

Yardi Voyager Affordable Procedures Guide - LIHTC



Cambridge Real Estate Services
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Contents

Chapter 1: Yardi Voyager Interface

Voyager Online Help.....	3
Logging in to Voyager.....	4
Using the Internet Browser.....	5
Basic Voyager Screen Elements.....	6
Using the Top Menu.....	7
Side Menu (Main Menu).....	8
Menu Search.....	8
Favorites.....	9
Adding and Deleting Items on the Favorites Menu.....	9
History.....	10
Filter Screens.....	10
Filter Search Results.....	12
Using Look-up Lists (Pop-up Links).....	14
Using the Drop-down List.....	15
Using the Date Fields.....	15
Understanding Data Screens.....	16
Using the Jump To field.....	17
Using the Search Box.....	17
Using the Functions Menu.....	17
Using the Command Buttons.....	17
Automatic Field Formatting.....	18
Site Search.....	18
Hot Keys.....	20

Chapter 2: LIHTC Guest Card Workflow

Introduction to LIHTC Guest Card Workflow.....	21
Adding Guests as Quick Guests.....	22
Adding Guest Cards for LIHTC Prospects.....	23
Prospect Pipeline Count.....	28
Selecting Prospects from the Prospect Pipeline.....	37
Finding Specific Prospects and Residents.....	38

Chapter 3: LIHTC Household Member Documentation

Introduction to LIHTC Member Documentation.....	40
Documenting LIHTC Household Heads.....	41
Documenting LIHTC Household Members Added as Occupants.....	42
Documenting LIHTC Household Members.....	48

Chapter 4: LIHTC Family Income Documentation

Introduction to Family Income Documentation.....	51
Documenting Family Income.....	51

Chapter 5: LIHTC Family Asset Documentation

Introduction to Family Asset Documentation.....	60
Documenting Income from Current Assets.....	61
Documenting Income from Imputed Assets.....	62

Chapter 6: LIHTC Household Information

Introduction to LIHTC Household Information.....	68
Documenting LIHTC Household Information.....	70

Chapter 7: LIHTC Verification and Validation

Introduction to Verification and Validation.....	71
Printing Verification Letters.....	71
Recording Verification Letter Response Dates.....	73
Validating Eligibility.....	78

Chapter 8: LIHTC Unit Selection

Introduction to LIHTC Unit Selection.....	80
Selecting a Unit for a Qualified Prospective LIHTC Household.....	82

Chapter 9: LIHTC Applicant Approval and Lease Execution

Introduction to LIHTC Applicant Approval and Lease Execution.....	85
Completing the LIHTC Applicant Approval and Leasing Process.....	87

Chapter 10: LIHTC Household Move-In

Introduction to LIHTC Move-In.....	94
Adjusting Move-In Dates for Future Move-Ins.....	95
Adjusting Move-In Dates on Move-In Day.....	96
Printing Tenant Income Certification Forms.....	98
Recording Completion of the Move-In Tax Credit Certification.....	100
Moving In LIHTC Households.....	104
Reviewing Ledgers for Tax Credit Residents.....	106

Chapter 11: LIHTC Property Waiting Lists

Introduction to LIHTC Waiting Lists.....	109
Adding Prospects to LIHTC Waiting Lists.....	110
Documenting Waiting List Contact Events.....	115
Reviewing Prospect Waiting List Information.....	117
Reviewing LIHTC Property Waiting Lists.....	118
Generating LIHTC Property Waiting List Reports.....	122
Moving Households to the Bottom of an LIHTC Property Waiting List.....	123
Rejecting Waiting List Applicants.....	126
Denying Waiting List Applicants Assigned to Units.....	127
Removing New Residents from Additional Properties Waiting Lists.....	129
Adding Residents to LIHTC Property Waiting Lists.....	131
Removing Households from LIHTC Property Waiting Lists.....	132

Chapter 12: LIHTC Household Move-Out Notices

Introduction to LIHTC Move-Out Notices.....	135
Recording a Move-Out Notice for an LIHTC Household.....	137
Canceling Move-Out Notices.....	141
Evictions.....	143

Chapter 13: LIHTC Household Move-Out

Introduction to LIHTC Move-Out..... 146
Adjusting Move-Out Dates for Households on Notice..... 147
Moving Out LIHTC Households..... 149

Chapter 14: LIHTC Household Move-Out Accounting

Introduction to LIHTC Move-Out Deposit Accounting..... 151
Completing Move-Out Deposit Accounting for Past Residents..... 152
Reviewing Resident Ledgers for Past Residents..... 157
Reviewing Refund Payables for Past Residents..... 157

Chapter 15: Rentable Items and Service Charges

Assigning Rentable Items and Service Charges to Residents..... 162
Assigning Rentable Items and Service Charges to New Residents..... 163
Assigning Rentable Items and Service Charges to Existing Residents..... 165
Releasing Rentable Items..... 166
Non-Resident Lessees and Rentable Items..... 167
Adding a Non-Resident Lessee..... 168
Assigning Rentable Items to Non-Resident Lessees..... 169
Releasing Rentable Items From Non-Resident Lessees..... 169

Chapter 16: Make Ready Functions

Introduction..... 170
Make Ready Workflow..... 171

Chapter 17: Charges

Introduction to Charges..... 172
Creating Detail Charge Batches..... 173
Adding Quick Charges..... 176
Adding Charges to an Existing Batch..... 177
Deleting Charge Invoices from a Batch..... 179
Deleting a Charge Batch..... 181
Adjust Lease Charges. 182
Reversing Charges..... 187
Posting Late Fees..... 188

Chapter 18: Receiving Payments

Introduction to Receiving Payments..... 190
Receiving Resident Payments..... 190
Receiving Non-Resident Payments..... 195
Processing Zero Dollar Receipts..... 199
Recording Not Sufficient Funds (NSF) Items..... 203
Re-applying Receipts..... 205
Writing Off Charges..... 206

Chapter 19: Processing Housing Vouchers (Tenant Based Subsidy Receipts)

Introduction to Tenant-Based Subsidy Receipts. 207
Creating Consolidated Receipts for Tenant-Based Subsidy Payments..... 209
Posting Consolidated Receipts for Tenant Based Subsidies..... 212
Reviewing Posted Subsidy Receipts in Resident Ledgers..... 214

Chapter 20: Overpaid Housing (Tenant Based Subsidy)

Introduction to Overpaid Tenant-Based Subsidy Receipts..... 215
Creating Consolidated Receipts for Overpaid Tenant-Based Subsidy Payments..... 216
Posting Consolidated Receipts for Subsidy Overpayments..... 218

Chapter 21: Paying Bills

Introduction to Paying Bills.....	219
Entering Vendor Invoices.....	219
Entering Vendor Invoice as a Credit.....	224
Processing Payable Batches (Thursdays).....	225
Quick Reference Guide to G/L Codes.....	227

Chapter 22: Month End Procedures

Month End Schedule.....	228
Monthly End Checklist.....	229
Month Posting Report.....	230

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

<i>In this chapter:</i>	
Voyager Online Help	3
Logging in to Voyager	4
Side Menu (Main Menu).....	8
Menu Search	8
Favorites	9
History	10
Filter Screens	10
Using Look-up Lists (Pop-up Links)	14
Using the Drop-down List.....	15
Using the Date Fields	15
Understanding Data Screens	16
Automatic Field Formatting	18
Site Search	18
Hot Keys.....	20

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

Voyager Online Help

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

The screenshot shows the YARD VOYAGER Community Manager Dashboard for Apple Orchard. The top navigation bar includes 'Home', 'Help', and 'Sign Out'. The main content area is divided into several sections: Resident Activity, Unit Statistics, Traffic, and Open Batches. A 'Help' button is located in the top right corner of the dashboard. Below the dashboard, there is a 'Person Search' tab and a calendar for December 2014.

Help button

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

The screenshot shows the Voyager Online Help system. The left pane displays a list of help topics, including 'Adjusting Deposit Accounting'. The right pane displays the help content for 'Adjusting Deposit Accounting', which includes instructions on how to adjust deposit accounting.

Adjusting Deposit Accounting

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

To adjust deposit accounting

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

The screenshot also shows a 'Person Search' form with fields for Name, Code, Fed ID, Phone Number, Email, and Auto License. A 'Search' button is located below the form.

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

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

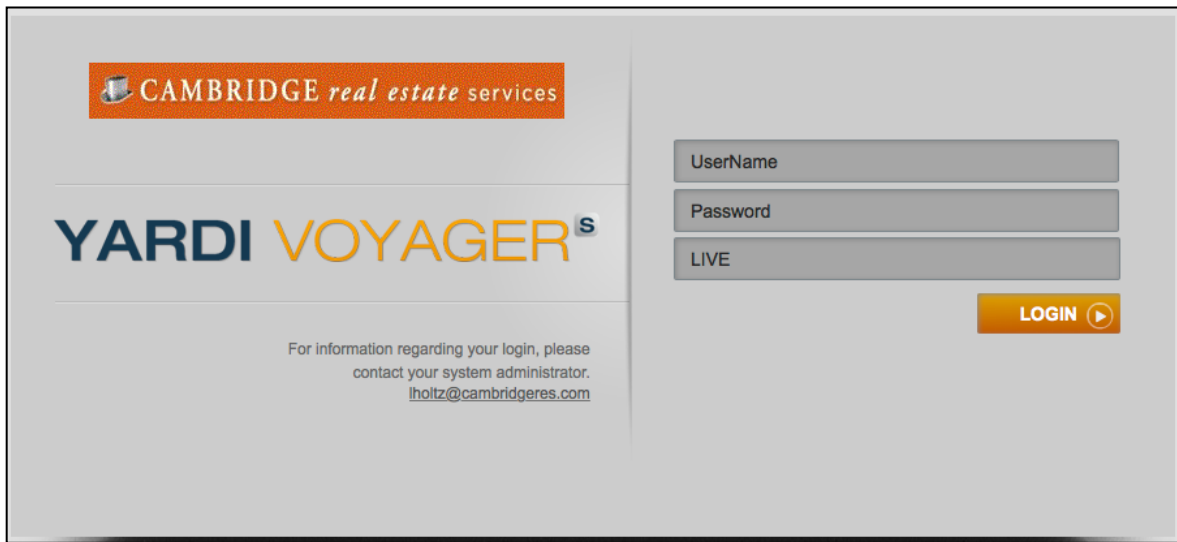
Logging in to Voyager

In this section:

Using the Internet Browser.....	5
Basic Voyager Screen Elements.....	6
Using the Top Menu	7

To log in to Voyager

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



The **Voyager Login** screen opens.



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

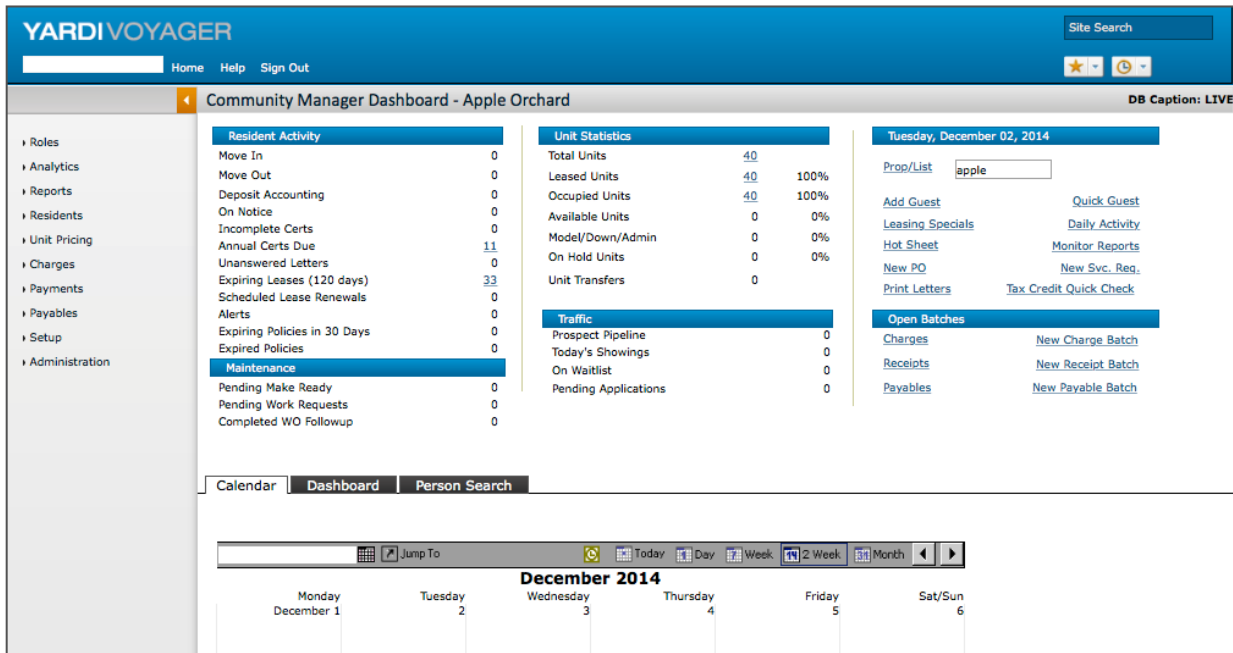
- 3 Complete the following fields:

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

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

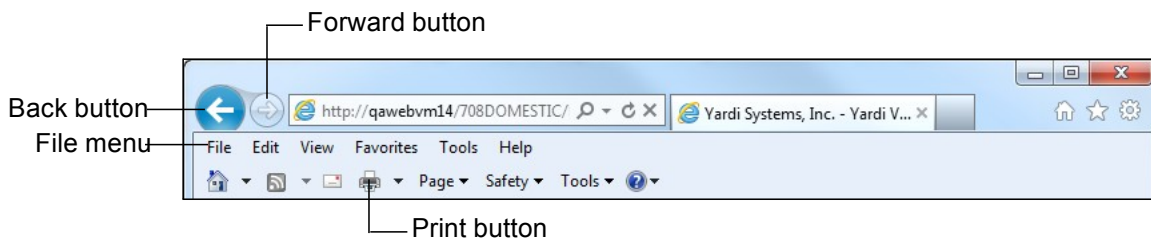
The dashboard you see is determined by your user settings, which are established by your system administrator.

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



Using the Internet Browser

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



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



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

Basic Voyager Screen Elements

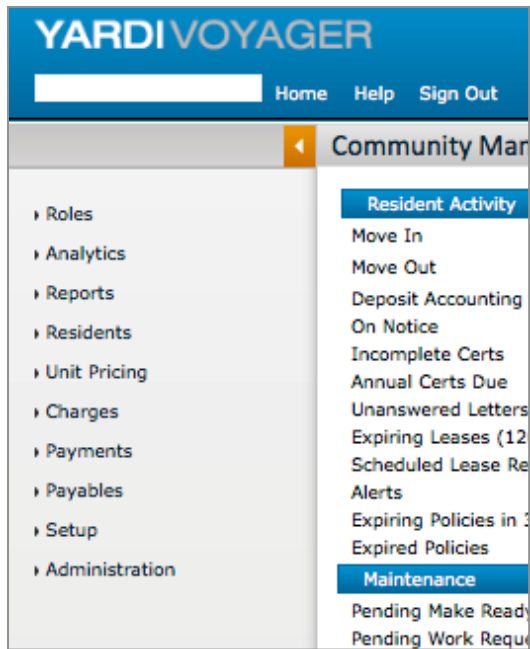
The following diagram and table show some basic Voyager screen elements.

The screenshot shows the Yardi Voyager interface for the 'Apple Orchard' community. At the top, there is a blue header with the 'YARDI VOYAGER' logo and a search box labeled 'Menu Search'. To the right of the search box are links for 'Home', 'Help', and 'Sign Out'. Further right is a 'Site Search' box. Below the header, the main content area is titled 'Community Manager Dashboard - Apple Orchard'. On the left is a vertical sidebar menu with categories like 'Roles', 'Analytics', 'Reports', 'Residents', 'Unit Pricing', 'Charges', 'Payments', 'Payables', 'Setup', and 'Administration'. The main dashboard area is divided into several sections: 'Resident Activity' with a list of metrics (Move In, Move Out, Deposit Accounting, etc.), 'Unit Statistics' showing 40 total units, 40 leased units (100%), and 40 occupied units (100%); 'Tuesday, December 02, 2014' with various links like 'Add Guest', 'Leasing Specials', and 'Hot Sheet'; and 'Open Batches' with links for 'Charges', 'Receipts', and 'Payables'. At the bottom, there is a navigation bar with tabs for 'Calendar', 'Dashboard', and 'Person Search', and a date selector for 'December 2014'.

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

Using the Top Menu

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

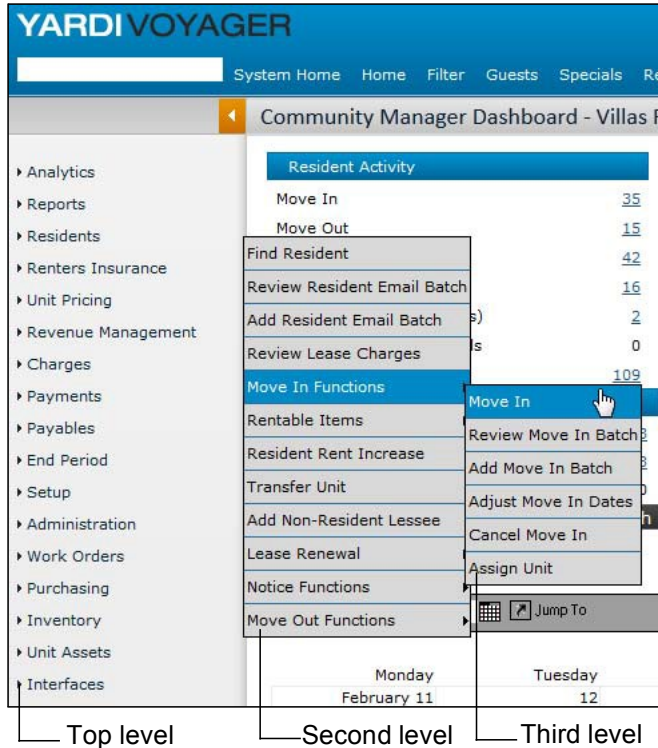


Here are descriptions of some of the common links:

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

Side Menu (Main Menu)

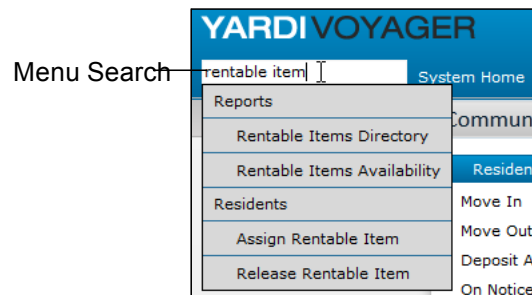
Using the side menu, you can access most of the functions in Voyager. The side menu has two (and sometimes three) levels. Click on a top-level item to open the second level. Move your cursor over a second-level item and a third level opens.



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

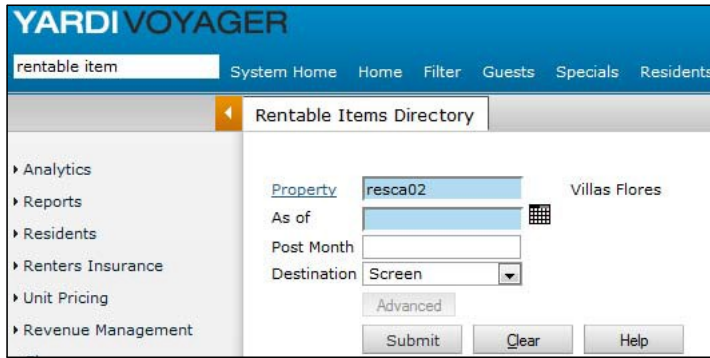
Menu Search

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



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

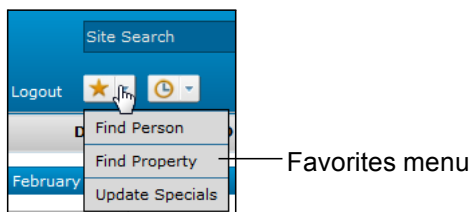
When you click the desired menu item, Voyager opens the corresponding screen.



Favorites

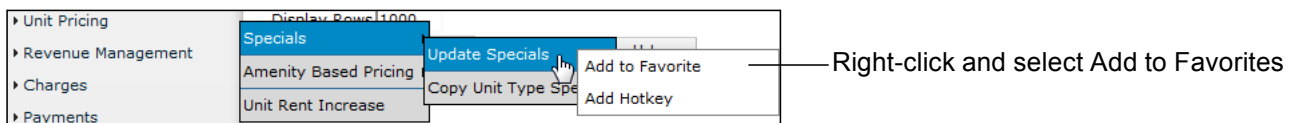
When you click the **Favorites** icon, Voyager displays a list of menu items that you have designated as “favorites.” Select an item to open the corresponding screen.

— Favorites icon

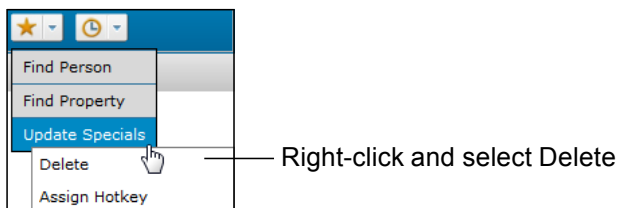


Adding and Deleting Items on the Favorites Menu

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



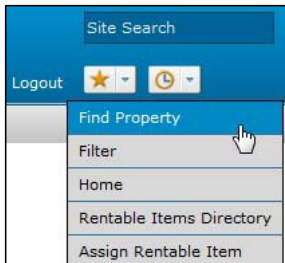
To delete an item from the **Favorites** menu, right-click it and select **Delete**.



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

History

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



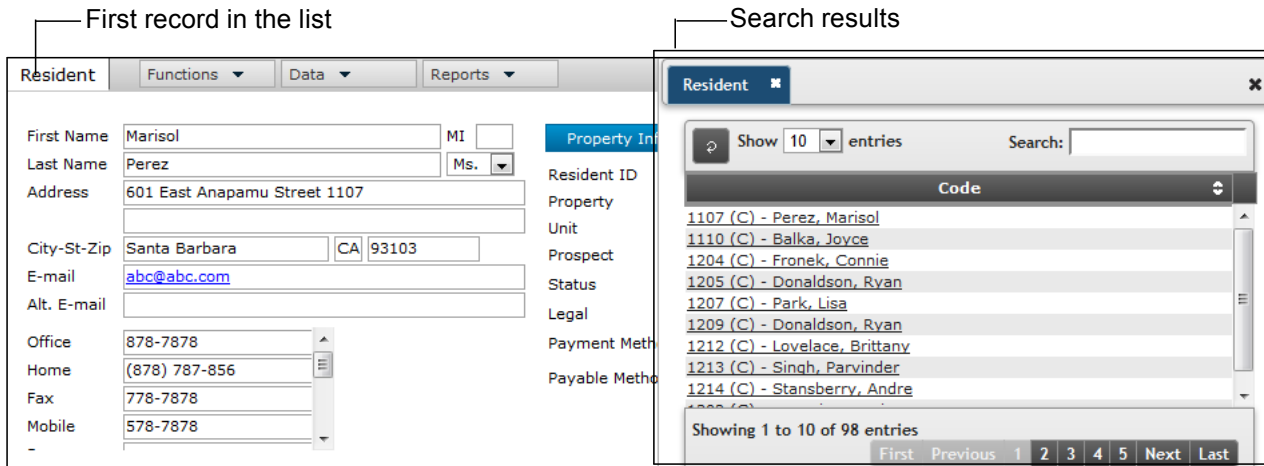
The History feature only tracks items selected from the menu, not links from the dashboard. This is by design.

Filter Screens

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

Resident	
Property	resca02 Villas Flores
Unit	<input type="text"/>
Resident	<input type="text"/>
Last Name	<input type="text"/>
Telephone Nos.	<input type="text"/>
Status	<input type="text"/>
Lease Expires	<input type="text"/> -to- <input type="text"/>
Notes	<input type="text"/>
Display Rows	1000
<input type="button" value="Submit"/> <input type="button" value="Clear"/> <input type="button" value="Help"/>	

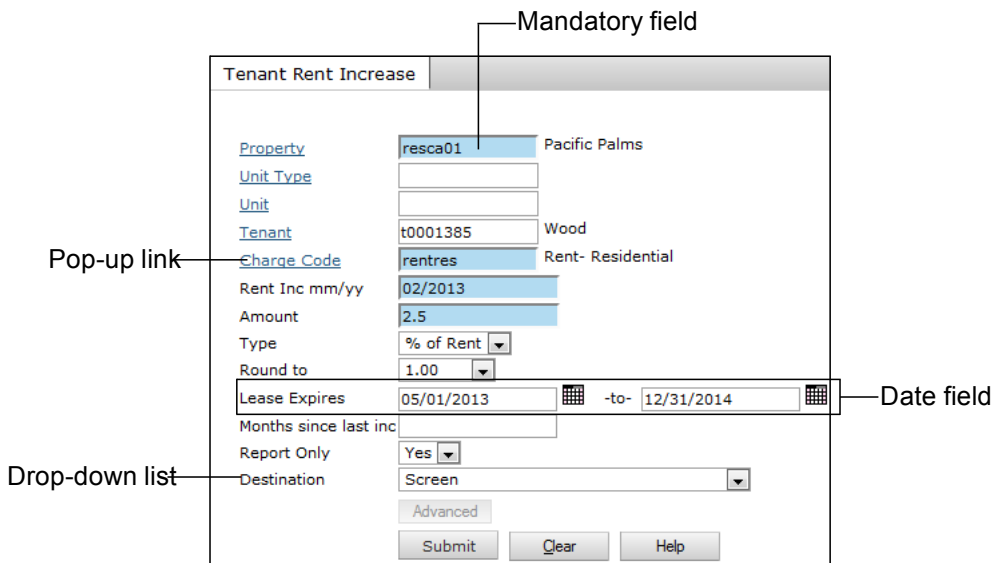
In the filter, you enter search criteria. When you click **Submit**, Voyager displays a list of residents that match your criteria (the search results) and the first record in the list.



