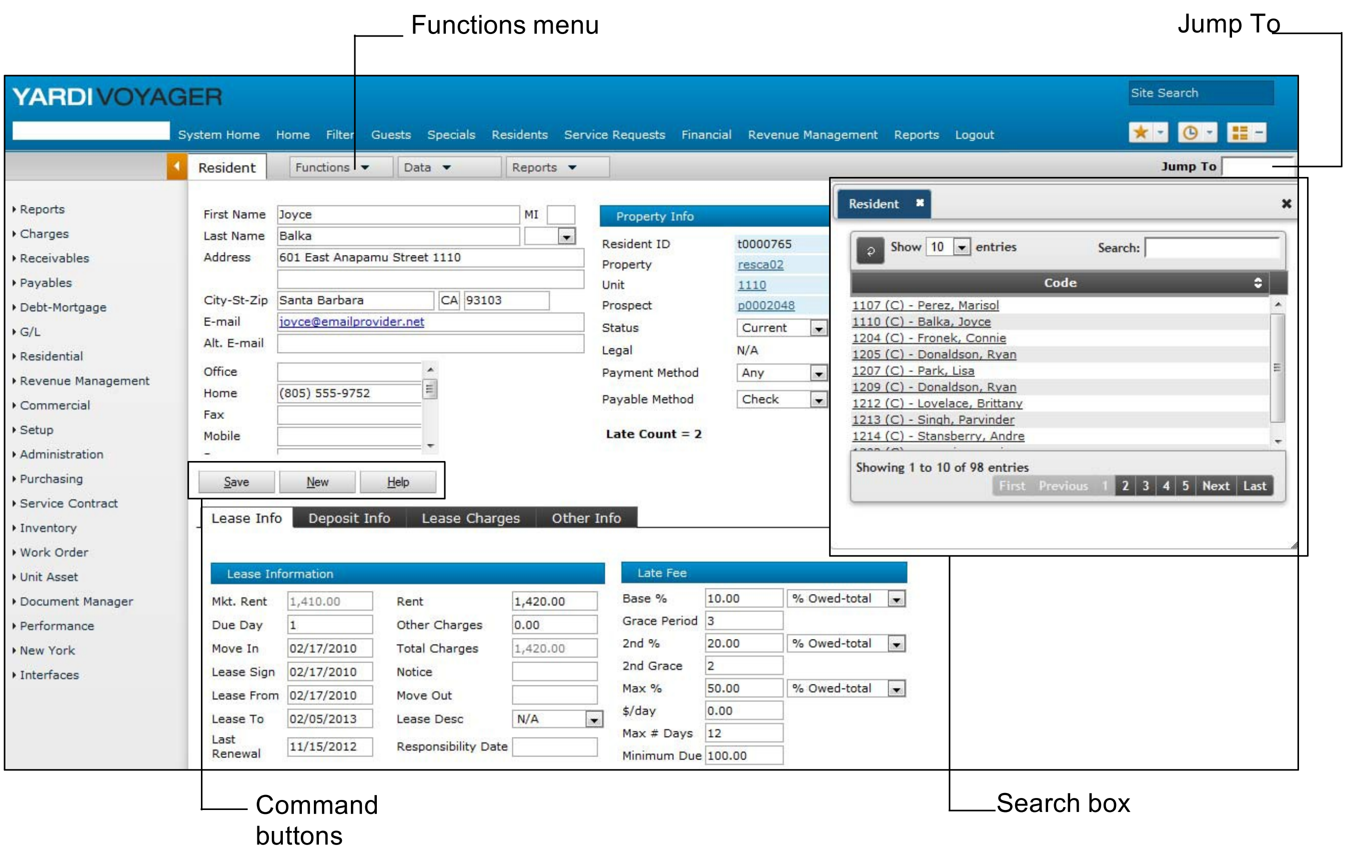

You can search through the months and years to find the date you need. Single arrows (< , >) move the calendar one month forward or back. When you locate the appropriate date, click it to select it. The calendar closes and the date field is filled in.

# Understanding Data Screens

***In this section:***



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:




| | |
|---|---|
| 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: *mmddyy*, *mmddyyyy*, *mmyy*, or *mmyyyy*. |
| 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 (%) | 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.

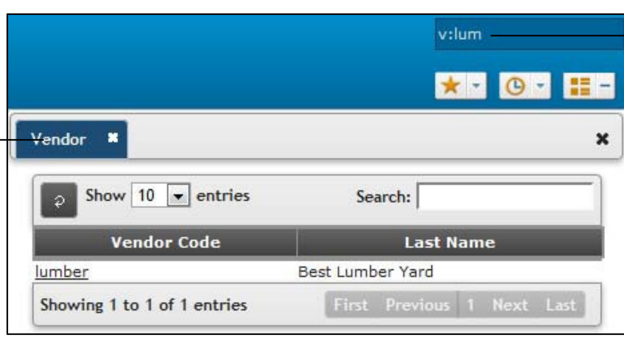

Site Search

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.”

Search results

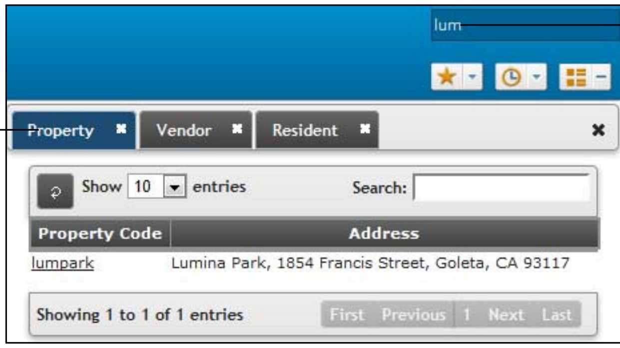



Search string

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 |

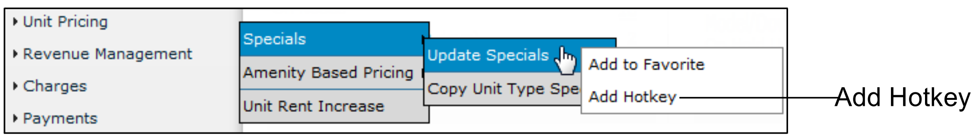
# Hot Keys

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.

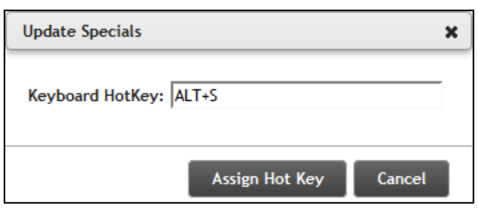
### *To add a hotkey*

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

# LIHTC Guest Card Workflow

**In this lesson**



This lesson explains how to add guest cards for LIHTC prospects.

## Introduction to LIHTC Guest Card Workflow

*Prospect guest cards* document prospects who are actively seeking rental housing. A guest card keeps all information for a prospective household in a single location and simplifies application processing.

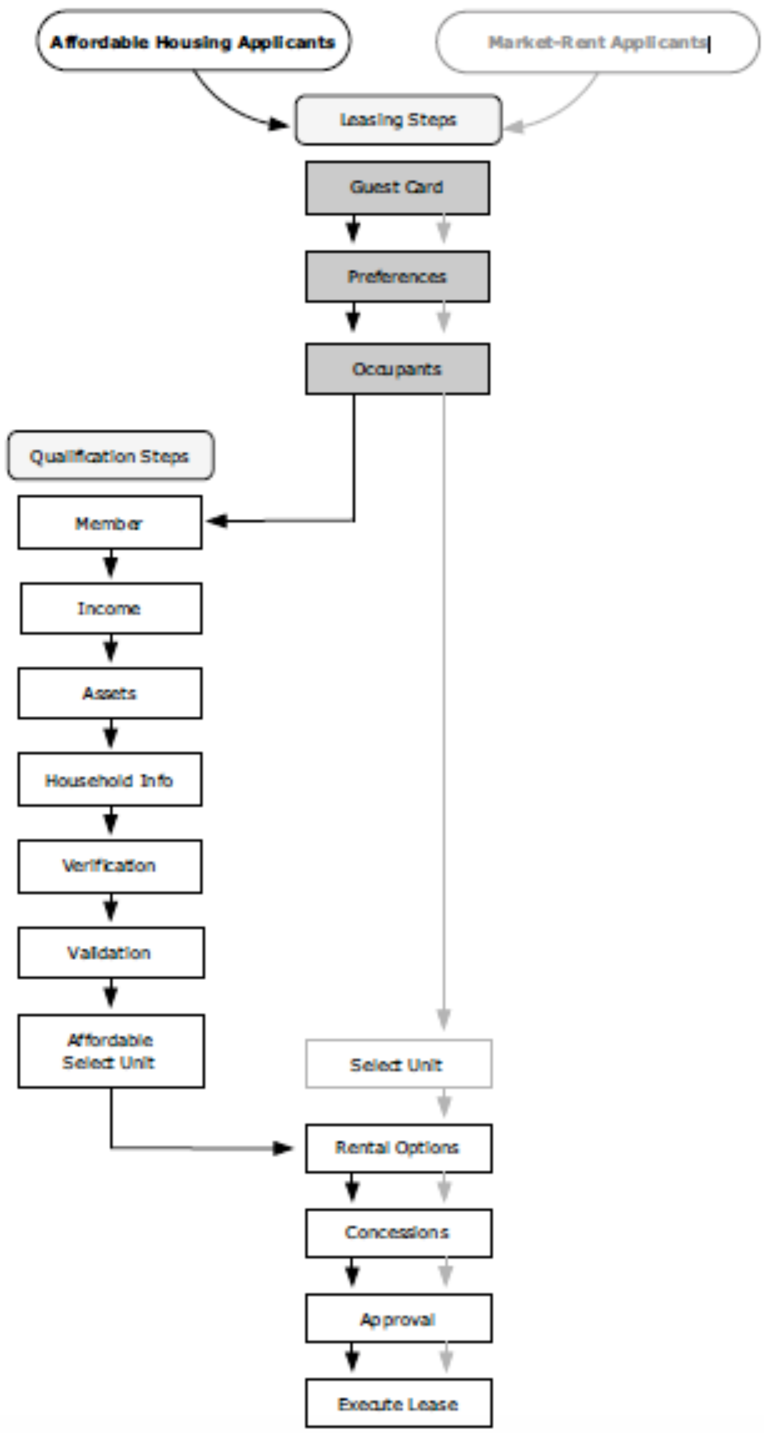
The leasing and qualification process begins when you add the prospect's guest card. Although you use the same initial leasing steps for all households, you must qualify a household for LIHTC housing before the household moves in.

This lesson describes how to begin the leasing process for a new LIHTC prospect. In this lesson, you will learn how to complete the following tasks:

- Add a guest card for an LIHTC household.
- Add additional adult family members as occupants.

You will also learn how to find prospects and record contacts with the prospects.

The following chart shows the leasing workflow for LIHTC housing applicants. The **Guest Card**, **Preferences**, and **Occupants** leasing steps are the subject of this lesson.



## Adding Guests as Quick Guests

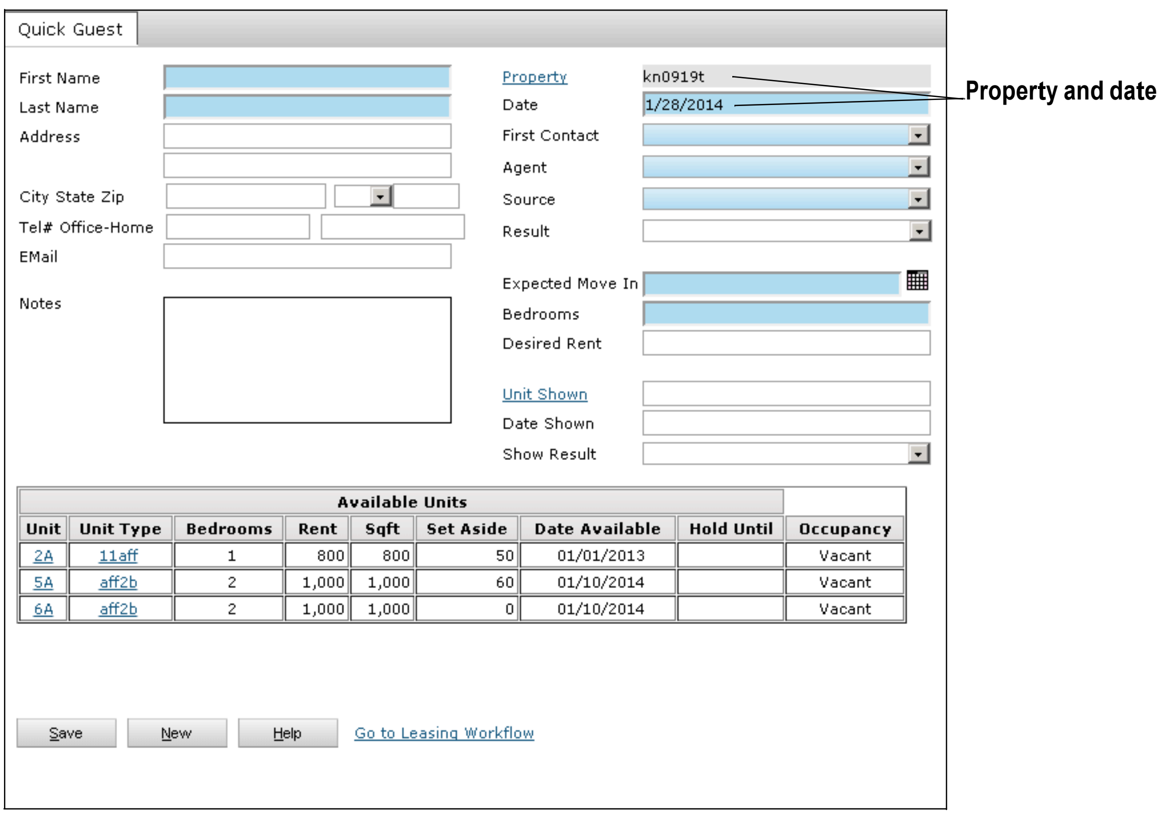
When a prospect contacts you, you can add the prospect as a “quick guest” to document needed information about the prospect and the household’s needs. Using the **Quick Guest** screen to add a guest card is especially convenient if the prospect or you are pressed for time or if the prospect does not want to immediately apply. The **Quick Guest** screen includes a list of available units that you can review with a prospect while you are adding information. If you showed a unit to the prospect during the initial contact, you can document the showing.

Saving quick guest information adds a guest card for the prospect and includes the prospect in the property’s prospect pipeline. After saving, you can either immediately continue with the leasing workflow or you can close the **Quick Guest** screen and continue later.

#### To add a prospect as a “quick guest”

1 On the **Community Manager Dashboard** screen, type or select a property code.

2 Click **Quick Guest**. The **Quick Guest** screen appears. The property or property list selected on the dashboard appears in the top part of the screen, on the right. The date defaults to your system date.



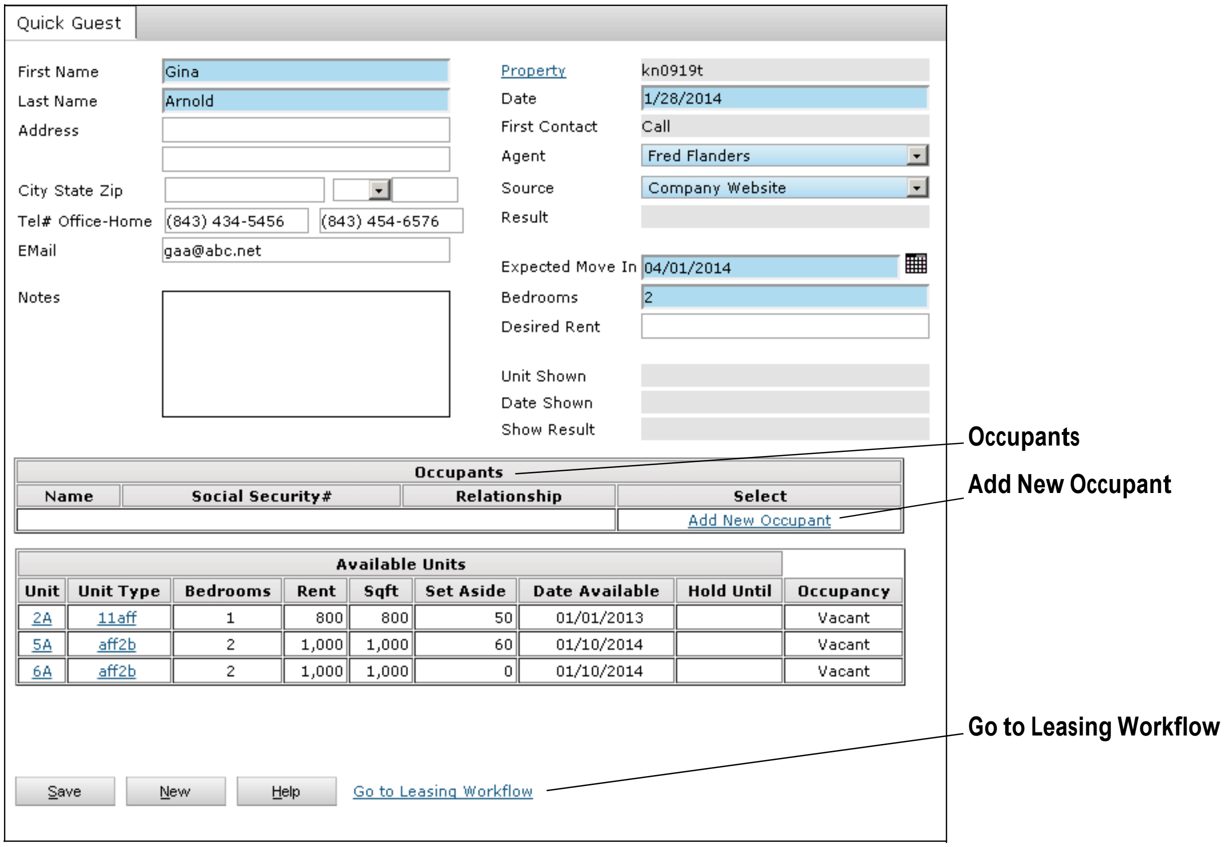
**3** Complete as much of the following information as the prospect provides. The shaded fields are required.

| | |
|---|---|
| **First Name** | Type the prospect's first name. |
| **Last Name** | Type the prospect's last name. |
| **Address** | Type the prospect's street address. |
| **City State Zip** | Type the city or town in which the prospect lives, type or select the state, and type the ZIP code. |
| **Tel # Office-Home** | In the first field, type the prospect's telephone number at work, including the area code.<br>In the second field, type the prospect's home telephone number. |
| **EMail** | Type the prospect's e-mail address. |
| **Notes** | If needed, type remarks or notes.<br>**NOTE** Ensure that any notes or remarks comply with fair housing laws. |
| **Date** | The system date on your workstation appears. If needed, change ghe date. |
| **First Contact** | Select the way that the prospect contacted you. |
| **Agent** | Select the leasing agent who is working with this prospect. |
| **Source** | Select the way that the prospect heard about your property. |
| **Result** | If this contact produced a result, such as a future appointment or other result, type or select the result. |
| **Expected Move-In** | Type the date that the prospect wants to move in. |
| **Bedrooms** | Type the number of bedrooms that the prospect needs. |
| **Desired Rent** | For affordable housing prospects, leave this field empty.<br>**NOTE** For market-rent prospects, this field identifies the prospect's desired rent payment. Because affordable housing programs determine rent based on income or income limits, this field does not apply to affordable prospects. |

**4** Review available units if needed.

The codes for units and unit types on the **Quick Guest** screen are links. You can click these links to review the characteristics of the available units. The **Occupancy** column shows the status of each unit. For units with a status of **Notice**, the occupancy status is a link to the **Resident** screen for the resident on notice.

5 Click **Save**. You have added a prospect to the Voyager **Prospect Pipeline**. The **Occupants** section appears.




You can now add additional household members as occupants, begin the leasing workflow, or click the **Home** button in the top part of the screen to close the **Prospect Guest Card** screen and continue later.

### To add a household member as an occupant

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

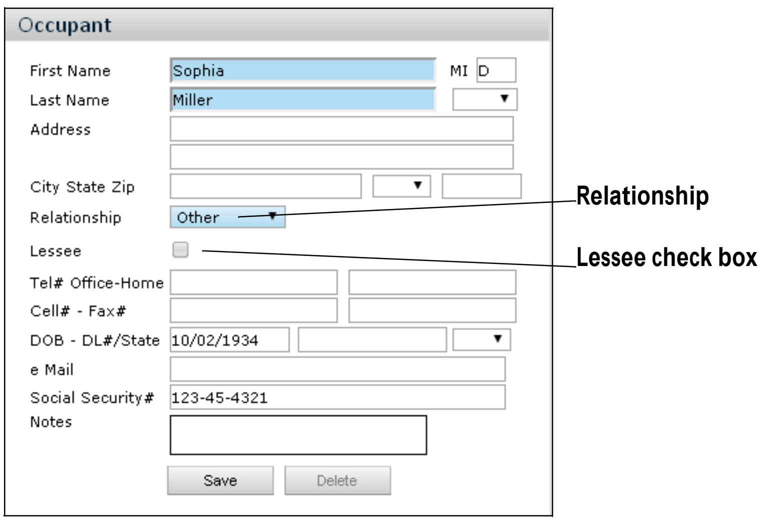
2 Complete the following information for the occupant:

| | |
|---|---|
| **First Name** | Type the household member's first name. |
| **MI** | Type the first letter of the member's middle name. |
| **Last Name** | Type the household member's first name. |
| **Relationship** | Select the occupant's relationship to the household head.<br>♍ If the person is a spouse, select **Spouse**.<br>♍ For all persons other than a spouse, select **Other**. |

| | |
|---|---|
| **Lessee** | This check box is selected by default.<br>- If this person is an adult family member, do not deselect the check box. HUD requires all adult family members to be on the lease.<br>- If the member is a dependent, deselect the check box. |
| **DOB** | Type the member's date of birth. |
| **Social Security** | Type the household member's Social Security number.<br>**NOTE** When you begin the affordable housing qualification process, you will complete member information for each household member. The date of birth and Social Security number that you record on the **Occupant** screen will appear on the **Member** screen for this occupant. |

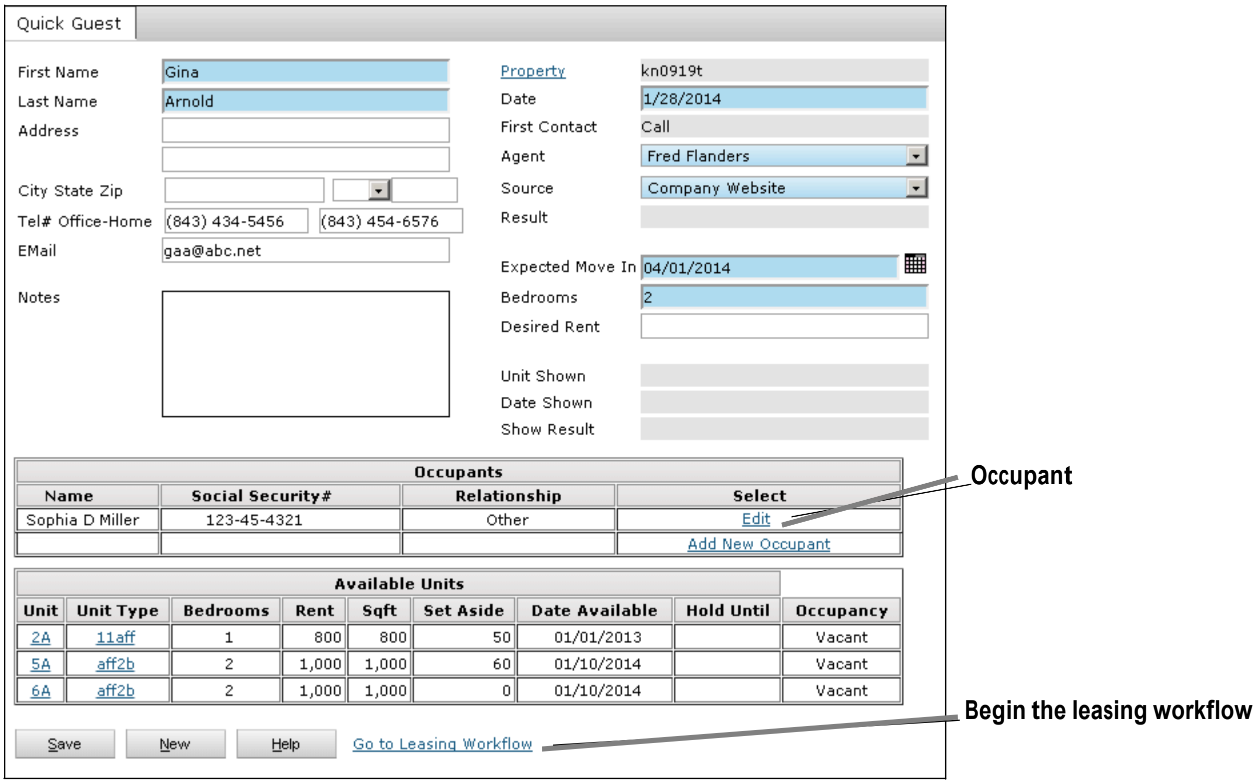
**3** Add other information as needed by your management organization.

The following graphic shows the **Occupant** screen completed for a dependent family member.



**4** Click **Save**. The **Occupant** screen closes. The **Occupants** section now shows the occupant.

The following graphic shows the **Quick Guest** screen. The name and Social Security number of the dependent shown in the previous graphic appears in the **Occupants** section of the screen.




**5** When you are finished adding information for this household, click the **Home** button close the **Quick Guest** screen.

If the quick guest is ready to provide more information or to apply as a resident, you can click the **Go to Leasing Workflow** link in the bottom part of the screen and begin the leasing workflow process..

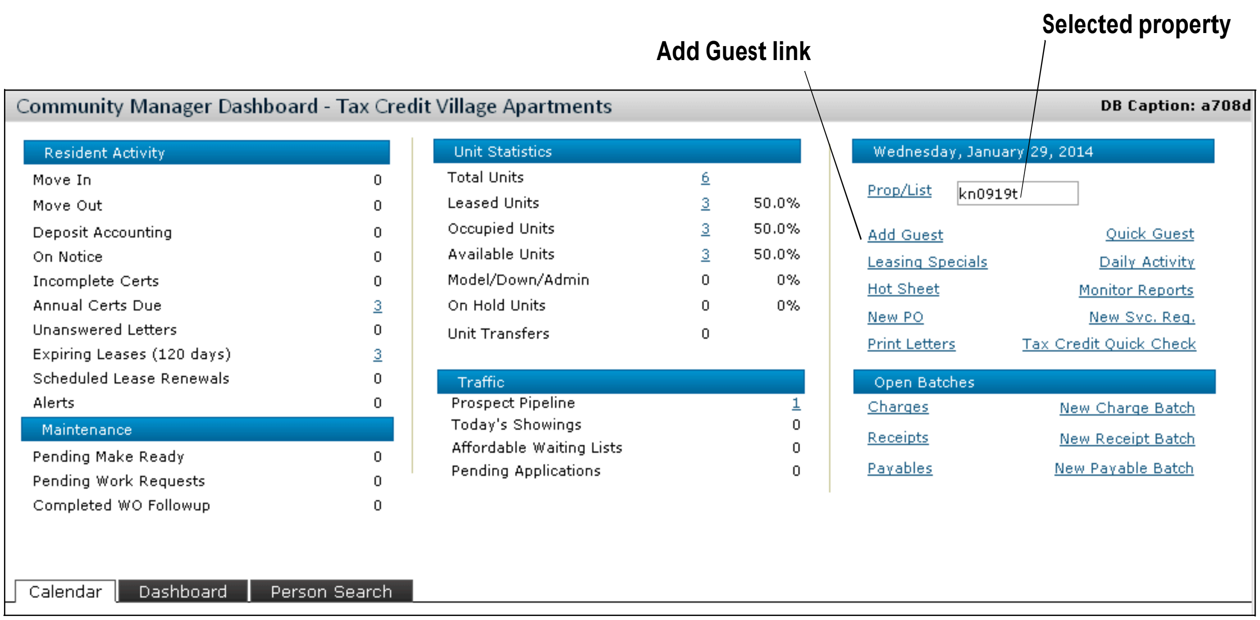
# Adding Guest Cards for LIHTC Prospects

Adding a guest card automatically adds the household to the **Prospect Pipeline** on the **Community Manager Dashboard**. The name on the guest card becomes the name of the household head for certification purposes and the name on the **Resident** screen for the household after move-in.

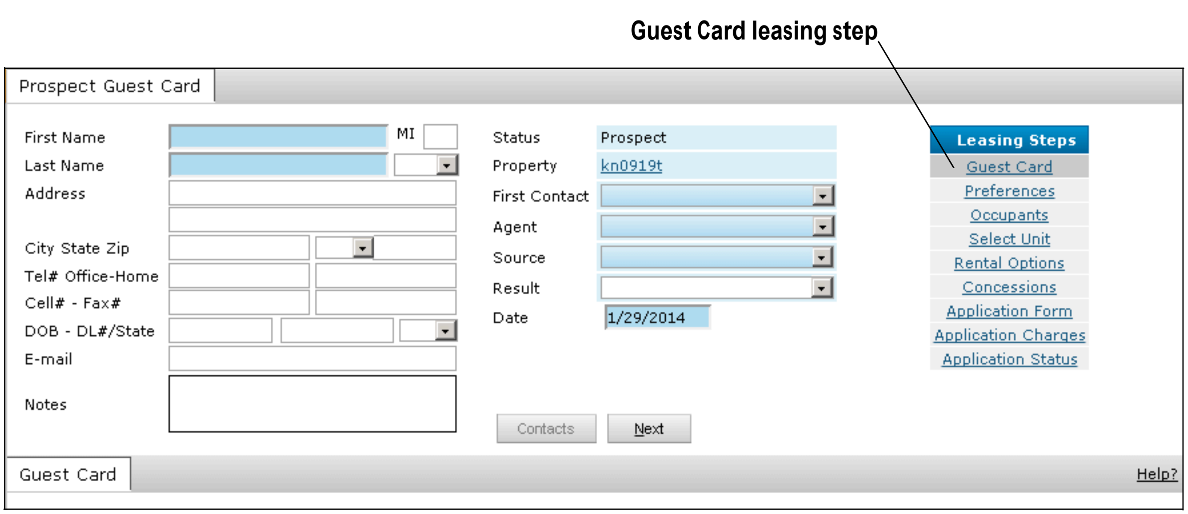
### To add a guest card for an LIHTC prospect

**1** In the **Prop/List** field on the **Community Manager Dashboard**, select a property and then press the TAB key. The **Community Manager Dashboard** displays the information for the selected property.

**2** Click the **Add Guest** link.

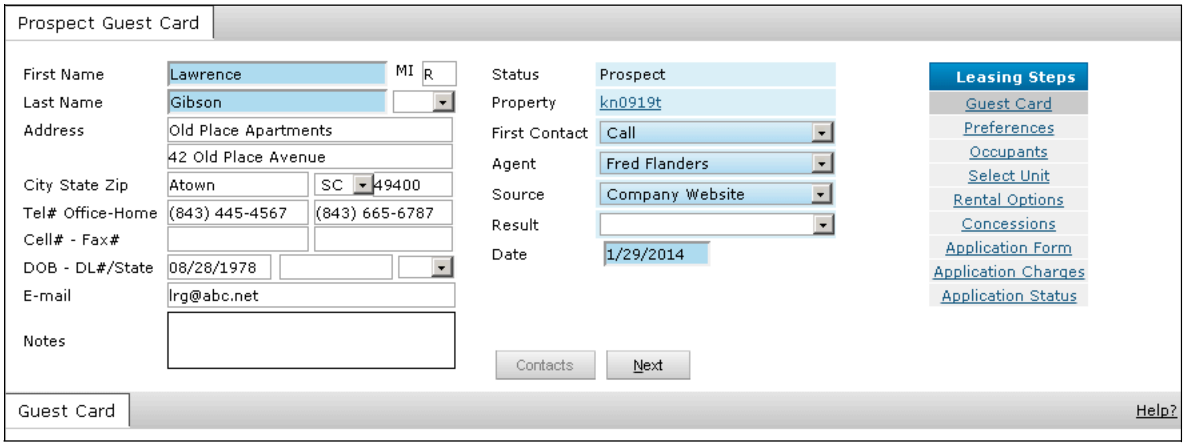



The **Prospect Guest Card** screen appears. The **Leasing Steps** menu appears on the right. **Guest Card** is the selected leasing step.



**3** Complete the information for the household head:

| | |
|---|---|
| **First Name** | Type the first name of the household head. |
| **MI** | Type the first letter of the member's middle name. |
| **Last Name** | Type the last name of the household head. |
| **Address** | On the first line, type name of the property in which the prospect lives; for example: Oldtown Apartments. Or, type the street address; for example: 1 Previous Street Unit 1B.<br>If you typed the property name on the first line, type the street address and unit number on the second line. |
| **City State Zip** | Type the name of the city. Press the TAB key on your computer. Type or select the two-character state code; for example, **SC**. Press TAB and type the ZIP code. |
| **Tel # Office-Home** | In the field on the left, type the phone number where the prospect can be contacted at work. Include the area code. Type the phone number without formatting; for example: 8432345678. Voyager will format the number for you.<br>Press the TAB key. In the field on the right, type the phone number where the prospect can be contacted at home.<br>Press the TAB key. If the prospect has a cell phone or FAX number, type those numbers in the same way. |
| **DOB-DL# / State** | You may record the date of birth now or later during the qualification process. If you record the date of birth now, Voyager will include it in the member's information for qualification purposes. To record it now, type the date without formatting; for example: 090876. Press the TAB key. Voyager formats the date; for example: **09/08/1976**.<br>If needed, you can also add prospect's drivers' license information. In the field on the right, type the driver's license number and select the licensing state. |
| **Email** | Type the email address of the household head. |
| **Notes** | Type notes or remarks, if needed. |
| **First Contact** | Select the way that the prospect head contacted you. |
| **Agent** | Select the leasing agent who is working with the prospect. |
| **Source** | Select eh way that the prospect learned about the property. |
| **Date** | This date is the day that the prospect initially contacted you. the system date on your workstation appears. Change the date if needed. |

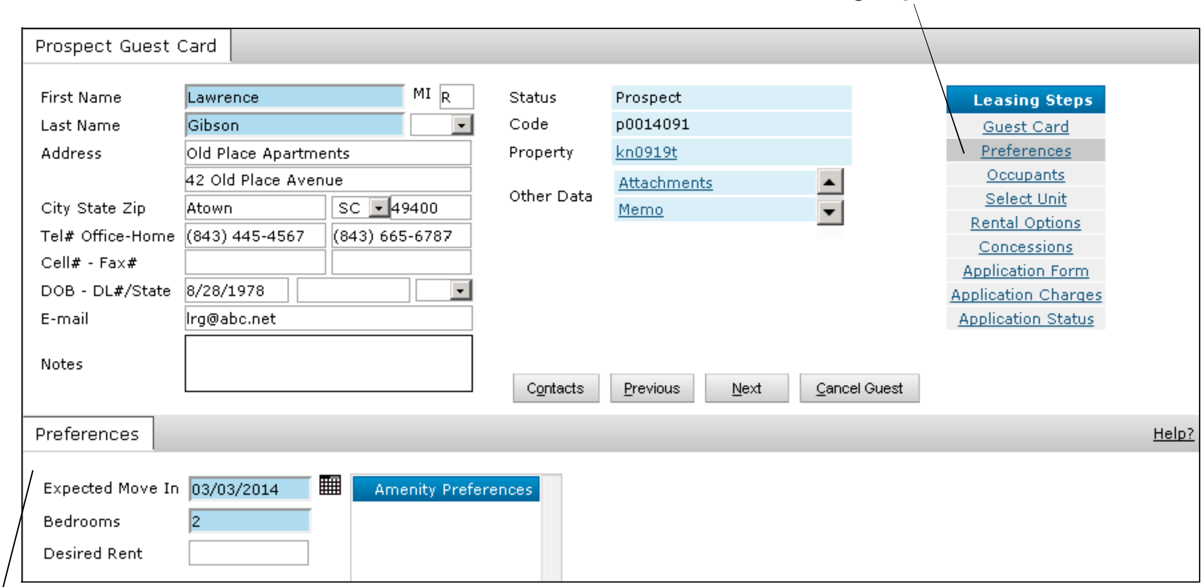



**4** Click the **Next** button to advance to the **Preferences** leasing step. The **Preferences** tab appears in the bottom part of the screen.

If a waiting list is set up in this property in Voyager, the **Waiting List** button appears. You can now add the prospect to the waiting list. This guide explains how to add prospects to Voyager Affordable Housing waiting lists in "LIHTC Property Waiting Lists" on page 97.

**5** Type the household's expected move-in date and the number of bedrooms needed.

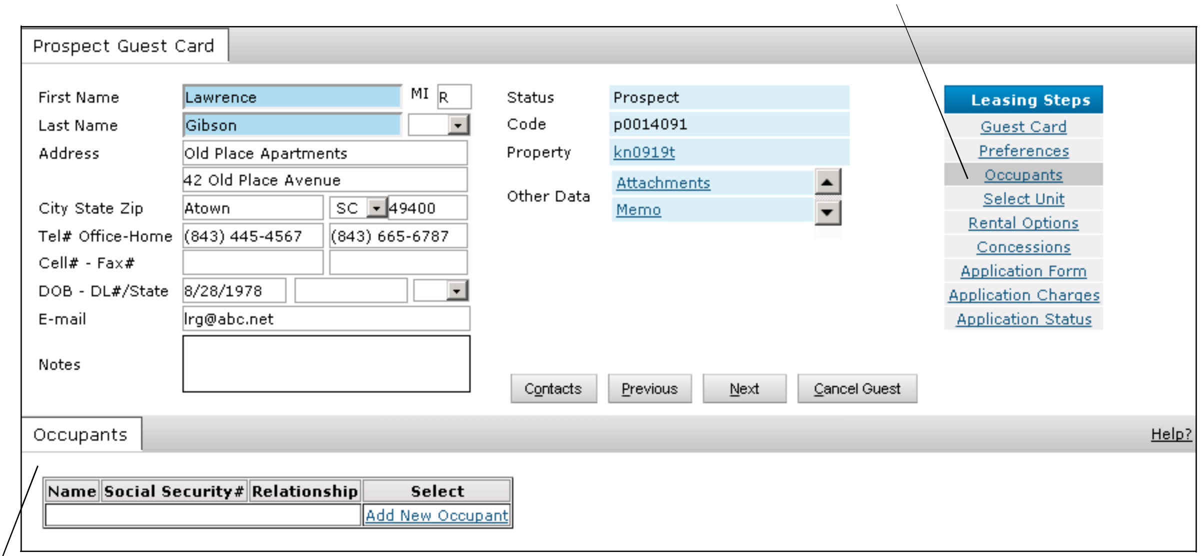
**Preferences leasing step**




**Preferences tab**

6 Click **Next** to advance to the **Occupants** leasing step. The **Occupants** tab appears in the bottom part of the screen.

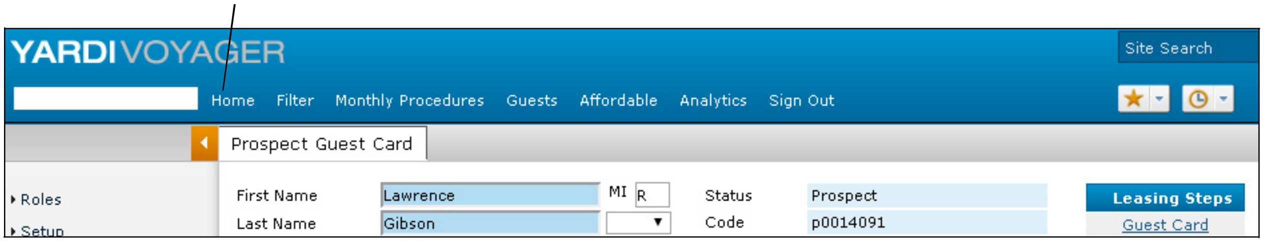
**Occupants leasing step**




**Occupants tab**

You have now added enough information to the household's guest card for Voyager to save the guest card. If needed, you could click the **Home** button in the top part of the screen and continue later. We will continue with the **Occupants** leasing step.

**Home button**



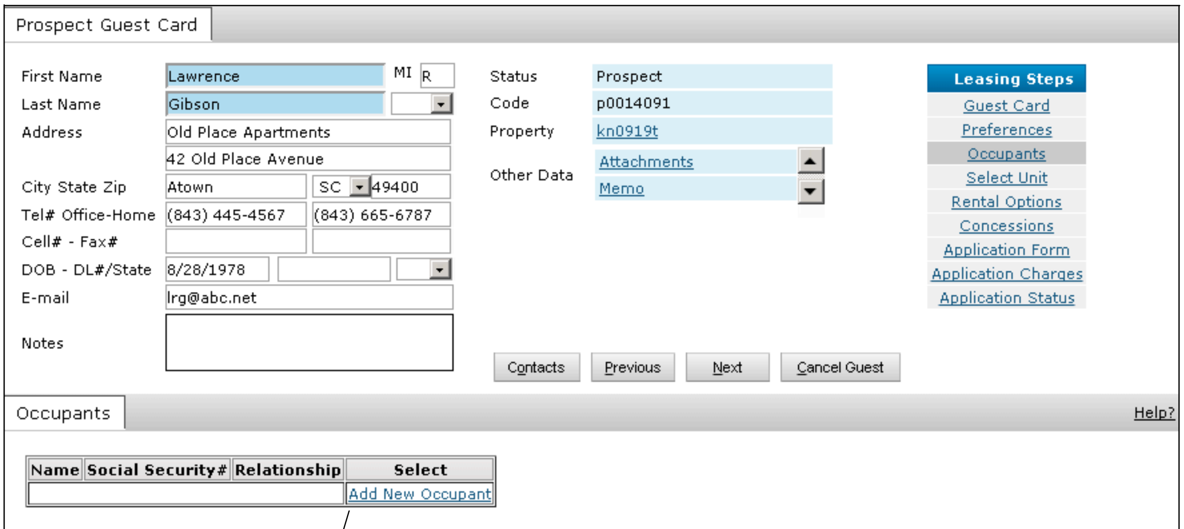

When you qualify an affordable housing household, your first step is to complete the **Member** screen for each household member. Voyager partially completes the **Member** screen for the household head. Voyager also automatically completes the name, date of birth, and Social Security number on the **Member** screen for members added as occupants. You will add more details when you complete the qualification steps.

Voyager adds member information for occupants *only* if you add the occupants now, the first time that you use the **Occupants** leasing step. If you return to the **Occupants** step from other leasing steps and add information for additional occupants, Voyager will *not* complete the **Member** screen for those additional occupants.

Adding a household member as a unit occupant also adds the person to the **Roommates** section of the **Resident** screen. When the household becomes a resident household, you will be able to search your Voyager database to find the household member. You may want to add the spouse, co-head, or all adult members of the household as occupants

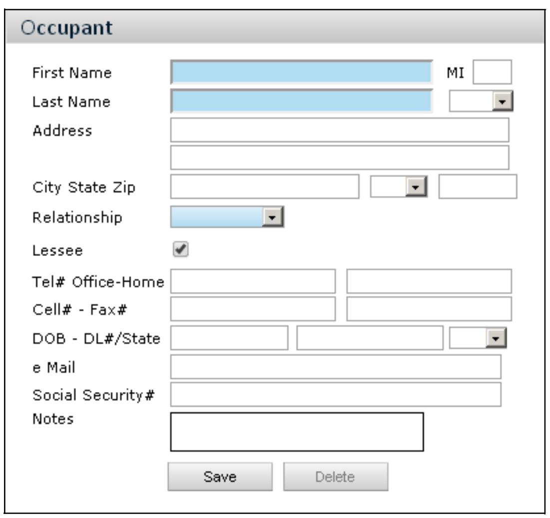
## To add a household member as an occupant

**1** On the **Occupants** tab, click the **Add New Occupant** link.




Add New Occupant

The **Occupant** screen appears.

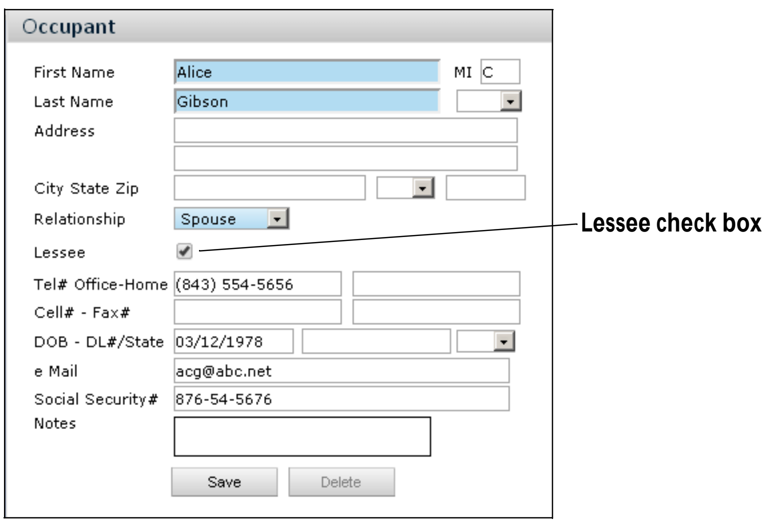


**2** Complete the following information for the occupant:

| | |
|---|---|
| **First Name** | Type the household member's first name. |
| **MI** | Type the first letter of the member's middle name. |
| **Last Name** | In the field on the left, type the household member's last name. In the field on the right, select the prefix that applies. |
| **Relationship** | Select the occupant's relationship to the household head. If the person is a spouse, select **Spouse**. For all persons other than a spouse, select **Other**. |
| **Lessee** | If this person is an adult family member, select this check box. HUD requires all adult family members to be responsible for the lease. |
| **DOB** | Type the member's date of birth |
| **Social Security #** | Type the member's Social Security number. |

**3** Add other information as needed by your management organization.

The following graphic shows the **Occupant** screen completed for an adult family member.




**4** Click **Save**. The **Occupant** screen closes. The **Occupants** tab now shows name of the occupant.

You may be tracking many prospects at any one time and need ways to remember details about each prospect. Documenting contact events helps you to remember these details.

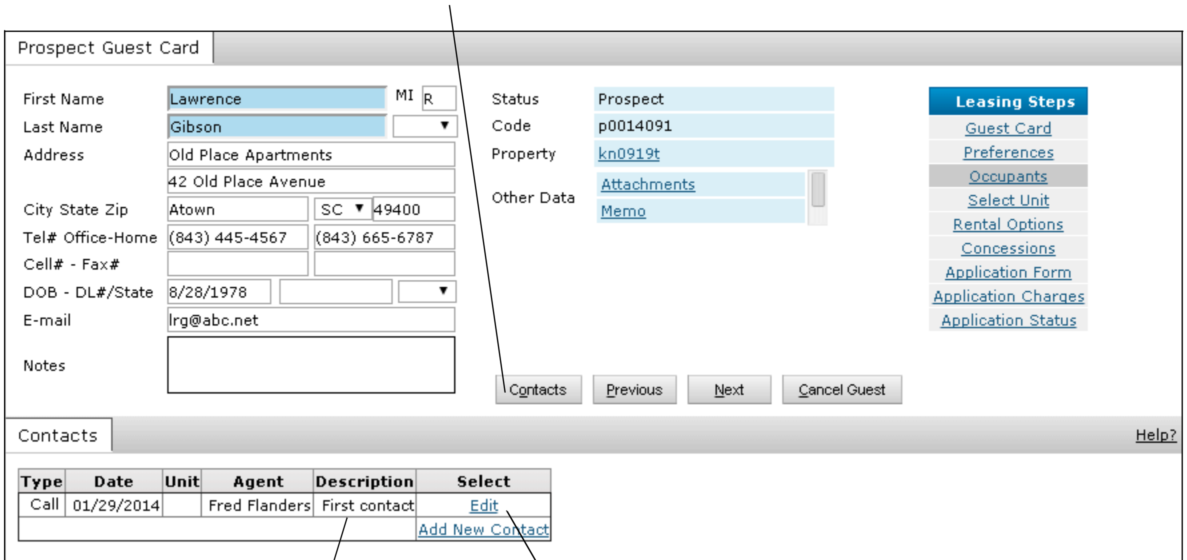
When you add a prospect's guest card, Voyager automatically adds a first-contact event to the guest card. The description automatically shows the words **First contact**. You can add notes and other information. You can also document additional contact events so that you can document all communication with the prospect.

### To document a contact event for a prospect

1 Open the guest card for the prospect.

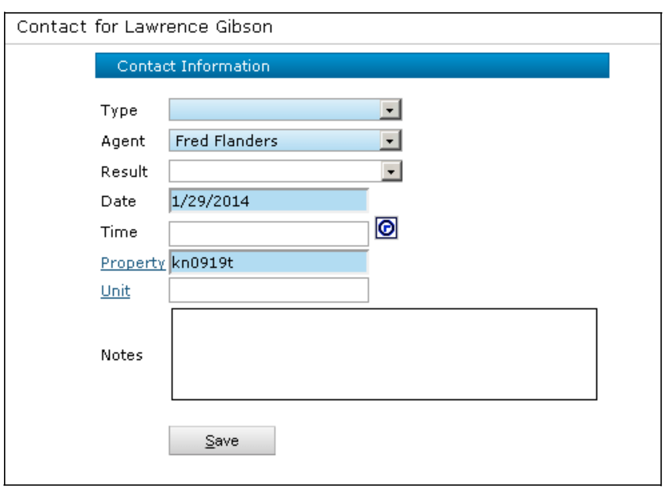
2 Click the **Contacts** button. The **Contacts** tab appears in the bottom part of the screen.

**Contacts button**




**Default contact description** **Edit contact informaton**

3 Click the **Add New Contact** link. A screen appears labeled **Contact for** followed by the prospect's name.



**4** Add the following information:

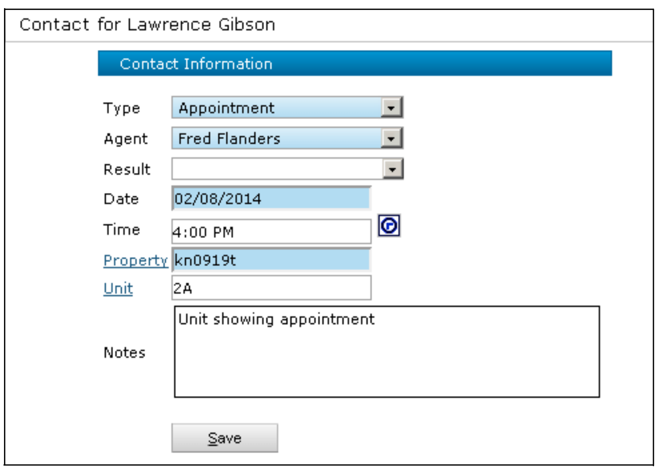
| | |
|---|---|
| **Type** | Select the type of contact event. |
| **Agent** | Select the agent who is working with this prospect. |
| **Date** | The system date on your workstation appears. If you are recording notes for a contact event that you made on another day, type the date of the event. If you are documenting an appointment, type the date of the appointment. |

**5** Add the following information:

| | |
|---|---|
| **Result** | Select the result of the contact, if needed. |
| **Time** | Type the time, or click the **Clock** button and select the time that the prospect made the contact or the time of the scheduled appointment. |
| **Unit** | If this contact is about a specific unit, type the unit code or select the unit. |

**6** In the **Notes** field, type your remarks.

The following graphic shows the **Contact** screen completed for a scheduled appointment. The notes document the purpose of the appointment.

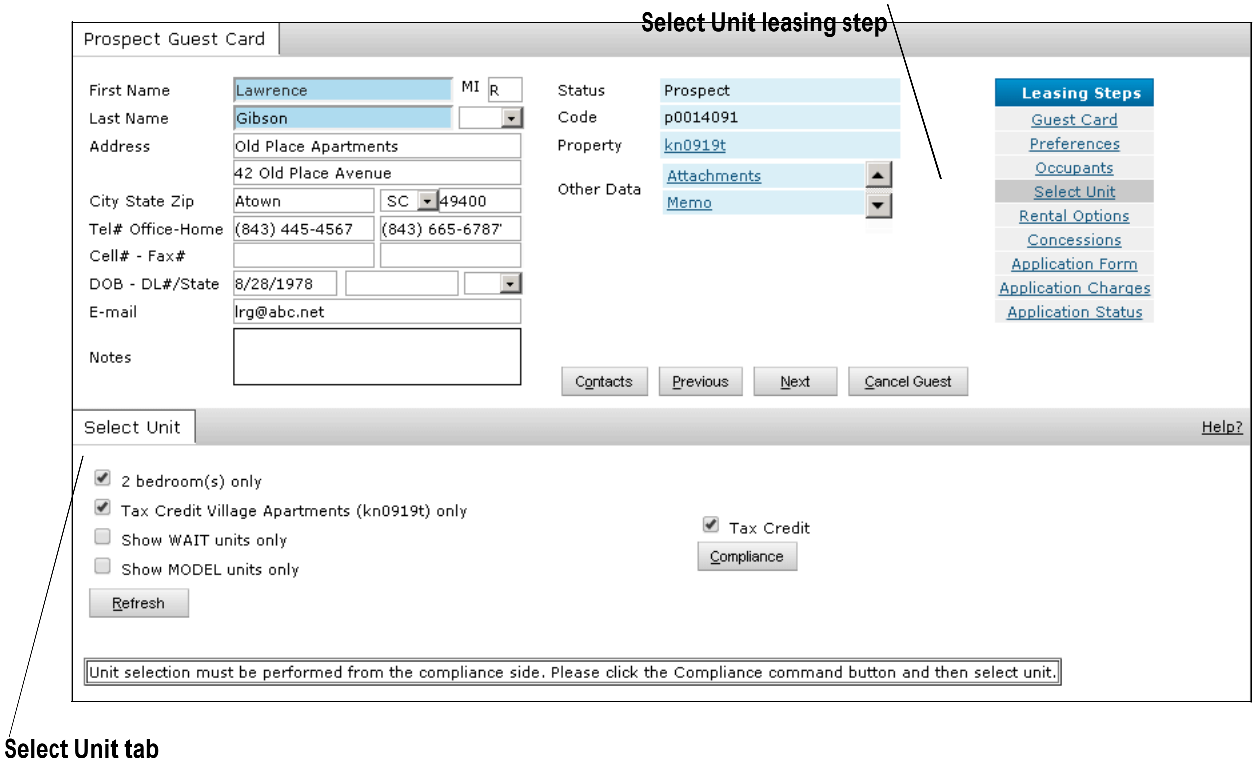



**7** Click **Save**. The **Contact for** screen closes.

When you save a contact for an appointment, the appointment appears on the **Calendar** tab of the **Community Manager Dashboard** screen for the user adding the appointment. The appointment will also appear in the Daily Activity report.

8 Click **Next** to advance to the **Select Unit** step.

The **Select Unit** screen appears. If the property is set up so that LIHTC residents are the default tenant type, the **Tax Credit** check box is automatically selected. No available units appear for selection. You will select a unit after qualifying the household. You are ready to begin the qualification process.




If the property contains a mix of market-rent and LIHTC residents, and if LIHTC residents are not the default tenant type, a list of available units appears on the **Select Unit** tab. Although you can select a unit before qualifying the household, selecting a unit after you complete the qualification process ensures that the resident qualifies for the unit. When the qualification process is complete and the household qualifies, the **Select Unit** tab appears again showing only available units for which the household qualifies.

If the property is set up to allow only one applicant per unit, a selected unit becomes unavailable for other households. If you select a unit and then discover that the household is unqualified, you may miss the opportunity to assign the unit to a qualified household.

9 If the **Tax Credit** check box is not selected, select this check box. Available units no longer appear on this tab.

You are ready to begin the qualification process for this guest. You will now learn how to use the **Community Manager Dashboard** screen to find the prospect for whom you have just recorded a contact event.

10 Click the **Home** button in the top part of the **Community Manager Dashboard** screen.

To learn how begin the qualification process for a prospect whom you have added as a guest, see Chapter 2, “LIHTC Household Member Documentation.”

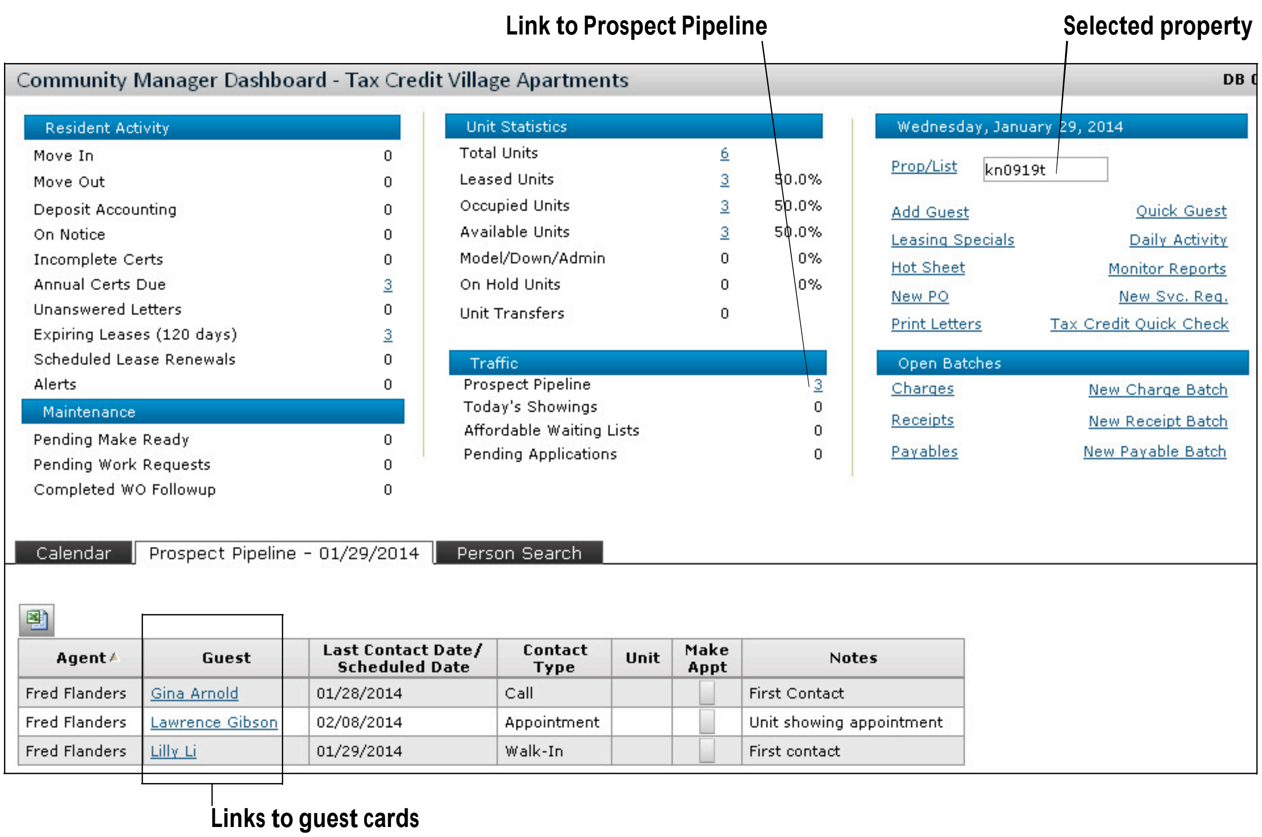
## Selecting Prospects from the Prospect Pipeline

Use the **Prospect Pipeline** on the **Community Manager Dashboard** screen to review the active prospects for a selected property or property list. Active prospects are households for which you have documented activity within the last thirty days. Each time that you add a guest card for a prospect, the **Prospect Pipeline** total increases by one.

### To select a guest on the Prospect Pipeline

1 On the **Community Manager Dashboard** screen, select a property and then press the TAB key. The **Community Manager Dashboard** screen displays the information for the selected property.

2 In the **Traffic** section of the dashboard, click the number to the right of **Prospect Pipeline**. The **Prospect Pipeline** tab appears in the bottom part of the screen, displaying a list of the active prospects. The prospect names are links to their guest cards.




3 Click the name of the prospect with whom you want to work. The **Prospect Guest Card** screen appears.

- If you are ready to qualify the prospect, or if you are in the process of qualifying the prospect, **Select Unit** is the selected leasing step.

- If you are in the process of adding the person's guest card and have not yet begun the qualification process, the selected leasing step is the step that you were completing when you stopped working.

## Finding Specific Prospects and Residents

You can use a person search to find any prospect in your database, whether or not the prospect is an active prospect. You can also use person searches to find residents and persons added when you completed the **Occupants** leasing step. You can search by name, code, phone number, social security number, e-mail address, or driver's license.

In this lesson, you will search for a person by the person's last name.

### To search for a specific guest by last name

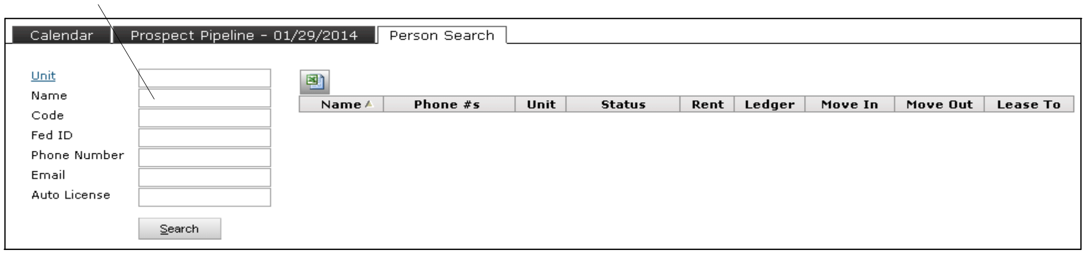
1 On the **Community Manager Dashboard** screen, click the **Person Search** tab. The **Person Search** tab appears in the bottom part of the dashboard.

2 In the **Name** field, the person's last name.

If you do not remember a person's entire last name, you can type a few letters of the name. Voyager will find all people with letters that match. For example, if you were searching for Lilly Li, you might type **Lilly**, **Li**, or **li**.

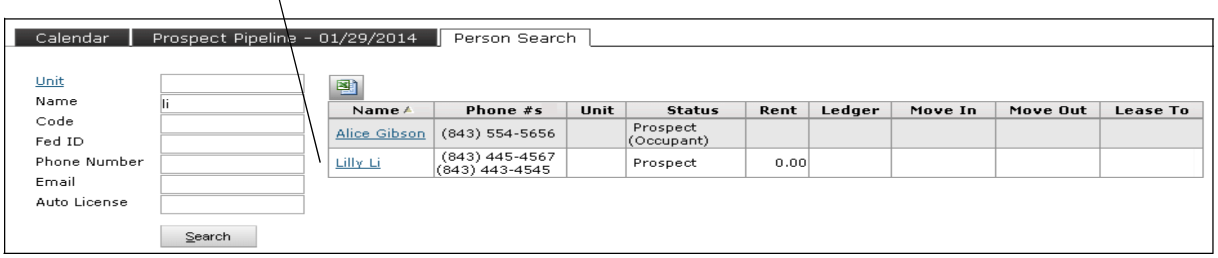
Voyager will find all people whose names contain the letters that you type. The letters could be at the beginning, middle, or ending of a name. Person search is not case sensitive.

Name field




3 Click **Search**. A list of people matching your selection criteria appears. Names of prospects are links to the **Prospect Guest Card** screen. If the list includes residents, resident names are links to the **Resident** screen.

Lilly Lii



4 Click the name of the prospect with whom you want to work.

The **Prospect Guest Card** screen appears. The selected step on the **Leasing Steps** menu is the last step that you completed for the prospect.

# Chapter 3

# LIHTC Household Member Documentation

**In this lesson**



This lesson explains how to record member information needed for qualifying LIHTC households.

Voyager Affordable Housing also includes HUD project-based, Rural Development Section 515, and the HOME Investment Partnership housing programs. Voyager configures the **Member** screen based on the housing programs under which a property operates. If a property operates under more than one housing program, the screen examples and information described in this lesson will vary from the Voyager screens that you see.

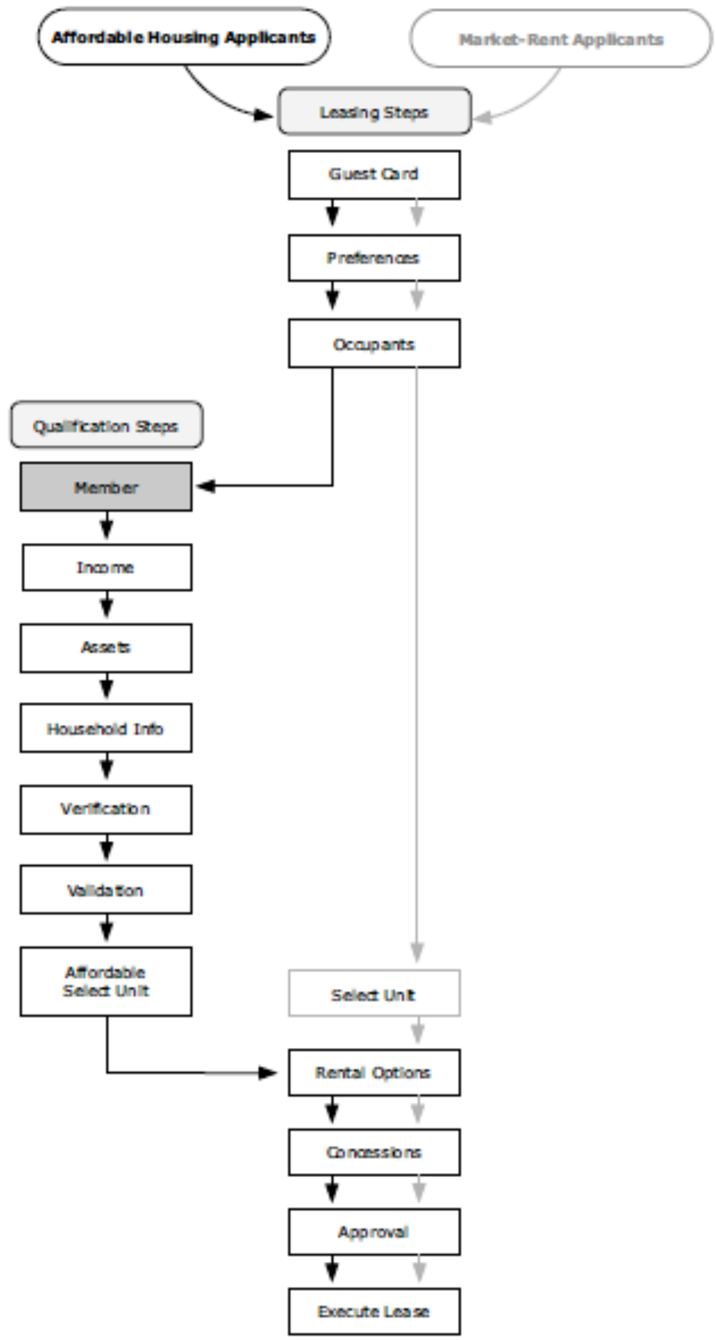
## Introduction to LIHTC Member Documentation

Affordable housing qualification begins by documenting personal information about each member of the household. You will record information for each person living in the unit with the household, whether or not the person is considered to be a family member.

In this lesson, you will learn how to complete the following tasks:

- Record information for the household head.
- Record information for people whom you added through the **Occupants** guest card leasing step.
- Record member information for all additional household members.

The following chart shows the leasing workflow for LIHTC housing applicants. The **Member** qualification step is the subject of this lesson.



# Documenting LIHTC Household Heads

When you add a guest card for an affordable housing prospect, Voyager automatically creates a member record for that person and assigns the person's family status as household *head*. The **Member** screen is only partially completed. You must open the screen and add the additional information needed for the household's certification.

In this lesson, you have added a guest card for a prospective LIHTC household and are ready to begin the affordable housing qualification process. The name on the guest card is that of the household head.

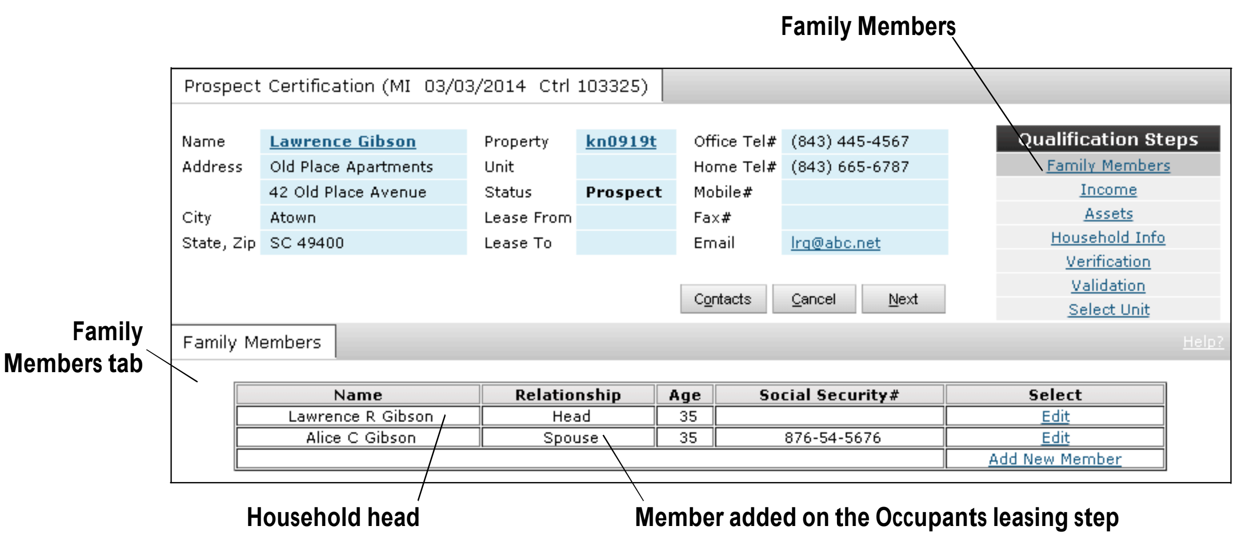
Your first steps are to complete the member information for the household head and for those members whom you added when you completed the **Occupants** leasing step.

### To complete the member information for a household head

**1** Open the prospect guest card for the household that you are qualifying.

**2** On the **Select Unit** leasing step, click the **Compliance** button. The **Prospect Certification** screen appears.

The **Qualification Steps** menu appears in the top part of the screen, on the right. The **Family Members** leasing step is selected. The **Family Members** tab appears in the bottom part of the screen, showing the name of the household head and the name of each person added as an occupant.

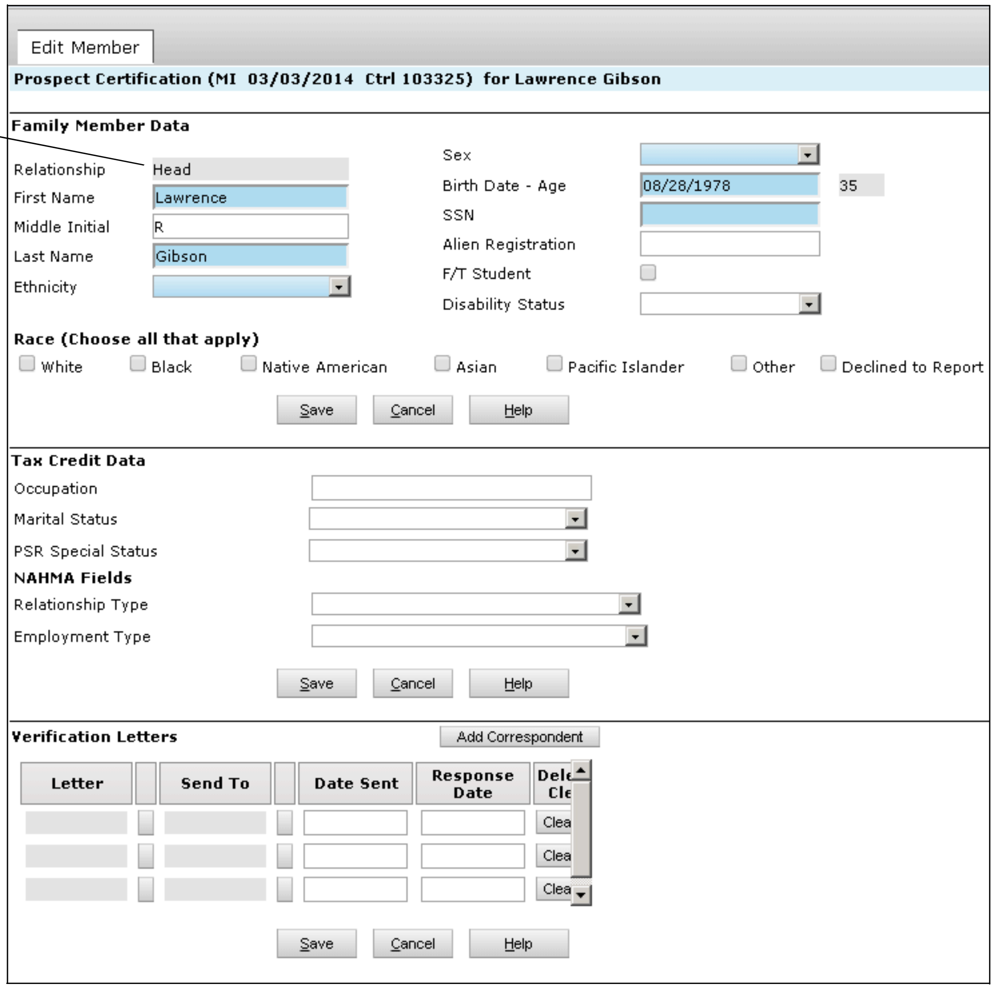


3 Click the **Edit** link on the row displaying the name of the household head.

The **Member** screen appears. The **Relationship** field displays the word **Head**. The person's name and date of birth are automatically completed.

The following graphic shows an example of the **Member** screen as it appears for a household head the first time that you open it. Only the name and date of birth appear.

Relationship



**4** Complete the following information the **Family Member Data** section:

| | |
|---|---|
| **Relationship** | For a household head, Voyager automatically selects **Head**. You cannot change this information for a household head. |
| **Ethnicity** | Select the ethnic background that best represents this household head.<br>Options for ethnicity include **Declined to Report**. If you are not required to select a specific ethnicity and the household head does not want to specify an ethnicity, select **Declined to Report**. |
| **Sex** | Select the gender of the household head. |
| **Birth Date - Age** | Type the date of birth of the household head, and then press the TAB key. The **Age** field automatically displays the person's age as of the estimated effective date of the move-in certification. |
| **SSN** | Type the Social Security number of the household head. |
| **Alien Registration** | If the household head is not a citizen of the United States, type the person's alien registration identification number. |
| **F/T Student** | If the household head is a full-time student, select this check box. |
| **Disability Status** | If the household head is disabled, select **Disabled**. If not, leave this field empty.<br>If **Declined to Report** appears as an option, the member does not want to declare a disability status, and the housing program for which the member is qualifying allows this option, you would select **Declined to Report**. |
| **Race (Choose all that apply** | Select the race of the household head. You can select more than one race.<br>Options for race include **Declined to Report**. If you are not required to select a race and the person does not want to specify a race, select **Declined to Report**. |

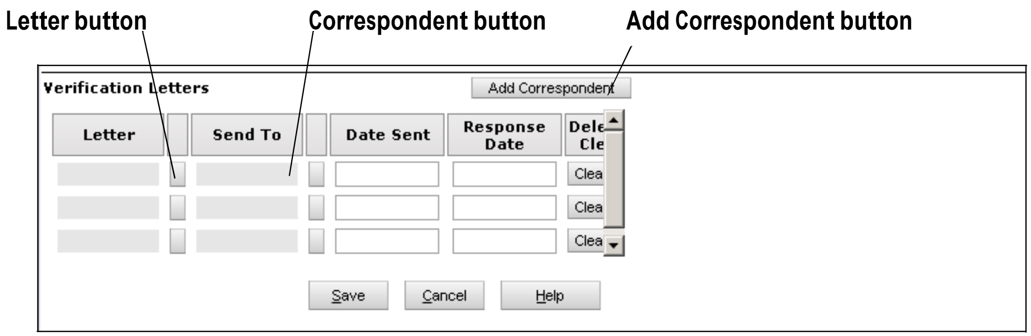
**5** Complete the following information in the **Tax Credit Data** section:

| | |
|---|---|
| **Occupation** | Type a brief description of the person's job. |
| **Marital Status** | If this field appears on the screen, select the person's marriage status. |
| **PSR Special Status** | If the person is elderly or disabled, select the status that applies for your state's project status report<br>**NOTE** *PSR* (project state report) is the term in Voyager for the report that a state periodically requires to monitor the performance of housing projects and determine compliance with housing program rules. Although most states require this report annually, some states require the report more frequently. |

**6** If your state agency uses the NAHMA-XML standard for tax credit state reports, make the most appropriate selection in each of the following NAHMA fields:

| | |
|---|---|
| **Relationship Type** | Select the relationship type that identifies this person as household head. |
| **Employment Type** | Select the person's type of employment. |

7 Select a letter for verifying the member's information.



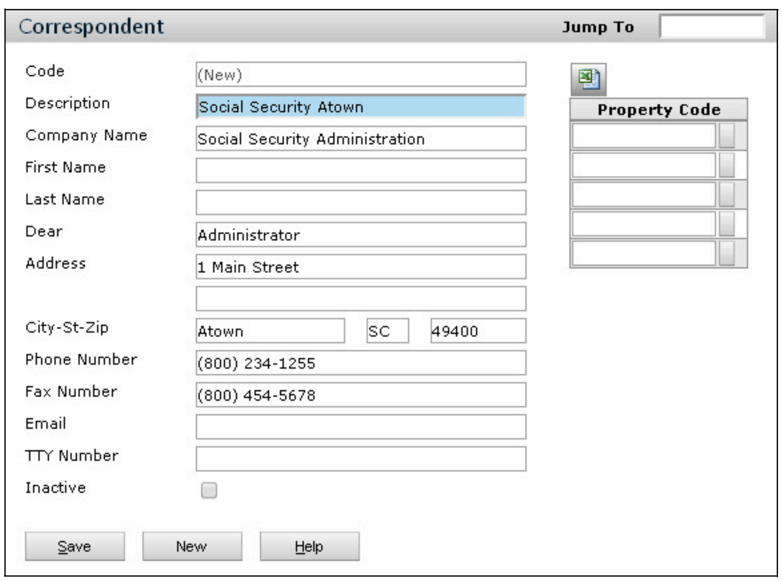

a Click the **Letter** button located to the right of the first **Letter** field. A selection list of letters appears.

b Select a letter and click **OK**. The selection list closes. The code of the selected letter appears in the **Letter** field.

8 Add correspondent information for the person or organization that will receive your letter.

a Click the **Add Correspondent** button. The **Correspondent** screen appears.

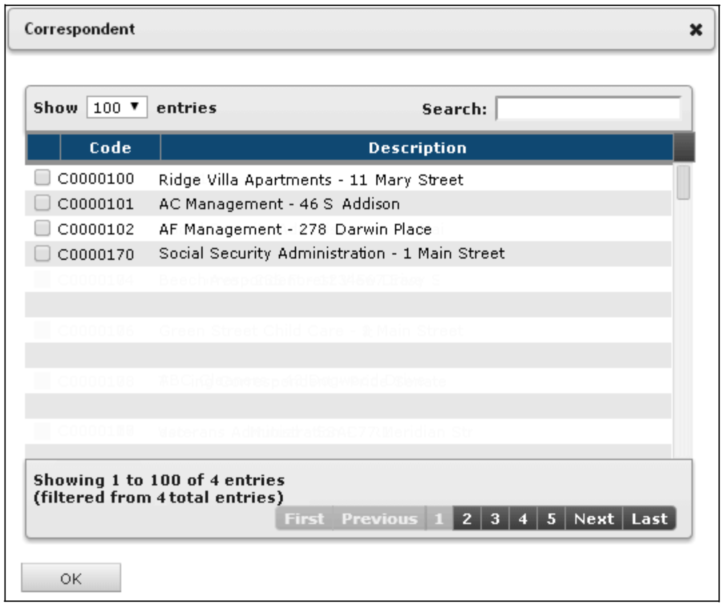
b Complete the information for the correspondent, click **Save**, and then close the **Correspondent** screen.




You can now select this correspondent for the letter.

9 Select the correspondent that you just added.

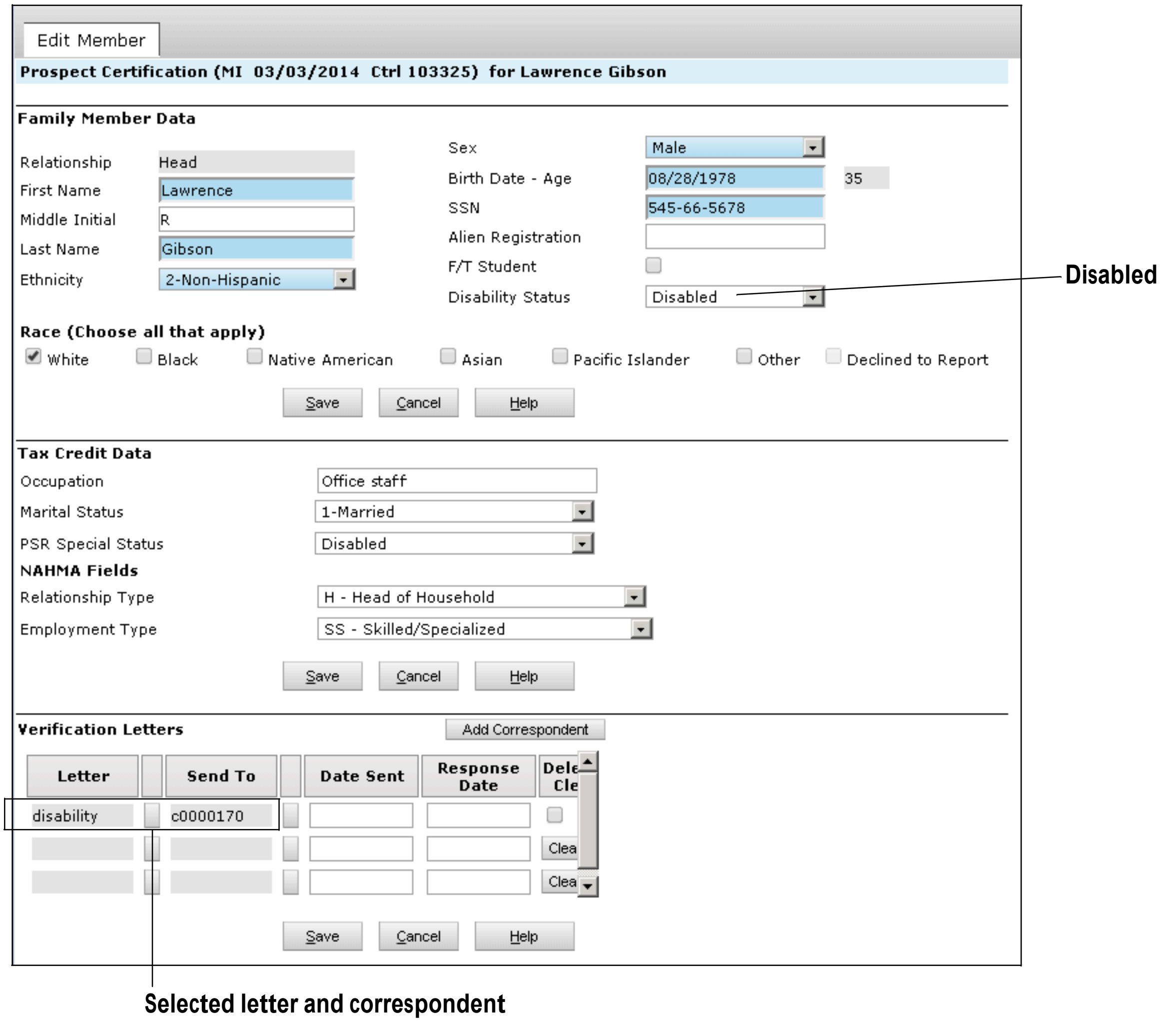
a Click the **Correspondent** button to the right of the first **Send To** field. A selection list of correspondents appears.




b Select the correspondent and then click **OK**. The selection list closes. The code of the selected correspondent appears in the **Send To** field.

**Date Sent** and **Response Date** fields appear on each row so that you can type the date that you sent the letter and received a response. If you are printing verification letters in Voyager, leave these fields empty. Record the sent and received dates later in the **Verification** step after you print the letters. You can concurrently record these dates for all selected member, income, asset, and expense verification letters.

The following graphic shows an example of the **Member** screen completed for a disabled household head.




**10** Click **Save**. The **Member** screen closes and the **Family Members** tab appears.

## Documenting LIHTC Household Members Added as Occupants

When you use the **Occupants** guest-card leasing step to add a household member, Voyager partially completes the **Member** screen for that person. You must add the additional information needed for the certification.

**To complete member information for a person added to a household's guest card as an occupant**

1 On the **Family Members** tab, click the **Edit** link on the row displaying the name of the household member. The **Member** screen appears.

2 Add the following information in the **Family Member Data** section:

| | |
|---|---|
| **Relationship** | **Select** this person's relationship to the household head. Options are:<br><br>Spouse This person is the marriage partner of the household head. If you select **Spouse**, you cannot define another member as co-head. There can be a spouse or co-head, but not both. If there is a spouse, designate that person as the spouse on each recertification.<br><br>**CoHead** This person is the co-head of the household but not the spouse of the household head. If you select **CoHead**, you cannot define another member as spouse. There can be a spouse or co-head, but not both. If there is a co-head, designate that person as co-head on each recertification.<br><br>**Dependent** This person is age 17 or younger, 18 or older and disabled or a full-time student, a child temporarily absent due to placement in a foster home, a child who is subject to a joint-custody agreement (lives in the unit at least 50% of time), a full-time student (regardless of age) who is away at school but who lives with the household during school breaks, or a child being adopted (or custody being sought) and currently living in the unit.<br><br>**Other** This person is an adult member of the household who is not the head, spouse, co-head, foster child, or foster adult. This person has income that you are including when determining the household annual income. You cannot use this member's status to justify the eligibility of the household for elderly or medical allowances.<br><br>**Foster** This person is a foster child under the age of 18, the child of a foster child, or a foster adult.<br><br>**Live-in** This person lives in the unit but is not a member of the household. Include foster adults, live-in attendants, and children of live-in attendants. Review the regulatory definitions of these terms. People in this category do not have rights under the lease. People in this category are not considered members of the household and you should not count their incomes in determining the household's annual income.<br><br>Unborn Child This person is the unborn child of an expectant mother who is a family member.<br><br>**None of the Above** The relationship of this person to the household is other than a relationship included on this list. |
| **First Name** | The first name that you typed on the **Occupant** screen appears. If needed, you can change the name. |
| **Middle Initial** | The letter that you typed as the middle initial in the **Occupant** screen appears. If needed, you can add or change the initial. |
| **Last Name** | The last name that you typed on the **Occupant** screen appears. If needed, you can change the name. |

| | |
|---|---|
| **Ethnicity** | Select the ethnic background that best represents this household member.<br><br>Options for ethnicity include **Declined to Report**. If you are not required to select a specific ethnicity and the member does not want to specify an ethnicity, select **Declined to Report**. |
| **Sex** | Select the person's gender. |
| **Birth Date - Age** | Type the person's date of birth and then press the TAB key. The **Age** field automatically displays the person's age. |
| **SSN** | Type the person's Social Security number. |
| **Alien Registration** | If the household member is not a citizen of the United States, type the person's alien registration identification number. |
| **F/T Student** | Complete this check box as follows:<br><br>If this person is a full-time student as of the effective date of this certification and a full-time student, select this check box. |
| **Disability Status** | If this person is a disabled spouse, co-head of household, or dependent, select **Disabled**.<br><br>If the member is not disabled, you can leave this field empty. If **Declined to Report** appears as an option, the member does not want to declare a disability status, and the housing program for which the member is qualifying allows this option, select **Declined to Report**. |
| **Race** | Select the race of this person. You can select more than one race.<br><br>Options for race include **Declined to Report**. If you are not required to select a race and the person does not want to specify a race, select **Declined to Report**. |

3 Complete the following information in the **Tax Credit Data** section:

| | |
|---|---|
| **Occupation** | Type a brief description of the person's job. |
| **Marital Status** | If this field appears on the screen, select the person's marriage status. |
| **PSR Special Status** | If the person is elderly or disabled, select the status that applies for your state's project status report<br><br>**NOTE** *PSR* (project state report) is the term in Voyager for the report that a state periodically requires to monitor the performance of housing projects and determine compliance with housing program rules. Although most states require this report annually, some states require the report more frequently. |

4 If your state agency uses the NAHMA-XML standard for tax credit status reports, make the most appropriate selection in each of the following NAHMA fields:

| | |
|---|---|
| **Relationship Type** | Select the relationship type that identifies this person as household head. |
| **Employment Type** | Select the person's type of employment. |

5 Select a letter and correspondent for verifying information for this person.

6 Click **Save**.

## Documenting LIHTC Household Members

You must document all persons living in the unit with the household, whether or not those persons are considered to be family members. Examples include elderly parents, dependents, foster children, foster adults, and live-in aids.

**To document an LIHTC household member**

1 On the **Family Members** tab, click the **Add New Member** link. The **Member** screen appears.

2 Add all information needed for this member.

3 Click **Save**.

# Chapter 4

# LIHTC Family Income Documentation

**In this lesson**



This lesson explains how to document household income when you are qualifying a household for LIHTC housing.

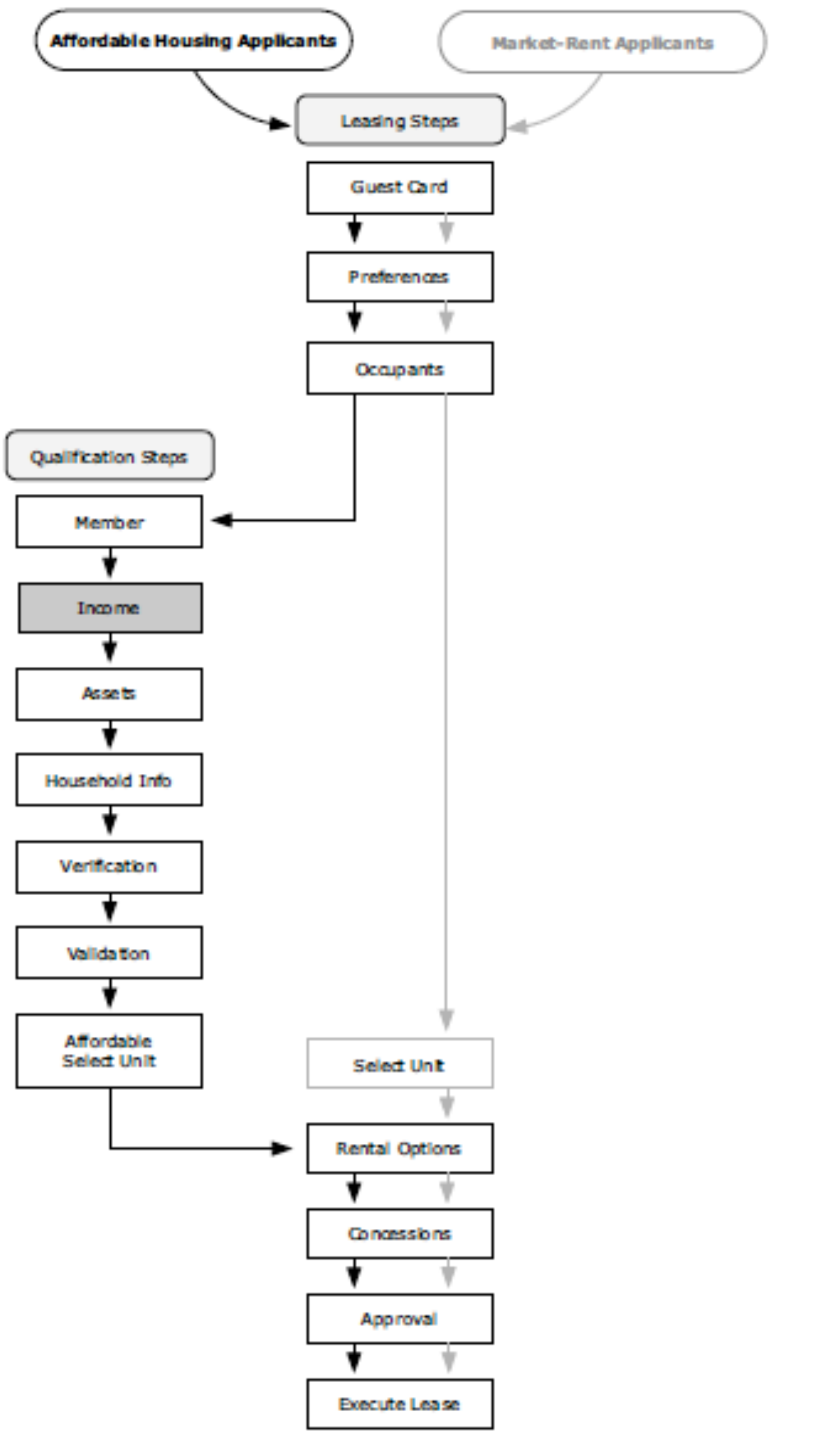
Voyager Affordable Housing also includes HUD project-based programs, Rural Development Section 515, and the HOME Investment Partnership housing programs. Voyager configures the **Income Record** screen based on the housing programs under which a property operates. If a property operates under more than one housing program, the screen examples and information described in this lesson will vary from the Voyager screens that you see.

## Introduction to Family Income Documentation

Annual family income determines the household's eligibility for affordable housing. Examples of income are wages and salaries from employment, profits from a business, public assistance payments, and pensions. You must document income from all sources unless you have a specific reason to exclude the income such as a statute or law.

In this lesson, you will learn how to document earned and unearned annual income.

The following chart shows the leasing workflow for LIHTC housing applicants. The **Income** qualifica-tion step is the subject of this lesson.



# Documenting Family Income

For establishing household income, affordable housing program documentation often refers to household members as *family members*. Examples of family members are household heads, spouses, co-heads, and dependent children of family members.

You must document all income for adult family members and children over the age of eighteen who are not dependent full-time students. You must also document the first $480 of earned income for full-time students over the age of eighteen, unearned income for dependent children under the age of eighteen, and all income of foster adults.

You must include the earned income of foster adults. You must also include unearned income of foster children, except payments that the family receives from official foster-care relationship sources for the care of a foster child or adult. LIHTC uses the HUD rules for income documentation. For information about income limits and family size, see *HUD Handbook 4350.3 REV–1, CHG–4, par. 5-6*. For information about household members whose income is to be included or excluded, see *HUD Handbook 4350.3 REV–1 CHG–4. Figure 5-2.*

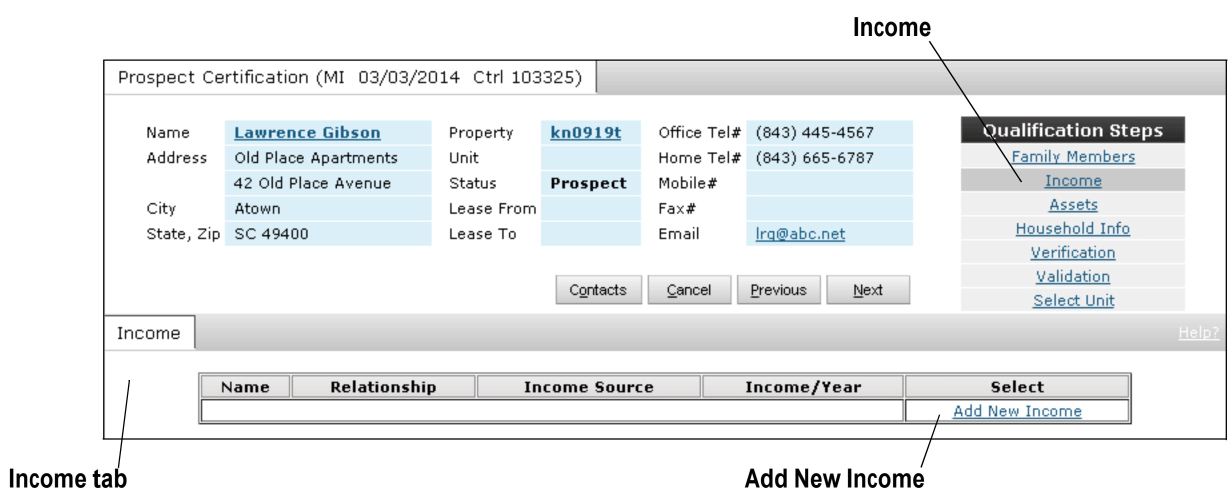
You must separately document each income source. For example, if a family member has two jobs, document each job separately.

### To document family income

**1** Open the prospect guest card for the household that you are qualifying.

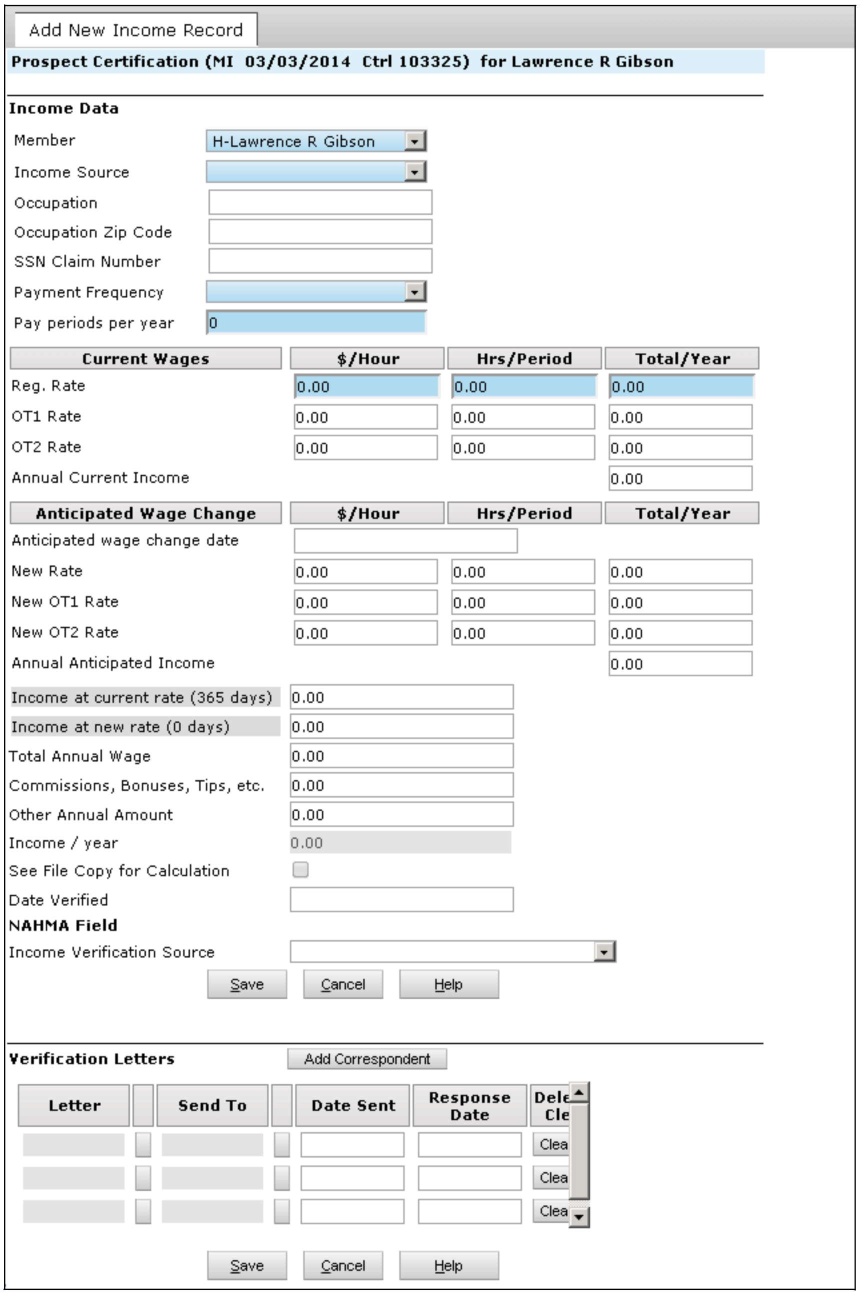
**2** On the **Select Unit** leasing step, click the **Compliance** button. The **Prospect Certification** screen appears. The **Qualification Steps** menu appears in the top part of the screen, on the right.

**3** Select the **Income** qualification step. The **Income** tab appears in the bottom part of the screen.



## To document family income

**1** Click the **Add New Income** link. The **Income Record** screen appears.



Add New Income Record

**Prospect Certification (MI 03/03/2014 Ctrl 103325) for Lawrence R Gibson**

**Income Data**

| | |
|---|---|
| Member | H-Lawrence R Gibson |
| Income Source | |
| Occupation | |
| Occupation Zip Code | |
| SSN Claim Number | |
| Payment Frequency | |
| Pay periods per year | 0 |

| Current Wages | $/Hour | Hrs/Period | Total/Year |
|---|---|---|---|
| Reg. Rate | 0.00 | 0.00 | 0.00 |
| OT1 Rate | 0.00 | 0.00 | 0.00 |
| OT2 Rate | 0.00 | 0.00 | 0.00 |
| Annual Current Income | | | 0.00 |

| Anticipated Wage Change | $/Hour | Hrs/Period | Total/Year |
|---|---|---|---|
| Anticipated wage change date | | | |
| New Rate | 0.00 | 0.00 | 0.00 |
| New OT1 Rate | 0.00 | 0.00 | 0.00 |
| New OT2 Rate | 0.00 | 0.00 | 0.00 |
| Annual Anticipated Income | | | 0.00 |

| | |
|---|---|
| Income at current rate (365 days) | 0.00 |
| Income at new rate (0 days) | 0.00 |
| Total Annual Wage | 0.00 |
| Commissions, Bonuses, Tips, etc. | 0.00 |
| Other Annual Amount | 0.00 |
| Income / year | 0.00 |
| See File Copy for Calculation | |
| Date Verified | |

**NAHMA Field**

Income Verification Source

Save Cancel Help

**Verification Letters** Add Correspondent

| Letter | | Send To | | Date Sent | Response Date | Dele Cle |
|---|---|---|---|---|---|---|
| | | | | | | Clea |
| | | | | | | Clea |
| | | | | | | Clea |

Save Cancel Help

**2** In the **Income Data** section, complete the following fields as needed:

| | |
|---|---|
| **Member** | The name of the household head automatically appears. If this income is for another family member, select that person |
| **Income Source** | Select the source of this income. Options are:<br>**PE–Pension** Veterans' pensions, military retirement, or income from all other pensions and annuities.<br>**A–TANF** Income from Temporary Assistance for Needy Families.<br>**SS–Soc Sec** Social Security income.<br>**G–Gen Asst** Income from any general assistance sources.<br>**SI–SSI** Supplemental Social Security income.<br>**CS–Child Support** Income from child support that the member receives.<br>**M–Military** Income from military sources.<br>**F–Federal** Income from federal government sources.<br>**W–Non-Fed** Salaries, wages, tips, commission bonuses, or other income from non-government sources.<br>**U–Unemployment** Income from unemployment compensation.<br>**I–Indian Trust** Income from an established Indian trust.<br>**B–Business** Income from business sources, including distributed profits and business net income.<br>**N–Other** Income from any other source, such as alimony, that the member receives. |

**3** If your state agency or management organization requires you to document the member's occupation or the ZIP code for the area in which the member earns this income, complete the **Occupation** and **Occupation ZIP Code** fields.

**4** If the person receives this income under a Social Security number that is *different* from the member's own Social Security number, type in the **SSN Claim Number** field the Social Security claim number under which this family member receives the income.

Type this number only if this Social Security number is *different* from the member's own Social Security number. If needed, include the alpha/numeric suffix attached to the end of the Social Security claim number.

5 Complete the information about the person's pay period:

| | |
|---|---|
| **Payment Frequency** | Select the rate of occurrence for the income payments. Options are:<br>**Hourly** The member receives a check or a payment for each hour worked.<br>**Daily** The member receives a check or a payment for each day worked.<br>**Weekly** he member receives payment once a week.<br>**Bi-weekly** The member receives payment once every two weeks.<br>**Semi-monthly** The member receives payment twice each month.<br>**Monthly** The member receives payment once each month.<br>**Annual** The member receives an annual salary.<br>**Other** The member receives payment in some other kind of period. |
| **Pay periods per year** | Voyager automatically completes this field by calculating the number of regular payment periods per year, based on the **Payment Frequency** field. If the number of payment periods differs from the number displayed, type the number of times per year that the member receives the income payments.<br>For example, if the person is paid monthly and works the entire year, you would type 12. If the person is paid weekly and works 50 weeks per year, you would type 50. |

6 Complete the **Current Wages** section to document the person's current payment and payment period.

| | |
|---|---|
| **Reg Rate** | **$/Hour** In the **Reg Rate** row, type the dollar amount that the member regularly receives for each income payment period.<br>For example, if the payment frequency is weekly, the member is paid $8 per hour, and you want to calculate the income at the hourly rate, you would type 8. If the payment frequency is weekly and the member receives a paycheck of $300 each week, you would type 300.<br>In the **Reg Rate** row, type the number representing the payment period for the income that you typed in the **$/Hour** field.<br>For example, if the payment frequency is weekly, the member works 40 hours per week, and you want to calculate the income at the hourly rate, you would type 40. If the payment frequency is weekly and the member is paid $300 each week, you would type 1. |
| **OT1 Rate** | If the person receives overtime wages, complete the overtime rate and period as you did for the member's current regular rate. |
| **OT2 Rate** | If the person receives additional overtime wages at a different rate, complete the second overtime rate and period as you did for the members current regular rate. |

7 Review the amount in each **Total/Year** field. Voyager automatically calculates these amounts, based on the **$/Hour** and **Hrs/Period** fields in each row.

**8** This member will be receiving a wage increase in five months. Complete the following fields in the **Anticipated Wage Change** section of the screen:

| | |
|---|---|
| **Anticipated Wage Change** | Type the month, day, and year that the pay raise takes effect. Type this information without formatting. For example, if you typed 060114, Voyager would automatically format this date as 06/10/2014. |
| **New Rate** | Complete the **$/Hour** and **Hrs/Period** fields for the anticipated wage change as you did for the member's wages at the current regular rate |
| **New OT1 Rate** | If the person will receive overtime wages, complete the overtime rates and periods as you did for the member's current regular wages. |
| **New OT2 Rate** | If the person will also receive overtime wages at a different rate, complete the overtime rates and periods as you did for the member's current regular wages. |

The member's total annual income at the new payment rate appears in the **Annual Anticipated Income** field. Voyager automatically completes this field based on the **$/Hour** and **Hrs/Period** fields for anticipated income.

**9** Review the following information. Voyager automatically calculates these amounts based on the number of days that the member received the income at the specified income rate.

| | |
|---|---|
| **Income at Current Rate (# Days)** | The total current income for the number of days as displayed in the field label appears. |
| **Income at New Rate (# Days)** | The total anticipated income for the number of days as displayed in the field label appears. |
| **Total Annual Wage** | The sum of the total annual currant and anticipated income appears. |

**10** If the person receives commissions, bonuses, tips, or other income connected with this income source, complete the following fields:

| | |
|---|---|
| **Commissions, Bonuses, Tips, etc** | If this family member receives income from commissions, tips, bonuses, or similar sources, type the *annual* amount received.<br>For example, if the member averages $120 each week in tips and the member works 50 weeks per year, the member would earn $6000 annually in tips ($120 x 50 weeks). |
| **Other Annual Amount** | If this family member receives income from other miscellaneous sources, type the *annual* income amount received. |

**11** Review the amount in the **Income/Year** field. Voyager calculates this amount, based on all information in the previous fields.

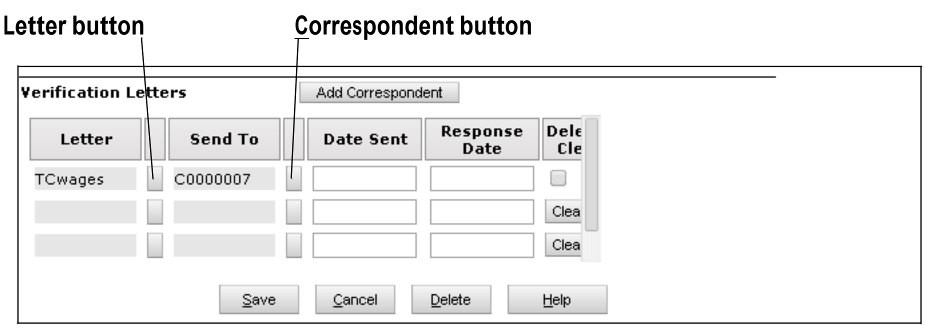
**12** If you need to alert your staff to refer to the paper files for the household or other documentation for income calculation details, click the **See File Copy for Calculation** check box.

For example, a member may have more than one anticipated change in income per year, or other circumstances may make income calculations too complex to show in accurate detail. Clicking this check box alerts you or your staff to refer to paper files or other supporting documentation for more information.

**13** Leave the **Date Verified** field empty. If your management organization requires you to complete it, complete it after receiving the response to your verification letter and confirming that all information on this screen is complete and accurate.

**14** If the property is located in a state that uses the NAHMA-XML standard for tax credit state reports, select in the **Income Verification Source** field the way that you will verify the income.

**15** Select a letter and letter recipient (*correspondent*) for verifying the income information.




a Click the **Letter** button located to the right of the first **Letter** field. A selection list of letters appears. Select a letter and click **OK**. The selection list closes. The code of the selected letter appears in the **Letter** field.

b Click the **Correspondent** button located to the right of the first **Send To** field. A selection list of correspondents appears. Select a correspondent and click **OK**. The selection list closes. The code of the selected correspondent appears in the **Send To** field.

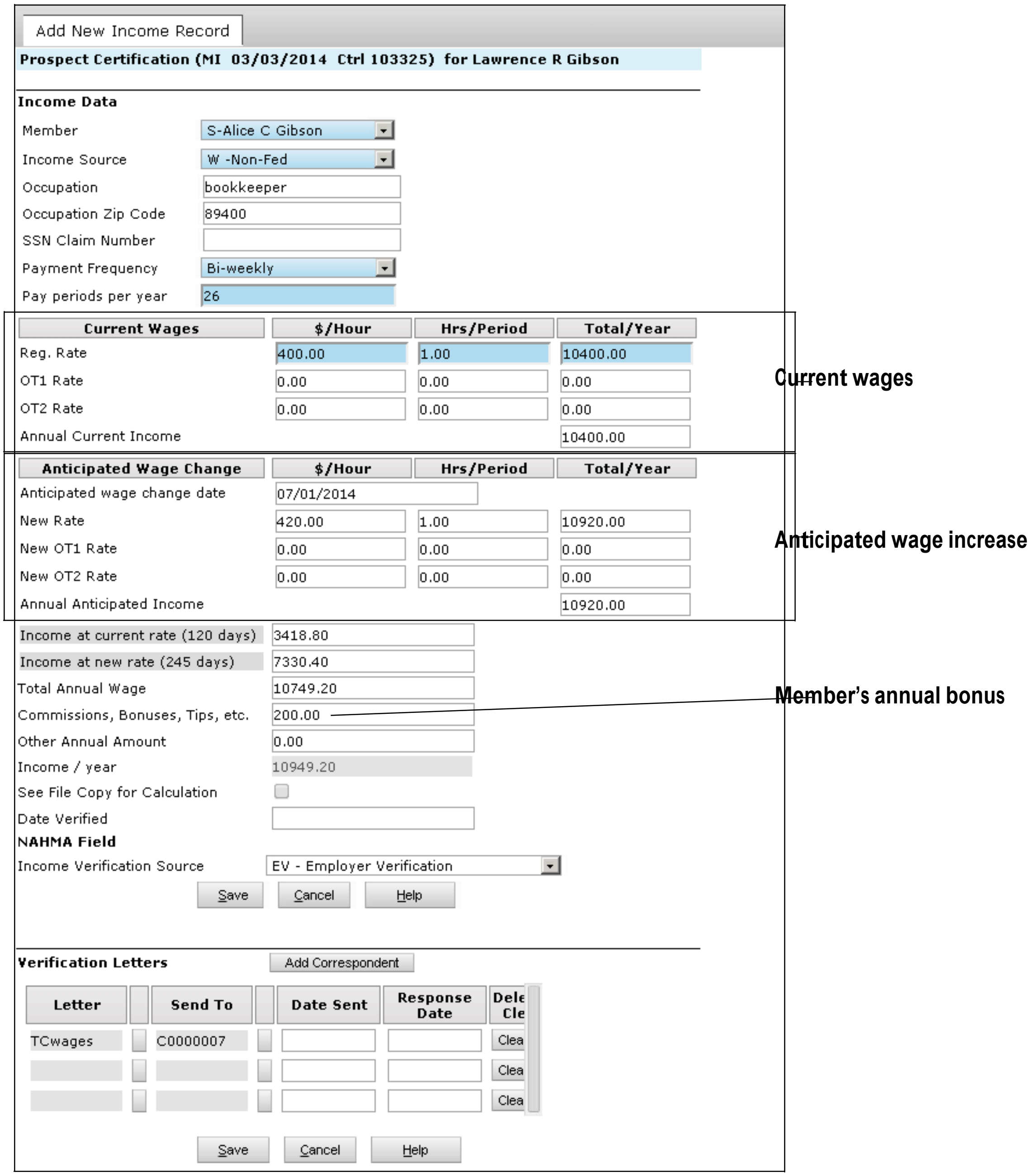
If you are sending a letter and have not already set up the correspondent, you must set up the correspondent before you can select that correspondent. This guide explains how to add a correspondent in Chapter 2, “LIHTC Household Member Documentation.” If needed, refer to “Documenting LIHTC Household Heads” on page 23of that chapter.

**Date Sent** and **Response Date** fields appear on each row so that you can type the date that you sent the letter and received a response. You can also record the sent and received dates later at the **Verification** step. In the **Verification** step, you can record these dates for all selected member, income, asset, and expense verification letters.

In this lesson, do not type a date now. You will type the dates when you complete the **Verification** step.

**16** Carefully review all information on the **Income Record** screen to ensure that it is complete and cor-rect.

The following graphic shows an example of the **Income Record** screen completed for employment income. This person is paid bi-weekly and works 26 weeks per year. She expects a monthly wage increase beginning July 1, 2014. She receives an annual bonus of $200.00.




**17** When you are finished, click **Save** to close the screen and return to the **Income** tab.

# Chapter 5

# LIHTC Family Asset Documentation

**In this lesson**



This lesson explains how to document family assets when you are qualifying a household for LIHTC housing.

Voyager Affordable Housing also includes HUD project-based programs), Rural Development Section 515, and the HOME Investment Partnership housing programs. Voyager configures the **Asset Record** screen based on the housing programs under which a property operates. If a property operates under more than one housing program, the screen examples and information described in this lesson may vary from the Voyager screens that you see.

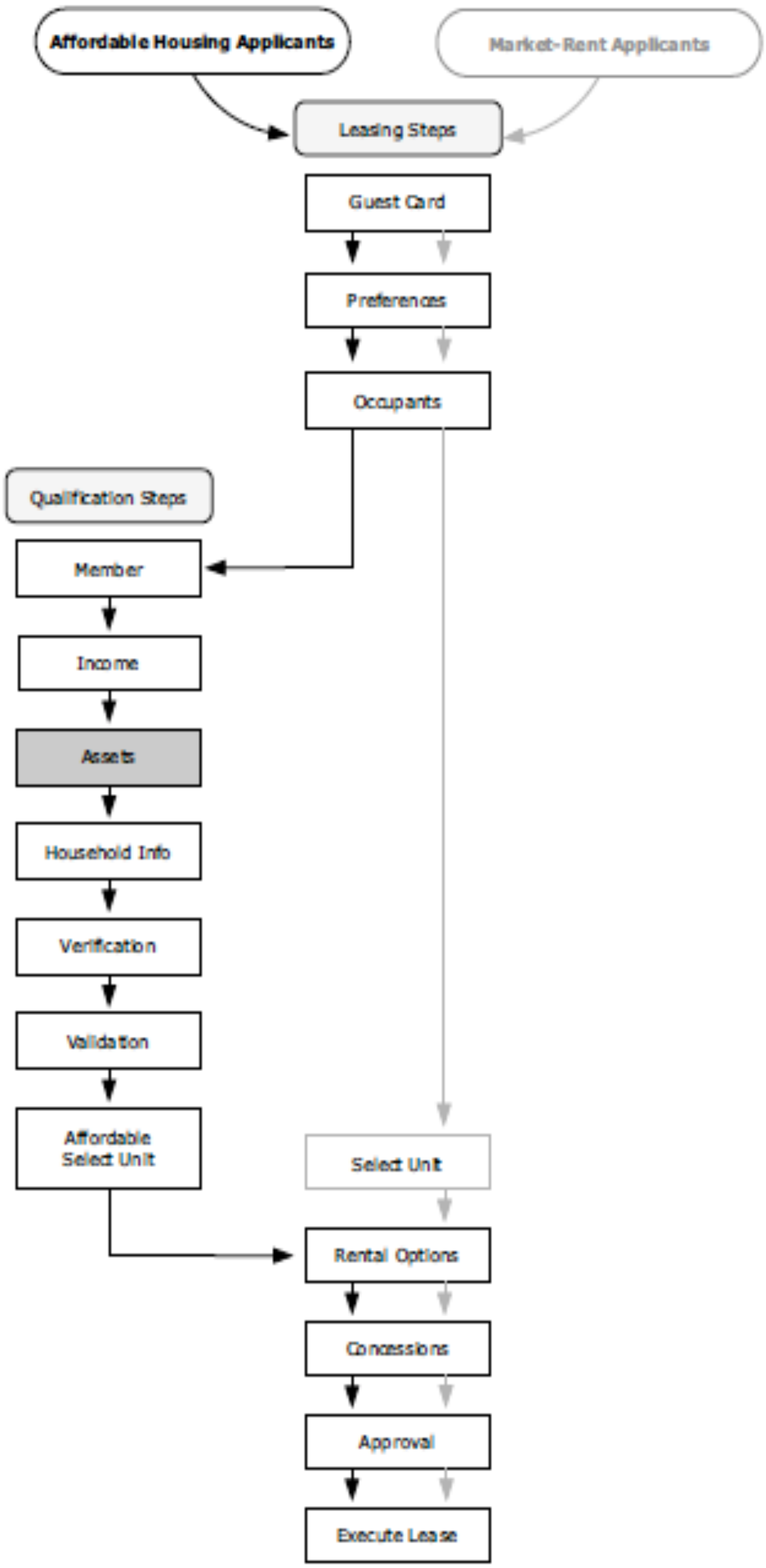
## Introduction to Family Asset Documentation

A household's annual income includes income from family assets. *Assets* are cash or items of value that may be turned into cash. Examples of assets are cash, checking accounts, savings accounts, shares of stock, and real estate. One-time payments are usually considered to be assets. You must document all income from assets.

In this lesson, you will learn how to complete the following tasks:

- Document income from assets that family members currently hold.
- Document income from imputed assets.

The following chart shows the leasing workflow for LIHTC housing applicants. The **Assets** qualification step is the subject of this lesson.



# Documenting Income from Current Assets

For affordable housing, assets consist of two types: *current* assets and *imputed* assets. Current assets are assets that a member of the family now owns. Imputed assets are assets that a family member sold or divested for less than fair market value within two years before the effective date of the household's certification.

You must document each family asset separately. For example, if a family member has two checking accounts at the same bank, document each account separately.

When you are qualifying a household for LIHTC housing and the total value of the family's assets is over $5000, you must use the higher of actual or *imputed* income. Imputed income is income that the asset would earn at the current passbook savings rate.

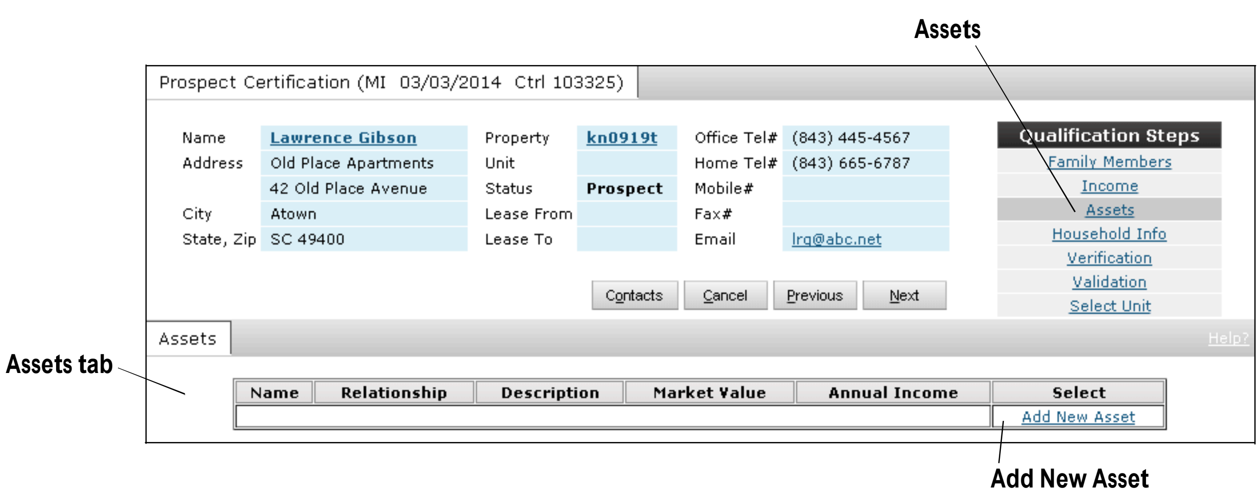
Voyager simplifies these asset income calculations. If the total of family assets is over $5000, Voyager automatically compares imputed income to actual income and uses the greater amount for the certification. You do not need to manually calculate and compare actual and imputed income.

### To document income from a current asset

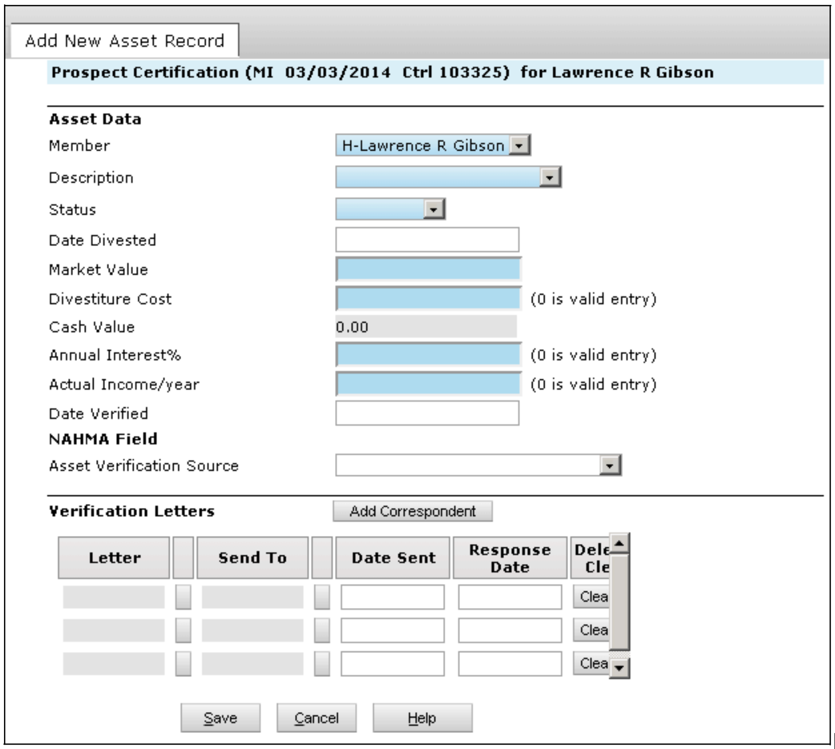
1 Open the **Prospect Guest Card** screen for the household that you are qualifying.

2 On the **Select Unit** leasing step, click the **Compliance** button. The **Prospect Certification** screen appears. The **Qualification Steps** menu appears in the top part of the screen, on the right.

3 Select the **Assets** qualification step. The **Assets** tab appears in the bottom part of the screen.



**4** Click **Add New Asset**. The **Asset Record** screen appears.



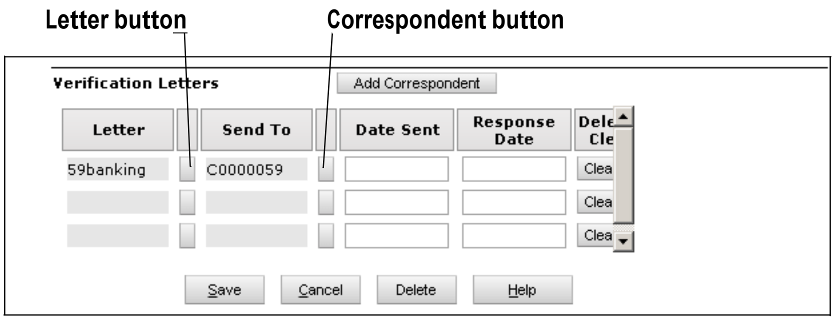

pp

**5** In the **Asset Data** section, complete the following fields as needed:

| | |
|---|---|
| **Member** | The name of the household head automatically appears. If another family member is the owner of record, select that person. |
| **Description** | Type or select a brief description of the asset. Examples include checking accounts, savings accounts, IRA accounts, and stamp collections. |
| **Status** | Select **C-Current**. |
| **Date Divested** | For a current asset, leave this field empty. |
| **Market Value** | Type the market value of the asset. |
| **Divestiture Cost** | For a current asset, type 0 (zero).<br>Voyager automatically completes the **Cash Value** field. The cash value of the asset is the market value less the divestiture cost. |
| **Annual Interest** | Type the amount of interest that the asset earns per year. If the asset does not earn interest, type 0 (zero). |
| **Actual Income/year** | If you completed the **Market Value** and **Annual Interest%** fields, Voyager automatically completes this field. For assets earning income from a source other than interest, type the income per year that this asset produces. If the asset earns no income, leave this field at 0.00 (zero). |
| **Date Verified** | Leave this field empty. If your management organization requires you to complete it, complete it after you receive the response to your verification letter and confirm that all information is complete and accurate. |

**6** If the property is located in a state that uses the NAHMA-XML standard for tax credit state reports, select in the **Asset Verification Source** field the way that you will verify the income.

**7** Select a letter and letter recipient (*correspondent*) or verifying the asset information.



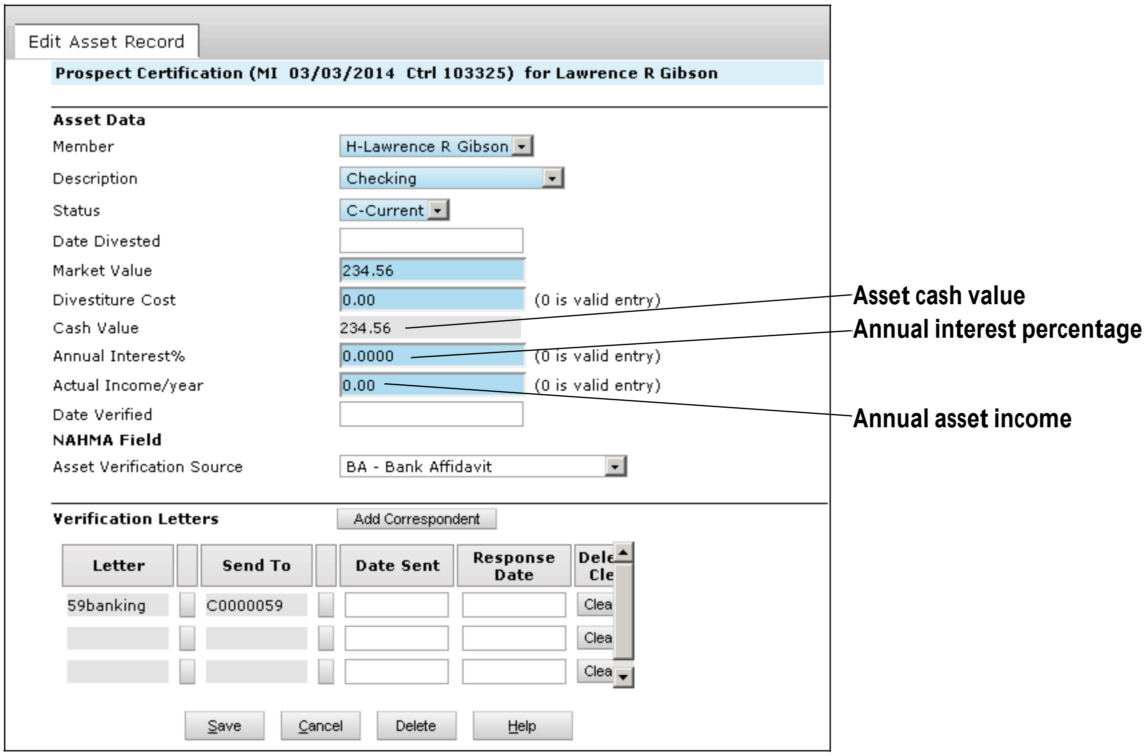

**a** Click the **Letter** button located to the right of the first **Letter** field. A selection list of letters appears. Select a letter and click **OK**. The selection list closes. The code of the selected letter appears in the **Letter** field.

**b** Click the **Correspondent** button located to the right of the first **Send To** field. A selection list of correspondents appears. Select a correspondent and click **OK**. The selection list closes. The code of the selected correspondent appears in the **Send To** field.

> **Date Sent** and **Response Date** fields appear on each row so that you can type the date that you sent the letter and received a response. You can also record the sent and received dates later at the **Verification** step. In the **Verification** step, you can record these dates for all selected member, income, asset, and expense verification letters.
>
> In this lesson, do not type a date now. You will type the dates when you complete the **Verification** step.

8 Carefully review all information to ensure that it is complete and correct.

The following graphic shows an example of the **Asset Record** screen completed for a checking account that earns no interest.




9 When you are finished, click **Save** to close the screen and return to the **Assets** tab.

## Documenting Income from Imputed Assets

When a family has sold or divested an asset for less than fair market value within the previous two years before the effective date of the certification, you are required to calculate the imputed income from that asset. Imputed income is not actual income that the family receives. It is income that the asset would be expected to earn at the current passbook savings rate if the family currently owned the asset.

### To document income for an imputed asset

1 Open the **Prospect Guest Card** screen for the household that you are qualifying.

2 On the **Select Unit** leasing step, click the **Compliance** button. The **Prospect Certification** screen appears. The **Qualification Steps** menu appears in the top part of the screen, on the right.

3 Select the **Assets** qualification step. The **Assets** tab appears in the bottom part of the screen.

4 Click **Add New Asset**. The **Asset Record** screen appears.

5 In the **Asset Data** section, complete the following fields as needed:

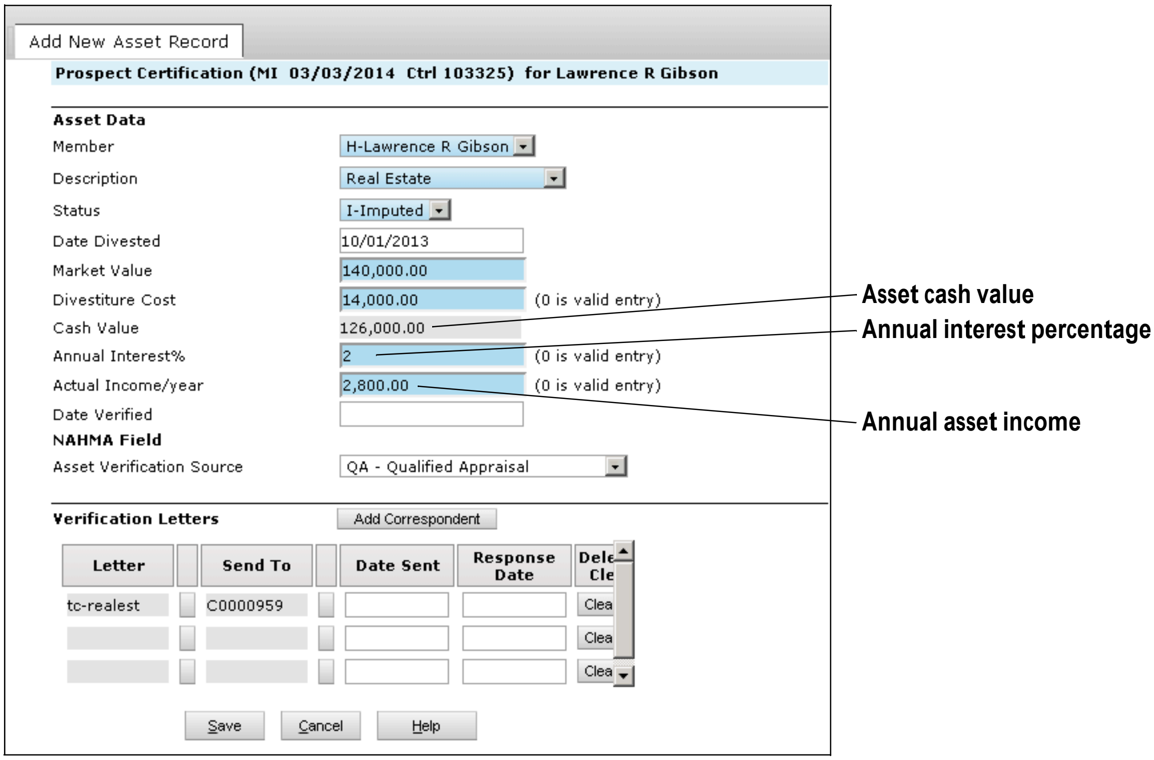
| | |
|---|---|
| **Member** | The name of the household head automatically appears. If another family member is the owner of record, select that person. |
| **Description** | Type or select a brief description of the asset. Examples include checking accounts, savings accounts, IRA accounts, and stamp collections. |
| **Status** | Select **I-Imputed**. |
| **Date Divested** | Type the month, day, and year that the person sold of divested this asset. |
| **Market Value** | Type the market value of the asset. |
| **Divestiture Cost** | Type the total cost that the member incurred to sell or divest the asset. If the member incurred no costs, type 0 (zero).<br>Voyager automatically completes the **Cash Value** field. The cash value of the asset is the market value less the divestiture cost. |
| **Annual Interest** | For an imputed asset, type 0 (zero). Voyager calculates the income based on the passbook interest rate defined in Voyager System Administration.<br>**NOTE** LIHTC requires property owners and management organizations to document income from an imputed asset at the HUD passbook interest rate current as of the certification effective date. Your database administrator defines the HUD passbook rate on the **Affordable Options** screen in Voyager System Administration. |
| **Actual Income/year** | Voyager automatically completes the **Actual Income/year** field. The income per year is the market value multiplied by the annual interest rate percentage.<br>**NOTE** HUD requires income from an imputed asset documented at the HUD passbook interest rate current as of the certification effective date. For the certification, Voyager will calculate the annual income for the certification based on the passbook percentage defined on the **Affordable Options** screen in Voyager System Administration. |
| **Date Verified** | Leave this field empty. If your management organization requires you to complete it, complete it after you receive the response to your verification letter and confirm that all information is complete and accurate. |

6 If the prospect is qualifying for an LIHTC property located in a state that uses the NAHMA-XML standard for tax credit state reports, select in the **Asset Verification Source** field the way that you will verify the income.

7 Select a letter and letter recipient (correspondent) for verifying the asset information.

**8** Carefully review the information to ensure that it is complete and correct.

The following graphic shows the **Asset Record** screen for an imputed asset, a real estate property that the family member had sold for less than fair market value within two years previous to the certification-effective date. The member paid $14,000 in expenses to sell the real estate. The imputed interest rate is 2%.




**9** When you are finished, click **Save** to close the screen and return to the **Assets** tab.

# *Chapter 6*

# LIHTC Household Information

**In this lesson**



In this lesson, you have documented information needed for each member of an LIHTC household. This lesson explains how to complete the additional information that applies to the entire household.

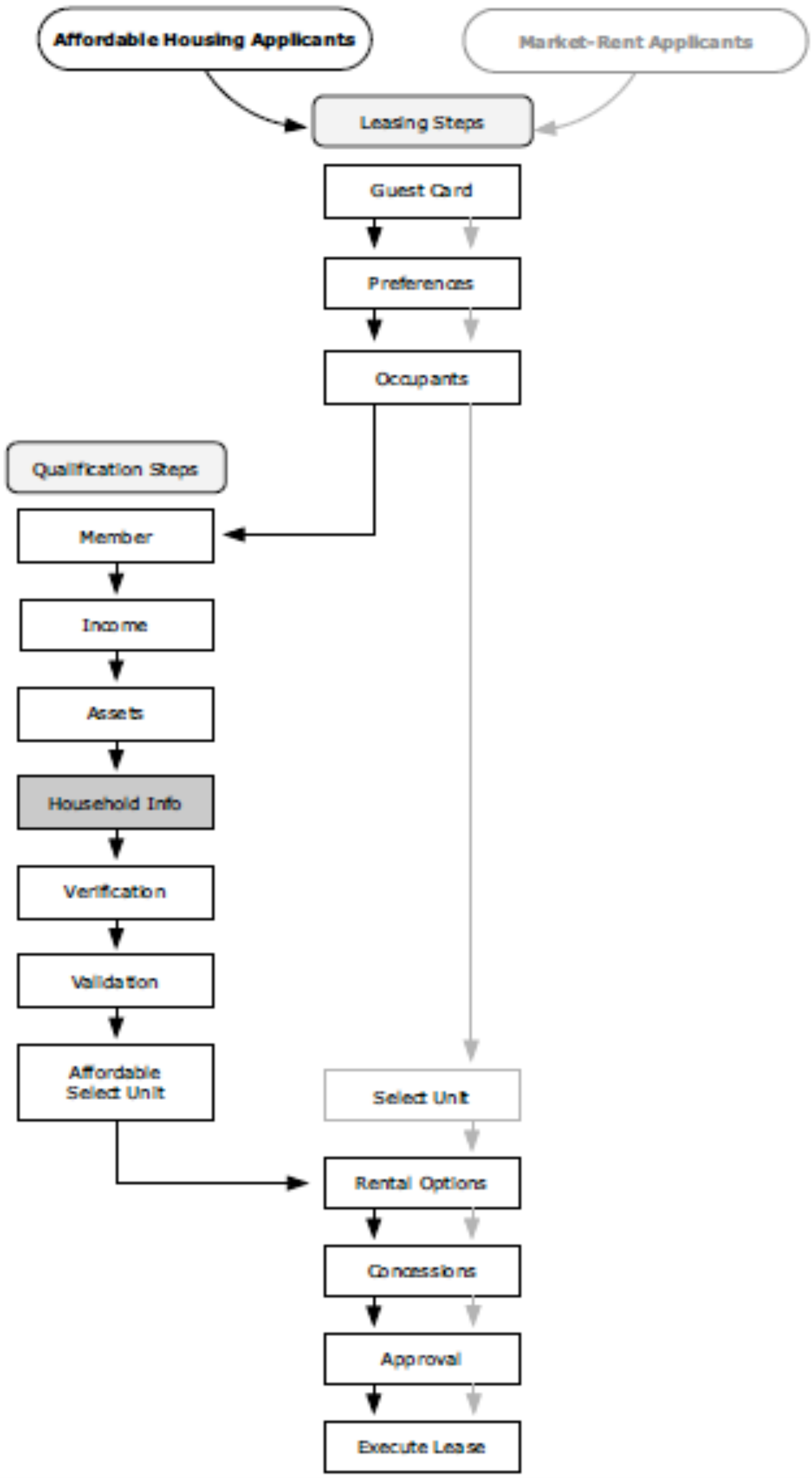
Voyager Affordable Housing also includes LIHTC (Low Income Housing Tax Credit), Rural Development Section 515, and the HOME Investment Partnership housing programs. Voyager configures the **Household Info** screen based on the housing programs under which a property operates. If a property operates under more than one housing program, the screen example described in this lesson will vary from the Voyager screen that you see.

## Introduction to LIHTC Household Information

After you have documented the details for each household member, you are ready to add the information that applies to the entire household.

- If the household is qualifying under a student exception, you must identify the exception.
- Some states have special social services programs available for LIHTC families. If the family is receiv-ing social services under one of these programs, you must identify the household as a social-ser-vices family.

The following chart shows the leasing workflow for LIHTC housing applicants. The **Household Info** qualification step is the subject of this lesson.



## Documenting LIHTC Household Information

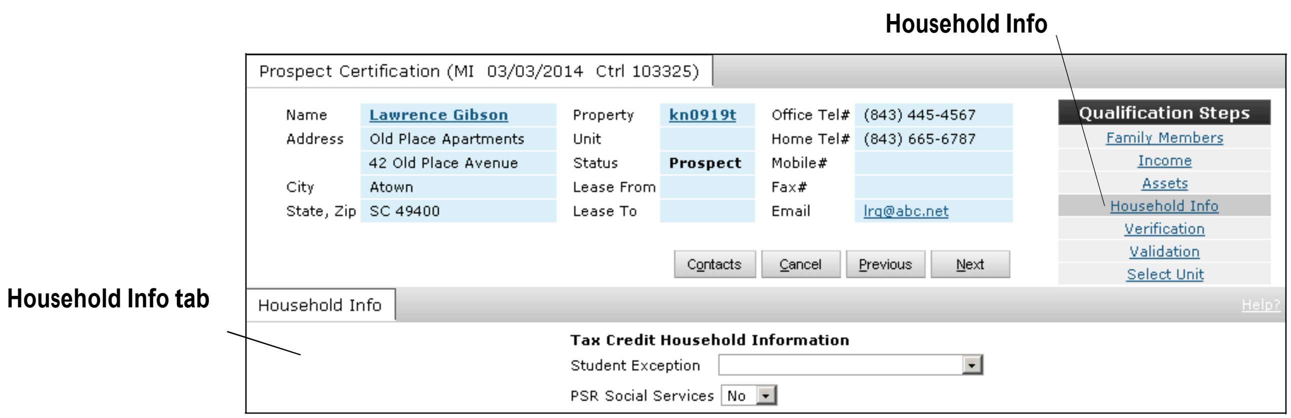
Although most of the information needed for qualifying a household applies to individual members, some information applies to the household as a whole. For LIHTC, household information applies for full-time students and social services provided to the household. Your final step before verification is to add this information for the household.

### To document household information for LIHTC

1 Open the prospect guest card for the household that you are qualifying.

2 On the **Select Unit** leasing step, click the **Compliance** button. The **Prospect Certification** screen appears. The **Qualification Steps** menu appears in the top part of the screen, on the right.

3 Select the **Household Info** qualification step. The **Household Info** tab appears in the bottom part of the screen.




4 Complete the following fields as needed:

| | |
|---|---|
| **Student Exception** | If the household is composed entirely of full-time students, select the student exception that makes this household eligible for LIHTC housing. |
| **PSR Social Services** | If the household receives social services required to be reported in tax credit state reports, select **Yes**. Otherwise, select **No**. |

5 When you are finished, click **Next**. The **Verification** tab appears in the top part of the screen.

You are ready to verify the information that you have documented.

# *Chapter 7*

# LIHTC Verification and Validation

**In this lesson:**



This lesson explains how to print the verification letters that you selected for verifying family members, income, and assets, and how to confirm that the household qualifies for the project.

## Introduction to Verification and Validation

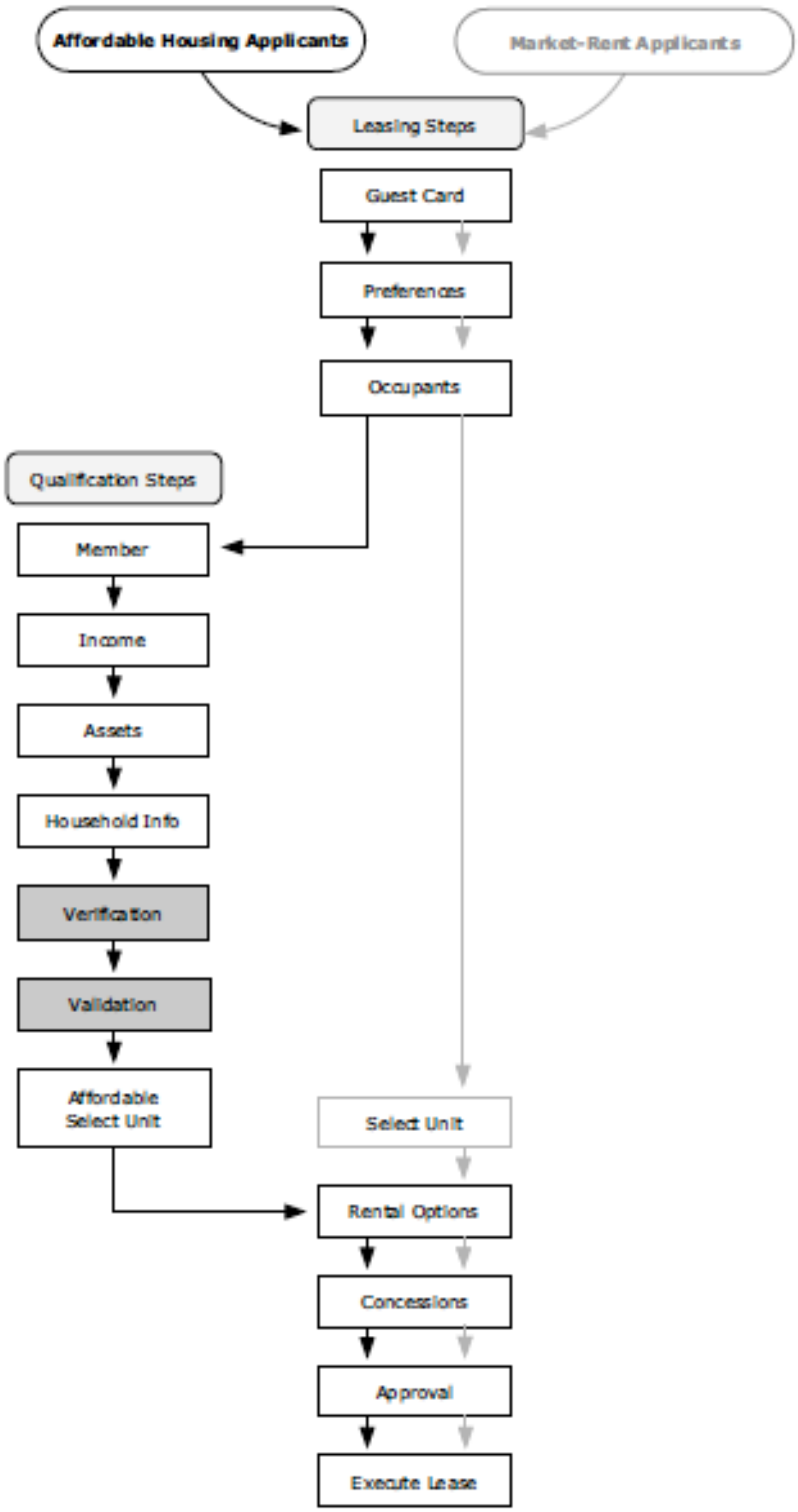
*Verification* confirms the accuracy of information that household members supply when they are qualifying for affordable housing. Verification provides documented evidence that a household is qualified. Affordable housing programs prefer third-party written verification.

*Validation* determines whether or not a household qualifies for LIHTC housing based on the information that you have received and verified. For a move-in, validation only determines whether the household is qualified for the project. It does not confirm that a household is qualified for a specific unit.

In this lesson, you will learn how to complete the following tasks:

- Print the verification letters that you have previously selected.
- Record verification letter-sent dates.
- Record verification letter-response dates.
- Record verification confirmation dates for income and assets.

The following chart shows the leasing workflow for LIHTC housing applicants. The **Verification** and **Validation** qualification steps are the subject of this lesson.



# Printing Verification Letters

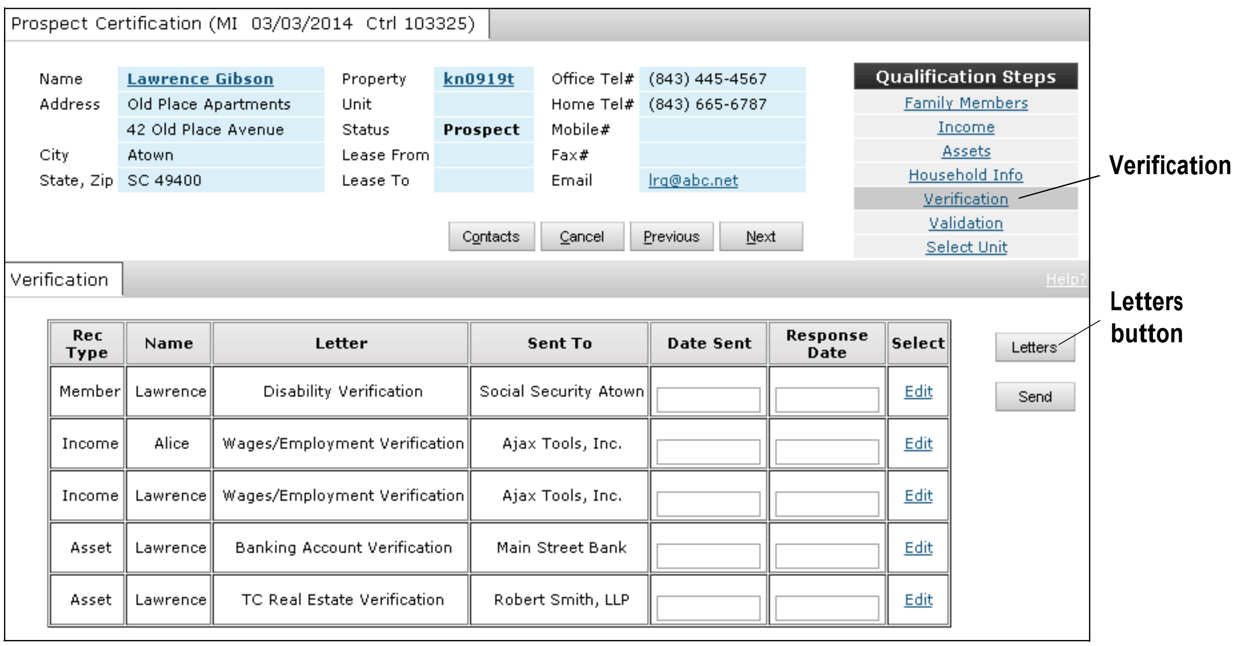
When you documented household member, family income, and family assets for an LIHTC household, you selected verification letters and correspondents (letter recipients) for verifying that information. You can print in a single process one letter, several letters, or all of your selected verification letters.

### To print verification letters

1 Open the prospect guest card for the household that you are qualifying.

2 On the **Select Unit** leasing step, click the **Compliance** button. The **Prospect Certification** screen appears. The **Qualification Steps** menu appears in the top part of the screen, on the right.

3 Select the **Verification** qualification step. The **Verification** tab appears in the bottom part of the screen. This tab displays all of the letters that you selected when you added the family member, income, and asset information for the household.

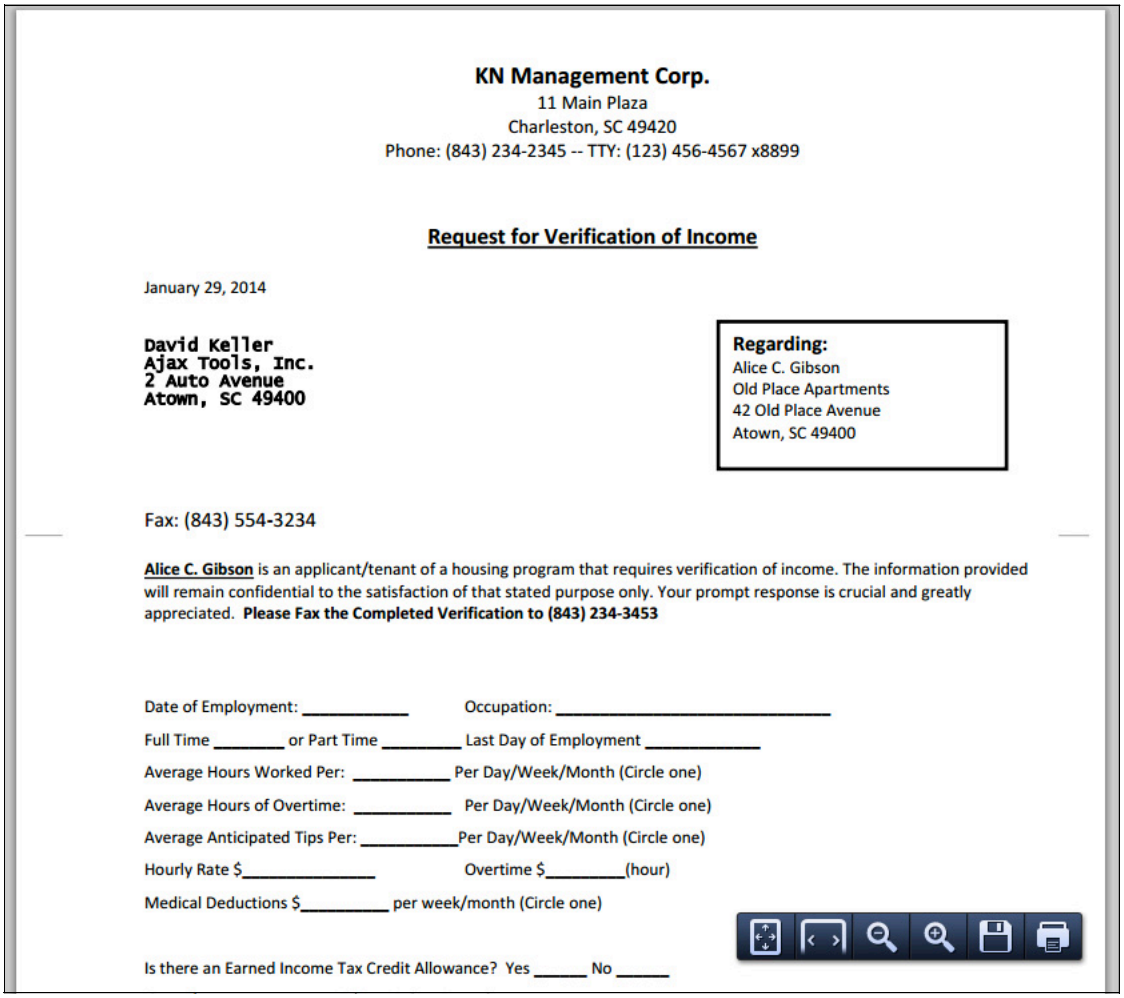



4 Click the **Letters** button.

- If your database is set up to use only the standard Voyager letters, the letters appear. Standard letters are in an Adobe PDF format.
- If your database is set up for custom MS Word verification letters created with Yardi FillDocs and you have selected letters of more than one format, a **Documents to download** screen appears with links to the letters in each format. Click the link for the letter that you want to print. The let-ter appears.