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.

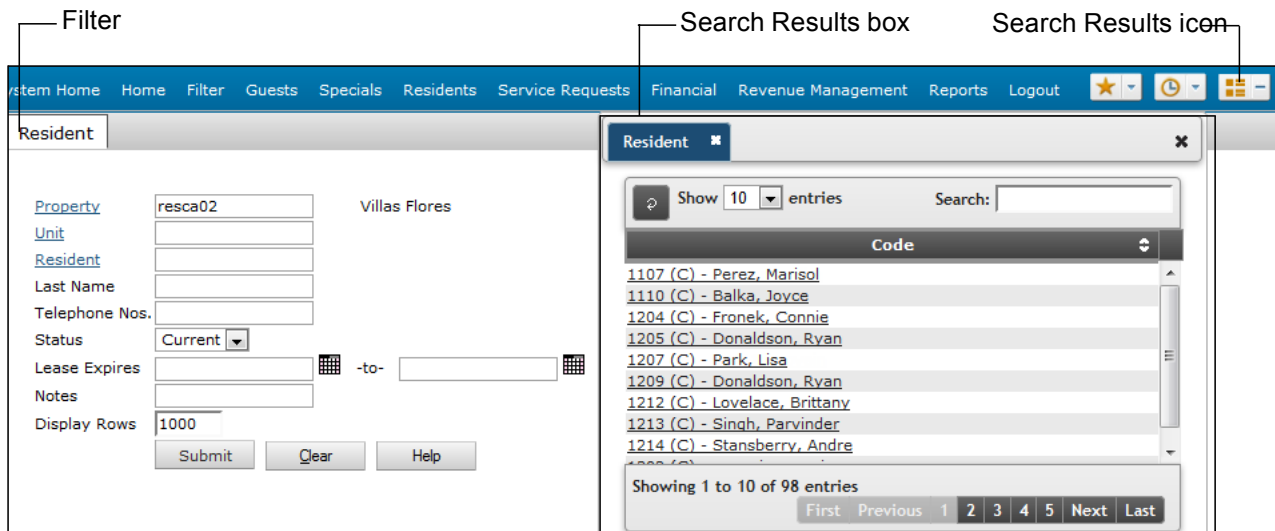
Pop-up link Opens a look-up list to search for codes that you want to review.

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.



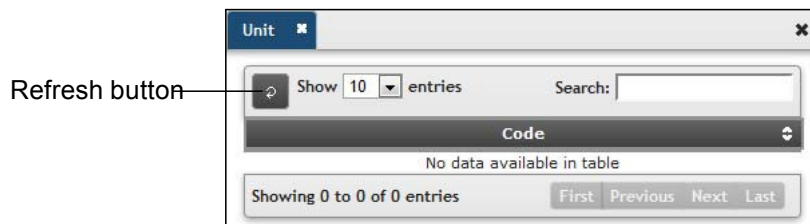
A third search will result in a third tab, and so on.



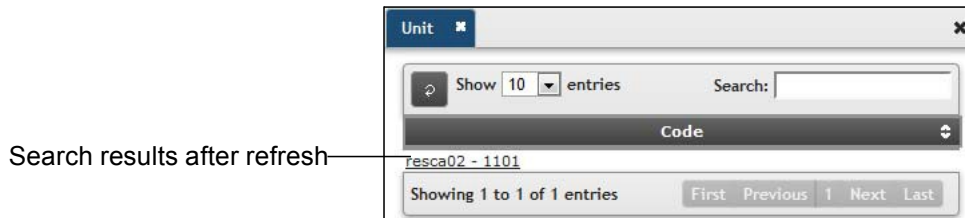
To close a tab, click the “X” to the right of the name.

Refresh Button in Search Results

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



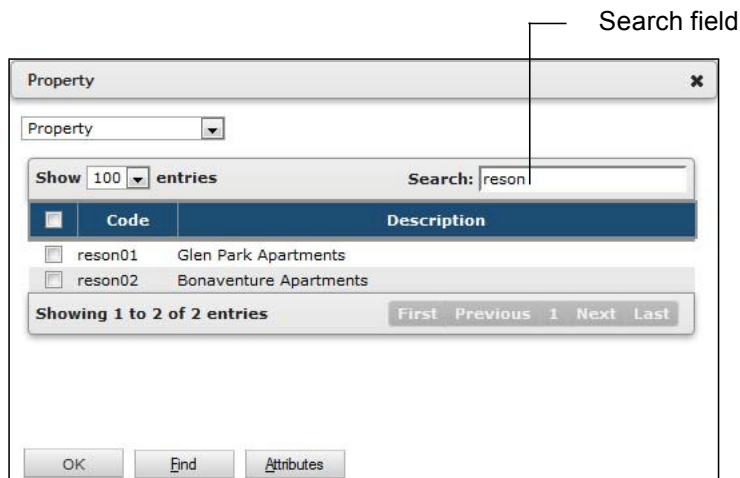
In the example shown above, we searched for the “1101” unit record. There were no results, because the record had been given the wrong code. We then located the record and changed the code.



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.



The screenshot shows a window titled "Property" with a search field containing "reson". Below the search field is a table with two columns: "Code" and "Description". The table contains two entries: "reson01" with description "Glen Park Apartments" and "reson02" with description "Bonaventure Apartments". The window also includes a "Search field" label pointing to the search input, a "Show 100 entries" dropdown, and navigation buttons like "First", "Previous", "1", "Next", and "Last".

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:

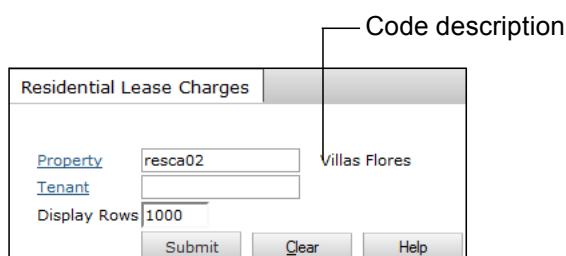
- pa

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.

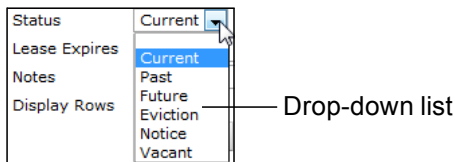
When you type the code of your choice, you will find a description of that code to the right of the field on the filter screen. This description will help you identify the code that you are using. The following is an example of a property code description.



The screenshot shows a form titled "Residential Lease Charges". It has a "Property" field with the code "resca02" and a description "Villas Flores" to its right. There is also a "Tenant" field and a "Display Rows" dropdown set to "1000". Buttons for "Submit", "Clear", and "Help" are at the bottom.

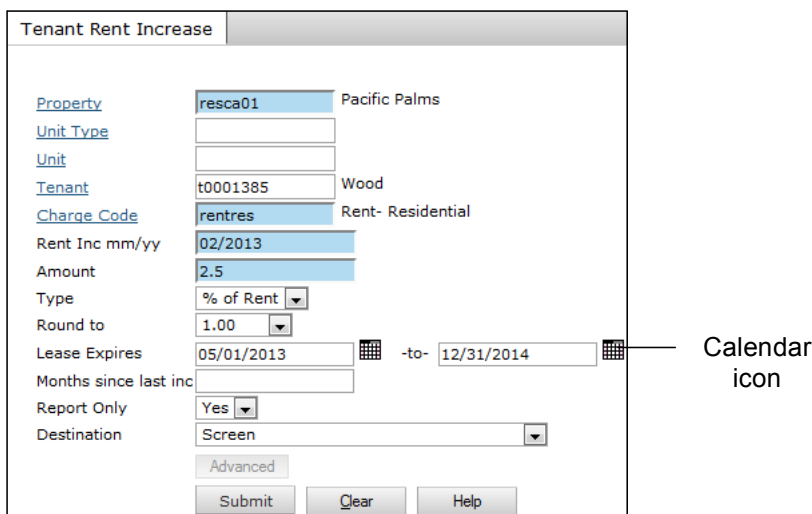
Using the Drop-down List

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:

Using the Jump To field	17
Using the Search Box	17
Using the Functions Menu	17
Using the Command Buttons.....	17

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

The screenshot shows the YARDI VOYAGER Resident screen. The interface includes a top navigation bar with 'System Home', 'Home', 'Filter', 'Guests', 'Specials', 'Residents', 'Service Requests', 'Financial', 'Revenue Management', 'Reports', and 'Logout'. A 'Site Search' field is located in the top right. Below the navigation bar, there are tabs for 'Resident', 'Functions', 'Data', and 'Reports'. A 'Jump To' field is on the right side. On the left, there is a sidebar with a list of reports and charges. The main area is divided into sections: 'Property Info' (Resident ID: t0000765, Property: resca02, Unit: 1110, Prospect: p0002048, Status: Current, Legal: N/A, Payment Method: Any, Payable Method: Check, Late Count = 2), 'Lease Information' (Mkt. Rent: 1,410.00, Rent: 1,420.00, Due Day: 1, Move In: 02/17/2010, Lease Sign: 02/17/2010, Lease From: 02/17/2010, Lease To: 02/05/2013, Last Renewal: 11/15/2012), and 'Late Fee' (Base %: 10.00, Grace Period: 3, 2nd %: 20.00, 2nd Grace: 2, Max %: 50.00, \$/day: 0.00, Max # Days: 12, Minimum Due: 100.00). A 'Resident' pop-up window is open, showing a list of residents with a search box and navigation buttons. Callouts point to the 'Functions menu' (top navigation bar), 'Jump To' (right side), 'Command buttons' (Save, New, Help), and 'Search box' (pop-up window).

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

Using the Jump To field

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

Using the Search Box

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

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

Using the Functions Menu

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

Using the Command Buttons

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

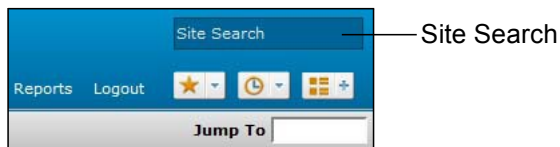
Automatic Field Formatting

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

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

Site Search

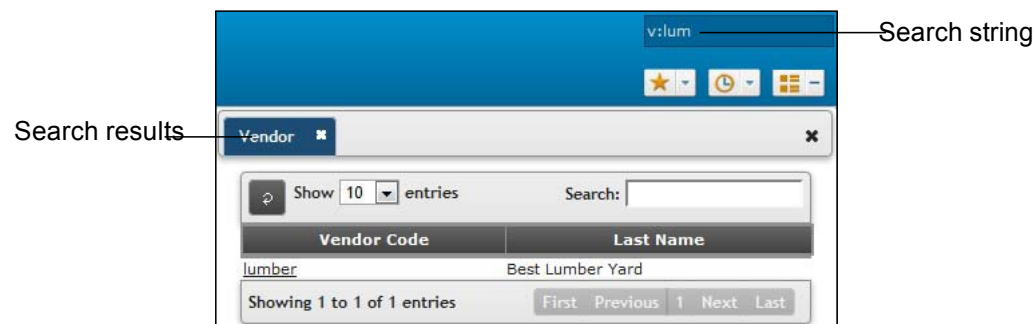
The **Site Search** feature allows you to quickly find Voyager records.



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

Using a Search Code

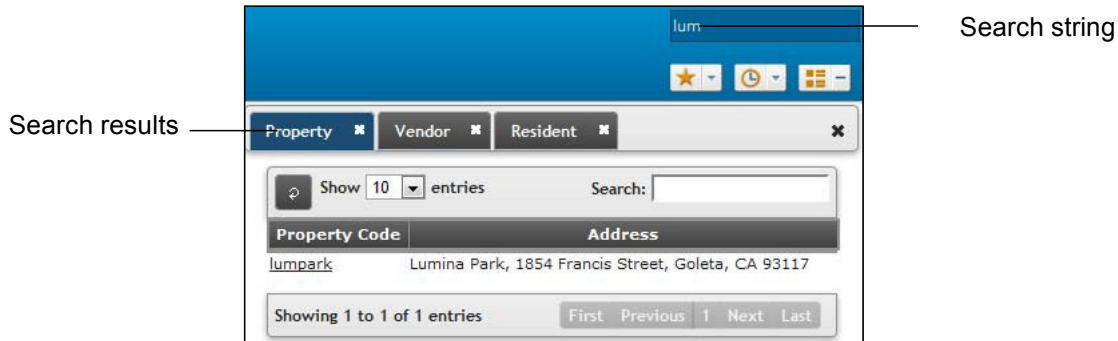
In the following example, we were looking for a vendor record that started with "lum." We entered the search code for vendors, "V," followed by a colon and "lum."



The search returned only vendor records.

Searching Without a Search Code

If you search without a search code, Voyager looks at all the records in the database. In the following example, we entered “lum” 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

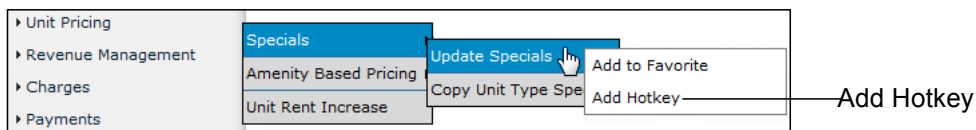
Record Type	Search Code	Table Columns Searched
Fund_data	Fund	Code, Name
Customer	Customer	Code, Name
Contact	Contact	Code, Description, Company Name, Last Name, First Name, Email, Address 1, Address 2, City, ZIP Code

Hot Keys

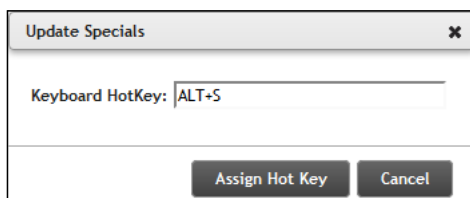
You can now create keyboard combinations for menu items. For example, if you frequently need to review customer records, you could create a keyboard combination for the **Review Customer** screen.

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

Introduction to LIHTC Guest Card Workflow.....	21
Adding Guests as Quick Guests.....	22
Adding Guest Cards for LIHTC Prospects.....	23
Selecting Prospects from the Prospect Pipeline.....	37
Finding Specific Prospects and Residents.....	38

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.

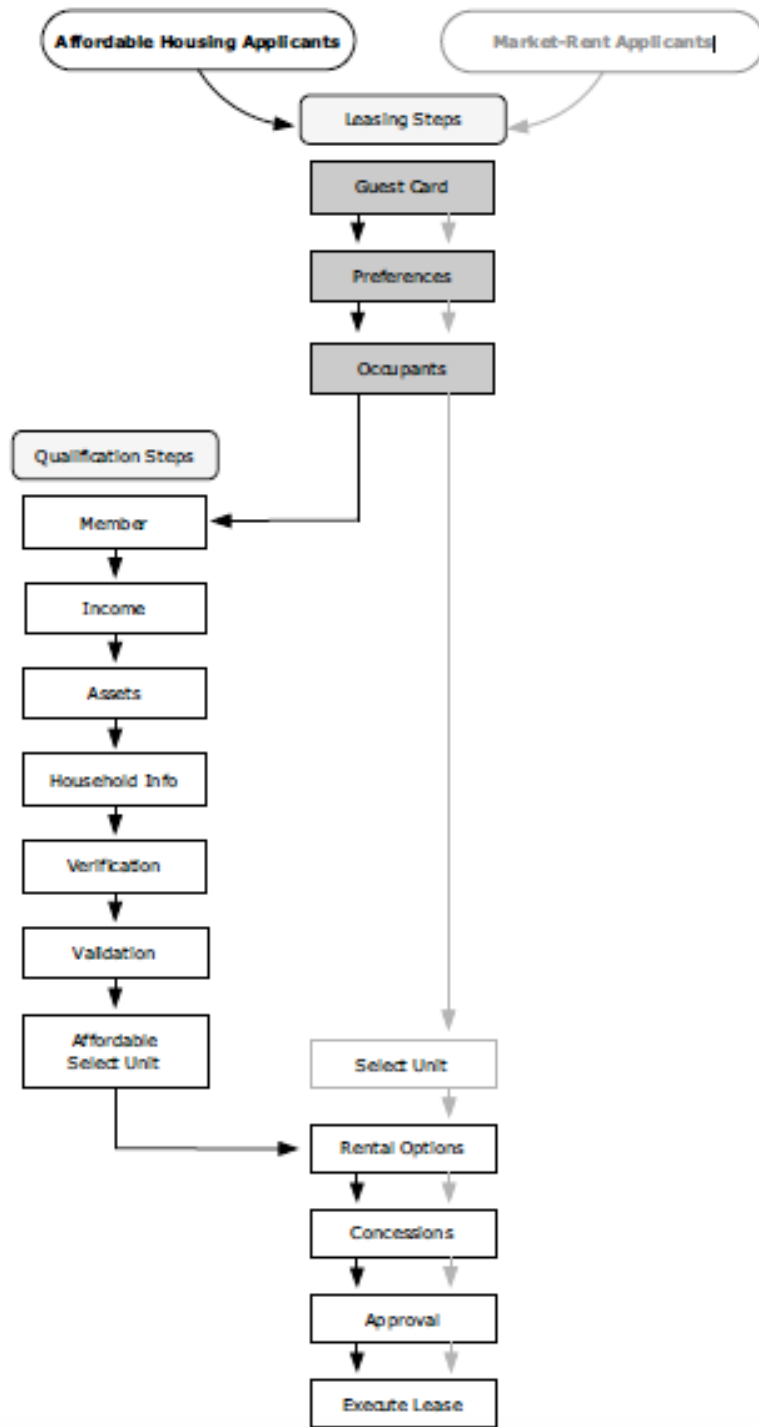
The leasing and qualification process begins when you add the prospect's guest card. Although you use the same initial leasing steps for all households, you must qualify a household for LIHTC housing before the household moves in.

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.

Quick Guest

First Name Property **Property and date**

Last Name Date **Property and date**

Address

City State Zip

Tel# Office-Home

EMail

Notes

First Contact

Agent

Source

Result

Expected Move In

Bedrooms

Desired Rent

[Unit Shown](#)

Date Shown

Show Result

Available Units								
Unit	Unit Type	Bedrooms	Rent	Sqft	Set Aside	Date Available	Hold Until	Occupancy
2A	11aff	1	800	800	50	01/01/2013		Vacant
5A	aff2b	2	1,000	1,000	60	01/10/2014		Vacant
6A	aff2b	2	1,000	1,000	0	01/10/2014		Vacant

[Go to Leasing Workflow](#)

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. 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. NOTE Ensure that any notes or remarks comply with fair housing laws.
Date	The system date on your workstation appears. If needed, change the 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. 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.

Quick Guest

First Name: Property: kn0919t
 Last Name: Date:
 Address:
 City State Zip:
 Tel# Office-Home:
 EMail:
 Notes:
 First Contact: Call
 Agent:
 Source:
 Result:
 Expected Move In:
 Bedrooms:
 Desired Rent:
 Unit Shown:
 Date Shown:
 Show Result:

Occupants

Name	Social Security#	Relationship	Select
			Add New Occupant

Available Units

Unit	Unit Type	Bedrooms	Rent	Sqft	Set Aside	Date Available	Hold Until	Occupancy
2A	11aff	1	800	800	50	01/01/2013		Vacant
5A	aff2b	2	1,000	1,000	60	01/10/2014		Vacant
6A	aff2b	2	1,000	1,000	0	01/10/2014		Vacant

[Go to Leasing Workflow](#)

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. ☞ If the person is a spouse, select Spouse . ☞ For all persons other than a spouse, select Other .

Lessee

This check box is selected by default.

⌚ 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.

⌚ 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.

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.

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

- First Name: Sophia
- Last Name: Miller
- Address: (empty)
- City State Zip: (empty)
- Relationship: Other
- Lessee: (unchecked)
- Tel# Office-Home: (empty)
- Cell# - Fax#: (empty)
- DOB - DL#/State: 10/02/1934
- e Mail: (empty)
- Social Security#: 123-45-4321
- Notes: (empty)

Annotations with arrows point to:

- Relationship**: points to the 'Other' dropdown menu.
- Lessee check box**: points to the unchecked checkbox.

Buttons at the bottom: Save, Delete.

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.

Quick Guest

First Name: Property:
 Last Name: Date:
 Address:
 City State Zip:
 Tel# Office-Home:
 EMail:
 Notes:

First Contact:
 Agent:
 Source:
 Result:
 Expected Move In:
 Bedrooms:
 Desired Rent:
 Unit Shown:
 Date Shown:
 Show Result:

Occupants			
Name	Social Security#	Relationship	Select
Sophia D Miller	123-45-4321	Other	Edit
			Add New Occupant

Available Units								
Unit	Unit Type	Bedrooms	Rent	Sqft	Set Aside	Date Available	Hold Until	Occupancy
2A	11aff	1	800	800	50	01/01/2013		Vacant
5A	aff2b	2	1,000	1,000	60	01/10/2014		Vacant
6A	aff2b	2	1,000	1,000	0	01/10/2014		Vacant

[Go to Leasing Workflow](#)

Occupant

Begin the leasing workflow

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.

Community Manager Dashboard - Tax Credit Village Apartments DB Caption: a708d

Wednesday, January 29, 2014

Prop/List:

[Add Guest](#) [Quick Guest](#)

[Leasing Specials](#) [Daily Activity](#)

[Hot Sheet](#) [Monitor Reports](#)

[New PO](#) [New Svc. Req.](#)

[Print Letters](#) [Tax Credit Quick Check](#)

Open Batches

[Charges](#) [New Charge Batch](#)

[Receipts](#) [New Receipt Batch](#)

[Payables](#) [New Payable Batch](#)

Calendar | Dashboard | Person Search

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

Prospect Guest Card

First Name: MI

Last Name:

Address:

City State Zip:

Tel# Office-Home:

Cell# - Fax#:

DOB - DL#/State:

E-mail:

Notes:

Status: Prospect

Property: kn0919t

First Contact:

Agent:

Source:

Result:

Date: 1/29/2014

[Contacts](#) [Next](#)

Leasing Steps

- Guest Card**
- Preferences
- Occupants
- Select Unit
- Rental Options
- Concessions
- Application Form
- Application Charges
- Application Status

Guest Card Help?

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	<p>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.</p> <p>If you typed the property name on the first line, type the street address and unit number on the second line.</p>
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	<p>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.</p> <p>Press the TAB key. In the field on the right, type the phone number where the prospect can be contacted at home.</p> <p>Press the TAB key. If the prospect has a cell phone or FAX number, type those numbers in the same way.</p>
DOB-DL# / State	<p>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.</p> <p>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.</p>
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 the 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.

Prospect Guest Card			
First Name	Lawrence	MI	R
Last Name	Gibson		
Address	Old Place Apartments 42 Old Place Avenue		
City State Zip	Atown	SC	49400
Tel# Office-Home	(843) 445-4567	(843) 665-6787	
Cell# - Fax#			
DOB - DL#/State	08/28/1978		
E-mail	lrg@abc.net		
Notes			
Status	Prospect		
Property	kn0919t		
First Contact	Call		
Agent	Fred Flanders		
Source	Company Website		
Result			
Date	1/29/2014		
<input type="button" value="Contacts"/> <input type="button" value="Next"/>			
<div style="float: right;">Help?</div>			

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

Prospect Guest Card			
First Name	Lawrence	MI	R
Last Name	Gibson		
Address	Old Place Apartments 42 Old Place Avenue		
City State Zip	Atown	SC	49400
Tel# Office-Home	(843) 445-4567	(843) 665-6787	
Cell# - Fax#			
DOB - DL#/State	8/28/1978		
E-mail	lrg@abc.net		
Notes			
Status	Prospect		
Code	p0014091		
Property	kn0919t		
Other Data	Attachments		
	Memo		
<input type="button" value="Contacts"/> <input type="button" value="Previous"/> <input type="button" value="Next"/> <input type="button" value="Cancel Guest"/>			
<div style="float: right;">Help?</div>			
Preferences			
Expected Move In	03/03/2014	<input type="button" value="Amenity Preferences"/>	
Bedrooms	2		
Desired Rent			

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

Prospect Guest Card

<p>First Name <input type="text" value="Lawrence"/> MI <input type="text" value="R"/></p> <p>Last Name <input type="text" value="Gibson"/></p> <p>Address <input type="text" value="Old Place Apartments"/> <input type="text" value="42 Old Place Avenue"/></p> <p>City State Zip <input type="text" value="Atown"/> <input type="text" value="SC"/> <input type="text" value="49400"/></p> <p>Tel# Office-Home <input type="text" value="(843) 445-4567"/> <input type="text" value="(843) 665-6787"/></p> <p>Cell# - Fax# <input type="text"/></p> <p>DOB - DL#/State <input type="text" value="8/28/1978"/> <input type="text"/></p> <p>E-mail <input type="text" value="lrg@abc.net"/></p> <p>Notes <input type="text"/></p>	<p>Status <input type="text" value="Prospect"/></p> <p>Code <input type="text" value="p0014091"/></p> <p>Property <input type="text" value="kn0919t"/></p> <p>Other Data <input type="text" value="Attachments"/> <input type="text" value="Memo"/></p>
---	---

Leasing Steps

- [Guest Card](#)
- [Preferences](#)
- [Occupants](#)
- [Select Unit](#)
- [Rental Options](#)
- [Concessions](#)
- [Application Form](#)
- [Application Charges](#)
- [Application Status](#)

Occupants Help?