You can use the scroll bar that appears on the right side of your screen to view all of the verification letters.

The following graphic shows an example of a standard Voyager income verification letter as it appears on the screen. The position and appearance of the buttons depends on the browser that you are using.



**KN Management Corp.**
11 Main Plaza
Charleston, SC 49420
Phone: (843) 234-2345 -- TTY: (123) 456-4567 x8899

**Request for Verification of Income**

January 29, 2014

**David Keller**
**Ajax Tools, Inc.**
**2 Auto Avenue**
**Atown, SC 49400**

**Regarding:**
Alice C. Gibson
Old Place Apartments
42 Old Place Avenue
Atown, SC 49400

Fax: (843) 554-3234

Alice C. Gibson is an applicant/tenant of a housing program that requires verification of income. The information provided will remain confidential to the satisfaction of that stated purpose only. Your prompt response is crucial and greatly appreciated. **Please Fax the Completed Verification to (843) 234-3453**

Date of Employment: ___________ Occupation: ___________________________

Full Time _______ or Part Time ________ Last Day of Employment ___________

Average Hours Worked Per: __________ Per Day/Week/Month (Circle one)

Average Hours of Overtime: __________ Per Day/Week/Month (Circle one)

Average Anticipated Tips Per: __________Per Day/Week/Month (Circle one)

Hourly Rate $______________ Overtime $________(hour)

Medical Deductions $_________ per week/month (Circle one)

Is there an Earned Income Tax Credit Allowance? Yes _____ No _____

**5** Print the letters.

After printing and sending the letters, you are ready to document the dates that you sent them. Voyager tracks an unanswered letter by it's letter-sent date.

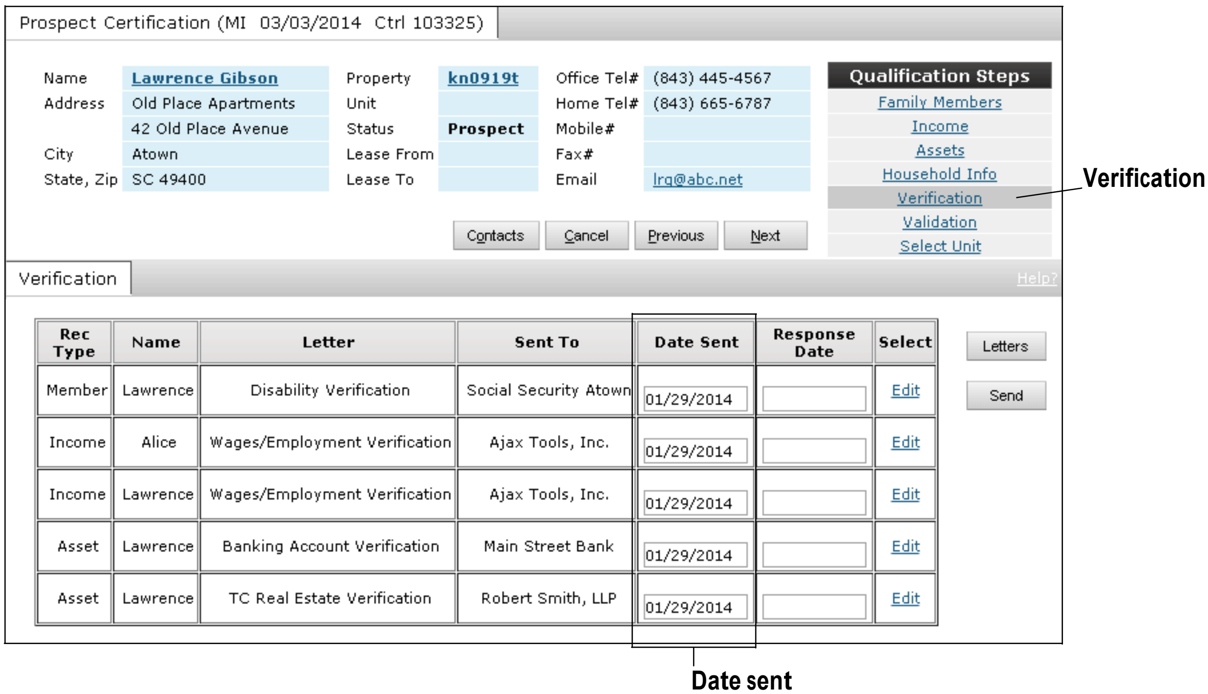
Tracking unanswered verification letters is critical for on-time certification completion.

Voyager tracks the number of unanswered days from the letter-sent date. After the maximum number of days pass, Voyager adds the letter to the **Unanswered Letters** list on the **Community Manager Dashboard** screen. You can click the **Unanswered Letters** link on the **Community Manager Dashboard** screen and review letters for which you have not received responses.

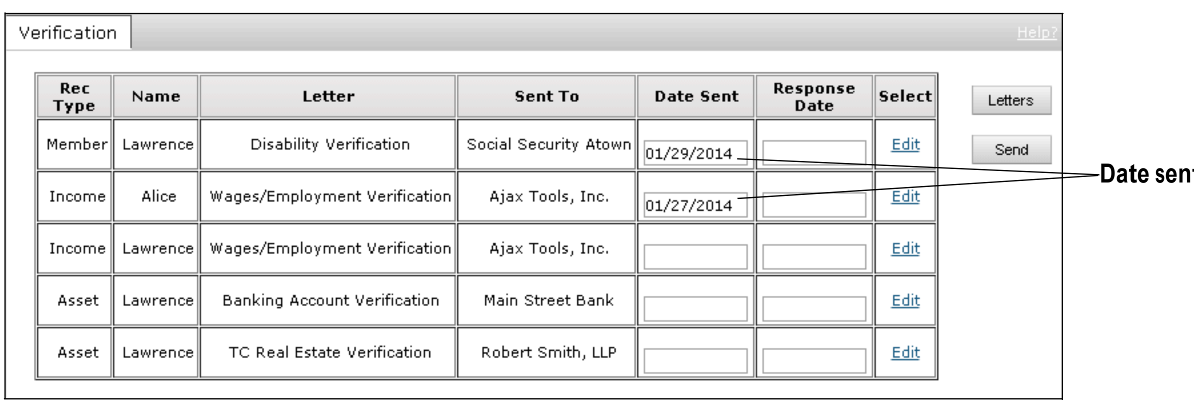
## To document the date that you send verification letters

**1** Take one of the following steps:

- If you want to document all letters as sent on the system date of your workstation, click the **Send** button. Voyager enters the system date in the **Date Sent** field for all letters on the list.




- If you want to document a different letter-sent date for a specific letter, type the date in the **Date Sent** field for that letter.

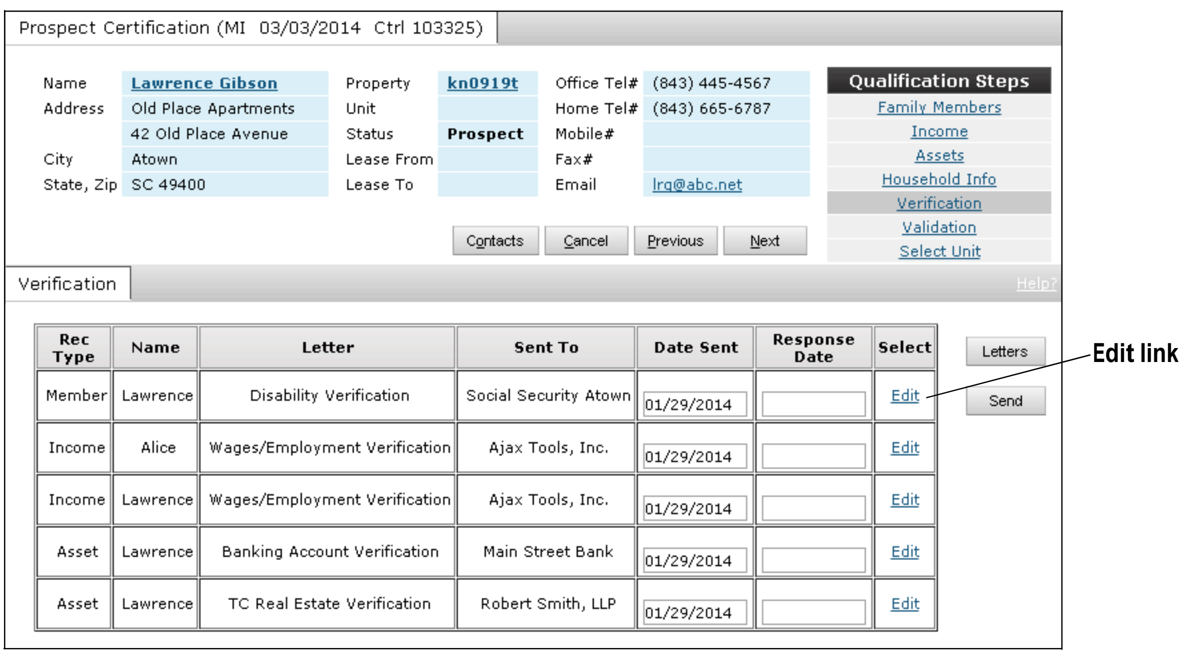


# Recording Verification Letter Response Dates

Documenting a response date for a verification letter confirms that you received a response to the letter. Recording a response date also confirms that you have reviewed the letter and if needed updated your records so that the information in your records matches the information in the letter.

**To document the date that you received a verification letter response**

1. Open the prospect guest card for the household that you are qualifying.
2. On the **Select Unit** leasing step, click the **Compliance** button. The **Prospect Certification** screen appears. The **Qualification Steps** menu appears in the top part of the screen, on the right.
3. Select the **Verification** qualification steps. The **Verification** tab appears in the bottom part of the screen. This tab displays all of the letters that you selected when you added the family member, income, asset, and expense information for the household.
4. On the row displaying the verification letter for which you have received a response, click the **Edit** link.

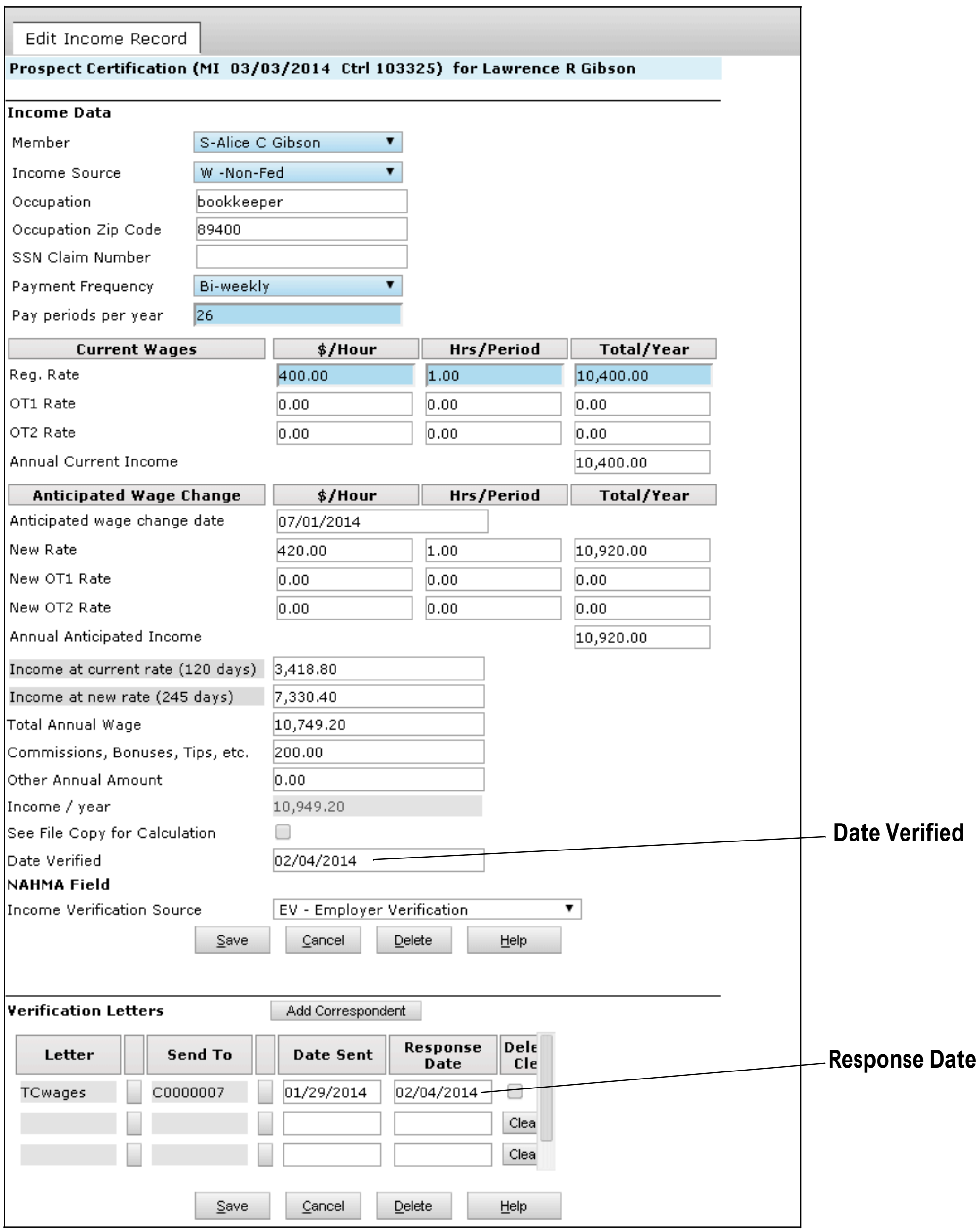


The information that you are verifying appears.

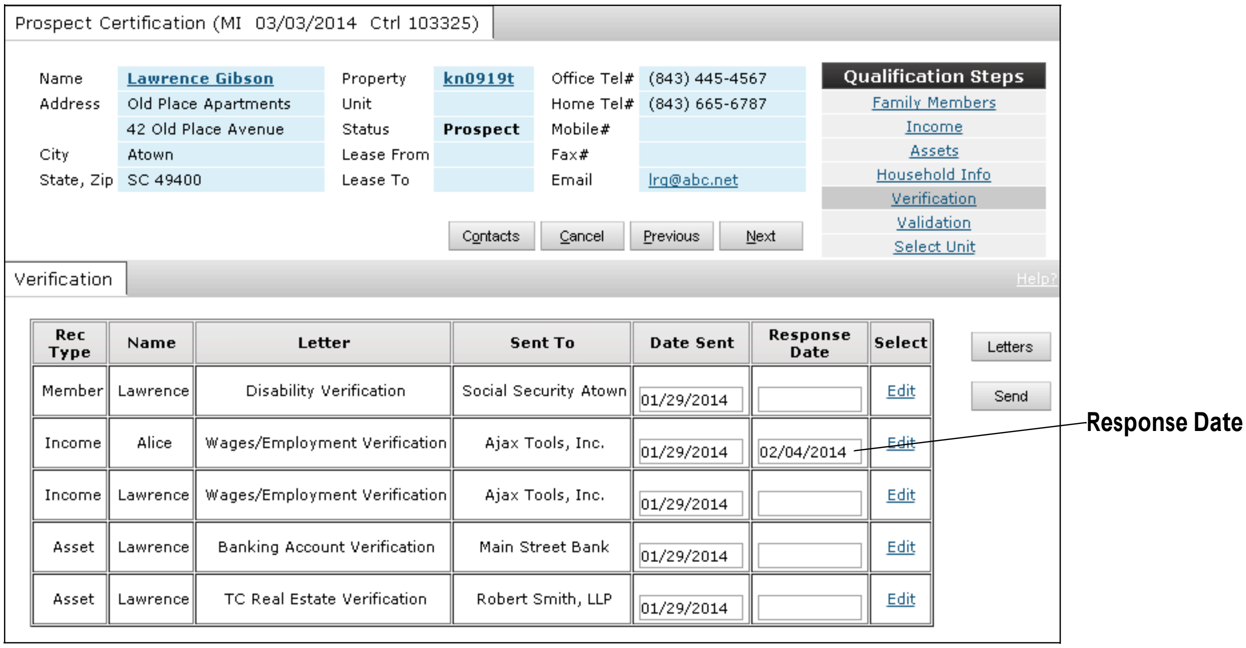
5 Carefully review the information and update it with any needed changes.

6 In the **Response Date** field on the row displaying the letter, type the date that you received the response.

7 The **Income Record** and **Asset Record** screens have a **Date Verified** field for recording the date that you verified the information. If your management organization requires you to complete the **Date Verified** field, type the date that you verified the information and if needed updated the record based on the verification response.



8 When you are finished, click **Save**. The screen closes. The response date appears in the **Response Date** field on the **Verification** tab.




| Rec Type | Name | Letter | Sent To | Date Sent | Response Date | Select |
|---|---|---|---|---|---|---|
| Member | Lawrence | Disability Verification | Social Security Atown | 01/29/2014 | | Edit |
| Income | Alice | Wages/Employment Verification | Ajax Tools, Inc. | 01/29/2014 | 02/04/2014 | Edit |
| Income | Lawrence | Wages/Employment Verification | Ajax Tools, Inc. | 01/29/2014 | | Edit |
| Asset | Lawrence | Banking Account Verification | Main Street Bank | 01/29/2014 | | Edit |
| Asset | Lawrence | TC Real Estate Verification | Robert Smith, LLP | 01/29/2014 | | Edit |

9 Repeat these steps for each verification response that you receive.

## Validating Eligibility

Validation determines whether or not a household qualifies for LIHTC housing based on the information that you have received and verified.

### To validate a household's eligibility

1 Open the prospect guest card for the household that you are qualifying.

2 On the **Select Unit** leasing step, click the **Compliance** button. The **Prospect Certification** screen appears. The **Qualification Steps** menu appears in the top part of the screen, on the right. **Verification** should be the selected leasing step.

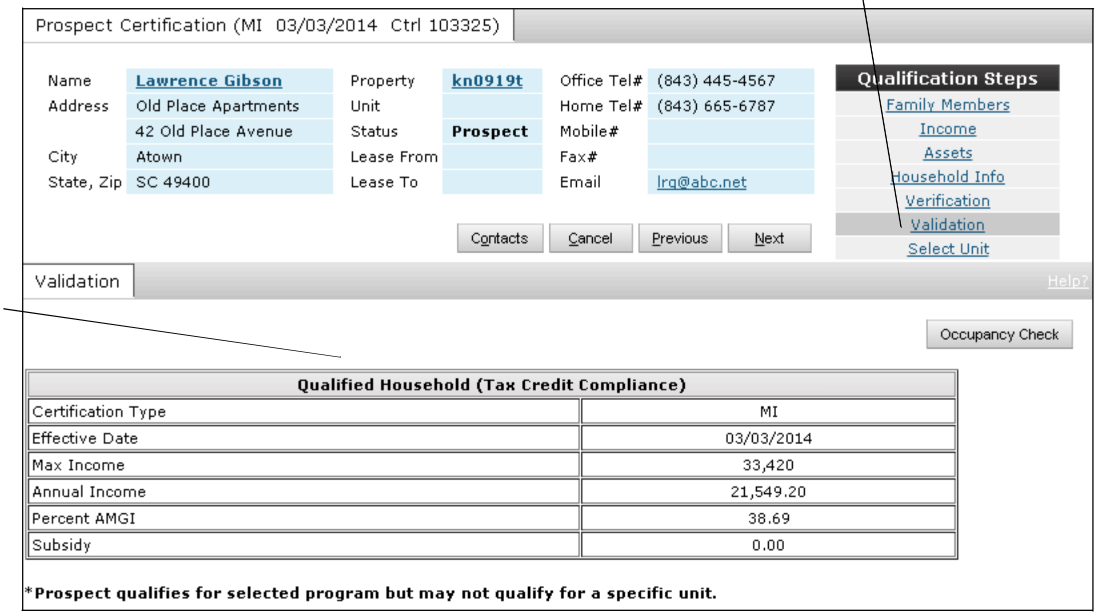
3 Click **Next**. **Validation** is now the selected qualification step. The **Validation** tab appears in the bottom part of the screen.

**4** Carefully review the validation information.

- If the household qualifies, you see a **Qualified Household** heading followed by summary information for the tenant income certification.
- If the household does not qualify, you see an **Unqualified Household** heading and a descrip-tion of the reason. You will be unable to select a unit for the household.

Validation

Qualified household




You can help prevent fraud by confirming that no member of this household is using the same Social Security number as another resident in this or another property. Clicking the **Occupancy Check** button displays the Duplicate SSN report. If a Social Security number for a member of this household duplicates the number of another resident in your database, the report shows information about that other resident.

**5** Confirm that the household qualifies for the project.

**6** Click the **Occupancy Check** button and review the Duplicate SSN report. Confirm that no member of this household has a Social Security number that duplicates the Social Security number of another resident in your database.

# Chapter 8

# LIHTC Unit Selection

**In this lesson:**



This lesson explains how to select a unit for a qualified LIHTC applicant household.

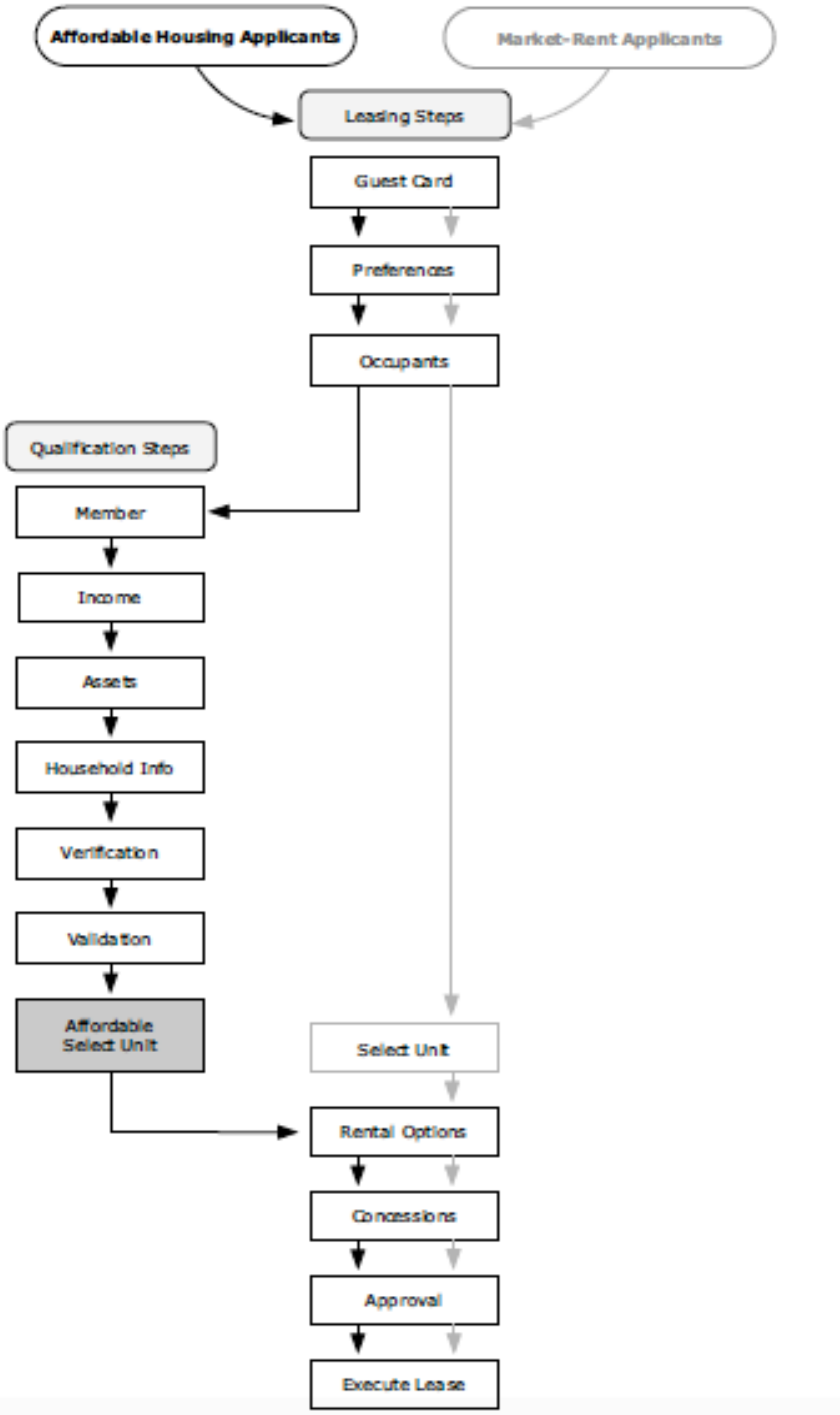
## Introduction to LIHTC Unit Selection

Selecting a unit assigns that unit to the household. If the property is set up so that only one household can be assigned to a unit, selecting a unit for a household makes it unavailable for selection by any other household.

In this lesson, you will learn how to complete the following tasks:

- Review unit information during the unit selection process.
- Select a unit for a qualified prospective LIHTC household.
- Deselect the assigned unit and select a different unit for the household.

The following chart shows the leasing workflow for LIHTC housing applicants. The **Select Unit** qualification step is the subject of this lesson.



# Selecting a Unit for a Qualified Prospective LIHTC Household

After you have completed the qualification process for an LIHTC prospect household and determined that the household is qualified for the project, you are ready to select a unit. When you select a unit after qualifying a household for the project, Voyager displays only available units that the household is qualified to occupy.

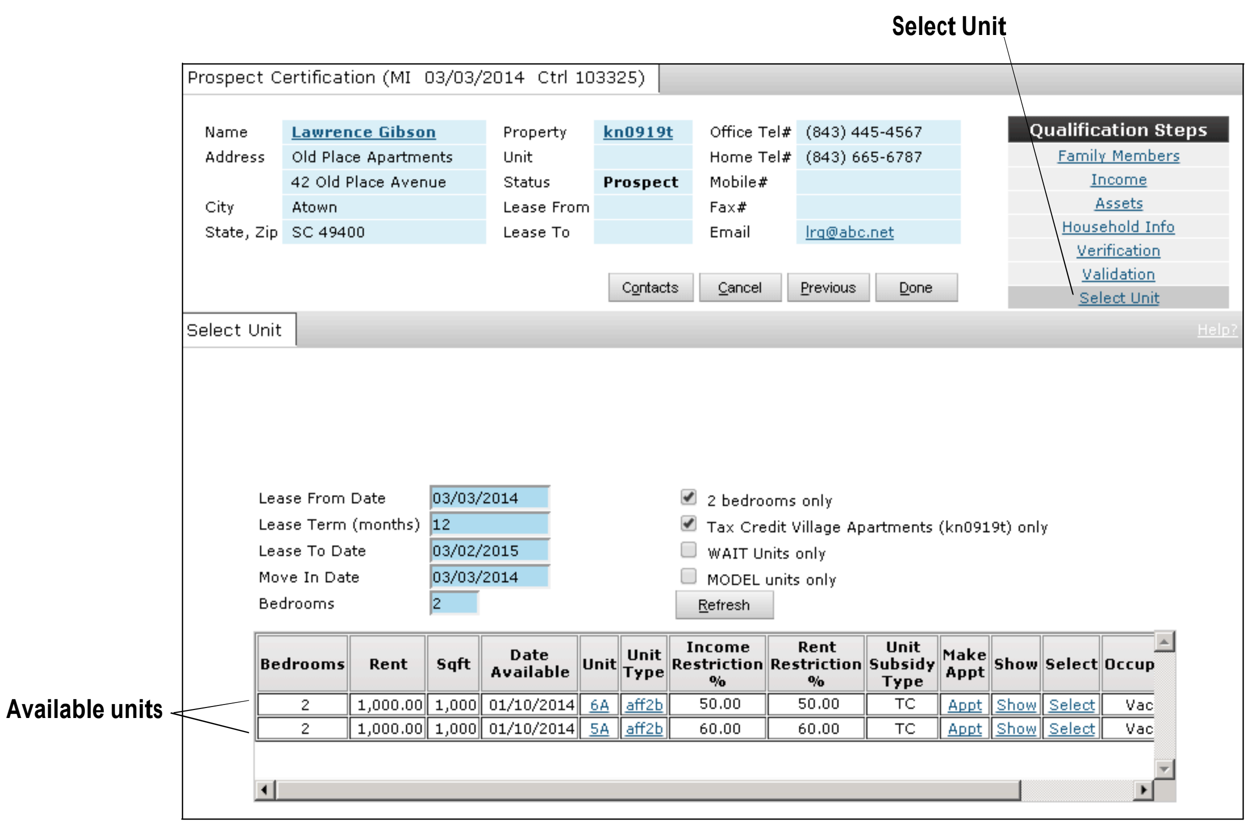
**To select a unit for a qualified LIHTC household**

1 Open the prospect guest card for the household that you have qualified for the project.

2 On the **Select Unit** leasing step, click the **Compliance** button. The **Prospect Certification** screen appears. The **Qualification Steps** menu appears in the top part of the screen, on the right.

3 Select the **Validation** step and review the information to ensure that the household is qualified for the project.

4 Click the **Next** button. The **Select Unit** tab appears in the bottom part of the screen. The **Lease From Date** is automatically highlighted.




5 Press the TAB key on your workstation. Voyager automatically completes the **Lease To Date** field based on the information in the **Lease From Date** and **Lease Term (months)** fields.

The **Lease From Date** shows the expected move-in date that you entered when you added the household's guest card. The **Lease Term in Months** field shows the standard leasing term set up for the property. If needed, you can change this date and term.

6 If needed, you can review unit information during the unit selection process.

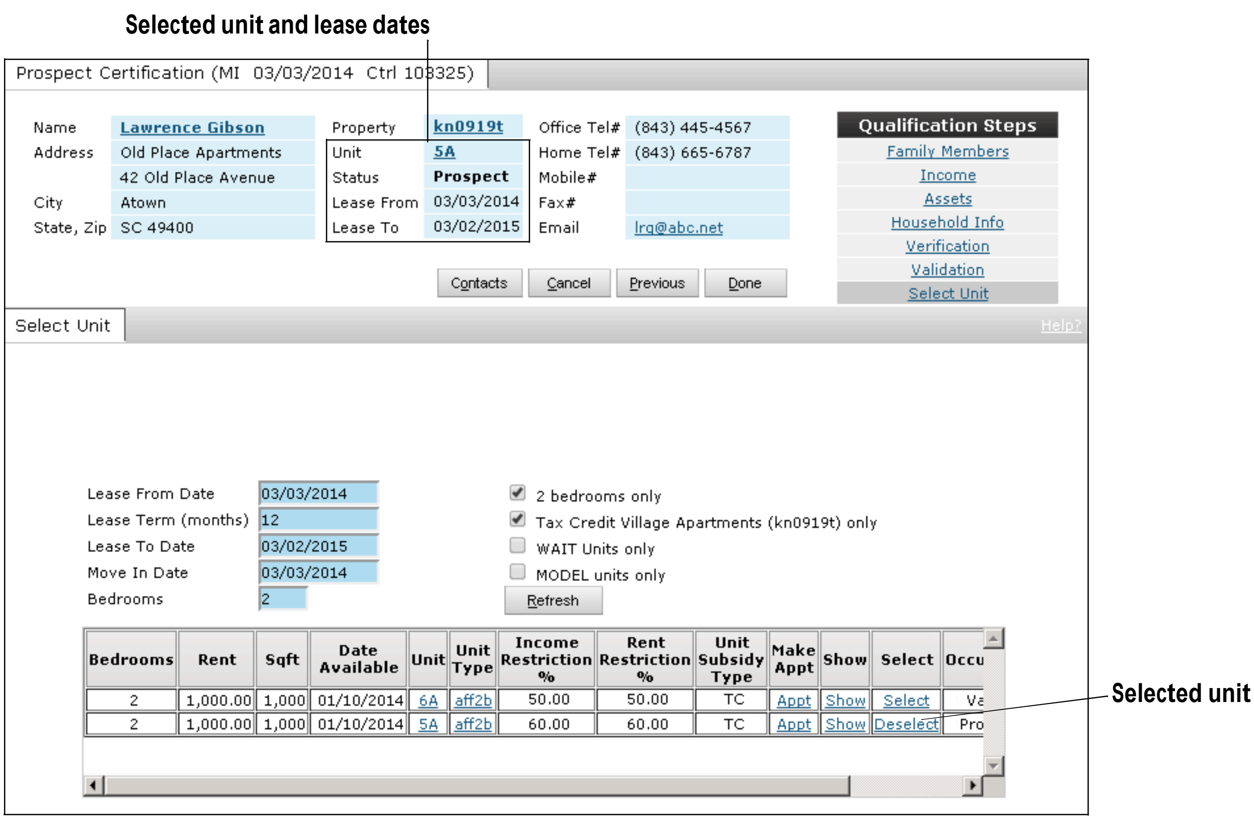
- If you want to review information about a specific unit, click the unit code on the row for that unit. The **Unit** screen appears. When you are finished, close the **Unit** screen.
- If you want to review the information about the unit type, click the unit type code in the field for that unit. The **Unit Type** screen appears. When you are finished, close the **Unit** or **Unit Type** screen.

You are ready to select a unit for this household.

7 On the row displaying the unit that you want to select for the household, click the **Select** link.

You have assigned the unit to the household. The unit code appears in the **Unit** field in the top part of the screen. The **Select** link on the row for the selected unit changes to **Deselect**.

The following graphic shows the **Select Unit** tab with a unit selected. In this example, the selected unit is unit 5A.




## To deselect the assigned unit and select a different unit

1 On the row displaying the selected unit, click the **Deselect** link.

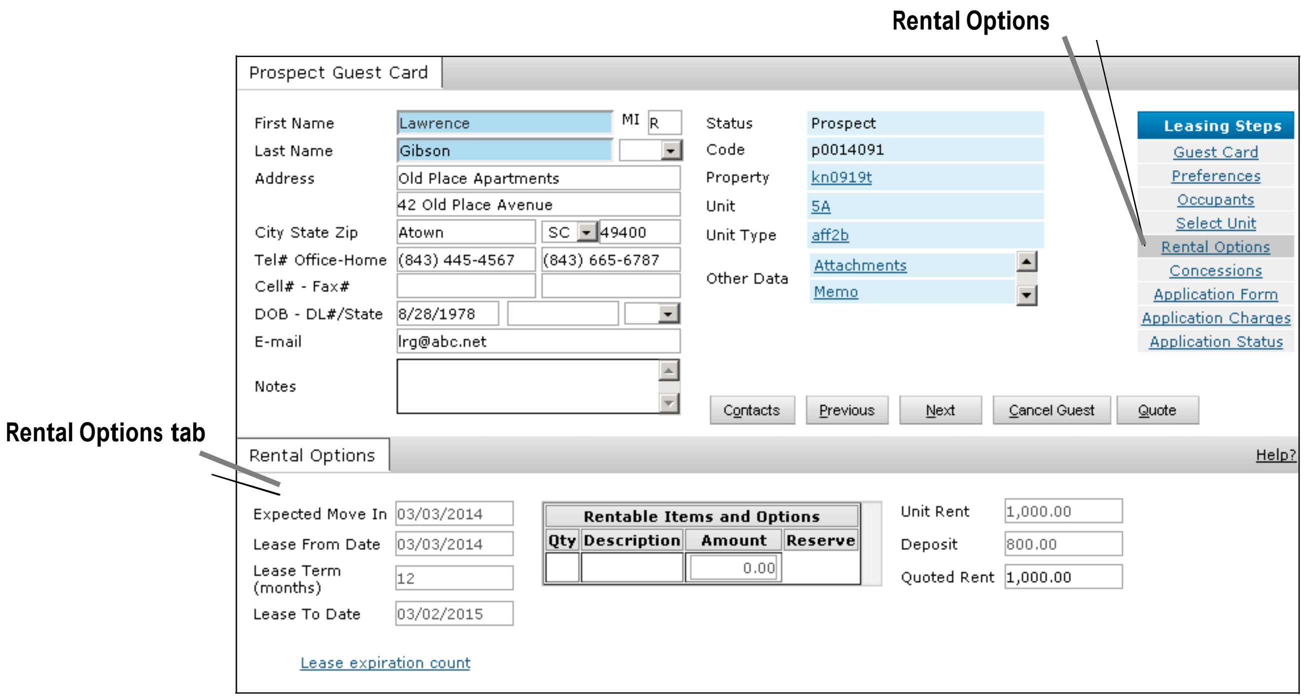
The unit is no longer selected. The **Unit** field in the top part of the screen is empty. The **Deselect** link changes to **Select**.

**2** On the row displaying the unit that you now want to assign to the household, click the **Select** link.

You have selected that unit for the household.

### To complete the unit selection process

♍ Click the **Done** button located in the top part of the screen. The **Prospect Guest Card** screen appears, and the **Rental Options** tab appears in the bottom part of the screen.




You have finished the affordable housing qualification and unit selection process. You are ready to pro-ceed with the lease.

# Chapter 9

# LIHTC Applicant Approval and Lease Execution

**In this lesson:**



This lesson explains how to complete the final applicant approval and lease execution process for a qualified LIHTC household.

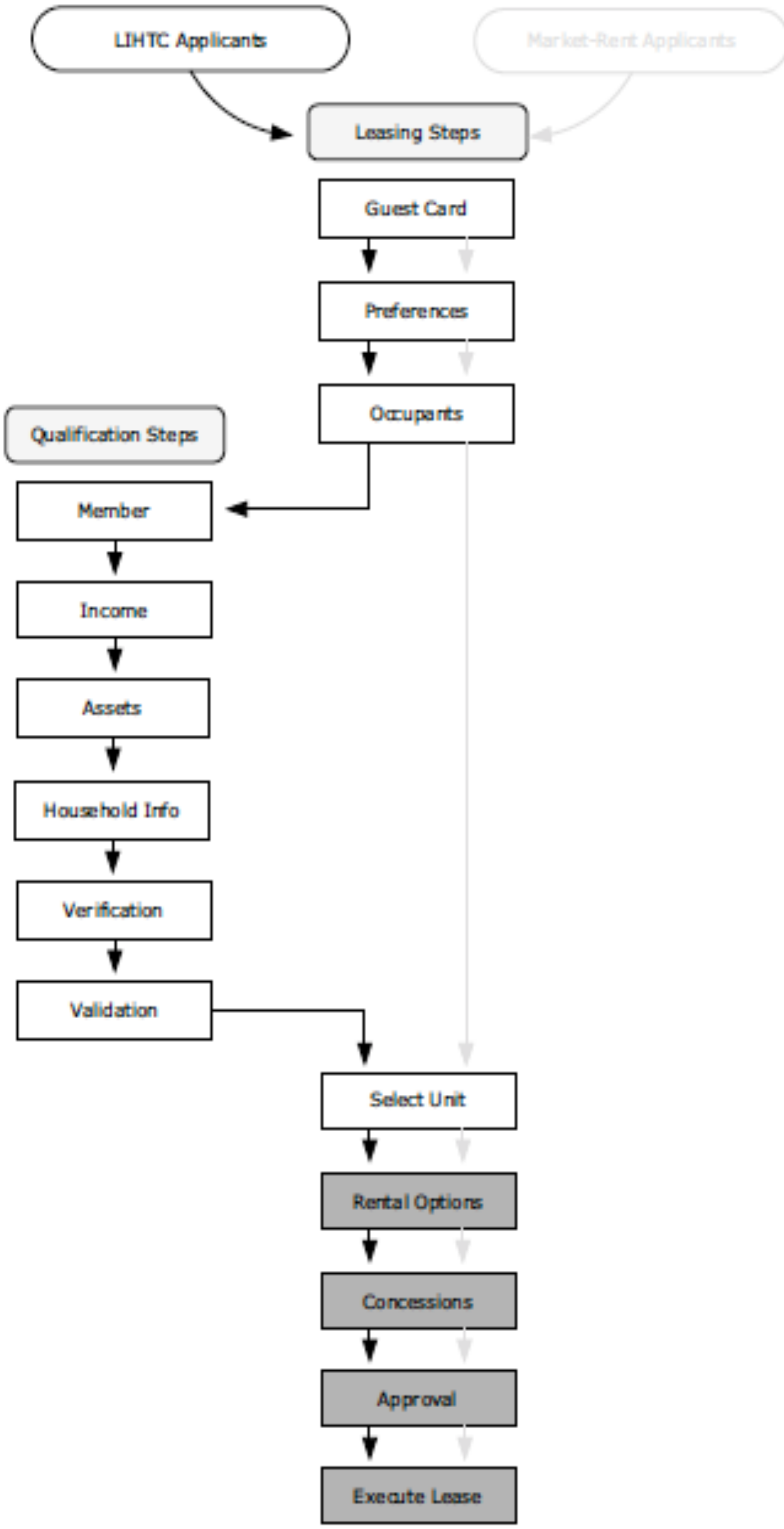
## Introduction to LIHTC Applicant Approval and Lease Execution

After you have qualified an LIHTC prospect household and assigned a unit, you are ready to approve the application and execute the lease.

In this lesson, you will learn how to complete the following tasks:

- Approve an LIHTC household for move-in.
- Review and print the tax credit tenant income certification for an approved households.
- Execute an LIHTC household's lease.

The following chart shows the leasing workflow for LIHTC housing applicants. The final four leasing steps, **Rental Options**, **Concessions**, **Approval**, and **Execute Lease**, are the subject of this lesson.



# Completing the LIHTC Applicant Approval and Leasing Process

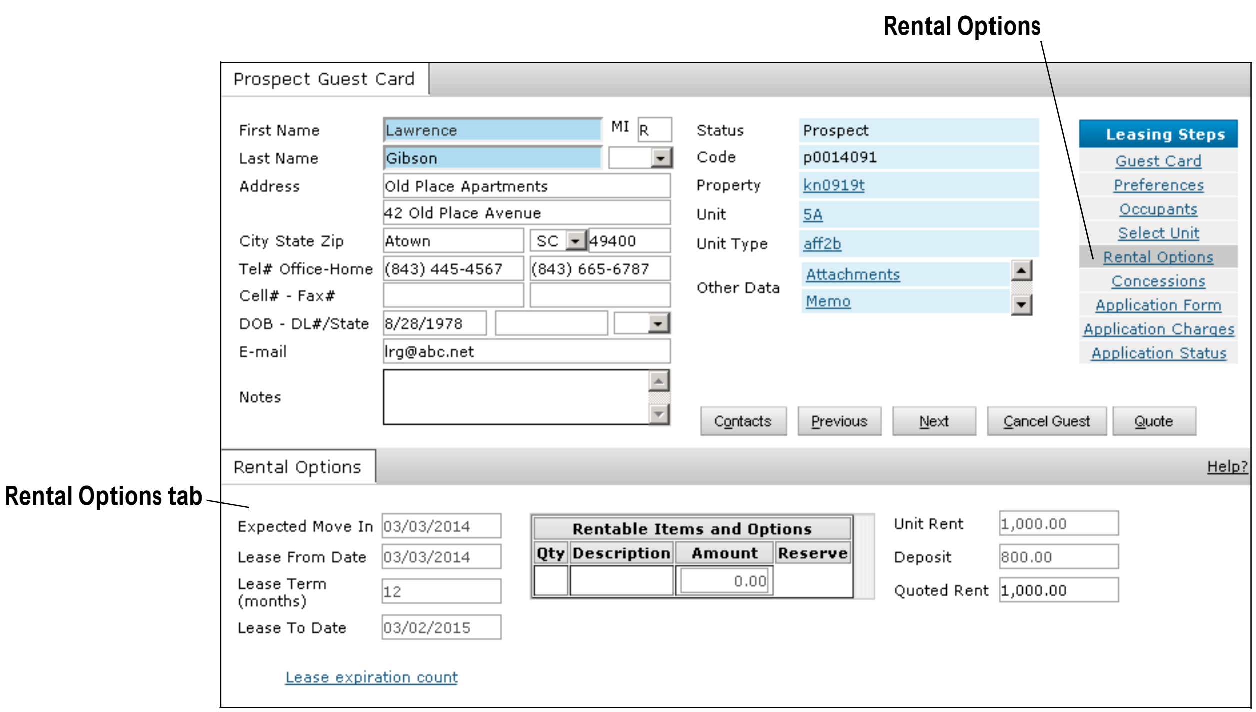
After you have qualified an LIHTC applicant household and assigned a unit, you are ready to approve the household for move-in and execute the lease.

### To complete the application and lease execution process

**1** Open the prospect guest card for the household that you are qualifying. The **Prospect Guest Card** screen appears. **Rental Options** is the selected leasing step. The **Rental Options** tab appears in the bottom part of the screen.

- *Rental options* are leasing or other contract options. An example is a shorter lease term than you usually require.
- *Rentable items* are items available for rent in addition to a resident's unit. Examples are a refrigerator or a parking space.

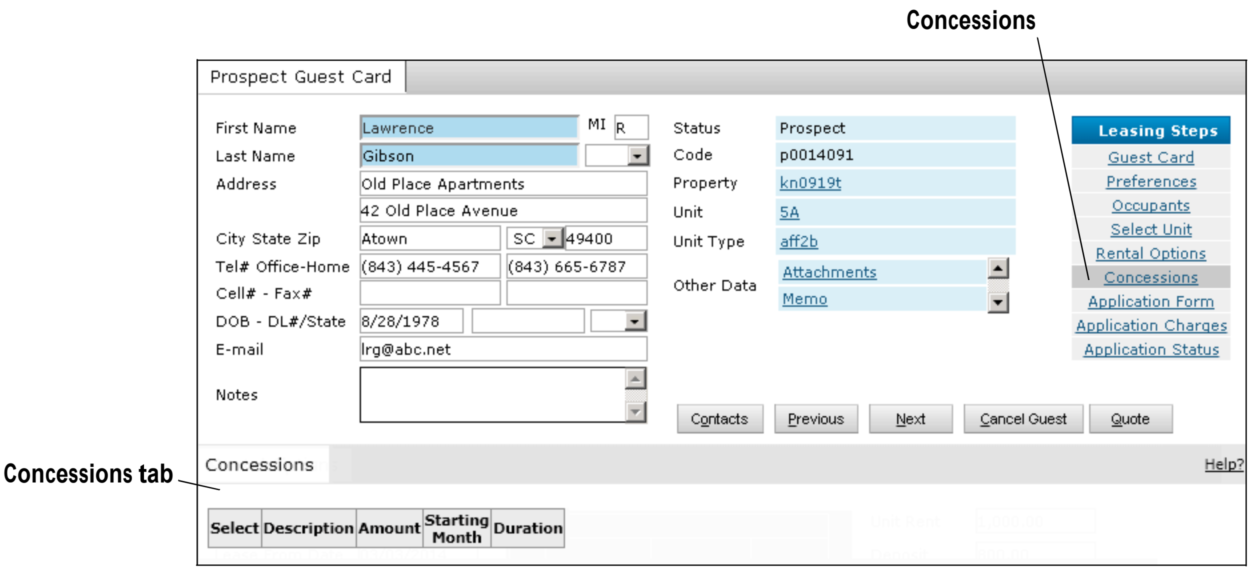
In the following graphic, no rental options or items are set up for the selected unit.



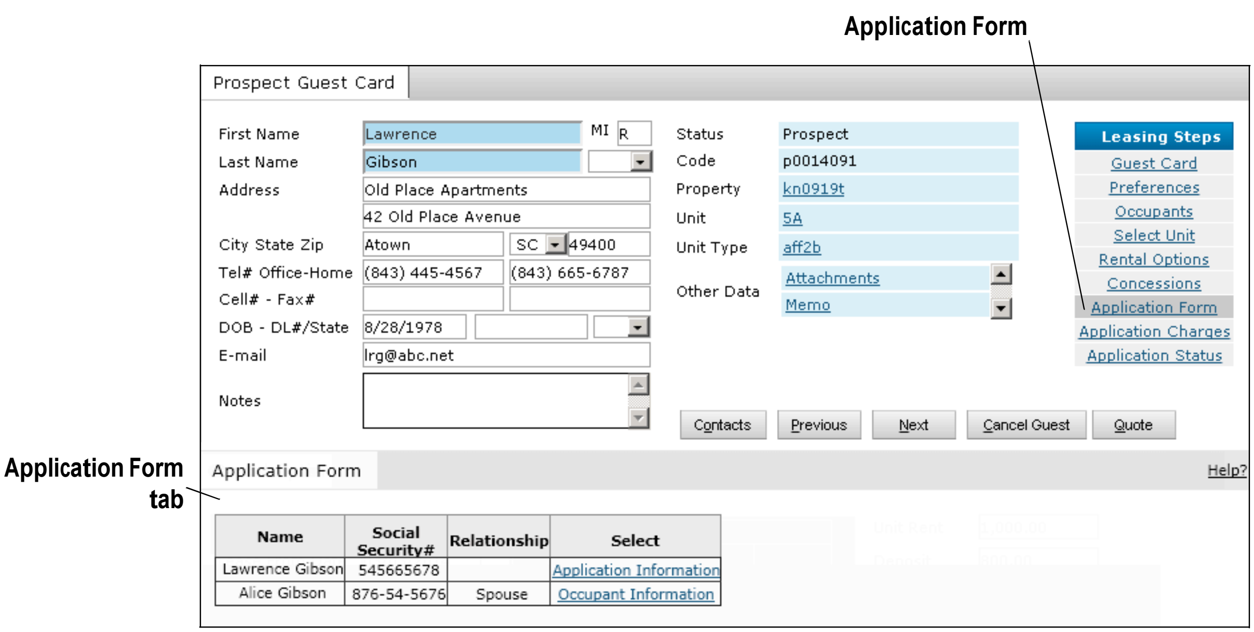
2 Click **Next** to advance to the **Concessions** leasing step. The **Concessions** tab appears.

*Concessions* are items of value or benefits offered during lease negotiations. An example is a free month of rent offered as a leasing incentive. If concessions are set up in Voyager for the selected unit, the **Concessions** leasing step displays them.

Most LIHTC properties do not use concessions. In the following graphic, no concessions or items are set up for the property.




3 Click **Next** to advance to the **Application Form** leasing step. The **Application Form** tab appears, showing the names of the household head and each member whom you added as an occupant.




You can record on the application form additional information that was not part of the household's qualification documentation. Vehicle and emergency contact information that you add on the application form will appear on the **Resident** screen.

**4** If you want to add additional details to a household's application, take the following steps:

- For the household head, click the **Application Information** link.
- For household members listed as occupants, click the **Occupant Information** link.

The **Application** screen appears.

Add the needed information. If you want to print the application form, click the **Print** button. When you are finished, click **Save**. The **Application** screen closes.

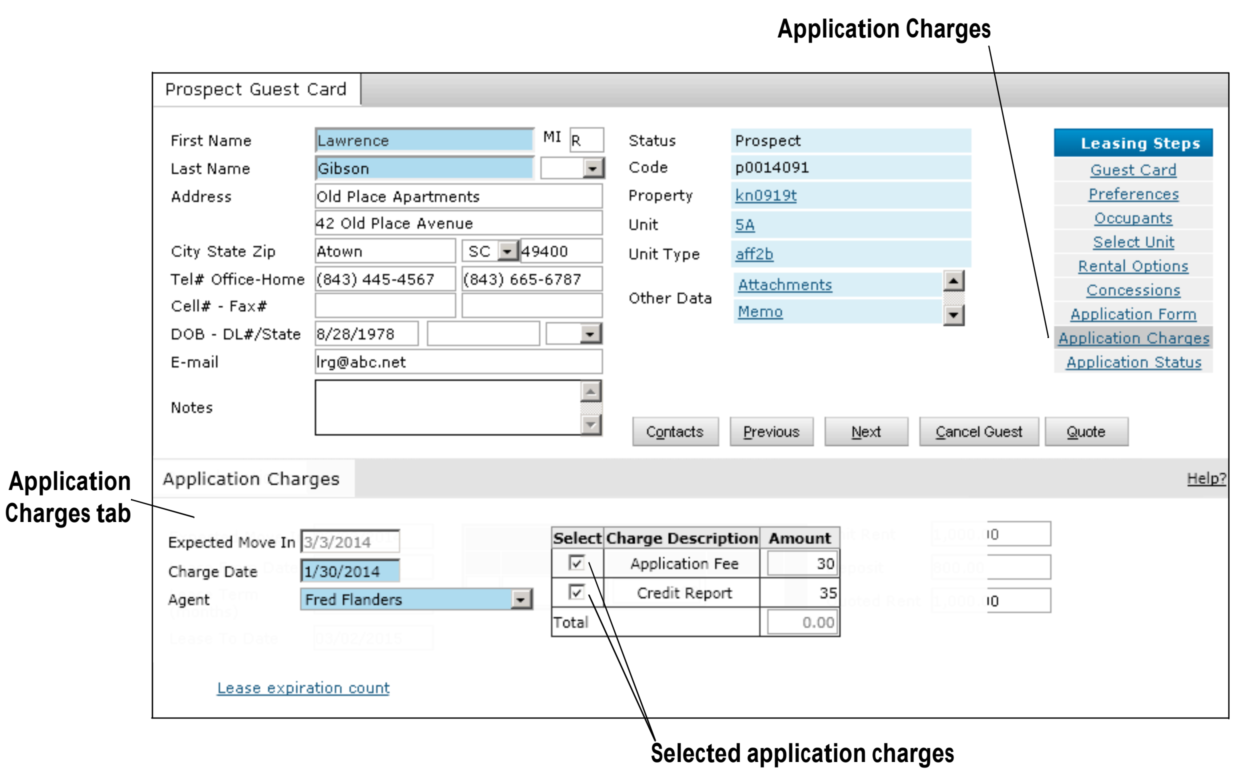
**5** When you are ready to proceed, click **Next** to advance to the **Application Charges** leasing step. The **Application Charges** tab appears.

Application charges are set up by unit type. The charges that appear are the charges set up for the unit type assigned to the household's selected unit. The default charge date is the system date on your workstation.

**6** If application charges are available for this unit, select the charges that you want to create for the household.

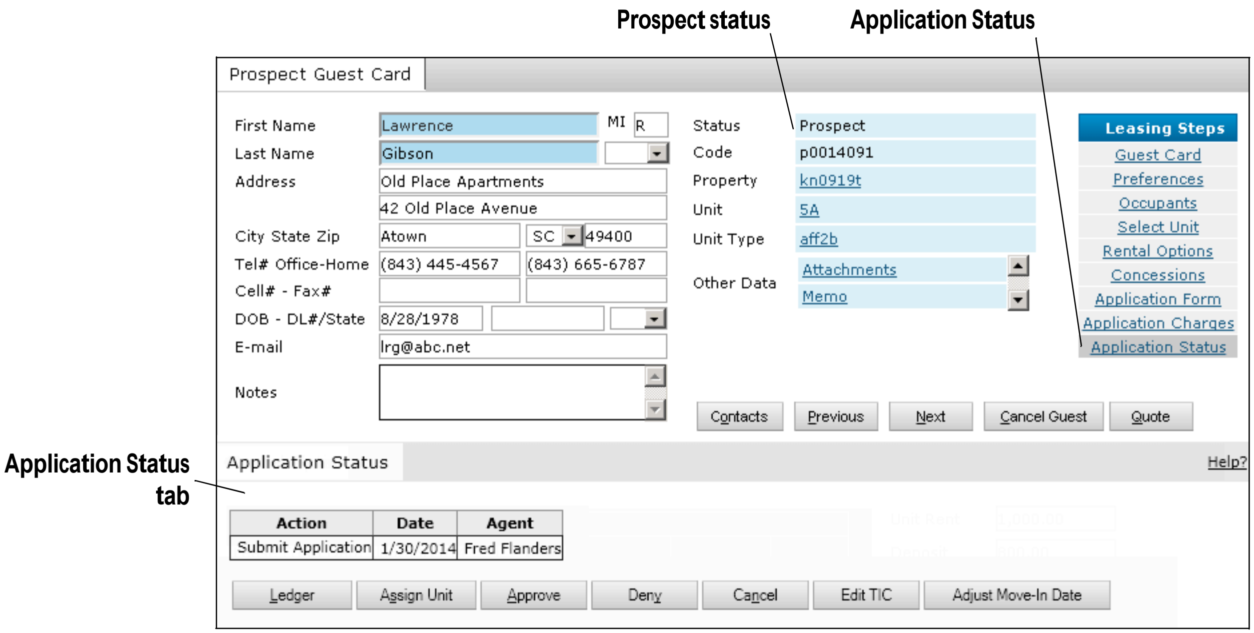
Completing the **Application Charges** leasing step changes the household's rental status prospect to pending applicant. Voyager automatically removes the household from the prospect pipeline and adds the household to the list of pending applicants. The **Prospect Pipeline** total on the **Community Manager Dashboard** screen decreases by one and the and the **Pending Applications** total increases by one.

In the following graphic showing the **Application Charges** tab, charges are set up for application processing and credit reports. Both charges are selected.



**7** Click **Next**. A confirmation message appears for posting the selected application charges.

**8** Click **OK**. Voyager advances to the **Application Status** leasing step. The **Application Status** tab appears.




The household is now a pending applicant. At this step, you can review the tenant income certification to ensure that it is complete and correct before approving the household. You can also print copies of the certification.

- If you want to review the certification, click the **Edit TIC** button. The **Tax Credit** screen appears. this screen contains a summary of the resident's tenant income certification.
- If you want to review the family details, click **Edit TIC** to display the **Tax Credit** screen. Click the **Family Info** button in the top part of the **Tax Credit** screen and then click each menu item on the **Qualification Steps** menu. When you are finished, close the **Tax Credit** screen.
- If you want to print a copy of the tenant income certification form, click **Edit TIC** to open the **Tax Credit** screen. On the **Reports** menu in the top part of the **Tax Credit** screen, select the certifica-tion form and then click the **Go** button. The form appears. You can print the displayed form. When you are finished, close the screen displaying the form and then close the **Tax Credit** screen.

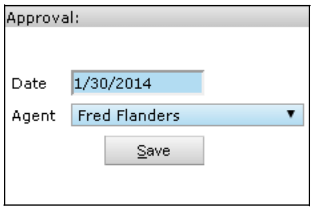
You can also adjust the move-in date, assign the household to a different unit, cancel the household, or deny the household, if needed.

If you adjust a household's move-in date before you approve the household, Voyager requires you to repeat the qualification steps. When you proceed through the steps after adjusting a move-in date, you do not need to change any information or reselect the applicant's unit.

In this lesson, we will approve the household for move-in.

### To approve an LIHTC household for move-in

**1** On the **Application Status** tab, click the **Approve** button. The **Approval** screen appears.



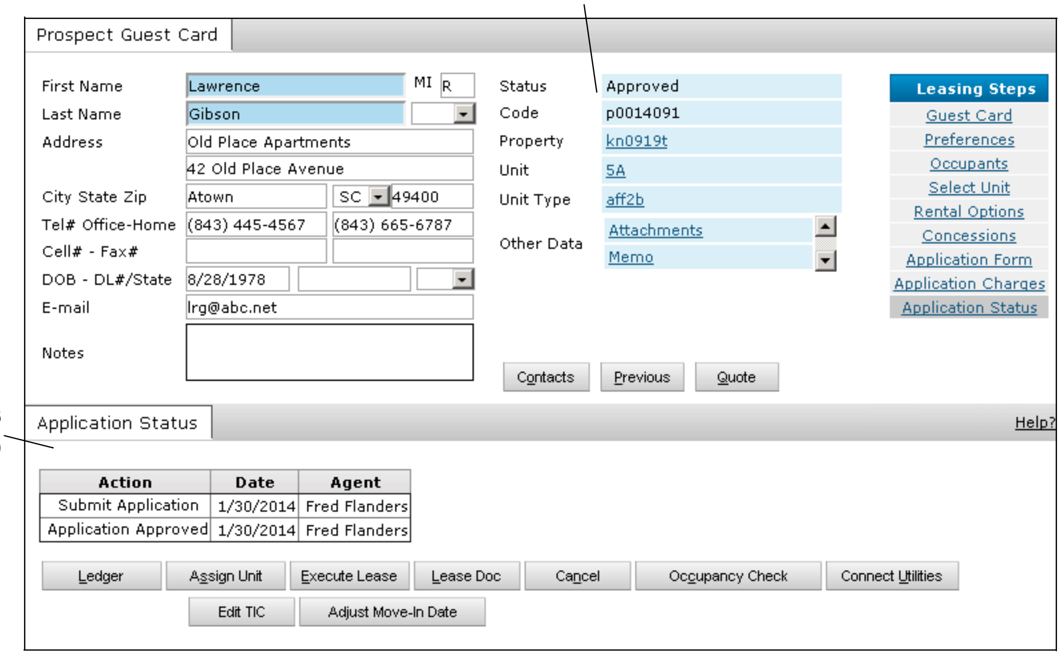

**2** Complete the screen:

| | |
|---|---|
| **Date** | The system date on your workstation appears. If needed, type a different date. |
| **Agent** | The leasing agent initially assigned on the household's guest card appears. If needed, select a different agent. |

**3** Click **Save**. A confirmation message appears. Click **OK**.

The **Application Status** tab appears. You have approved the household and are ready to record the lease execution date.

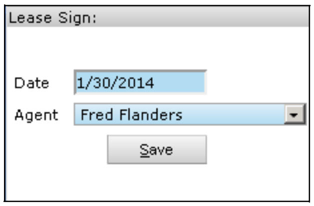
Approved status




Application Status tab

### To record the lease execution date for an approved LIHTC household

1 On the **Application Status** tab, Click the **Execute Lease** button. The **Lease Sign** screen appears.



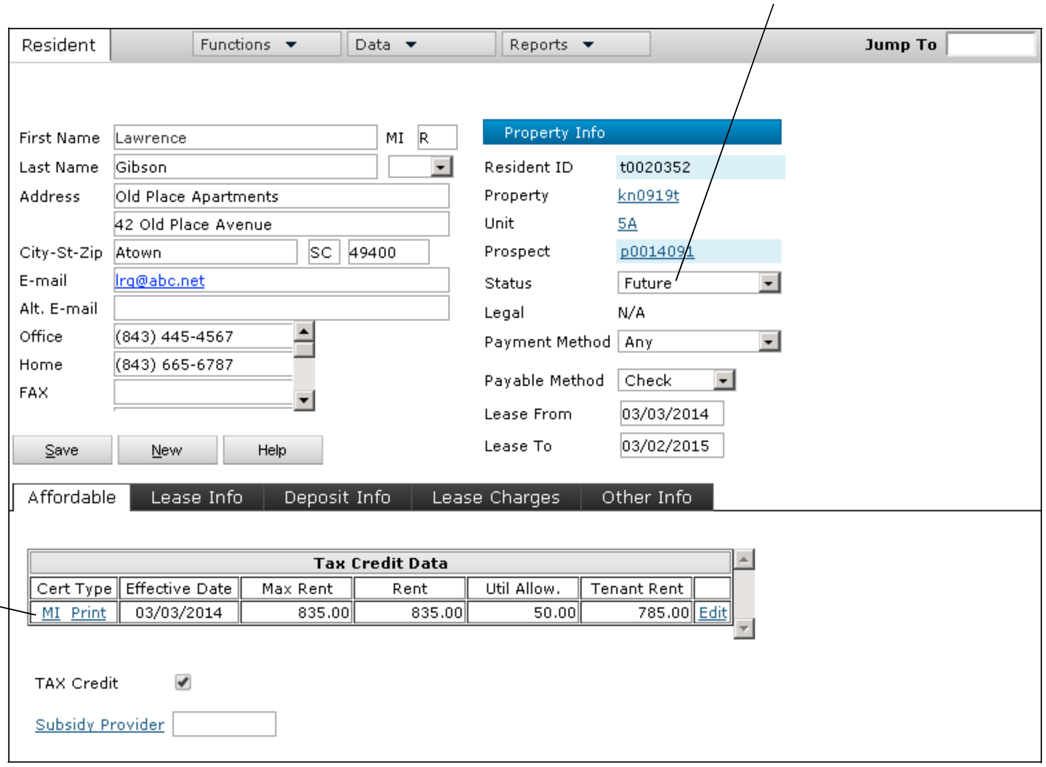

2 Complete the screen:

| | |
|---|---|
| **Date** | The system date on your workstation appears. If needed, type a different date. |
| **Agent** | The leasing agent initially assigned on the household's guest card appears. If needed, select a different agent. |

3 Click **Save**. A confirmation message appears. Click **OK**. The **Resident** screen appears.

The household is now a future resident in the property. The status on the **Resident** screen is **Future**. You are ready to process the move-in.

Future resident status




Link to TIC

The **Affordable** tab shows information about the move-in TIC, including the effective date and rent payment information. Three links appear for the certification: **MI**, **Print**, and **Edit**.

- Clicking **MI** opens the **Tax Credit** screen.
- Clicking **Print** displays the state tenant income certification (TIC). You can print the TIC or save it as a file on your workstation or network. You must provide a copy of the TIC for property owners and all adult members of the household to sign before move-in day.
- Clicking **Edit** opens the qualification steps. You can review the information or make needed changes before you record the date completed. If you make changes after household members have signed the certification, print a new copy for all household members to sign.

# Chapter 10

# LIHTC Household Move-In

**In this lesson:**



This lesson explains how to complete a move-in for an LIHTC household.

For this lesson, you have completed the qualification process, executed the household's lease, and recorded the date-completed on the **Tax Credit** screen. The household is a future resident ready for move-in.

## Introduction to LIHTC Move-In

After you have qualified an LIHTC household and executed the lease, you are ready to proceed with the move-in. Completing a move-in establishes the household as a current resident of the property and completes the qualification and leasing workflow for that household.

In this lesson, you will learn how to complete the following tasks:

- Adjust move-in dates when needed.
- Record the completion date on a move-in TIC.
- Move in the household.

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.

## Adjusting Move-In Dates for Future Move-Ins

Although many households move in on their scheduled move-in dates, occasions occur in which the move-in is either delayed or moved forward. When you adjust the move-in date, Voyager automatically adjusts the move-in date and certification-effective date on the **Tax Credit** screen and adjusts the move-in date on the **Lease Info** tab of the **Resident** screen.

- If you adjust the lease-from and lease-to dates when you adjust the move-in date, Voyager updates that information in the **Resident** screen.
- If you had added the certification-completed date on the **Tax Credit** screen, adjusting the move-in date clears that date.

The **Move In** total on the **Community Manager Dashboard** screen includes households with executed leases that begin on your workstation's system date and households with executed leases that begin on days in the past but the move-in has not been recorded. The **Move In** total does not include move-ins scheduled for future days. When you need to adjust a move-in date for a household with an executed lease that begins in the future, you must adjust the date from the **Resident** screen.

**To adjust the move-in date for a household scheduled to move in on a future date**

1 Open **Resident** screen for the future resident household.

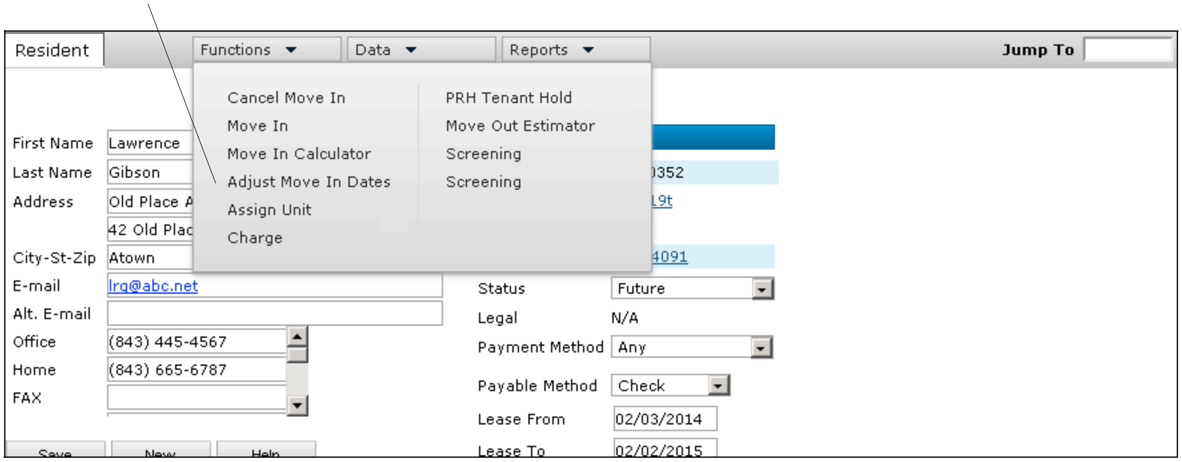
  a On the **Community Manager Dashboard** screen, click the **Person Search** tab. The **Person Search** tab appears in the bottom part of the dashboard.

  b In the **Name** field, type the first or last name of the household head and then click the **Search** button. A list of people who match your selection criteria appears.

  c Click the name of the household head. The **Resident** screen appears. The household's rental status is **Future**.

2 From the **Functions** menu of the **Resident** screen, click **Adjust Move In Dates**.

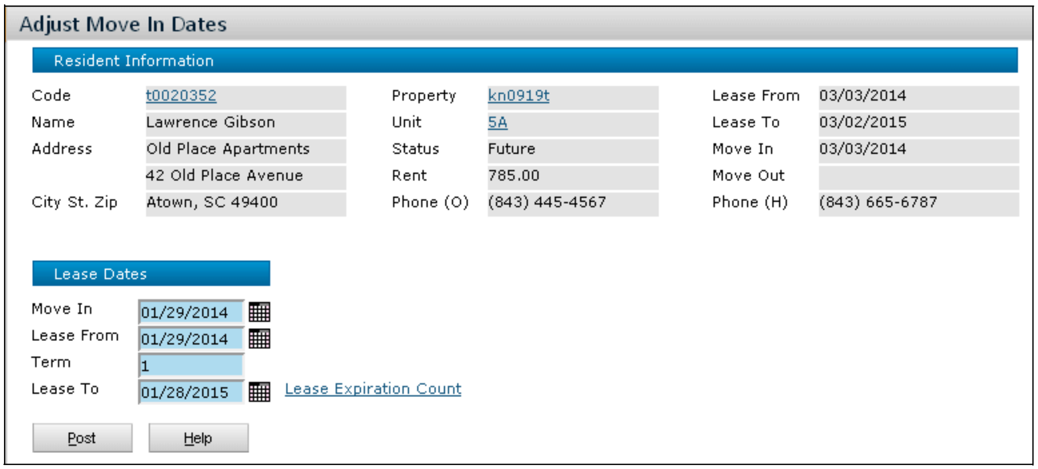
**Adjust Move In Dates**




The **Adjust Move In Dates** screen appears.

3 Adjust the date in one or more of the following fields as needed:

| | |
|---|---|
| **Move In Date** | Type the new move-in date. |
| **Lease From Date** | Type the new date that the lease begins and press the Tab key. Voyager automatically adjusts the date in the **Lease To Date** field according to the lease term. |
| **Term # Months** | Type the new lease term and press the TAB key. Voyager automatically adjusts the date in the **Lease To Date** field according to the adjusted lease term. |
| **Lease to Date** | Type the date that the adjusted lease ends. |




4 Click **Post**. Voyager adjusts the dates. The **Resident** screen appears. A confirmation message for the lease-date adjustment appears in the top part of the screen.

5 Click the **Lease Info** tab and review the new lease-sign and move-in dates.

6 Click the **Affordable** tab and then click the **MI** link. The **Tax Credit** screen appears. Review and save the information.

You will need to print new copies of the TIC for the property owners and adult household members to sign. If you had recorded date completed on the **Tax Credit** screen, Voyager cleared the date when you adjusted the move-in date.

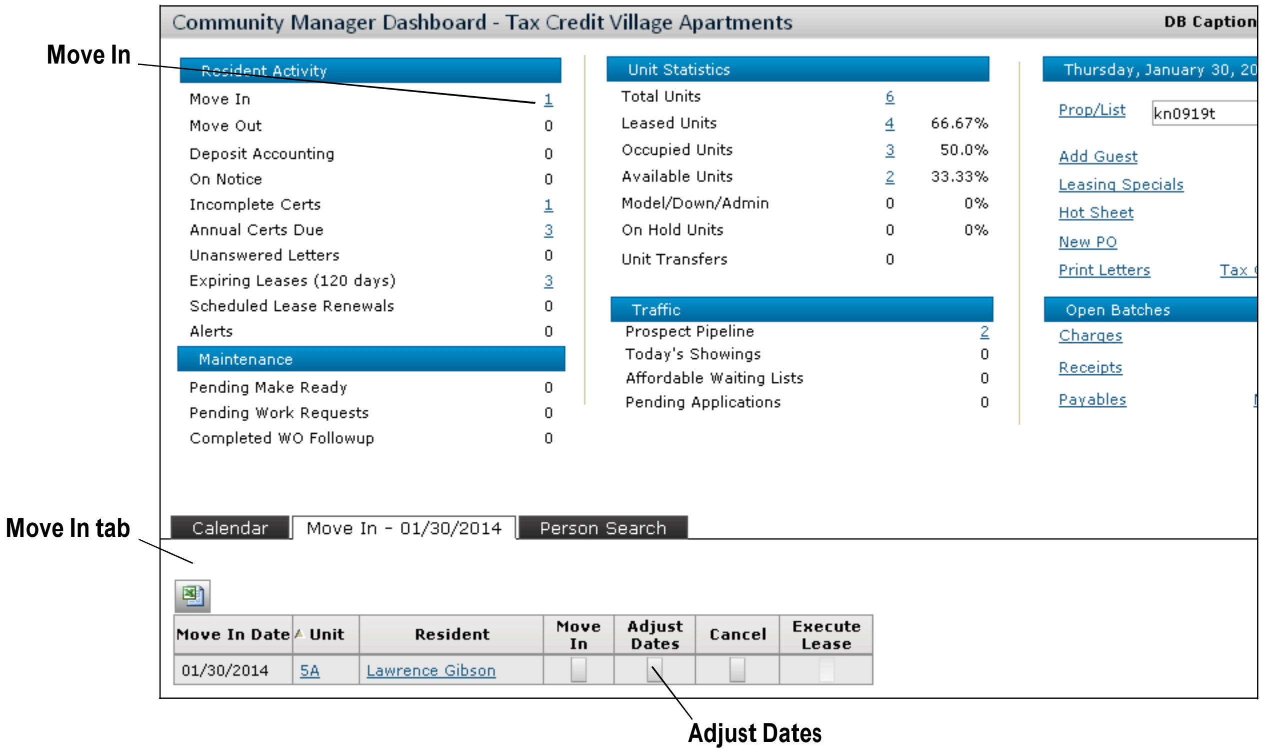
## Adjusting Move-In Dates on Move-In Day

The easiest way to adjust a household's move-in date when that date is *on or before* your workstation's system date is to adjust the date from the **Community Manager Dashboard** screen.

The **Move In** total on the **Community Manager Dashboard** screen includes households scheduled for move-in on the current day or on a date before the current day. Clicking that total opens the **Move In** tab in the bottom part of the screen.

**To adjust the move-in date for a household scheduled to move in on or before the current date**

1 On the **Community Manager Dashboard** screen, click the number to the right of the **Move In** heading. The **Move In** tab appears in the bottom part of the dashboard.




2 On the row displaying the resident for which you are adjusting the move-in date, click the **Adjust Dates** button . The **Adjust Move In Dates** screen appears.

3 Adjust the date in one or more of the following fields as needed:

| | |
|---|---|
| **Move In Date** | Type the new move-in date. |
| **Lease From Date** | Type the new date that the lease begins and press the Tab key. Voyager automatically adjusts the date in the **Lease To Date** field according to the lease term. |
| **Term # Months** | Type the new lease term and press the TAB key. Voyager automatically adjusts the date in the **Lease To Date** field according to the adjusted lease term. |
| **Lease to Date** | Type the date that the adjusted lease ends. |

4 Click **Post**. Voyager adjusts the dates and displays a confirmation message. Click **OK**.

You will need to print new copies of the TIC for the property owners and adult household members to sign. If you had recorded the certification completed date on the **Tax Credit** screen, Voyager cleared that date when you adjusted the move-in date. You will need to type a new certification-completed date and save the certification again.