Name	Social Security#	Relationship	Select
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="Add New Occupant"/>

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

YARD VOYAGER Site Search

[Home](#) [Filter](#) [Monthly Procedures](#) [Guests](#) [Affordable](#) [Analytics](#) [Sign Out](#)

Prospect Guest Card

<p>Roles <input type="text"/></p> <p>Setup <input type="text"/></p>	<p>First Name <input type="text" value="Lawrence"/> MI <input type="text" value="R"/></p> <p>Last Name <input type="text" value="Gibson"/></p> <p>Status <input type="text" value="Prospect"/></p> <p>Code <input type="text" value="p0014091"/></p>	<p>Leasing Steps</p> <p>Guest Card</p>
---	--	---

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.

Prospect Guest Card

First Name	Lawrence	MI	R	Status	Prospect	Leasing Steps Guest Card Preferences Occupants Select Unit Rental Options Concessions Application Form Application Charges Application Status
Last Name	Gibson			Code	p0014091	
Address	Old Place Apartments			Property	kn0919t	
	42 Old Place Avenue			Other Data	Attachments	
City State Zip	Atown	SC	49400		Memo	
Tel# Office-Home	(843) 445-4567	(843) 665-6787				
Cell# - Fax#						
DOB - DL#/State	8/28/1978					
E-mail	lrg@abc.net					
Notes						

[Contacts](#) [Previous](#) [Next](#) [Cancel Guest](#)

Occupants [Help?](#)

Name	Social Security#	Relationship	Select
			Add New Occupant

Add New Occupant

The **Occupant** screen appears.

Occupant

First Name		MI	
Last Name			
Address			
City State Zip			
Relationship			
Lessee	<input checked="" type="checkbox"/>		
Tel# Office-Home			
Cell# - Fax#			
DOB - DL#/State			
e Mail			
Social Security#			
Notes			

[Save](#) [Delete](#)

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.

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

- First Name: Alice
- MI: C
- Last Name: Gibson
- Address: (empty)
- City State Zip: (empty)
- Relationship: Spouse
- Lessee: (labeled "Lessee check box")
- Tel# Office-Home: (843) 554-5656
- Cell# - Fax#: (empty)
- DOB - DL#/State: 03/12/1978
- e Mail: acg@abc.net
- Social Security #: 876-54-5676
- Notes: (empty)

Buttons for "Save" and "Delete" are located at the bottom of the form.

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

The screenshot shows the 'Prospect Guest Card' interface. On the left, there are input fields for personal and contact information: First Name (Lawrence), Last Name (Gibson), Address (Old Place Apartments, 42 Old Place Avenue), City State Zip (Atown, SC, 49400), Tel# Office-Home ((843) 445-4567), Cell# - Fax#, DOB - DL#/State (8/28/1978), and E-mail (lrg@abc.net). On the right, there are fields for Status (Prospect), Code (p0014091), Property (kn0919t), and Other Data (Attachments, Memo). A 'Leasing Steps' sidebar on the far right lists various actions like Guest Card, Preferences, Occupants, etc. At the bottom, there are buttons for 'Contacts', 'Previous', 'Next', and 'Cancel Guest'. Below the main form, the 'Contacts' tab is active, displaying a table with one contact entry.

Type	Date	Unit	Agent	Description	Select
Call	01/29/2014		Fred Flanders	First contact	Edit

[Add New Contact](#)

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.

Contact for Lawrence Gibson

Contact Information

Type:

Agent:

Result:

Date:

Time:

Property:


Unit:

Notes:

4 Add the following information:

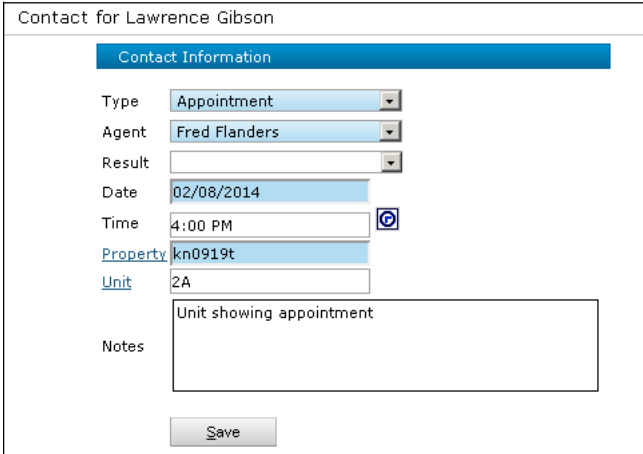
Type	Select the type of contact event.
Agent	Select the agent who is working with this prospect.
Date	The system date on your workstation appears. If you are recording notes for a contact event that you made on another day, type the date of the event. If you are documenting an appointment, type the date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



Contact for Lawrence Gibson


Contact Information

Type Appointment

Agent Fred Flanders

Result

Date 02/08/2014

Time 4:00 PM 

Property kn0919t

Unit 2A

Notes
Unit showing appointment

Save

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.

Select Unit tab



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.

Link to Prospect Pipeline Selected property

Community Manager Dashboard - Tax Credit Village Apartments DB 0

Resident Activity		Unit Statistics		Wednesday, January 29, 2014	
Move In	0	Total Units	6		
Move Out	0	Leased Units	3	50.0%	
Deposit Accounting	0	Occupied Units	3	50.0%	
On Notice	0	Available Units	3	50.0%	
Incomplete Certs	0	Model/Down/Admin	0	0%	
Annual Certs Due	3	On Hold Units	0	0%	
Unanswered Letters	0	Unit Transfers	0		
Expiring Leases (120 days)	3				
Scheduled Lease Renewals	0				
Alerts	0				
Maintenance		Traffic		Prop/List <input type="text" value="kn0919t"/>	
Pending Make Ready	0	Prospect Pipeline	3	Add Guest	Quick Guest
Pending Work Requests	0	Today's Showings	0	Leasing Specials	Daily Activity
Completed WO Followup	0	Affordable Waiting Lists	0	Hot Sheet	Monitor Reports
		Pending Applications	0	New PO	New Svc. Req.
				Print Letters	Tax Credit Quick Check
				Open Batches	
				Charges	New Charge Batch
				Receipts	New Receipt Batch
				Payables	New Payable Batch

Calendar | Prospect Pipeline - 01/29/2014 | Person Search

Agent ^A	Guest	Last Contact Date/ Scheduled Date	Contact Type	Unit	Make Appt	Notes
Fred Flanders	Gina Arnold	01/28/2014	Call		<input type="checkbox"/>	First Contact
Fred Flanders	Lawrence Gibson	02/08/2014	Appointment		<input type="checkbox"/>	Unit showing appointment
Fred Flanders	Lilly Li	01/29/2014	Walk-In		<input type="checkbox"/>	First contact

Links to guest cards

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

The screenshot shows the 'Person Search' interface. On the left, there is a form with the following fields: Unit, Name, Code, Fed ID, Phone Number, Email, and Auto License. A 'Search' button is located below the form. On the right, there is a table with the following columns: Name, Phone #s, Unit, Status, Rent, Ledger, Move In, Move Out, and Lease To. The table is currently empty.

- 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.

The screenshot shows the 'Person Search' interface with the search results table. The 'Name' field in the search criteria form contains the text 'li'. The table displays the following results:

Name	Phone #s	Unit	Status	Rent	Ledger	Move In	Move Out	Lease To
Alice Gibson	(843) 554-5656		Prospect (Occupant)					
Lilly Li	(843) 445-4567 (843) 443-4545		Prospect	0.00				

A callout line points from the text 'Lilly Li' above the table to the 'Lilly Li' link in the table.

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	
Introduction to LIHTC Member Documentation	40
Documenting LIHTC Household Heads	41
Documenting LIHTC Household Members Added as Occupants	42
Documenting LIHTC Household Members	48

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.

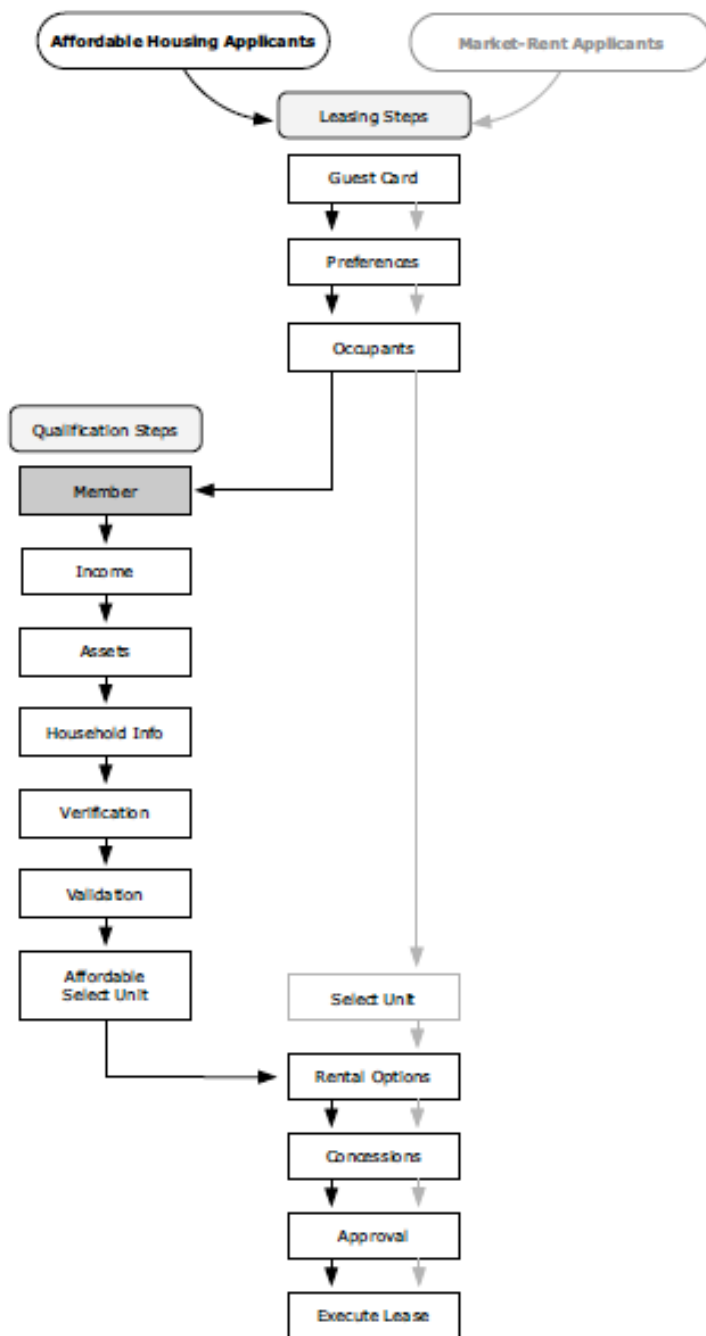
Introduction to LIHTC Member Documentation

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.

The screenshot shows the 'Prospect Certification' screen with the 'Family Members' tab selected. The top right corner has a 'Family Members' label. The main area contains prospect details and a 'Qualification Steps' menu. The bottom section shows a table of family members with labels for 'Household head' and 'Member added on the Occupants leasing step'.

Name	Relationship	Age	Social Security#	Select
Lawrence R. Gibson	Head	35		Edit
Alice C. Gibson	Spouse	35	876-54-5676	Edit
				Add New Member

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

Edit Member
Prospect Certification (MI 03/03/2014 Ctrl 103325) for Lawrence Gibson

Family Member Data

Relationship: Head
First Name: Lawrence
Middle Initial: R
Last Name: Gibson
Ethnicity: [Dropdown]
Sex: [Dropdown]
Birth Date - Age: 08/28/1978 35
SSN: [Text]
Alien Registration: [Text]
F/T Student: [Checkbox]
Disability Status: [Dropdown]

Race (Choose all that apply)

White Black Native American Asian Pacific Islander Other Declined to Report

Save Cancel Help

Tax Credit Data

Occupation: [Text]
Marital Status: [Dropdown]
PSR Special Status: [Dropdown]

NAHMA Fields

Relationship Type: [Dropdown]
Employment Type: [Dropdown]

Save Cancel Help

Verification Letters Add Correspondent

Letter	Send To	Date Sent	Response Date	Delc Cle
				Clea
				Clea
				Clea

Save Cancel Help

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. 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. 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. 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 NOTE <i>PSR</i> (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.

Letter button Correspondent button Add Correspondent button

Letter	Send To	Date Sent	Response Date	Delete
				Clear
				Clear
				Clear

Save Cancel Help

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.

Correspondent Jump To


Code: (New)
Description: Social Security Atown
Company Name: Social Security Administration
First Name:
Last Name:
Dear: Administrator
Address: 1 Main Street
City-St-Zip: Atown SC 49400
Phone Number: (800) 234-1255
Fax Number: (800) 454-5678
Email:
TTY Number:
Inactive:

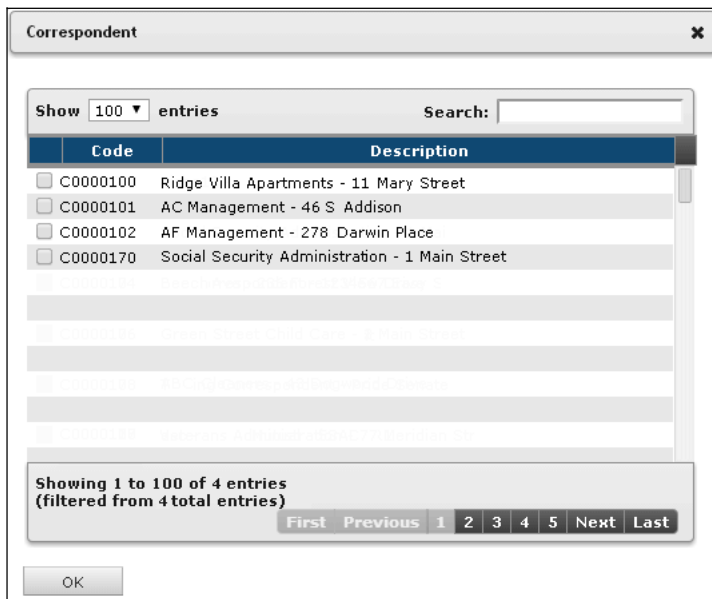
Property Code	

Save New Help

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.



Code	Description
<input checked="" type="checkbox"/>	Ridge Villa Apartments - 11 Mary Street
<input type="checkbox"/>	AC Management - 46 S Addison
<input type="checkbox"/>	AF Management - 278 Darwin Place
<input type="checkbox"/>	Social Security Administration - 1 Main Street

- 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.

Edit Member

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

Family Member Data

Relationship	Head	Sex	Male
First Name	Lawrence	Birth Date - Age	08/28/1978 35
Middle Initial	R	SSN	545-66-5678
Last Name	Gibson	Alien Registration	
Ethnicity	2-Non-Hispanic	F/T Student	<input type="checkbox"/>
		Disability Status	Disabled

Race (Choose all that apply)

White
 Black
 Native American
 Asian
 Pacific Islander
 Other
 Declined to Report

Tax Credit Data

Occupation: Office staff

Marital Status: 1-Married

PSR Special Status: Disabled

NAHMA Fields

Relationship Type: H - Head of Household

Employment Type: SS - Skilled/Specialized

Verification Letters

Letter	Send To	Date Sent	Response Date	Delete
disability	c0000170			<input type="checkbox"/>
				<input type="button" value="Clear"/>
				<input type="button" value="Clear"/>

Disabled

Selected letter and correspondent

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	<p>Select this person's relationship to the household head. Options are:</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>Foster This person is a foster child under the age of 18, the child of a foster child, or a foster adult.</p> <p>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.</p> <p>Unborn Child This person is the unborn child of an expectant mother who is a family member.</p> <p>None of the Above The relationship of this person to the household is other than a relationship included on this list.</p>
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. 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: 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 . 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. 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 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

Introduction to Family Income Documentation	51
Documenting Family Income	51

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



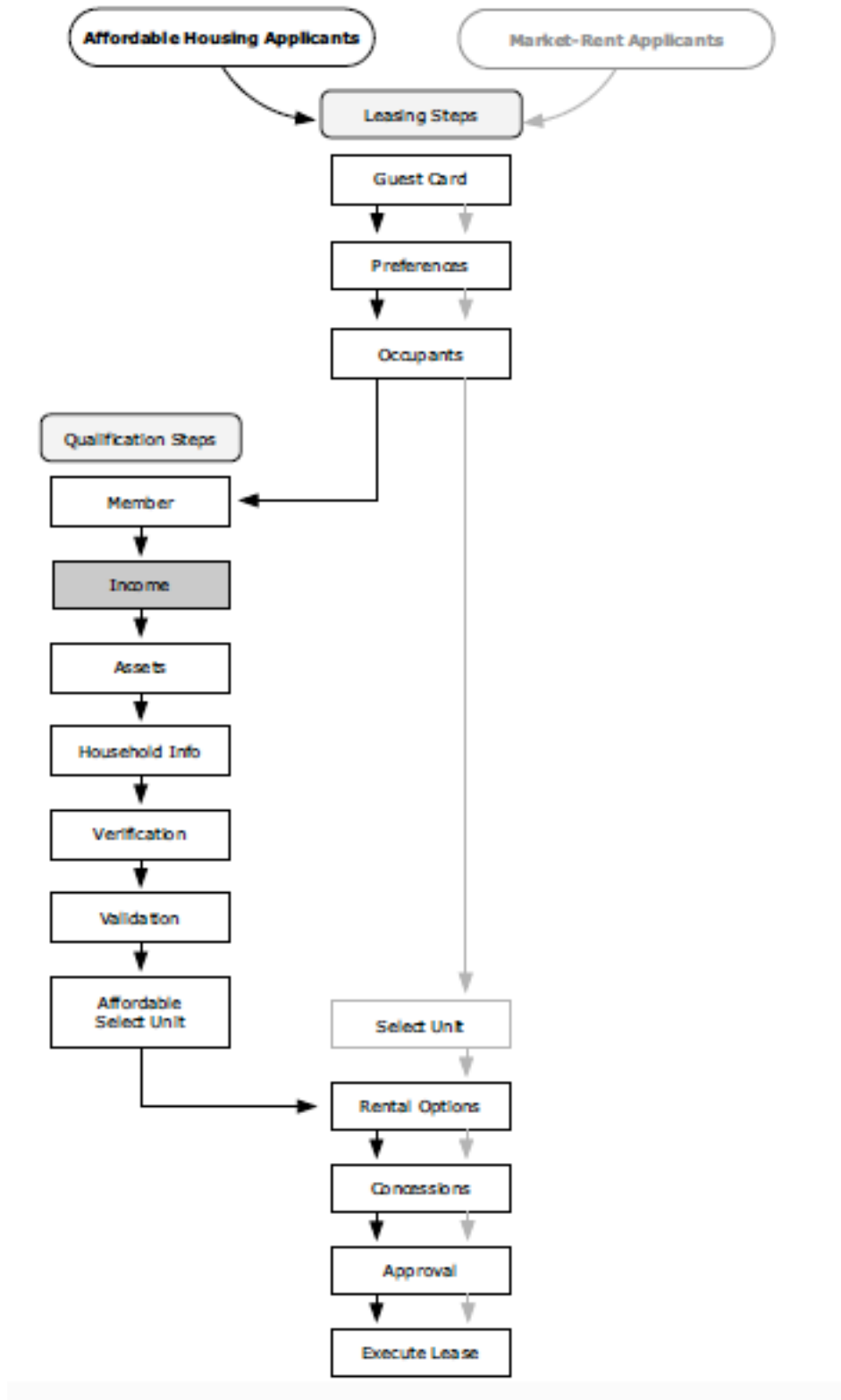
Voyager Affordable Housing also includes HUD project-based programs, Rural Development Section 515, and the HOME Investment Partnership housing programs. Voyager configures the **Income Record** screen based on the housing programs under which a property operates. If a property operates under more than 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** qualification 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.

The screenshot displays the 'Prospect Certification' screen for a household. The top right corner shows the 'Income' tab selected. The main area contains a form with the following information:

Name	Lawrence Gibson	Property	kn0919t	Office Tel#	(843) 445-4567
Address	Old Place Apartments	Unit		Home Tel#	(843) 665-6787
	42 Old Place Avenue	Status	Prospect	Mobile#	
City	Atown	Lease From		Fax#	
State, Zip	SC 49400	Lease To		Email	lrg@abc.net

Below the form are buttons for 'Contacts', 'Cancel', 'Previous', and 'Next'. On the right side, a 'Qualification Steps' menu is visible, with 'Income' selected. At the bottom, the 'Income' tab is active, showing a table with columns: Name, Relationship, Income Source, Income/Year, and Select. An 'Add New Income' link is located at the bottom right of the table.

Name	Relationship	Income Source	Income/Year	Select
				Add New Income

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:

Income Source:

Occupation:

Occupation Zip Code:

SSN Claim Number:

Payment Frequency:

Pay periods per year:

Current Wages	\$/Hour	Hrs/Period	Total/Year
Reg. Rate	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>
OT1 Rate	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>
OT2 Rate	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>
Annual Current Income			<input type="text" value="0.00"/>

Anticipated Wage Change	\$/Hour	Hrs/Period	Total/Year
Anticipated wage change date	<input type="text"/>		
New Rate	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>
New OT1 Rate	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>
New OT2 Rate	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>
Annual Anticipated Income			<input type="text" value="0.00"/>
Income at current rate (365 days)	<input type="text" value="0.00"/>		
Income at new rate (0 days)	<input type="text" value="0.00"/>		
Total Annual Wage	<input type="text" value="0.00"/>		
Commissions, Bonuses, Tips, etc.	<input type="text" value="0.00"/>		
Other Annual Amount	<input type="text" value="0.00"/>		
Income / year	<input type="text" value="0.00"/>		
See File Copy for Calculation	<input type="checkbox"/>		
Date Verified	<input type="text"/>		

NAHMA Field

Income Verification Source:

Verification Letters

Letter	Send To	Date Sent	Response Date	Delete
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="button" value="Clear"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="button" value="Clear"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="button" value="Clear"/>

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: PE–Pension Veterans' pensions, military retirement, or income from all other pensions and annuities. A–TANF Income from Temporary Assistance for Needy Families. SS–Soc Sec Social Security income. G–Gen Asst Income from any general assistance sources. SI–SSI Supplemental Social Security income. CS–Child Support Income from child support that the member receives. M–Military Income from military sources. F–Federal Income from federal government sources. W–Non-Fed Salaries, wages, tips, commission bonuses, or other income from non-government sources. U–Unemployment Income from unemployment compensation. I–Indian Trust Income from an established Indian trust. B–Business Income from business sources, including distributed profits and business net income. 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: Hourly The member receives a check or a payment for each hour worked. Daily The member receives a check or a payment for each day worked. Weekly he member receives payment once a week. Bi-weekly The member receives payment once every two weeks. Semi-monthly The member receives payment twice each month. Monthly The member receives payment once each month. Annual The member receives an annual salary. 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. 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. 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. In the Reg Rate row, type the number representing the payment period for the income that you typed in the \$/Hour field. 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 current 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 <i>annual</i> amount received. 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 <i>annual</i> 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.

Letter button **Correspondent button**

Letter	Send To	Date Sent	Response Date	Delete
TCwages	C0000007			<input type="checkbox"/>
				<input type="button" value="Clear"/>
				<input type="button" value="Clear"/>

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 23 of 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.

Add New Income Record

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

Income Data

Member: S-Alice C Gibson
 Income Source: W -Non-Fed
 Occupation: bookkeeper
 Occupation Zip Code: 89400
 SSN Claim Number:
 Payment Frequency: Bi-weekly
 Pay periods per year: 26

Current Wages	\$/Hour	Hrs/Period	Total/Year
Reg. Rate	400.00	1.00	10400.00
OT1 Rate	0.00	0.00	0.00
OT2 Rate	0.00	0.00	0.00
Annual Current Income			10400.00

Current wages

Anticipated Wage Change	\$/Hour	Hrs/Period	Total/Year
Anticipated wage change date	07/01/2014		
New Rate	420.00	1.00	10920.00
New OT1 Rate	0.00	0.00	0.00
New OT2 Rate	0.00	0.00	0.00
Annual Anticipated Income			10920.00

Anticipated wage increase

Income at current rate (120 days): 3418.80
 Income at new rate (245 days): 7330.40
 Total Annual Wage: 10749.20
 Commissions, Bonuses, Tips, etc.: 200.00
 Other Annual Amount: 0.00
 Income / year: 10949.20

Member's annual bonus

See File Copy for Calculation:
 Date Verified:
NAHMA Field
 Income Verification Source: EV - Employer Verification

Save Cancel Help

Verification Letters Add Correspondent

Letter	Send To	Date Sent	Response Date	Dele Cle
TCwages	C0000007			Clea
				Clea
				Clea

Save Cancel Help

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

Introduction to Family Asset Documentation	60
Documenting Income from Current Assets	61
Documenting Income from Imputed Assets	62

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.