## Printing Tenant Income Certification Forms

The property owners and all adult household members must sign a printed copy of an annual recertification. By signing a tenant income certification (TIC), each person is confirming that the information is complete, accurate, and represents the financial condition and composition of the household as of the certification-effective date.

You can print copies of the certification form when you are reviewing the **Tax Credit** screen. Print copies for property owners and all adult household members to sign.

**To print a tenant income certification from a the Tax Credit screen**

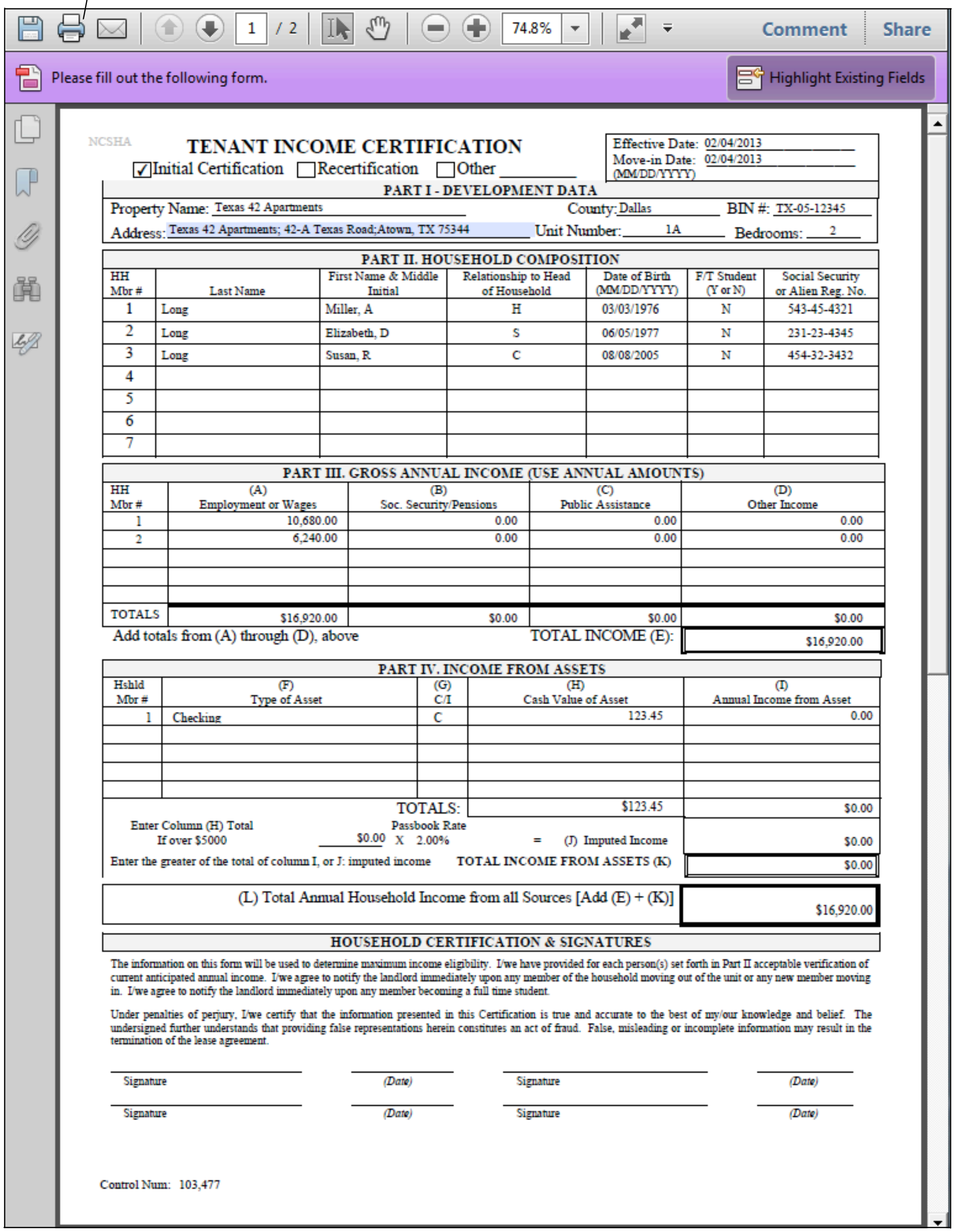
1. If the **Tax Credit** screen is not open, open it.
2. In the **Reports** field in the top part of the **Tax Credit** screen, select one of the following:

| | |
|---|---|
| **NCSHA TIC** | Print the TIC form from the National Council of State Housing Agencies. |
| **State TIC** | Print the TIC form used by the state in which the property is located. |

3. Click **Go**. Adobe Reader opens. You can use the scroll bar at the right side of the screen to review all included pages.
   - If you selected **NCSHA TIC**, the National Council State Housing Agencies form appears.
   - If you selected **State TIC**, the tenant income certification form appears for the state in which the property is located.

The following graphic shows an example of a state TIC certification form. The document that you see will be the TIC for your state. The position and appearance of the buttons depends on the browser that you are using. In this example, the **Print** button is located in the top part of the screen, above the displayed form.

**Print button**




NCSHA

**TENANT INCOME CERTIFICATION**

☑ Initial Certification ☐ Recertification ☐ Other ________

Effective Date: 02/04/2013
Move-in Date: 02/04/2013
(MM/DD/YYYY)

**PART I - DEVELOPMENT DATA**

Property Name: Texas 42 Apartments County: Dallas BIN #: TX-05-12345

Address: Texas 42 Apartments; 42-A Texas Road;Atown, TX 75344 Unit Number: 1A Bedrooms: 2

**PART II. HOUSEHOLD COMPOSITION**

| HH Mbr # | Last Name | First Name & Middle Initial | Relationship to Head of Household | Date of Birth (MM/DD/YYYY) | F/T Student (Y or N) | Social Security or Alien Reg. No. |
|---|---|---|---|---|---|---|
| 1 | Long | Miller, A | H | 03/03/1976 | N | 543-45-4321 |
| 2 | Long | Elizabeth, D | S | 06/05/1977 | N | 231-23-4345 |
| 3 | Long | Susan, R | C | 08/08/2005 | N | 454-32-3432 |
| 4 | | | | | | |
| 5 | | | | | | |
| 6 | | | | | | |
| 7 | | | | | | |

**PART III. GROSS ANNUAL INCOME (USE ANNUAL AMOUNTS)**

| HH Mbr # | (A) Employment or Wages | (B) Soc. Security/Pensions | (C) Public Assistance | (D) Other Income |
|---|---|---|---|---|
| 1 | 10,680.00 | 0.00 | 0.00 | 0.00 |
| 2 | 6,240.00 | 0.00 | 0.00 | 0.00 |
| | | | | |
| | | | | |
| | | | | |
| TOTALS | $16,920.00 | $0.00 | $0.00 | $0.00 |

Add totals from (A) through (D), above TOTAL INCOME (E): $16,920.00

**PART IV. INCOME FROM ASSETS**

| Hshld Mbr # | (F) Type of Asset | (G) C/I | (H) Cash Value of Asset | (I) Annual Income from Asset |
|---|---|---|---|---|
| 1 | Checking | C | 123.45 | 0.00 |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | TOTALS: | $123.45 | $0.00 |

Enter Column (H) Total If over $5000 $0.00 X Passbook Rate 2.00% = (J) Imputed Income $0.00

Enter the greater of the total of column I, or J: imputed income TOTAL INCOME FROM ASSETS (K) $0.00

(L) Total Annual Household Income from all Sources [Add (E) + (K)] $16,920.00

**HOUSEHOLD CERTIFICATION & SIGNATURES**

The information on this form will be used to determine maximum income eligibility. I/we have provided for each person(s) set forth in Part II acceptable verification of current anticipated annual income. I/we agree to notify the landlord immediately upon any member of the household moving out of the unit or any new member moving in. I/we agree to notify the landlord immediately upon any member becoming a full time student.

Under penalties of perjury, I/we certify that the information presented in this Certification is true and accurate to the best of my/our knowledge and belief. The undersigned further understands that providing false representations herein constitutes an act of fraud. False, misleading or incomplete information may result in the termination of the lease agreement.

Signature (Date) Signature (Date)

Signature (Date) Signature (Date)

Control Num: 103,477

4 Review all pages of the printed form.

5 When you are ready to print, click the **Print** button. A **Print** dialog box appears.

6 Ensure that your printer settings are correct and that you have selected the number of copies that you want to print.

7 Click the **Print** button in the dialog box. Your printer prints the TIC.

You can also print copies from the **Resident** screen. Open the **Resident** screen. You will see on the **Affordable** tab a summary of the resident's certifications. A **Print** link appears on each row of the certification summary.

## Recording Completion of the Move-In Tax Credit Certification

You cannot move in an LIHTC household until all adult household members have signed the tax credit certification. Recording the date that the certification was completed confirms that all family members have signed a printed copy of the TIC form.

After you have recorded and saved the date that a TIC became complete, you cannot make further changes to the TIC. Ensure that the information is complete and accurate and that all adult household members have signed before you record the date-completed.

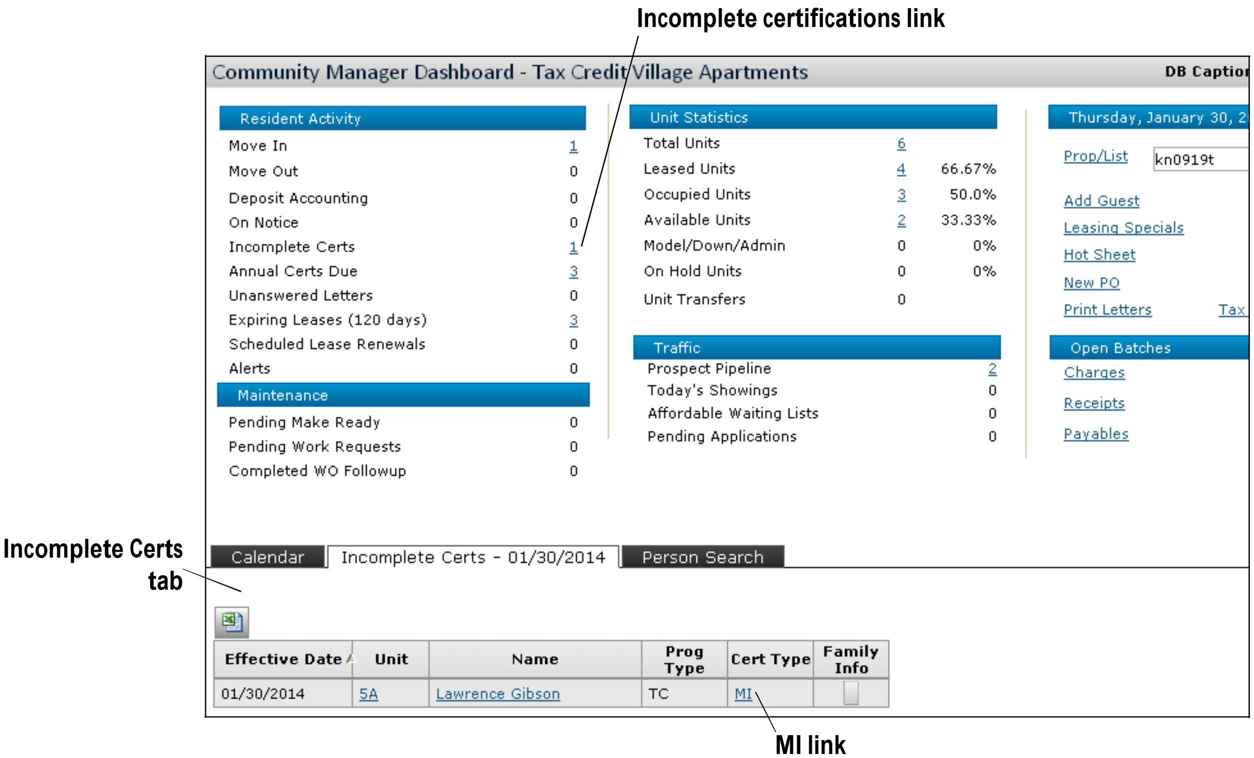
The **Resident Activity** section on the **Community Manager Dashboard** screen displays the total number of incomplete certifications for a selected property. You will open the **Tax Credit** screen from the **Incomplete Certs** list.

A household's resident record also includes a summary of each certification. If needed, you can review a household's TIC from the **Resident** screen.

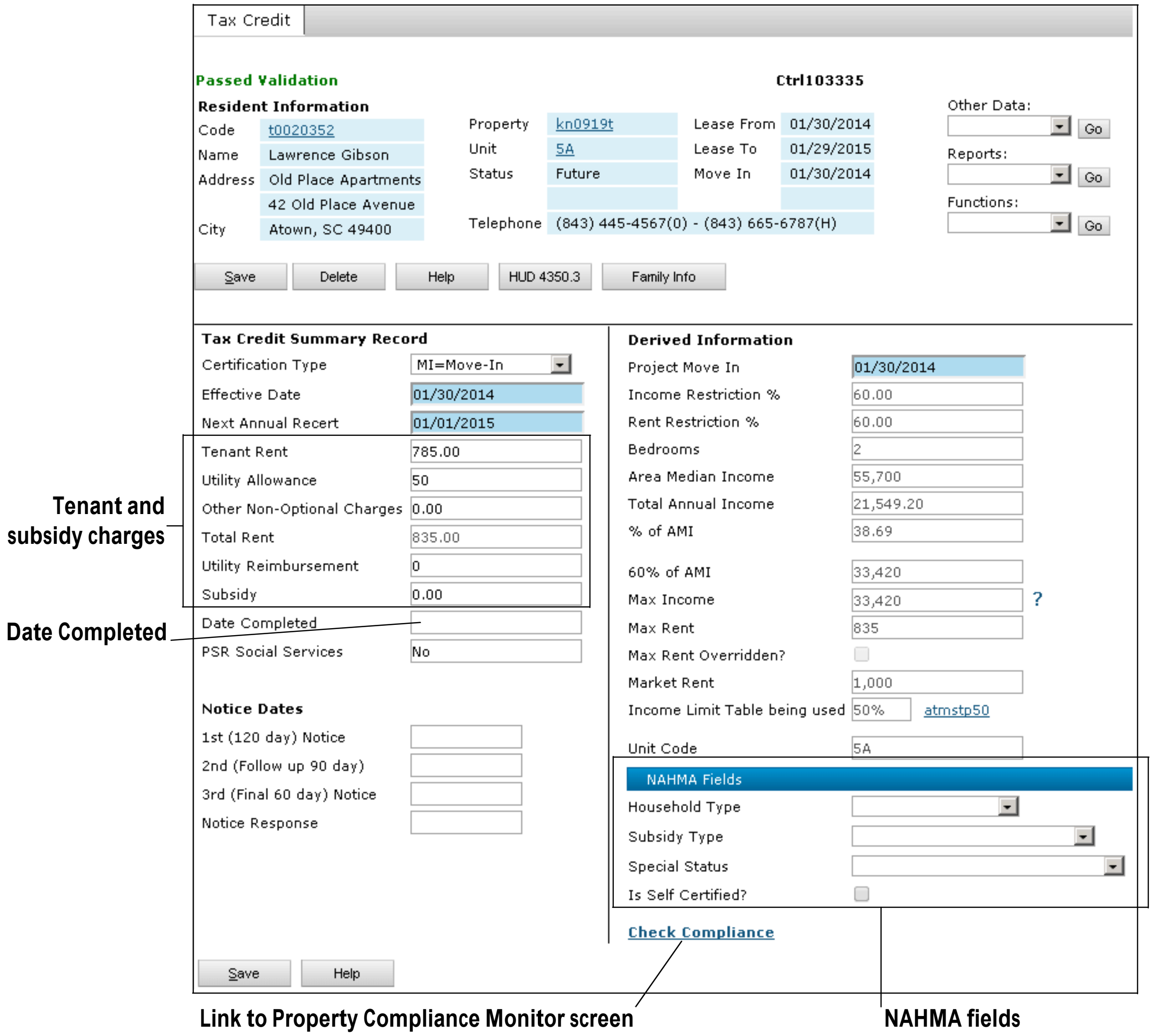
#### To record the date that a tax credit certification complete

1 In the **Resident Activity** section on the **Community Manager Dashboard** screen, click **Incomplete Certs**.

The **Incomplete Certs** summary appears in the bottom part of the dashboard. The **Prog Type** field displays the type of certification that is incomplete for each resident. The **Cert Type** field displays a link to that certification.



2 In the **Cert Type** field for the future resident that you want to review, click the **MI** link. The **Tax Credit** screen appears.




A **Check Compliance** link appears in the bottom part of the **Tax Credit** screen. You can click this link to open the **Property Compliance Monitor** screen and review the compliance condition of the property if this household moves in. The compliance monitor shows the affect of the move-in on the project's minimum set-aside and the first-year applicable fraction of the building that contains the household's unit.

During setup when you have not yet added all of the property's existing households to your database, the **Compliance Monitor** screen will not accurately show the property's compliance condition.

**3** In the **Tax Credit Summary Record** section of the screen, review the following fields.

| | |
|---|---|
| **Tenant Rent** | The amount of rent that the resident will pay appears. Make adjustments if needed |
| **Utility Allowance** | The utility allowance for the unit appears. Make adjustments if needed. |
| **Other Non-Optional Changes** | If needed, type the total amount of miscellaneous charges that you require of this resident.<br><br>**NOTE** The total amount of the tenant rent, the utility allowance, and other non-optional charges cannot be greater than the amount in the **Total Rent** field. Make adjustments if needed. |

**4** Complete the following fields if needed:

| | |
|---|---|
| **Utility Reimbursement** | If you pay utility reimbursements to this resident, type the amount that you reimburse the resident for utility expenses. |
| **Subsidy** | If you receive a tenant-based subsidy on behalf of the resident, type the subsidy amount.<br><br>**NOTE** If the resident is also a HUD project-based resident, the project-based subsidy automatically appears in the **Subsidy** field. |

**5** If your management organization submits tax credit state reports in the NAHMA-XML file format, complete the following fields in the **NAHMA Fields** section as needed:

| | |
|---|---|
| **Household Type** | If needed, select the appropriate household type. |
| **Subsidy Type** | If the household has an additional subsidy, select the type of subsidy. If the household has no additional subsidy, select **NA - Not Applicable**. |
| **Special Status** | If a special status applies to the household, select the special status. If more than one special status applies, select the household's primary special status. If the household has no special status, select **U-Undesignated** or leave this field empty. |
| **Is Self Certified** | If the family's income for this certification is self-certified, select this check box. |

**6** The **Date Completed** field appears in the **Tax Credit Summary Record** section of the screen. When you are finished reviewing the certification and all adult household members have signed a printed copy of the certification form, type the date that the certification became complete.

**7** Click **Save**. You are ready to proceed with the move-in.

# Moving In LIHTC Households

Processing a move-in posts move-in charges for the household and updates the household's resident status. For LIHTC residents, Voyager posts rent charges due at move-in based on the accounts receivable month of the project. You can open the **Resident** screen and review the resident's ledgers.

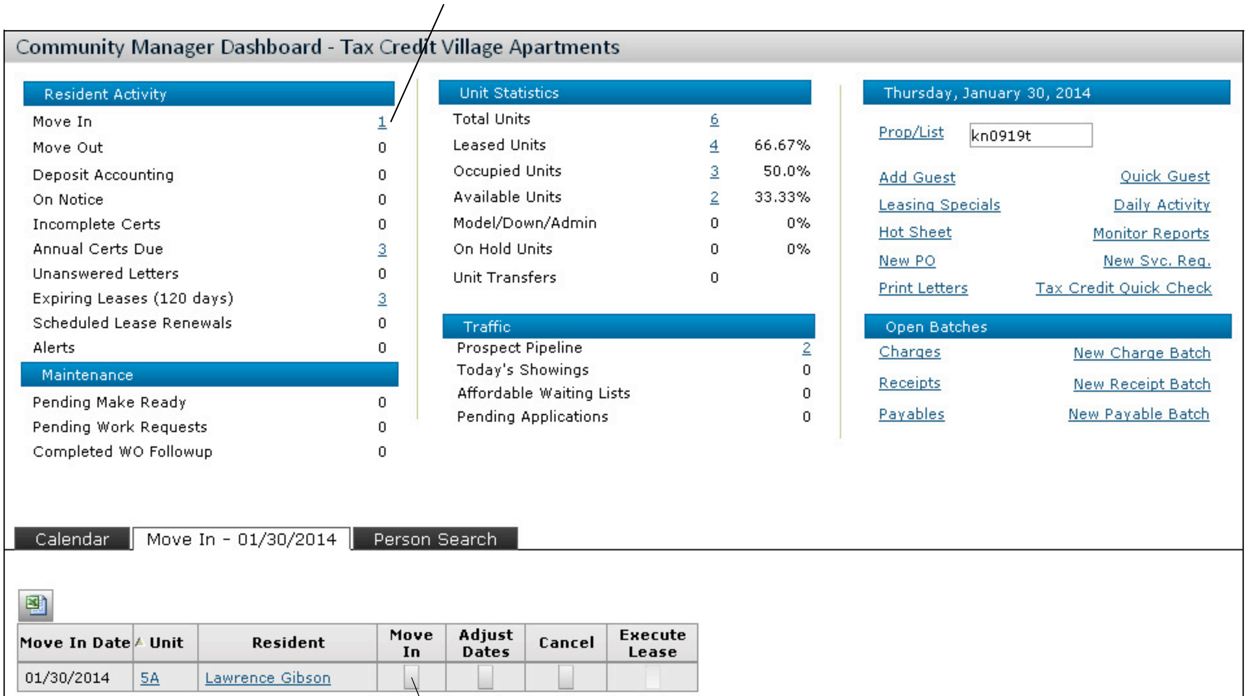
### To process a move for an LIHTC household

**1** On the **Community Manager Dashboard** screen, select the subject property. In the **Resident Activity** section of the dashboard, you see the total number of households ready for move-in.

Completing a move-in automatically decreases the **Move In** number by one.

**2** Click the number to the right of the **Move In** heading. The **Move In** tab appears in the bottom part of the dashboard, displaying a list of residents ready for move-in.

**Number of households scheduled for move-in**

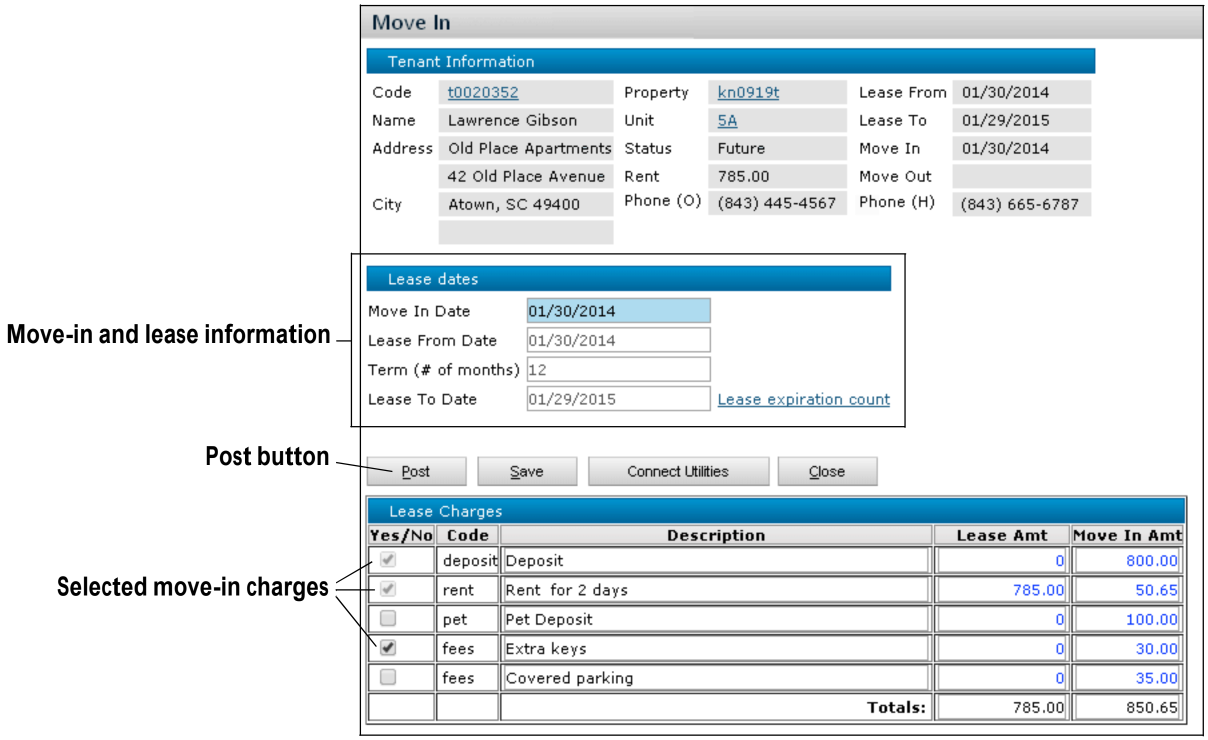



**Move In button for Lawrence Gibson**

**3** On the row displaying the household that you are moving in, click the **Move In** button .

The **Move In** screen appears. Required move-in charges are automatically selected. If additional charges apply for the household, you can select those charges

In the following graphic, deposit and prorated rent are automatically selected. The user has selected an additional charge for extra keys to the unit.

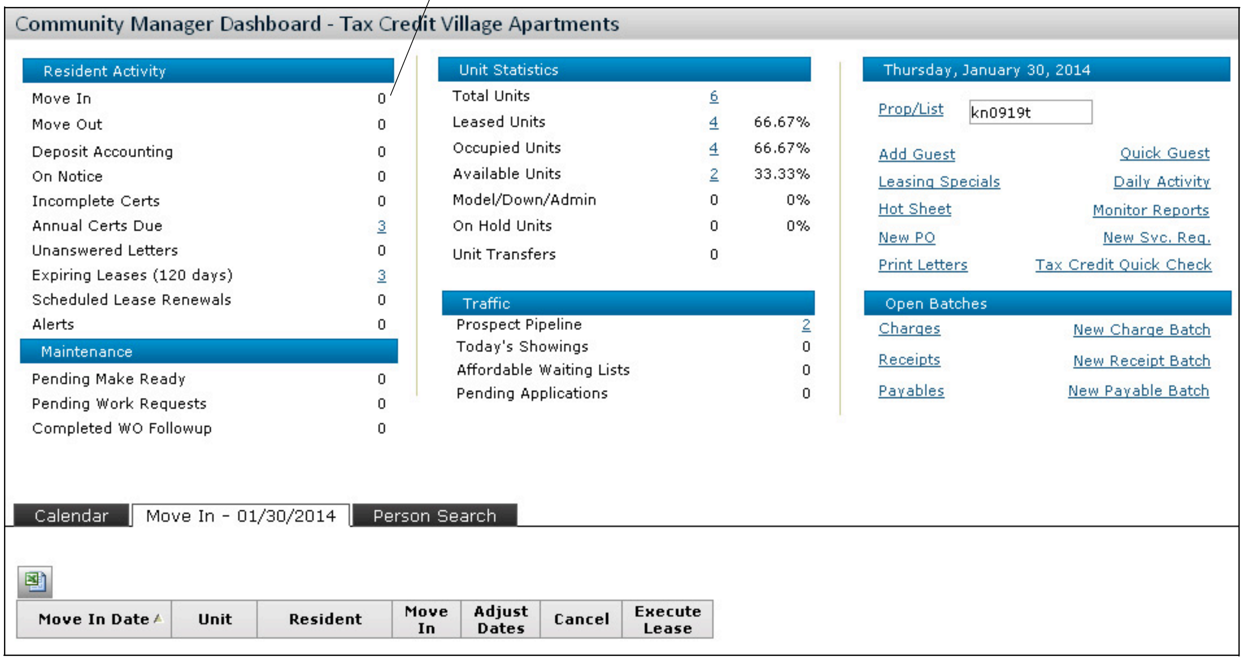



**4** Review the move-in charges to ensure that they are complete and accurate.

**5** Click the **Post** button. Voyager processes the move-in and displays a confirmation message.

You have completed the move-in. The **Community Manager Dashboard** screen appears. Voyager has decreased the total **Move In** number by one.

Number of households scheduled for move-in




You are ready to review the **Resident** screen and resident ledgers.

## Reviewing Ledgers for Tax Credit Residents

Posting move-in adds move-in charges to the household's ledgers. Voyager provides three ledgers that show these transactions:

- Resident Ledger  This ledger is the household's complete ledger. You can review all transactions, paid and unpaid.
- Ledger-HAP  This ledger shows only housing assistance payment (HAP) transactions. If a house-hold has a subsidy, the subsicy transactions appear on this ledger.
- Ledger-Non-HAP  This ledger contains only transactions that are not housing assistance transac-tions. Examples include resident rent and miscellaneous charges.

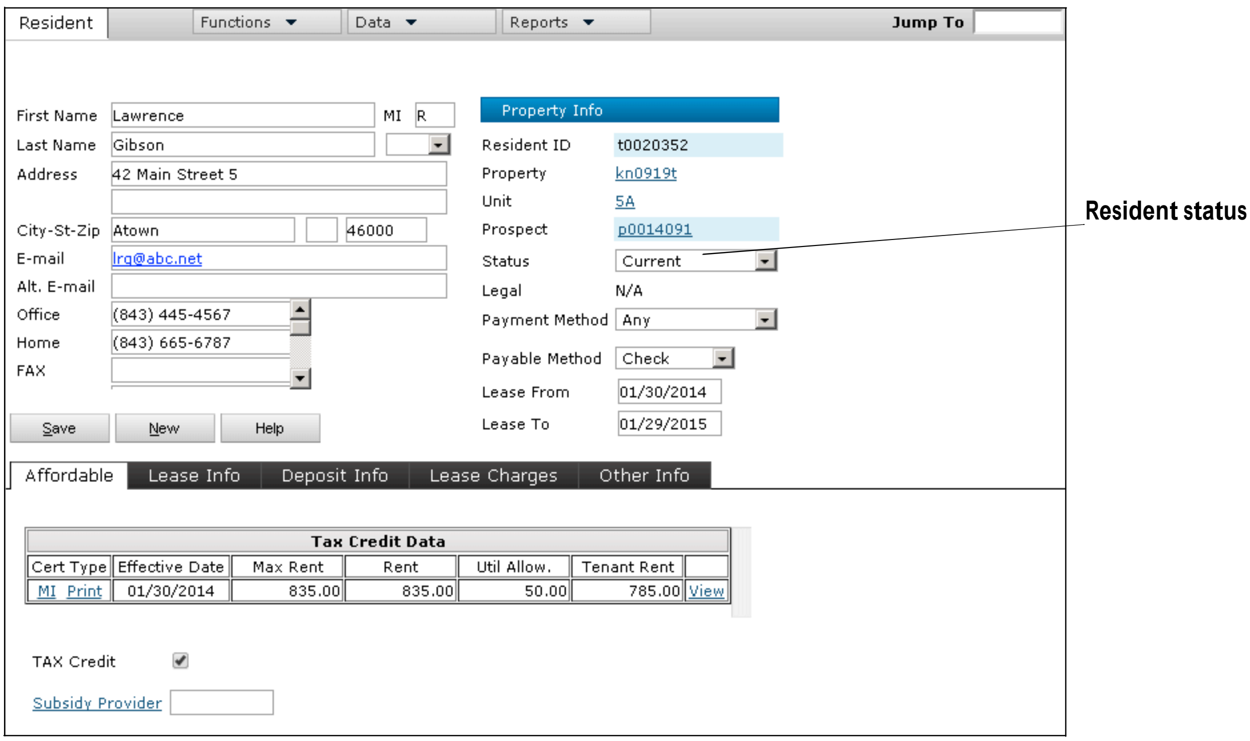
Voyager also provides ledger for reviewing only unpaid charges and pending payments. In this lesson, we will review the resident's complete ledger and unpaid charges ledger.

**To review a household's resident ledgers**

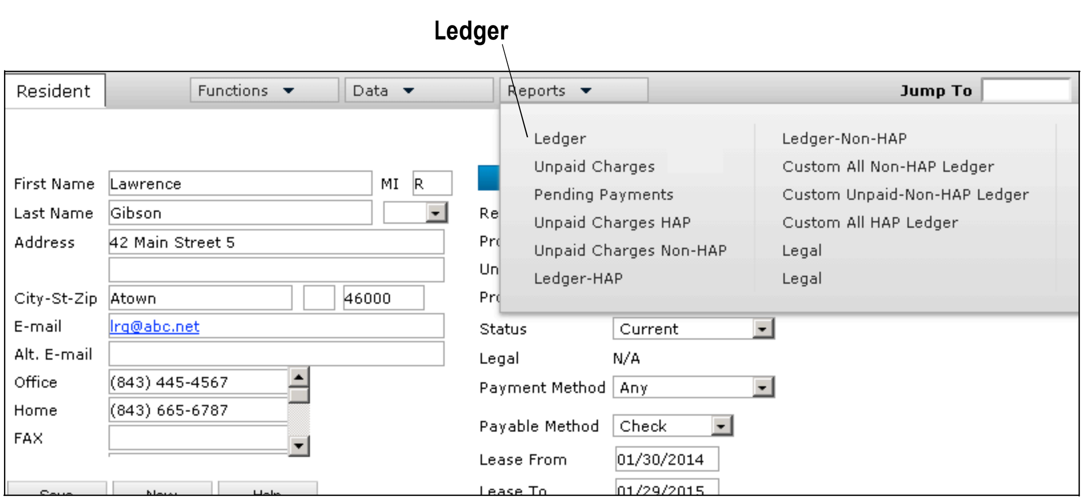
1 On the **Community Manager Dashboard** screen, click the **Person Search** tab. The **Person Search** tab appears in the bottom part of the dashboard.

2 In the **Name** field, type the first or last name of the household head and then click the **Search** button. A list of people who match your selection criteria appears.

3 Click the name of the household head. The **Resident** screen appears. The household's rental status is now **Current**.




4 From the **Reports** menu on the **Resident** screen, click **Ledger**.



5 Review the household's resident ledger. When you are finished, close the ledger screen.

PMB Management

**Date : 1/30/2014**

**Resident Ledger**

| | | | | | |
|---|---|---|---|---|---|
| Code | t0020352 | Property | kn0919t | Lease From | 1/30/2014 |
| Name | Lawrence Gibson | Unit | 5A | Lease To | 1/29/2015 |
| Address | 42 Main Street 5 | Status | Current | Move In | 1/30/2014 |
| | | Rent | 785 | Move Out | |
| City St. Zip | Atown, 46000 | Phone(O)- | (843) 445-4567 | Phone(H)- | (843) 665-6787 |

| Date | Description | Charge | Payment | Balance | Chg/Rec |
|---|---|---|---|---|---|
| 1/30/2014 | Application Fee | 30.00 | | 30.00 | 78889 |
| 1/30/2014 | Credit Report | 35.00 | | 65.00 | 78890 |
| 1/30/2014 | Deposit | 800.00 | | 865.00 | 78891 |
| 1/30/2014 | Rent for 2 days | 50.65 | | 915.65 | 78892 |
| 1/30/2014 | Extra keys | 30.00 | | 945.65 | 78893 |

6 From the **Reports** menu on the **Resident** screen, click **Unpaid Charges**.

7 Review the unpaid charges ledger. When you are finished, close the unpaid charges ledger screen.

PMB Management

**Date: 1/30/2014**

**Tenant Unpaid Charges**

| | | | | | |
|---|---|---|---|---|---|
| Code | t0020352 | Property | kn0919t | Lease From | 1/30/2014 |
| Name | Lawrence Gibson | Unit | 5A | Lease To | 1/29/2015 |
| Address | 42 Main Street 5 | Status | Current | Move In | 1/30/2014 |
| | | Rent | 785 | Move Out | |
| City St. Zip | Atown, 46000 | Phone(O)- | (843) 445-4567 | Phone(H)- | (843) 665-6787 |

| Date | Description | Charge | Payment | Balance | Chg # |
|---|---|---|---|---|---|
| 1/30/2014 | Application Fee | 30.00 | | 30.00 | 78889 |
| 1/30/2014 | Credit Report | 35.00 | | 65.00 | 78890 |
| 1/30/2014 | Deposit | 800.00 | | 865.00 | 78891 |
| 1/30/2014 | Rent for 2 days | 50.65 | | 915.65 | 78892 |
| 1/30/2014 | Extra keys | 30.00 | | 945.65 | 78893 |

A resident's ledger contains paid and unpaid charges and receipts for paid charges. The unpaid charges ledger contains only unpaid charges. Because you have just completed the move in, both ledgers will look the same and show only the transactions posted for the move-in.

# *Chapter 11*

# LIHTC Property Waiting Lists

**In this lesson:**



This lesson explains how to use the Voyager affordable housing waiting list for a HUD project-based property.

## Introduction to LIHTC Waiting Lists

Waiting lists in Voyager are set up by property. Each property has only one waiting list, organized by bedroom size defined as the number of bedrooms in a unit. You will be able to quickly see how many households are waiting of each bedroom size in the property.

Voyager keeps a contact history for each household and requires contact-log documentation for waiting list actions and events that affect a household's position on the list. Examples are moving a household to the bottom of the list or removing a household from the list. You can also add information to the contact-log as needed. You can review a household's contact history and print an affordable housing waiting list report that shows each household's position on the list at a specific point in time.

In this lesson, you will learn how to complete the following tasks:

- Add prospects to a a property's waiting list.
- Document contact events for households on waiting lists.
- Review household waiting list information.
- Generate a waiting list report.
- Move households to the bottom of a waiting list
- Remove households from a waiting list
- Add residents to a property's waiting list.

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.

## Adding Prospects to LIHTC Waiting Lists

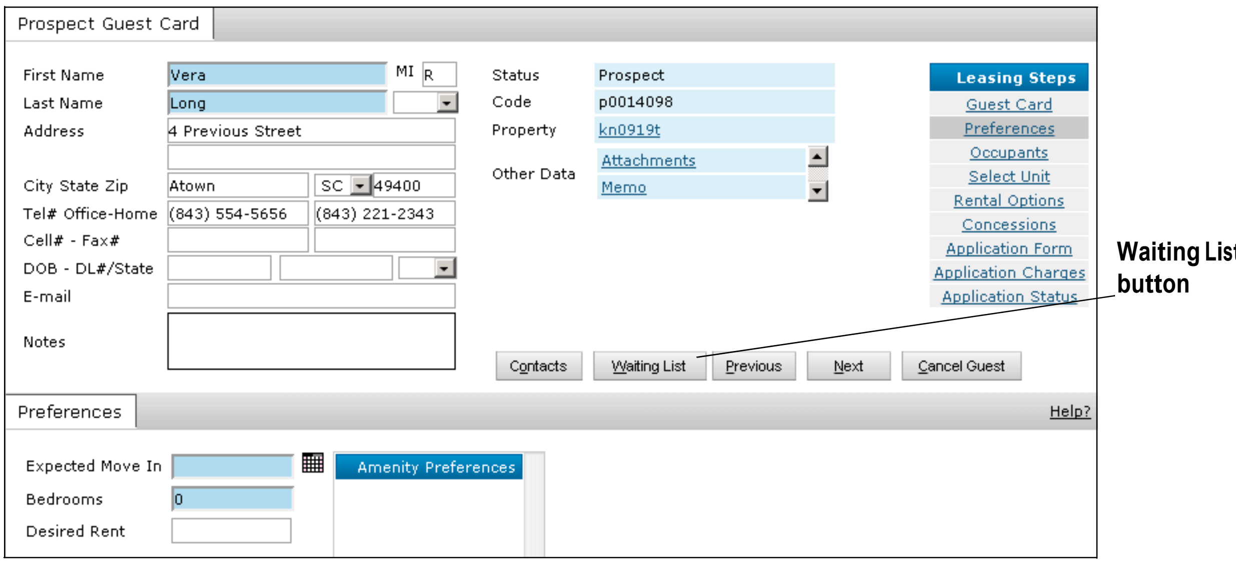
LIHTC properties may be frequently fully-occupied. When no units are available, a waiting list is set up for the property, and your security permissions give you access the waiting list, you can add prospects to the waiting list. If you have access to waiting lists for several properties, you can also include the prospect on those lists.

In this lesson, you will add a prospect to a waiting list from the **Preferences** leasing step. You can also add the prospect to the property's waiting from any leasing step of the leasing workflow.

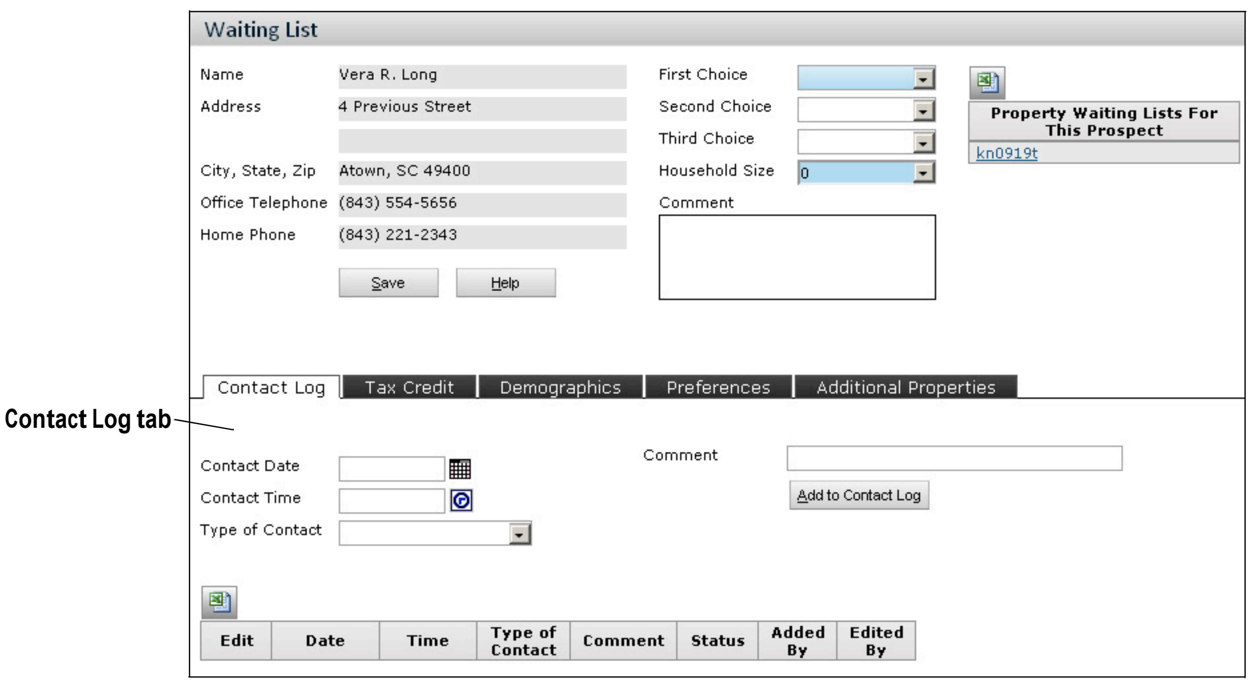
### To add a prospect to an LIHTC property's waiting list

**1** Add a prospect guest card for the household head and then click **Next** to advance to the **Preferences** leasing step.

**2** Click the **Waiting List** button, located above the **Preferences** tab on the **Prospect Guest Card** screen.




The **Waiting List** screen appears. The **Contact Log** tab appears in the bottom part of the screen.



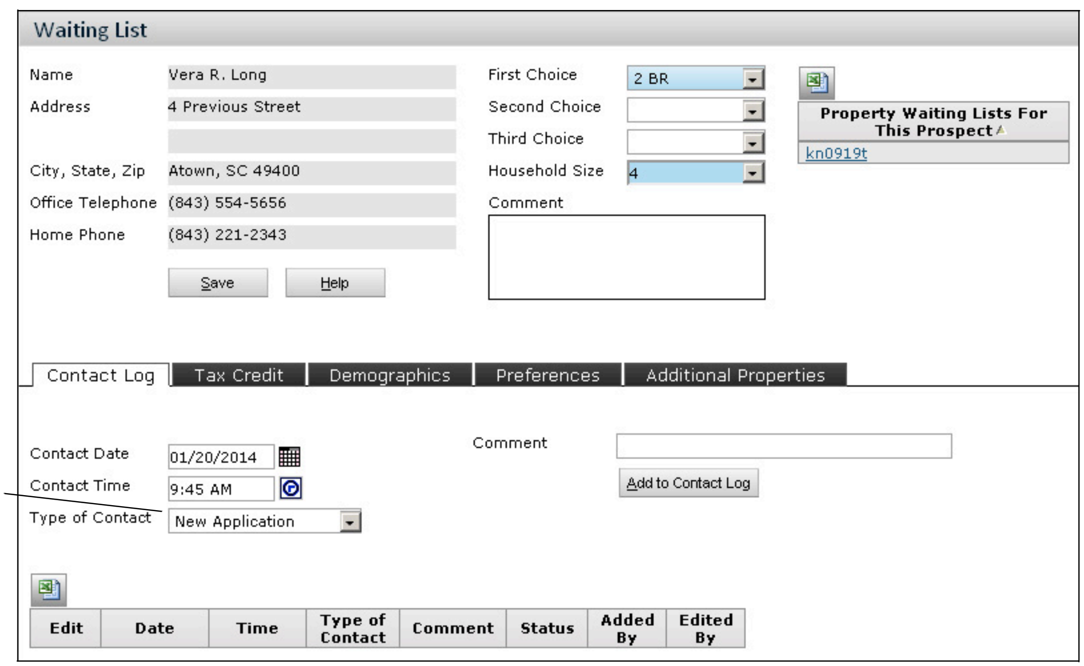
**3** Complete the following fields in the top part of the **Waiting List** screen:

| | |
|---|---|
| **First Choice** | Select the unit size, in terms of the number of bedrooms, that the prospect prefers. |
| **Second Choice** | If units of more one size exist in the property and the prospect has a second choice for number of bedrooms, select the prospect's second choice. |
| **Third Choice** | If units of several sizes exist in the property and the prospect has a third choice for number of bedrooms, select the prospect's third choice. |
| **Household Size** | Type the number of people in the household. |
| **Comments** | Type initial remarks, if needed.<br><br>**NOTE** Ensure that your comments, notes, and remarks comply with fair housing laws. Follow direction of management in your organization before adding comments. |

**4** On the **Contact Log** tab, complete the following fields:

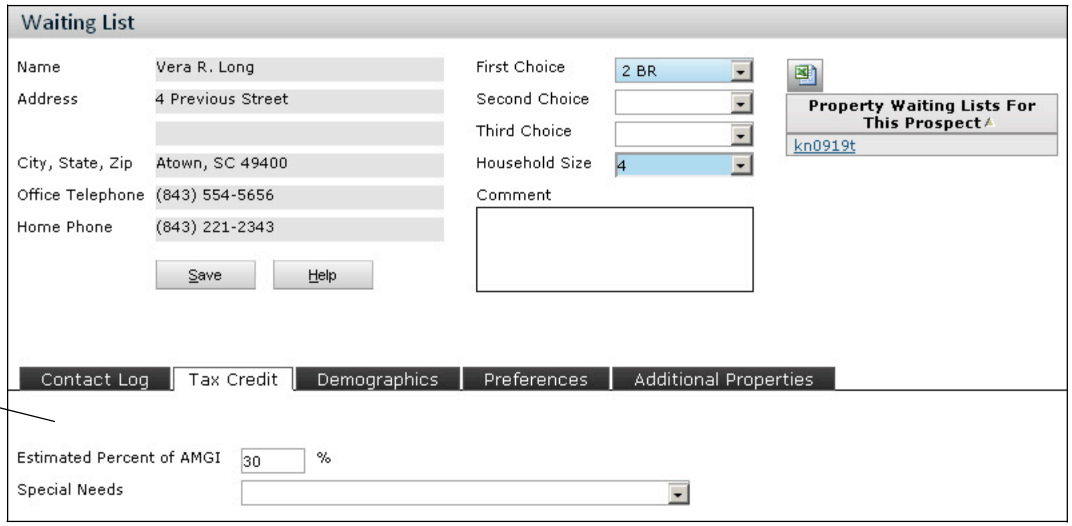
| | |
|---|---|
| **Contact Date** | Type the date on which you are adding the prospect to the waiting list, or click the **Calendar** button and select the date. |
| **Contact Time** | Type the at which you are adding the prospect to the waiting list, or click the **Clock** button and select the time. |
| **Type of Contact** | Select **New Application**. |
| **Comments** | Type notes or remarks, if needed.<br><br>**NOTE** Ensure that your comments, notes, and remarks comply with fair housing laws. Follow direction of management in your organization before adding comments. |

**New Application**



**5** Click the **Tax Credit** tab.

Tax Credit tab



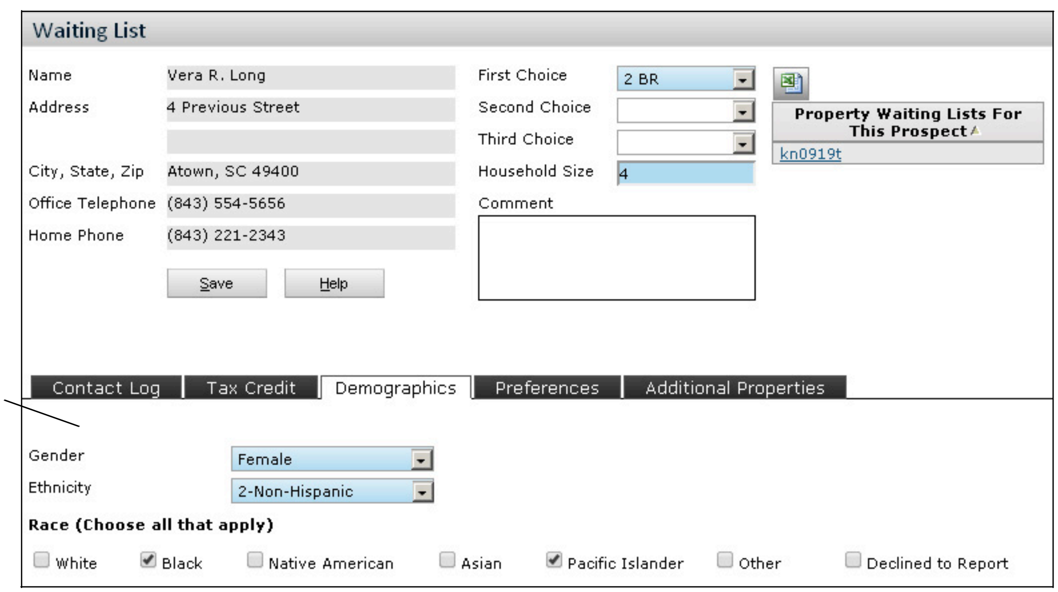

**6** In the **Estimated Percent of AMGI** field, type the percentage of the area median gross income that you estimate is appropriate for the household.

**7** If a **Special Needs** field appears on the **Tax Credit** tab and the household has one of the special needs included on the selection list, select the most appropriate special needs type.

The two-character state code recorded on the **Property** screen for the subject property determines the special needs that appear on this list.

**8** Click the **Demographics** tab.

Demographics tab

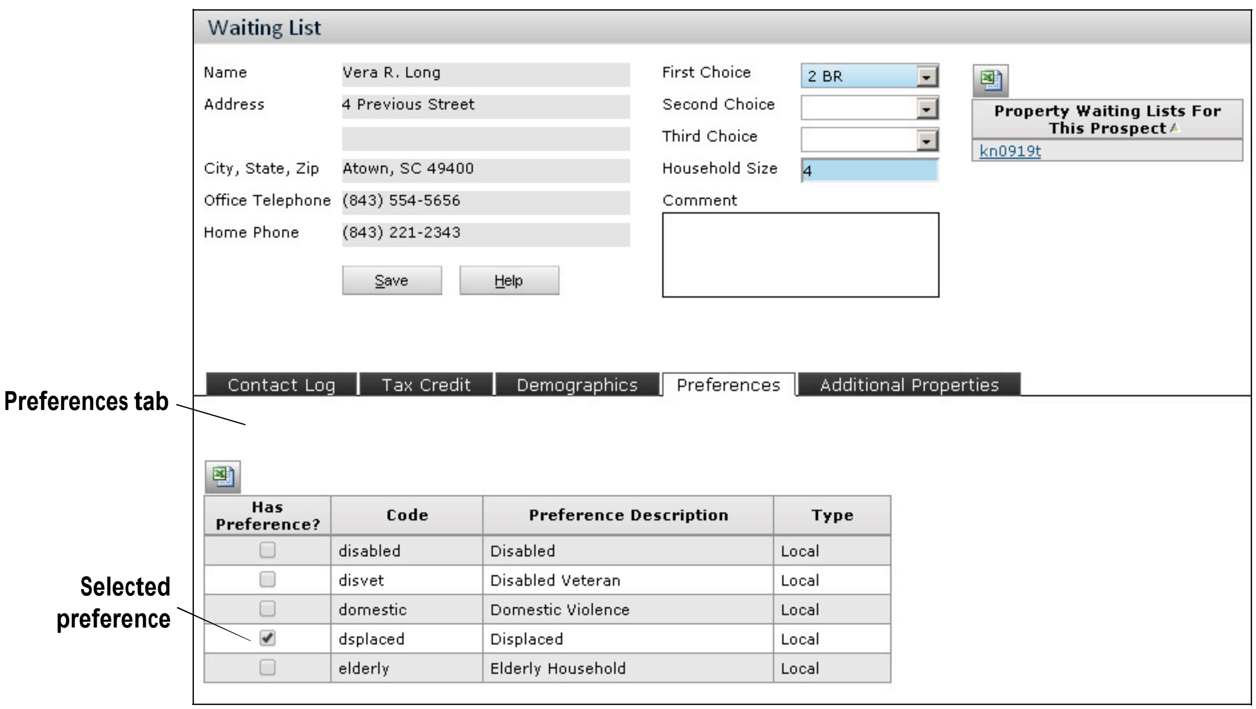


**9** Complete the following fields:

| | |
|---|---|
| **Gender** | Select **Male** or **Female**.<br><br>If you are not required to specify gender for your waiting list and the person does not want to identify with a specific gender, select **Declined to Report**. |
| **Ethnicity** | Select the **1-Hispanic** or **2-Non-Hispanic**.<br><br>If you are not required to specify ethnicity for your waiting list and the person does not want to disclose whether the person is Hispanic or non-Hispanic, select **Declined to Report**. |
| **Race** | Select all that apply.<br><br>If you are not required to specify race for your waiting list and the person does not want to disclose racial background, select **Declined to Report**. |

**10** If your waiting list is set up with preferences, a **Preferences** tab appears. Click the **Preferences** tab, and select any preferences that apply to the household.

Preferences influence the order in which a household appears on a waiting list.




**11** When you have added all of the information that your management organization requires, click **Save** and then close the **Waiting List** screen.

You have added the prospect to the waiting list.

# Documenting Waiting List Contact Events

Voyager keeps a contact-log for each household on a waiting list. You should document every contact event that occurs with a household on a waiting list.

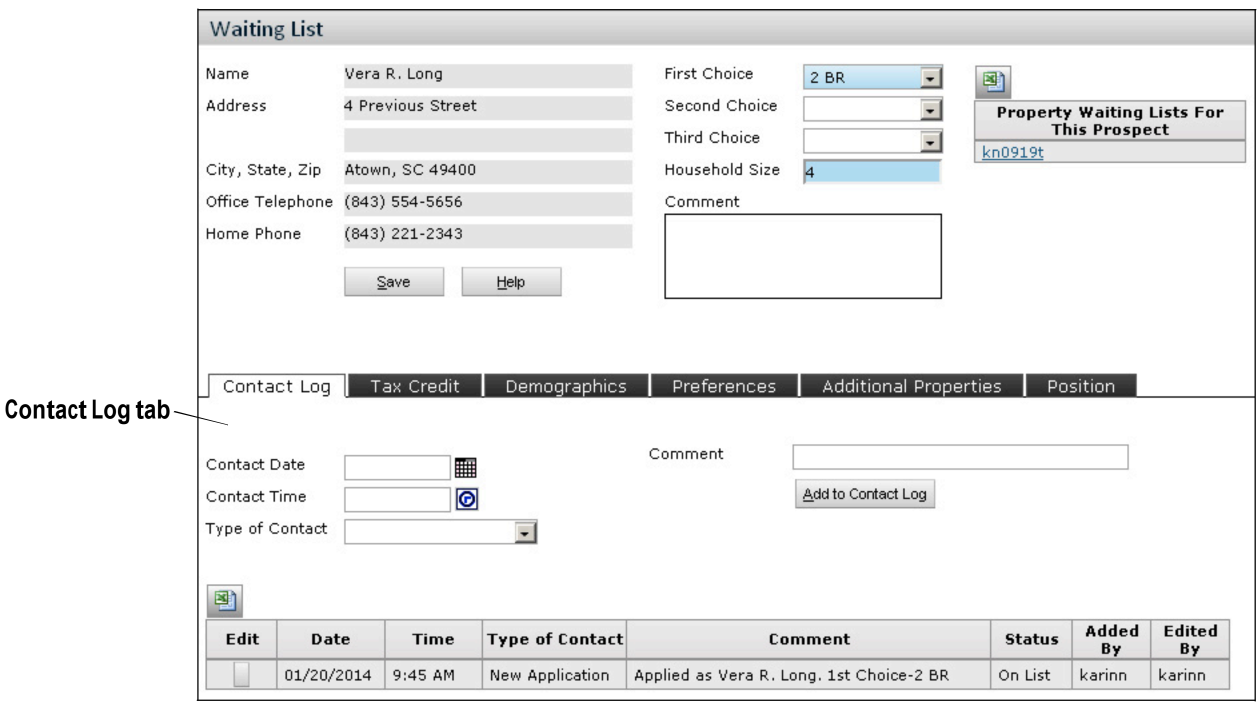
Depending on your user security permissions, you will manually add information to the contact log when you need to move a household to the bottom of a waiting list, remove a household from a waiting list, or document other waiting list contacts and events. When you complete procedures such as approving a prospect's application during the leasing process or processing a move-in, Voyager automatically updates the household's contact log.

### To document a waiting list contact event for a prospect

**1** On the **Community Manager Dashboard** screen, perform a person search to find the name of the household head. The name appears on the **Person Search** tab.

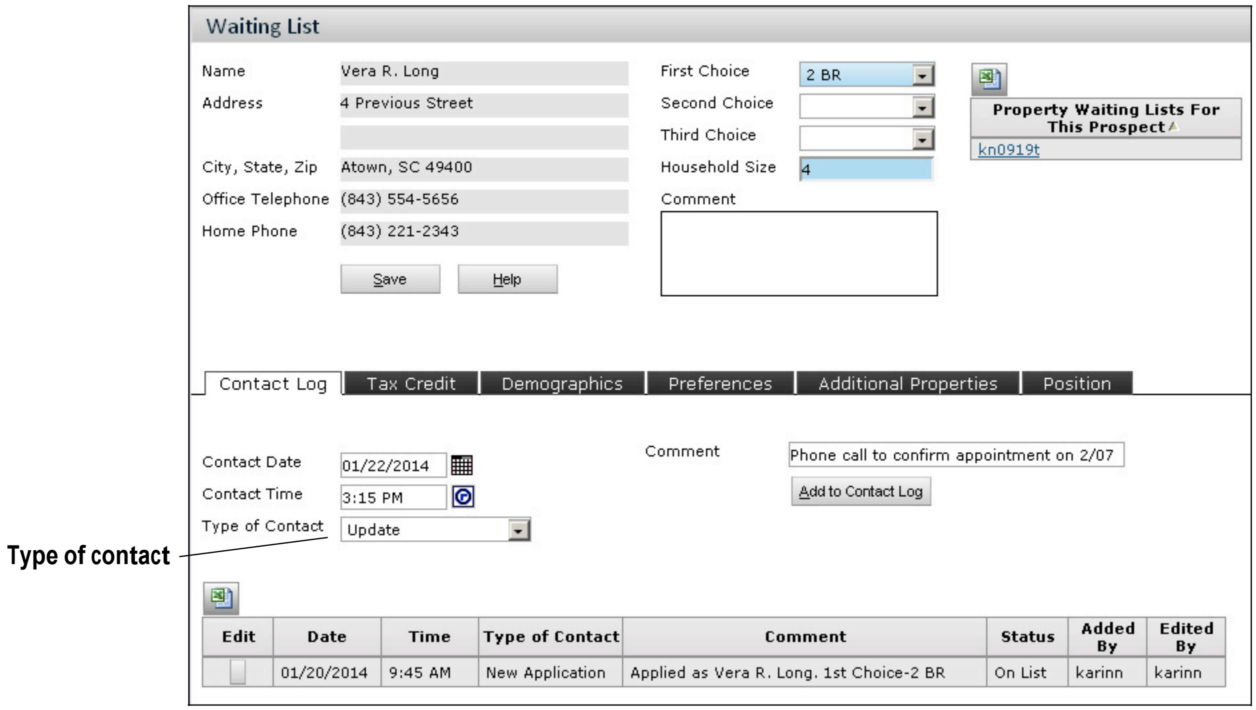
**2** Click the name of the household head. The **Prospect Guest Card** screen appears. The selected leasing step on the guest card is the last step that you completed.

**3** Click the **Waiting List** button. The **Waiting List** screen appears. The **Contact Log** tab appears in the bottom part of the screen.

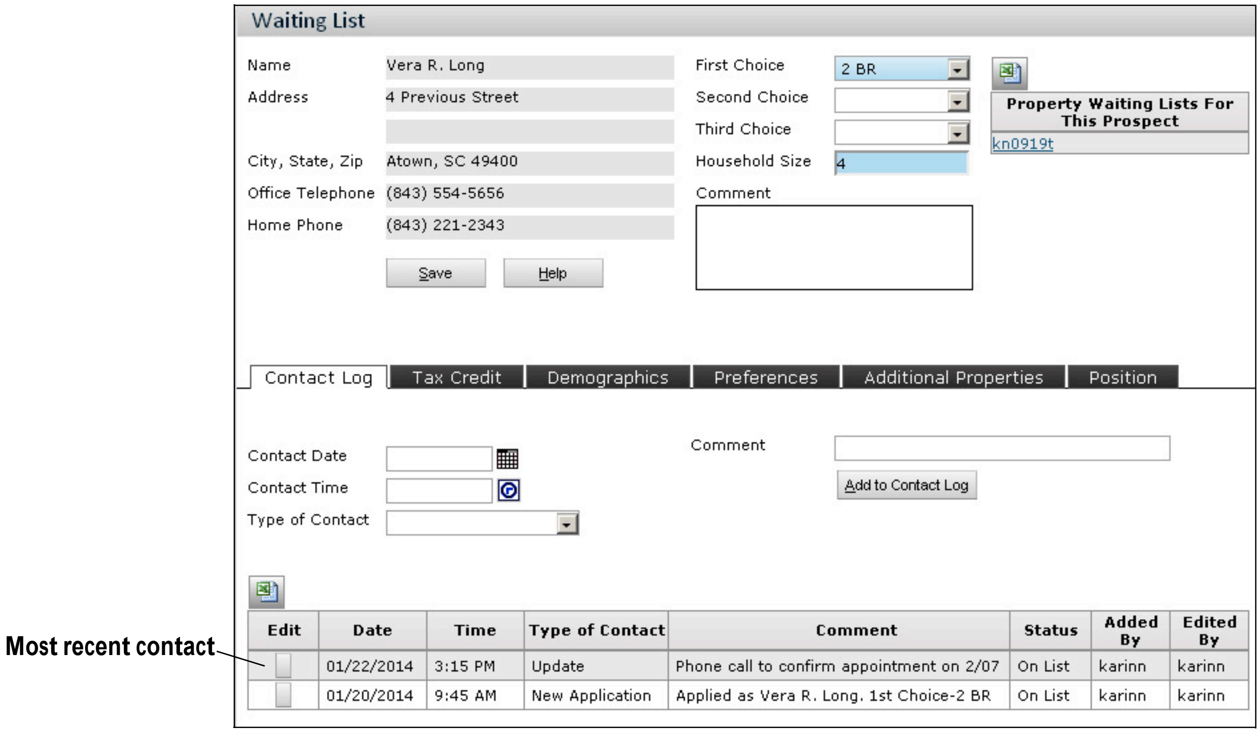


**4** On the **Contact Log** tab, complete the following fields:

| | |
|---|---|
| **Contact Date** | Type or select the date on which the contact occurred. |
| **Contact Time** | Type or select the contact time. |
| **Type of Contact** | Select the type of contact or event that you are recording. For example, if you are recording a contact for a phone conversation, select **Update** or **Active**. |
| **Comments** | Type notes or remarks, if needed.<br>**NOTE** Ensure that your comment comply with fair housing laws. Follow direction of management in your organization before adding comments |



5 Click the **Save** button. Voyager adds the information to the prospect's contact log. A row appears at the top of the prospect's contact history.




## Reviewing Prospect Waiting List Information

You can review a prospect's waiting list information from the any leasing step on the **Prospect Guest Card** screen. While reviewing the information, you can add additional information or document additional contacts.

### To review a prospect's waiting list information

1 Perform a person search to find the household head and then click that person's name. The **Prospect Guest Card** screen appears. The selected leasing step on the guest card is the last step that you completed for the household.

2 Click the **Waiting List** button. The **Waiting List** screen appears.

3 Review the information on the screen. If needed, add additional comments or document a new contact event.

4 When you are finished, close the **Waiting List** screen.

## Reviewing LIHTC Property Waiting Lists

In the **Traffic** section on the **Community Manager Dashboard** screen, the number to the right of the **Affordable Waiting List** heading represents the waiting list for the selected property. Voyager sorts an affordable housing waiting list by bedroom size, defined as the number of bedrooms in the unit. Voyager shows a separate view of the list by bedroom size.

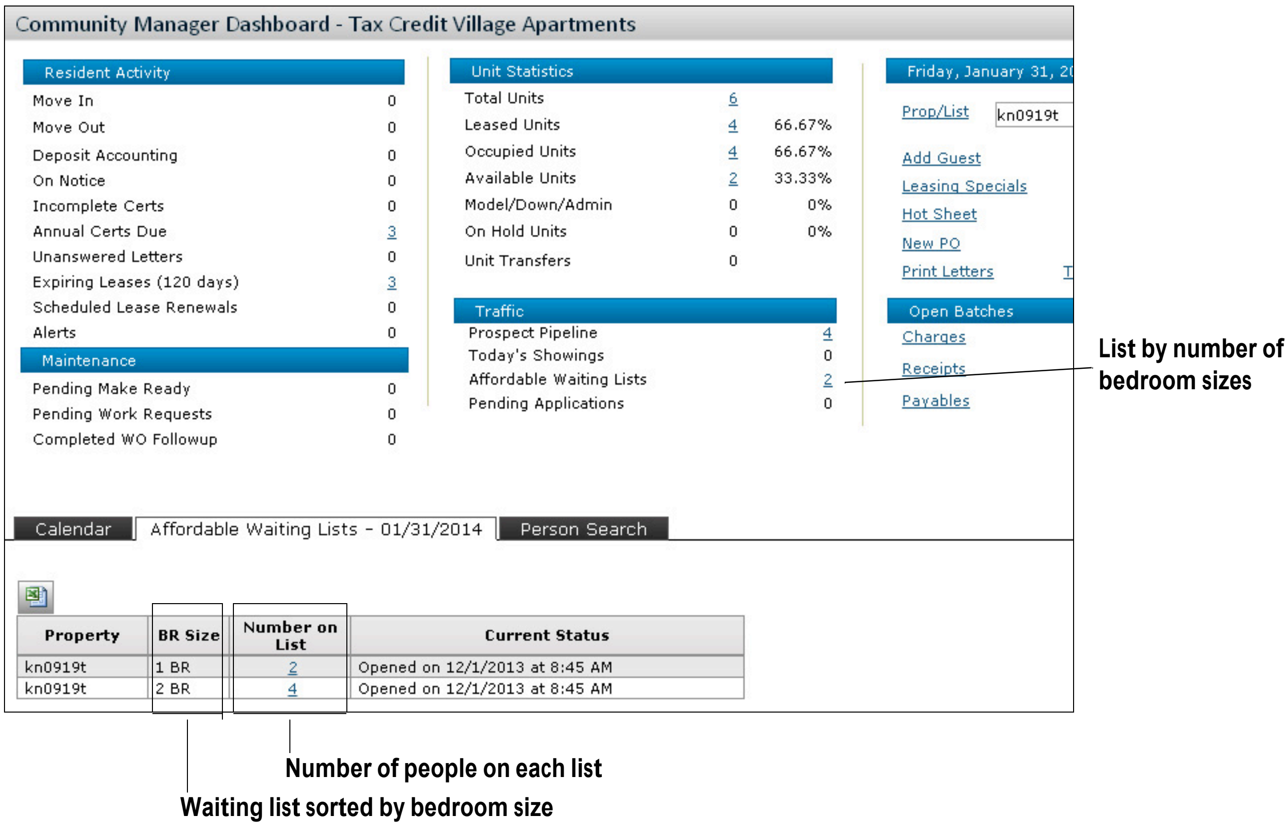
For example:

- If a waiting list includes only households requesting one-bedroom units, or if a waiting list includes only households requesting two-bedroom units, the number **1** appears to the right of the heading. Clicking the number displays the Affordable Waiting Lists tab with *one* waiting list.
- If a waiting list includes households requesting two-bedroom units and households requesting three-bedroom units, or if a waiting list includes households requesting one-bedroom units and three-bedroom units, the number **2** appears to the right of the heading. Clicking the number displays the Affordable Waiting Lists tab with *two* waiting lists, one for each bedroom size that the households on the list have requested.

When a waiting list is set up for the subject property, a **0** (zero) appears for the **Affordable Waiting Lists** heading in the **Traffic** section of the **Community Manager Dashboard** screen until you have added households to the waiting list.

The **Number on List** column on the **Affordable Waiting Lists** tab represents the number of households on each waiting list. Clicking the number displays that waiting list in a format similar to the affordable housing waiting list report.

The following graphic shows the **Community Manager Dashboard** screen. The affordable housing waiting list for the subject property is sorted by bedroom size. In this example, the list has two households waiting for a one-bedroom unit and four households waiting for a two-bedroom unit.

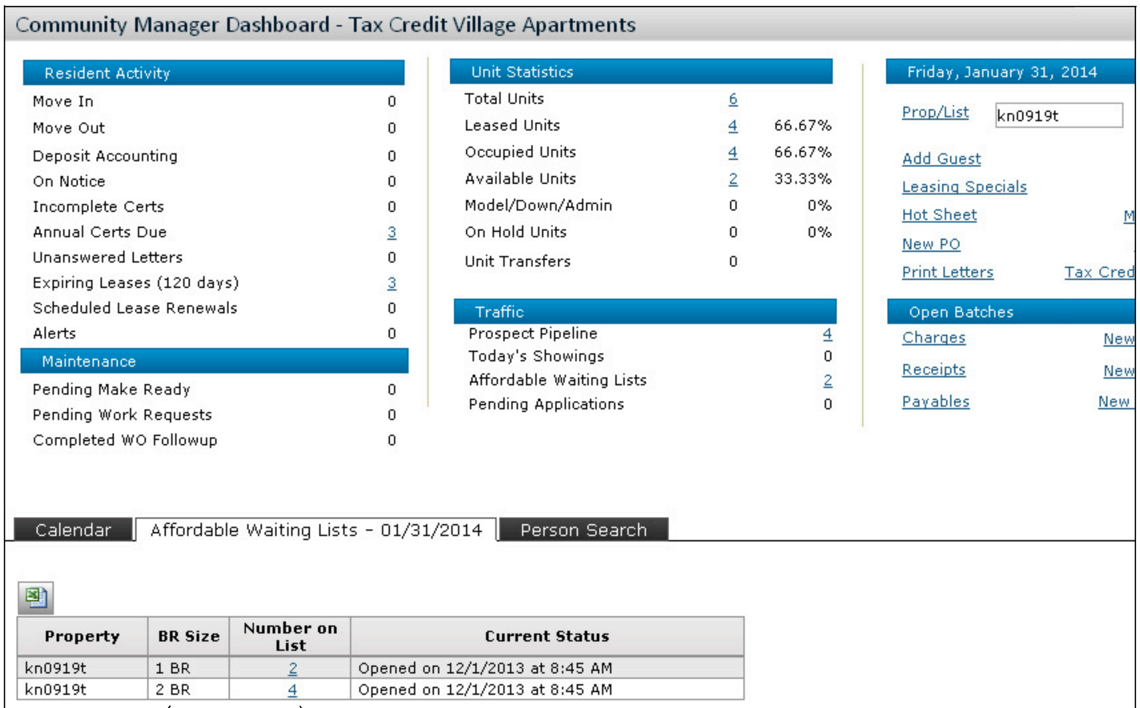


**To review an LIHTC property waiting list**

**1** On the **Community Manager Dashboard** screen, select a property.

**2** In the **Traffic** section of the dashboard, click the number for **Affordable Waiting Lists**.

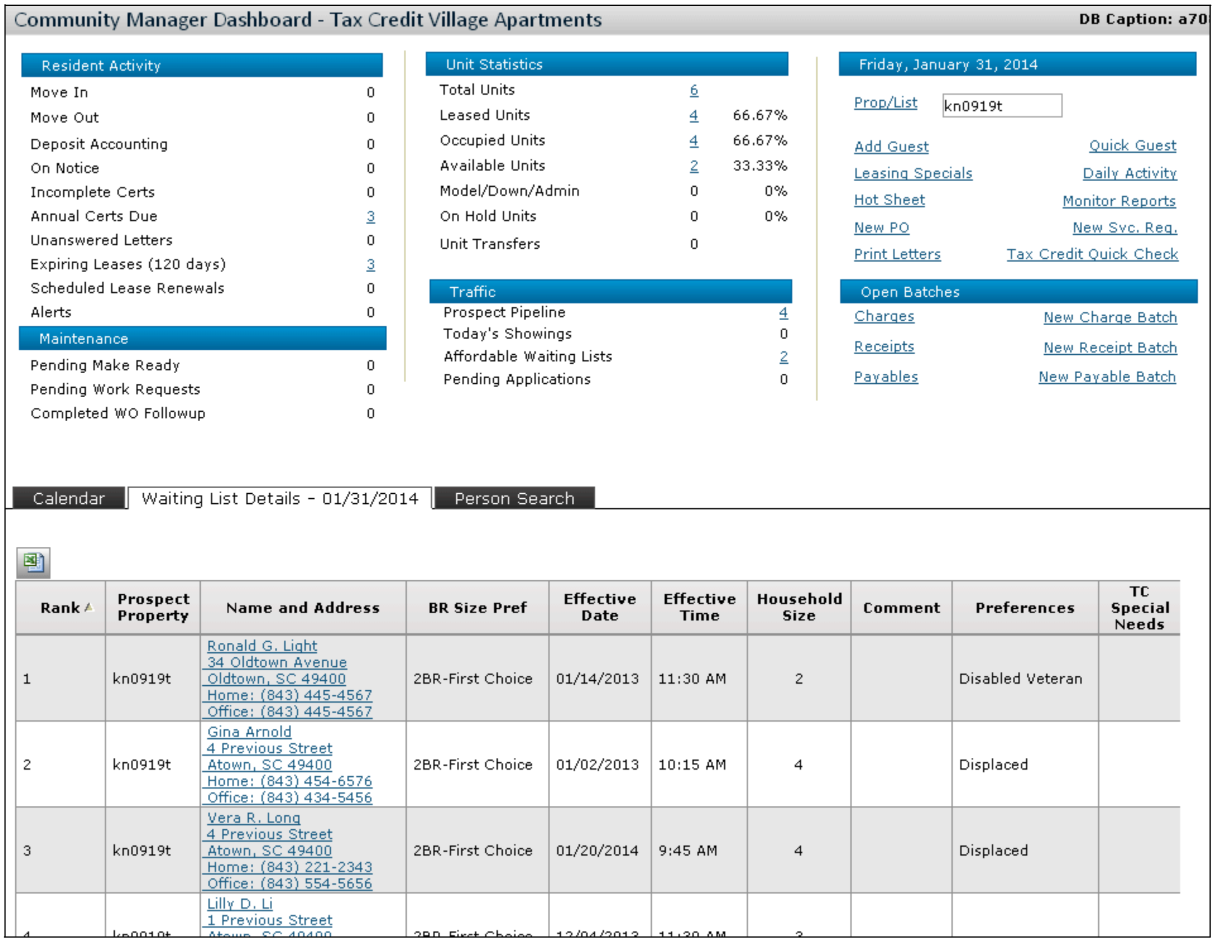
The **Affordable Waiting List** tab appears in the bottom part of the screen, sorted by the number of bedrooms that the households on the list have requested. A row appears for each number of bedrooms (bedroom sizes) requested. In each row, the **Number on List** field displays the number of households on the waiting list for that bedroom size. The numbers are links to the waiting list details.




**Two-bedroom waiting list** **Number of people on the two-bedroom waiting list**

3 On the row for the list that you want to review, click the number in the **Number on List** field. The **Waiting List Details** tab appears in the bottom part of the screen.

- If the household is a prospect, each name and address is a link to the **Prospect Guest Card** screen.
- If the household is a resident, each name and address is a link to the **Resident** screen.



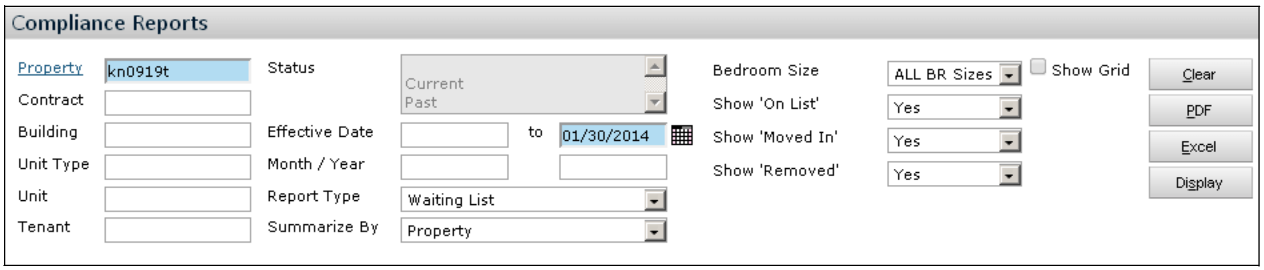

4 When you are finished reviewing the waiting list, click the **Home** button on the Voyager top menu to close the **Affordable Waiting List** tab.

# Generating LIHTC Property Waiting List Reports

The affordable housing waiting list report shows the order in which households appear on a property's waiting list. After displaying the report, you can save or print it either as a Microsoft Excel or Adobe PDF file.

### To generate a waiting list report for an LIHTC property

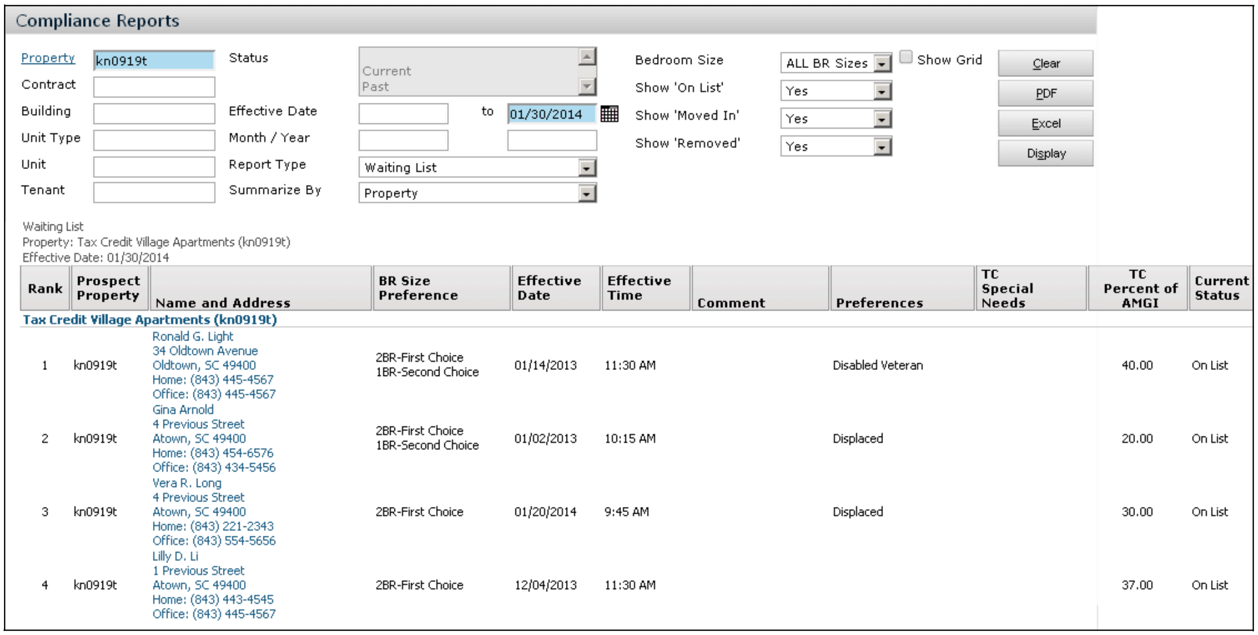
**1** From the side menu, select **Analytics > Compliance Reports**. The filter section of the **Compliance Reports** screen appears.




**2** Complete the following fields, as needed:

| | |
|---|---|
| **Report Type** | Select Waiting List. |
| **Property** | The code of the property selected on the **Community Manager Dashboard** screen appears. If needed, type or select a different property code. |
| **Bedroom Size** | Select the number of bedrooms for which you want to produce the list. |
| **Effective Date** | Type or select the starting date for the report. The report will include all households added to the list on or after your selected date. |
| **Show 'On List'** | If you want to include households on the waiting list as of your selected effective date, select Yes. If you want to exclude people who were on the list, select No/ |
| **Show 'Removed'** | If you want to include households that have been removed from the waiting list as of your selected effective date, select Yes. If you want to exclude people who were on the list, select No/ |
| **Show 'Moved In'** | If you want to include households that had moved in as of your selected effective date, select Yes. If you want to exclude people who were on the list, select No/ |
| **Show Grid** | If you want to display column-separator lines on the report, select this check box. |

3 Click **Display**. The report appears in the bottom part of the screen.




Unless the waiting list has preferences set up and preferences are selected for some of the households, households on an LIHTC waiting list have priority by date and time.

4 If you want to print or save the report, take one of the following steps:

- If you want to save or print the report as a Microsoft Excel file, click the **Excel** button.
- If you want to save or print the report as an Adobe PDF file, click the **PDF** button.

## Moving Households to the Bottom of an LIHTC Property Waiting List

When you need to move a household to the bottom of a waiting list, you must document the event in the household's waiting list contact log. Adding a contact log event of the type **Move to Bottom of WL** automatically resets the date and time at which the household was added to the list.

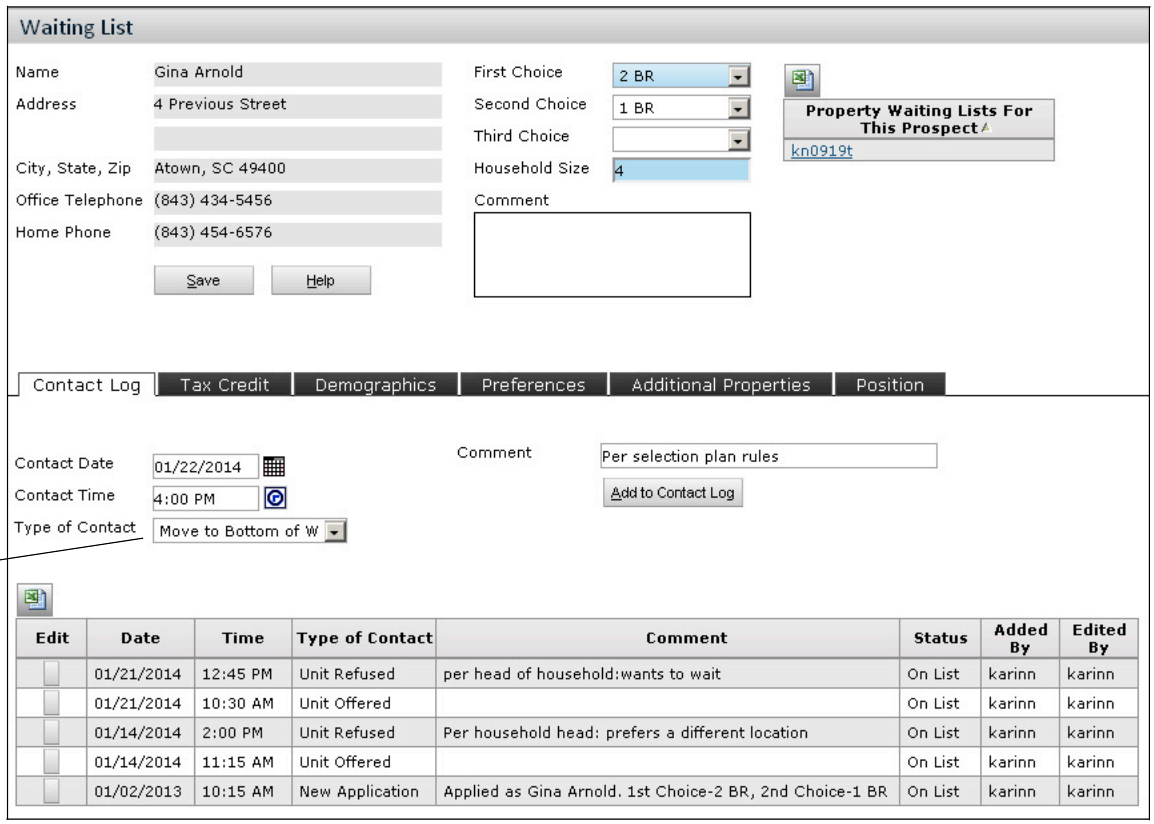
If an **Additional Properties** tab appears on the **Waiting List** screen and additional properties are selected for the household, moving the household to the bottom of the waiting list for the subject property also moves the household to the bottom of the lists for the selected additional properties. If you added the household manually to the waiting lists of several properties, moving the household to the bottom of the waiting list for one property does *not* automatically move the household to the bottom of the other waiting lists.

Carefully follow the policies of your management organization when moving a household to the bottom of a waiting list. Clearly document the time, date, and reason. Always ensure that comments, notes, or remarks comply with fair housing laws. If you keep the waiting list electronically, print the waiting list or preserve backup copies that show how the waiting list appeared before and after you changed a household's position on the list.

### To move a household to the bottom of an LIHTC property's waiting list

1. Open the **Waiting List** screen for the household that you are moving to the bottom of the list.
2. On the **Contact Log** tab, complete the following fields:

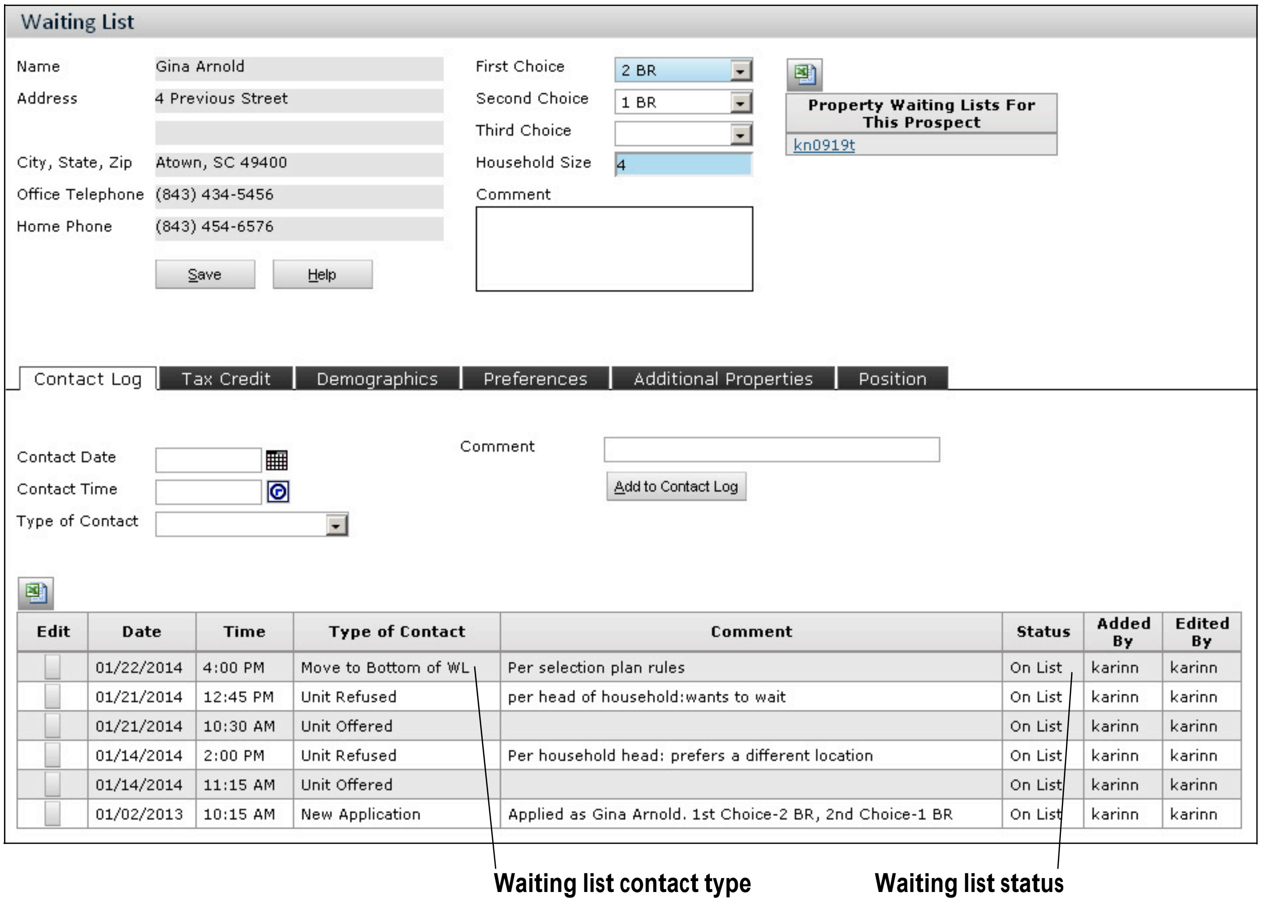
| | |
|---|---|
| **Contact Date** | Type or select the date on which you moved the household to the bottom of the waiting list. |
| **Contact Time** | Type or select the time on which you moved the household to the bottom of the waiting list. |
| **Type of Contact** | Select **Move to Bottom of WL**. |
| **Comments** | Type or select notes or remarks, if needed.<br>**NOTE** Ensure that your comments, notes, or remarks comply with fair housing laws. Follow direction of management in your organization before adding comments. |




Contact type

3 Click **Save**.

Voyager saves the information and adds a row to the log. The household is now at the bottom of the waiting list as of your selected date and time.




| Edit | Date | Time | Type of Contact | Comment | Status | Added By | Edited By |
|---|---|---|---|---|---|---|---|
| | 01/22/2014 | 4:00 PM | Move to Bottom of WL | Per selection plan rules | On List | karinn | karinn |
| | 01/21/2014 | 12:45 PM | Unit Refused | per head of household:wants to wait | On List | karinn | karinn |
| | 01/21/2014 | 10:30 AM | Unit Offered | | On List | karinn | karinn |
| | 01/14/2014 | 2:00 PM | Unit Refused | Per household head: prefers a different location | On List | karinn | karinn |
| | 01/14/2014 | 11:15 AM | Unit Offered | | On List | karinn | karinn |
| | 01/02/2013 | 10:15 AM | New Application | Applied as Gina Arnold. 1st Choice-2 BR, 2nd Choice-1 BR | On List | karinn | karinn |

# Rejecting Waiting List Applicants

Negative responses from references, the results of a criminal background check, or other reasons cause the need for rejecting an applicant from a waiting list. If you need to reject an applicant, clearly document the date, time, and reason for the rejection.

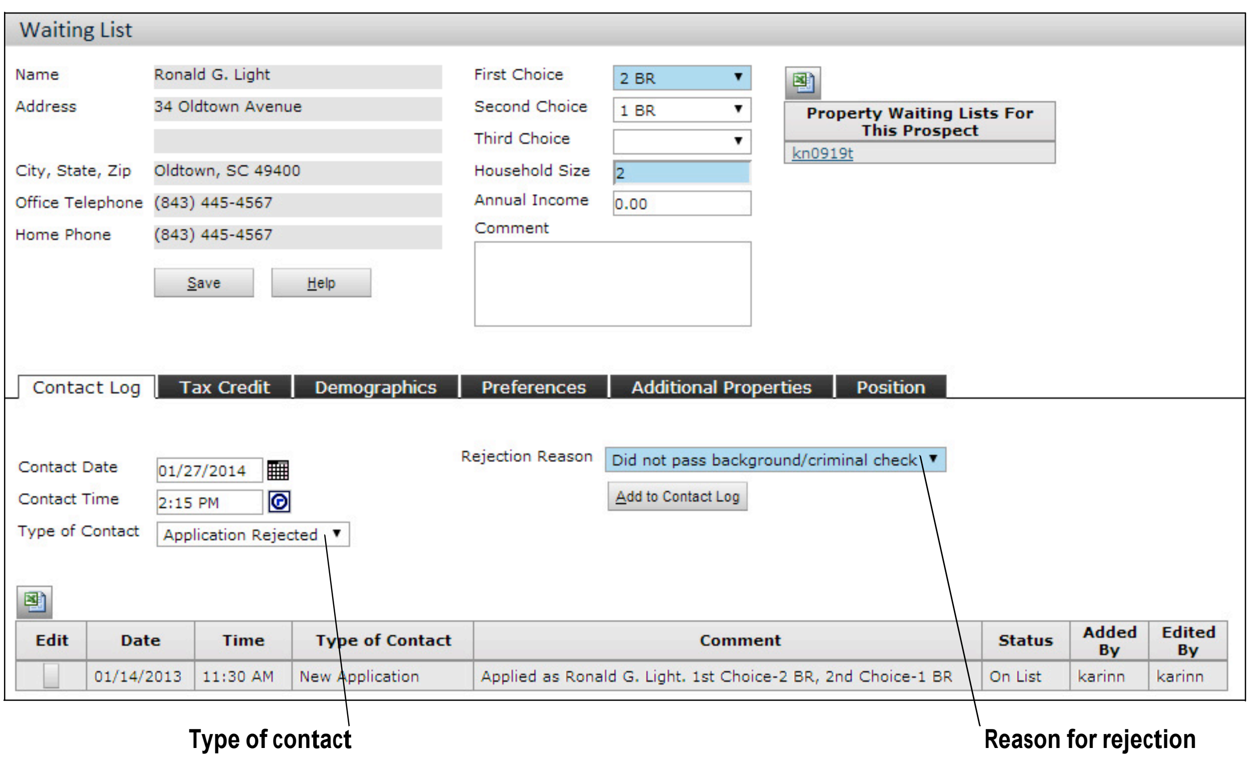
### To reject an applicant on a property's waiting list

1 On the **Community Manager Dashboard** screen, select the property.

2 Open the **Waiting List** screen for the household that you rejecting from the waiting list.

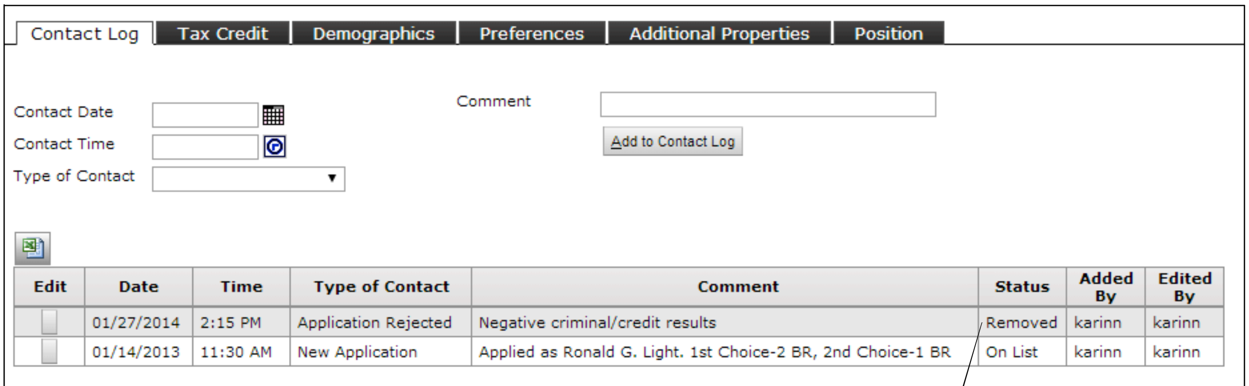
3 On the **Contact Log** tab, complete following fields:

| | |
|---|---|
| **Contact Date** | Date on which you are rejecting the applicant from the waiting list |
| **Contact Time** | Time at which you are rejecting the applicant from the waiting list |
| **Type of Contact** | Type of contact that you are recording<br>Select **Application Rejected**. |
| **Rejection Reason** | Reason that you are rejecting the applicant from the waiting list<br>Type or select the reason for the rejection<br>**NOTE** If you are manually typing the reason, ensure that your comments, notes, and remarks comply with fair housing laws. Follow direction of management in your organization before adding comments. |



**4** Click **Add to Contact Log**. You have rejected the applicant. Voyager updates the applicant's contact log. The household is no longer on the waiting list.

If a rejected applicant wins an appeal for the denial and then re-applies, Voyager adds the applicant to the waiting list in the applicant's original position.




| Edit | Date | Time | Type of Contact | Comment | Status | Added By | Edited By |
|---|---|---|---|---|---|---|---|
| | 01/27/2014 | 2:15 PM | Application Rejected | Negative criminal/credit results | Removed | karinn | karinn |
| | 01/14/2013 | 11:30 AM | New Application | Applied as Ronald G. Light. 1st Choice-2 BR, 2nd Choice-1 BR | On List | karinn | karinn |

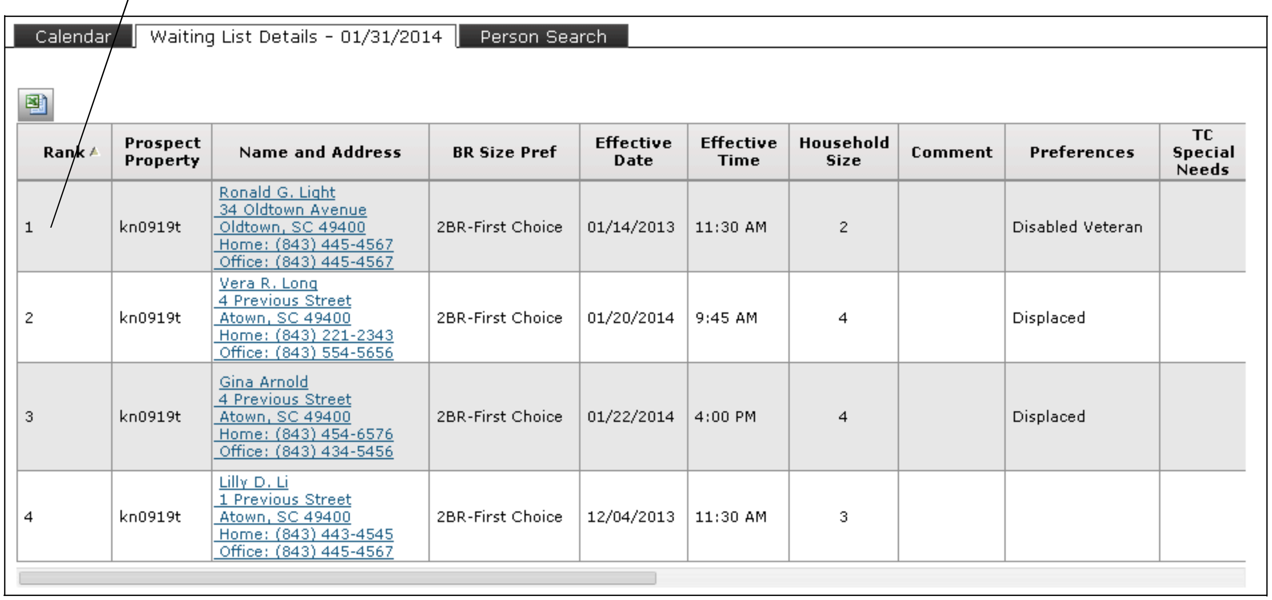
**Waiting list status**

## Denying Waiting List Applicants Assigned to Units

When you deny a prospect household that is on a waiting list, Voyager automatically removes that household from the property's waiting list. You do not need to manually process the removal.

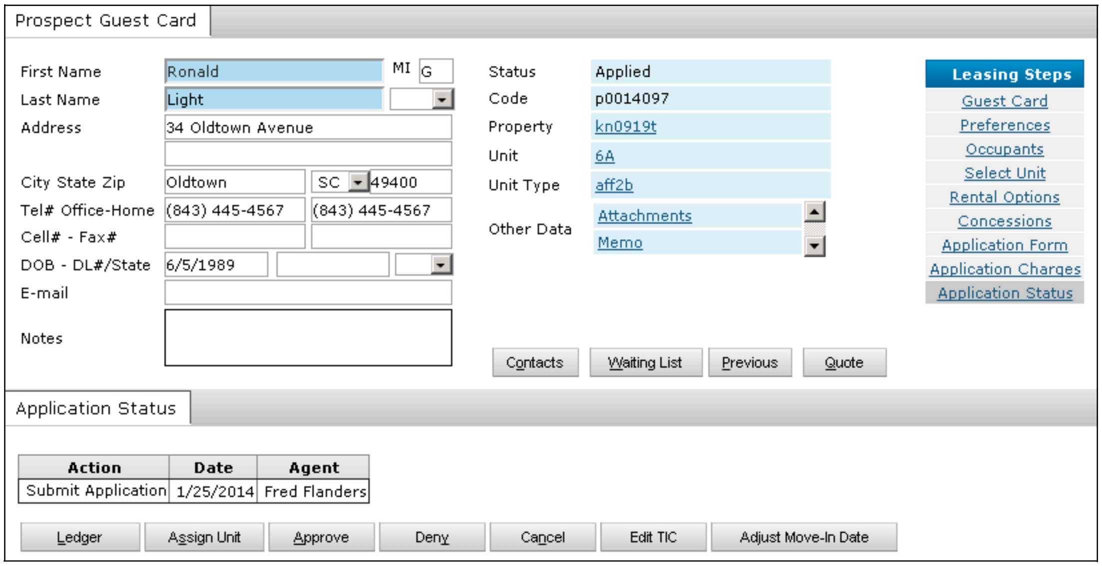
The following example describes the process of denying a prospect household that is on an LIHTC property's waiting list after the household has been assigned to a unit. The Light household will be our example.

**Household at the top of the waiting list**



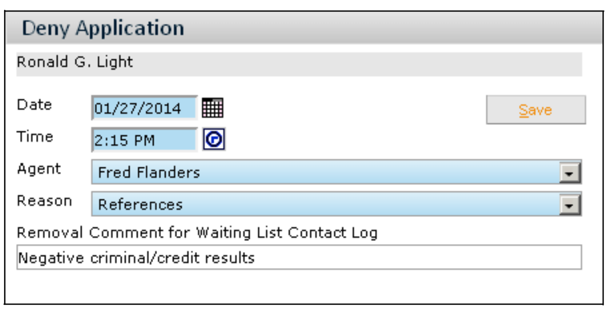

| Rank | Prospect Property | Name and Address | BR Size Pref | Effective Date | Effective Time | Household Size | Comment | Preferences | TC Special Needs |
|---|---|---|---|---|---|---|---|---|---|
| 1 | kn0919t | Ronald G. Light<br>34 Oldtown Avenue<br>Oldtown, SC 49400<br>Home: (843) 445-4567<br>Office: (843) 445-4567 | 2BR-First Choice | 01/14/2013 | 11:30 AM | 2 | | Disabled Veteran | |
| 2 | kn0919t | Vera R. Long<br>4 Previous Street<br>Atown, SC 49400<br>Home: (843) 221-2343<br>Office: (843) 554-5656 | 2BR-First Choice | 01/20/2014 | 9:45 AM | 4 | | Displaced | |
| 3 | kn0919t | Gina Arnold<br>4 Previous Street<br>Atown, SC 49400<br>Home: (843) 454-6576<br>Office: (843) 434-5456 | 2BR-First Choice | 01/22/2014 | 4:00 PM | 4 | | Displaced | |
| 4 | kn0919t | Lilly D. Li<br>1 Previous Street<br>Atown, SC 49400<br>Home: (843) 443-4545<br>Office: (843) 445-4567 | 2BR-First Choice | 12/04/2013 | 11:30 AM | 3 | | | |

This household is on the **Applicant Status Leasing** step in the leasing workflow process. The following graphic shows the **Application Status** leasing step for the Light household.




Clicking the **Deny** button opens the **Deny Application** screen. You must select the denial date and time, the property agent, and the reason for denial. You can also type comments or remarks for the household's waiting list contact log. Clicking **Save** completes the denial process.

The following graphic shows the **Deny Application** screen.




Always ensure that waiting list comments, notes, or remarks comply with fair housing laws. Follow direction of management in your organization before adding comments.

The following graphic shows the waiting list after the Light household was denied. The denial automatically removed the household from the property's waiting list.

Calendar | Waiting List Details - 01/31/2014 | Person Search

| Rank | Prospect Property | Name and Address | BR Size Pref | Effective Date | Effective Time | Household Size | Comment | Preferences | TC Special Needs | Po of |
|---|---|---|---|---|---|---|---|---|---|---|
| 1 | kn0919t | Vera R. Long<br>4 Previous Street<br>Atown, SC 49400<br>Home: (843) 221-2343<br>Office: (843) 554-5656 | 2BR-First Choice | 01/20/2014 | 9:45 AM | 4 | | Displaced | | |
| 2 | kn0919t | Gina Arnold<br>4 Previous Street<br>Atown, SC 49400<br>Home: (843) 454-6576<br>Office: (843) 434-5456 | 2BR-First Choice | 01/22/2014 | 4:00 PM | 4 | | Displaced | | |
| 3 | kn0919t | Lilly D. Li<br>1 Previous Street<br>Atown, SC 49400<br>Home: (843) 443-4545<br>Office: (843) 445-4567 | 2BR-First Choice | 12/04/2013 | 11:30 AM | 3 | | | | |

## Removing New Residents from Additional Properties Waiting Lists

When a prospect household is on a property's waiting list, completing a move-in removes the household from that waiting list. If the new resident was assigned to additional properties from the subject property's waiting list, completing the move-in removes the resident from the waiting lists for those additional properties.

If you have assigned a household to waiting lists for other properties by manually adding the household to those waiting lists, processing the move-in does *not* automatically remove the household from those waiting lists. If the resident household no longer wants to remain on those lists, you must manually remove the household. Other circumstances may also result in the need to remove a resident from a waiting list. The following steps describe how to manually remove a resident household from a property's waiting list.

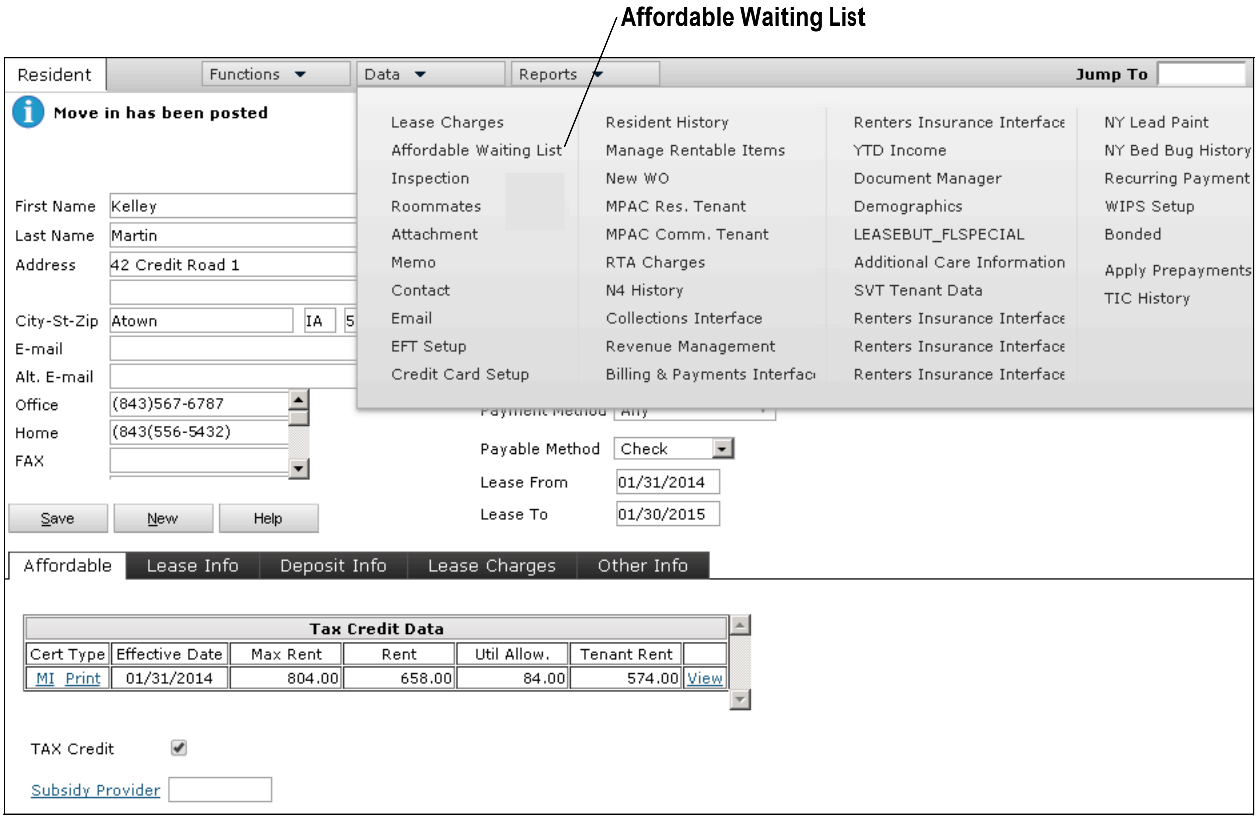
When you remove a household from a waiting list, clearly document the reasons and the time and date of that action. If you keep waiting lists electronically, periodically print the waiting list or preserve backup copies, showing how the waiting list appeared before and after you removed the household from the list.

Carefully follow the policies of your management organization when removing a household from a waiting list. Clearly document the time, date, and reason. Always ensure that comments, notes and remarks comply with fair housing laws.

### To remove a resident household from a property's waiting list

1 Open the **Resident** screen for the household that you want to remove from the waiting list.

2 From the **Data** menu on the **Resident** screen, click the **Affordable Waiting List** link.




The **Waiting List** screen appears.

3 On the **Contact Log** tab, complete the following fields:

| | |
|---|---|
| **Contact Date** | Type or select the date on which you are removing the resident from the waiting list |
| **Contact Time** | Select the time at which you are removing the resident from the waiting list |
| **Type of Contact** | Select **Removed**. |
| **Comments** | Type remarks or comments, if needed.<br>**NOTE** Ensure that your comments, notes, and remarks comply with fair housing laws. Follow direction of management in your organization when adding comments. |

4 Click **Save**.

Voyager saves the information and adds a line to the contact log. The resident's waiting list status is now **Removed**.

# Adding Residents to LIHTC Property Waiting Lists

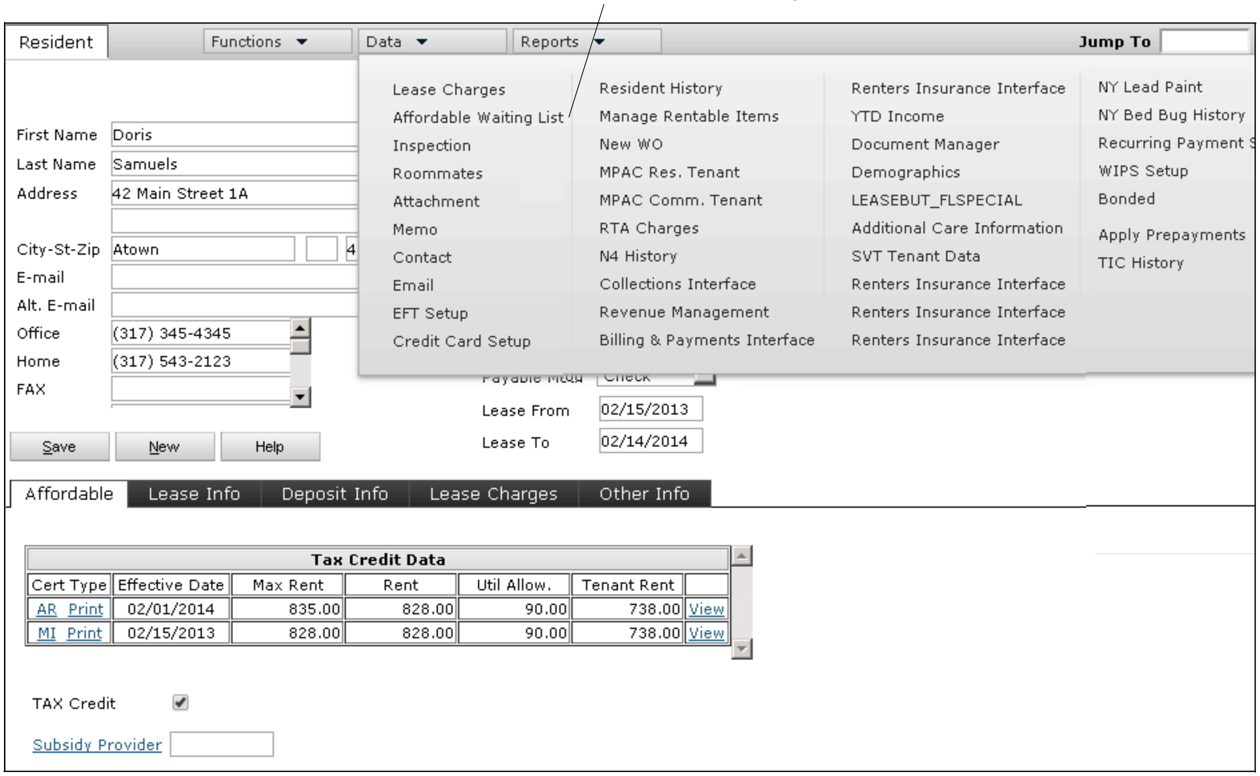
When a change in a resident household's size or circumstances cause a need for a different unit and no units meeting the household's needs are available, you can add the household to the property's waiting list.

### To add a resident household to an LIHTC property's waiting list

1 On the **Community Manager Dashboard** screen, perform a person search to find the household head.

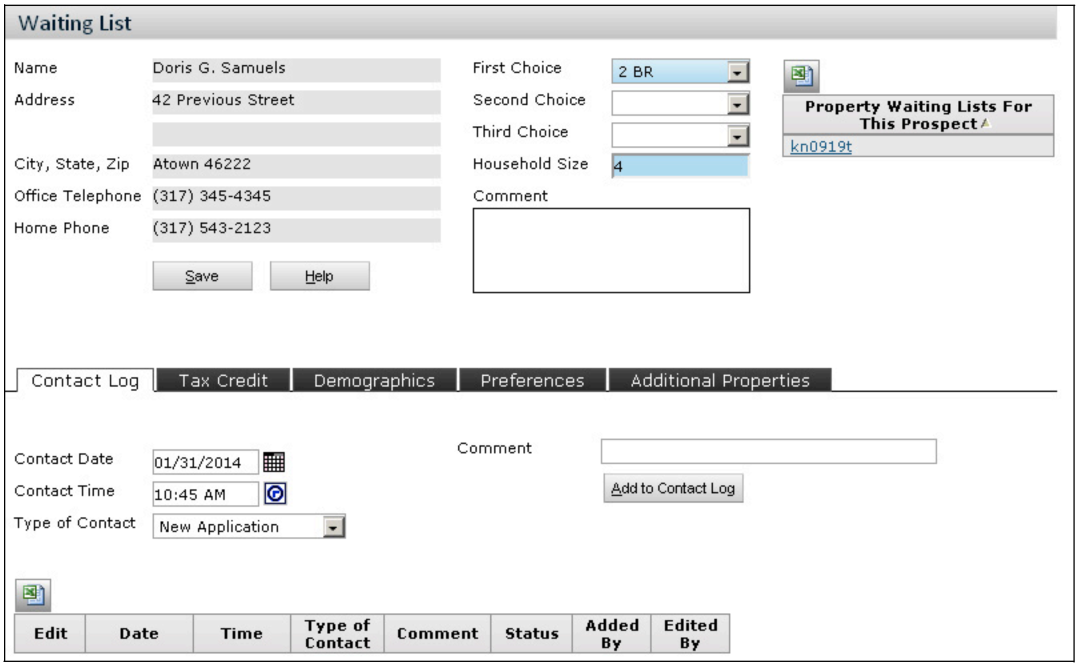
2 On the **Person Search** tab, click the name of the household head. The **Resident** screen appears.

Affordable Waiting List




3 Click the **Affordable Waiting List** link. The **Waiting List** screen appears.

4 Complete the **Contact Log** and **Tax Credit** tabs as you did when you added a prospect to the waiting list at the beginning of this lesson.




5 When you are finished, click **Save** and then close the **Waiting List** screen.

**To document a waiting list contact event for a resident**

1 From the **Data** menu on the **Resident** screen, click the **Affordable Waiting List** link. The **Waiting List** screen appears.

2 Complete and save the contact information. When you are finished, close the **Waiting List** screen.

**To review the waiting list information for a resident**

1 From the **Data** menu on the **Resident** screen, click the **Affordable Waiting List** link. The **Waiting List** screen appears.

2 Review the information. If you make any changes, click **Save** and then close the **Waiting List** screen.

## Removing Households from LIHTC Property Waiting Lists

Circumstances occur in which you need to remove a household from a waiting list. For example, a prospect household may not respond to a request for an eligibility interview or may find a preferred unit in another property, or a resident household waiting for a unit transfer may decide to withdraw the transfer request.

Documenting a contact event of the contact type **Removed** removes a household from a waiting list. After you have completed and saved the information, the household's waiting list status automatically changes to **Removed**.

If an **Additional Properties** tab appears in the **Waiting List** screen and additional properties are selected for a household, removing the household from the waiting list of the subject property also removes the household from the lists for those additional properties. If you added the prospect manually to waiting lists for several properties, removing the prospect from the waiting list of one property does not automatically remove the prospect from the waiting lists of the other properties.

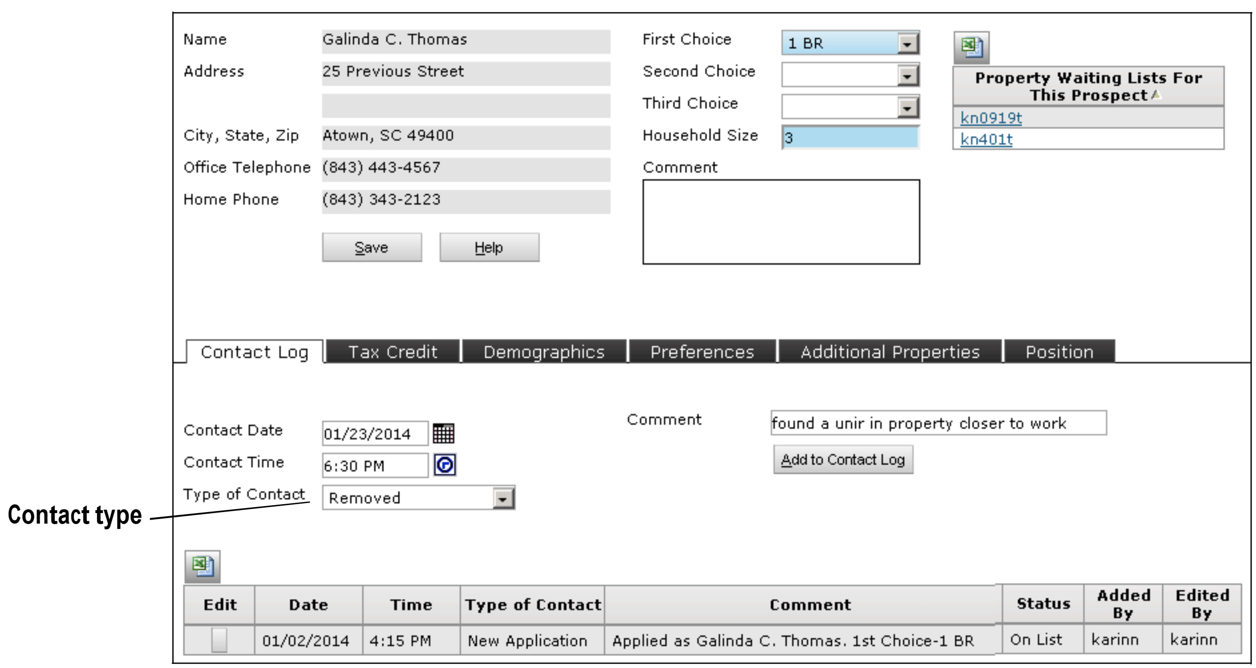
Carefully follow the policies of your management organization when removing a household from a waiting list. Clearly document the time, date, and reason. Always ensure that comments, notes or remarks comply with fair housing laws.

### To remove a household from an LIHTC property's waiting list

1 Open the **Waiting List** screen for the household that you want to remove from the list.

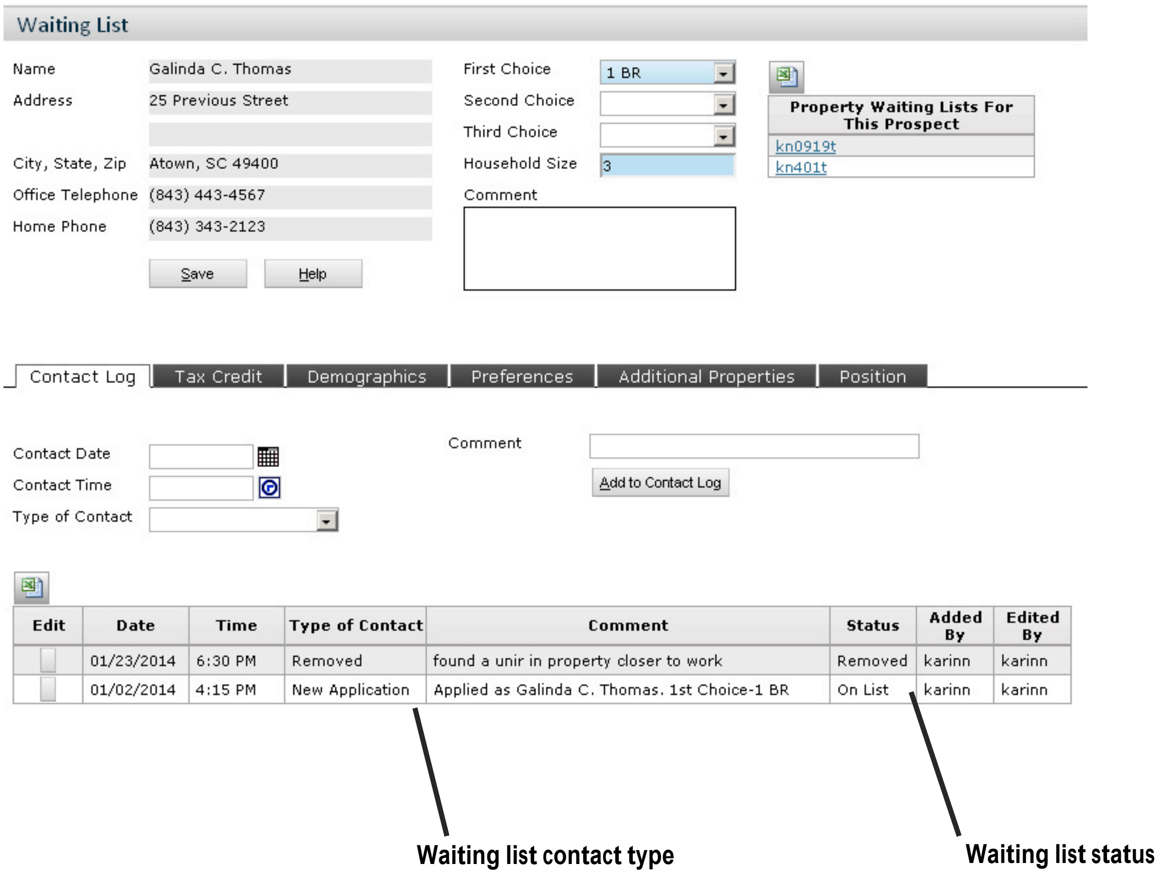
2 On the **Contact Log** tab, complete the following fields:

| | |
|---|---|
| **Contact Date** | Type or select the date on which you are removing the household from the waiting list |
| **Contact Time** | Select the time at which you are removing the household from the waiting list |
| **Type of Contact** | Select **Removed**. |
| **Comments** | Type notes or remarks, if needed.<br>**NOTE** Ensure that your comments, notes, and remarks comply with fair housing laws. Follow direction of management in your organization before adding comments. |



**3** Click **Save**.

Voyager saves the information and adds a line to the contact log. The household's waiting list status is now **Removed**.




| Edit | Date | Time | Type of Contact | Comment | Status | Added By | Edited By |
|---|---|---|---|---|---|---|---|
| | 01/23/2014 | 6:30 PM | Removed | found a unir in property closer to work | Removed | karinn | karinn |
| | 01/02/2014 | 4:15 PM | New Application | Applied as Galinda C. Thomas. 1st Choice-1 BR | On List | karinn | karinn |

# Chapter 12

## LIHTC Household Move-Outs

**In this Section:**



This lesson explains how to record a move-out notice for an LIHTC household.

## Introduction to LIHTC Move-Out

In Voyager, the move-out process consists of three steps:

1 Placing a household on notice for move-out

2 Recording the move-out

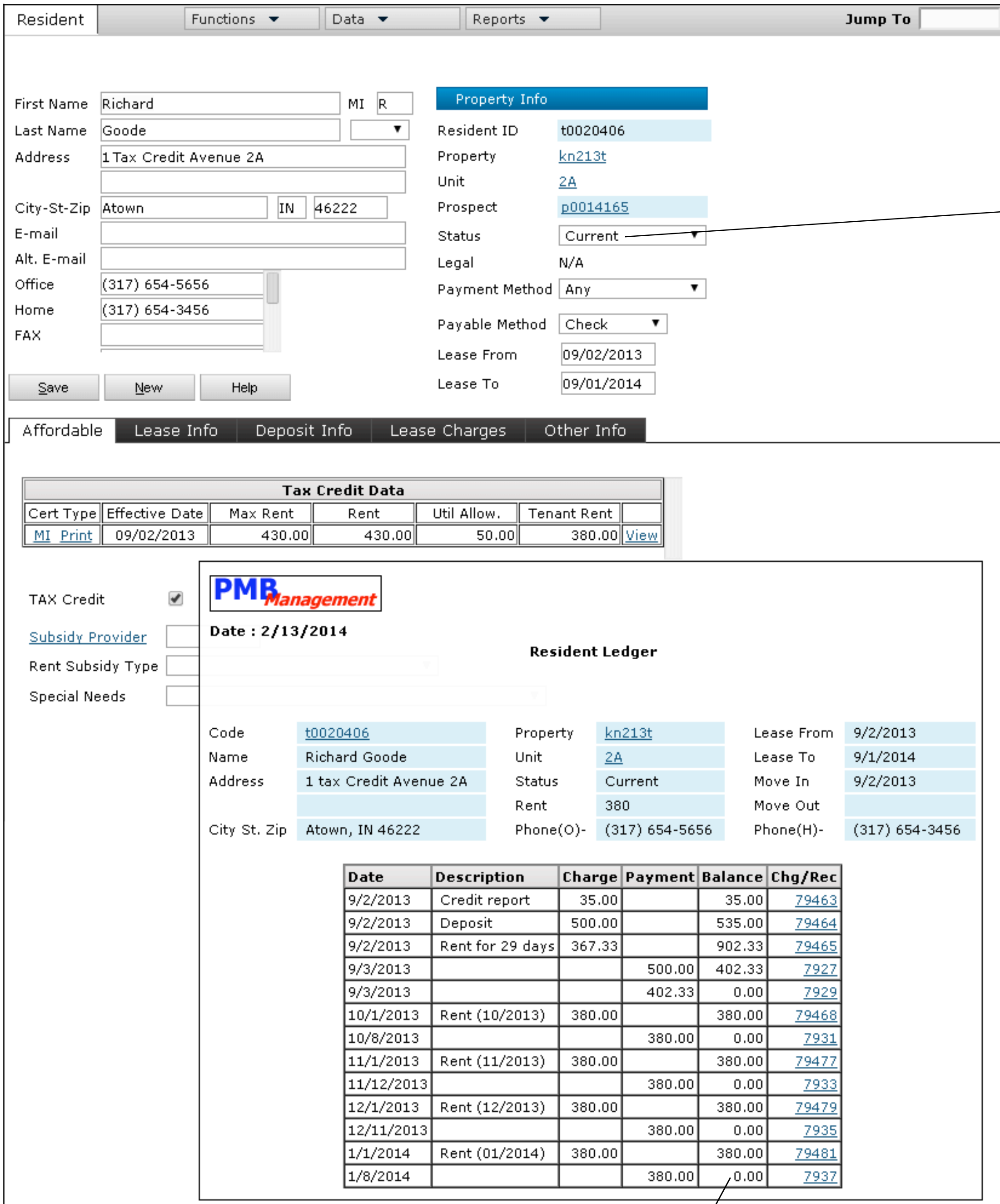
3 Completing deposit accounting for the household after move-out

In this lesson you will complete the first of these steps, recording the move-out notice. You will also learn how to cancel the notice when a household on notice decides not to move out.

For this lesson, you will need to find or create a current resident household for which you can process a move-out. In the examples used in this lesson, the household has only a move-in certification and has lived in the unit for five months. The household has only one lease charge, a lease charge for rent. The household will receive a refund after move-out.

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.

The following graphic shows the **Resident** screen and ledger for the household used in this lesson. The status of this resident is **Current**. Rent has been paid through January, 2014, and the resident's bal-ance is $0.00 (zero).


Resident Functions Data Reports Jump To

| | | | |
|---|---|---|---|
| First Name | Richard | MI | R |
| Last Name | Goode | | |
| Address | 1 Tax Credit Avenue 2A | | |
| City-St-Zip | Atown | IN | 46222 |
| E-mail | | | |
| Alt. E-mail | | | |
| Office | (317) 654-5656 | | |
| Home | (317) 654-3456 | | |
| FAX | | | |

Save New Help

Property Info

| | |
|---|---|
| Resident ID | t0020406 |
| Property | kn213t |
| Unit | 2A |
| Prospect | p0014165 |
| Status | Current |
| Legal | N/A |
| Payment Method | Any |
| Payable Method | Check |
| Lease From | 09/02/2013 |
| Lease To | 09/01/2014 |

Affordable Lease Info Deposit Info Lease Charges Other Info

Tax Credit Data

| Cert Type | Effective Date | Max Rent | Rent | Util Allow. | Tenant Rent | |
|---|---|---|---|---|---|---|
| MI Print | 09/02/2013 | 430.00 | 430.00 | 50.00 | 380.00 | View |

TAX Credit

Subsidy Provider

Rent Subsidy Type

Special Needs

PMB Management

**Date : 2/13/2014**

**Resident Ledger**

| | | | | | |
|---|---|---|---|---|---|
| Code | t0020406 | Property | kn213t | Lease From | 9/2/2013 |
| Name | Richard Goode | Unit | 2A | Lease To | 9/1/2014 |
| Address | 1 tax Credit Avenue 2A | Status | Current | Move In | 9/2/2013 |
| | | Rent | 380 | Move Out | |
| City St. Zip | Atown, IN 46222 | Phone(O)- | (317) 654-5656 | Phone(H)- | (317) 654-3456 |

| Date | Description | Charge | Payment | Balance | Chg/Rec |
|---|---|---|---|---|---|
| 9/2/2013 | Credit report | 35.00 | | 35.00 | 79463 |
| 9/2/2013 | Deposit | 500.00 | | 535.00 | 79464 |
| 9/2/2013 | Rent for 29 days | 367.33 | | 902.33 | 79465 |
| 9/3/2013 | | | 500.00 | 402.33 | 7927 |
| 9/3/2013 | | | 402.33 | 0.00 | 7929 |
| 10/1/2013 | Rent (10/2013) | 380.00 | | 380.00 | 79468 |
| 10/8/2013 | | | 380.00 | 0.00 | 7931 |
| 11/1/2013 | Rent (11/2013) | 380.00 | | 380.00 | 79477 |
| 11/12/2013 | | | 380.00 | 0.00 | 7933 |
| 12/1/2013 | Rent (12/2013) | 380.00 | | 380.00 | 79479 |
| 12/11/2013 | | | 380.00 | 0.00 | 7935 |
| 1/1/2014 | Rent (01/2014) | 380.00 | | 380.00 | 79481 |
| 1/8/2014 | | | 380.00 | 0.00 | 7937 |

**Resident status**

**Ledger balance**

In the examples that follow, the household is giving notice on December 9 and plans to move out on January 12.

# Recording a Move-Out Notice for an LIHTC Household

Recording a move-out notice for a resident documents a pending move-out and adds the notice date and pending move-out date on the **Resident** screen. The household's status changes to a notice status. The household's unit becomes available for selection by new prospects who plan to move in after the current household's move-out date.

### To record a household's move-out notice

1 Open the **Resident** screen for the household that will be moving out.

  a On the **Community Manager Dashboard** screen, click the **Person Search** tab. The **Person Search** tab appears in the bottom part of the dashboard.

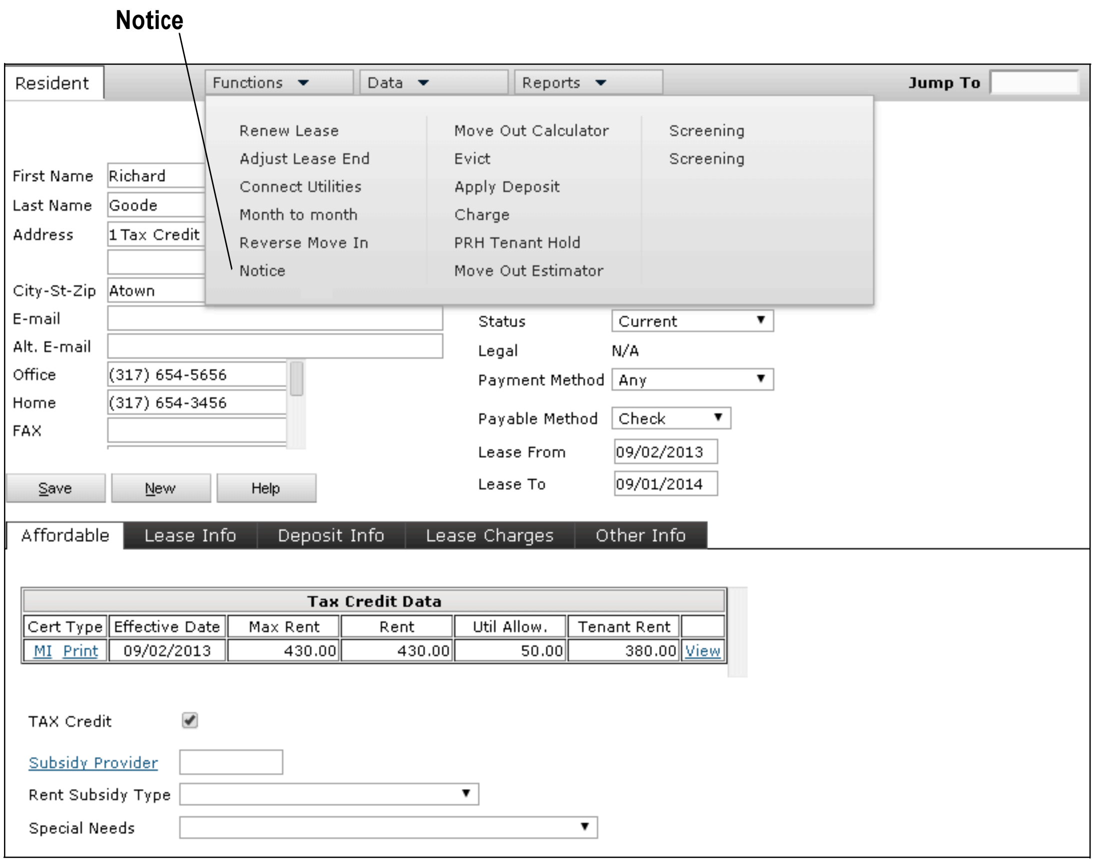
  b In the **Name** field, type the first or last name of the household head and then click the **Search** button. A list of people who match your selection criteria appears.

  c Click the name of the household head.

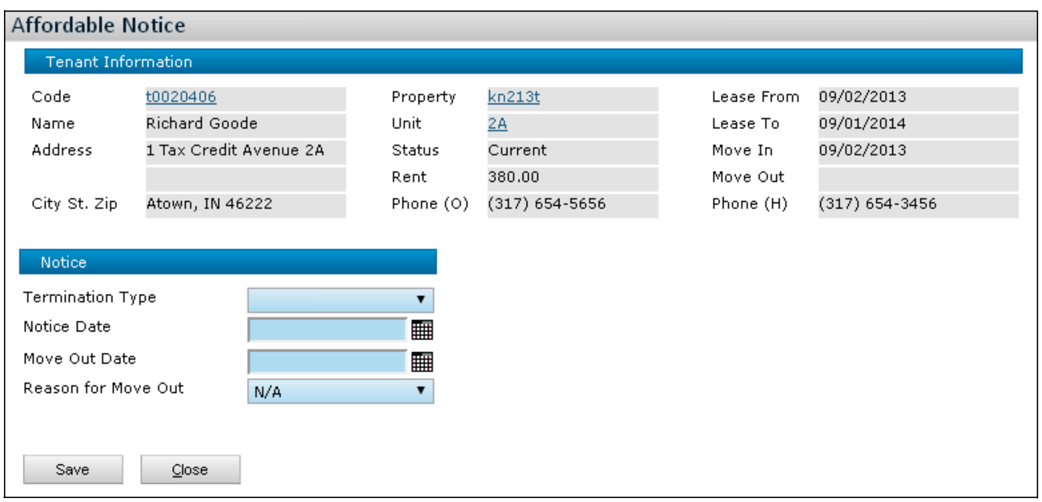
**Name of household head**

The **Resident** screen appears.

2 From the **Functions** menu on the **Resident** screen, click **Notice**.




The **Affordable Notice** screen appears.



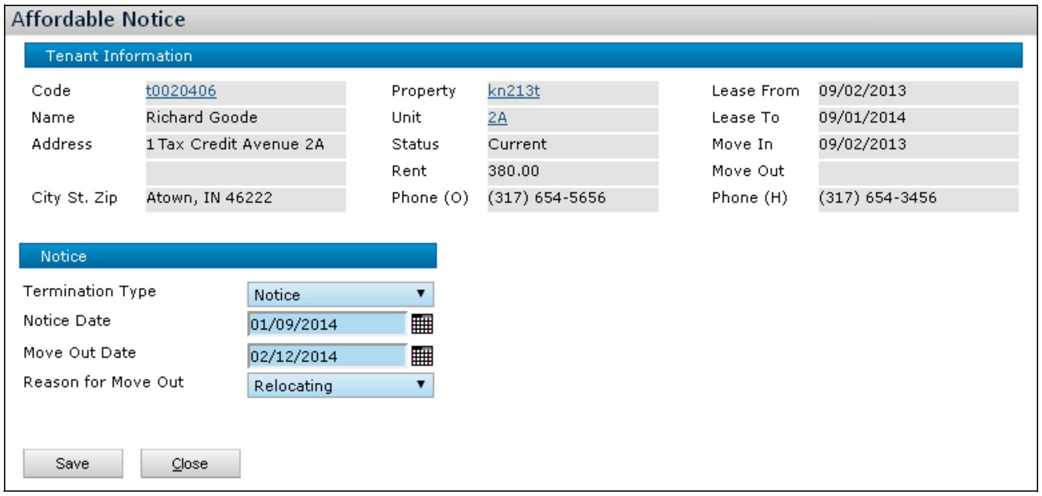
**3** Complete the screen as follows:

Termination Type Select the type of move-out.

Notice Date Type or select the date that the household is providing notice.

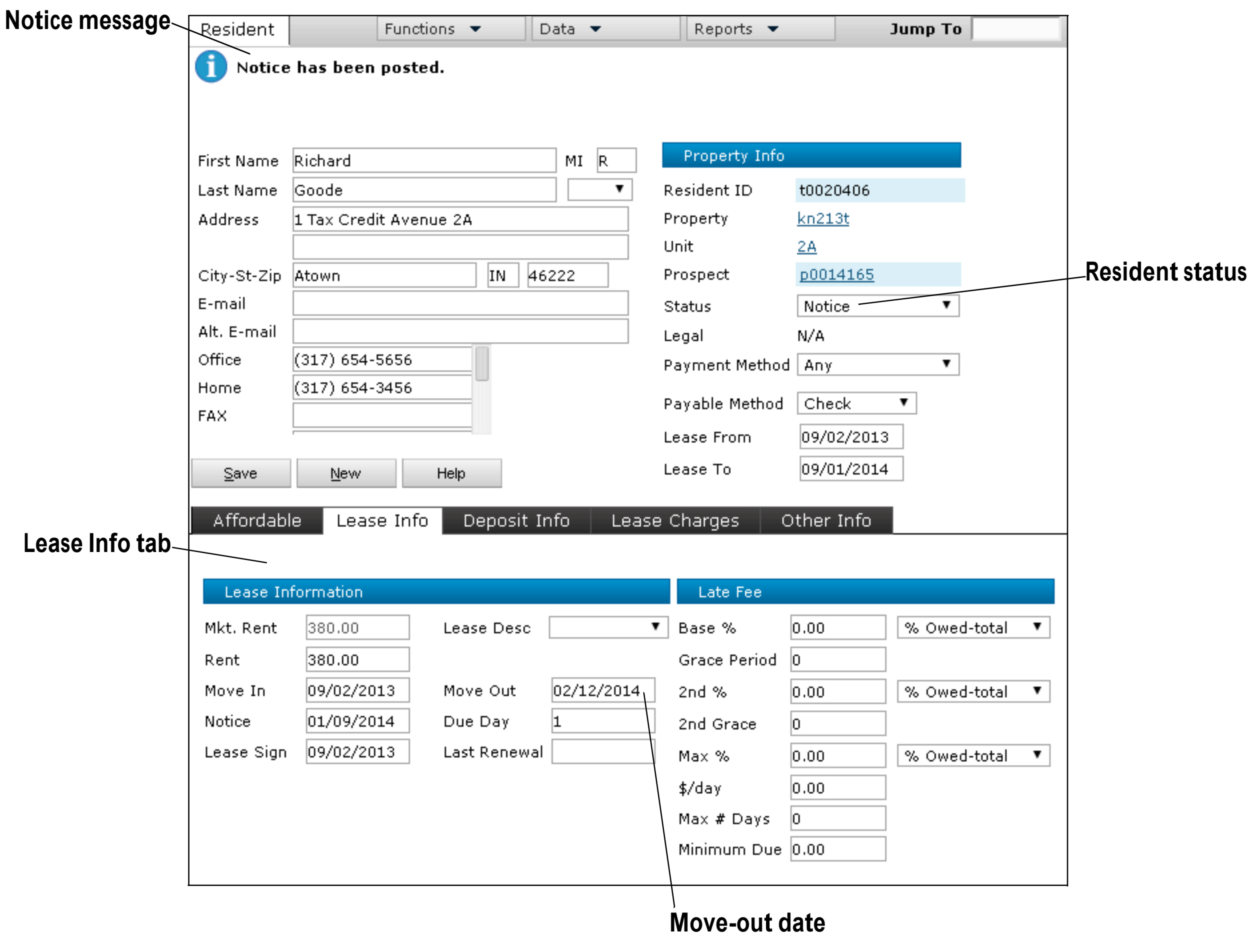
Move Out Date Type or select the date that the household is moving out.

Reason for Move Out Select the reason that the household is moving out.



**4** Click **Save**. The **Resident** screen appears. A message appears in the top part of the screen: **Notice has been posted**.

The resident's status is now **Notice**. Voyager records the anticipated move-out date on the **Lease Info** tab of the **Resident** screen.




**5** When you have finished reviewing the **Resident** screen, click the **Home** button on the top menu. The **Resident** screen closes.

# Canceling Move-Out Notices

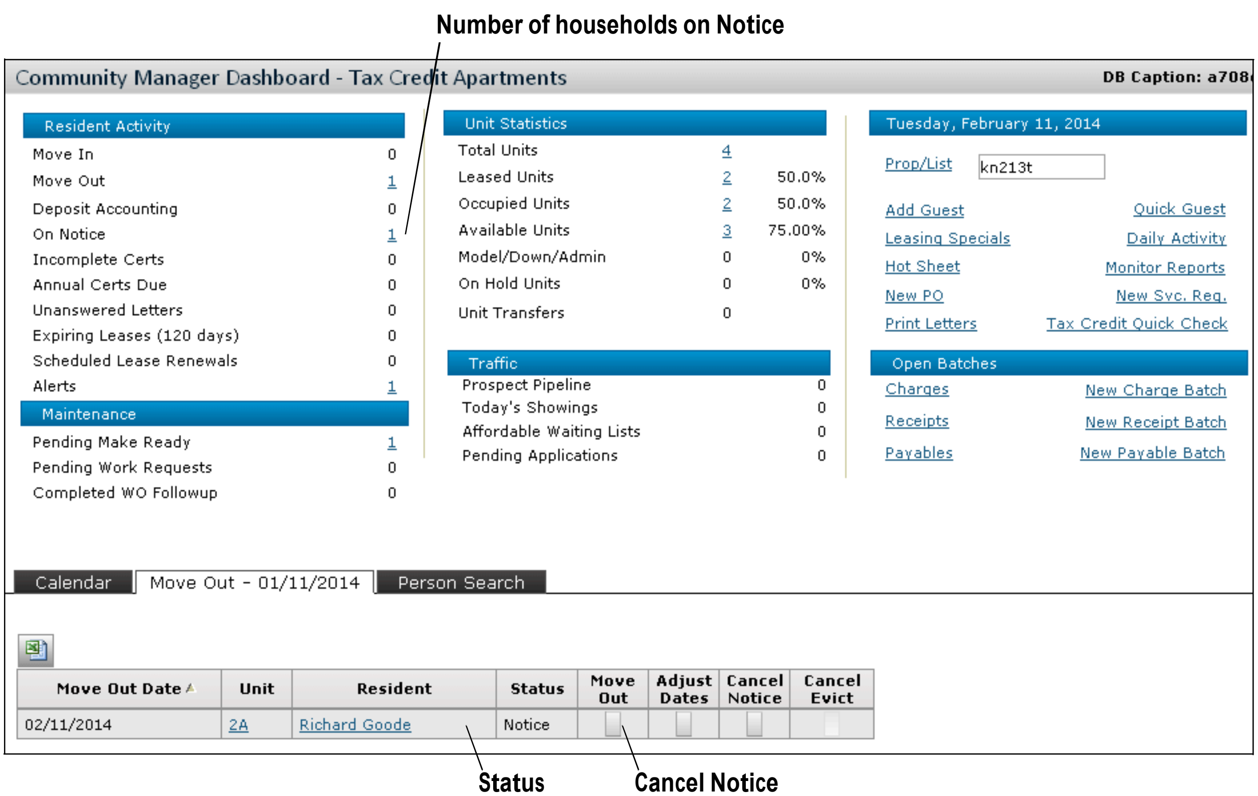
If a household on notice decides not to move out, you can cancel the notice. When you cancel a move-out notice, the household's status again becomes **Current**.

### To cancel a household's move-out notice

1 On the **Community Manager Dashboard** screen, select the property in which the household lives.

The **On Notice** total in the **Resident Activity** section shows the number of households on notice for move-out.

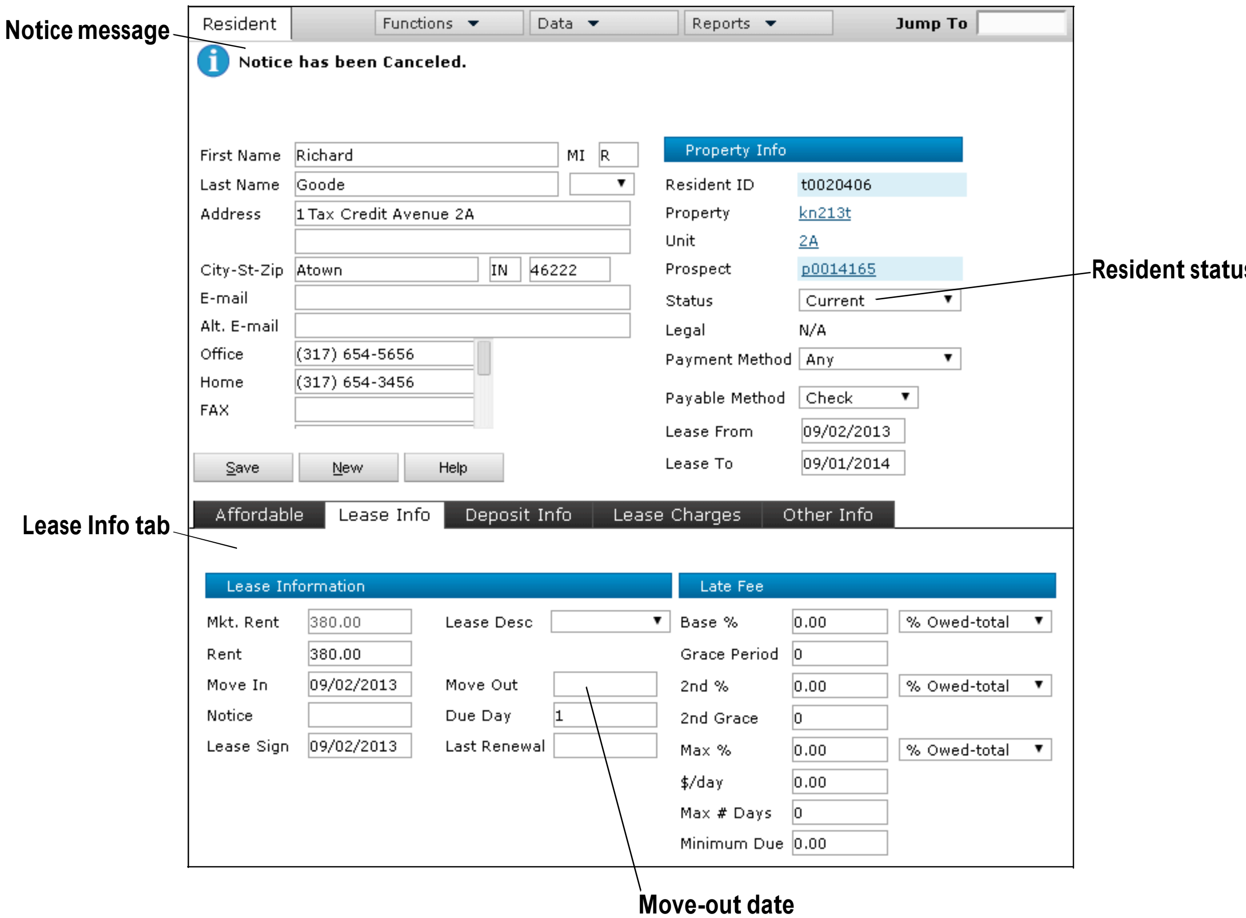
2 Click the number to the right of the **On Notice** heading. The **On Notice** tab appears in the bottom part of the dashboard, displaying a summary of households on notice.




Information on the **On Notice** tab includes the move-out date, unit, and the name of the household head. The unit and name of the household head are links to their **Unit** and **Resident** screens. The **Status** field identifies whether a household is on notice or schedule for eviction. Buttons for adjusting the move-out date, canceling the move-out, and canceling the eviction appear to the right of the **Status** field. For a resident on notice, the **Cancel Evict** button is dimmed.

3 On the row displaying the household for which you want to cancel the notice, click the **Cancel Notice** button .

The **Resident** screen appears. You have canceled the notice. A message appears in the top part of the screen: **Notice has been canceled**. The resident's status is now **Current**. Voyager has removed the anticipated move-out date on the **Lease Info** tab of the **Resident** screen.




4 When you are finished reviewing the **Resident** screen, click **Save**.

5 Click the **Home** button on the top menu. The **Resident** screen closes and the **Community Manager Dashboard** screen appears. The **Move Out** total has decreased by one.