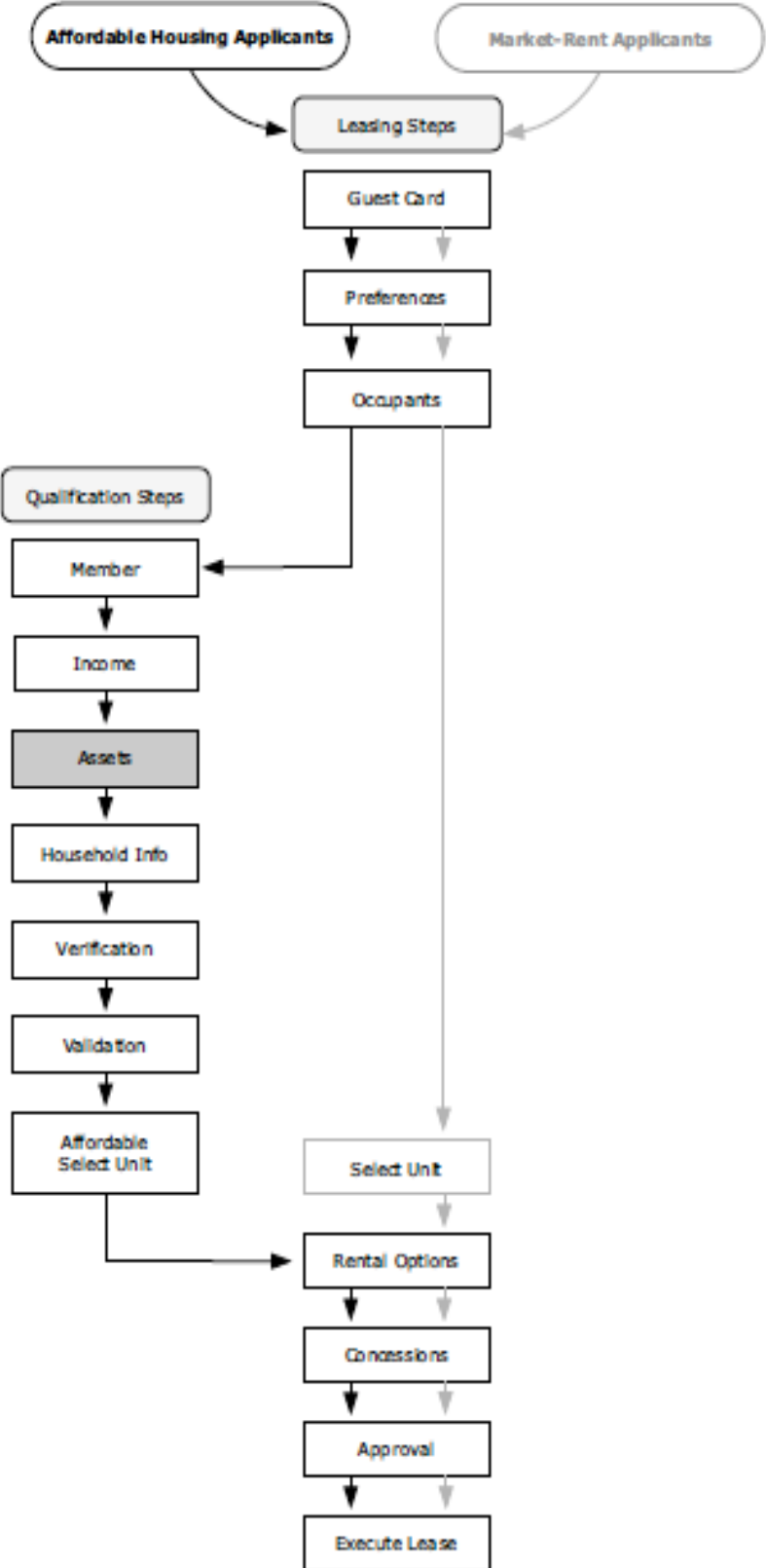
Introduction to Family Asset Documentation

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.

The screenshot shows the 'Prospect Certification' screen for a household. The top right corner has a 'Qualification Steps' menu with options: Family Members, Income, Assets, Household Info, Verification, Validation, and Select Unit. The 'Assets' tab is selected at the bottom. The main area displays prospect information for Lawrence Gibson, including address, unit, status, and contact details. A table at the bottom is titled 'Assets' and has columns for Name, Relationship, Description, Market Value, Annual Income, and Select. An 'Add New Asset' button is located at the bottom right of the table.

Name	Relationship	Description	Market Value	Annual Income	Select
					Add New Asset

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 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). 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.

Letter button
Correspondent button

Verification Letters Add Correspondent

Letter	Send To	Date Sent	Response Date	Delete
59banking	C0000059			Clea
				Clea
				Clea

- 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.

Edit Asset Record

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

Asset Data

Member: H-Lawrence R Gibson
Description: Checking
Status: C-Current
Date Divested:
Market Value: 234.56
Divestiture Cost: 0.00 (0 is valid entry)
Cash Value: 234.56
Annual Interest%: 0.0000 (0 is valid entry)
Actual Income/year: 0.00 (0 is valid entry)
Date Verified:
NAHMA Field: BA - Bank Affidavit

Verification Letters Add Correspondent

Letter	Send To	Date Sent	Response Date	Delete
59banking	C0000059	<input type="text"/>	<input type="text"/>	Clea
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	Clea
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	Clea

Buttons: Save, Cancel, Delete, Help

Annotations on the right side of the form:

- Asset cash value (points to Cash Value)
- Annual interest percentage (points to Annual Interest%)
- Annual asset income (points to Actual Income/year)

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 or 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). 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. 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. 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%.

Add New Asset Record

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

Asset Data

Member: H-Lawrence R Gibson
Description: Real Estate
Status: I-Imputed
Date Divested: 10/01/2013
Market Value: 140,000.00
Divestiture Cost: 14,000.00 (0 is valid entry)
Cash Value: 126,000.00
Annual Interest%: 2 (0 is valid entry)
Actual Income/year: 2,800.00 (0 is valid entry)
Date Verified:
NAHMA Field:
Asset Verification Source: QA - Qualified Appraisal

Verification Letters Add Correspondent

Letter	Send To	Date Sent	Response Date	Delete
tc-realest	C0000959			Clea
				Clea
				Clea

Save Cancel Help

Annotations:
- Asset cash value: points to Cash Value field
- Annual interest percentage: points to Annual Interest% field
- Annual asset income: points to Actual Income/year field

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

Introduction to LIHTC Household Information	68
Documenting LIHTC Household Information	70

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.



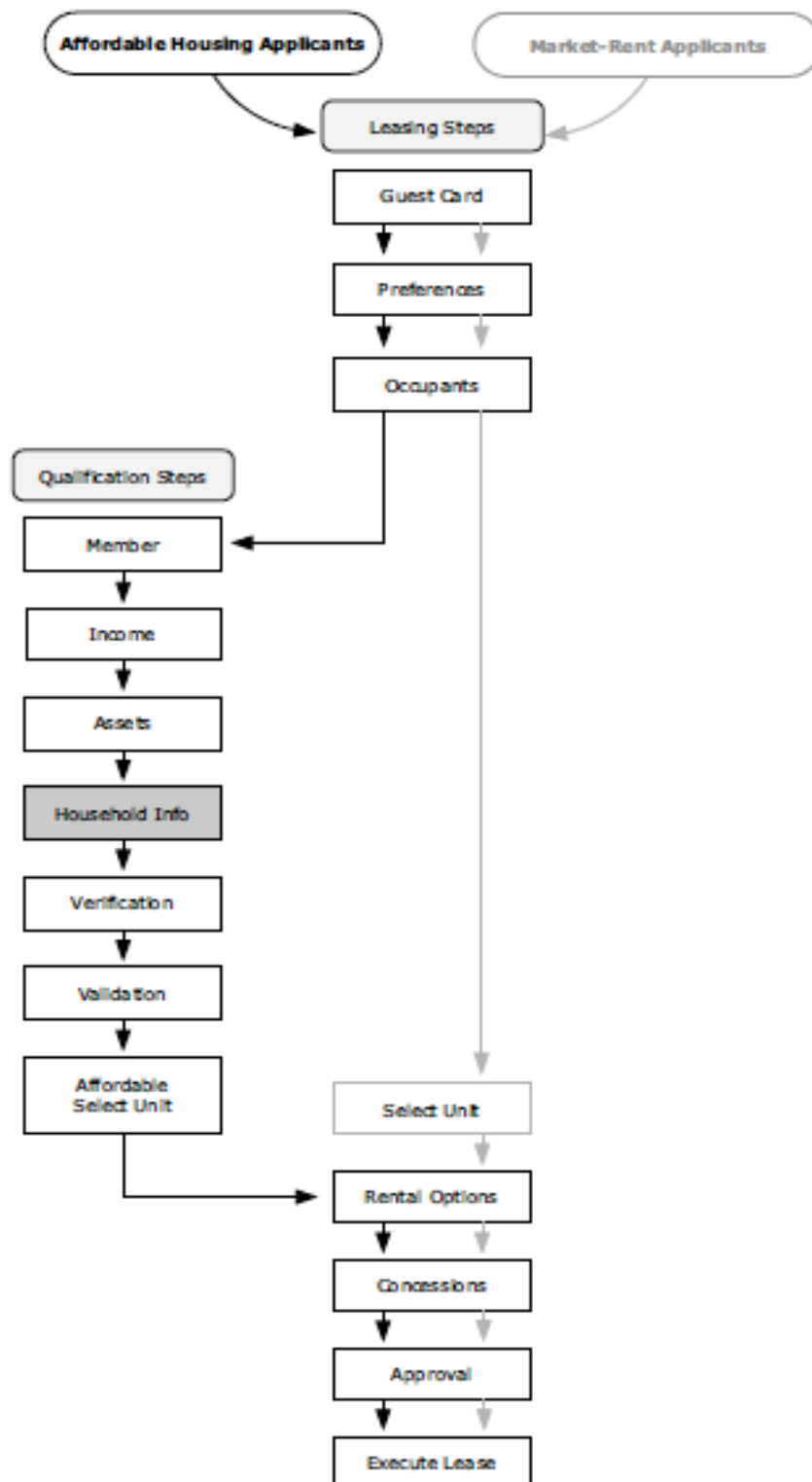
Voyager Affordable Housing also includes LIHTC (Low Income Housing Tax Credit), Rural Development Section 515, and the HOME Investment Partnership housing programs. Voyager configures the **Household Info** screen based on the housing programs under which a property operates. If a property operates under 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 receiving social services under one of these programs, you must identify the household as a social-services 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.

The screenshot displays the 'Household Info' tab within the 'Prospect Certification' application. The interface is divided into several sections:

- Header:** 'Prospect Certification (MI 03/03/2014 Ctrl 103325)' and 'Household Info'.
- Qualification Steps:** A vertical menu on the right with options: Family Members, Income, Assets, Household Info (highlighted), Verification, Validation, and Select Unit.
- Form Fields:**
 - Name: Lawrence Gibson
 - Address: Old Place Apartments, 42 Old Place Avenue, Atown, SC 49400
 - Property: kn0919t
 - Unit: Prospect
 - Status: Prospect
 - Lease From: (blank)
 - Lease To: (blank)
 - Office Tel#: (843) 445-4567
 - Home Tel#: (843) 665-6787
 - Mobile#: (blank)
 - Fax#: (blank)
 - Email: lrg@abc.net
- Buttons:** Contacts, Cancel, Previous, Next.
- Tax Credit Household Information:**
 - Student Exception: (dropdown menu)
 - PSR Social Services: No (dropdown menu)

- 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:

Introduction to Verification and Validation.....	71
Printing Verification Letters	71
Recording Verification Letter Response Dates	73
Validating Eligibility.....	78

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

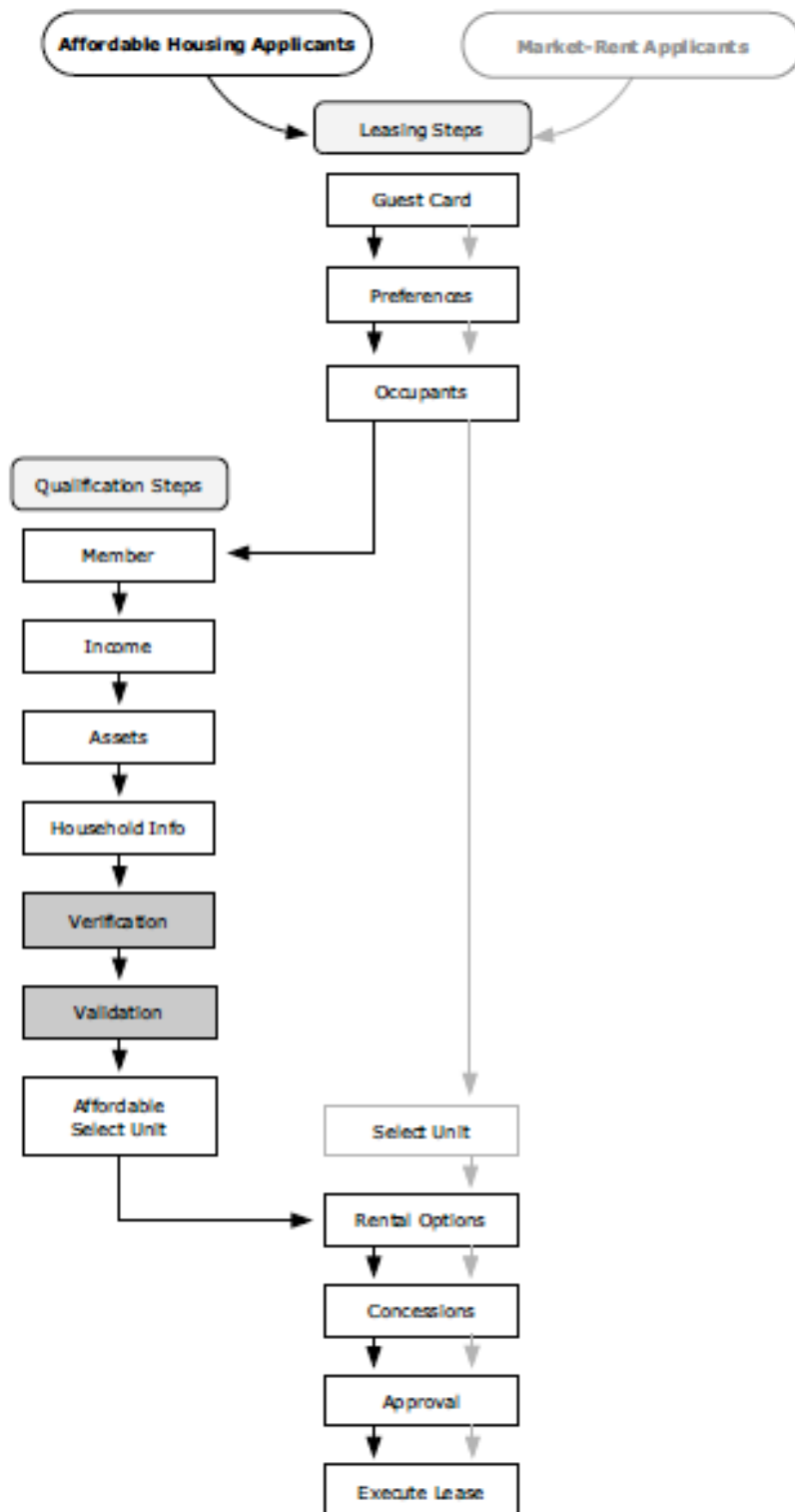
Verification confirms the accuracy of information that household members supply when they are qualifying for affordable housing. Verification provides documented evidence that a household is qualified. Affordable housing programs prefer third-party written verification.

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.

Prospect Certification (MI 03/03/2014 Ctrl 103325)

Name	Lawrence Gibson	Property	kn0919t	Office Tel#	(843) 445-4567	Qualification Steps Family Members Income Assets Household Info Verification Validation Select Unit
Address	Old Place Apartments 42 Old Place Avenue	Unit		Home Tel#	(843) 665-6787	
City	Atown	Status	Prospect	Mobile#		
State, Zip	SC 49400	Lease From		Fax#		
		Lease To		Email	lrg@abc.net	

Contacts Cancel Previous Next

Verification [Help](#)

Rec Type	Name	Letter	Sent To	Date Sent	Response Date	Select
Member	Lawrence	Disability Verification	Social Security Atown	<input type="text"/>	<input type="text"/>	Edit
Income	Alice	Wages/Employment Verification	Ajax Tools, Inc.	<input type="text"/>	<input type="text"/>	Edit
Income	Lawrence	Wages/Employment Verification	Ajax Tools, Inc.	<input type="text"/>	<input type="text"/>	Edit
Asset	Lawrence	Banking Account Verification	Main Street Bank	<input type="text"/>	<input type="text"/>	Edit
Asset	Lawrence	TC Real Estate Verification	Robert Smith, LLP	<input type="text"/>	<input type="text"/>	Edit

Letters button Send

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 letter 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:

- c 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.

Prospect Certification (MI 03/03/2014 Ctrl 103325)

Name	Lawrence Gibson	Property	kn0919t	Office Tel#	(843) 445-4567	Qualification Steps Family Members Income Assets Household Info Verification Validation Select Unit
Address	Old Place Apartments 42 Old Place Avenue	Unit		Home Tel#	(843) 665-6787	
City	Atown	Status	Prospect	Mobile#		
State, Zip	SC 49400	Lease From		Fax#		
		Lease To		Email	lrg@abc.net	

Contacts Cancel Previous Next

Verification Help?

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		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

Date sent

- c 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.

Verification Help?

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.	01/27/2014		Edit
Income	Lawrence	Wages/Employment Verification	Ajax Tools, Inc.			Edit
Asset	Lawrence	Banking Account Verification	Main Street Bank			Edit
Asset	Lawrence	TC Real Estate Verification	Robert Smith, LLP			Edit

Date sent

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.

Prospect Certification (MI 03/03/2014 Ctrl 103325)

Name	Lawrence Gibson	Property	kn0919t	Office Tel#	(843) 445-4567	Qualification Steps Family Members Income Assets Household Info Verification Validation Select Unit
Address	Old Place Apartments	Unit		Home Tel#	(843) 665-6787	
	42 Old Place Avenue	Status	Prospect	Mobile#		
City	Atown	Lease From		Fax#		
State, Zip	SC 49400	Lease To		Email	lrq@abc.net	

Verification Help?

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		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

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.

Edit Income Record

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

Income Data

Member: S-Alice C Gibson

Income Source: W -Non-Fed

Occupation: bookkeeper

Occupation Zip Code: 89400

SSN Claim Number:

Payment Frequency: Bi-weekly

Pay periods per year: 26

Current Wages	\$/Hour	Hrs/Period	Total/Year
Reg. Rate	400.00	1.00	10,400.00
OT1 Rate	0.00	0.00	0.00
OT2 Rate	0.00	0.00	0.00
Annual Current Income			10,400.00

Anticipated Wage Change	\$/Hour	Hrs/Period	Total/Year
Anticipated wage change date	07/01/2014		
New Rate	420.00	1.00	10,920.00
New OT1 Rate	0.00	0.00	0.00
New OT2 Rate	0.00	0.00	0.00
Annual Anticipated Income			10,920.00

Income at current rate (120 days): 3,418.80

Income at new rate (245 days): 7,330.40

Total Annual Wage: 10,749.20

Commissions, Bonuses, Tips, etc.: 200.00

Other Annual Amount: 0.00

Income / year: 10,949.20

See File Copy for Calculation:

Date Verified: 02/04/2014

NAHMA Field

Income Verification Source: EV - Employer Verification

Save Cancel Delete Help

Verification Letters Add Correspondent

Letter	Send To	Date Sent	Response Date	Delete
TCwages	C0000007	01/29/2014	02/04/2014	<input type="checkbox"/>
				<input type="button" value="Clear"/>
				<input type="button" value="Clear"/>

Save Cancel Delete Help

Date Verified

Response Date

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

Prospect Certification (MI 03/03/2014 Ctrl 103325)

Name	Lawrence Gibson	Property	kn0919t	Office Tel#	(843) 445-4567	Qualification Steps Family Members Income Assets Household Info Verification Validation Select Unit
Address	Old Place Apartments 42 Old Place Avenue	Unit		Home Tel#	(843) 665-6787	
City	Atown	Status	Prospect	Mobile#		
State, Zip	SC 49400	Lease From		Fax#		
		Lease To		Email	lrg@abc.net	

Contacts Cancel Previous Next

Verification Help

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

Letters Send

Response Date

- 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 description of the reason. You will be unable to select a unit for the household.

Validation

Prospect Certification (MI 03/03/2014 Ctrl 103325)

Name	Lawrence Gibson	Property	kn0919t	Office Tel#	(843) 445-4567	Qualification Steps Family Members Income Assets Household Info Verification Validation Select Unit
Address	Old Place Apartments 42 Old Place Avenue	Unit		Home Tel#	(843) 665-6787	
City	Atown	Status	Prospect	Mobile#		
State, Zip	SC 49400	Lease From		Fax#		
		Lease To		Email	lrg@abc.net	

Validation Help?

Qualified Household (Tax Credit Compliance)	
Certification Type	MI
Effective Date	03/03/2014
Max Income	33,420
Annual Income	21,549.20
Percent AMGI	38.69
Subsidy	0.00

***Prospect qualifies for selected program but may not qualify for a specific unit.**

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:

Introduction to LIHTC Unit Selection	80
Selecting a Unit for a Qualified Prospective LIHTC Household	82

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

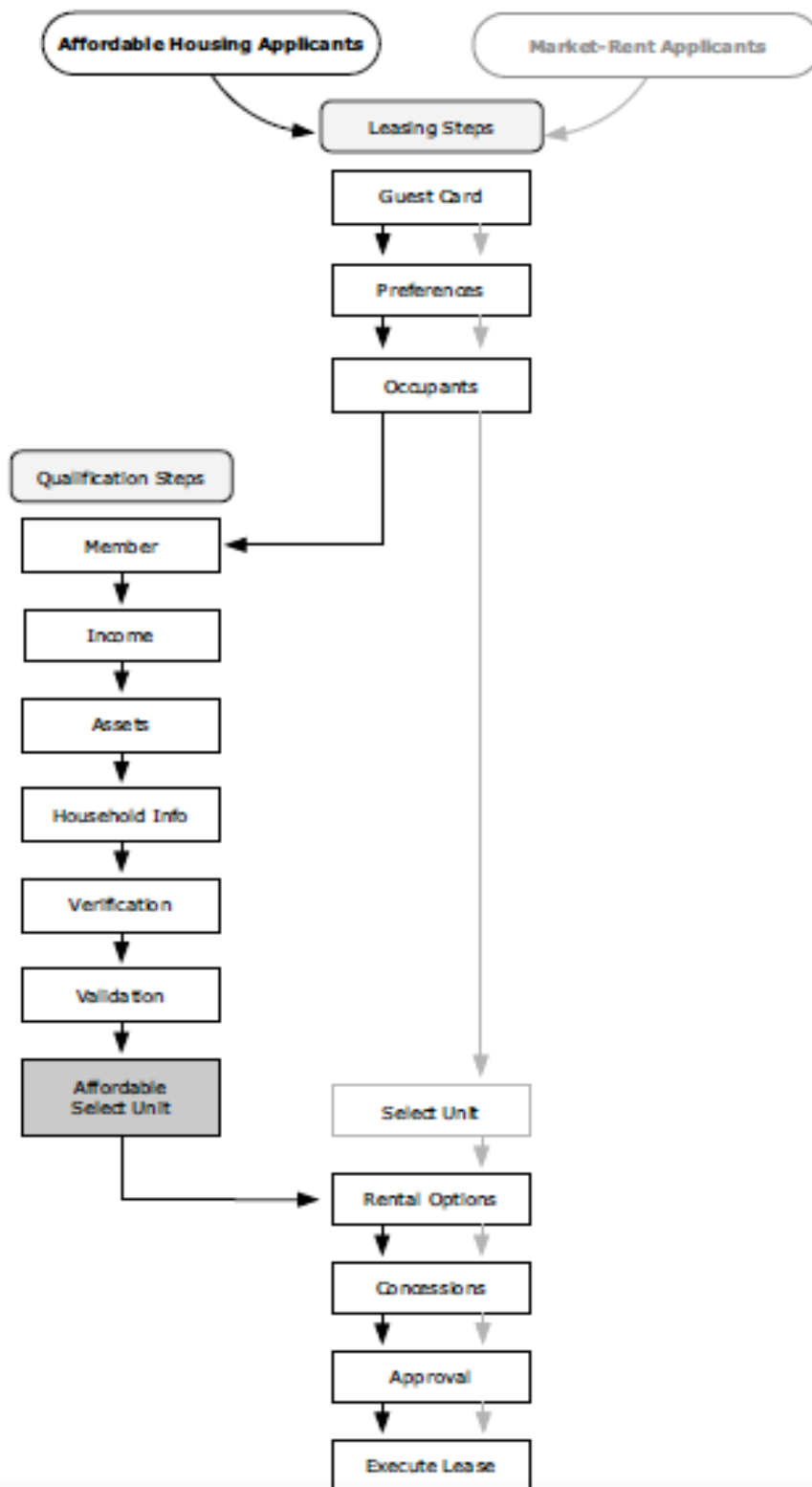
Introduction to LIHTC Unit Selection

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.

Select Unit

Prospect Certification (MI 03/03/2014 Ctrl 103325)

Name	Lawrence Gibson	Property	kn0919t	Office Tel#	(843) 445-4567
Address	Old Place Apartments	Unit		Home Tel#	(843) 665-6787
	42 Old Place Avenue	Status	Prospect	Mobile#	
City	Atown	Lease From		Fax#	
State, Zip	SC 49400	Lease To		Email	lrq@abc.net

Contacts Cancel Previous Done

Qualification Steps

[Family Members](#)

[Income](#)

[Assets](#)

[Household Info](#)

[Verification](#)

[Validation](#)

[Select Unit](#)

Select Unit Help?

Lease From Date

Lease Term (months)

Lease To Date

Move In Date

Bedrooms

2 bedrooms only

Tax Credit Village Apartments (kn0919t) only

WAIT Units only

MODEL units only

Refresh

Bedrooms	Rent	Sqft	Date Available	Unit	Unit Type	Income Restriction %	Rent Restriction %	Unit Subsidy Type	Make Appt	Show	Select	Occup
2	1,000.00	1,000	01/10/2014	6A	aff2b	50.00	50.00	TC	Appt	Show	Select	Vac
2	1,000.00	1,000	01/10/2014	5A	aff2b	60.00	60.00	TC	Appt	Show	Select	Vac

Available units

- 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.
 - c 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.
 - c 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.

Selected unit and lease dates

Prospect Certification (MI 03/03/2014 Ctrl 108325)

Name	Lawrence Gibson	Property	kn0919t	Office Tel#	(843) 445-4567	Qualification Steps Family Members Income Assets Household Info Verification Validation Select Unit
Address	Old Place Apartments 42 Old Place Avenue	Unit	5A	Home Tel#	(843) 665-6787	
City	Atown	Status	Prospect	Mobile#		
State, Zip	SC 49400	Lease From	03/03/2014	Fax#		
		Lease To	03/02/2015	Email	lrg@abc.net	

Select Unit Help?

Lease From Date: 03/03/2014
 Lease Term (months): 12
 Lease To Date: 03/02/2015
 Move In Date: 03/03/2014
 Bedrooms: 2

2 bedrooms only
 Tax Credit Village Apartments (kn0919t) only
 WAIT Units only
 MODEL units only

Bedrooms	Rent	Sqft	Date Available	Unit	Unit Type	Income Restriction %	Rent Restriction %	Unit Subsidy Type	Make Appt	Show	Select	Occu
2	1,000.00	1,000	01/10/2014	6A	aff2b	50.00	50.00	TC	Appt	Show	Select	Ve
2	1,000.00	1,000	01/10/2014	5A	aff2b	60.00	60.00	TC	Appt	Show	Deselect	Pro

Selected unit

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.

Rental Options

Prospect Guest Card

First Name	Lawrence	MI	R	Status	Prospect
Last Name	Gibson			Code	p0014091
Address	Old Place Apartments			Property	kn0919t
	42 Old Place Avenue			Unit	5A
City State Zip	Atown	SC	49400	Unit Type	aff2b
Tel# Office-Home	(843) 445-4567	(843) 665-6787		Other Data	Attachments
Cell# - Fax#					Memo
DOB - DL#/State	8/28/1978				
E-mail	lrg@abc.net				
Notes					

Contacts Previous Next Cancel Guest Quote

Rental Options Help?

Expected Move In	03/03/2014	Rentable Items and Options	Unit Rent	1,000.00								
Lease From Date	03/03/2014	<table><thead><tr><th>Qty</th><th>Description</th><th>Amount</th><th>Reserve</th></tr></thead><tbody><tr><td></td><td></td><td>0.00</td><td></td></tr></tbody></table>	Qty	Description	Amount	Reserve			0.00		Deposit	800.00
Qty	Description	Amount	Reserve									
		0.00										
Lease Term (months)	12		Quoted Rent	1,000.00								
Lease To Date	03/02/2015											

[Lease expiration count](#)

Rental Options tab

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

Chapter 9

LIHTC Applicant Approval and Lease Execution

In this lesson:

Introduction to LIHTC Applicant Approval and Lease Execution	85
Completing the LIHTC Applicant Approval and Leasing Process	87

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

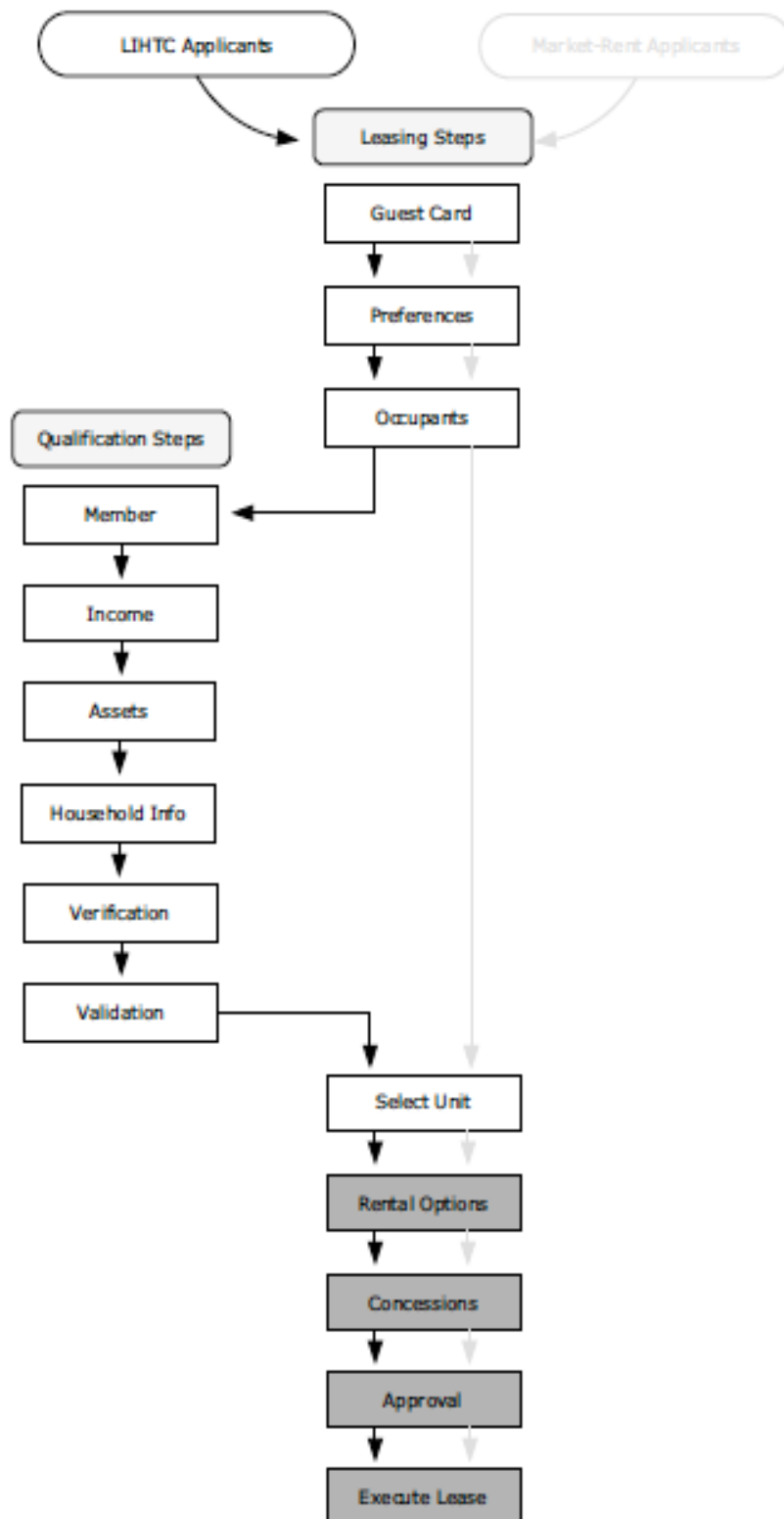
Introduction to LIHTC Applicant Approval and Lease Execution

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.

Rental Options

Prospect Guest Card

First Name	Lawrence	MI	R	Status	Prospect
Last Name	Gibson			Code	p0014091
Address	Old Place Apartments 42 Old Place Avenue			Property	kn0919t
City State Zip	Atown	SC	49400	Unit	5A
Tel# Office-Home	(843) 445-4567	(843) 665-6787		Unit Type	aff2b
Cell# - Fax#				Other Data	Attachments
DOB - DL#/State	8/28/1978				Memo
E-mail	lrg@abc.net				
Notes					

Contacts Previous Next Cancel Guest Quote

Rental Options tab

Expected Move In	03/03/2014	Rentable Items and Options	Unit Rent	1,000.00								
Lease From Date	03/03/2014	<table><thead><tr><th>Qty</th><th>Description</th><th>Amount</th><th>Reserve</th></tr></thead><tbody><tr><td></td><td></td><td>0.00</td><td></td></tr></tbody></table>	Qty	Description	Amount	Reserve			0.00		Deposit	800.00
Qty	Description	Amount	Reserve									
		0.00										
Lease Term (months)	12		Quoted Rent	1,000.00								
Lease To Date	03/02/2015											

[Lease expiration count](#)

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.

Concessions

Prospect Guest Card

First Name: Lawrence MI R | Status: Prospect
 Last Name: Gibson | Code: p0014091
 Address: Old Place Apartments | Property: kn0919t
 42 Old Place Avenue | Unit: 5A
 City State Zip: Atown SC 49400 | Unit Type: aff2b
 Tel# Office-Home: (843) 445-4567 (843) 665-6787 | Other Data: Attachments
 Cell# - Fax# | Memo
 DOB - DL#/State: 8/28/1978 |
 E-mail: lrg@abc.net
 Notes

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

Buttons: Contacts, Previous, Next, Cancel Guest, Quote

Concessions tab

Select	Description	Amount	Starting Month	Duration

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.

Application Form

Prospect Guest Card

First Name: Lawrence MI R | Status: Prospect
 Last Name: Gibson | Code: p0014091
 Address: Old Place Apartments | Property: kn0919t
 42 Old Place Avenue | Unit: 5A
 City State Zip: Atown SC 49400 | Unit Type: aff2b
 Tel# Office-Home: (843) 445-4567 (843) 665-6787 | Other Data: Attachments
 Cell# - Fax# | Memo
 DOB - DL#/State: 8/28/1978 |
 E-mail: lrg@abc.net
 Notes

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

Buttons: Contacts, Previous, Next, Cancel Guest, Quote

Application Form tab

Name	Social Security #	Relationship	Select
Lawrence Gibson	545665678		Application Information
Alice Gibson	876-54-5676	Spouse	Occupant Information

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 **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.

Application Charges

Prospect Guest Card

First Name: Lawrence MI R	Status: Prospect
Last Name: Gibson	Code: p0014091
Address: Old Place Apartments 42 Old Place Avenue	Property: kn0919t
City State Zip: Atown SC 49400	Unit: 5A
Tel# Office-Home: (843) 445-4567 (843) 665-6787	Unit Type: aff2b
Cell# - Fax#	Other Data: Attachments
DOB - DL#/State: 8/28/1978	Memo
E-mail: lrg@abc.net	
Notes	

[Leasing Steps](#)
[Guest Card](#)
[Preferences](#)
[Occupants](#)
[Select Unit](#)
[Rental Options](#)
[Concessions](#)
[Application Form](#)
[Application Charges](#)
[Application Status](#)

[Contacts](#) [Previous](#) [Next](#) [Cancel Guest](#) [Quote](#)

Application Charges Help?

Expected Move In: 3/3/2014	<table border="1" style="width: 100%;"><thead><tr><th>Select</th><th>Charge Description</th><th>Amount</th></tr></thead><tbody><tr><td><input checked="" type="checkbox"/></td><td>Application Fee</td><td>30</td></tr><tr><td><input checked="" type="checkbox"/></td><td>Credit Report</td><td>35</td></tr><tr><td></td><td>Total</td><td>0.00</td></tr></tbody></table>	Select	Charge Description	Amount	<input checked="" type="checkbox"/>	Application Fee	30	<input checked="" type="checkbox"/>	Credit Report	35		Total	0.00	<input type="text" value="10"/> <input type="text" value="10"/> <input type="text" value="10"/>
Select	Charge Description	Amount												
<input checked="" type="checkbox"/>	Application Fee	30												
<input checked="" type="checkbox"/>	Credit Report	35												
	Total	0.00												
Charge Date: 1/30/2014														
Agent: Fred Flanders														

[Lease expiration count](#)

Selected application charges

- 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.

Prospect status **Application Status**

Prospect Guest Card

First Name: Lawrence MI R Status: Prospect
 Last Name: Gibson Code: p0014091
 Address: Old Place Apartments Property: kn0919t
 42 Old Place Avenue Unit: 5A
 City State Zip: Atown SC 49400 Unit Type: aff2b
 Tel# Office-Home: (843) 445-4567 (843) 665-6787 Other Data: Attachments
 Cell# - Fax# Memo
 DOB - DL#/State: 8/28/1978 E-mail: lrg@abc.net
 Notes

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

Contacts Previous Next Cancel Guest Quote

Application Status Help?

Action	Date	Agent
Submit Application	1/30/2014	Fred Flanders

Ledger Assign Unit Approve Deny Cancel Edit TIC Adjust Move-In Date

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 certification 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.



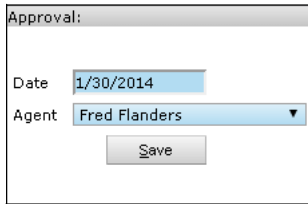
You can also adjust the move-in date, assign the household to a different unit, cancel the household, or deny the household, if needed.

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.



Approval:

Date: 1/30/2014

Agent: Fred Flanders

Save

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

Prospect Guest Card

First Name: Lawrence MI R
 Last Name: Gibson
 Address: Old Place Apartments
 42 Old Place Avenue
 City State Zip: Atown SC 49400
 Tel# Office-Home: (843) 445-4567 (843) 665-6787
 Cell# - Fax#
 DOB - DL#/State: 8/28/1978
 E-mail: lrg@abc.net
 Notes

Status: Approved
 Code: p0014091
 Property: kn0919t
 Unit: 5A
 Unit Type: aff2b
 Other Data: Attachments Memo

Leasing Steps
[Guest Card](#)
[Preferences](#)
[Occupants](#)
[Select Unit](#)
[Rental Options](#)
[Concessions](#)
[Application Form](#)
[Application Charges](#)
[Application Status](#)

Contacts Previous Quote

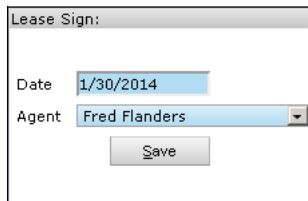
Application Status tab

Action	Date	Agent
Submit Application	1/30/2014	Fred Flanders
Application Approved	1/30/2014	Fred Flanders

Ledger Assign Unit Execute Lease Lease Doc Cancel Occupancy Check Connect Utilities
 Edit TIC Adjust Move-In Date

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.



Lease Sign:

Date: 1/30/2014

Agent: Fred Flanders

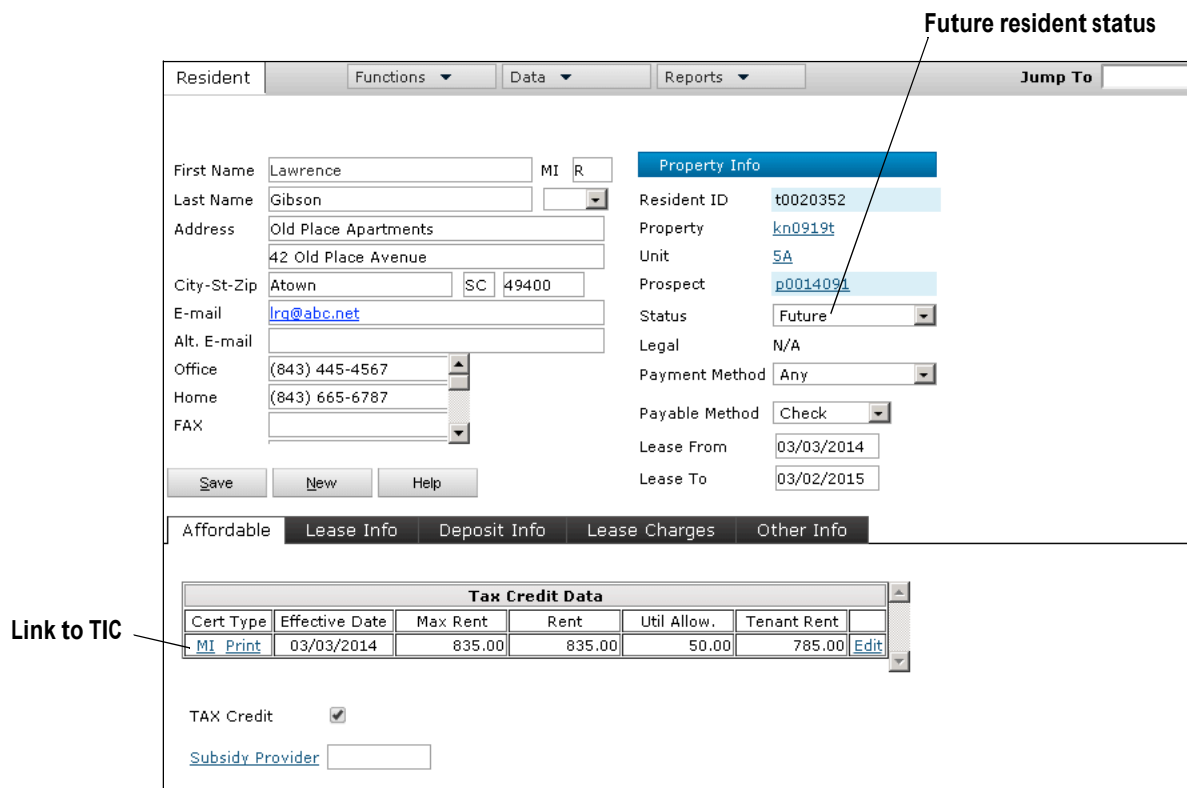
Save

- 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.



Resident

Functions Data Reports Jump To

First Name: Lawrence MI R

Last Name: Gibson

Address: Old Place Apartments
42 Old Place Avenue

City-St-Zip: Atown SC 49400

E-mail: lrq@abc.net

Alt. E-mail:

Office: (843) 445-4567

Home: (843) 665-6787

FAX:

Property Info

Resident ID: t0020352

Property: kn0919t

Unit: 5A

Prospect: p001409A

Status: Future

Legal: N/A

Payment Method: Any

Payable Method: Check

Lease From: 03/03/2014

Lease To: 03/02/2015

Save New Help

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	03/03/2014	835.00	835.00	50.00	785.00	Edit

TAX Credit

Subsidy Provider:

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:

Introduction to LIHTC Move-In	94
Adjusting Move-In Dates for Future Move-Ins	95
Printing Tenant Income Certification Forms	98
Recording Completion of the Move-In Tax Credit Certification	100
Moving In LIHTC Households	104
Reviewing Ledgers for Tax Credit Residents	106

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.

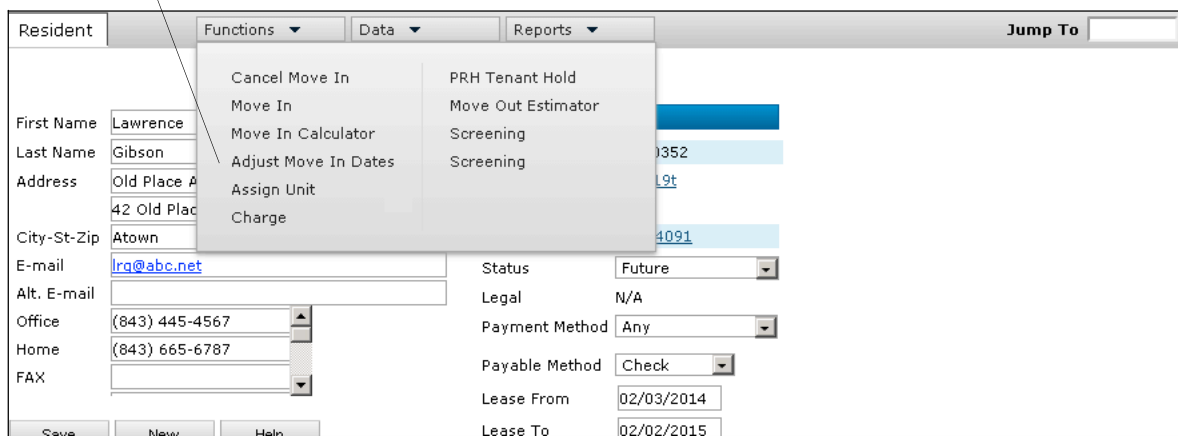
- ⌘ If you adjust the lease-from and lease-to dates when you adjust the move-in date, Voyager updates that information in the **Resident** screen.
- ⌘ If you had added the certification-completed date on the **Tax Credit** screen, adjusting the move-in date clears that date.

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 screenshot shows the 'Resident' screen in a software application. The 'Functions' menu is open, displaying a list of options. The 'Adjust Move In Dates' option is highlighted. The background shows the resident's information, including name, address, and contact details. The 'Lease From' date is 02/03/2014 and the 'Lease To' date is 02/02/2015. The 'Status' is set to 'Future'.

Field	Value
First Name	Lawrence
Last Name	Gibson
Address	Old Place A 42 Old Plac
City-St-Zip	Atown 4091
E-mail	lrq@abc.net
Alt. E-mail	
Office	(843) 445-4567
Home	(843) 665-6787
FAX	
Status	Future
Legal	N/A
Payment Method	Any
Payable Method	Check
Lease From	02/03/2014
Lease To	02/02/2015

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.

Adjust Move In Dates

Resident Information

Code	t0020352	Property	kn0919t	Lease From	03/03/2014
Name	Lawrence Gibson	Unit	5A	Lease To	03/02/2015
Address	Old Place Apartments	Status	Future	Move In	03/03/2014
	42 Old Place Avenue	Rent	785.00	Move Out	
City St. Zip	Atown, SC 49400	Phone (O)	(843) 445-4567	Phone (H)	(843) 665-6787

Lease Dates

Move In	01/29/2014
Lease From	01/29/2014
Term	1
Lease To	01/28/2015 Lease Expiration Count

- 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.

The screenshot shows the 'Community Manager Dashboard - Tax Credit Village Apartments'. The 'Move In' tab is selected, showing a list of metrics such as Move In (1), Move Out (0), Deposit Accounting (0), On Notice (0), Incomplete Certs (1), Annual Certs Due (3), Unanswered Letters (0), Expiring Leases (120 days) (3), Scheduled Lease Renewals (0), Alerts (0), Pending Make Ready (0), Pending Work Requests (0), and Completed WO Followup (0). The 'Unit Statistics' section shows Total Units (6), Leased Units (4) at 66.67%, Occupied Units (3) at 50.0%, Available Units (2) at 33.33%, Model/Down/Admin (0) at 0%, On Hold Units (0) at 0%, and Unit Transfers (0). The 'Traffic' section shows Prospect Pipeline (2), Today's Showings (0), Affordable Waiting Lists (0), and Pending Applications (0). A 'Move In tab' label points to the 'Move In - 01/30/2014' tab in the navigation bar. Below the navigation bar is a table with columns: Move In Date, Unit, Resident, Move In, Adjust Dates, Cancel, and Execute Lease. The first row shows '01/30/2014', '5A', 'Lawrence Gibson', and a button labeled 'Adjust Dates'.

- 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

1 / 2 74.8% Comment Share

Please fill out the following form. Highlight Existing Fields

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 BDN #: 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

Hhld 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 $\text{Passbook Rate } \$0.00 \times 2.00\% = \text{(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.