# 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.

| Do: | Do Not: |
|---|---|
| Include All the Details:<br>• Dates<br>• Times<br>• Names<br>• Detailed Descriptions<br>• Police Reports<br>• Witness Statements<br>• Warning Letters | • Make it Personal<br>• Include Unrelated Letters<br>• Exaggerate or Embellish<br>• Target Offenders<br>• Show Bias or Hostility<br>• Be Unrealistic |

*Remember: The Goal is Cooperation & Continued Residency*

### 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:*

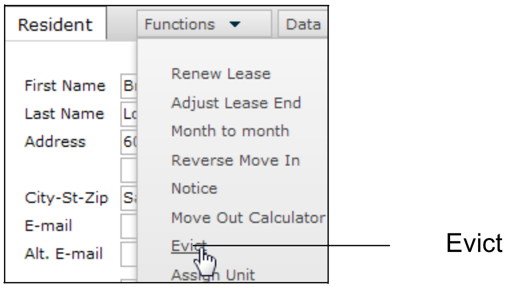
- Email letter to site for posting / personal service
- Mail letter to resident via United States Postal Service

# Documenting an Eviction

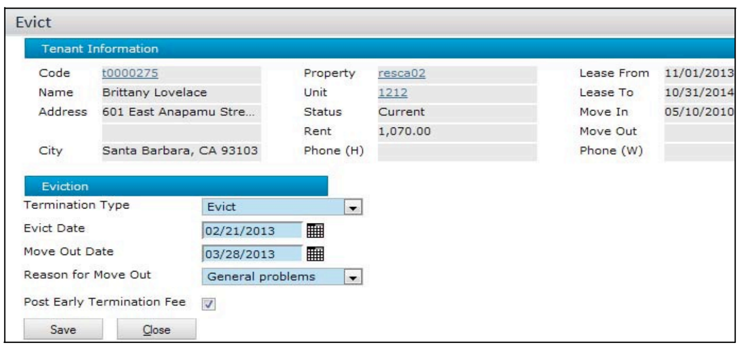
When you need to evict a resident from the property, you document the eviction in Voyager. Evictions work just like notices, except that the property usually determines the move-out date for an eviction— not the resident.

*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.



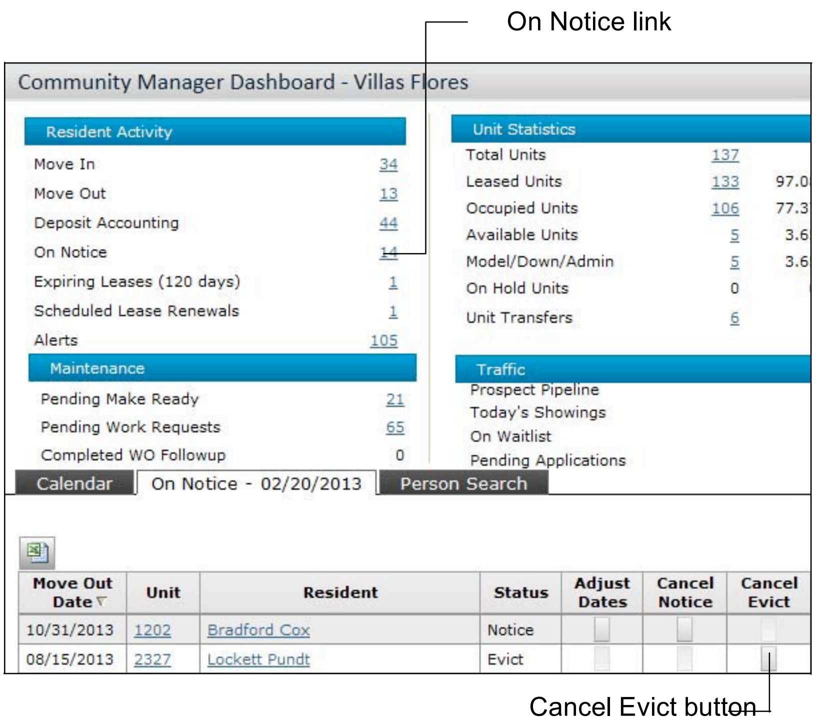

3 Complete the following fields: **Evict Date**, **Move-Out Date**, and **Reason for Move-Out**.

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

# 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.




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

# Chapter 13

## LIHTC Household Move-Out

**In this lesson:**



This lesson explains how to record a move-out for an LIHTC household.

## Introduction to LIHTC Move-Out

In Voyager, the move-out process consists of three steps:

1 Placing a household on notice for move-out

2 Recording the move-out

3 Completing deposit accounting for the household after move-out

In the previous lesson, you learned how to record a move-out notice and cancel a move-out notice. In this lesson, you will learn how complete the second step in the move-out process: recording the move-out.

The examples in this lesson use the household from the previous lesson. Rent has been posted and paid for the month of April. The household has a ledger balance of zero. The household has again decided to move out on April 23. The household is on notice for a move-out date of April 23.

So that you can actively follow this lesson, place a household on notice before beginning the lesson.

# Adjusting Move-Out Dates for Households on Notice

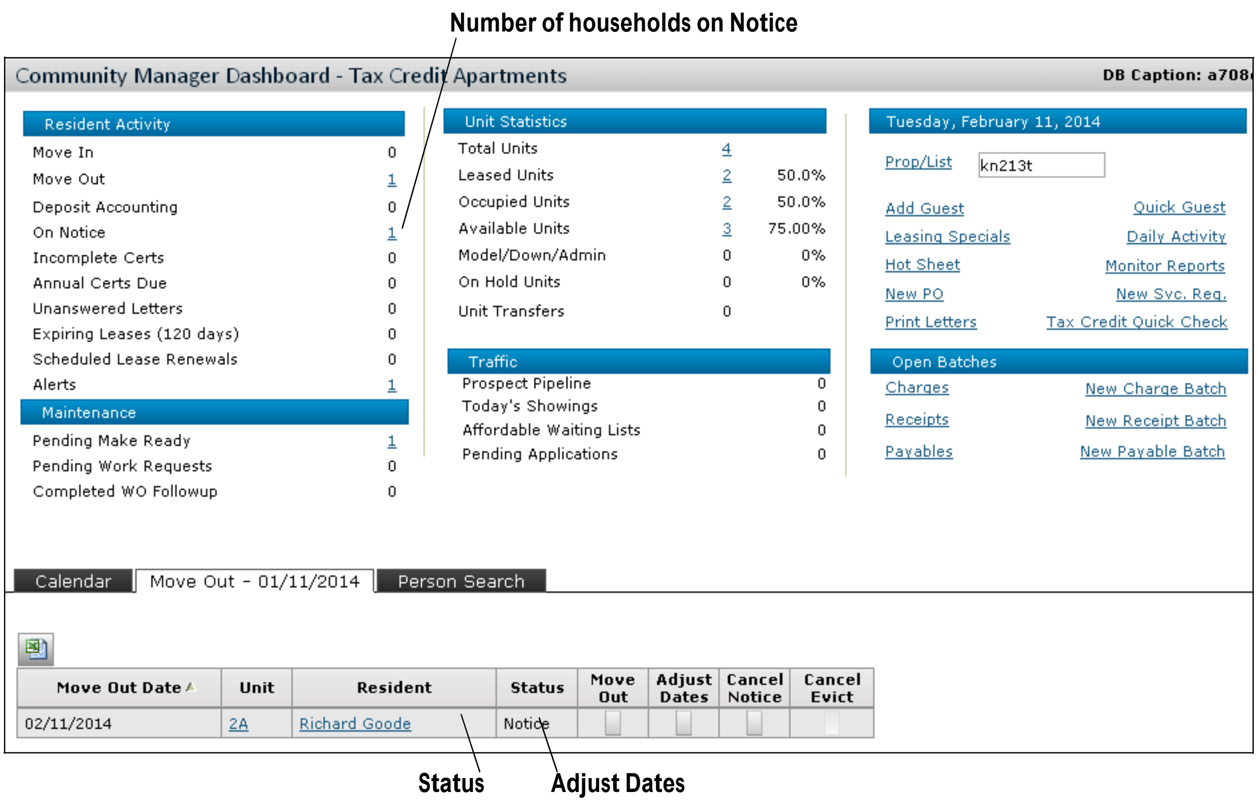
Although many households move out on their scheduled move-out dates, occasions occur in which the move-out is either delayed or moved forward. When you adjust a household's move-out date, Voyager automatically adjusts the move-out date on the **Lease Info** tab of the **Resident** screen.

In our example, the household is on notice and needs to adjust the move-out date from February 12 to February 11.

### To adjust the move-out date for a household on notice

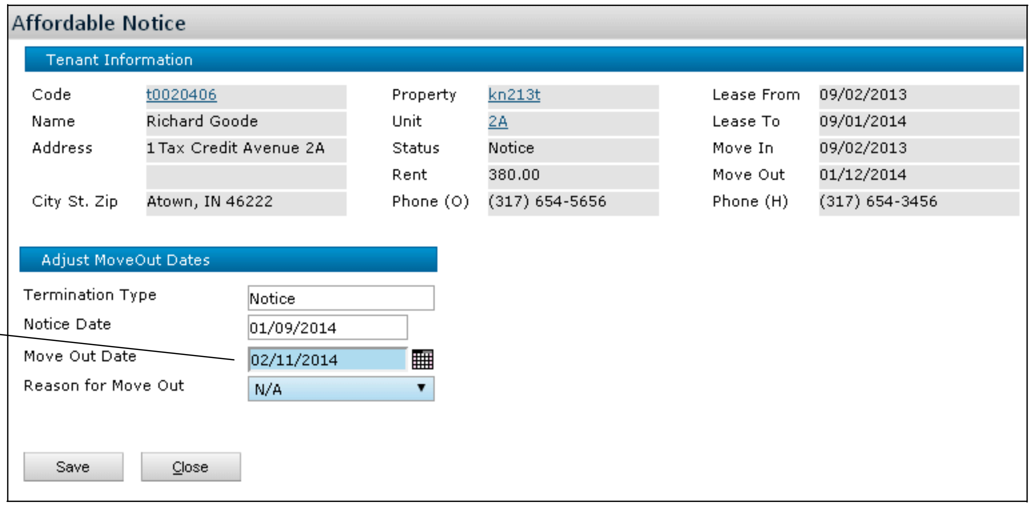
1 On the **Community Manager Dashboard** screen, select the property in which the household lives.

2 Click the number to the right of the **On Notice** heading. The **On Notice** tab appears in the bottom part of the dashboard.



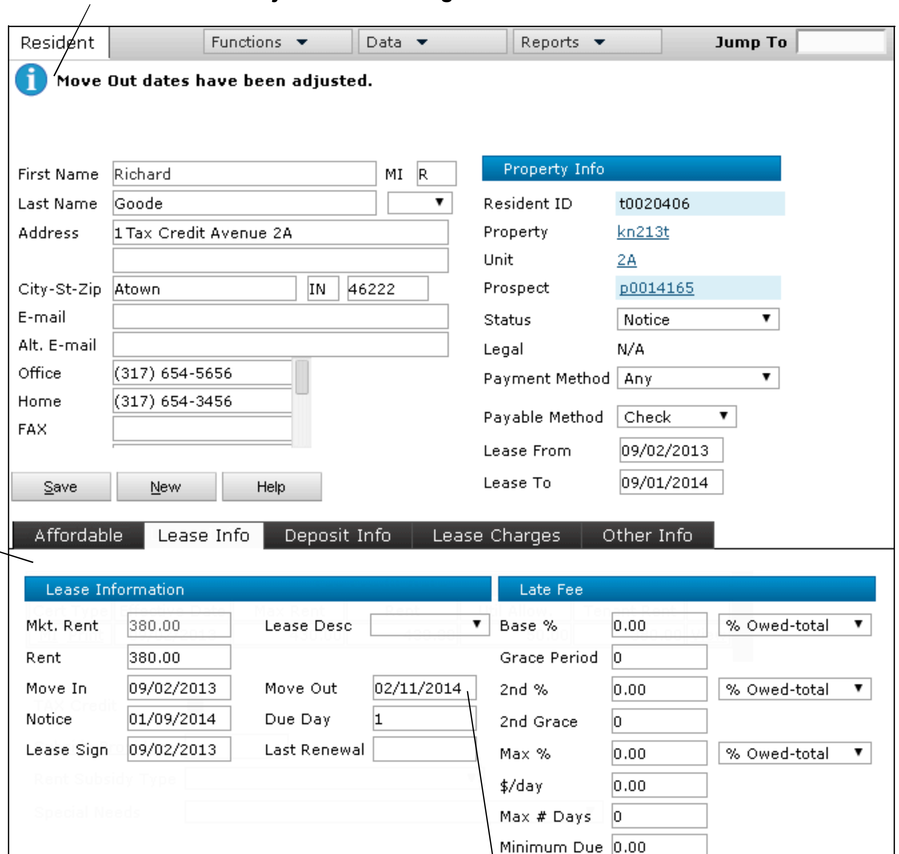

Information on the **On Notice** tab includes the move-out date, unit, and the name of the household head. The unit and name of the household head are links to the **Unit** and **Resident** screens. The **Status** field identifies whether a household is on notice or schedule for eviction. Buttons for adjusting the move-out date, canceling the move-out, and canceling the eviction appear to the right of the of the **Status** field. For a resident on notice, the **Cancel Evict** button is dimmed.

3 On the row displaying the resident for which you are adjusting the move-out date, click the **Adjust Dates** button . The **Affordable Notice** screen appears.




4 In the **Move Out Date** field, type the date that the household now wants to move out.

5 Click **Save**. Voyager adjusts the move-out date. The **Resident** screen appears. A message in the top part of the screen confirms that the date is now adjusted. The new move-out date appears in the **Move Out** date field on the **Lease Info** tab.



# Moving Out LIHTC Households

A move-out ends the residential cycle for the household moving out. When you process a move-out, the household becomes a past resident of the property and unit. The unit becomes available for another household as of the move-out date plus the days that you have set up to make the unit ready for occupancy.

Processing a move-out posts move-out charges for the household. For LIHTC residents, Voyager posts rent charges due at move-out based on the accounts receivable of the project. You can open the **Resident** screen and review the resident's ledgers.

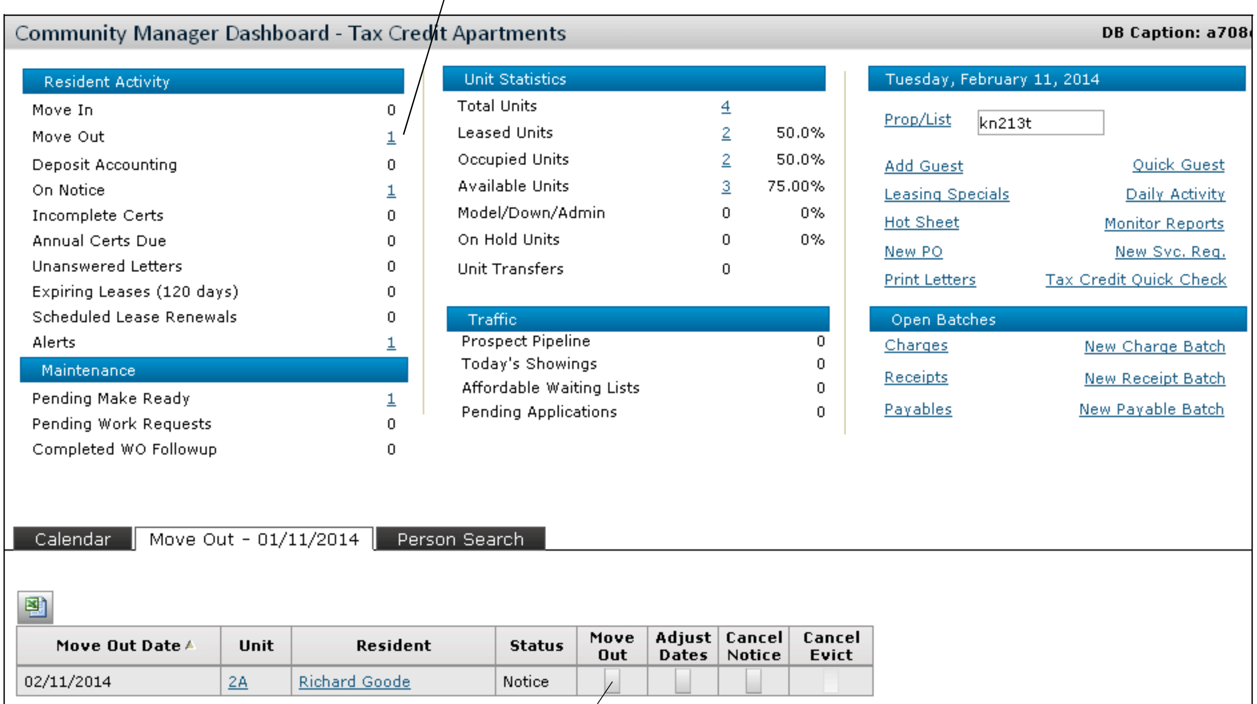
### To process a move out for an LIHTC household

1 On the **Community Manager Dashboard** screen, select the property in which the household lives.

In the **Resident Activity** section of the dashboard, you see the total number of households ready for move-out.

2 Click the number to the right of the **Move Out** heading. The **Move Out** tab appears in the bottom part of the dashboard, displaying a summary of residents ready for move-out.

**Number of households scheduled for move-out**

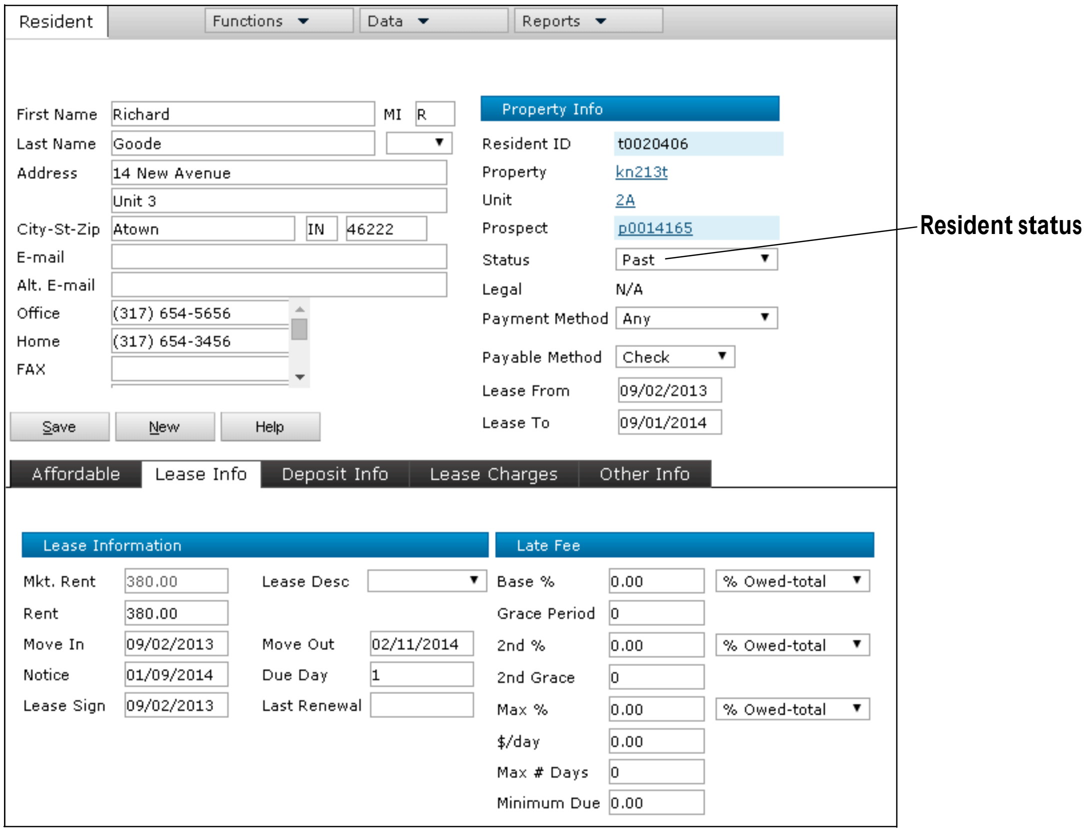



**Move Out button**

Information on the **Move Out** tab includes the move-out date, unit, and the name of the household head. The unit and name of the household head are links to the **Unit** and **Resident** screens. Buttons for completing the move-out, adjusting the move-out date, and canceling the notice appear to the right of the **Resident** field.

3 On the row displaying the household that you are moving out, click the **Move Out** button. A confirmation message appears. Click **OK**. Voyager posts the move-out. On the **Community Manager Dashboard**, the **Move Out** number has decreased by one.

The **Resident** screen appears. Processing a move-out updates the household's resident status from **Notice** to **Past**.




4 When you are finished reviewing the **Resident** screen, click the **Home** button on the top menu. The **Resident** screen closes and the **Community Manager Dashboard** screen appears.

# Chapter 14

## LIHTC Household Move-Out Accounting

**In this lesson:**



This lesson describes how to complete accounting transactions for past residents after move-out.

## Introduction to LIHTC Move-Out Deposit Accounting

In Voyager, the move-out process consists of three steps:

1. Placing a household on notice for move-out
2. Recording the move-out
3. Completing deposit accounting for the household after move-out

In the previous lesson, you learned how to record a move-out for a household on notice. You are ready for the last step in the move-out process, completing deposit accounting for the household that has moved out.

In the examples used for this lesson, the household has moved out with no unpaid charges at move-out.

Deposit accounting posts transactions as of the day that you post it. You cannot save deposit accounting that you have partially completed.

# Completing Move-Out Deposit Accounting for Past Residents

Deposit accounting reconciles outstanding charges and credits for a household that has moved out. Deposit accounting transactions include deposit refunds, move-out charges  and other applicable charges.

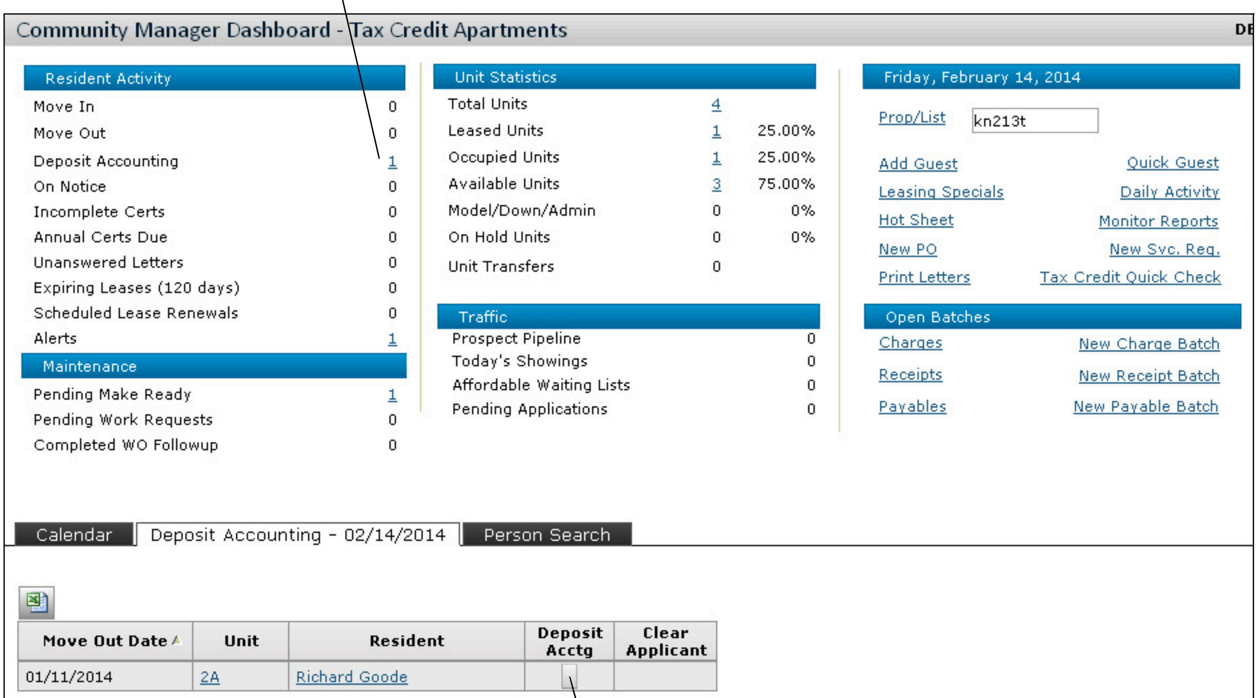
- If the reconciliation results in a refund due  posting deposit accounting automatically creates a refund transaction payable to the resident.
- If the reconciliation results in an outstanding balance, posting deposit accounting adjusts the resident's ledger for that balance due.

Completing deposit accounting is a single procedure. You cannot save deposit accounting that you have partially completed.

**To complete move out deposit accounting for a past resident**

1 On the **Community Manager Dashboard** screen, click the number to the right of the **Deposit Accounting** heading. The **Deposit Accounting** tab appears in the bottom part of the dashboard.

Number of past resident households ready for deposit accounting




Deposit Accounting button

Information on the **Deposit Accounting** tab includes the move-out date, unit, and the name of the household head. The unit and name of the household head are links to the **Unit** and **Resident** screens. A **Deposit Accounting** button appears to the right of the **Resident** field.

The deposit accounting summary may also include the names of applicants who did not proceed with a move-in. For an applicant, a **Clear Applicant** button appears.

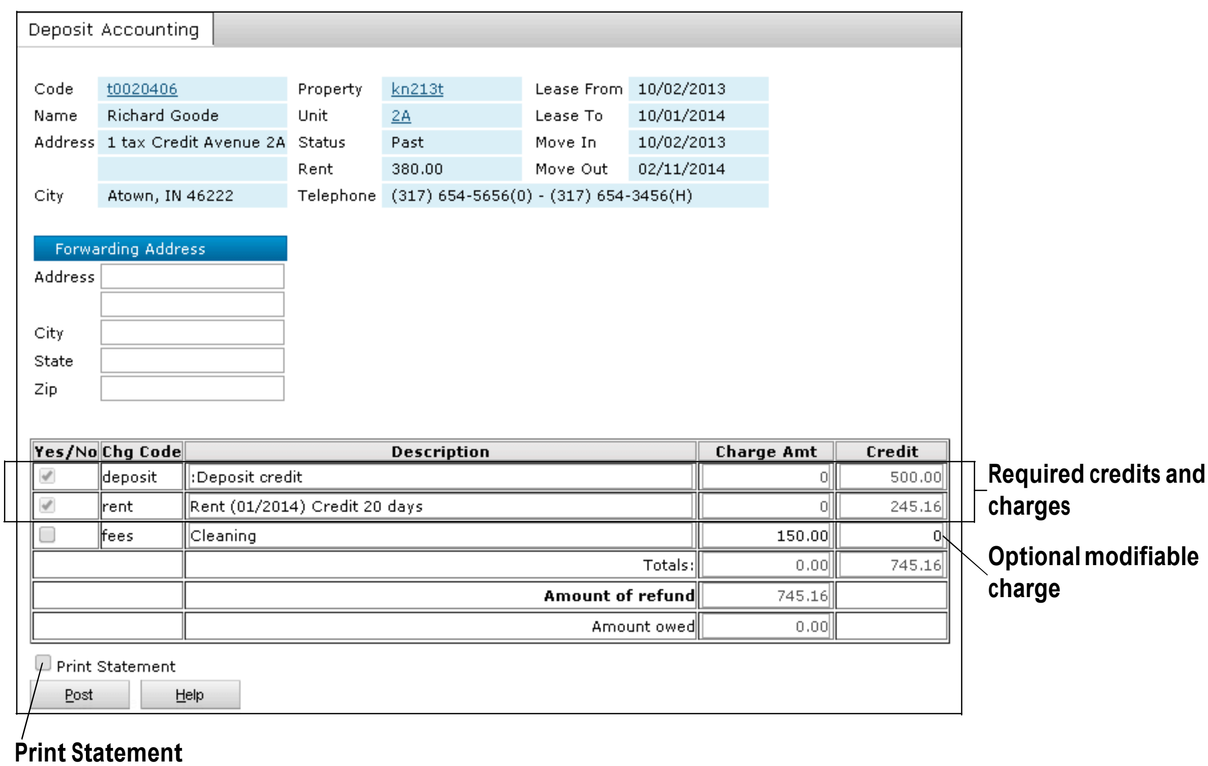
**2** On the row displaying the resident for which you want to complete deposit accounting, click the **Deposit Acctg** button .

The **Deposit Accounting** screen appears. Information about the resident appears in the part of the screen. The resident's code, the property code, and the unit code are links that you can click to review those screens. The **Forwarding Address** section appears below the resident's current information.

An itemized list of outstanding charges and credits appears in the bottom part of the screen. The total refund due or the total net amount owed appears at the bottom of the list.

- If a charge is required, a check mark appears in the check box and that box is dimmed.
- If a charge is optional, the check box is clear. You can select the charge to include it as part of deposit accounting.
- If a required or optional charge is modifiable, you can change the amount of the charge.

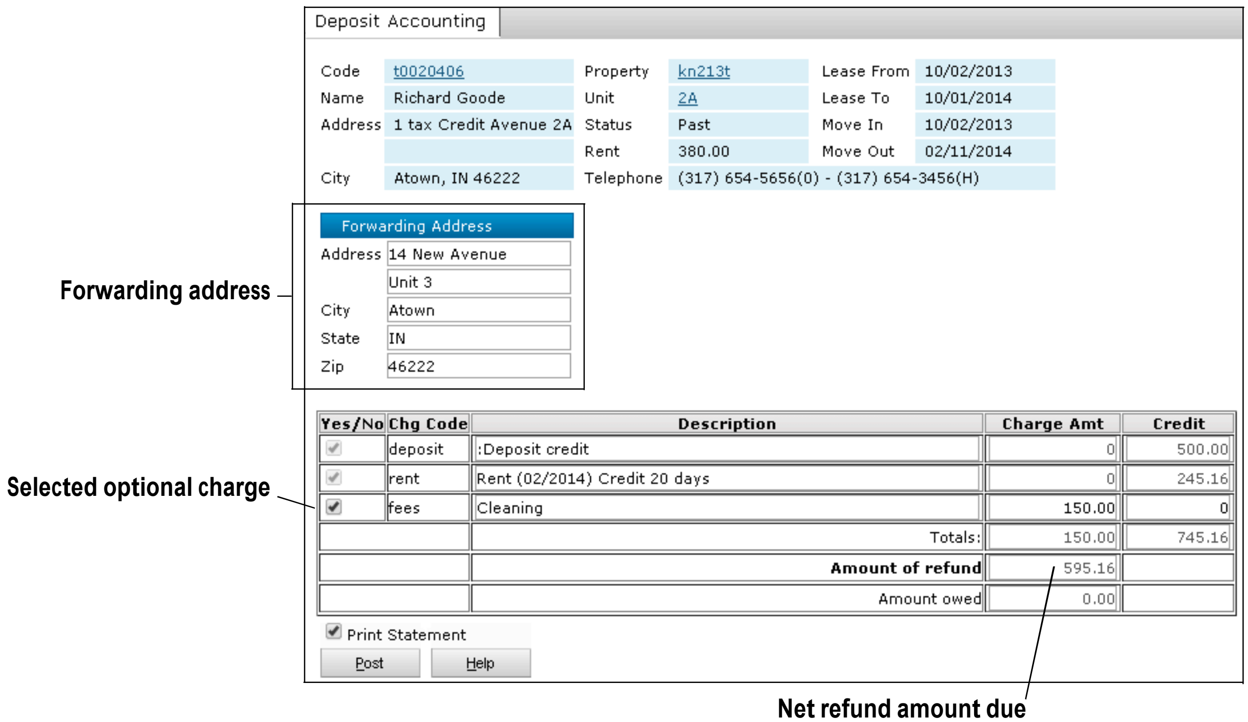
The following graphic shows the **Deposit Accounting** screen. This example shows a required rent credit, a required rent charge, and two optional charges. Both optional charge amounts are modifiable.



3 If you know the household's forwarding address, complete the **Forwarding Address** section that appears above the charge description.

4 If an item for an optional charge appears and you want to add a charge for that item, select the item. If the amount is modifiable and you want to change it, type the amount over the displayed amount. As you select items and modify amounts, Voyager adjusts the totals and the refund or balance due.

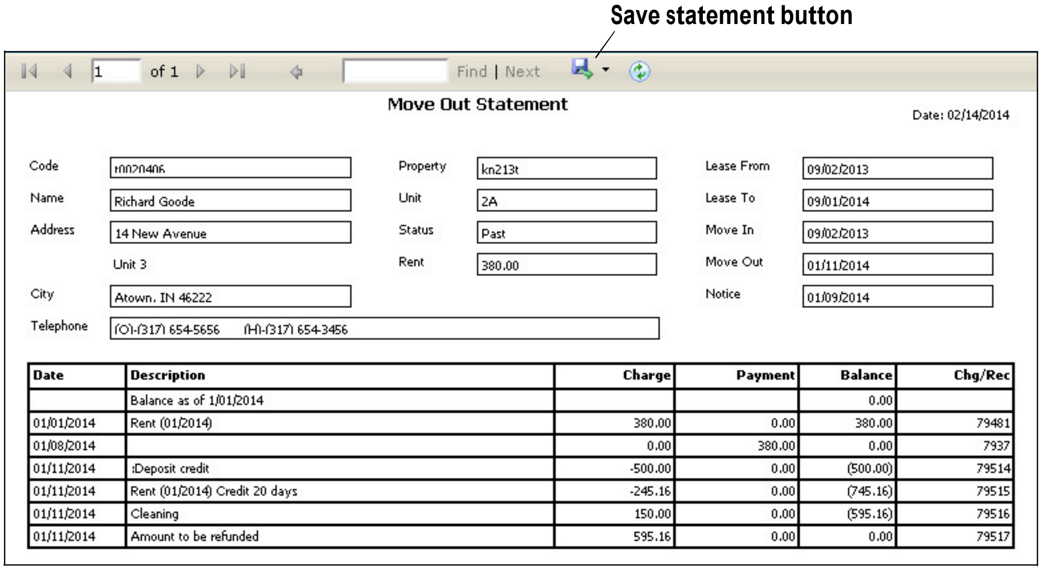
The following graphic shows an example of the **Deposit Accounting** screen completed and ready to post. In this example, the user has selected an optional cleaning charge. The household has a $595.16 refund due.



5 If you want to print the deposit accounting statement, select the **Print Statement** check box.

6 When you have reviewed the charges and are ready to post, click the **Post** button. Voyager posts the household's deposit accounting.

c If you selected the **Print Statement** check box, the statement appears.




Move Out Statement

Date: 02/14/2014

| | | | | | |
|---|---|---|---|---|---|
| Code | r0020406 | Property | kn213t | Lease From | 09/02/2013 |
| Name | Richard Goode | Unit | 2A | Lease To | 09/01/2014 |
| Address | 14 New Avenue | Status | Past | Move In | 09/02/2013 |
| | Unit 3 | Rent | 380.00 | Move Out | 01/11/2014 |
| City | Atown, IN 46222 | | | Notice | 01/09/2014 |
| Telephone | (O)-(317) 654-5656 (H)-(317) 654-3456 | | | | |

| Date | Description | Charge | Payment | Balance | Chg/Rec |
|---|---|---|---|---|---|
| | Balance as of 1/01/2014 | | | 0.00 | |
| 01/01/2014 | Rent (01/2014) | 380.00 | 0.00 | 380.00 | 79481 |
| 01/08/2014 | | 0.00 | 380.00 | 0.00 | 7937 |
| 01/11/2014 | :Deposit credit | -500.00 | 0.00 | (500.00) | 79514 |
| 01/11/2014 | Rent (01/2014) Credit 20 days | -245.16 | 0.00 | (745.16) | 79515 |
| 01/11/2014 | Cleaning | 150.00 | 0.00 | (595.16) | 79516 |
| 01/11/2014 | Amount to be refunded | 595.16 | 0.00 | 0.00 | 79517 |

a Click the **Save Statement** button that appears above the statement.

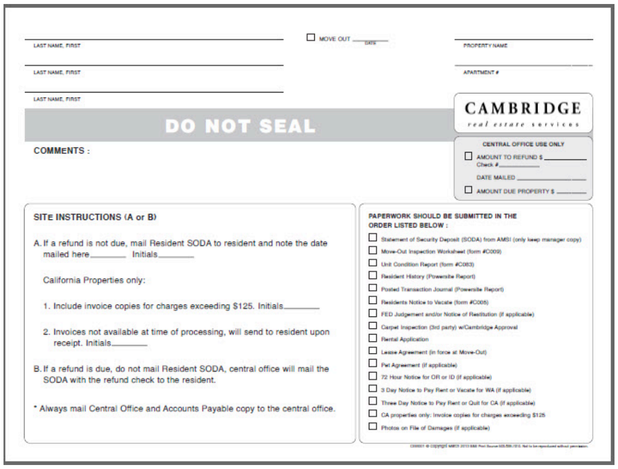
b Save the statement as a PDF, MS Word, or Excel file. You can print the saved statement.

c If you did not select the **Print Statement** check box on the **Deposit Accounting** screen, the **Resident** screen appears. A message appears in the top part of the **Resident** screen confirming that deposit accounting has been posted.

7 When you are finished, click the **Home** button on the top menu. The screen displaying the statement closes and the **Community Manager Dashboard** screen appears.

## *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 ______ DATE

PROPERTY NAME

LAST NAME, FIRST

APARTMENT #

LAST NAME, FIRST

CAMBRIDGE
real estate services

DO NOT SEAL

COMMENTS :

CENTRAL OFFICE USE ONLY
☐ AMOUNT TO REFUND $ ______
Check #______
DATE MAILED ______
☐ AMOUNT DUE PROPERTY $ ______

SITE INSTRUCTIONS (A or B)

A. If a refund is not due, mail Resident SODA to resident and note the date mailed here______ Initials______

California Properties only:

1. Include invoice copies for charges exceeding $125. Initials______

2. Invoices not available at time of processing, will send to resident upon receipt. Initials______

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 AMSI (only keep manager copy)
- ☐ Move-Out Inspection Worksheet (form #C009)
- ☐ Unit Condition Report (form #C083)
- ☐ Resident History (Powersite Report)
- ☐ Posted Transaction Journal (Powersite Report)
- ☐ Residents Notice to Vacate (form #C005)
- ☐ FED Judgement and/or Notice of Restitution (if applicable)
- ☐ Carpet Inspection (3rd party) w/Cambridge Approval
- ☐ Rental Application
- ☐ Lease Agreement (in force at Move-Out)
- ☐ Pet Agreement (if applicable)
- ☐ 72 Hour Notice for OR or ID (if applicable)
- ☐ 3 Day Notice to Pay Rent or Vacate for WA (if applicable)
- ☐ Three Day Notice to Pay Rent or Quit for CA (if applicable)
- ☐ CA properties only: Invoice copies for charges exceeding $125
- ☐ Photos on File of Damages (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.

# Reviewing Resident Ledgers for Past Residents

Posting move-out deposit accounting adds charges to the household's ledgers. Voyager provides a complete ledger, an unpaid charges ledger, and a pending payments ledger so that you can select the ledger appropriate for the transactions that you want to review.

In the example used in this lesson, the household had a credit balance at move-out. We will review only the household's complete resident ledger and the last transaction that appears on that ledger.

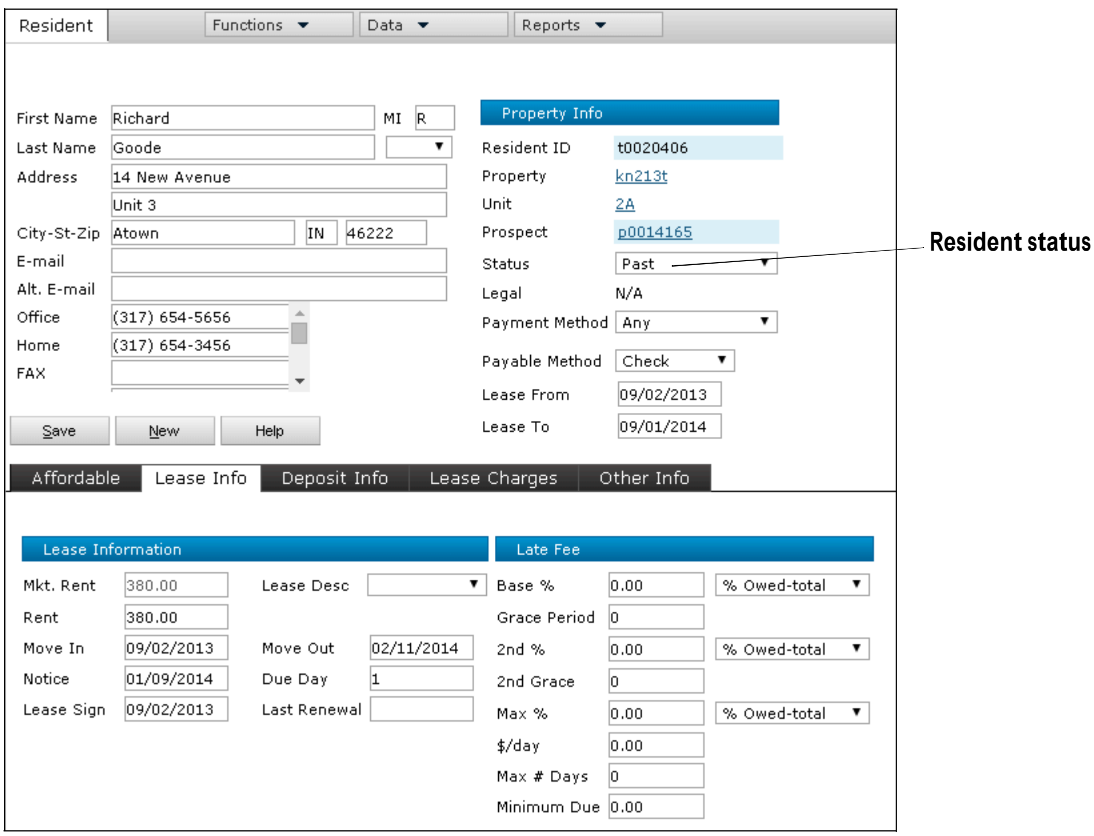
**To review a past resident's ledger after completing deposit accounting**

**1** Open the **Resident** screen for the past resident household.

**a** On the **Community Manager Dashboard** screen, click the **Person Search** tab. The **Person Search** tab appears in the bottom part of the dashboard.

**b** In the **Name** field, type the first or last name of the household head and then click the **Search** button. A list of people who match your selection criteria appears.

**c** Click the name of the household head for the past resident household. The **Resident** screen appears. The household's rental status is **Past**.



**2** From the Reports menu, select **Ledger**. The resident's complete ledger appears.

The following graphic shows the ledger for the household that we have used in our examples. Deposit accounting for this household resulted in a refund of $595.16.

PMB*Management*

**Date : 5/13/2014**

**Resident Ledger**

| | | | | | |
|---|---|---|---|---|---|
| Code | t0020406 | Property | kn213t | Lease From | 9/2/2013 |
| Name | Richard Goode | Unit | 2A | Lease To | 9/1/2014 |
| Address | 14 New Avenue | Status | Past | Move In | 9/2/2013 |
| | Unit 3 | Rent | 380 | Move Out | 2/11/2014 |
| City St. Zip | Atown, IN 46222 | Phone(O)- | (317) 654-5656 | Phone(H)- | (317) 654-3456 |

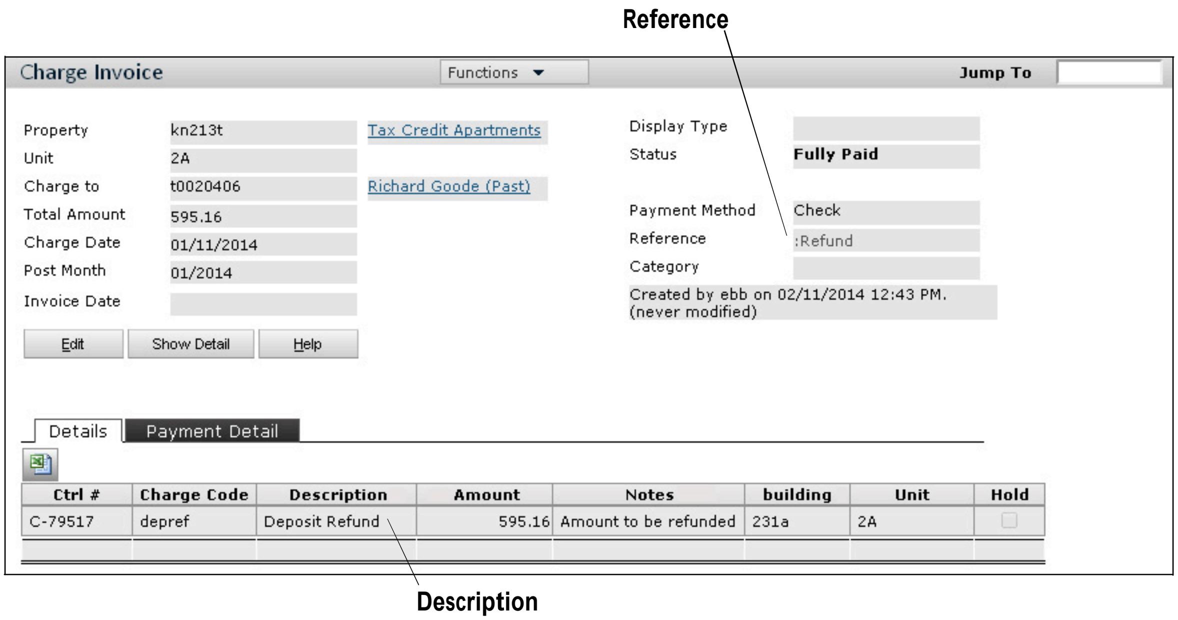
| Date | Description | Charge | Payment | Balance | Chg/Rec |
|---|---|---|---|---|---|
| 9/2/2013 | Credit report | 35.00 | | 35.00 | 79463 |
| 9/2/2013 | Deposit | 500.00 | | 535.00 | 79464 |
| 9/2/2013 | Rent for 29 days | 367.33 | | 902.33 | 79465 |
| 9/3/2013 | | | 500.00 | 402.33 | 7927 |
| 9/3/2013 | | | 402.33 | 0.00 | 7929 |
| 10/1/2013 | Rent (10/2013) | 380.00 | | 380.00 | 79468 |
| 10/8/2013 | | | 380.00 | 0.00 | 7931 |
| 11/1/2013 | Rent (11/2013) | 380.00 | | 380.00 | 79477 |
| 11/12/2013 | | | 380.00 | 0.00 | 7933 |
| 12/1/2013 | Rent (12/2013) | 380.00 | | 380.00 | 79479 |
| 12/11/2013 | | | 380.00 | 0.00 | 7935 |
| 1/1/2014 | Rent (01/2014) | 380.00 | | 380.00 | 79481 |
| 1/8/2014 | | | 380.00 | 0.00 | 7937 |
| 1/11/2014 | :Deposit credit | (500.00) | | (500.00) | 79514 |
| 1/11/2014 | Rent (01/2014) Credit 20 days | (245.16) | | (745.16) | 79515 |
| 2/11/2014 | Cleaning | 150.00 | | (595.16) | 79516 |
| 2/11/2014 | Amount to be refunded | 595.16 | | 0.00 | 79517 |

**Control number**

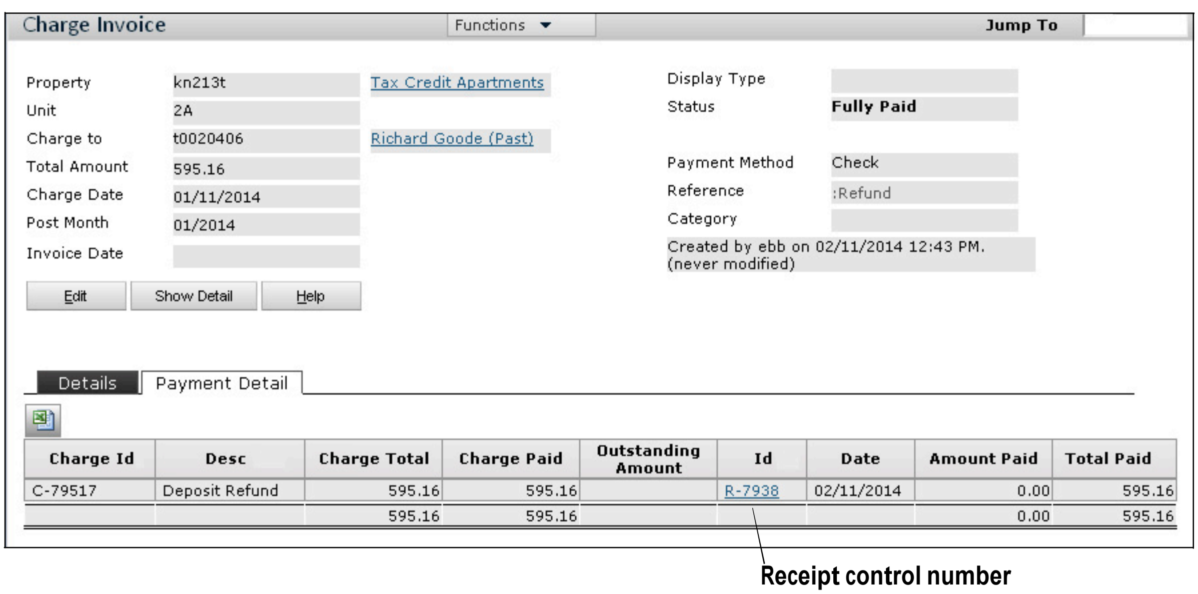
**Refund due**

**a** Click the transaction control number. The **Charge Invoice** screen appears.

The following graphic shows the **Charge Invoice** screen for the household's refund transaction. The **Reference** field shows that this charge is for a refund. Because the charge is for a refund, it is fully paid by a zero-dollar receipt.

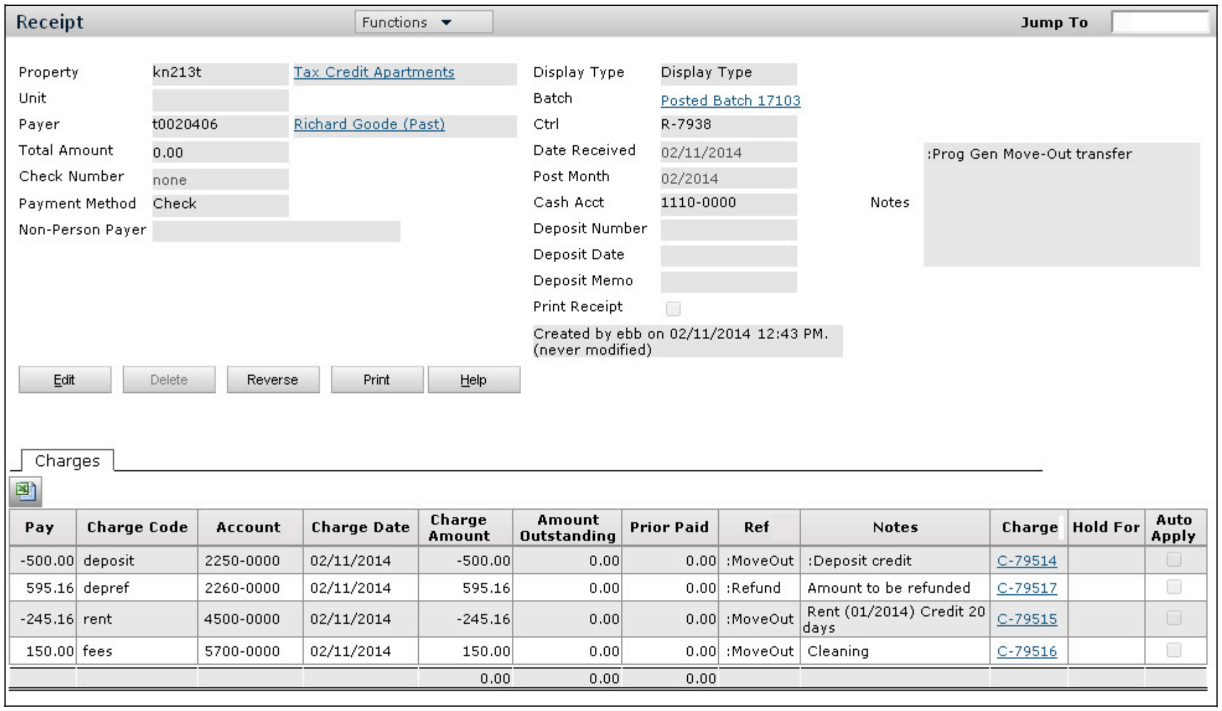



**b** Click the **Payment Details** tab. A link to the zero-dollar receipt appears.



**c** The control number for the receipt. The **Receipt** screen appears.

The following graphic shows the **Receipt** screen for zero-dollar receipt **R-7938**, the Voyager control number of the receipt shown in the previous graphic.



Receipt | Functions | Jump To

Property: kn213t — Tax Credit Apartments
Unit:
Payer: t0020406 — Richard Goode (Past)
Total Amount: 0.00
Check Number: none
Payment Method: Check
Non-Person Payer:

Display Type: Display Type
Batch: Posted Batch 17103
Ctrl: R-7938
Date Received: 02/11/2014
Post Month: 02/2014
Cash Acct: 1110-0000
Deposit Number:
Deposit Date:
Deposit Memo:
Print Receipt:
Created by ebb on 02/11/2014 12:43 PM. (never modified)

Notes: :Prog Gen Move-Out transfer

Edit | Delete | Reverse | Print | Help

Charges

| Pay | Charge Code | Account | Charge Date | Charge Amount | Amount Outstanding | Prior Paid | Ref | Notes | Charge | Hold For | Auto Apply |
|---|---|---|---|---|---|---|---|---|---|---|---|
| -500.00 | deposit | 2250-0000 | 02/11/2014 | -500.00 | 0.00 | 0.00 | :MoveOut | :Deposit credit | C-79514 | | |
| 595.16 | depref | 2260-0000 | 02/11/2014 | 595.16 | 0.00 | 0.00 | :Refund | Amount to be refunded | C-79517 | | |
| -245.16 | rent | 4500-0000 | 02/11/2014 | -245.16 | 0.00 | 0.00 | :MoveOut | Rent (01/2014) Credit 20 days | C-79515 | | |
| 150.00 | fees | 5700-0000 | 02/11/2014 | 150.00 | 0.00 | 0.00 | :MoveOut | Cleaning | C-79516 | | |
| | | | | 0.00 | 0.00 | 0.00 | | | | | |

**3** When you have finished reviewing the transactions, close the transaction screens. The **Resident** screen appears.

**4** If your deposit accounting for your household resulted in unpaid charges at move-out, display the **Unpaid Charges** ledger and review those charges.

**5** When you are finished reviewing the ledgers and transactions, close the transaction and ledger screens and then click the **Home** button on the top menu. The **Resident** screen closes and the **Community Manager Dashboard** screen appears.

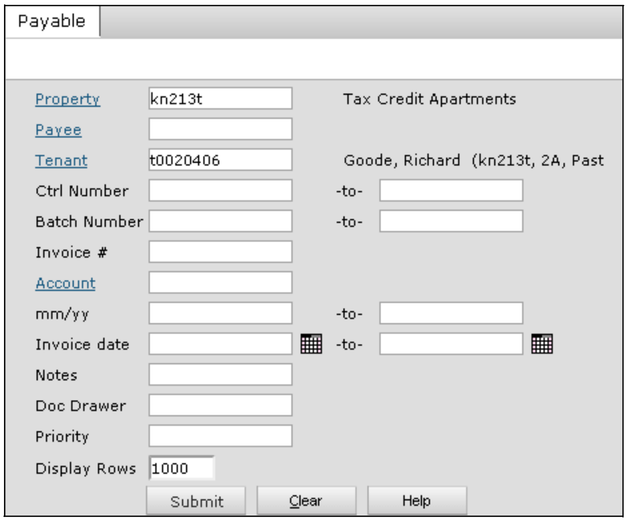
## Reviewing Refund Payables for Past Residents

When deposit accounting results in a refund to the resident, Voyager creates a payable for that refund. If your security permissions give you access to payables, you can review the household's refund payable. We will now review the payable for the household used in our examples.

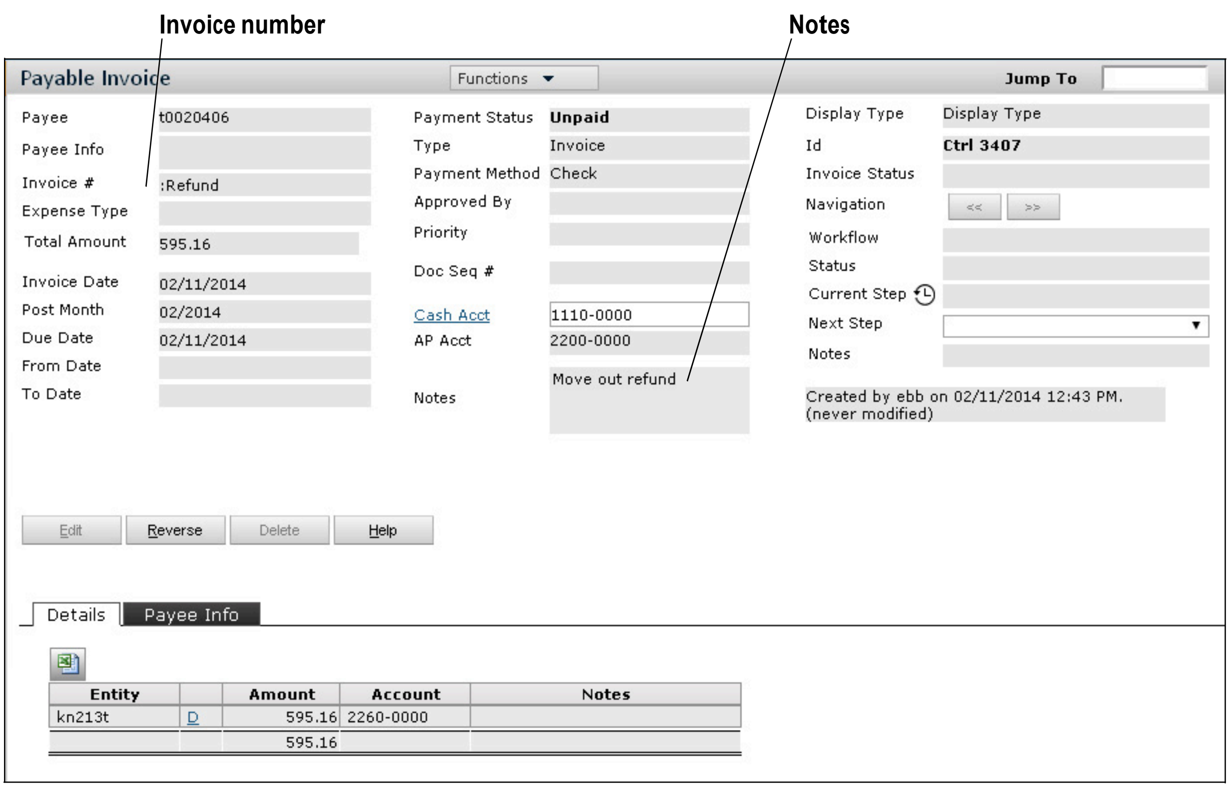
### To review a payable

**1** From the side menu, select **Payables > Review Payable**. The **Payable** filter appears.

**2** In the **Tenant** field, type or select the resident code for the payables to review.




**3** Click **Submit**. The **Payable Invoice** screen appears. **Refund** appears in the **Invoice #** field. The **Notes** field documents the payable as a move-out refund.




**4** When you are finished reviewing the payable, click the **Home** button on the top menu. The **Payable** screen closes and the **Community Manager Dashboard** screen appears.

# CHAPTER 15

# Rentable Items and Service Charges

***In this chapter:***



*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 the 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:*



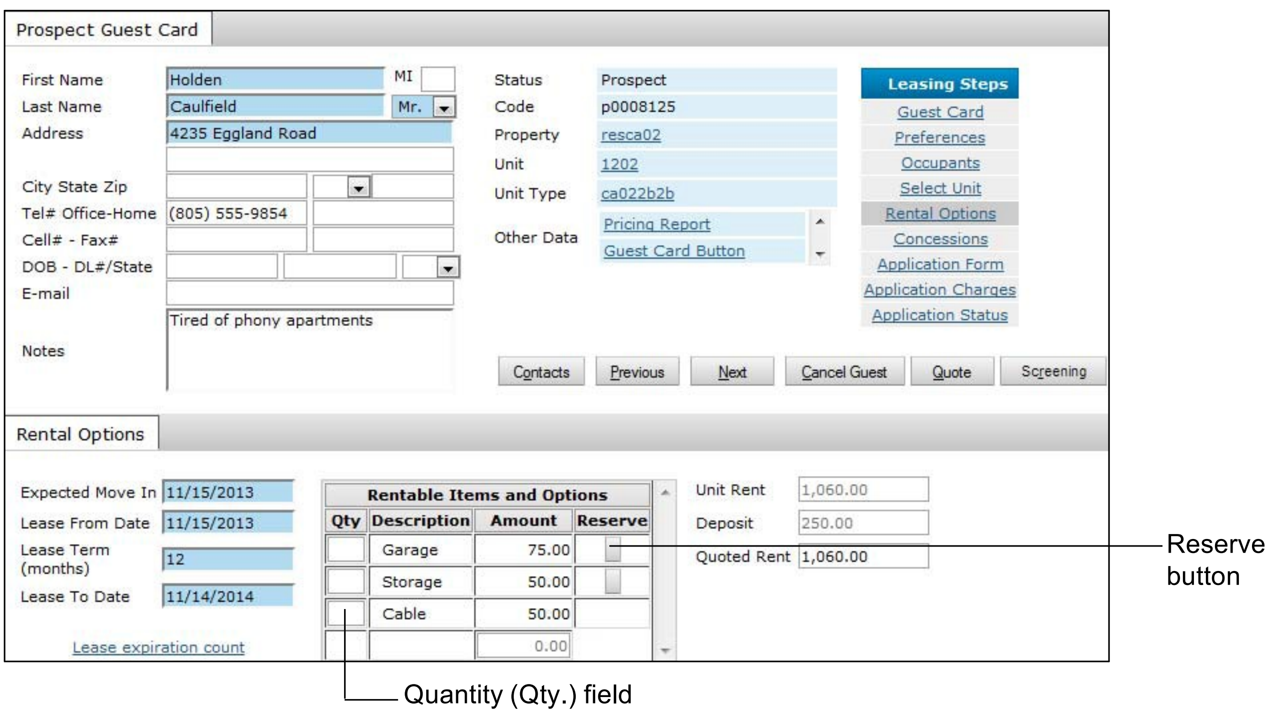
Rentable items and service charges are assigned to residents in two ways:

- 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.



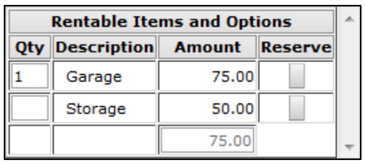

To add a service charge to the lease, type the number of instances of the charge in the **Qty.** field.

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.

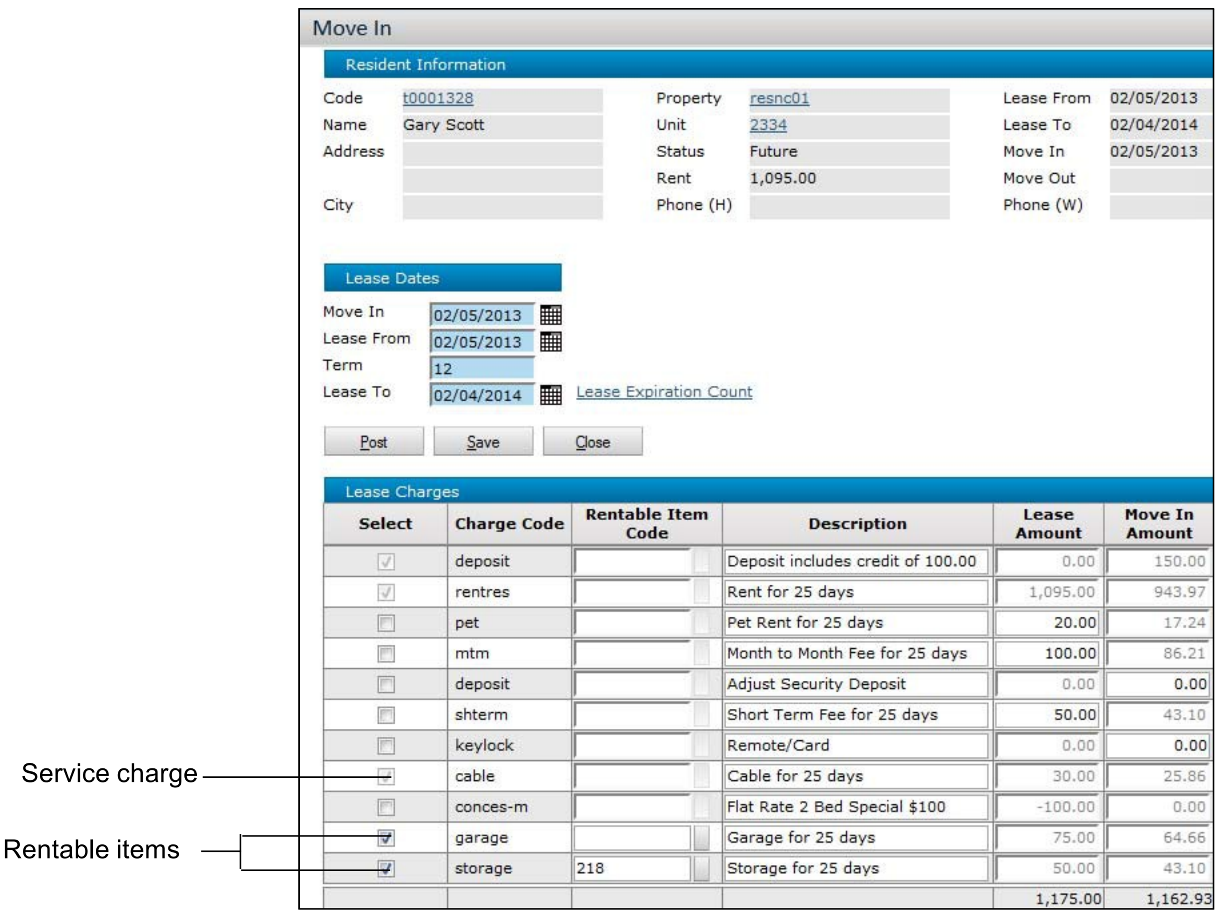

| Code | Description | Market Rent | Reserve? |
|---|---|---|---|
| 101 | Garage | $75.00 | ☑ |

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 | ☐ |
| | Storage | 50.00 | ☐ |
| | | 75.00 | |

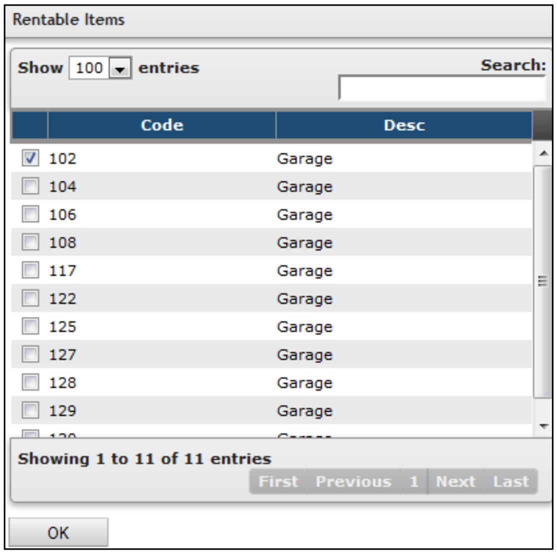
Rentable items and service charges appear again in the **Move-In** screen, in the **Lease Charges** table.




| Select | Charge Code | Rentable Item Code | Description | Lease Amount | Move In Amount |
|---|---|---|---|---|---|
| ☑ | deposit | | Deposit includes credit of 100.00 | 0.00 | 150.00 |
| ☑ | rentres | | Rent for 25 days | 1,095.00 | 943.97 |
| ☐ | pet | | Pet Rent for 25 days | 20.00 | 17.24 |
| ☐ | mtm | | Month to Month Fee for 25 days | 100.00 | 86.21 |
| ☐ | deposit | | Adjust Security Deposit | 0.00 | 0.00 |
| ☐ | shterm | | Short Term Fee for 25 days | 50.00 | 43.10 |
| ☐ | keylock | | Remote/Card | 0.00 | 0.00 |
| ☑ | cable | | Cable for 25 days | 30.00 | 25.86 |
| ☐ | conces-m | | Flat Rate 2 Bed Special $100 | -100.00 | 0.00 |
| ☑ | garage | | Garage for 25 days | 75.00 | 64.66 |
| ☑ | storage | 218 | Storage for 25 days | 50.00 | 43.10 |
| | | | | 1,175.00 | 1,162.93 |

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).



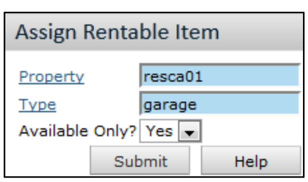

Select a rentable item, then click **OK**. For complete information about move-in procedures, see Chapter 3, "Resident Handling."

## *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*

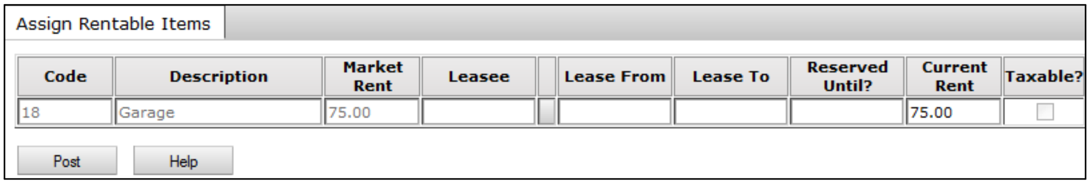
**1** From the side menu, select **Residents > Rentable Items > Assign Rentable** Item. The **Assign Rentable Item** filter appears.




**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.<br>This field does not affect service charges |

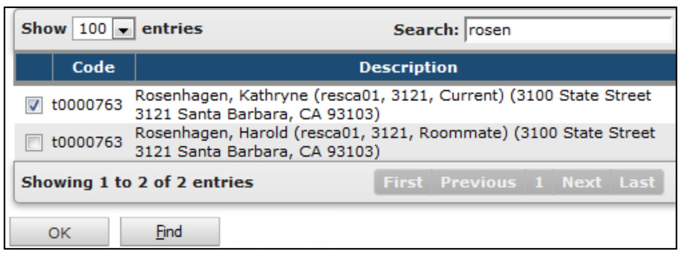
3 Click **Submit**. The **Assign Rentable Items** spreadsheet for the selected property appears.




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).




7 Click **OK**.

8 Complete the following fields:

| | |
|---|---|
| Lease From | Type the beginning date of the lease (*mmddyy*). |
| 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

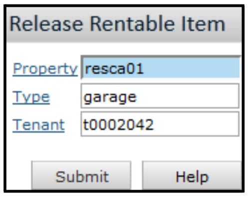
Rentable items are released from residents in two ways:

- 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.


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 section:***

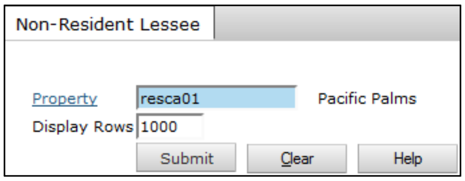


You can add non-resident lessees to the database, allowing you to rent rentable items to people who do not live at the property. For example, you could rent a garage space to a non-resident. Contact your Yardi Support Team for help setting up rentable items that can be assigned to a non-resident lessee.

## *Adding a Non-Resident Lessee*

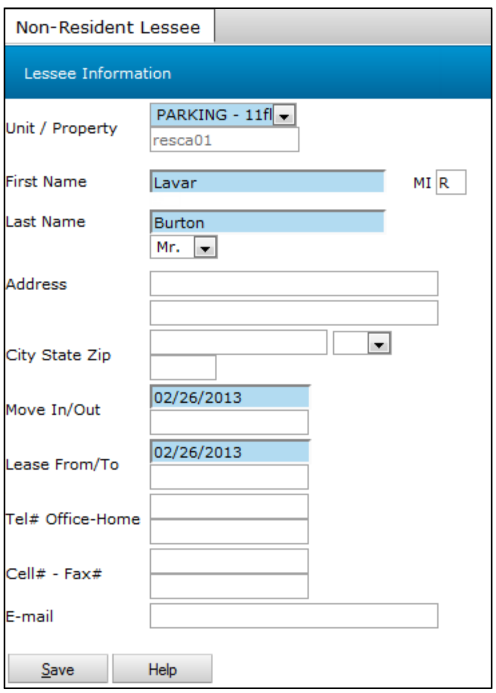
*To add a non-resident lessee*

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.<br>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 16

# Make Ready Functions

*In this chapter:*



## Introduction


## Make Ready Workflow

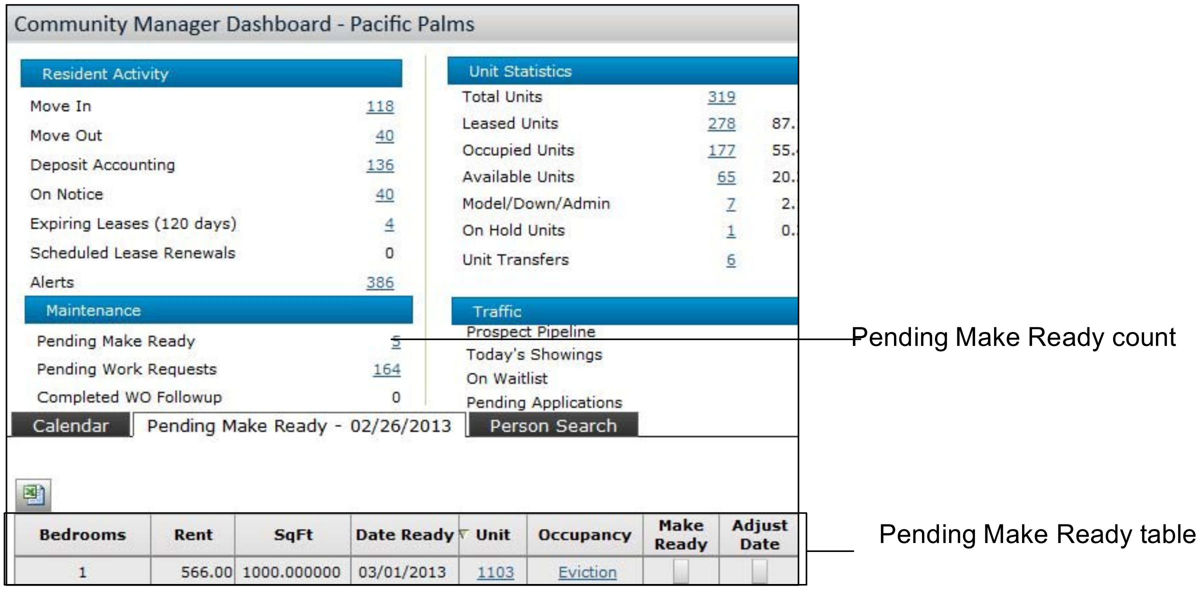
When the resident's status changes to **Notice**, the unit's status changes to **Not Ready** and the **Pending Make Ready** count on the dashboard is increased by one.

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.




**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 17

# Charges

*In this chapter:*



## 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*

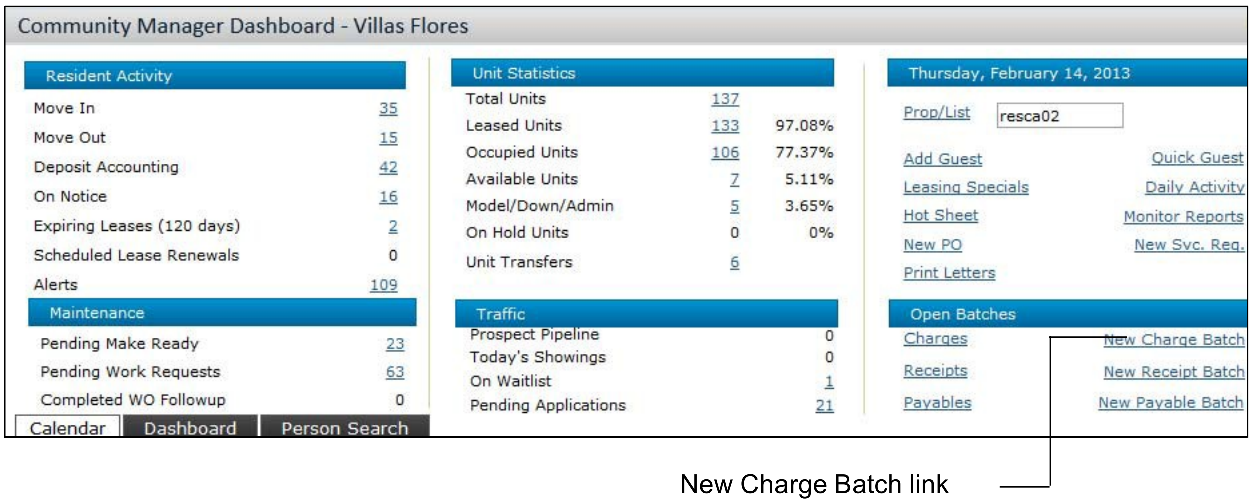
If you are creating a batch with only one charge, or with many different charges, you should create detail batch. Otherwise, a quick charge batch is usually more efficient. Detail batches comprise *charge invoices*, which in turn comprise multiple charges for an individual payer.