Incomplete certifications link

Community Manager Dashboard - Tax Credit/Village Apartments DB Captio

<p>Resident Activity</p> <table style="width: 100%; border-collapse: collapse;"> <tr><td>Move In</td><td style="text-align: right;">1</td></tr> <tr><td>Move Out</td><td style="text-align: right;">0</td></tr> <tr><td>Deposit Accounting</td><td style="text-align: right;">0</td></tr> <tr><td>On Notice</td><td style="text-align: right;">0</td></tr> <tr><td>Incomplete Certs</td><td style="text-align: right;">1</td></tr> <tr><td>Annual Certs Due</td><td style="text-align: right;">3</td></tr> <tr><td>Unanswered Letters</td><td style="text-align: right;">0</td></tr> <tr><td>Expiring Leases (120 days)</td><td style="text-align: right;">3</td></tr> <tr><td>Scheduled Lease Renewals</td><td style="text-align: right;">0</td></tr> <tr><td>Alerts</td><td style="text-align: right;">0</td></tr> </table> <p>Maintenance</p> <table style="width: 100%; border-collapse: collapse;"> <tr><td>Pending Make Ready</td><td style="text-align: right;">0</td></tr> <tr><td>Pending Work Requests</td><td style="text-align: right;">0</td></tr> <tr><td>Completed WO Followup</td><td style="text-align: right;">0</td></tr> </table>	Move In	1	Move Out	0	Deposit Accounting	0	On Notice	0	Incomplete Certs	1	Annual Certs Due	3	Unanswered Letters	0	Expiring Leases (120 days)	3	Scheduled Lease Renewals	0	Alerts	0	Pending Make Ready	0	Pending Work Requests	0	Completed WO Followup	0	<p>Unit Statistics</p> <table style="width: 100%; border-collapse: collapse;"> <tr><td>Total Units</td><td style="text-align: right;">6</td><td></td></tr> <tr><td>Leased Units</td><td style="text-align: right;">4</td><td style="text-align: right;">66.67%</td></tr> <tr><td>Occupied Units</td><td style="text-align: right;">3</td><td style="text-align: right;">50.0%</td></tr> <tr><td>Available Units</td><td style="text-align: right;">2</td><td style="text-align: right;">33.33%</td></tr> <tr><td>Model/Down/Admin</td><td style="text-align: right;">0</td><td style="text-align: right;">0%</td></tr> <tr><td>On Hold Units</td><td style="text-align: right;">0</td><td style="text-align: right;">0%</td></tr> <tr><td>Unit Transfers</td><td style="text-align: right;">0</td><td></td></tr> </table> <p>Traffic</p> <table style="width: 100%; border-collapse: collapse;"> <tr><td>Prospect Pipeline</td><td style="text-align: right;">2</td></tr> <tr><td>Today's Showings</td><td style="text-align: right;">0</td></tr> <tr><td>Affordable Waiting Lists</td><td style="text-align: right;">0</td></tr> <tr><td>Pending Applications</td><td style="text-align: right;">0</td></tr> </table>	Total Units	6		Leased Units	4	66.67%	Occupied Units	3	50.0%	Available Units	2	33.33%	Model/Down/Admin	0	0%	On Hold Units	0	0%	Unit Transfers	0		Prospect Pipeline	2	Today's Showings	0	Affordable Waiting Lists	0	Pending Applications	0	<p>Thursday, January 30, 2</p> <p>Prop/List kn0919t</p> <p>Add Guest</p> <p>Leasing Specials</p> <p>Hot Sheet</p> <p>New PO</p> <p>Print Letters Tax</p> <p>Open Batches</p> <p>Charges</p> <p>Receipts</p> <p>Payables</p>
Move In	1																																																								
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Affordable Waiting Lists	0																																																								
Pending Applications	0																																																								

Calendar | Incomplete Certs - 01/30/2014 | Person Search

Effective Date	Unit	Name	Prog Type	Cert Type	Family Info
01/30/2014	5A	Lawrence Gibson	TC	MI	<input type="checkbox"/>

Incomplete Certs tab

MI link

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

Tax Credit

Passed Validation Ctrl103335

Resident Information

Code: <input type="text" value="t0020352"/>	Property: <input type="text" value="kn0919t"/>	Lease From: <input type="text" value="01/30/2014"/>
Name: <input type="text" value="Lawrence Gibson"/>	Unit: <input type="text" value="5A"/>	Lease To: <input type="text" value="01/29/2015"/>
Address: <input type="text" value="Old Place Apartments"/>	Status: <input type="text" value="Future"/>	Move In: <input type="text" value="01/30/2014"/>
<input type="text" value="42 Old Place Avenue"/>		
City: <input type="text" value="Atown, SC 49400"/>	Telephone: <input type="text" value="(843) 445-4567(0) - (843) 665-6787(H)"/>	

Other Data:

Reports:

Functions:

Tax Credit Summary Record

Certification Type:

Effective Date:

Next Annual Recert:

Tenant Rent	785.00
Utility Allowance	50
Other Non-Optional Charges	0.00
Total Rent	835.00
Utility Reimbursement	0
Subsidy	0.00

Date Completed:

PSR Social Services:

Notice Dates

1st (120 day) Notice:

2nd (Follow up 90 day):

3rd (Final 60 day) Notice:

Notice Response:

Derived Information

Project Move In	<input type="text" value="01/30/2014"/>
Income Restriction %	<input type="text" value="60.00"/>
Rent Restriction %	<input type="text" value="60.00"/>
Bedrooms	<input type="text" value="2"/>
Area Median Income	<input type="text" value="55,700"/>
Total Annual Income	<input type="text" value="21,549.20"/>
% of AMI	<input type="text" value="38.69"/>
60% of AMI	<input type="text" value="33,420"/>
Max Income	<input type="text" value="33,420"/> ?
Max Rent	<input type="text" value="835"/>
Max Rent Overridden?	<input type="checkbox"/>
Market Rent	<input type="text" value="1,000"/>
Income Limit Table being used	<input type="text" value="50%"/> atrnstp50
Unit Code	<input type="text" value="5A"/>

NAHMA Fields

Household Type:

Subsidy Type:

Special Status:

Is Self Certified?

[Check Compliance](#)

Link to Property Compliance Monitor screen

NAHMA fields



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. 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. 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

Community Manager Dashboard - Tax Credit Village Apartments

Thursday, January 30, 2014

Prop/List:

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

Open Batches

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

Calendar | Move In - 01/30/2014 | Person Search

Move In Date	Unit	Resident	Move In	Adjust Dates	Cancel	Execute Lease
01/30/2014	5A	Lawrence Gibson	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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.

Move In

Tenant Information

Code	t0020352	Property	kn0919t	Lease From	01/30/2014
Name	Lawrence Gibson	Unit	5A	Lease To	01/29/2015
Address	Old Place Apartments	Status	Future	Move In	01/30/2014
	42 Old Place Avenue	Rent	785.00	Move Out	
City	Atown, SC 49400	Phone (O)	(843) 445-4567	Phone (H)	(843) 665-6787

Lease dates

Move In Date	01/30/2014
Lease From Date	01/30/2014
Term (# of months)	12
Lease To Date	01/29/2015

Lease Charges

Yes/No	Code	Description	Lease Amt	Move In Amt
<input checked="" type="checkbox"/>	deposit	Deposit	0	800.00
<input checked="" type="checkbox"/>	rent	Rent for 2 days	785.00	50.65
<input type="checkbox"/>	pet	Pet Deposit	0	100.00
<input checked="" type="checkbox"/>	fees	Extra keys	0	30.00
<input type="checkbox"/>	fees	Covered parking	0	35.00
Totals:			785.00	850.65

Buttons: Post, Save, Connect Utilities, Close

- 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

Community Manager Dashboard - Tax Credit Village Apartments

Resident Activity		Unit Statistics		Thursday, January 30, 2014	
Move In	0	Total Units	6		
Move Out	0	Leased Units	4	66.67%	
Deposit Accounting	0	Occupied Units	4	66.67%	
On Notice	0	Available Units	2	33.33%	
Incomplete Certs	0	Model/Down/Admin	0	0%	
Annual Certs Due	3	On Hold Units	0	0%	
Unanswered Letters	0	Unit Transfers	0		
Expiring Leases (120 days)	3	Traffic			
Scheduled Lease Renewals	0	Prospect Pipeline	2		
Alerts	0	Today's Showings	0		
Maintenance		Affordable Waiting Lists	0		
Pending Make Ready	0	Pending Applications	0		
Pending Work Requests	0				
Completed WO Followup	0				

Calendar | Move In - 01/30/2014 | Person Search

Move In Date	Unit	Resident	Move In	Adjust Dates	Cancel	Execute Lease
--------------	------	----------	---------	--------------	--------	---------------

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 subsidy transactions appear on this ledger.
- **Ledger-Non-HAP** This ledger contains only transactions that are not housing assistance transactions. 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**.

The screenshot shows the 'Resident' screen with the following details:

- Personal Info:** First Name: Lawrence, Last Name: Gibson, Address: 42 Main Street 5, City: Atown, State: MI, Zip: 46000, E-mail: lrq@abc.net.
- Property Info:** Resident ID: t0020352, Property: kn0919t, Unit: 5A, Prospect: p0014091, Status: Current (highlighted with a callout 'Resident status'), Legal: N/A, Payment Method: Any, Payable Method: Check, Lease From: 01/30/2014, Lease To: 01/29/2015.
- Tax Credit Data Table:**

Cert Type	Effective Date	Max Rent	Rent	Util Allow.	Tenant Rent
MI Print	01/30/2014	835.00	835.00	50.00	785.00

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

The screenshot shows the 'Resident' screen with the 'Reports' menu open. The 'Ledger' option is highlighted, and a callout 'Ledger' points to it. The menu items are:

- Ledger
- Unpaid Charges
- Pending Payments
- Unpaid Charges HAP
- Unpaid Charges Non-HAP
- Ledger-HAP
- Ledger-Non-HAP
- Custom All Non-HAP Ledger
- Custom Unpaid-Non-HAP Ledger
- Custom All HAP Ledger
- Legal
- Legal

- 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:

Introduction to LIHTC Waiting Lists	109
Adding Prospects to LIHTC Waiting Lists	110
Documenting Waiting List Contact Events	115
Reviewing Prospect Waiting List Information	117
Reviewing LIHTC Property Waiting Lists	118
Generating LIHTC Property Waiting List Reports	122
Moving Households to the Bottom of an LIHTC Property Waiting List	123
Rejecting Waiting List Applicants	126
Denying Waiting List Applicants Assigned to Units	127
Removing New Residents from Additional Properties Waiting Lists	129
Adding Residents to LIHTC Property Waiting Lists	131
Removing Households from LIHTC Property Waiting Lists	132

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 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.

Prospect Guest Card

First Name: Vera MI R
 Last Name: Long
 Address: 4 Previous Street
 City State Zip: Atown SC 49400
 Tel# Office-Home: (843) 554-5656 (843) 221-2343
 Cell# - Fax#
 DOB - DL#/State
 E-mail
 Notes

Status: Prospect
 Code: p0014098
 Property: kn0919t
 Other Data: Attachments Memo

Leasing Steps
[Guest Card](#)
[Preferences](#)
[Occupants](#)
[Select Unit](#)
[Rental Options](#)
[Concessions](#)
[Application Form](#)
[Application Charges](#)
[Application Status](#)

Buttons: Contacts, **Waiting List**, Previous, Next, Cancel Guest

Preferences [Help?](#)

Expected Move In: Amenity Preferences
 Bedrooms: 0
 Desired Rent:

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

Waiting List

Name: Vera R. Long
 Address: 4 Previous Street
 City, State, Zip: Atown, SC 49400
 Office Telephone: (843) 554-5656
 Home Phone: (843) 221-2343

First Choice: [Dropdown]
 Second Choice: [Dropdown]
 Third Choice: [Dropdown]
 Household Size: 0
 Comment: [Text Area]

Property Waiting Lists For This Prospect: kn0919t

Buttons: Save, Help

Navigation: **Contact Log**, Tax Credit, Demographics, Preferences, Additional Properties

Contact Date: [Calendar]
 Contact Time: [Clock]
 Type of Contact: [Dropdown]


Comment: [Text Area]
 Add to Contact Log

Edit	Date	Time	Type of Contact	Comment	Status	Added By	Edited By
------	------	------	-----------------	---------	--------	----------	-----------

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. 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. NOTE Ensure that your comments, notes, and remarks comply with fair housing laws. Follow direction of management in your organization before adding comments.

Waiting List

Name: Vera R. Long
 Address: 4 Previous Street
 City, State, Zip: Atown, SC 49400
 Office Telephone: (843) 554-5656
 Home Phone: (843) 221-2343

First Choice: 2 BR
 Second Choice:
 Third Choice:
 Household Size: 4

Comment:
 Save Help

Property Waiting Lists For This Prospect ^A
 kn0919t

Contact Log | Tax Credit | Demographics | Preferences | Additional Properties

Contact Date: 01/20/2014
 Contact Time: 9:45 AM
 Type of Contact: New Application

Comment:
 Add to Contact Log

Edit	Date	Time	Type of Contact	Comment	Status	Added By	Edited By
------	------	------	-----------------	---------	--------	----------	-----------

5 Click the **Tax Credit** tab.

Waiting List

Name: Vera R. Long
Address: 4 Previous Street
City, State, Zip: Atown, SC 49400
Office Telephone: (843) 554-5656
Home Phone: (843) 221-2343

First Choice: 2 BR
Second Choice:
Third Choice:
Household Size: 4

Comment:

Save Help

Contact Log | **Tax Credit** | Demographics | Preferences | Additional Properties

Estimated Percent of AMGI: 30 %
Special Needs:

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.

Waiting List

Name: Vera R. Long
Address: 4 Previous Street
City, State, Zip: Atown, SC 49400
Office Telephone: (843) 554-5656
Home Phone: (843) 221-2343

First Choice: 2 BR
Second Choice:
Third Choice:
Household Size: 4

Comment:

Save Help

Contact Log | Tax Credit | **Demographics** | Preferences | Additional Properties

Gender: Female
Ethnicity: 2-Non-Hispanic

Race (Choose all that apply)

White Black Native American Asian Pacific Islander Other Declined to Report

Demographics tab

9 Complete the following fields:

Gender	Select Male or Female . 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 . 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. 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.

Waiting List

Name: Vera R. Long
 Address: 4 Previous Street
 City, State, Zip: Atown, SC 49400
 Office Telephone: (843) 554-5656
 Home Phone: (843) 221-2343

First Choice: 2 BR
 Second Choice:
 Third Choice:
 Household Size: 4

Comment:

Property Waiting Lists For This Prospect: kn0919t

Preferences tab

Has Preference?	Code	Preference Description	Type
<input type="checkbox"/>	disabled	Disabled	Local
<input type="checkbox"/>	disvet	Disabled Veteran	Local
<input type="checkbox"/>	domestic	Domestic Violence	Local
<input checked="" type="checkbox"/>	dsplaced	Displaced	Local
<input type="checkbox"/>	elderly	Elderly Household	Local

Selected preference

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.

Waiting List

Name	Vera R. Long	First Choice	2 BR	<div style="border: 1px solid gray; padding: 2px; background-color: #e0e0e0;"> Property Waiting Lists For This Prospect kn0919t </div>
Address	4 Previous Street	Second Choice		
City, State, Zip	Atown, SC 49400	Third Choice		
Office Telephone	(843) 554-5656	Household Size	4	
Home Phone	(843) 221-2343	Comment	<div style="border: 1px solid gray; height: 30px;"></div>	
<input type="button" value="Save"/> <input type="button" value="Help"/>				

Contact Log
Tax Credit
Demographics
Preferences
Additional Properties
Position

Contact Date	<input type="text"/>		Comment	<input type="text"/>
Contact Time	<input type="text"/>		<input type="button" value="Add to Contact Log"/>	
Type of Contact	<input type="text"/>			

Edit	Date	Time	Type of Contact	Comment	Status	Added By	Edited By
<input type="checkbox"/>	01/20/2014	9:45 AM	New Application	Applied as Vera R. Long. 1st Choice-2 BR	On List	karinn	karinn

Contact Log tab

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. NOTE Ensure that your comment comply with fair housing laws. Follow direction of management in your organization before adding comments

Waiting List

Name	Vera R. Long	First Choice	2 BR	
Address	4 Previous Street	Second Choice		Property Waiting Lists For This Prospect kn0919t
City, State, Zip	Atown, SC 49400	Third Choice		
Office Telephone	(843) 554-5656	Household Size	4	
Home Phone	(843) 221-2343	Comment		
<input type="button" value="Save"/> <input type="button" value="Help"/>				

Contact Log
Tax Credit
Demographics
Preferences
Additional Properties
Position

Contact Date	01/22/2014		Comment	Phone call to confirm appointment on 2/07
Contact Time	3:15 PM		<input type="button" value="Add to Contact Log"/>	
Type of Contact	Update			

Edit	Date	Time	Type of Contact	Comment	Status	Added By	Edited By
<input type="checkbox"/>	01/20/2014	9:45 AM	New Application	Applied as Vera R. Long. 1st Choice-2 BR	On List	karinn	karinn

Type of contact

- 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.

Waiting List

Name	Vera R. Long	First Choice	2 BR	
Address	4 Previous Street	Second Choice		<div style="border: 1px solid gray; padding: 2px;"> Property Waiting Lists For This Prospect kn0919t </div>
City, State, Zip	Atown, SC 49400	Third Choice		
Office Telephone	(843) 554-5656	Household Size	4	
Home Phone	(843) 221-2343	Comment		

Contact Log

Tax Credit

Demographics

Preferences

Additional Properties

Position

Contact Date		Comment	
Contact Time		<input type="button" value="Add to Contact Log"/>	
Type of Contact			

	Edit	Date	Time	Type of Contact	Comment	Status	Added By	Edited By
<div style="border: 1px solid gray; padding: 2px; width: 15px; height: 15px; display: flex; align-items: center; justify-content: center;"> </div>		01/22/2014	3:15 PM	Update	Phone call to confirm appointment on 2/07	On List	karinn	karinn
<div style="border: 1px solid gray; padding: 2px; width: 15px; height: 15px; display: flex; align-items: center; justify-content: center;"> </div>		01/20/2014	9:45 AM	New Application	Applied as Vera R. Long. 1st Choice-2 BR	On List	karinn	karinn

Most recent contact

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

- 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.
- Click the **Waiting List** button. The **Waiting List** screen appears.
- Review the information on the screen. If needed, add additional comments or document a new contact event.
- 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.

Community Manager Dashboard - Tax Credit Village Apartments

Resident Activity	Unit Statistics	Friday, January 31, 2014
Move In: 0	Total Units: 6	Prop/List kn0919t
Move Out: 0	Leased Units: 4 (66.67%)	Add Guest
Deposit Accounting: 0	Occupied Units: 4 (66.67%)	Leasing Specials
On Notice: 0	Available Units: 2 (33.33%)	Hot Sheet
Incomplete Certs: 0	Model/Down/Admin: 0 (0%)	New PO
Annual Certs Due: 3	On Hold Units: 0 (0%)	Print Letters
Unanswered Letters: 0	Unit Transfers: 0	Open Batches
Expiring Leases (120 days): 3		Charges
Scheduled Lease Renewals: 0		Receipts
Alerts: 0		Payables
Maintenance	Traffic	
Pending Make Ready: 0	Prospect Pipeline: 4	
Pending Work Requests: 0	Today's Showings: 0	
Completed WO Followup: 0	Affordable Waiting Lists: 2	
	Pending Applications: 0	

Calendar | Affordable Waiting Lists - 01/31/2014 | Person Search

Property	BR Size	Number on List	Current Status
kn0919t	1 BR	2	Opened on 12/1/2013 at 8:45 AM
kn0919t	2 BR	4	Opened on 12/1/2013 at 8:45 AM

List by number of bedroom sizes

Number of people on each list
Waiting list sorted by bedroom size

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.

Community Manager Dashboard - Tax Credit Village Apartments

Resident Activity	Unit Statistics	Friday, January 31, 2014
Move In 0	Total Units 6	Prop/List kn0919t
Move Out 0	Leased Units 4 66.67%	Add Guest
Deposit Accounting 0	Occupied Units 4 66.67%	Leasing Specials
On Notice 0	Available Units 2 33.33%	Hot Sheet
Incomplete Certs 0	Model/Down/Admin 0 0%	New PO
Annual Certs Due 3	On Hold Units 0 0%	Print Letters Tax Cred
Unanswered Letters 0	Unit Transfers 0	Open Batches
Expiring Leases (120 days) 3		Charges New
Scheduled Lease Renewals 0	Traffic	Receipts New
Alerts 0	Prospect Pipeline 4	Payables New
Maintenance	Today's Showings 0	
Pending Make Ready 0	Affordable Waiting Lists 2	
Pending Work Requests 0	Pending Applications 0	
Completed WO Followup 0		

Calendar Affordable Waiting Lists - 01/31/2014 Person Search

Property	BR Size	Number on List	Current Status
kn0919t	1 BR	2	Opened on 12/1/2013 at 8:45 AM
kn0919t	2 BR	4	Opened on 12/1/2013 at 8:45 AM

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.

Community Manager Dashboard - Tax Credit Village Apartments DB Caption: a70

Resident Activity	Unit Statistics	Friday, January 31, 2014
Move In: 0	Total Units: 6	Prop/List <input type="text" value="kn0919t"/>
Move Out: 0	Leased Units: 4 (66.67%)	Add Guest Quick Guest
Deposit Accounting: 0	Occupied Units: 4 (66.67%)	Leasing Specials Daily Activity
On Notice: 0	Available Units: 2 (33.33%)	Hot Sheet Monitor Reports
Incomplete Certs: 0	Model/Down/Admin: 0 (0%)	New PO New Svc. Req.
Annual Certs Due: 3	On Hold Units: 0 (0%)	Print Letters Tax Credit Quick Check
Unanswered Letters: 0	Unit Transfers: 0	
Expiring Leases (120 days): 3		
Scheduled Lease Renewals: 0		
Alerts: 0		
Maintenance	Traffic	Open Batches
Pending Make Ready: 0	Prospect Pipeline: 4	Charges New Charge Batch
Pending Work Requests: 0	Today's Showings: 0	Receipts New Receipt Batch
Completed WO Followup: 0	Affordable Waiting Lists: 2	Payables New Payable Batch
	Pending Applications: 0	

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
1	kn0919t	Ronald G. Light 34 Oldtown Avenue Oldtown, SC 49400 Home: (843) 445-4567 Office: (843) 445-4567	2BR-First Choice	01/14/2013	11:30 AM	2		Disabled Veteran	
2	kn0919t	Gina Arnold 4 Previous Street Atown, SC 49400 Home: (843) 454-6576 Office: (843) 434-5456	2BR-First Choice	01/02/2013	10:15 AM	4		Displaced	
3	kn0919t	Vera R. Long 4 Previous Street Atown, SC 49400 Home: (843) 221-2343 Office: (843) 554-5656	2BR-First Choice	01/20/2014	9:45 AM	4		Displaced	
4	kn0919t	Lilly D. Li 1 Previous Street Atown, SC 49400	2BR-First Choice	12/04/2013	11:30 AM	2			

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.

The screenshot shows the 'Compliance Reports' filter interface. It contains several input fields and dropdown menus for filtering data. The 'Property' field is populated with 'kn0919t'. The 'Status' dropdown is set to 'Current'. The 'Bedroom Size' dropdown is set to 'ALL BR Sizes'. The 'Show 'On List'', 'Show 'Moved In'', and 'Show 'Removed'' dropdowns are all set to 'Yes'. The 'Effective Date' field is set to '01/30/2014'. The 'Report Type' dropdown is set to 'Waiting List'. The 'Summarize By' dropdown is set to 'Property'. On the right side, there are four buttons: 'Clear', 'PDF', 'Excel', and 'Display'. A 'Show Grid' checkbox is also present and is currently unchecked.

- 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.

Compliance Reports

Property: Status: Bedroom Size: Show Grid

Contract: Effective Date: Show 'On List':

Building: Month / Year: Show 'Moved In':

Unit Type: Report Type: Show 'Removed':

Unit: Summarize By:

Tenant:

Waiting List
Property: Tax Credit Village Apartments (kn0919t)
Effective Date: 01/30/2014

Rank	Prospect Property	Name and Address	BR Size Preference	Effective Date	Effective Time	Comment	Preferences	TC Special Needs	TC Percent of AMGI	Current Status
Tax Credit Village Apartments (kn0919t)										
1	kn0919t	Ronald G. Light 34 Oldtown Avenue Oldtown, SC 49400 Home: (843) 445-4567 Office: (843) 445-4567	2BR-First Choice 1BR-Second Choice	01/14/2013	11:30 AM		Disabled Veteran		40.00	On List
2	kn0919t	Gina Arnold 4 Previous Street Atown, SC 49400 Home: (843) 454-6576 Office: (843) 434-5456	2BR-First Choice 1BR-Second Choice	01/02/2013	10:15 AM		Displaced		20.00	On List
3	kn0919t	Vera R. Long 4 Previous Street Atown, SC 49400 Home: (843) 221-2343 Office: (843) 554-5656	2BR-First Choice	01/20/2014	9:45 AM		Displaced		30.00	On List
4	kn0919t	Lilly D. Li 1 Previous Street Atown, SC 49400 Home: (843) 443-4545 Office: (843) 445-4567	2BR-First Choice	12/04/2013	11:30 AM				37.00	On List

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:

- c If you want to save or print the report as a Microsoft Excel file, click the **Excel** button.
- c 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. NOTE Ensure that your comments, notes, or remarks comply with fair housing laws. Follow direction of management in your organization before adding comments.

Waiting List

Name:

Address:

City, State, Zip:

Office Telephone:

Home Phone:


First Choice:

Second Choice:

Third Choice:


Household Size:


Comment:



Property Waiting Lists For This Prospect
[kn0919t](#)


Contact Log
Tax Credit
Demographics
Preferences
Additional Properties
Position

Contact Date: 

Contact Time: 

Type of Contact:

Comment:



Edit	Date	Time	Type of Contact	Comment	Status	Added By	Edited By
<input type="checkbox"/>	01/21/2014	12:45 PM	Unit Refused	per head of household:wants to wait	On List	karinn	karinn
<input type="checkbox"/>	01/21/2014	10:30 AM	Unit Offered		On List	karinn	karinn
<input type="checkbox"/>	01/14/2014	2:00 PM	Unit Refused	Per household head: prefers a different location	On List	karinn	karinn
<input type="checkbox"/>	01/14/2014	11:15 AM	Unit Offered		On List	karinn	karinn
<input type="checkbox"/>	01/02/2013	10:15 AM	New Application	Applied as Gina Arnold. 1st Choice-2 BR, 2nd Choice-1 BR	On List	karinn	karinn

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.

Waiting List

Name	Gina Arnold	First Choice	2 BR	<div style="border: 1px solid gray; padding: 2px; text-align: center;"> Property Waiting Lists For This Prospect kn0919t </div>
Address	4 Previous Street	Second Choice	1 BR	
City, State, Zip	Atown, SC 49400	Third Choice		
Office Telephone	(843) 434-5456	Household Size	4	
Home Phone	(843) 454-6576	Comment		
<input type="button" value="Save"/> <input type="button" value="Help"/>				

Contact Log
Tax Credit
Demographics
Preferences
Additional Properties
Position

Contact Date	<input type="text"/>	Comment	<input type="text"/>
Contact Time	<input type="text"/>	<input type="button" value="Add to Contact Log"/>	
Type of Contact	<input type="text"/>		

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

Waiting list contact type

Waiting list status

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 Select Application Rejected .
Rejection Reason	Reason that you are rejecting the applicant from the waiting list Type or select the reason for the rejection 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.

Waiting List

Name: Ronald G. Light First Choice: 2 BR
 Address: 34 Oldtown Avenue Second Choice: 1 BR
 City, State, Zip: Oldtown, SC 49400 Third Choice:
 Office Telephone: (843) 445-4567 Household Size: 2
 Home Phone: (843) 445-4567 Annual Income: 0.00
 Comment:

Property Waiting Lists For This Prospect
kn0919t

Contact Log | Tax Credit | Demographics | Preferences | Additional Properties | Position

Contact Date: 01/27/2014 Rejection Reason: Did not pass background/criminal check
 Contact Time: 2:15 PM
 Type of Contact: Application Rejected

Edit	Date	Time	Type of Contact	Comment	Status	Added By	Edited By
❏	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

Type of contact

Reason for rejection

- 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.

Contact Log	Tax Credit	Demographics	Preferences	Additional Properties	Position		
Contact Date	<input type="text"/>	Comment	<input type="text"/>				
Contact Time	<input type="text"/>			<input type="button" value="Add to Contact Log"/>			
Type of Contact	<input type="text"/>						
Edit	Date	Time	Type of Contact	Comment	Status	Added By	Edited By
<input type="checkbox"/>	01/27/2014	2:15 PM	Application Rejected	Negative criminal/credit results	Removed	karinn	karinn
<input type="checkbox"/>	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 34 Oldtown Avenue Oldtown, SC 49400 Home: (843) 445-4567 Office: (843) 445-4567	2BR-First Choice	01/14/2013	11:30 AM	2		Disabled Veteran	
2	kn0919t	Vera R. Long 4 Previous Street Atown, SC 49400 Home: (843) 221-2343 Office: (843) 554-5656	2BR-First Choice	01/20/2014	9:45 AM	4		Displaced	
3	kn0919t	Gina Arnold 4 Previous Street Atown, SC 49400 Home: (843) 454-6576 Office: (843) 434-5456	2BR-First Choice	01/22/2014	4:00 PM	4		Displaced	
4	kn0919t	Lilly D. Li 1 Previous Street Atown, SC 49400 Home: (843) 443-4545 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.

Prospect Guest Card

First Name	Ronald	MI	G	Status	Applied	Leasing Steps Guest Card Preferences Occupants Select Unit Rental Options Concessions Application Form Application Charges Application Status	
Last Name	Light			Code	p0014097		
Address	34 Oldtown Avenue			Property	kn0919t		
City State Zip	Oldtown	SC	49400	Unit	6A		
Tel# Office-Home	(843) 445-4567	(843) 445-4567		Unit Type	aff2b		
Cell# - Fax#				Other Data	Attachments		
DOB - DL#/State	6/5/1989				Memo		
E-mail							
Notes							
				Contacts	Waiting List		Previous

Application Status

Action	Date	Agent
Submit Application	1/25/2014	Fred Flanders


[Ledger](#)
[Assign Unit](#)
[Approve](#)
[Deny](#)
[Cancel](#)
[Edit TIC](#)
[Adjust Move-In Date](#)


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.

Deny Application

Ronald G. Light

Date: 01/27/2014  [Save](#)

Time: 2:15 PM 

Agent: Fred Flanders

Reason: References

Removal Comment for Waiting List Contact Log

Negative criminal/credit results



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.

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

Affordable Waiting List

Resident | Functions | Data | Reports | Jump To

i Move in has been posted

First Name: Kelley
 Last Name: Martin
 Address: 42 Credit Road 1
 City-St-Zip: Atown IA 5
 E-mail:
 Alt. E-mail:
 Office: (843)567-6787
 Home: (843)556-5432
 FAX:

Lease Charges
 Affordable Waiting List
 Inspection
 Roommates
 Attachment
 Memo
 Contact
 Email
 EFT Setup
 Credit Card Setup

Resident History
 Manage Rentable Items
 New WO
 MPAC Res. Tenant
 MPAC Comm. Tenant
 RTA Charges
 N4 History
 Collections Interface
 Revenue Management
 Billing & Payments Interfac

Renters Insurance Interface
 YTD Income
 Document Manager
 Demographics
 LEASEBUT_FLSPECIAL
 Additional Care Information
 SVT Tenant Data
 Renters Insurance Interface
 Renters Insurance Interface
 Renters Insurance Interface

NY Lead Paint
 NY Bed Bug History
 Recurring Payment
 WIPS Setup
 Bonded
 Apply Prepayments
 TIC History

Payment Method: Any
 Payable Method: Check
 Lease From: 01/31/2014
 Lease To: 01/30/2015

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	01/31/2014	804.00	658.00	84.00	574.00 View

TAX Credit
 Subsidy Provider:

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. 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

Cert Type	Effective Date	Max Rent	Rent	Util Allow.	Tenant Rent	
AR Print	02/01/2014	835.00	828.00	90.00	738.00	View
MI Print	02/15/2013	828.00	828.00	90.00	738.00	View

TAX Credit

[Subsidy Provider](#)

- 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.

Waiting List

Name	Doris G. Samuels	First Choice	2 BR	<div style="border: 1px solid gray; padding: 2px; text-align: center;"> Property Waiting Lists For This Prospect kn0919t </div>
Address	42 Previous Street	Second Choice		
City, State, Zip	Atown 46222	Third Choice		
Office Telephone	(317) 345-4345	Household Size	4	
Home Phone	(317) 543-2123	Comment		
<input type="button" value="Save"/> <input type="button" value="Help"/>				

Contact Log

Tax Credit

Demographics

Preferences

Additional Properties

Contact Date	01/31/2014	Comment	
Contact Time	10:45 AM		<input type="button" value="Add to Contact Log"/>
Type of Contact	New Application		

Edit	Date	Time	Type of Contact	Comment	Status	Added By	Edited By

- 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. NOTE Ensure that your comments, notes, and remarks comply with fair housing laws. Follow direction of management in your organization before adding comments.

Name: Galinda C. Thomas

Address: 25 Previous Street

City, State, Zip: Atown, SC 49400

Office Telephone: (843) 443-4567

Home Phone: (843) 343-2123

First Choice: 1 BR

Second Choice:

Third Choice:

Household Size: 3

Comment:

Property Waiting Lists For This Prospect^A

[kn0919t](#)

[kn401t](#)

Contact Log
Tax Credit
Demographics
Preferences
Additional Properties
Position

Contact Date: 01/23/2014

Contact Time: 6:30 PM

Type of Contact: **Removed**

Comment: found a unir in property closer to work


Edit	Date	Time	Type of Contact	Comment	Status	Added By	Edited By
<input type="checkbox"/>	01/02/2014	4:15 PM	New Application	Applied as Galinda C. Thomas. 1st Choice-1 BR	On List	karinn	karinn

Contact type

3 Click Save.

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

Waiting List


Name	Galinda C. Thomas	First Choice	1 BR	 <p>Property Waiting Lists For This Prospect</p> <p>kn0919t</p> <p>kn401t</p>
Address	25 Previous Street	Second Choice		
		Third Choice		
City, State, Zip	Atown, SC 49400	Household Size	3	
Office Telephone	(843) 443-4567	Comment		
Home Phone	(843) 343-2123			



Contact Log | Tax Credit | Demographics | Preferences | Additional Properties | Position

Contact Date  Comment

Contact Time 

Type of Contact



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

Waiting list contact type

Waiting list status

Chapter 12

LIHTC Household Move-Outs

In this Section:

Introduction to LIHTC Move-Out Notices	135
Recording a Move-Out Notice for an LIHTC Household	137
Canceling Move-Out Notices	141
Evictions	143.

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 balance is \$0.00 (zero).

Resident
Functions ▾
Data ▾
Reports ▾
Jump To

First Name MI R

Last Name

Address

City-St-Zip

E-mail

Alt. E-mail

Office

Home

FAX

Property Info

Resident ID

Property

Unit

Prospect

Status

Legal

Payment Method

Payable Method

Lease From

Lease To

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

Date : 2/13/2014

Resident Ledger

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

Ledger balance

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

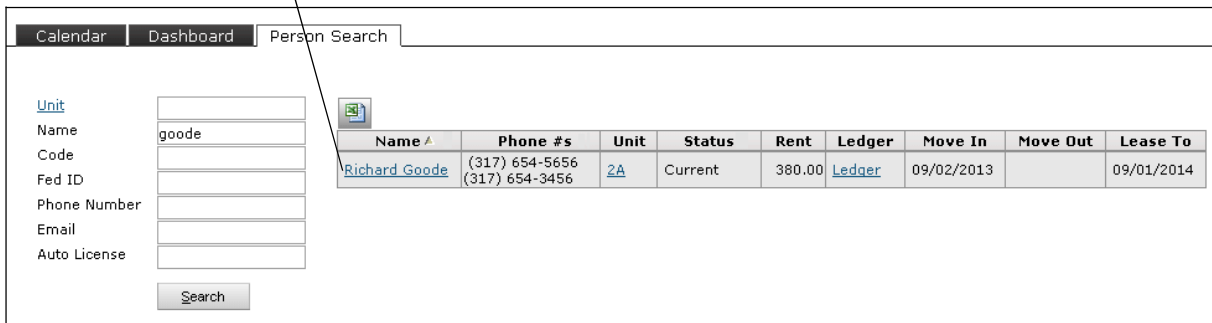
Recording a Move-Out Notice for an LIHTC Household

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 screenshot shows the 'Person Search' interface. At the top, there are tabs for 'Calendar', 'Dashboard', and 'Person Search'. On the left, there are search filters: 'Unit', 'Name' (with 'goode' entered), 'Code', 'Fed ID', 'Phone Number', 'Email', and 'Auto License'. A 'Search' button is located below these filters. On the right, a table displays search results. A callout line points from the text 'Name of household head' to the 'Name' field in the table.

Name ^	Phone #s	Unit	Status	Rent	Ledger	Move In	Move Out	Lease To
Richard Goode	(317) 654-5656 (317) 654-3456	2A	Current	380.00	Ledger	09/02/2013		09/01/2014

The **Resident** screen appears.

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

Notice

The screenshot shows the Resident screen with the Functions menu open. The menu items are: Renew Lease, Adjust Lease End, Connect Utilities, Month to month, Reverse Move In, Notice, Move Out Calculator, Evict, Apply Deposit, Charge, PRH Tenant Hold, Move Out Estimator, Screening, and Screening. The resident information includes: First Name: Richard, Last Name: Goode, Address: 1 Tax Credit, City-St-Zip: Atown, 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

The **Affordable Notice** screen appears.

Affordable Notice

Tenant Information

Code	t0020406	Property	kn213t	Lease From	09/02/2013
Name	Richard Goode	Unit	2A	Lease To	09/01/2014
Address	1 Tax Credit Avenue 2A	Status	Current	Move In	09/02/2013
City St. Zip	Atown, IN 46222	Rent	380.00	Move Out	
		Phone (O)	(317) 654-5656	Phone (H)	(317) 654-3456

Notice

Termination Type

Notice Date

Move Out Date

Reason for Move Out

Save Close

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.

Affordable Notice					
Tenant Information					
Code	t0020406	Property	kn213t	Lease From	09/02/2013
Name	Richard Goode	Unit	2A	Lease To	09/01/2014
Address	1 Tax Credit Avenue 2A	Status	Current	Move In	09/02/2013
		Rent	380.00	Move Out	
City St. Zip	Atown, IN 46222	Phone (O)	(317) 654-5656	Phone (H)	(317) 654-3456
Notice					
Termination Type	Notice ▼				
Notice Date	01/09/2014 📅				
Move Out Date	02/12/2014 📅				
Reason for Move Out	Relocating ▼				
Save		Close			

- 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.

Notice message

Resident status

Lease Info tab

Move-out date

Lease Information		Late Fee	
Mkt. Rent	380.00	Lease Desc	
Rent	380.00	Base %	0.00
Move In	09/02/2013	Grace Period	0
Notice	01/09/2014	2nd %	0.00
Lease Sign	09/02/2013	2nd Grace	0
		Max %	0.00
		\$/day	0.00
		Max # Days	0
		Minimum Due	0.00

- 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.

Number of households on Notice

Community Manager Dashboard - Tax Credit Apartments DB Caption: a708

Resident Activity

Move In	0
Move Out	1
Deposit Accounting	0
On Notice	1
Incomplete Certs	0
Annual Certs Due	0
Unanswered Letters	0
Expiring Leases (120 days)	0
Scheduled Lease Renewals	0
Alerts	1

Unit Statistics

Total Units	4	
Leased Units	2	50.0%
Occupied Units	2	50.0%
Available Units	3	75.00%
Model/Down/Admin	0	0%
On Hold Units	0	0%
Unit Transfers	0	

Traffic

Prospect Pipeline	0
Today's Showings	0
Affordable Waiting Lists	0
Pending Applications	0

Open Batches


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

Calendar: Move Out - 01/11/2014 | Person Search

Move Out Date ▲	Unit	Resident	Status	Move Out	Adjust Dates	Cancel Notice	Cancel Evict
02/11/2014	2A	Richard Goode	Notice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Status
Cancel 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.

- 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.

Notice message

Resident | Functions | Data | Reports | Jump To

i Notice has been Canceled.

First Name: Richard MI R | **Property Info**

Last Name: Goode | Resident ID: t0020406

Address: 1 Tax Credit Avenue 2A | Property: kn213t

City-St-Zip: Atown IN 46222 | Unit: 2A

E-mail: | Prospect: p0014165

Alt. E-mail: | Status: Current

Office: (317) 654-5656 | Legal: N/A

Home: (317) 654-3456 | Payment Method: Any

FAX: | Payable Method: Check

Lease From: 09/02/2013

Lease To: 09/01/2014

Save | New | Help

Lease Info tab

Affordable | **Lease Info** | Deposit Info | Lease Charges | Other Info

Lease Information		Late Fee	
Mkt. Rent	380.00	Lease Desc	▼
Rent	380.00	Base %	0.00 % Owed-total ▼
Move In	09/02/2013	Grace Period	0
Notice		2nd %	0.00 % Owed-total ▼
Lease Sign	09/02/2013	2nd Grace	0
		Max %	0.00 % Owed-total ▼
		\$/day	0.00
		Max # Days	0
		Minimum Due	0.00

Resident status

Move-out date

- When you are finished reviewing the **Resident** screen, click **Save**.
- 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: Include All the Details: <ul style="list-style-type: none">• Dates• Times• Names• Detailed Descriptions• Police Reports• Witness Statements• Warning Letters	Do Not: <ul style="list-style-type: none">• Make it Personal• Include Unrelated Letters• Exaggerate or Embellish• Target Offenders• Show Bias or Hostility• 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:

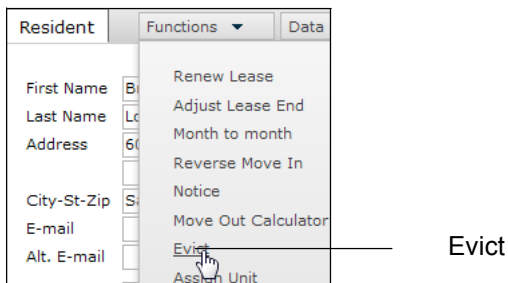
- Email letter to site for posting / personal service
- Mail letter to resident via United States Postal Service

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.

The screenshot shows the 'Evict' screen. It has two main sections: 'Tenant Information' and 'Eviction'.
Tenant Information:
Code: t0000275, Property: resca02, Lease From: 11/01/2013
Name: Brittany Lovelace, Unit: 1212, Lease To: 10/31/2014
Address: 601 East Anapamu Stre..., Status: Current, Move In: 05/10/2010
City: Santa Barbara, CA 93103, Rent: 1,070.00, Move Out: [blank]
Phone (H): [blank], Phone (W): [blank]
Eviction:
Termination Type: Evict
Evict Date: 02/21/2013
Move Out Date: 03/28/2013
Reason for Move Out: General problems
Post Early Termination Fee:
Buttons: Save, Close

- 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.

On Notice link

Community Manager Dashboard - Villas Flores

Resident Activity		Unit Statistics	
Move In	34	Total Units	137
Move Out	13	Leased Units	133 97.0
Deposit Accounting	44	Occupied Units	106 77.3
On Notice	14	Available Units	5 3.6
Expiring Leases (120 days)	1	Model/Down/Admin	5 3.6
Scheduled Lease Renewals	1	On Hold Units	0
Alerts	105	Unit Transfers	6
Maintenance		Traffic	
Pending Make Ready	21	Prospect Pipeline	
Pending Work Requests	65	Today's Showings	
Completed WO Followup	0	On Waitlist	
		Pending Applications	

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

Move Out Date	Unit	Resident	Status	Adjust Dates	Cancel Notice	Cancel Evict
10/31/2013	1202	Bradford Cox	Notice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
08/15/2013	2327	Lockett Pundt	Evict	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Cancel Evict button

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

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



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

Chapter 13

LIHTC Household Move-Out

In this lesson:

Introduction to LIHTC Move-Out	146
Adjusting Move-Out Dates for Households on Notice	147
Moving Out LIHTC Households	149

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.

Number of households on Notice

Community Manager Dashboard - Tax Credit Apartments DB Caption: a708


Resident Activity		Unit Statistics		Tuesday, February 11, 2014	
Move In	0	Total Units	4	Prop/List <input type="text" value="kn213t"/>	
Move Out	1	Leased Units	2	50.0%	Add Guest Quick Guest
Deposit Accounting	0	Occupied Units	2	50.0%	Leasing Specials Daily Activity
On Notice	1	Available Units	3	75.00%	Hot Sheet Monitor Reports
Incomplete Certs	0	Model/Down/Admin	0	0%	New PO New Svc. Req.
Annual Certs Due	0	On Hold Units	0	0%	Print Letters Tax Credit Quick Check
Unanswered Letters	0	Unit Transfers	0		
Expiring Leases (120 days)	0	Traffic		Open Batches	
Scheduled Lease Renewals	0	Prospect Pipeline	0	Charges New Charge Batch	
Alerts	1	Today's Showings	0	Receipts New Receipt Batch	
Maintenance		Affordable Waiting Lists	0	Payables New Payable Batch	
Pending Make Ready	1	Pending Applications	0		
Pending Work Requests	0				
Completed WO Followup	0				

Calendar | Move Out - 01/11/2014 | Person Search

Move Out Date ▲	Unit	Resident	Status	Move Out	Adjust Dates	Cancel Notice	Cancel Evict
02/11/2014	2A	Richard Goode	Notice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Status
Adjust Dates

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.

- 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.

Affordable Notice

Tenant Information

Code	t0020406	Property	kn213t	Lease From	09/02/2013
Name	Richard Goode	Unit	2A	Lease To	09/01/2014
Address	1 Tax Credit Avenue 2A	Status	Notice	Move In	09/02/2013
City St. Zip	Atown, IN 46222	Rent	380.00	Move Out	01/12/2014
		Phone (O)	(317) 654-5656	Phone (H)	(317) 654-3456

Adjust MoveOut Dates

Termination Type: Notice

Notice Date: 01/09/2014

Move Out Date: 02/11/2014

Reason for Move Out: N/A

Save Close

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

Move-out date adjustment message

Resident Functions Data Reports Jump To

i Move Out dates have been adjusted.

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:

Property Info

Resident ID: t0020406

Property: kn213t

Unit: 2A

Prospect: p0014165

Status: Notice

Legal: N/A

Payment Method: Any

Payable Method: Check

Lease From: 09/02/2013

Lease To: 09/01/2014

Save New Help

Lease Info tab

Affordable Lease Info Deposit Info Lease Charges Other Info

Lease Information

Mkt. Rent	380.00	Lease Desc		Base %	0.00	% Owed-total
Rent	380.00			Grace Period	0	
Move In	09/02/2013	Move Out	02/11/2014	2nd %	0.00	% Owed-total
Notice	01/09/2014	Due Day	1	2nd Grace	0	
Lease Sign	09/02/2013	Last Renewal		Max %	0.00	% Owed-total
				\$/day	0.00	
				Max # Days	0	
				Minimum Due	0.00	

Move-out date

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

The screenshot shows the 'Community Manager Dashboard - Tax Credit Apartments' interface. The 'Resident Activity' section is highlighted, showing 'Move Out' with a count of 1. The 'Unit Statistics' section shows 'Available Units' as 3 (75.00%). The 'Move Out' tab is active, displaying a table with the following data:

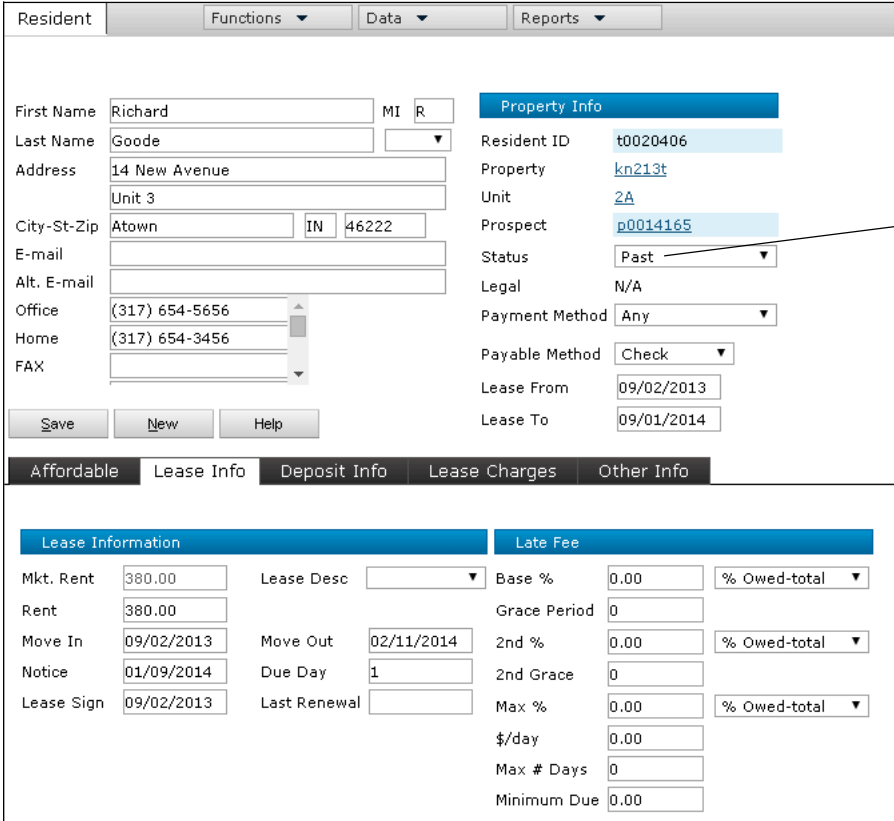
Move Out Date ▲	Unit	Resident	Status	Move Out	Adjust Dates	Cancel Notice	Cancel Evict
02/11/2014	2A	Richard Goode	Notice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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.

- 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**.



The screenshot shows the 'Resident' screen with the following details:

- Resident Info:** First Name: Richard, Last Name: Goode, Address: 14 New Avenue, Unit 3, City: Atown, IN, Zip: 46222.
- Property Info:** Resident ID: t0020406, Property: kn213t, Unit: 2A, Prospect: p0014165, Status: Past (indicated by an arrow and the label 'Resident status'), Legal: N/A, Payment Method: Any, Payable Method: Check, Lease From: 09/02/2013, Lease To: 09/01/2014.
- Lease Information:** Mkt. Rent: 380.00, Rent: 380.00, Move In: 09/02/2013, Move Out: 02/11/2014, Notice: 01/09/2014, Lease Sign: 09/02/2013.
- Late Fee:** Base %: 0.00, Grace Period: 0, 2nd %: 0.00, 2nd Grace: 0, Max %: 0.00, \$/day: 0.00, Max # Days: 0, Minimum Due: 0.00.