*To create a detail charge batch*

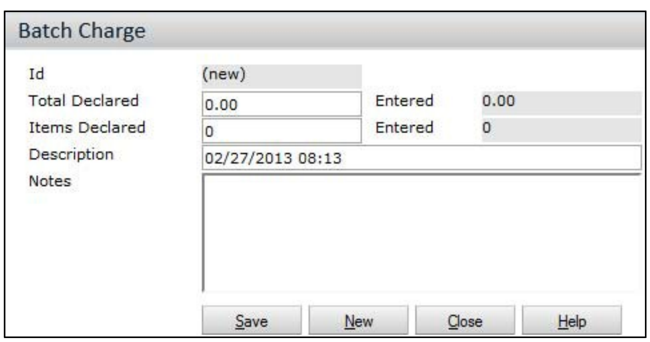
1 Add the amounts of all the charges you will process. Write down the number.

2 Count the charges you will process. Write down the number.

3 On the **Community Manager Dashboard**, click the **New Charge Batch** link.




The **Batch Charge** screen appears.

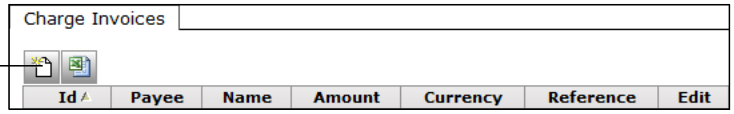



4 Complete the following fields:

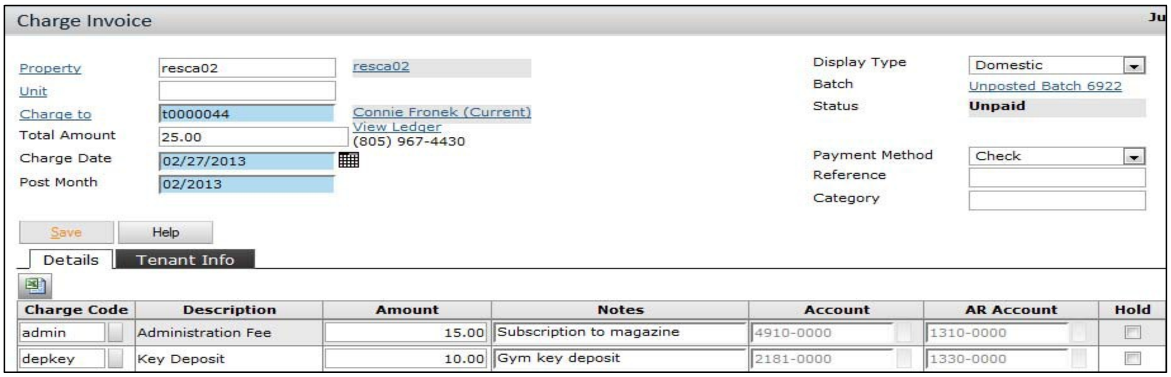
| | |
|---|---|
| Total Declared | Type the total dollar amount for charges in the batch. If amount is unknown, you can enter an arbitrary amount (ex: $10,000) and edit once your batch is complete. |
| Item Declared | Type the quantity of charges in the batch. If amount is unknown, you can enter an arbitrary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




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




**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. |

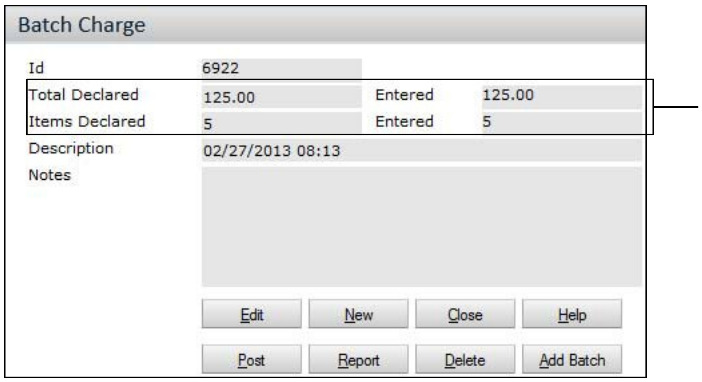
**8** On the **Details** tab, complete a row for each charge that you want to post to the payer's ledger:

| | |
|---|---|
| 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.<br><br>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.




**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

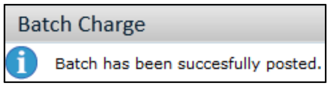
Total Entered: 125.00

Batch #6922

| Tran# | Property | Unit | Tenant | Name | Status | A/R Acct | Inc. Acct | Date | Period | Charge Code | Description | Charge | Remarks |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **resca02** | | | | | | | | | | | | | |
| C-167646 | resca02 | 1204 | t0000044 | Fronek | Current | 1310-0000 | 4910-0000 | 02/27/2013 | 02/2013 | admin | Administration Fee | 15.00 | Subscription to |
| C-167647 | resca02 | 1204 | t0000044 | Fronek | Current | 1330-0000 | 2181-0000 | 02/27/2013 | 02/2013 | depkey | Key Deposit | 10.00 | Gym key depos |
| C-167648 | resca02 | 1304 | t0000148 | Bultman | 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



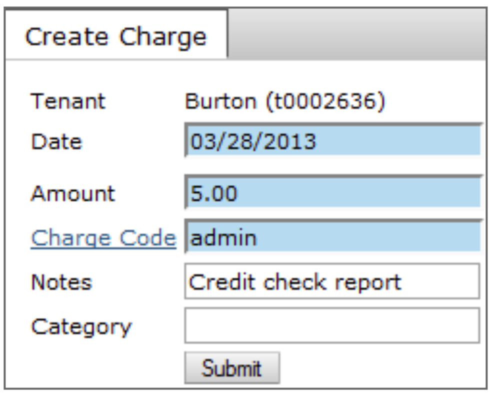

# Posting One-Time Charges or Quick Charge

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.




**3** Complete the screen.

**4** Click **Submit**.

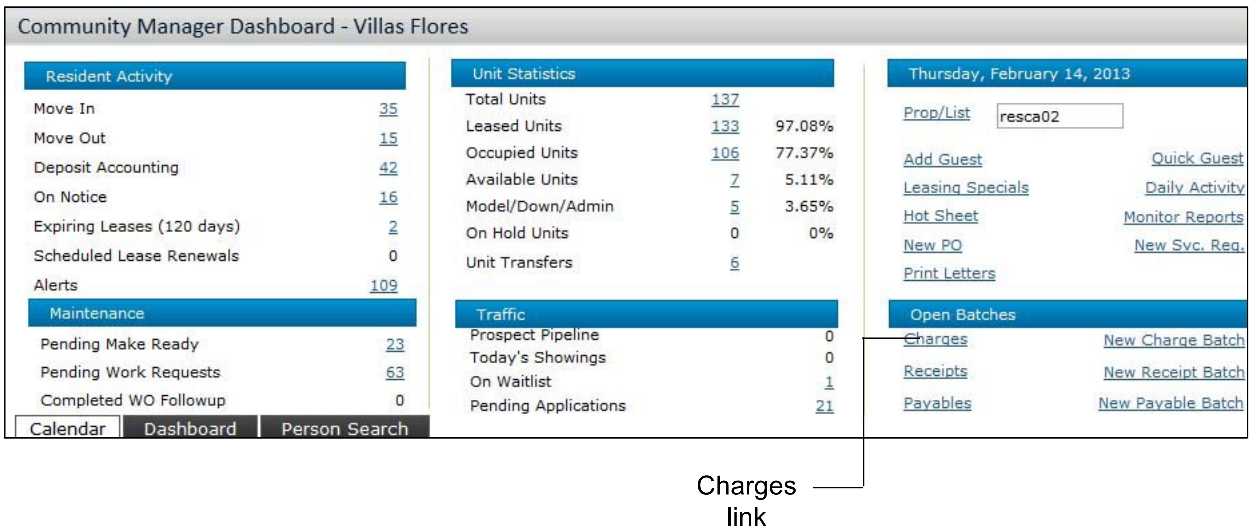
# Adding Charges to an Existing Batch

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.

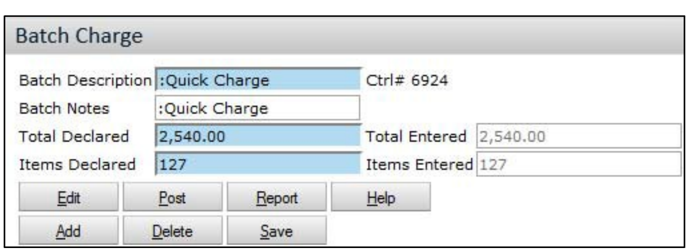
### *To add a charge to an existing batch*

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




A table of unposted charge batches appears below the dashboard.

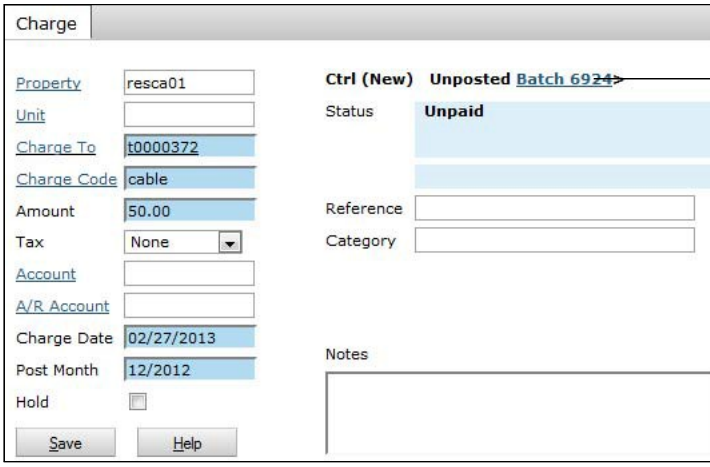

2 Click the **Batch #** link for the batch to which you want to add charges. Batches created as detail batches and batches created as quick batches appear in the list; you can add charges to any batch using this procedure. The **Batch Charge** screen appears.




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 × 2) + \$600] and the I**tems Declared field** to 12 (10 + 2).

**4** Click **Save**.

**5** Click **Add**. The **Charge** screen appears.

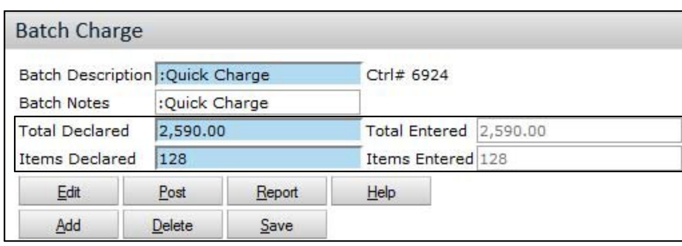



Click the Batch # link if you need to return to the Batch Charge screen

**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.

8 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 |

9 In the **Batch Charge** screen, click **Post**.

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

Batch Charge

Batch has been succesfully posted.

# 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*

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

Charge Batch Filter

| | | | |
|---|---|---|---|
| Description | | Batch # | 6924 |
| Notes | | Ctrl # | |
| Batch Type | Open Only | Property | |
| User Created By | | Charged To | |

Find

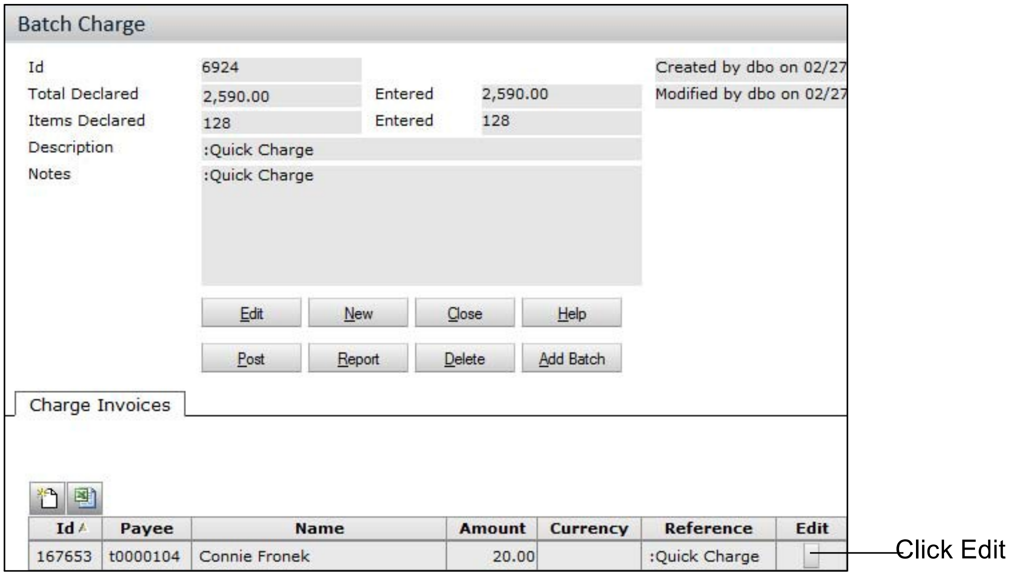
2 Complete the filter, as needed. You can search for both detail batches and quick batches (which become detail batches when you post them); you can add delete charges from any batch using this procedure.

3 Click **Find**. Matching batches appear in a table on the Batches tab below.

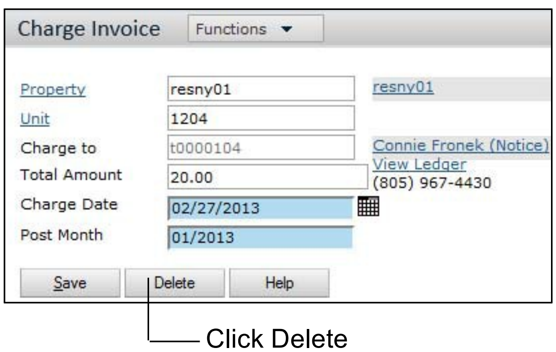
Batches

| Id | Description | User Created | Amount Entered | Count Entered | Is Open | Edit |
|---|---|---|---|---|---|---|
| 6924 | :Quick Charge | | 2,590.00 | 128 | Open | |

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.




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.




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

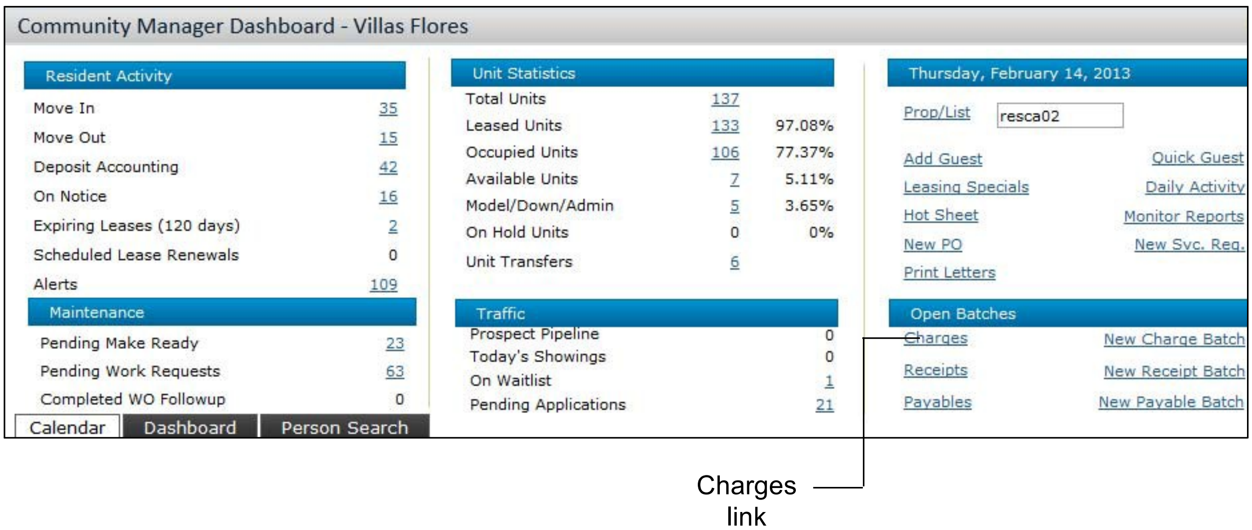
7 Click **OK**.

# *Deleting a Charge Batch*

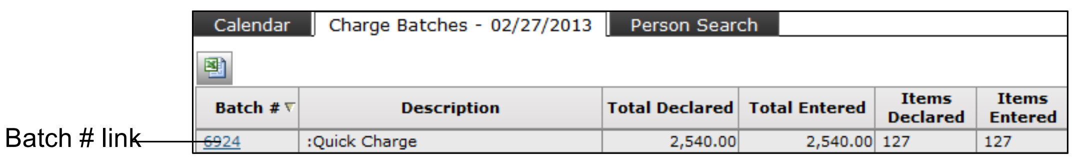
You can delete a charge batch any time before it is posted.

### *To delete a charge batch*

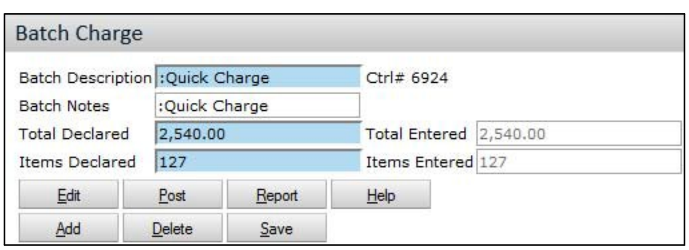
1 In the **Community Manager Dashboard**, click the **Charges** link.




A table of unposted charge batches appears below the dashboard.




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.




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.

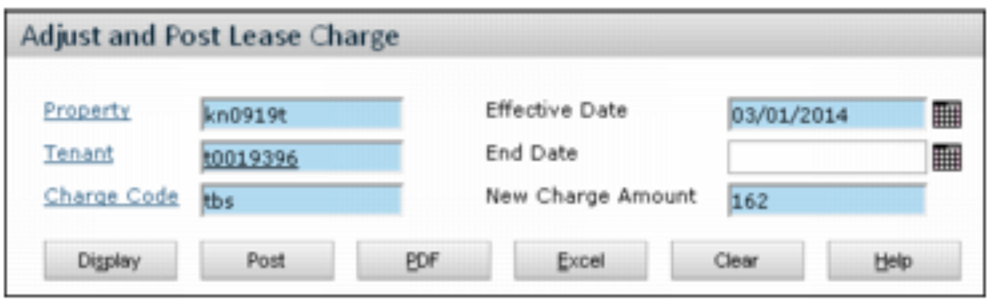
# Adjust and Post Lease Charges

The **Adjust and Post Lease Charges** procedure posts adjustments for previously posted charges and updates the household's lease charge in a single process. You must make the adjustments for one household and one charge code at a time.

**1** To open the **Adjust and Post Lease Charge** screen from the side menu: **Charges** > **Adjust Lease Charges** and only the filter section appears.

When you select a resident code on the filter, the household's code is a link to the Resident screen.

The following graphic shows the filter section of the **Adjust and Post Lease Charge** screen completed for a tenant-based subsidy adjustment. In this example, *tbs is a tenant-based subsidy charge code* and the effective date of the adjustments is March 1, 2013.




**2** Complete the filter section and clicking the **Display** button shows the lease charge adjustments and charges to be posted.

**3** The **Lease Charge Adjustments** section shows information about the lease charges to be updated. The property's accounts-receivable month and the month for which charges were last posted appears at the top of this section, followed by old and new lease charges that Voyager will create when you post. Adjustments post to the current accounts receivable month of the property.

The **New Charges** section shows each adjustment that Voyager will create when you post.

In the following graphic, a user is about to post adjustments and update a household's tenant-based subsidy lease charges as of March 1, 2013. This household has a $37.00 retroactive increase in tenant-based subsidy. The household's lease charges have been posted through June, 2013.

In this example, the Lease Charges Adjustments section contains the following information:

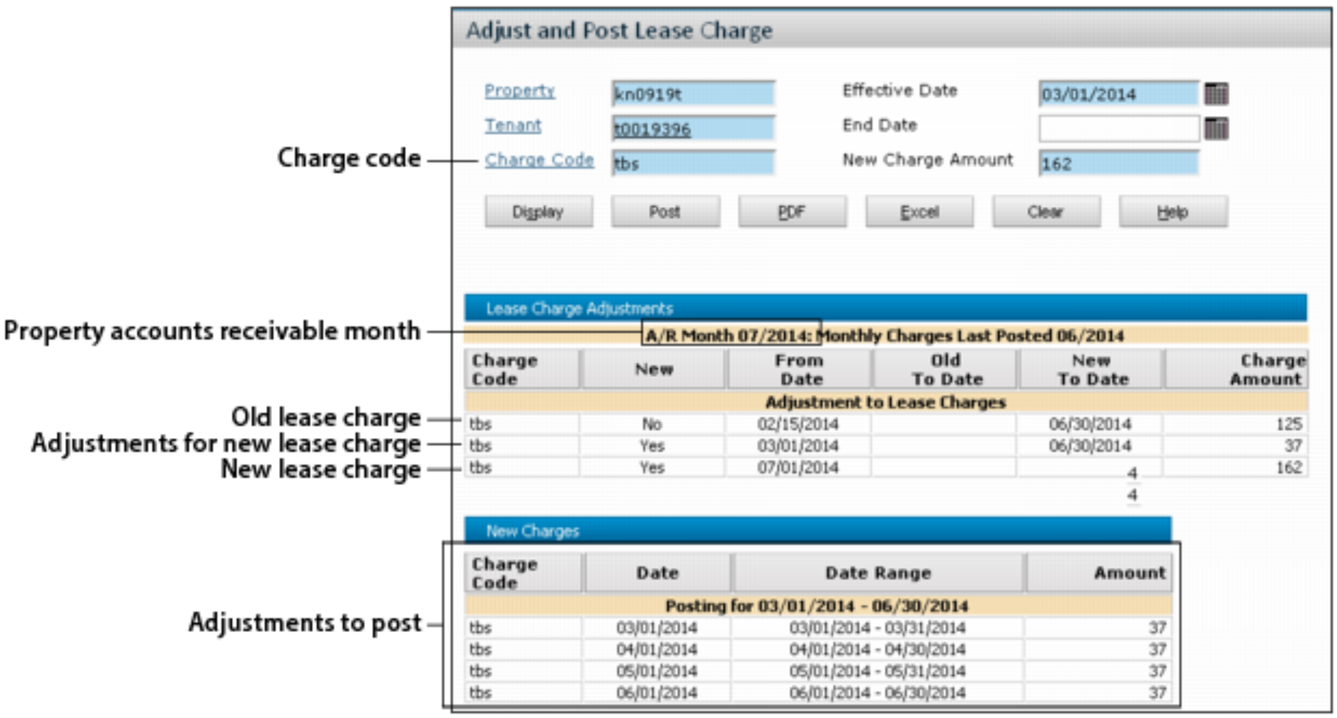
*July, 2014 is the accounts receivable month of the property.*

*The $125.00 subsidy lease charge began in February 2014. Voyager adds a June 30, 2014 ending date for this lease charge.*

The period between the date that the old subsidy lease charge began and the effective date of the new lease charge consists March through June. Voyager will post a $37.00 adjustment for each of these four months.

Voyager creates a new subsidy lease charge of $162.00 beginning on July 1, 2014. This new lease charge has no ending date.

The **New Charges** section shows the $37.00 adjustments that will post for March through June. The adjustments will post to July, the current accounts receivable month of the property.

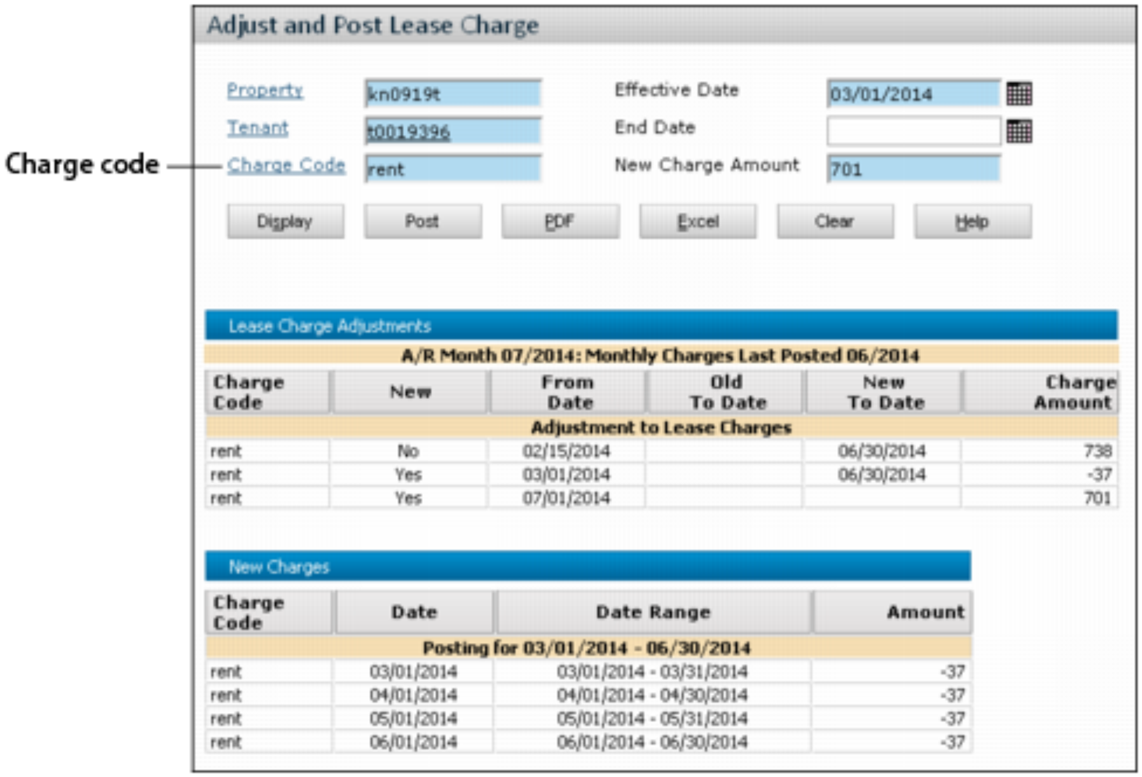



**4** Click the **Post** button. The charges/adjustments post and updates the household's lease charges as of the selected effective date. Adjustments post to the current post month of the property. The post month is the month and year that the transaction affects the household's ledger and the general ledger of the property.

If needed, you can also export these transactions as a Microsoft Excel or Adobe PDF file. You can either open the exported files for review or save them in a directory on your network.

The Adjust and Post Lease Charges screen remains open after you post the adjustments, so that you can adjust another lease charge if needed.

In the following graphic, the user is about to post -$37.00 rent charge adjustments for the same period to compensate for the $37.00 gain in subsidy.



The posted lease charges and adjustments appear on the household's ledgers.

The following graphic shows the resident ledger of the household for which the adjustments were posted. The ledger shows four positive charges for tenant-based subsidy and four negative charges for rent.

PMB Management

**Date : 7/15/2014**

**Resident Ledger**

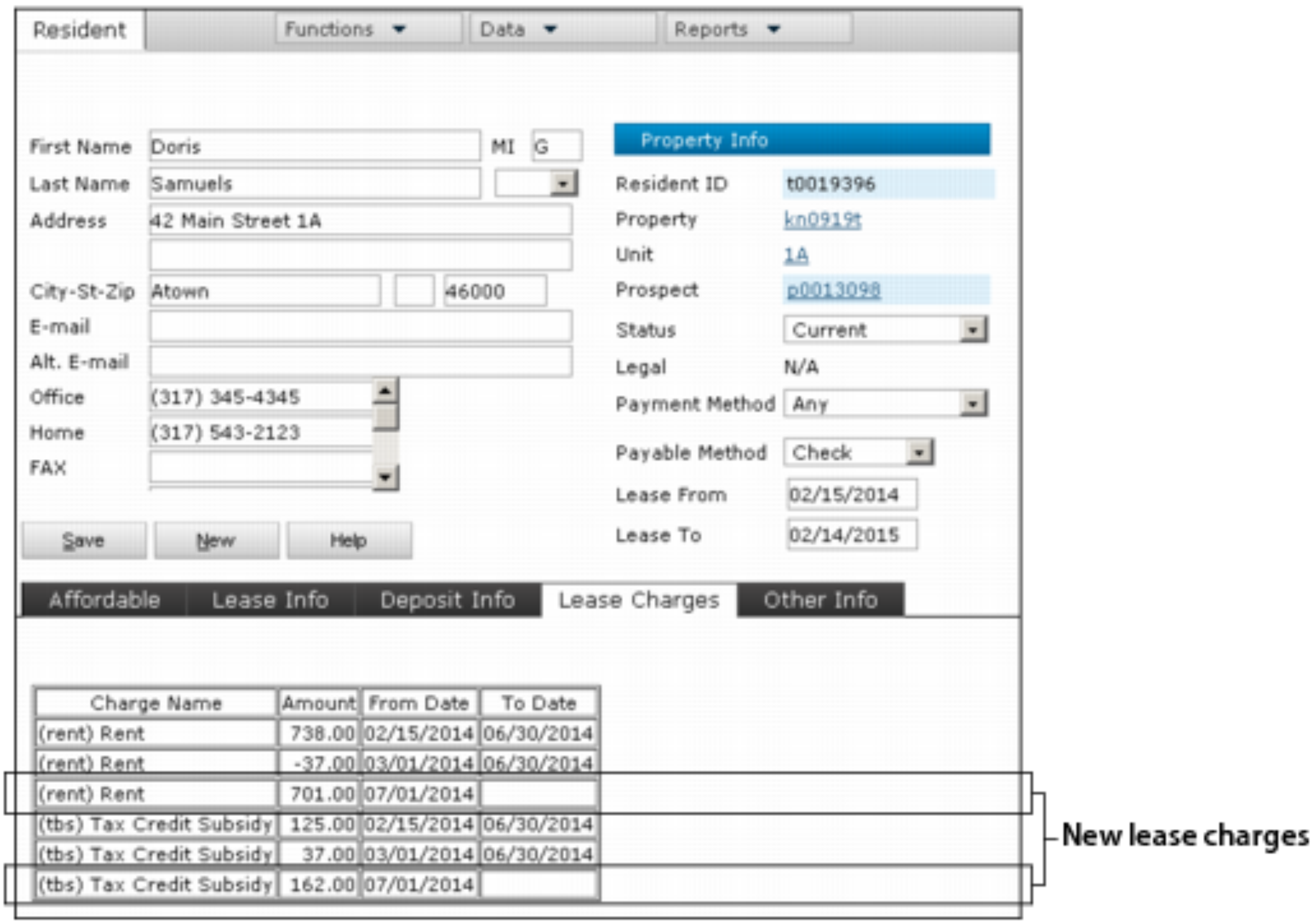
| | | | | | |
|---|---|---|---|---|---|
| Code | t0019396 | Property | kn0919t | Lease From | 2/15/2014 |
| Name | Doris Samuels | Unit | 1A | Lease To | 2/14/2015 |
| Address | 42 Main Street 1A | Status | Current | Move In | 2/15/2014 |
| | | Rent | 863 | Move Out | |
| City St. Zip | Atown, 46000 | Phone(O)- | (317) 345-4345 | Phone(H)- | (317) 543-2123 |

| Date | Description | Charge | Payment | Balance | Chg/Rec |
|---|---|---|---|---|---|
| 2/15/2014 | Deposit | 800.00 | | 800.00 | 73983 |
| 2/15/2014 | Rent for 14 days | 369.00 | | 1,169.00 | 73984 |
| 2/15/2014 | Rent Subsidy for 14 days | 62.50 | | 1,231.50 | 73985 |
| 2/25/2014 | | | 800.00 | 431.50 | 7280 |
| 2/25/2014 | chk# 1234 | | 369.00 | 62.50 | 7283 |
| 3/1/2014 | Rent (03/2014) | 738.00 | | 800.50 | 73991 |
| 3/1/2014 | Tax Credit Subsidy (03/2014) | 125.00 | | 925.50 | 73992 |
| 3/1/2014 | Tax Credit Subsidy 03/01/2014 to 03/31/2014 Lease Charge Adjustment | 37.00 | | 962.50 | 74011 |
| 3/1/2014 | Rent 03/01/2014 to 03/31/2014 Lease Charge Adjustment | (37.00) | | 925.50 | 74015 |
| 3/4/2014 | | | 738.00 | 187.50 | 7286 |
| 3/18/2013 | chk# 5456 :HAP - | | 187.50 | 0.00 | 7289 |
| 4/1/2014 | Rent (04/2014) | 738.00 | | 738.00 | 73996 |
| 4/1/2014 | Tax Credit Subsidy (04/2014) | 125.00 | | 863.00 | 73997 |
| 4/1/2014 | Tax Credit Subsidy 04/01/2014 to 04/30/2014 Lease Charge Adjustment | 37.00 | | 900.00 | 74012 |
| 4/1/2014 | Rent 04/01/2014 to 04/30/2014 Lease Charge Adjustment | (37.00) | | 863.00 | 74016 |
| 4/8/2014 | | | 738.00 | 125.00 | 7291 |
| 4/22/2014 | chk# 6567 :HAP - | | 125.00 | 0.00 | 7294 |
| 5/1/2014 | Rent (05/2014) | 738.00 | | 738.00 | 74001 |
| 5/1/2014 | Tax Credit Subsidy (05/2014) | 125.00 | | 863.00 | 74002 |
| 5/1/2014 | Tax Credit Subsidy 05/01/2014 to 05/31/2014 Lease Charge Adjustment | 37.00 | | 900.00 | 74013 |
| 5/1/2014 | Rent 05/01/2014 to 05/31/2014 Lease Charge Adjustment | (37.00) | | 863.00 | 74017 |
| 5/6/2014 | | | 738.00 | 125.00 | 7296 |
| 5/20/2014 | chk# 5434 :HAP - | | 125.00 | 0.00 | 7299 |
| 6/1/2014 | Rent (06/2014) | 738.00 | | 738.00 | 74006 |
| 6/1/2014 | Tax Credit Subsidy (06/2014) | 125.00 | | 863.00 | 74007 |
| 6/1/2014 | Tax Credit Subsidy 06/01/2014 to 06/30/2014 Lease Charge Adjustment | 37.00 | | 900.00 | 74014 |
| 6/1/2014 | Rent 06/01/2014 to 06/30/2014 Lease Charge Adjustment | (37.00) | | 863.00 | 74018 |
| 6/3/2014 | | | 738.00 | 125.00 | 7301 |
| 6/17/2014 | chk# 5434 :HAP - | | 125.00 | 0.00 | 7304 |

Adjustments

You can open the Resident screen and review the lease charges.

The following graphic shows the lease charges set up for the household.

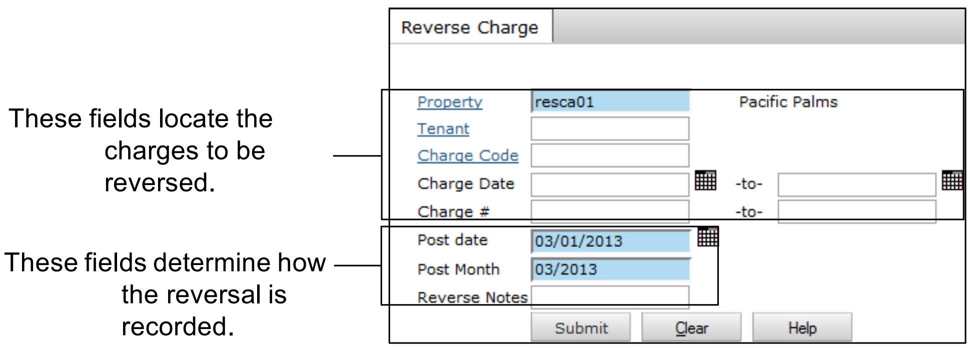


# Reversing Charges

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*

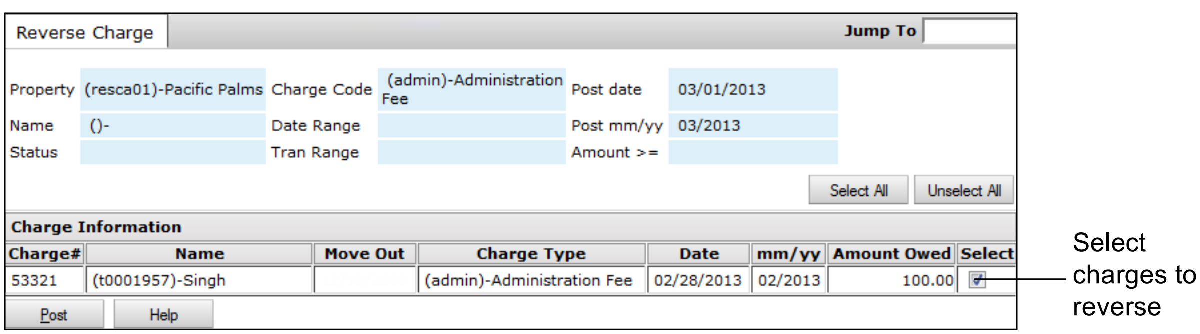
1 From the side menu, select **Charges > Reverse Charge**. The **Reverse Charge** filter appears.




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.




3 Select the charges you want to reverse and click **Post**.

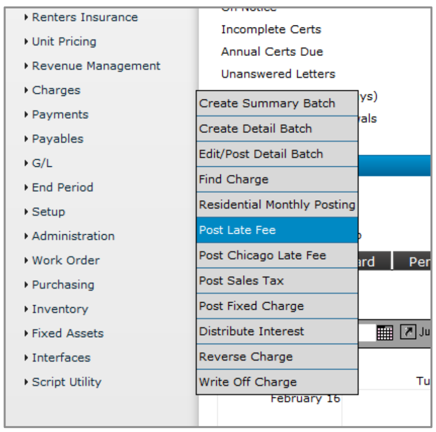
4 When asked to confirm that you want to post, click **OK**. Voyager displays confirmation that the charges have been reversed.

# 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:

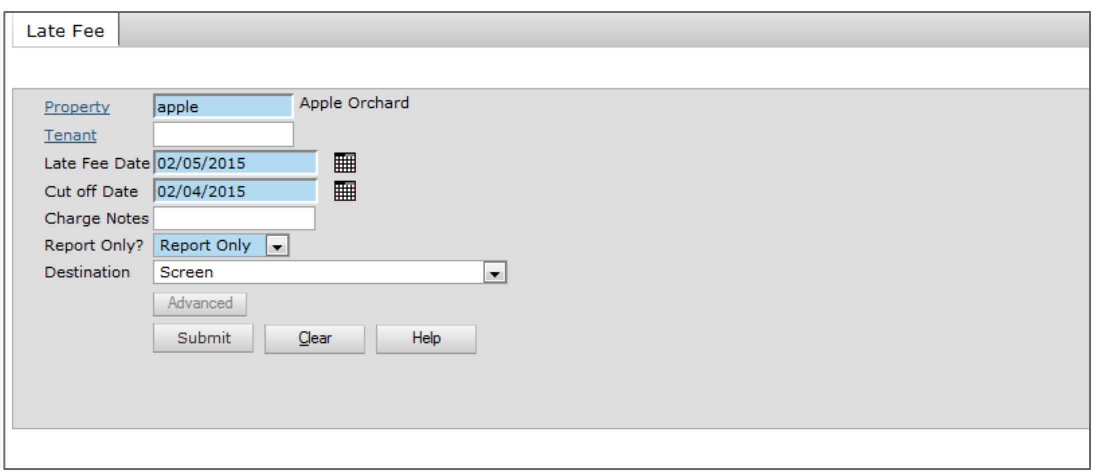
**1** Complete all rent collection and post any un-posted **Receipt** batch prior to **Posting Late Fees**. Remember any receipt dated after the 5th of the month will be considered late and assessed a late fee.

**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).



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

**Late Fee**

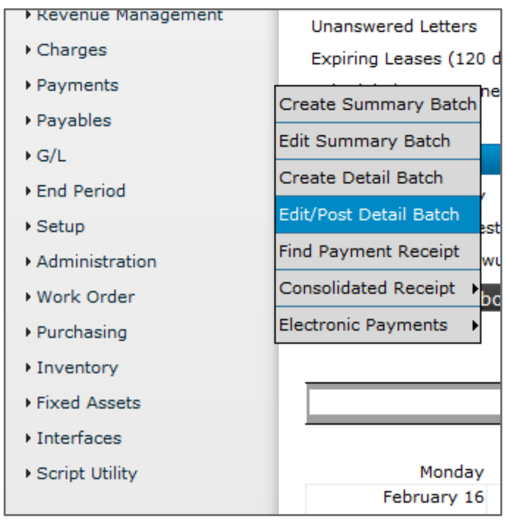
Red Tail Canyon (redtail)
Late Fee Date = 02/05/2015
Cut Off Date = 02/05/2015
Report Only = Report Only

| Control | Property | Unit | Tenant | Charge Amt | ChargeCode | Notes |
|---|---|---|---|---|---|---|
| - | redtail | 02 | t0011800 -Mendoza | 149.50 | late | Late Fee Feb Late Fee, 10% of $1495.00 |
| - | redtail | 04 | t0011801 -Kemple | 149.50 | late | Late Fee Feb Late Fee, 10% of $1495.00 |
| - | redtail | 07 | t0011802 -Cardinal | 122.50 | late | Late Fee Feb Late Fee, 10% of $1225.00 |
| - | redtail | 08 | t0011803 -Binz | 149.50 | late | Late Fee Feb Late Fee, 10% of $1495.00 |
| - | redtail | 09 | t0011804 -Kozlov | 132.50 | late | Late Fee Feb Late Fee, 10% of $1325.00 |
| - | redtail | 10 | t0011805 -Yee | 145.00 | late | Late Fee Feb Late Fee, 10% of $1450.00 |
| - | redtail | 12 | t0011806 -Smith | 137.50 | late | Late Fee Feb Late Fee, 10% of $1375.00 |
| - | redtail | 14 | t0011807 -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 18

# Receiving Payments

*In this chapter:*



## 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

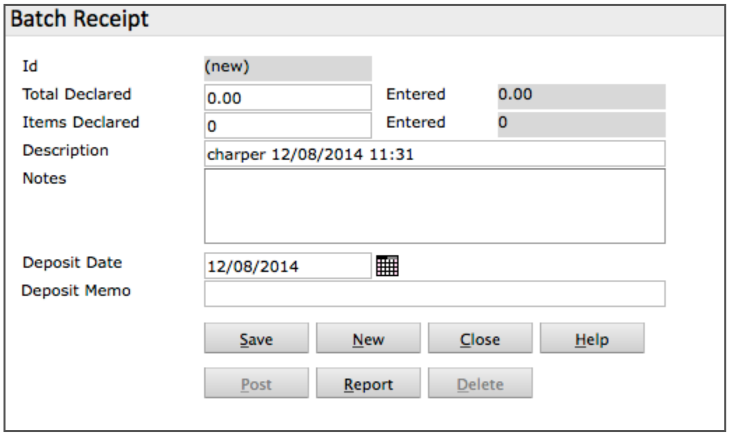
The **Create Detailed Batch** function in Voyager creates a batch where you can enter payments for rent, charges, and deposits.

***To receive resident payments***

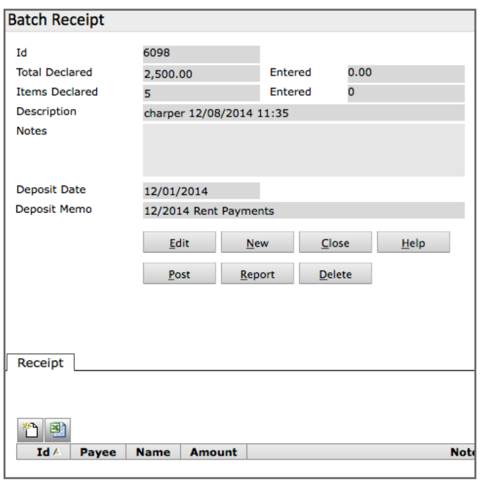
**1** Count the payments you have received, to determine the quantity of receipts you will process. Write down the number of receipts.

**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.

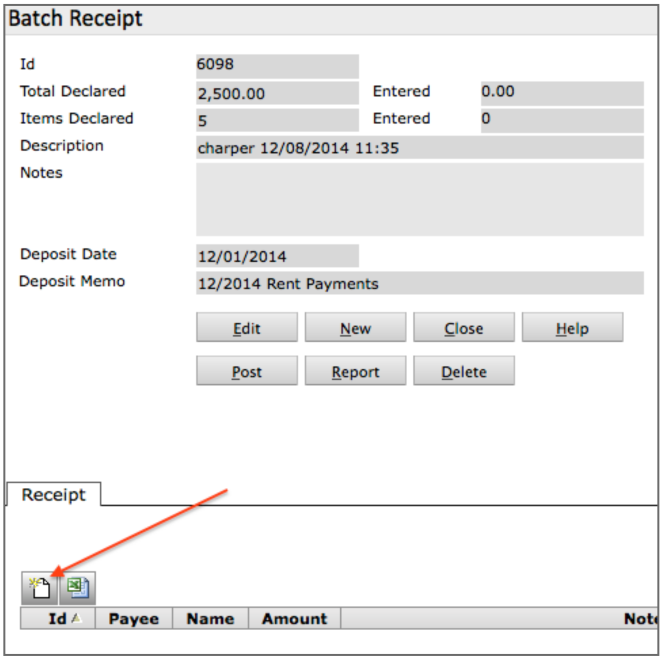



**4** Complete the following fields and save:

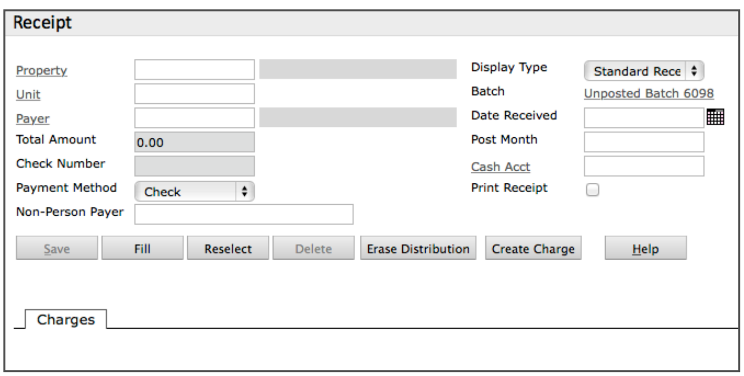



| | |
|---|---|
| Total Declared | Enter total sum of receipts to be entered. Note, this can be edited before posting if needed. |
| Items Declared | Enter number of receipts to be entered. Note, this can be edited before posting if needed. field. |
| Description | This field will auto-populate with 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: *12/2014 Rent Payments*) |

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




**7** The **Receipt** window will open.

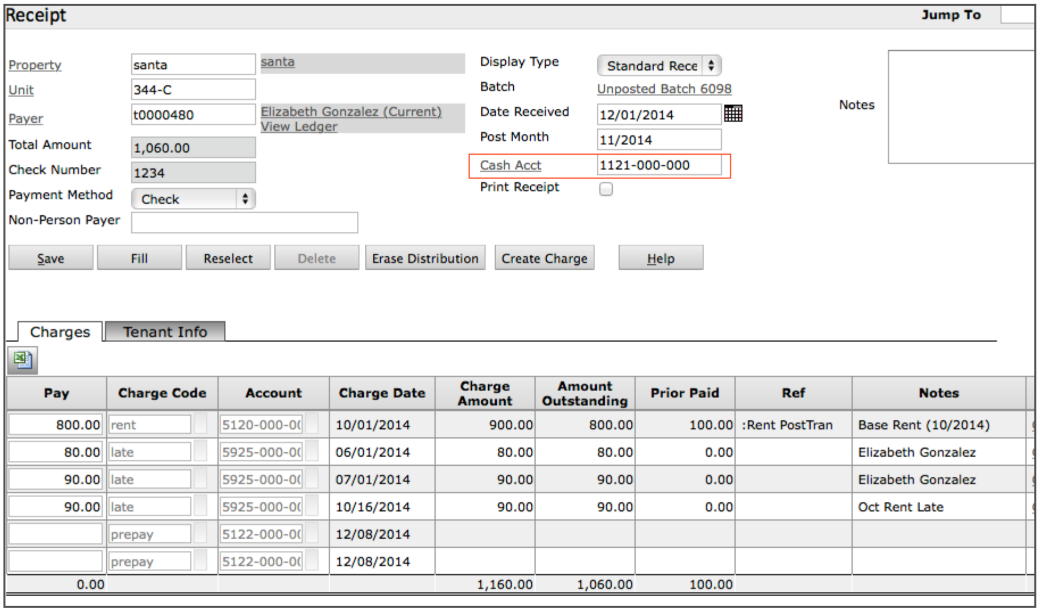



Enter the following fields:

| | |
|---|---|
| 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 *Cash* into the field. When enter a zero-dollar receipt, type *0$* 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 – *Operating* or *Security*. |

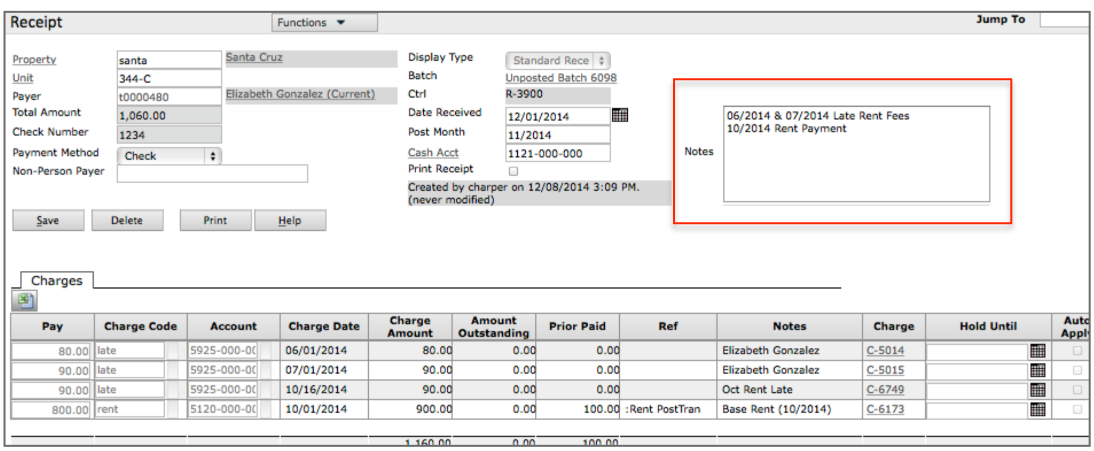
## Notes To Remember When Entering Receipts

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




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

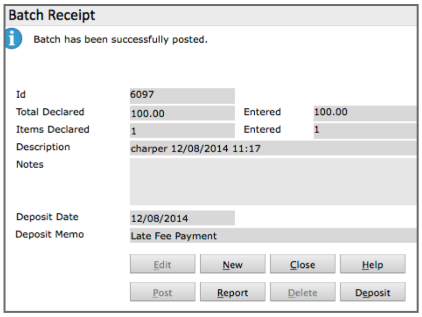
**8** In the **Notes** field enter what charge the payment is being applied towards. For example: "*12/2014 Rent*" or "*10/2014 Late Fee*".



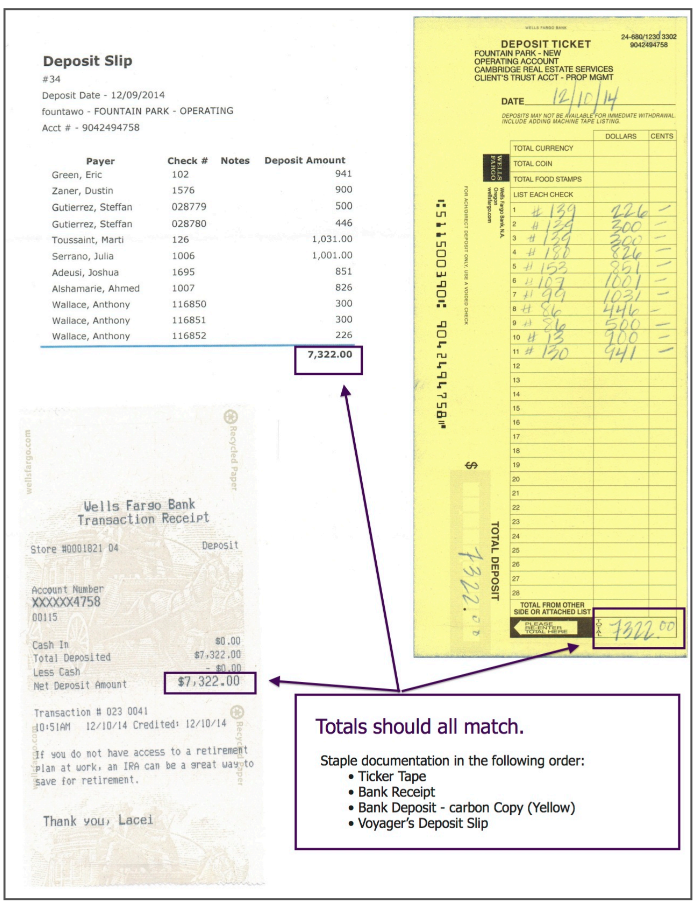

**9** Click **Save**.

**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.**



# *Receiving Non-Resident Payments*

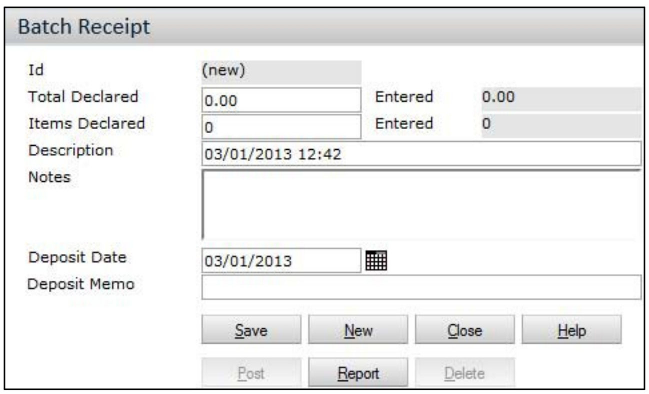
You must create a detail receipt batch to post payments for non-residents in Voyager. Because Voyager does not keep ledgers of non-resident payers, you must manually add each receipt. Each receipt can apply to multiple charges.

*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.

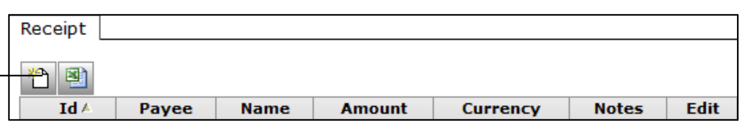



4 Complete the following fields:

| | |
|---|---|
| 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. |

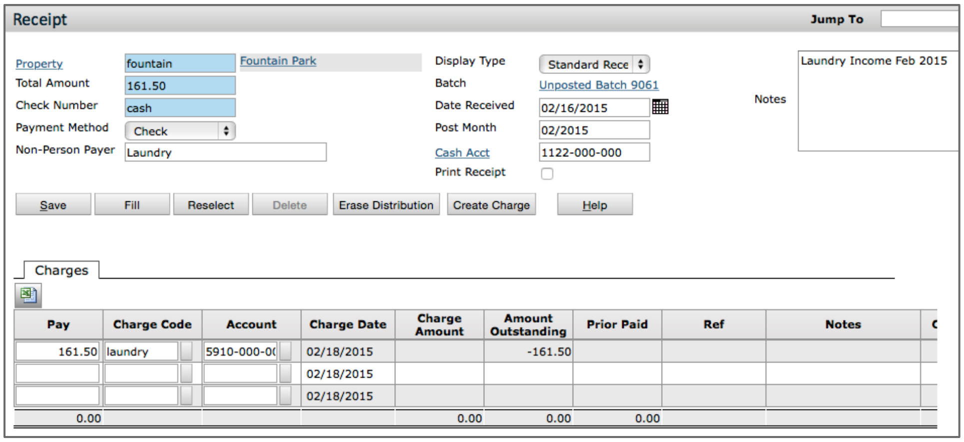
5 Click **Save**. An empty table appears on the **Receipt** tab below.

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




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.



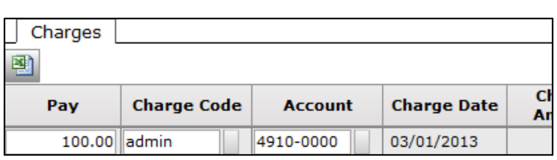

8 Complete the remaining fields on the top part of the screen:

| | |
|---|---|
| Property<br>**Charge To** | Select the property associated with the receipts. This helps you filter payers in the<br><br>field. |
| Total Amount | Type the amount of the receipt. |
| Check Number<br>field. | If the non-resident payer is paying using a check, type the check number in this |
| 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:

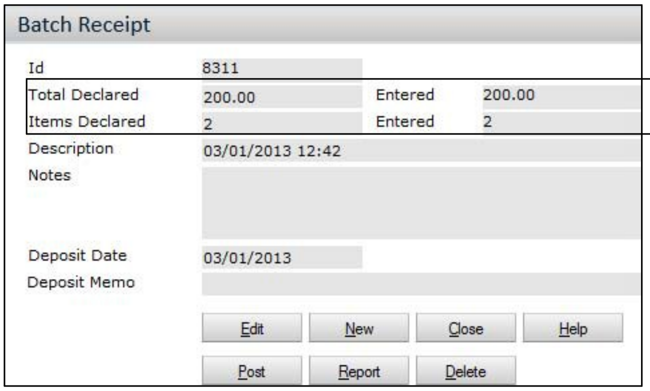
| | |
|---|---|
| Pay | Type the amount of the charge for which the non-resident payer is paying. The receipt pays for the full amount of the charge. |
| Charge Code | Type or select the charge code for the charge. |
| Account | (Leave this field empty; Voyager automatically completes this field based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

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



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

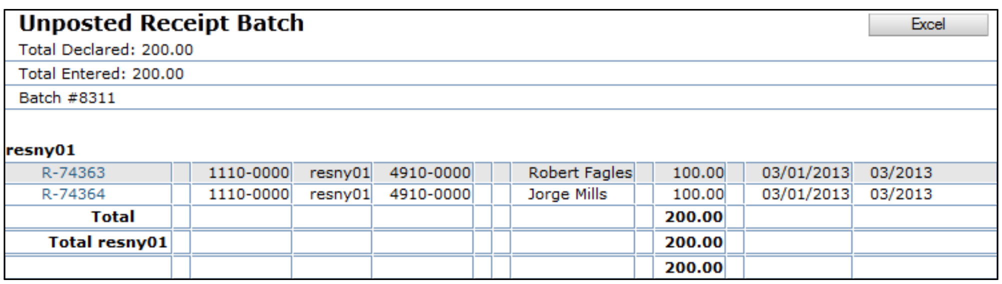
11 Complete each additional **Receipt** screen that appears. When the total entered matches or exceeds the total declared, or the number of items entered matches the number of items declared, the **Batch Receipt** screen appears.




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

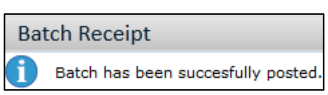
Batch #8311

**resny01**

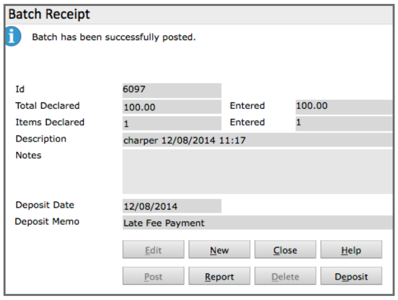
| | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| R-74363 | | 1110-0000 | resny01 | 4910-0000 | | Robert Fagles | | 100.00 | 03/01/2013 | 03/2013 |
| R-74364 | | 1110-0000 | resny01 | 4910-0000 | | Jorge Mills | | 100.00 | 03/01/2013 | 03/2013 |
| **Total** | | | | | | | | **200.00** | | |
| **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

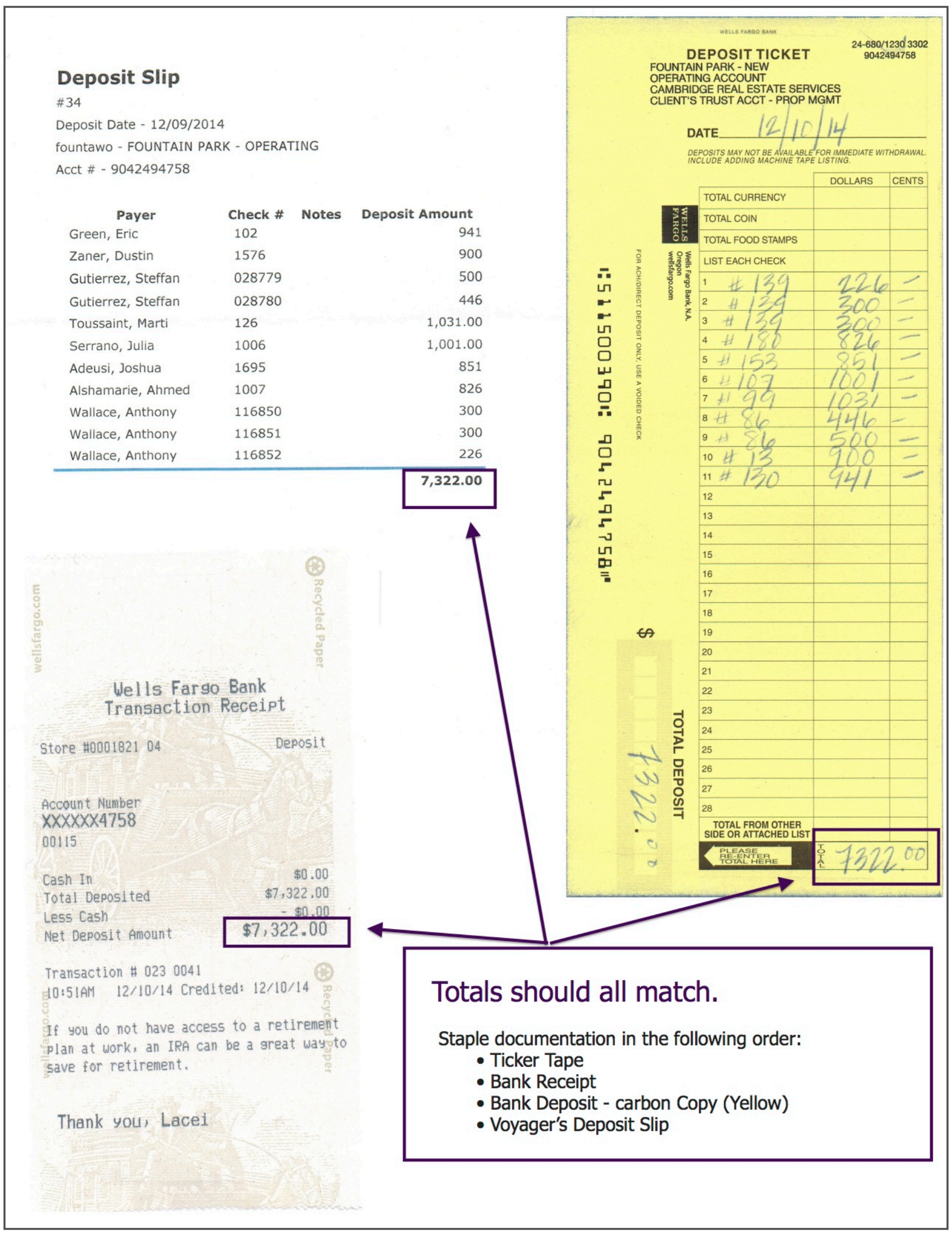
Batch has been successfully posted.

| | | | |
|---|---|---|---|
| Id | 6097 | | |
| Total Declared | 100.00 | Entered | 100.00 |
| Items Declared | 1 | Entered | 1 |
| Description | charper 12/08/2014 11:17 | | |
| Notes | | | |
| Deposit Date | 12/08/2014 | | |
| Deposit Memo | Late Fee Payment | | |

Edit | New | Close | Help

Post | Report | Delete | 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

fountawo - FOUNTAIN PARK - OPERATING

Acct # - 9042494758

| Payer | Check # | Notes | Deposit Amount |
|---|---|---|---|
| Green, Eric | 102 | | 941 |
| Zaner, Dustin | 1576 | | 900 |
| Gutierrez, Steffan | 028779 | | 500 |
| Gutierrez, Steffan | 028780 | | 446 |
| Toussaint, Marti | 126 | | 1,031.00 |
| Serrano, Julia | 1006 | | 1,001.00 |
| Adeusi, Joshua | 1695 | | 851 |
| Alshamarie, Ahmed | 1007 | | 826 |
| Wallace, Anthony | 116850 | | 300 |
| Wallace, Anthony | 116851 | | 300 |
| Wallace, Anthony | 116852 | | 226 |
| | | | **7,322.00** |

Wells Fargo Bank
Transaction Receipt

Store #0001821 04 Deposit

Account Number
XXXXXX4758
00115

| | |
|---|---|
| Cash In | $0.00 |
| Total Deposited | $7,322.00 |
| Less Cash | - $0.00 |
| 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, Lacei

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

24-680/1230 3302
9042494758

DATE 12/10/14

DEPOSITS MAY NOT BE AVAILABLE FOR IMMEDIATE WITHDRAWAL. INCLUDE ADDING MACHINE TAPE LISTING.

| | DOLLARS | CENTS |
|---|---|---|
| TOTAL CURRENCY | | |
| TOTAL COIN | | |
| TOTAL FOOD STAMPS | | |
| LIST EACH CHECK | | |
| 1 # 139 | 226 | — |
| 2 # 139 | 300 | — |
| 3 # 139 | 300 | — |
| 4 # 180 | 826 | — |
| 5 # 153 | 851 | — |
| 6 # 107 | 1001 | — |
| 7 # 99 | 1031 | — |
| 8 # 86 | 446 | — |
| 9 # 86 | 500 | — |
| 10 # 13 | 900 | — |
| 11 # 130 | 941 | — |
| TOTAL FROM OTHER SIDE OR ATTACHED LIST | | |
| PLEASE RE-ENTER TOTAL HERE — TOTAL | 7322 | 00 |

TOTAL DEPOSIT $ 7322.00

Totals should all match.

Staple documentation in the following order:

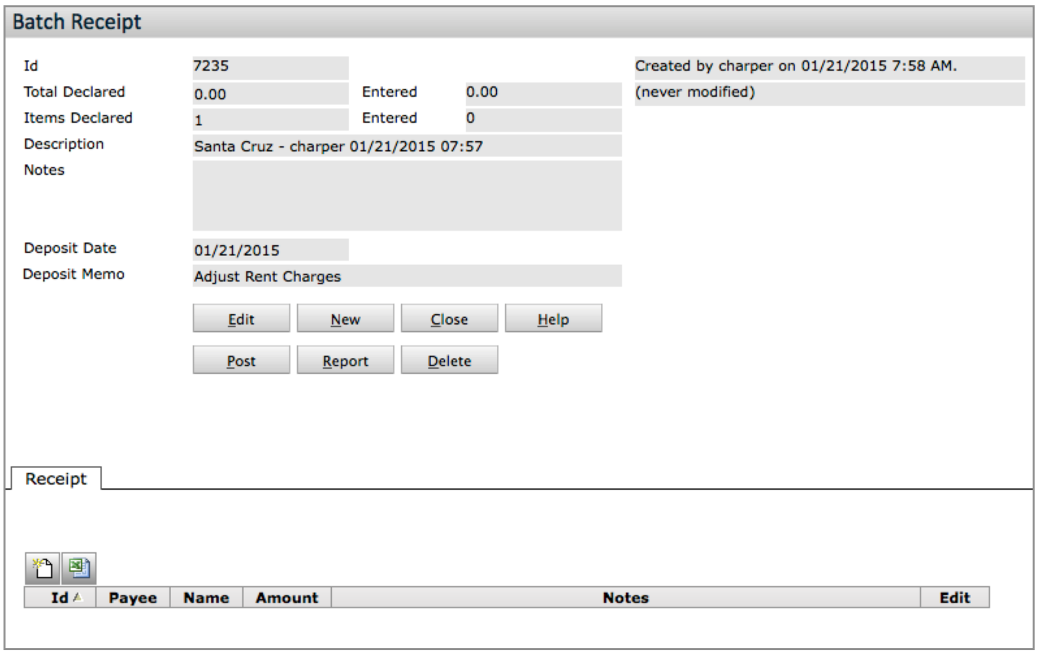
- Ticker Tape
- Bank Receipt
- Bank Deposit - carbon Copy (Yellow)
- Voyager's Deposit Slip

# *Processing Zero Dollar Receipts*

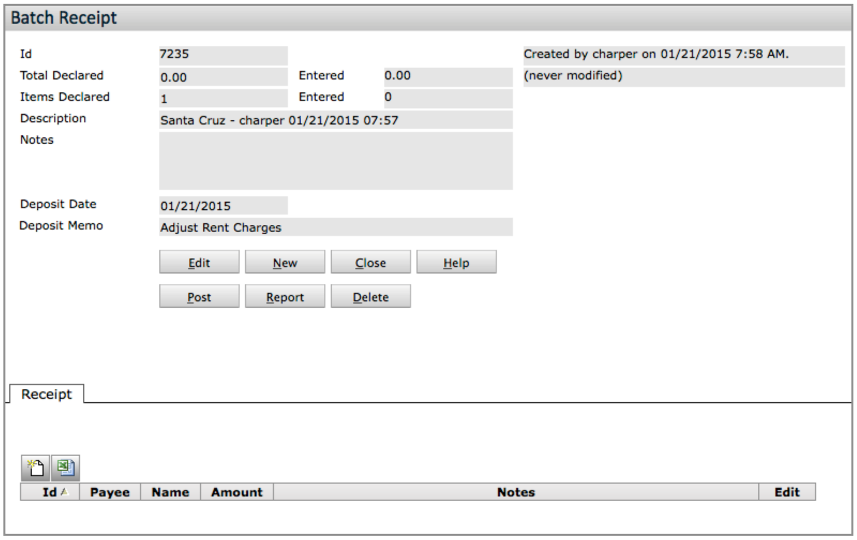
It is necessary to process a zero dollar receipt when you wish to apply a credit to a debit in Voyager. The **Create Detailed Batch** function in Voyager creates a batch where you can process Zero Dollar Receipts.

*To create a zero dollar receipt*

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

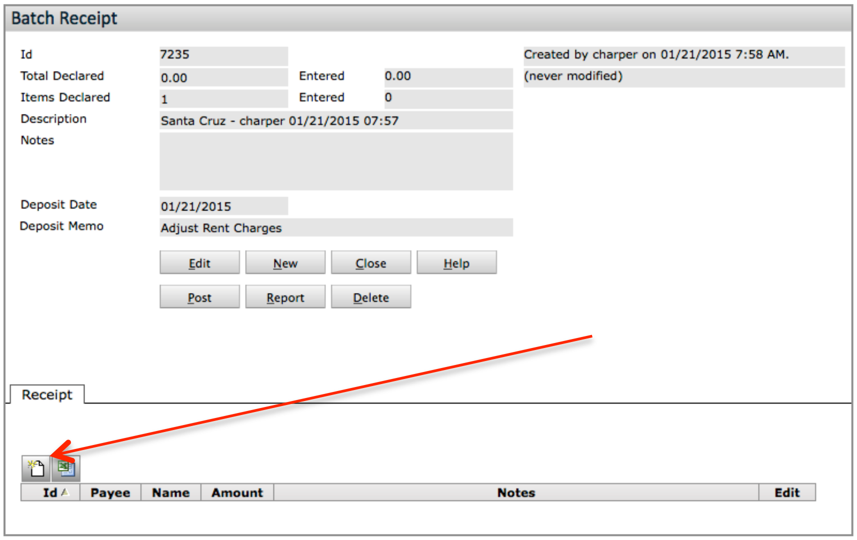


**4** Complete the following fields and save:

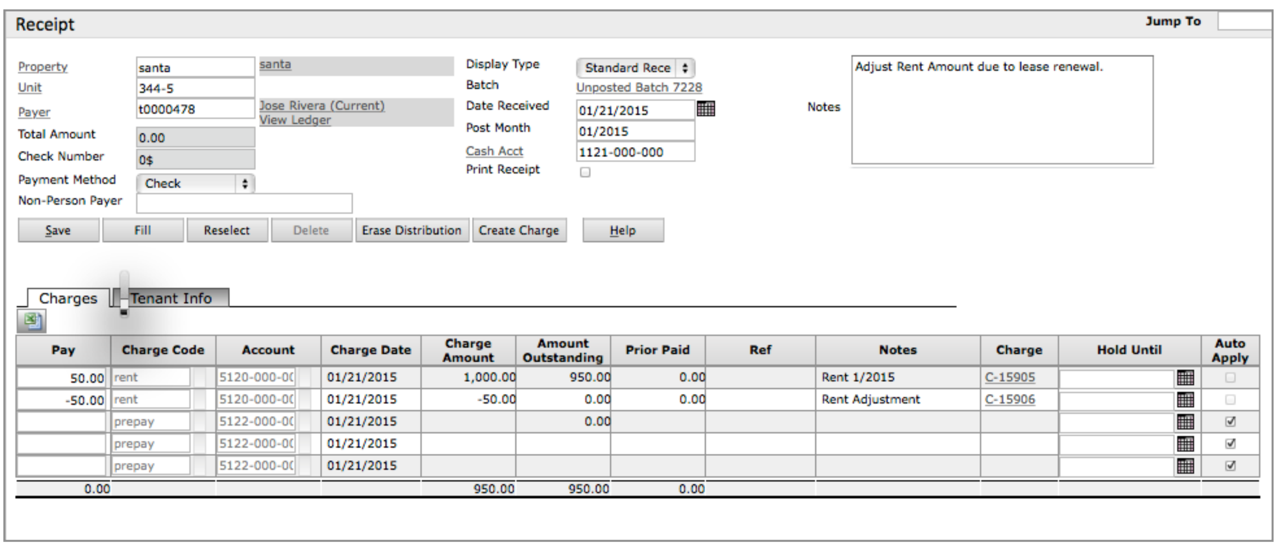



| | |
|---|---|
| Total Declared | Enter total sum of receipts to be entered. Note, for **Zero Dollar Receipts this amount will always be 0.** |
| Items Declared | Enter number of receipts to be entered. Note, this can be edited before posting if needed. |
| Description | This field will auto-populate 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: *Adjustment to Pro-rate Charges*) |

**6** Click the icon (shown below) under the **Receipt** Tab.



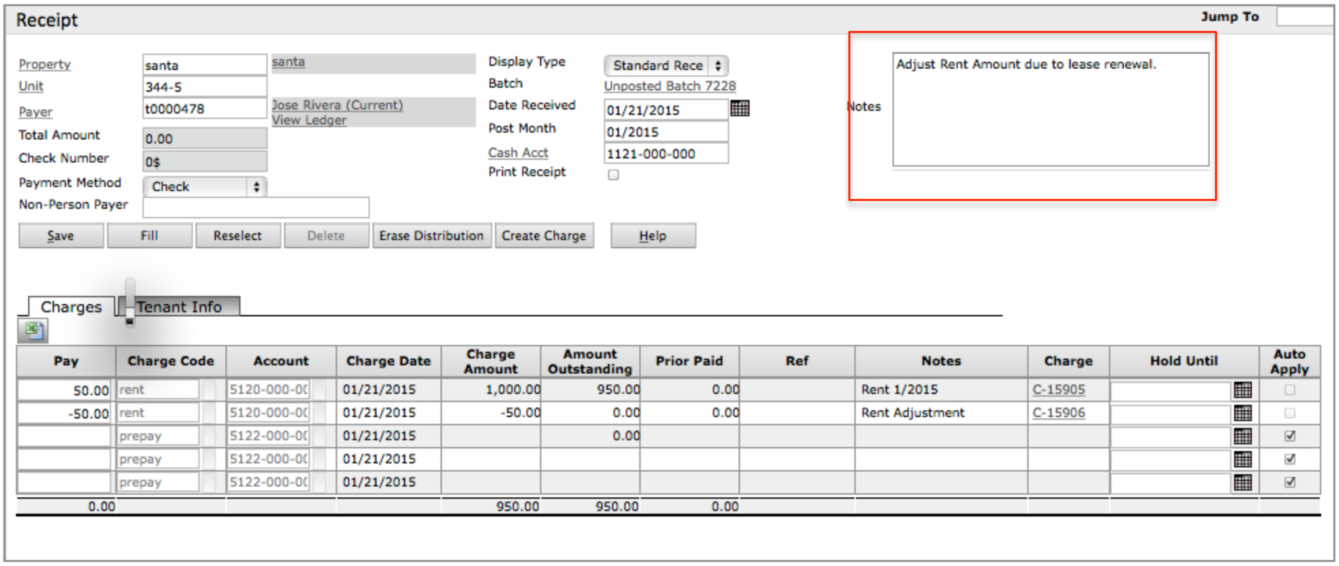

**7** The **Receipt** window will open.




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 ; 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

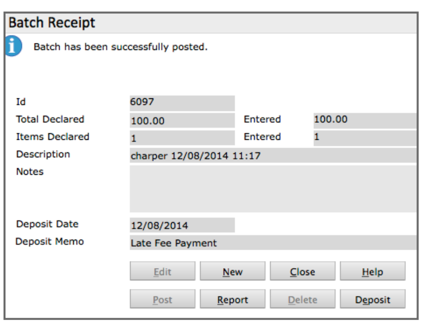



**9** Enter the debt and credited amount in the **Charge fields**. The total should always come to $0 when processing a Zero Dollar Receipt.

**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.

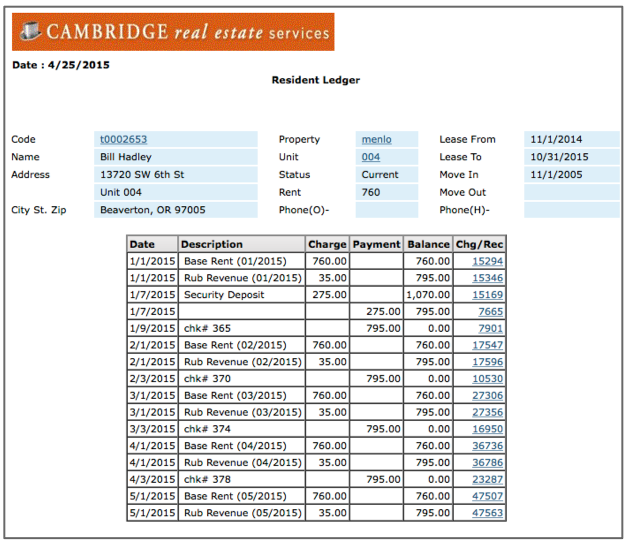


# *Recording Not Sufficient Funds (NSF) Items*

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** Use the person search to select the tenant who you wish to adjust and open the **Resident Screen**, select **Reports > Ledger**. The **Ledger** will appears.


CAMBRIDGE real estate services

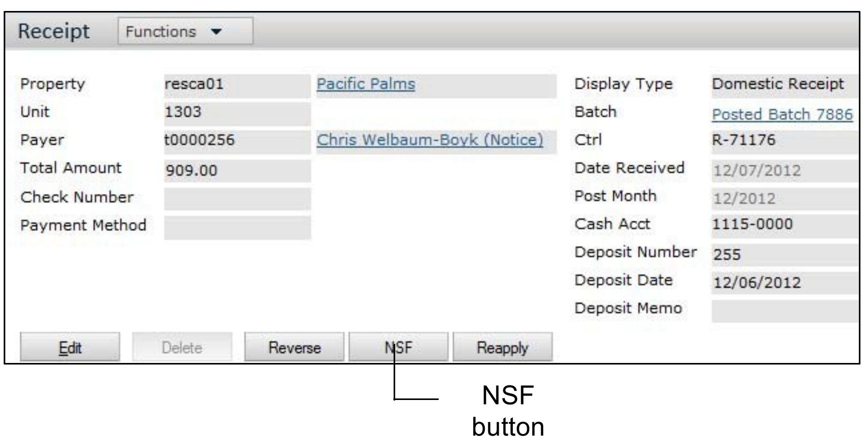
Date : 4/25/2015

Resident Ledger

| | | | | | |
|---|---|---|---|---|---|
| Code | t0002653 | Property | menlo | Lease From | 11/1/2014 |
| Name | Bill Hadley | Unit | 004 | Lease To | 10/31/2015 |
| Address | 13720 SW 6th St | Status | Current | Move In | 11/1/2005 |
| | Unit 004 | Rent | 760 | Move Out | |
| City St. Zip | Beaverton, OR 97005 | Phone(O)- | | Phone(H)- | |

| Date | Description | Charge | Payment | Balance | Chg/Rec |
|---|---|---|---|---|---|
| 1/1/2015 | Base Rent (01/2015) | 760.00 | | 760.00 | 15294 |
| 1/1/2015 | Rub Revenue (01/2015) | 35.00 | | 795.00 | 15346 |
| 1/7/2015 | Security Deposit | 275.00 | | 1,070.00 | 15169 |
| 1/7/2015 | | | 275.00 | 795.00 | 7665 |
| 1/9/2015 | chk# 365 | | 795.00 | 0.00 | 7901 |
| 2/1/2015 | Base Rent (02/2015) | 760.00 | | 760.00 | 17547 |
| 2/1/2015 | Rub Revenue (02/2015) | 35.00 | | 795.00 | 17596 |
| 2/3/2015 | chk# 370 | | 795.00 | 0.00 | 10530 |
| 3/1/2015 | Base Rent (03/2015) | 760.00 | | 760.00 | 27306 |
| 3/1/2015 | Rub Revenue (03/2015) | 35.00 | | 795.00 | 27356 |
| 3/3/2015 | chk# 374 | | 795.00 | 0.00 | 16950 |
| 4/1/2015 | Base Rent (04/2015) | 760.00 | | 760.00 | 36736 |
| 4/1/2015 | Rub Revenue (04/2015) | 35.00 | | 795.00 | 36786 |
| 4/3/2015 | chk# 378 | | 795.00 | 0.00 | 23287 |
| 5/1/2015 | Base Rent (05/2015) | 760.00 | | 760.00 | 47507 |
| 5/1/2015 | Rub Revenue (05/2015) | 35.00 | | 795.00 | 47563 |

**2** Select the receipt you want to re-apply by clicking on the **Chg/Rec** control number on the right side.

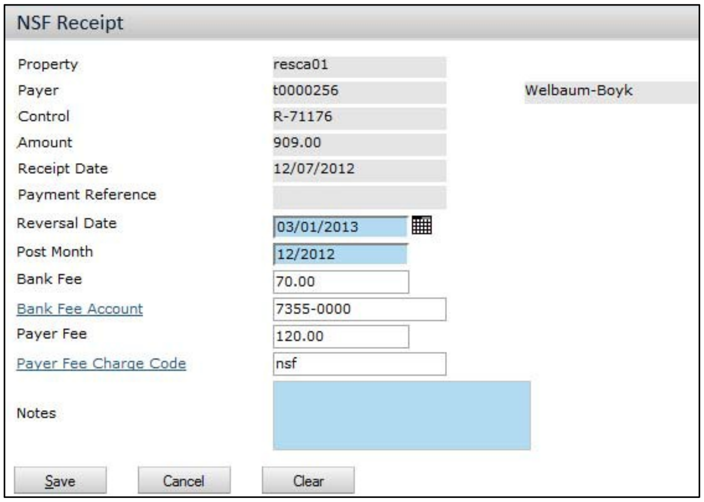



**3** Click the **NSF** button.

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.

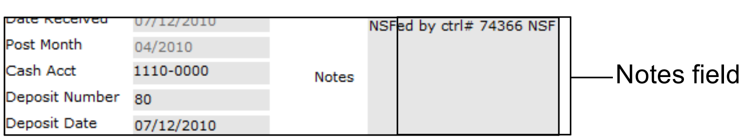
The **NSF Receipt** screen appears.




**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.




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.

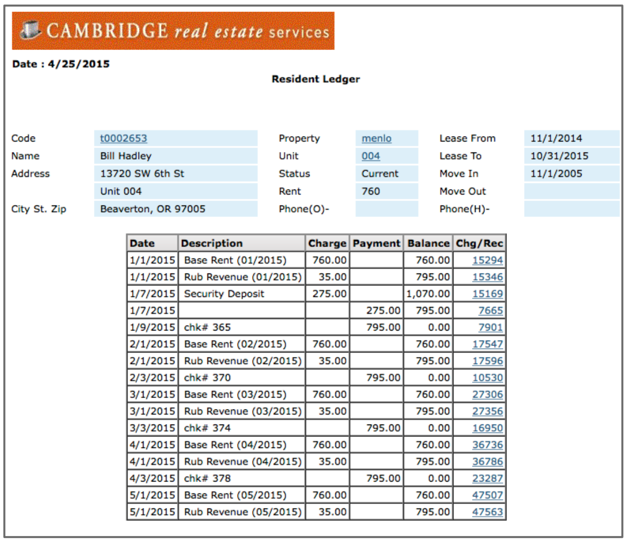
# *Re-applying Receipts*

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** Use the person search to select the tenant who you wish to adjust and open the **Resident Screen**, select **Reports > Ledger**. The **Ledger** will appears.



CAMBRIDGE *real estate* services

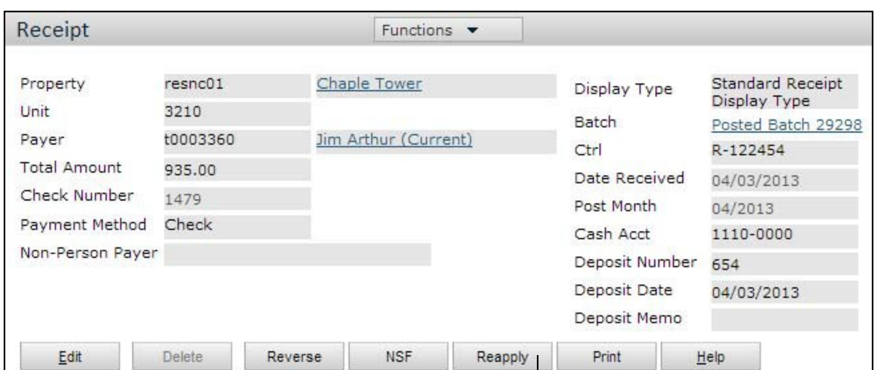
**Date : 4/25/2015**

**Resident Ledger**

| | | | | | |
|---|---|---|---|---|---|
| Code | t0002653 | Property | menlo | Lease From | 11/1/2014 |
| Name | Bill Hadley | Unit | 004 | Lease To | 10/31/2015 |
| Address | 13720 SW 6th St | Status | Current | Move In | 11/1/2005 |
| | Unit 004 | Rent | 760 | Move Out | |
| City St. Zip | Beaverton, OR 97005 | Phone(O)- | | Phone(H)- | |

| Date | Description | Charge | Payment | Balance | Chg/Rec |
|---|---|---|---|---|---|
| 1/1/2015 | Base Rent (01/2015) | 760.00 | | 760.00 | 15294 |
| 1/1/2015 | Rub Revenue (01/2015) | 35.00 | | 795.00 | 15346 |
| 1/7/2015 | Security Deposit | 275.00 | | 1,070.00 | 15169 |
| 1/7/2015 | | | 275.00 | 795.00 | 7665 |
| 1/9/2015 | chk# 365 | | 795.00 | 0.00 | 7901 |
| 2/1/2015 | Base Rent (02/2015) | 760.00 | | 760.00 | 17547 |
| 2/1/2015 | Rub Revenue (02/2015) | 35.00 | | 795.00 | 17596 |
| 2/3/2015 | chk# 370 | | 795.00 | 0.00 | 10530 |
| 3/1/2015 | Base Rent (03/2015) | 760.00 | | 760.00 | 27306 |
| 3/1/2015 | Rub Revenue (03/2015) | 35.00 | | 795.00 | 27356 |
| 3/3/2015 | chk# 374 | | 795.00 | 0.00 | 16950 |
| 4/1/2015 | Base Rent (04/2015) | 760.00 | | 760.00 | 36736 |
| 4/1/2015 | Rub Revenue (04/2015) | 35.00 | | 795.00 | 36786 |
| 4/3/2015 | chk# 378 | | 795.00 | 0.00 | 23287 |
| 5/1/2015 | Base Rent (05/2015) | 760.00 | | 760.00 | 47507 |
| 5/1/2015 | Rub Revenue (05/2015) | 35.00 | | 795.00 | 47563 |

**2** Select the receipt you want to re-apply by clicking on the **Chg/Rec** control number on the right side.

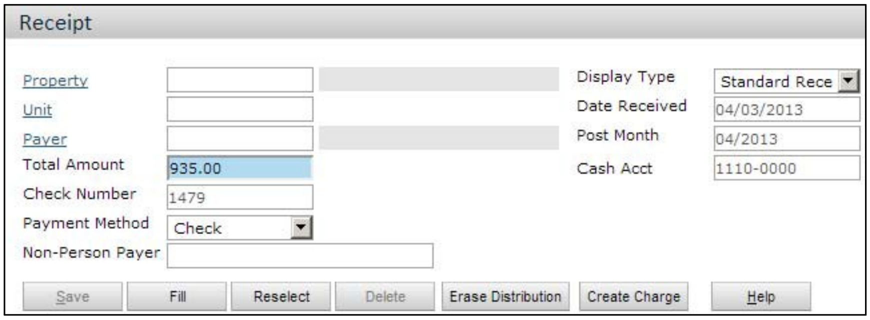



Re-apply button

**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.




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 Repor**t 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 19

# Processing Housing

(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

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 20.

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 | t0010055 | Property | squires | 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 | 9883 |
| 11/1/2014 | Housing (11/2014) | 560.00 | | 1,070.00 | 10064 |

Housing Charge

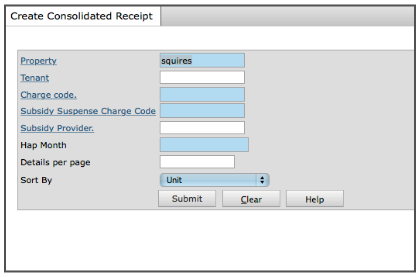
Balance Due

## *Creating Consolidated Receipts for Tenant-Based Subsidy Payments*

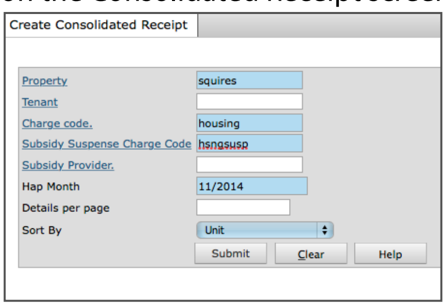
Creating a consolidated subsidy receipt adds a record for the receipt. You can add or edit the information in a consolidated receipt until you create a batch for the receipt.

*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

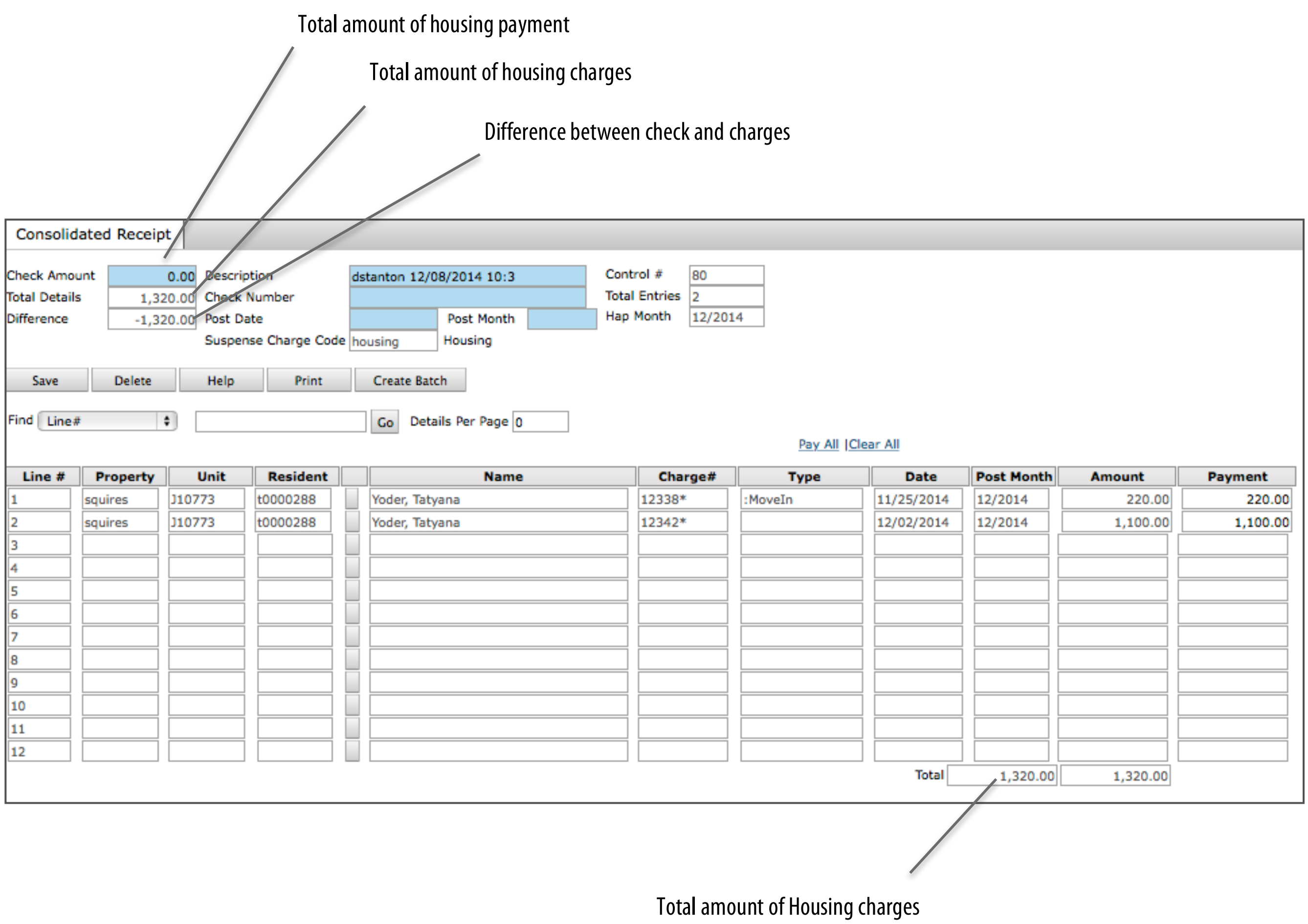



2 Complete the following fields:

| | |
|---|---|
| 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. |

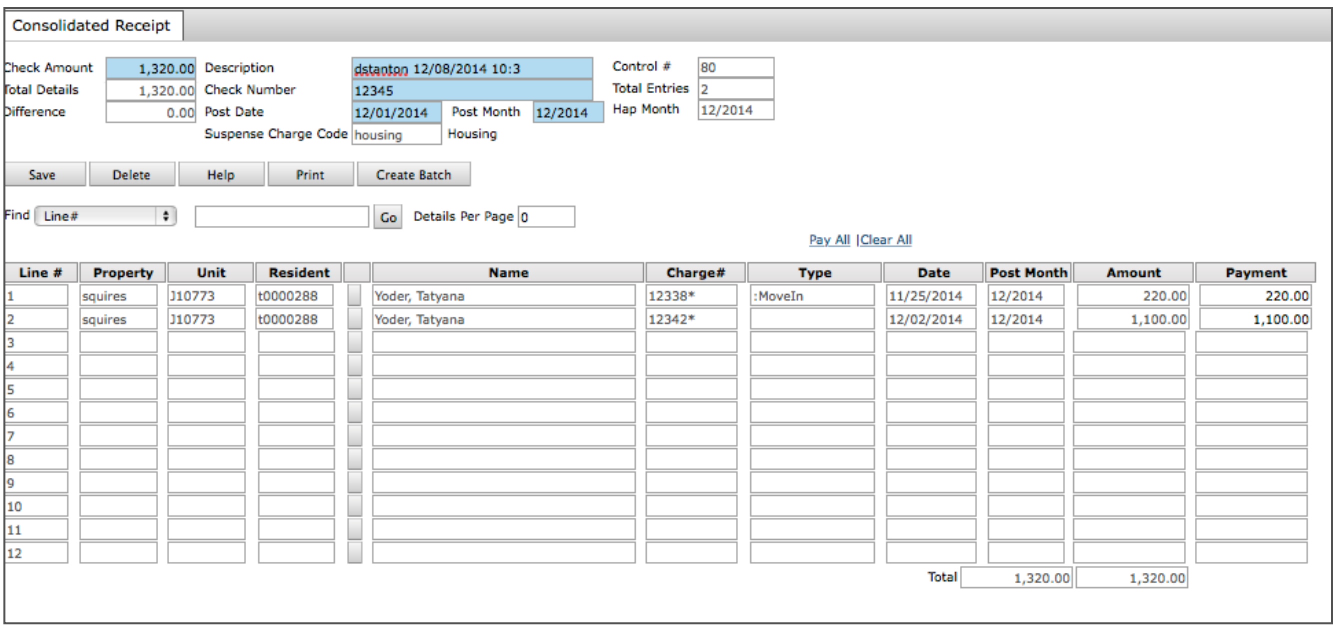
**3** Click **Submit**. The Consolidated Receipt screen appears.

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.



## 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 |




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*

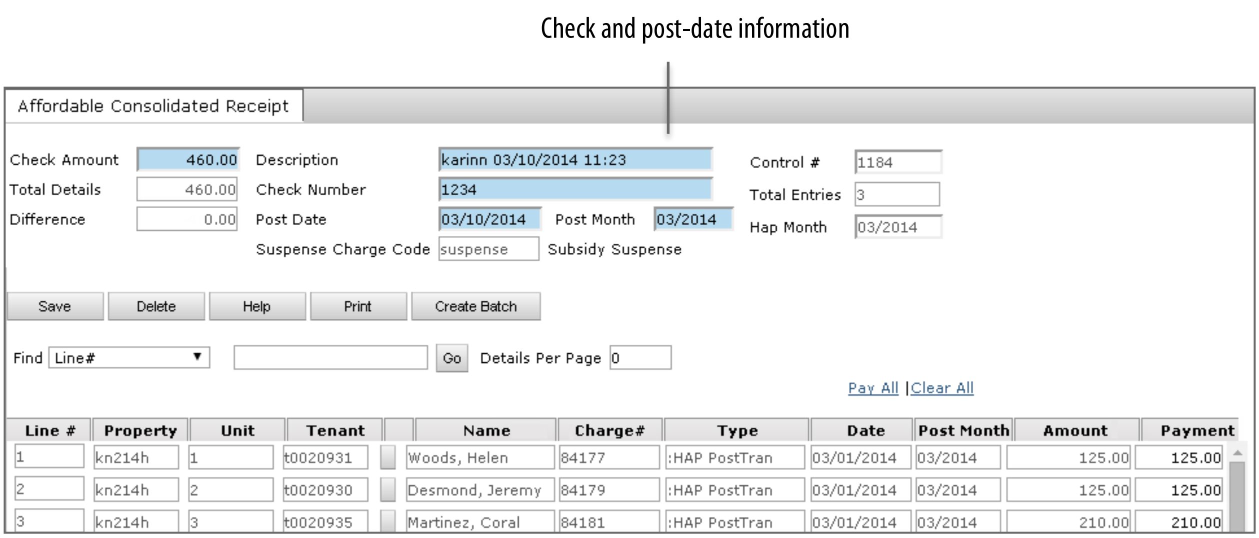
**1** From the side menu, select **Payments** > **Consolidated Receipt** > **Review Consolidated Receipt**. The Consolidated Receipt Review filter appears.

**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**.



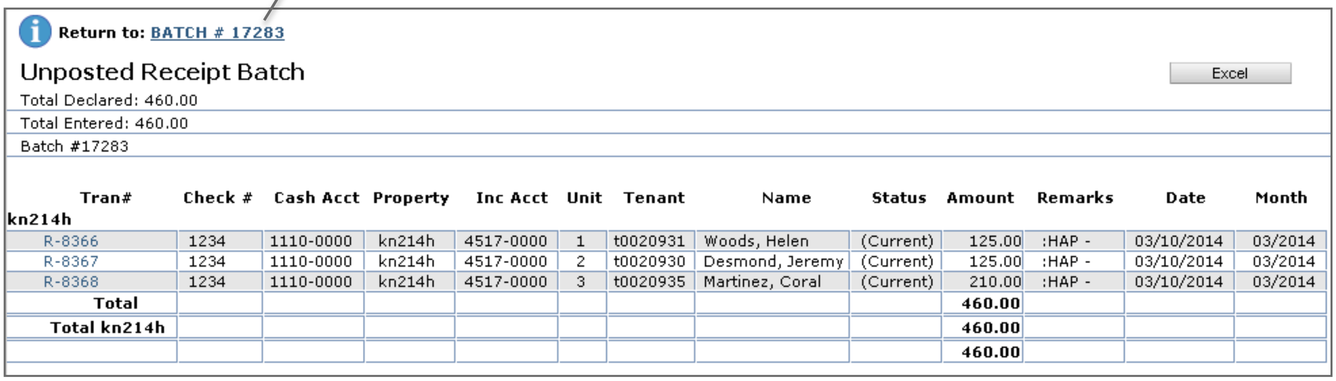

*** Remember you will need to **Post** or **Delete unposted Consolidated Receipt** Batches prior to opening a new **Consolidated Receipt**.

**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

Total Declared: 460.00

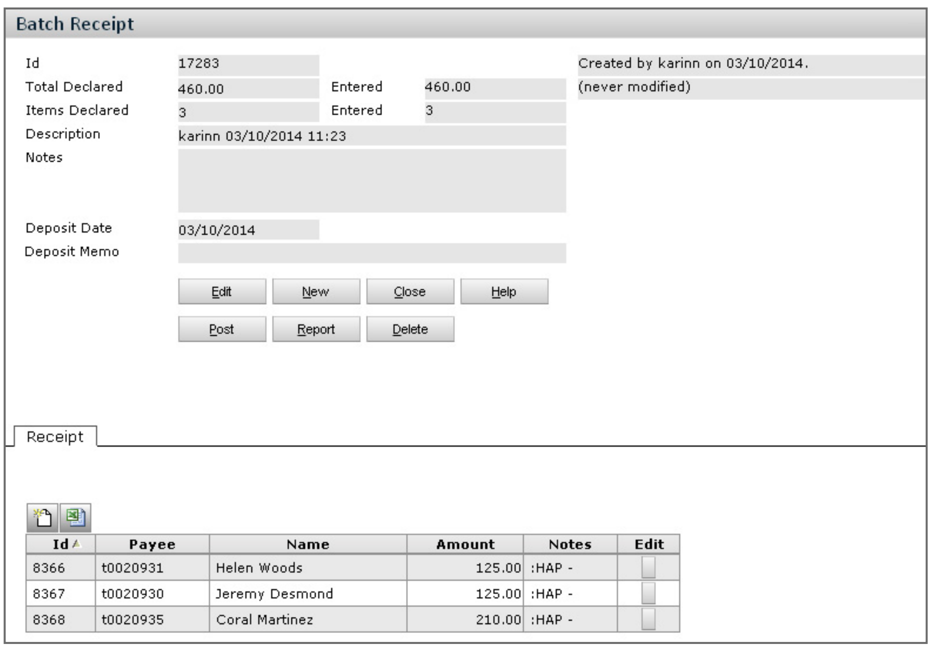
Total Entered: 460.00

Batch #17283

| Tran# | Check # | Cash Acct | Property | Inc Acct | Unit | Tenant | Name | Status | Amount | Remarks | Date | Month |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| kn214h | | | | | | | | | | | | |
| R-8366 | 1234 | 1110-0000 | kn214h | 4517-0000 | 1 | t0020931 | Woods, Helen | (Current) | 125.00 | :HAP - | 03/10/2014 | 03/2014 |
| R-8367 | 1234 | 1110-0000 | kn214h | 4517-0000 | 2 | t0020930 | Desmond, Jeremy | (Current) | 125.00 | :HAP - | 03/10/2014 | 03/2014 |
| R-8368 | 1234 | 1110-0000 | kn214h | 4517-0000 | 3 | t0020935 | 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. |
| Total Declared | 460.00 | Entered | 460.00 | (never modified) |
| Items Declared | 3 | Entered | 3 | |
| Description | karinn 03/10/2014 11:23 | | | |
| Notes | | | | |
| Deposit Date | 03/10/2014 | | | |
| Deposit Memo | | | | |



| Id | Payee | Name | Amount | Notes | Edit |
|---|---|---|---|---|---|
| 8366 | t0020931 | Helen Woods | 125.00 | :HAP - | |
| 8367 | t0020930 | Jeremy Desmond | 125.00 | :HAP - | |
| 8368 | t0020935 | 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*

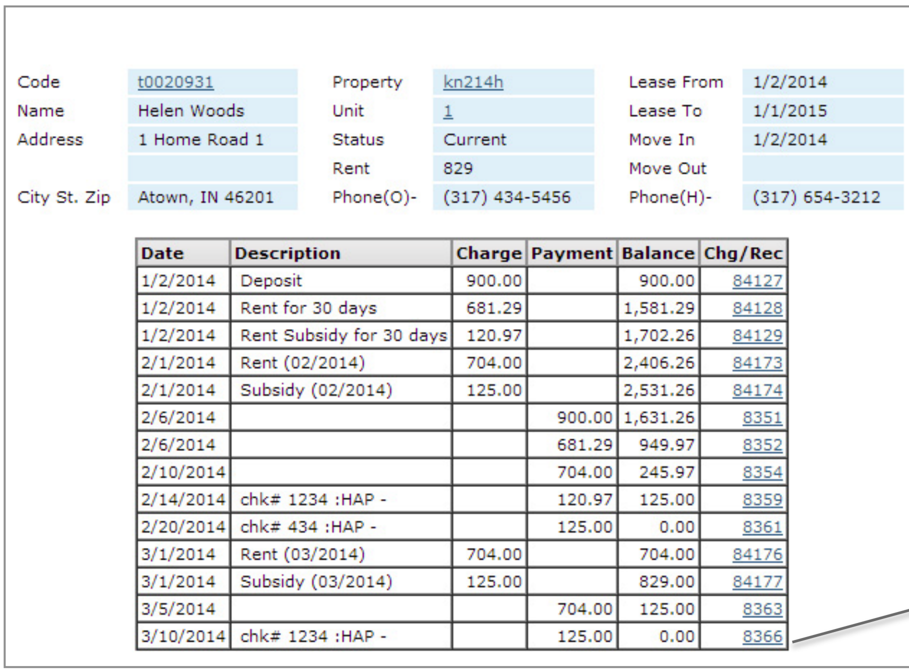
You are now ready to review the ledgers of a resident included in the posted consolidated subsidy receipt. In this section, we will review the ledger and **Resident ledger** of Helen Woods, the first resident listed in the details of the posted receipt in our example.

*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 | t0020931 | 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 | Atown, IN 46201 | Phone(O)- | (317) 434-5456 | Phone(H)- | (317) 654-3212 |

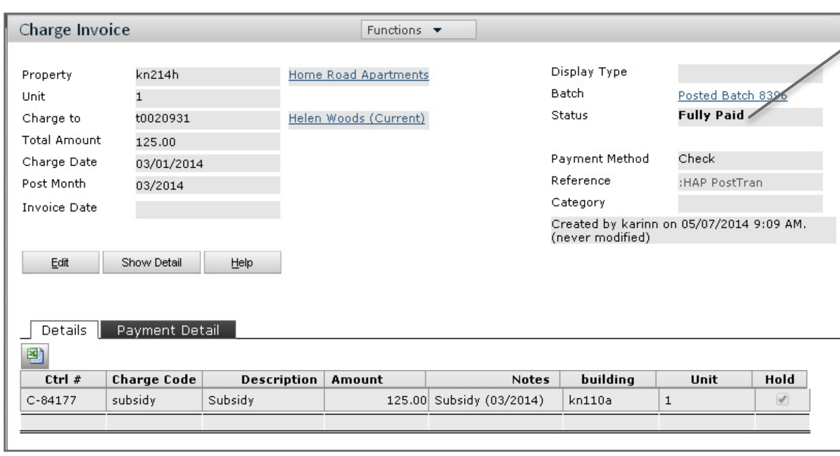
| Date | Description | Charge | Payment | Balance | Chg/Rec |
|---|---|---|---|---|---|
| 1/2/2014 | Deposit | 900.00 | | 900.00 | 84127 |
| 1/2/2014 | Rent for 30 days | 681.29 | | 1,581.29 | 84128 |
| 1/2/2014 | Rent Subsidy for 30 days | 120.97 | | 1,702.26 | 84129 |
| 2/1/2014 | Rent (02/2014) | 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 | 8359 |
| 2/20/2014 | chk# 434 :HAP - | | 125.00 | 0.00 | 8361 |
| 3/1/2014 | Rent (03/2014) | 704.00 | | 704.00 | 84176 |
| 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.

Charge Status



Charge Invoice — Functions

| | | | | | |
|---|---|---|---|---|---|
| Property | kn214h | Home Road Apartments | | Display Type | |
| Unit | 1 | | | Batch | Posted Batch 8396 |
| Charge to | t0020931 | Helen Woods (Current) | | Status | Fully Paid |
| Total Amount | 125.00 | | | | |
| Charge Date | 03/01/2014 | | | Payment Method | Check |
| Post Month | 03/2014 | | | Reference | :HAP PostTran |
| Invoice Date | | | | Category | |

Created by karinn on 05/07/2014 9:09 AM. (never modified)

Edit | Show Detail | Help

Details | Payment Detail

| Ctrl # | Charge Code | Description | Amount | Notes | building | Unit | Hold |
|---|---|---|---|---|---|---|---|
| C-84177 | subsidy | Subsidy | 125.00 | Subsidy (03/2014) | kn110a | 1 | ✓ |

# CHAPTER 20

# Overpaid Housing

## Or Overpaid 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

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.

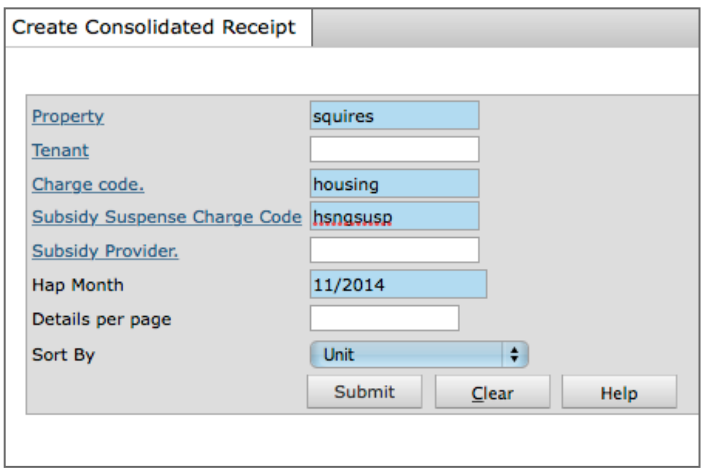
# Creating Consolidated Receipts for Overpaid Tenant-Based Subsidy Payments

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.

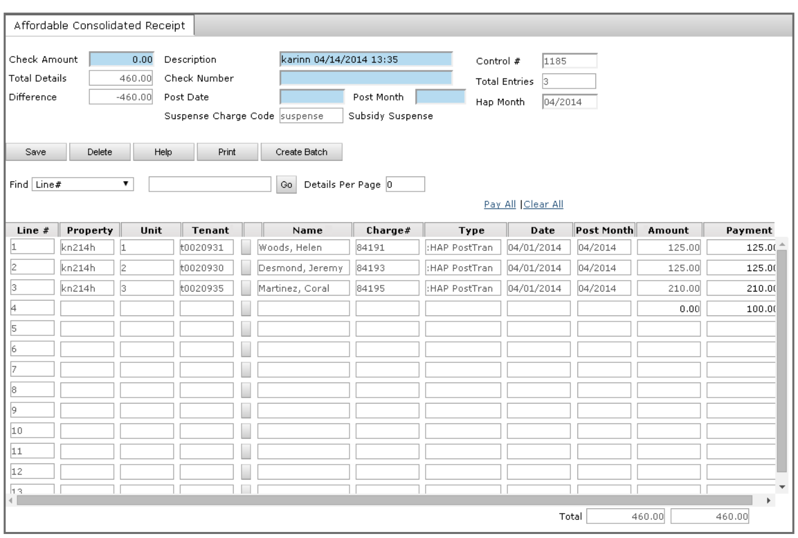
*To create a consolidated receipt that includes a subsidy overpayment*

**1** From the side menu, select **Payments** > **Consolidated Receipt** > **Add Consolidated Receipt**. The **Create Consolidated Receip**t 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.

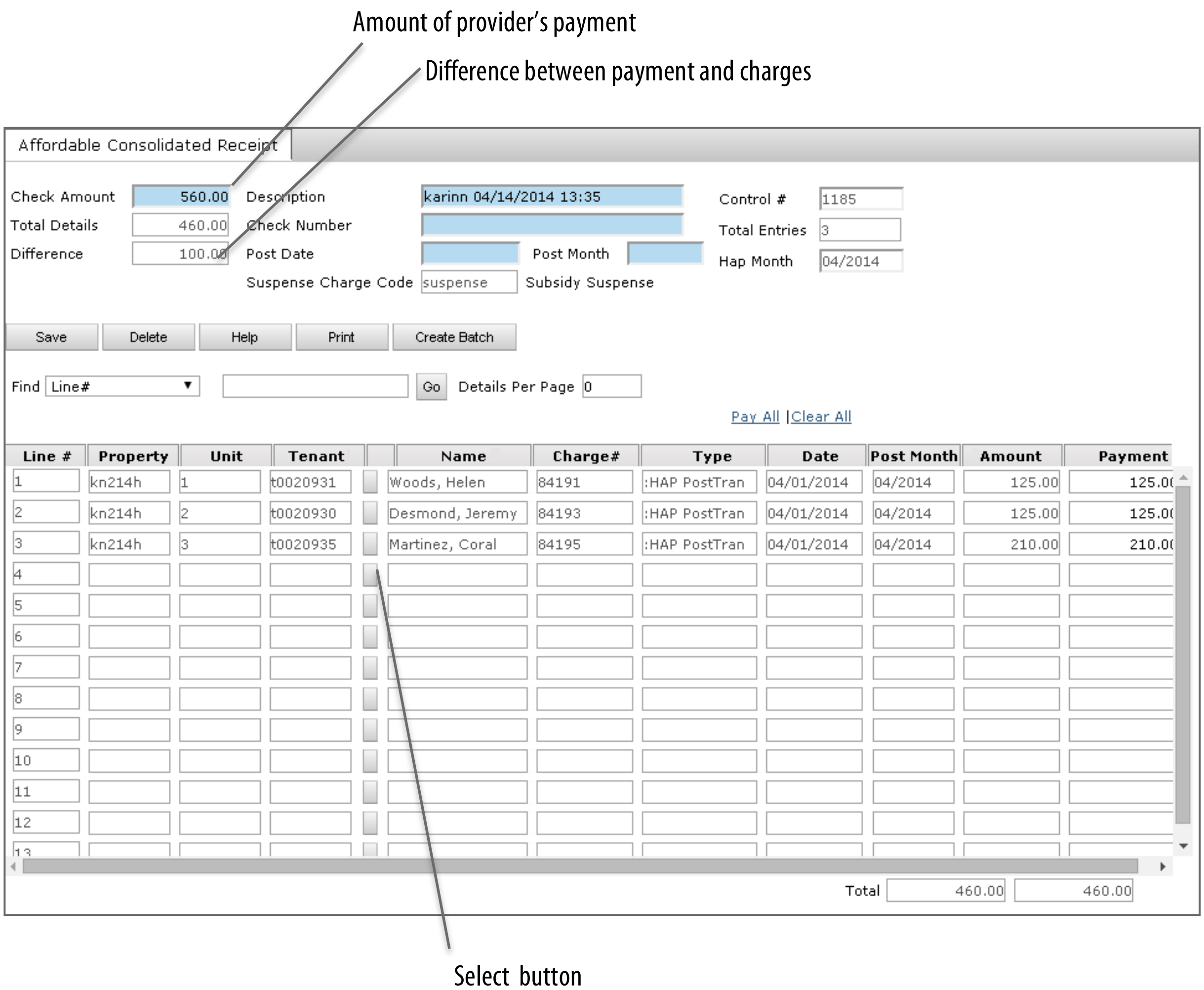



**4** In the Check Amount field in the top part of the screen, type the amount of the subsidy payment. In this example, we will record a receipt for a payment of $100.00 more than the amount of the charges. Type the number that appears in the Total Details field, plus 100.00.

**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.

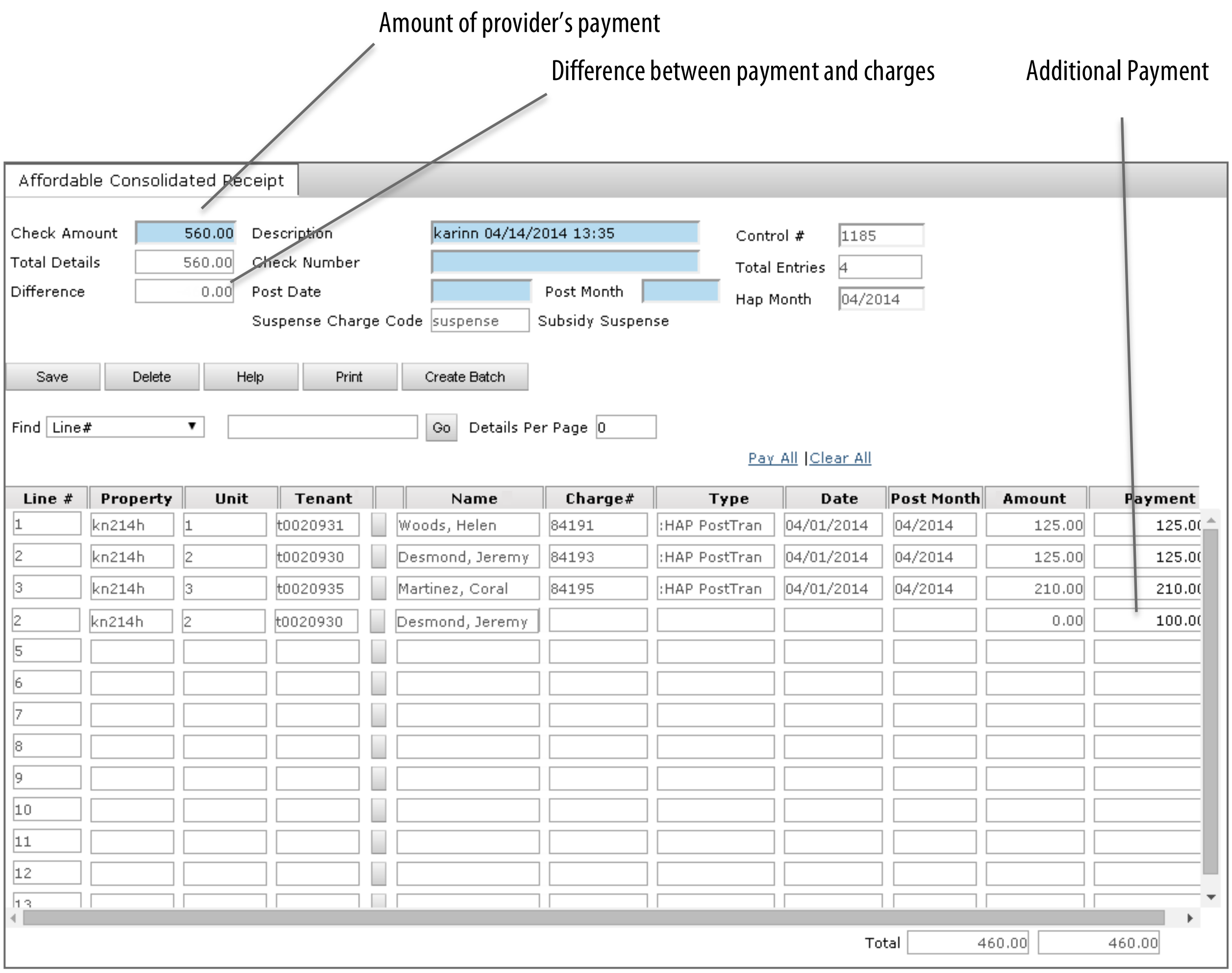
You could assign the overpayment to any resident in the property. For example, if the overpayment applied to a past resident who had recently moved out, you would assign the overpayment to that resident. If the overpayment is split between two residents, you would apply the appropriate amount to each resident.



**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).




**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 21

# Paying Bills

*In this chapter:*



## *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.

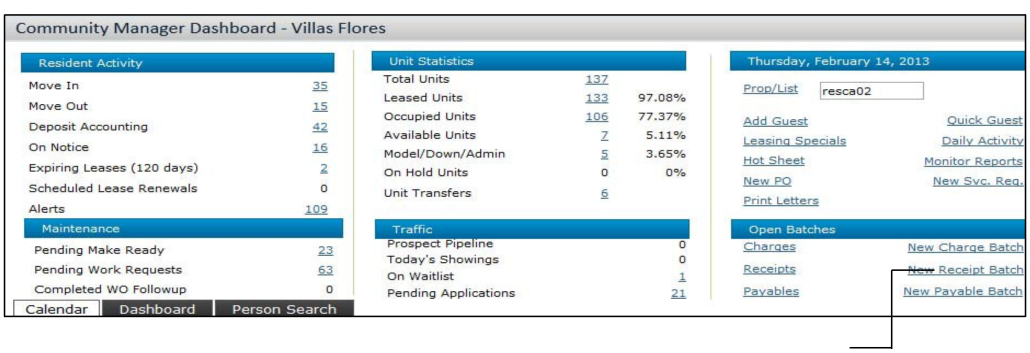
## *Entering Vendor Invoices*

***To enter vendor invoices in a batch***

1 Count the invoices, to determine the quantity of invoices you will process. Write down the number.

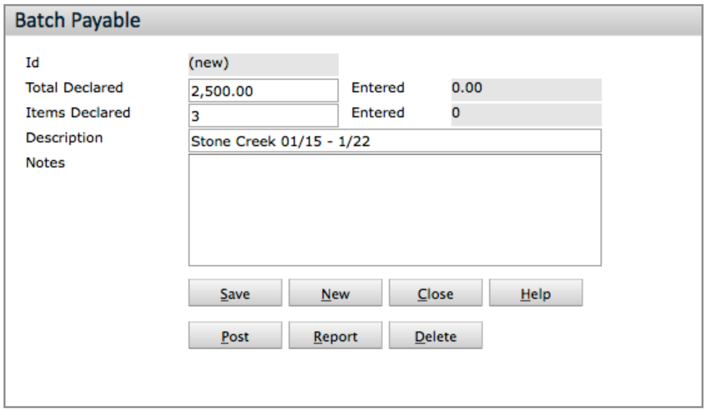
2 Add the amounts of all the invoices you will process. Write down the number.

3 In the **Community Manager Dashboard**, click the **New Payable Batch** link.




New Payable Batch link

The **Payable Batch** screen appears.

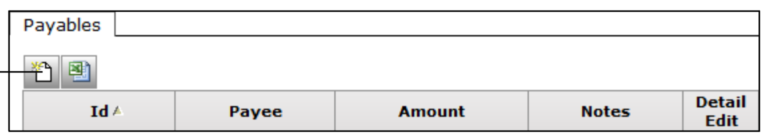



**4** Complete the following fields:

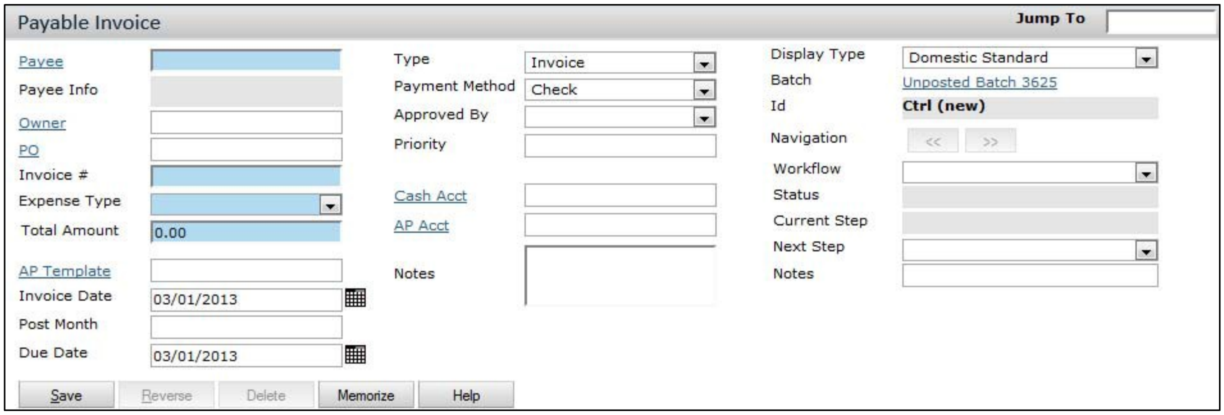
| | |
|---|---|
| Total Declared | Type the total dollar amount for payable invoices in the batch. |
| Item Declared | Type the quantity of payable invoices in the batch. |
| Description | Change the description to "property week begin – week end" (which should be a Friday thru Thursday). Example: ***Stone 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)



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

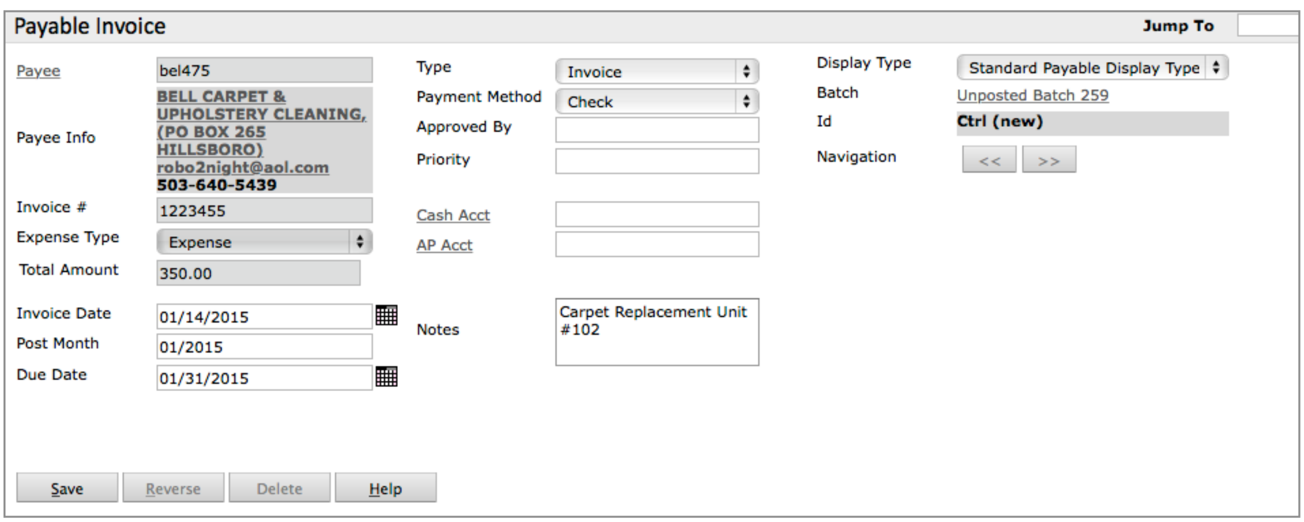



**7** Type or select the payee code in the **Payee** field and press the TAB key. Voyager displays the vendor's name and address below the **Payee** field.

**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.

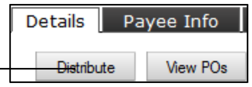
**10** Change the dates in the **Invoice Date**, **Post Month**, and **Due Date** fields as appropriate.



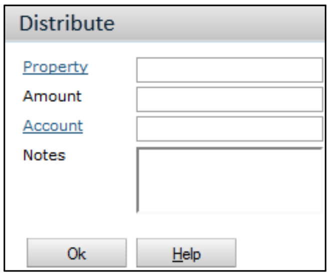
**11** If you want to split a payable across multiple properties:

**a** On the **Details** tab, click the **Distribute** button.

Distribute button




The **Distribute Payable** screen appears.




**b** Complete the **Distribute Payable** screen.

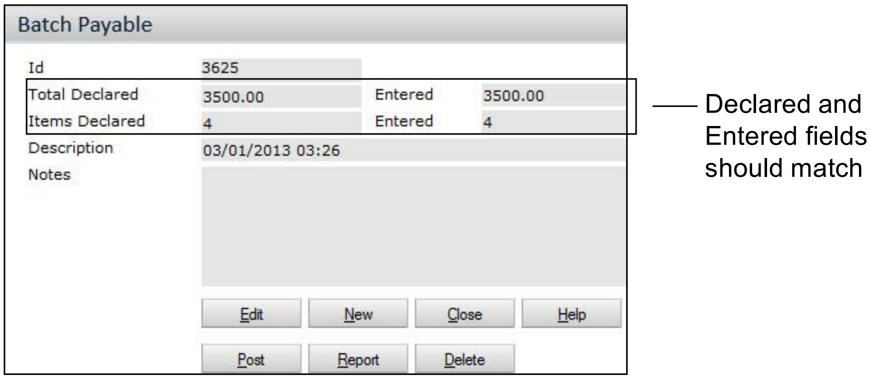
**c** Click **OK**. Voyager adds one line for each property to the payable spreadsheet, splitting the amount of the payable evenly between the properties.

**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.

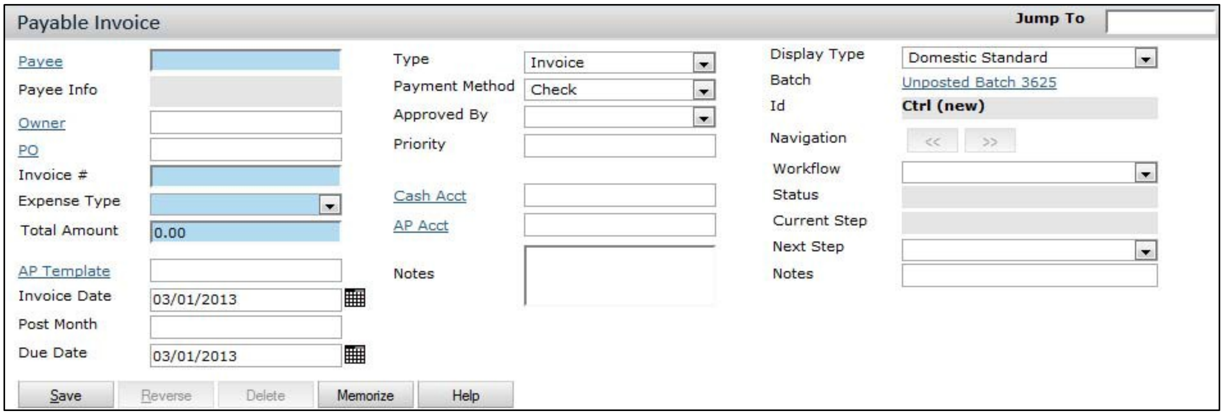
**15** Complete each additional **Payable Invoice** screen that appears. When the total entered matches or exceeds the total declared, or the number of items entered matches the number of items declared, the **Batch Charge** screen appears.




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.




**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.

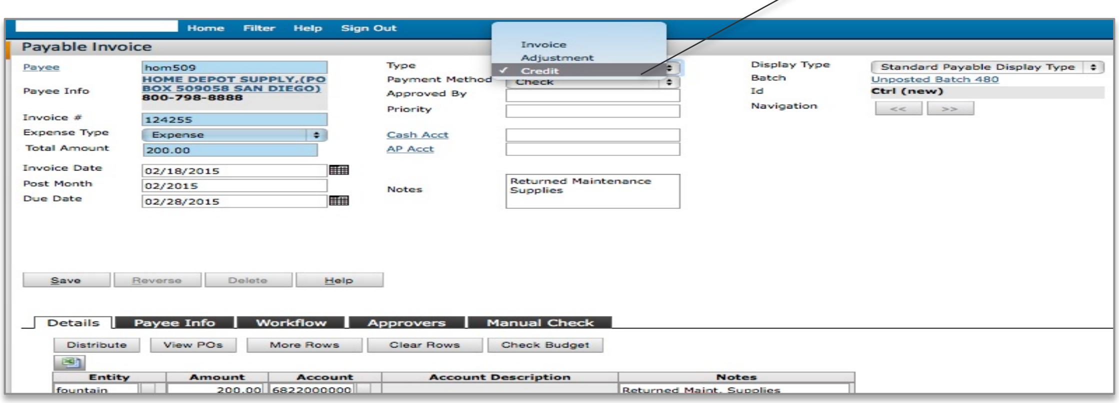
**3** Change the Type to the complete invoice number in the **Invoice #** field – for record keeping purposes it is important that it is not a partial invoice number.

**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.

Change **Type** to **Credit**



**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 – ***Returned Maintenance Supplies***. |

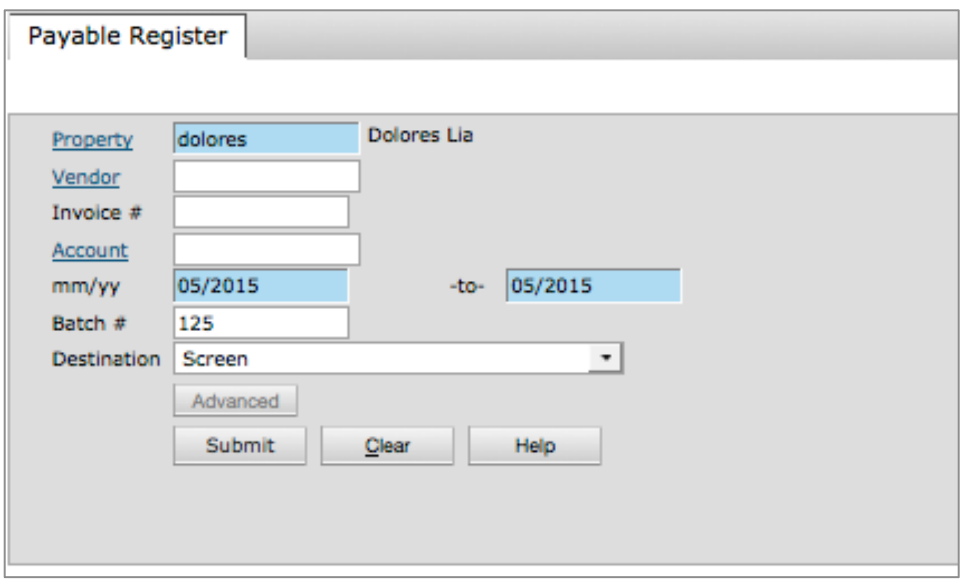
**7** Click **Save**. If there are more invoices in the batch, a blank **Payable Invoice** screen appears.

**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. Keep note of the batch number.

2 From the left side menu go to **Reports** > **Payables** > **Weekly Payable Report**, select the Weekly Payable Report.




| | |
|---|---|
| Property | Type or select a property name. |
| mm/yyyy | Type the currect accounting month as mm/yyyy. *Example 05/2015* |
| Batch | Type the unposted batch number for your weekly payable batch. |

**3** Click **Submit**.

**4** The **Weekly Payable Report** will appear. **Export** to PDF by clicking on the PDF button.

**5** **Print** the report.

**6** **Collect** all hard copy paper invoices included in the payable batch; keep in same order they were entered.

**7** **Send** the original copies of the invoices and the **Printed Weekly Payable 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***.

Excel PDF

## Payable Register

Property=stonecr AND mm/yy=05/2015-05/2015 AND Batch #=1246

| Batch | Period | Invoice Date | Due Date | Person | Property | Cash Account | Expense Account |
|---|---|---|---|---|---|---|---|
| 1246 | 05/2015 | 04/20/2015 | 04/30/2015 | bee330 - BEE CONTROL N.W., INC. | stonecr | 1121000000 | 6655000000 |
| 1246 | 05/2015 | 04/18/2015 | 04/30/2015 | bee330 - BEE CONTROL N.W., INC. | stonecr | 1121000000 | 6655000000 |
| 1246 | 05/2015 | 04/23/2015 | 04/30/2015 | mike32 - MIKE & DAD'S HAULING, LLC | stonecr | 1121000000 | 6501000000 |
| 1246 | 05/2015 | 04/23/2015 | 04/30/2015 | mike32 - MIKE & DAD'S HAULING, LLC | stonecr | 1121000000 | 6501000000 |
| 1246 | 05/2015 | 04/23/2015 | 04/30/2015 | mike32 - MIKE & DAD'S HAULING, LLC | stonecr | 1121000000 | 6501000000 |
| 1246 | 05/2015 | 04/22/2015 | 04/30/2015 | det424 - THE DETAIL DIFFERENCE | stonecr | 1121000000 | 8150000000 |
| 1246 | 05/2015 | 04/22/2015 | 04/30/2015 | det424 - THE DETAIL DIFFERENCE | stonecr | 1121000000 | 8140000000 |
| 1246 | 05/2015 | 04/21/2015 | 04/30/2015 | gcd501 - G & C DISTRIBUTORS | stonecr | 1121000000 | 8124000000 |
| 1246 | 05/2015 | 04/21/2015 | 04/30/2015 | gcd501 - G & C DISTRIBUTORS | stonecr | 1121000000 | 8124000000 |
| 1246 | 05/2015 | 04/16/2015 | 04/30/2015 | gcd501 - G & C DISTRIBUTORS | stonecr | 1121000000 | 8122000000 |
| 1246 | 05/2015 | 04/16/2015 | 04/30/2015 | gcd501 - G & C DISTRIBUTORS | stonecr | 1121000000 | 8121000000 |
| 1246 | 05/2015 | 04/01/2015 | 04/30/2015 | gcd501 - G & C DISTRIBUTORS | stonecr | 1121000000 | 8124000000 |
| 1246 | 05/2015 | 04/07/2015 | 04/30/2015 | gcd501 - G & C DISTRIBUTORS | stonecr | 1121000000 | 8122000000 |
| 1246 | 05/2015 | 04/24/2015 | 04/30/2015 | bel475 - BELL CARPET & UPHOLSTERY CLEANING | stonecr | 1121000000 | 6934000000 |
| 1246 | 05/2015 | 04/20/2015 | 04/30/2015 | alla46 - ALL ASPECTS RENOVATIONS, LLC | stonecr | 1121000000 | 8160000000 |
| 1246 | 05/2015 | 04/20/2015 | 04/30/2015 | alla46 - ALL ASPECTS RENOVATIONS, LLC | stonecr | 1121000000 | 8160000000 |
| 1246 | 05/2015 | 04/20/2015 | 04/30/2015 | alla46 - ALL ASPECTS RENOVATIONS, LLC | stonecr | 1121000000 | 8130000000 |
| 1246 | 05/2015 | 04/28/2015 | 04/30/2015 | mike32 - MIKE & DAD'S HAULING, LLC | stonecr | 1121000000 | 6501000000 |

# General Ledger Codes

## Quick Reference

**Quick Reference Guide to General Ledger Codes** *CA = Common Area* *VU = 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 | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 6111 | Screening Fees | 6361 | Telephone | 6431 | Natural Gas (VU) | 6655 | Extermination | 6826 | Doors/Hardware | 6921 | Turnover Paint/Clean Supp | 8111 | Grounds | 8123 | Refrigerator |
| 6112 | Forms/Office Supplies/Keys/Postage | 6362 | Long Distance | 6450 | Water | 6721 | Landscape Supplies | 6827 | HVAC Supplies | 6925 | Replacements-In Unit | 8112 | Asphalt/Concrete | 8124 | Washer/Dryer |
| 6113 | Office Equipment | 6364 | Cell | 6460 | Sewer | 6731 | Landscape Maintenance | 6831 | General Repairs Vendor | 6931 | Turnover Painter (VU) | 8113 | Roof/Gutter | 8125 | HVAC |
| 6115 | Computer/Copier Supplies | 6365 | Pager | 6501 | Garbage | 6726 | Pool Supplies | 6832 | Plumbing Repairs Vendor | 6933 | Turnover Cleaner (VU) | 8114 | Pool | 8126 | Water Heater |
| 6118 | Resident Public Relations | 6367 | Internet | 6651 | Cable Television | 6736 | Pool Maintenance Labor | 6833 | Electrical Repairs Vendor | 6935 | Blind Cleaning (VU) | 8115 | Paint Exterior | 8130 | Carpet |
| 6211 | Newspaper Advertising | 6420 | Electric (CA) | | | 6822 | General Maint Supplies | 6834 | HVAC/Fireplace Maint | 6520 | CA Supplies | 8116 | Carpentry | 8140 | Tub/Shower |
| 6213 | Rental Magazine | 6421 | Electric (VU) | | | 6823 | Appliance Parts | 6836 | Appliance Service Vendor | 6530 | CA Contract | 8117 | Windows | 8150 | Countertop |
| 6214 | Signs/Printing | 6430 | Natural Gas (CA) | | | 6824 | Plumbing Supplies | 6837 | Roof Repair/Gutter Clean | 6960 | Elevator | 8118 | Miscellaneous | 8160 | Vinyl Flooring |
| 6218 | Other Advertising | | | | | 6825 | Electrical Supplies | 6838 | Lock/Window/Fire Safety | 6975 | Snow Removal | 8122 | Stove | 8170 | Other Interior |


**Quick Reference Guide to General Ledger Codes** *CA = Common Area* *VU = 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 | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 6111 | Screening Fees | 6361 | Telephone | 6431 | Natural Gas (VU) | 6655 | Extermination | 6826 | Doors/Hardware | 6921 | Turnover Paint/Clean Supp | 8111 | Grounds | 8123 | Refrigerator |
| 6112 | Forms/Office Supplies/Keys/Postage | 6362 | Long Distance | 6450 | Water | 6721 | Landscape Supplies | 6827 | HVAC Supplies | 6925 | Replacements-In Unit | 8112 | Asphalt/Concrete | 8124 | Washer/Dryer |
| 6113 | Office Equipment | 6364 | Cell | 6460 | Sewer | 6731 | Landscape Maintenance | 6831 | General Repairs Vendor | 6931 | Turnover Painter (VU) | 8113 | Roof/Gutter | 8125 | HVAC |
| 6115 | Computer/Copier Supplies | 6365 | Pager | 6501 | Garbage | 6726 | Pool Supplies | 6832 | Plumbing Repairs Vendor | 6933 | Turnover Cleaner (VU) | 8114 | Pool | 8126 | Water Heater |
| 6118 | Resident Public Relations | 6367 | Internet | 6651 | Cable Television | 6736 | Pool Maintenance Labor | 6833 | Electrical Repairs Vendor | 6935 | Blind Cleaning (VU) | 8115 | Paint Exterior | 8130 | Carpet |
| 6211 | Newspaper Advertising | 6420 | Electric (CA) | | | 6822 | General Maint Supplies | 6834 | HVAC/Fireplace Maint | 6520 | CA Supplies | 8116 | Carpentry | 8140 | Tub/Shower |
| 6213 | Rental Magazine | 6421 | Electric (VU) | | | 6823 | Appliance Parts | 6836 | Appliance Service Vendor | 6530 | CA Contract | 8117 | Windows | 8150 | Countertop |
| 6214 | Signs/Printing | 6430 | Natural Gas (CA) | | | 6824 | Plumbing Supplies | 6837 | Roof Repair/Gutter Clean | 6960 | Elevator | 8118 | Miscellaneous | 8160 | Vinyl Flooring |
| 6218 | Other Advertising | | | | | 6825 | Electrical Supplies | 6838 | Lock/Window/Fire Safety | 6975 | Snow Removal | 8122 | Stove | 8170 | Other Interior |

**Quick Reference Guide to General Ledger Codes** *CA = Common Area* *VU = 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 | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 6111 | Screening Fees | 6361 | Telephone | 6431 | Natural Gas (VU) | 6655 | Extermination | 6826 | Doors/Hardware | 6921 | Turnover Paint/Clean Supp | 8111 | Grounds | 8123 | Refrigerator |
| 6112 | Forms/Office Supplies/Keys/Postage | 6362 | Long Distance | 6450 | Water | 6721 | Landscape Supplies | 6827 | HVAC Supplies | 6925 | Replacements-In Unit | 8112 | Asphalt/Concrete | 8124 | Washer/Dryer |
| 6113 | Office Equipment | 6364 | Cell | 6460 | Sewer | 6731 | Landscape Maintenance | 6831 | General Repairs Vendor | 6931 | Turnover Painter (VU) | 8113 | Roof/Gutter | 8125 | HVAC |
| 6115 | Computer/Copier Supplies | 6365 | Pager | 6501 | Garbage | 6726 | Pool Supplies | 6832 | Plumbing Repairs Vendor | 6933 | Turnover Cleaner (VU) | 8114 | Pool | 8126 | Water Heater |
| 6118 | Resident Public Relations | 6367 | Internet | 6651 | Cable Television | 6736 | Pool Maintenance Labor | 6833 | Electrical Repairs Vendor | 6935 | Blind Cleaning (VU) | 8115 | Paint Exterior | 8130 | Carpet |
| 6211 | Newspaper Advertising | 6420 | Electric (CA) | | | 6822 | General Maint Supplies | 6834 | HVAC/Fireplace Maint | 6520 | CA Supplies | 8116 | Carpentry | 8140 | Tub/Shower |
| 6213 | Rental Magazine | 6421 | Electric (VU) | | | 6823 | Appliance Parts | 6836 | Appliance Service Vendor | 6530 | CA Contract | 8117 | Windows | 8150 | Countertop |
| 6214 | Signs/Printing | 6430 | Natural Gas (CA) | | | 6824 | Plumbing Supplies | 6837 | Roof Repair/Gutter Clean | 6960 | Elevator | 8118 | Miscellaneous | 8160 | Vinyl Flooring |
| 6218 | Other Advertising | | | | | 6825 | Electrical Supplies | 6838 | Lock/Window/Fire Safety | 6975 | Snow Removal | 8122 | Stove | 8170 | Other Interior |

**Quick Reference Guide to General Ledger Codes** *CA = Common Area* *VU = 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 | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 6111 | Screening Fees | 6361 | Telephone | 6431 | Natural Gas (VU) | 6655 | Extermination | 6826 | Doors/Hardware | 6921 | Turnover Paint/Clean Supp | 8111 | Grounds | 8123 | Refrigerator |
| 6112 | Forms/Office Supplies/Keys/Postage | 6362 | Long Distance | 6450 | Water | 6721 | Landscape Supplies | 6827 | HVAC Supplies | 6925 | Replacements-In Unit | 8112 | Asphalt/Concrete | 8124 | Washer/Dryer |
| 6113 | Office Equipment | 6364 | Cell | 6460 | Sewer | 6731 | Landscape Maintenance | 6831 | General Repairs Vendor | 6931 | Turnover Painter (VU) | 8113 | Roof/Gutter | 8125 | HVAC |
| 6115 | Computer/Copier Supplies | 6365 | Pager | 6501 | Garbage | 6726 | Pool Supplies | 6832 | Plumbing Repairs Vendor | 6933 | Turnover Cleaner (VU) | 8114 | Pool | 8126 | Water Heater |
| 6118 | Resident Public Relations | 6367 | Internet | 6651 | Cable Television | 6736 | Pool Maintenance Labor | 6833 | Electrical Repairs Vendor | 6935 | Blind Cleaning (VU) | 8115 | Paint Exterior | 8130 | Carpet |
| 6211 | Newspaper Advertising | 6420 | Electric (CA) | | | 6822 | General Maint Supplies | 6834 | HVAC/Fireplace Maint | 6520 | CA Supplies | 8116 | Carpentry | 8140 | Tub/Shower |
| 6213 | Rental Magazine | 6421 | Electric (VU) | | | 6823 | Appliance Parts | 6836 | Appliance Service Vendor | 6530 | CA Contract | 8117 | Windows | 8150 | Countertop |
| 6214 | Signs/Printing | 6430 | Natural Gas (CA) | | | 6824 | Plumbing Supplies | 6837 | Roof Repair/Gutter Clean | 6960 | Elevator | 8118 | Miscellaneous | 8160 | Vinyl Flooring |
| 6218 | Other Advertising | | | | | 6825 | Electrical Supplies | 6838 | Lock/Window/Fire Safety | 6975 | Snow Removal | 8122 | Stove | 8170 | Other Interior |

**Quick Reference Guide to General Ledger Codes** *CA = Common Area* *VU = 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 | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 6111 | Screening Fees | 6361 | Telephone | 6431 | Natural Gas (VU) | 6655 | Extermination | 6826 | Doors/Hardware | 6921 | Turnover Paint/Clean Supp | 8111 | Grounds | 8123 | Refrigerator |
| 6112 | Forms/Office Supplies/Keys/Postage | 6362 | Long Distance | 6450 | Water | 6721 | Landscape Supplies | 6827 | HVAC Supplies | 6925 | Replacements-In Unit | 8112 | Asphalt/Concrete | 8124 | Washer/Dryer |
| 6113 | Office Equipment | 6364 | Cell | 6460 | Sewer | 6731 | Landscape Maintenance | 6831 | General Repairs Vendor | 6931 | Turnover Painter (VU) | 8113 | Roof/Gutter | 8125 | HVAC |
| 6115 | Computer/Copier Supplies | 6365 | Pager | 6501 | Garbage | 6726 | Pool Supplies | 6832 | Plumbing Repairs Vendor | 6933 | Turnover Cleaner (VU) | 8114 | Pool | 8126 | Water Heater |
| 6118 | Resident Public Relations | 6367 | Internet | 6651 | Cable Television | 6736 | Pool Maintenance Labor | 6833 | Electrical Repairs Vendor | 6935 | Blind Cleaning (VU) | 8115 | Paint Exterior | 8130 | Carpet |
| 6211 | Newspaper Advertising | 6420 | Electric (CA) | | | 6822 | General Maint Supplies | 6834 | HVAC/Fireplace Maint | 6520 | CA Supplies | 8116 | Carpentry | 8140 | Tub/Shower |
| 6213 | Rental Magazine | 6421 | Electric (VU) | | | 6823 | Appliance Parts | 6836 | Appliance Service Vendor | 6530 | CA Contract | 8117 | Windows | 8150 | Countertop |
| 6214 | Signs/Printing | 6430 | Natural Gas (CA) | | | 6824 | Plumbing Supplies | 6837 | Roof Repair/Gutter Clean | 6960 | Elevator | 8118 | Miscellaneous | 8160 | Vinyl Flooring |
| 6218 | Other Advertising | | | | | 6825 | Electrical Supplies | 6838 | Lock/Window/Fire Safety | 6975 | Snow Removal | 8122 | Stove | 8170 | Other Interior |

## CHAPTER 22

# End of Month Procedures

***In this chapter:***



## 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**

____________

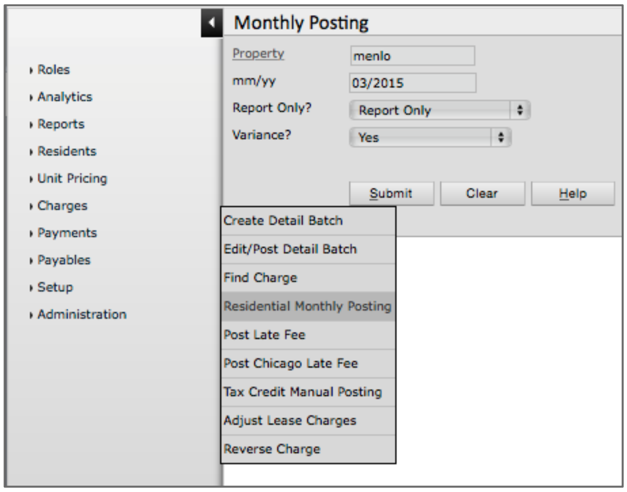
**7** Send all **Bank Deposit Reports** (attached to corresponding yellow copy of bank deposit slip and bank receipt) for the current period to Corporate Office. Address the envelope *"Cambridge Real Estates Services Attention – Yardi Month End"*. ____________

# 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

## Monthly Posting

Menlo Manor(menlo)
Month= 03/2015
Report Only?= Report Only

Excel PDF

| Description | Charge Code | Batch Number | Ctrl Number | Current Amount | Last Month Amount | Variance | Comments |
|---|---|---|---|---|---|---|---|
| **(menlo) Menlo Manor** | | | | | | | |
| **001 / t0002650 / Culling** | | | | | | | |
| AV Maintenance (03/2015) | avmaint | | | 800.00 | 800.00 | 0.00 | |
| AV Maintenance Concession (03/2015) | avmntcnc | | | -800.00 | -800.00 | 0.00 | |
| | | | | **0.00** | **0.00** | **0.00** | |
| **002 / t0002651 / Vickers** | | | | | | | |
| Base Rent (03/2015) | rent | | | 760.00 | 760.00 | 0.00 | |
| Rub Revenue (03/2015) | rub | | | 50.00 | 50.00 | 0.00 | |
| | | | | **810.00** | **810.00** | **0.00** | |
| **003 / t0002652 / Lemke** | | | | | | | |
| Base Rent (03/2015) | rent | | | 825.00 | 825.00 | 0.00 | |
| Rub Revenue (03/2015) | rub | | | 50.00 | 50.00 | 0.00 | |
| | | | | **875.00** | **875.00** | **0.00** | |
| **004 / t0002653 / Hadley** | | | | | | | |
| Base Rent (03/2015) | rent | | | 760.00 | 760.00 | 0.00 | |
| Rub Revenue (03/2015) | rub | | | 35.00 | 35.00 | 0.00 | |
| | | | | **795.00** | **795.00** | **0.00** | |
| **005 / t0002654 / Chipwelong** | | | | | | | |
| Base Rent (03/2015) | rent | | | 348.00 | 348.00 | 0.00 | |
| Rub Revenue (03/2015) | rub | | | 50.00 | 50.00 | 0.00 | |
| Housing (03/2015) | housing | | | 601.00 | 601.00 | 0.00 | |
| | | | | **999.00** | **999.00** | **0.00** | |
| **006** | | | | | | | |