- 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:

Introduction to LIHTC Move-Out Deposit Accounting	151
Completing Move-Out Deposit Accounting for Past Residents	152
Reviewing Resident Ledgers for Past Residents	157

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.

- c If the reconciliation results in a refund due posting deposit accounting automatically creates a refund transaction payable to the resident.
- c 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

The screenshot shows the 'Community Manager Dashboard - Tax Credit Apartments'. The 'Resident Activity' section is expanded, and the 'Deposit Accounting' item has a '1' next to it, which is highlighted by a callout line. Other sections include 'Unit Statistics' and 'Traffic'. At the bottom, there is a table with columns for 'Move Out Date', 'Unit', 'Resident', 'Deposit Acctg', and 'Clear Applicant'. The 'Deposit Acctg' column has a small icon (the deposit accounting button) next to the entry for '01/11/2014' and unit '2A' by resident 'Richard Goode'. A callout line points to this icon with the label 'Deposit Accounting button'.


Move Out Date	Unit	Resident	Deposit Acctg	Clear Applicant
01/11/2014	2A	Richard Goode		

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.

Deposit Accounting

Code	t0020406	Property	kn213t	Lease From	10/02/2013
Name	Richard Goode	Unit	2A	Lease To	10/01/2014
Address	1 tax Credit Avenue 2A	Status	Past	Move In	10/02/2013
		Rent	380.00	Move Out	02/11/2014
City	Atown, IN 46222	Telephone	(317) 654-5656(0) - (317) 654-3456(H)		

Forwarding Address

Address

City

State

Zip

Yes/No	Chg Code	Description	Charge Amt	Credit
<input checked="" type="checkbox"/>	deposit	:Deposit credit	0	500.00
<input checked="" type="checkbox"/>	rent	Rent (01/2014) Credit 20 days	0	245.16
<input type="checkbox"/>	fees	Cleaning	150.00	0
Totals:			0.00	745.16
Amount of refund			745.16	
Amount owed			0.00	

Print Statement

Required credits and charges

Optional modifiable charge

Print Statement

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

Deposit Accounting

Code: t0020406	Property: kn213t	Lease From: 10/02/2013
Name: Richard Goode	Unit: 2A	Lease To: 10/01/2014
Address: 1 tax Credit Avenue 2A	Status: Past	Move In: 10/02/2013
City: Atown, IN 46222	Rent: 380.00	Move Out: 02/11/2014
	Telephone: (317) 654-5656(0) - (317) 654-3456(H)	

Forwarding Address

Address:	14 New Avenue
	Unit 3
City:	Atown
State:	IN
Zip:	46222

Yes/No	Chg Code	Description	Charge Amt	Credit
<input checked="" type="checkbox"/>	deposit	:Deposit credit	0	500.00
<input checked="" type="checkbox"/>	rent	Rent (02/2014) Credit 20 days	0	245.16
<input checked="" type="checkbox"/>	fees	Cleaning	150.00	0
Totals:			150.00	745.16
Amount of refund			595.16	
Amount owed			0.00	

Print Statement

Forwarding address →

Selected optional charge →

Net refund amount 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.

Save statement button

Date: 02/14/2014

Code	kn213t	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 _____ <input type="checkbox"/> MOVE OUT _____		PROPERTY NAME _____
LAST NAME, FIRST _____		APARTMENT # _____
LAST NAME, FIRST _____		
DO NOT SEAL		
COMMENTS :		CAMBRIDGE <i>real estate services</i> <input type="checkbox"/> CENTRAL OFFICE USE ONLY <input type="checkbox"/> AMOUNT TO REFUND \$ _____ Check # _____ <input type="checkbox"/> DATE MAILED _____ <input type="checkbox"/> 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 : <input type="checkbox"/> Statement of Security Deposit (SODA) from AMI (only lease manager only) <input type="checkbox"/> Move-Out Inspection Worksheet (form #2009) <input type="checkbox"/> Unit Condition Report (form #2003) <input type="checkbox"/> Resident History (Powersite Report) <input type="checkbox"/> Pooled Transaction Journal (Powersite Report) <input type="checkbox"/> Residents Notice to Vacate (form #2005) <input type="checkbox"/> FED Judgement and/or Notice of Possession (if applicable) <input type="checkbox"/> Capital Inspection (Unit entry) w/Cambridge Approval <input type="checkbox"/> Rental Application <input type="checkbox"/> Lease Agreement (in force at Move-Out) <input type="checkbox"/> Pet Agreement (if applicable) <input type="checkbox"/> ID Photo Notice for CR or ID (if applicable) <input type="checkbox"/> 3 Day Notice to Pay Rent or Vacate for WA (if applicable) <input type="checkbox"/> Three Day Notice to Pay Rent or Quit for CA (if applicable) <input type="checkbox"/> CA properties only: Invoice copies for charges exceeding \$125 <input type="checkbox"/> 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**.

The screenshot shows the 'Resident' screen with the following data:

Personal Information		Property Info	
First Name	Richard	Resident ID	t0020406
Last Name	Goode	Property	kn213t
Address	14 New Avenue	Unit	2A
City-St-Zip	Atown IN 46222	Prospect	p0014165
E-mail		Status	Past
Alt. E-mail		Legal	N/A
Office	(317) 654-5656	Payment Method	Any
Home	(317) 654-3456	Payable Method	Check
FAX		Lease From	09/02/2013
		Lease To	09/01/2014

Buttons: Save, New, Help

Navigation tabs: Affordable, Lease Info, Deposit Info, Lease Charges, Other Info

Lease Information		Late Fee	
Mkt. Rent	380.00	Base %	0.00
Rent	380.00	Grace Period	0
Move In	09/02/2013	2nd %	0.00
Notice	01/09/2014	2nd Grace	0
Lease Sign	09/02/2013	Max %	0.00
Lease Desc		\$/day	0.00
Move Out	02/11/2014	Max # Days	0
Due Day	1	Minimum Due	0.00
Last Renewal			

Resident status

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.

Reference

Charge Invoice Functions Jump To

Property: kn213t [Tax Credit Apartments](#) Display Type:
 Unit: 2A Status: **Fully Paid**
 Charge to: t0020406 [Richard Goode \(Past\)](#) Payment Method: Check
 Total Amount: 595.16 Reference: :Refund
 Charge Date: 01/11/2014 Category:
 Post Month: 01/2014
 Invoice Date:
 Created by ebb on 02/11/2014 12:43 PM. (never modified)

Edit Show Detail Help

Details **Payment Detail**

Ctrl #	Charge Code	Description	Amount	Notes	building	Unit	Hold
C-79517	depref	Deposit Refund	595.16	Amount to be refunded	231a	2A	<input type="checkbox"/>

Description

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

Charge Invoice Functions Jump To

Property: kn213t [Tax Credit Apartments](#) Display Type:
 Unit: 2A Status: **Fully Paid**
 Charge to: t0020406 [Richard Goode \(Past\)](#) Payment Method: Check
 Total Amount: 595.16 Reference: :Refund
 Charge Date: 01/11/2014 Category:
 Post Month: 01/2014
 Invoice Date:
 Created by ebb on 02/11/2014 12:43 PM. (never modified)

Edit Show Detail Help

Details Payment Detail

Charge Id	Desc	Charge Total	Charge Paid	Outstanding Amount	Id	Date	Amount Paid	Total Paid
C-79517	Deposit Refund	595.16	595.16		R-7938	02/11/2014	0.00	595.16
		595.16	595.16				0.00	595.16

Receipt control number

- 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.

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		<input type="checkbox"/>
595.16	depref	2260-0000	02/11/2014	595.16	0.00	0.00	:Refund	Amount to be refunded	C-79517		<input type="checkbox"/>
-245.16	rent	4500-0000	02/11/2014	-245.16	0.00	0.00	:MoveOut	Rent (01/2014) Credit 20 days	C-79515		<input type="checkbox"/>
150.00	fees	5700-0000	02/11/2014	150.00	0.00	0.00	:MoveOut	Cleaning	C-79516		<input type="checkbox"/>
				0.00	0.00	0.00					

- When you have finished reviewing the transactions, close the transaction screens. The **Resident** screen appears.
- If your deposit accounting for your household resulted in unpaid charges at move-out, display the **Unpaid Charges** ledger and review those charges.
- 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.

The screenshot shows a 'Payable' filter form with the following fields and values:

- Property: kn213t
- Payee: (empty)
- Tenant: t0020406
- Ctrl Number: (empty)
- Batch Number: (empty)
- Invoice #: (empty)
- Account: (empty)
- mm/yy: (empty)
- Invoice date: (empty)
- Notes: (empty)
- Doc Drawer: (empty)
- Priority: (empty)
- Display Rows: 1000

Buttons: Submit, Clear, Help

- 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.

The screenshot shows the 'Payable Invoice' screen with the following details:

- Invoice number: t0020406
- Payee: t0020406
- Invoice #: ;Refund
- Total Amount: 595.16
- Invoice Date: 02/11/2014
- Post Month: 02/2014
- Due Date: 02/11/2014
- From Date: (empty)
- To Date: (empty)
- Payment Status: Unpaid
- Type: Invoice
- Payment Method: Check
- Approved By: (empty)
- Priority: (empty)
- Doc Seq #: (empty)
- Cash Acct: 1110-0000
- AP Acct: 2200-0000
- Notes: Move out refund
- Display Type: Display Type
- Id: Ctrl 3407
- Invoice Status: (empty)
- Navigation: << >>
- Workflow: (empty)
- Status: (empty)
- Current Step: (empty)
- Next Step: (empty)
- Notes: (empty)
- Created by ebb on 02/11/2014 12:43 PM. (never modified)

Buttons: Edit, Reverse, Delete, Help

Details: Payee Info

Entity	Amount	Account	Notes
kn213t	595.16	2260-0000	
	595.16		

- 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:

Assigning Rentable Items and Service Charges to Residents	162
Non-Resident Lessees and Rentable Items	167

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

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

This chapter contains the following procedures:

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

Assigning Rentable Items and Service Charges to Residents

In this section:

Assigning Rentable Items and Service Charges to New Residents.....	163
Assigning Rentable Items and Service Charges to Existing Residents	165
Releasing Rentable Items	166

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.

Prospect Guest Card

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

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

Leasing Steps

- [Guest Card](#)
- [Preferences](#)
- [Occupants](#)
- [Select Unit](#)
- [Rental Options](#)**
- [Concessions](#)
- [Application Form](#)
- [Application Charges](#)
- [Application Status](#)

Rental Options

Expected Move In: 11/15/2013 Lease From Date: 11/15/2013 Lease Term (months): 12 Lease To Date: 11/14/2014 [Lease expiration count](#)

Rentable Items and Options			
Qty	Description	Amount	Reserve
<input type="checkbox"/>	Garage	75.00	<input type="button" value="Reserve"/>
<input type="checkbox"/>	Storage	50.00	<input type="button" value="Reserve"/>
<input type="checkbox"/>	Cable	50.00	<input type="button" value="Reserve"/>
<input type="checkbox"/>		0.00	<input type="button" value="Reserve"/>

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

Quantity (Qty.) field

Reserve button

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

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

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

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

Reserve check box

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

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

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

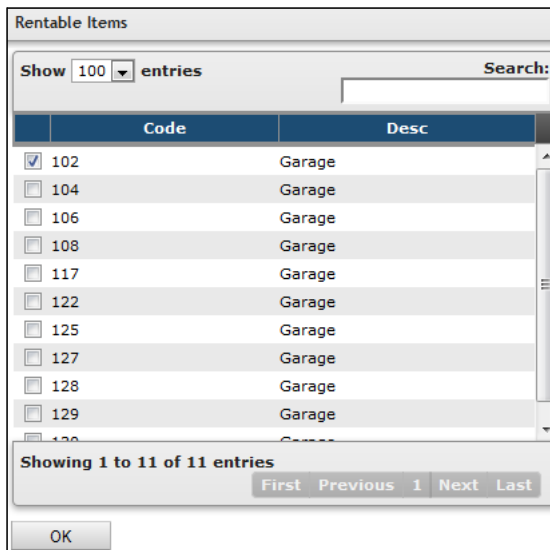
Move In					
Resident Information					
Code	t0001328	Property	resnc01	Lease From	02/05/2013
Name	Gary Scott	Unit	2334	Lease To	02/04/2014
Address		Status	Future	Move In	02/05/2013
City		Rent	1,095.00	Move Out	
		Phone (H)		Phone (W)	
Lease Dates					
Move In	02/05/2013				
Lease From	02/05/2013				
Term	12				
Lease To	02/04/2014		Lease Expiration Count		
<input type="button" value="Post"/> <input type="button" value="Save"/> <input type="button" value="Close"/>					
Lease Charges					
Select	Charge Code	Rentable Item Code	Description	Lease Amount	Move In Amount
<input checked="" type="checkbox"/>	deposit		Deposit includes credit of 100.00	0.00	150.00
<input checked="" type="checkbox"/>	rentres		Rent for 25 days	1,095.00	943.97
<input type="checkbox"/>	pet		Pet Rent for 25 days	20.00	17.24
<input type="checkbox"/>	mtm		Month to Month Fee for 25 days	100.00	86.21
<input type="checkbox"/>	deposit		Adjust Security Deposit	0.00	0.00
<input type="checkbox"/>	shterm		Short Term Fee for 25 days	50.00	43.10
<input type="checkbox"/>	keylock		Remote/Card	0.00	0.00
<input type="checkbox"/>	cable		Cable for 25 days	30.00	25.86
<input type="checkbox"/>	conces-m		Flat Rate 2 Bed Special \$100	-100.00	0.00
<input checked="" type="checkbox"/>	garage		Garage for 25 days	75.00	64.66
<input checked="" type="checkbox"/>	storage	218	Storage for 25 days	50.00	43.10
				1,175.00	1,162.93

Service charge

Rentable items

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

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



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

Assigning Rentable Items and Service Charges to Existing Residents

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

To assign a rentable item to an existing resident

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

- 2 Complete these fields:

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

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

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

Post Help

4 In the spreadsheet, locate the specific rentable item you want to assign to a resident (for example, Garage 18). If you selected a service charge on the **Assign Rentable Item** filter, only one row appears in the spreadsheet.

5 Click the button to the right of the Lessee field. A pop-up appears.

6 Select the appropriate resident (or non-resident lessee).

Show	100	entries	Search:	rosen
Code	Description			
<input checked="" type="checkbox"/>	t0000763 Rosenhagen, Kathryne (resca01, 3121, Current) (3100 State Street 3121 Santa Barbara, CA 93103)			
<input type="checkbox"/>	t0000763 Rosenhagen, Harold (resca01, 3121, Roommate) (3100 State Street 3121 Santa Barbara, CA 93103)			
Showing 1 to 2 of 2 entries		First Previous 1 Next Last		
OK		Find		

7 Click **OK**.

8 Complete the following fields:

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

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

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

Releasing Rentable Items

Rentable items are released from residents in two ways:

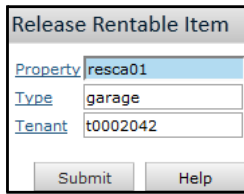
- For a departing resident, rentable items are automatically released when the lease ends.
- For a resident who wants to give up a rentable item before his/her lease ends, you can use a function on the side menu to end the lease charge for the rentable item.

This procedure does not apply to service charges.

To release a rentable item before the end of lease

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

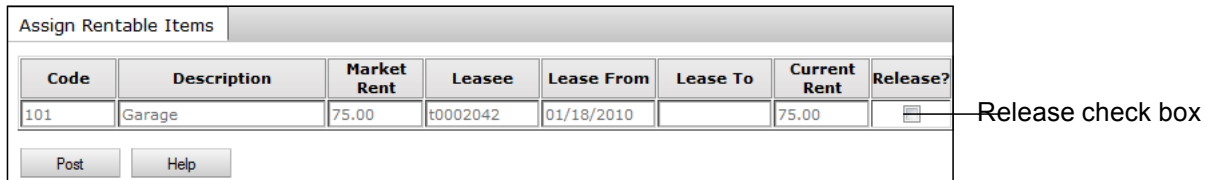
Rentable Item filter appears.



2 Complete the following fields:

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

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



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

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

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

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

Non-Resident Lessees and Rentable Items

In this section:

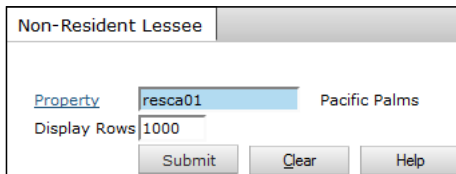
Adding a Non-Resident Lessee	168
Assigning Rentable Items to Non-Resident Lessees	169
Releasing Rentable Items From Non-Resident Lessees	169

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

Adding a Non-Resident Lessee

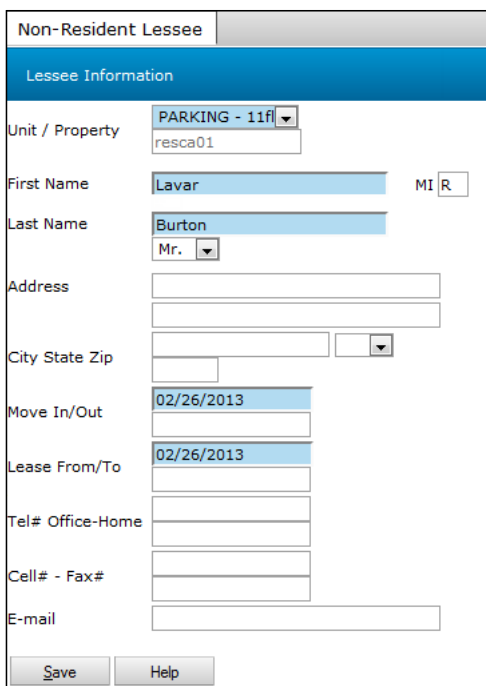
To add a non-resident lessee

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



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

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



- 3 Complete the following required fields:

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

Lease From/To

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

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

Assigning Rentable Items to Non-Resident Lessees

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

Releasing Rentable Items From Non-Resident Lessees

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

CHAPTER 16

Make Ready Functions

In this chapter:

Introduction	170
Make Ready Workflow	171

Introduction

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



Make Ready Workflow

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

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

Performing the Make Ready Workflow

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

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

The screenshot shows the Community Manager Dashboard for Pacific Palms. It features several sections: Resident Activity, Unit Statistics, Maintenance, and Traffic. The Maintenance section includes a 'Pending Make Ready' count of 1. Below this, a table lists units with columns for Bedrooms, Rent, SqFt, Date Ready, Unit, Occupancy, Make Ready, and Adjust Date. The first row shows a unit with 1 bedroom, a rent of 566.00, 1000.000000 sqft, a date ready of 03/01/2013, and unit number 1103. The Make Ready column has a button next to the unit number.

Bedrooms	Rent	SqFt	Date Ready	Unit	Occupancy	Make Ready	Adjust Date
1	566.00	1000.000000	03/01/2013	1103	Eviction	<input type="checkbox"/>	<input type="checkbox"/>

Pending Make Ready count

Pending Make Ready table

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.....	172
Creating Detail Charge Batches.....	173
Posting One-Time Charges or Quick Charges	176
Adding Charges to an Existing Batch	177
Deleting Charge Invoices from a Batch	179
Deleting a Charge Batch	181
Adjust Lease Charges.....	182
Reversing Charges	187
Posting Late Fees	188

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.

Community Manager Dashboard - Villas Flores

Thursday, February 14, 2013

Prop/List: resca02

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

Open Batches

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

Resident Activity	
Move In	35
Move Out	15
Deposit Accounting	42
On Notice	16
Expiring Leases (120 days)	2
Scheduled Lease Renewals	0
Alerts	109

Unit Statistics	
Total Units	137
Leased Units	133 97.08%
Occupied Units	106 77.37%
Available Units	7 5.11%
Model/Down/Admin	5 3.65%
On Hold Units	0 0%
Unit Transfers	6

Maintenance	
Pending Make Ready	23
Pending Work Requests	63
Completed WO Followup	0

Traffic	
Prospect Pipeline	0
Today's Showings	0
On Waitlist	1
Pending Applications	21

Calendar | Dashboard | Person Search

New Charge Batch link

The **Batch Charge** screen appears.

Batch Charge

Id: (new)

Total Declared: 0.00 Entered: 0.00

Items Declared: 0 Entered: 0

Description: 02/27/2013 08:13

Notes:

Save New Close Help

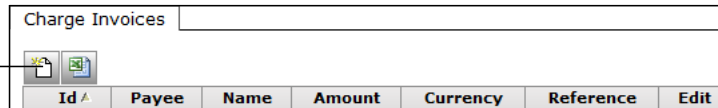
- 4 Complete the following fields:

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

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

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

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



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 (You cannot edit this field; the value changes as you add charges on the Details table below.)	
Charge Date	Type or select the date on which you want to post the charges.
Post Month	Type the month and year in which you want to post the charges.

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

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

Account (You cannot edit this field; Voyager automatically completes it when you complete the **Charge Code** field.)

A/R Account (You cannot edit this field; Voyager automatically completes it when you complete the **Charge Code** field.

Hold If you want to prevent Voyager from accepting payment for the charge, select this check box. In most cases, this function would be used for a **Housing** charge.

Another reason you may hold a charge is if the charge or payer is under investigation and there might be legal consequences for accepting the payment.

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

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

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

Batch Charge			
Id		6922	
Total Declared	125.00	Entered	125.00
Items Declared	5	Entered	5
Description 02/27/2013 08:13			
Notes			
[Edit] [New] [Close] [Help]			
[Post] [Report] [Delete] [Add Batch]			

Declared and Entered fields should match

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

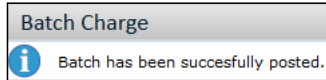
11 Click **Report**. The **Unposted Charge Batch** report appears. Verify that the information is correct and close the window.

The screenshot shows an 'Unposted Charge Batch' report with the following data:

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.

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

3 Complete the screen.

4 Click **Submit**.

Adding Charges to an Existing Batch

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



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

To add a charge to an existing batch

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

Community Manager Dashboard - Villas Flores

Thursday, February 14, 2013

Prop/List: resca02

Charges link

A table of unposted charge batches appears below the dashboard.

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

Batch # link

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

Batch Charge	
Batch Description	:Quick Charge Ctrl# 6924
Batch Notes	:Quick Charge
Total Declared	2,540.00
Total Entered	2,540.00
Items Declared	127
Items Entered	127
<input type="button" value="Edit"/> <input type="button" value="Post"/> <input type="button" value="Report"/> <input type="button" value="Help"/>	
<input type="button" value="Add"/> <input type="button" value="Delete"/> <input type="button" value="Save"/>	

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

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

The Charge screen includes the following fields:

- Property: resca01
- Unit: [Empty]
- Charge To: t0000372
- Charge Code: cable
- Amount: 50.00
- Tax: None
- Account: [Empty]
- A/R Account: [Empty]
- Charge Date: 02/27/2013
- Post Month: 12/2012
- Hold:
- Ctrl (New): Unposted [Batch 6924](#)
- Status: Unpaid
- Reference: [Empty]
- Category: [Empty]
- Notes: [Empty]

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.

Batch Description	:Quick Charge	Ctrl# 6924
Batch Notes	:Quick Charge	
Total Declared	2,590.00	Total Entered 2,590.00
Items Declared	128	Items Entered 128

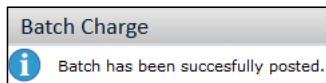
Updated Declared and Entered fields

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

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

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

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



Deleting Charge Invoices from a Batch

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

To delete a charge invoice from a batch

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

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

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

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

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

Batch Charge

Id 6924 Created by dbo on 02/27
Total Declared 2,590.00 Entered 2,590.00 Modified by dbo on 02/27
Items Declared 128 Entered 128
Description :Quick Charge
Notes :Quick Charge

Edit New Close Help
Post Report Delete Add Batch

Charge Invoices

Id	Payee	Name	Amount	Currency	Reference	Edit
167653	t0000104	Connie Fronek	20.00		:Quick Charge	<input type="checkbox"/>

Click Edit

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

Charge Invoice Functions

Property resny01 resnv01
Unit 1204
Charge to t0000104 Connie Fronek (Notice)
Total Amount 20.00 View Ledger
Charge Date 02/27/2013 (805) 967-4430
Post Month 01/2013

Save Delete Help

Click Delete

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

Deleting a Charge Batch

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

To delete a charge batch

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

Community Manager Dashboard - Villas Flores

Thursday, February 14, 2013

Prop/List: resca02

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

Open Batches

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

Charges
link

A table of unposted charge batches appears below the dashboard.

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

Batch # link

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

Batch Charge

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

[Edit](#) [Post](#) [Report](#) [Help](#)
[Add](#) [Delete](#) [Save](#)

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.

Adjust and Post Lease Charge	
Property	kn0919t
Tenant	00019396
Charge Code	tbs
Effective Date	03/01/2014
End Date	
New Charge Amount	162

Buttons: Display, Post, PDF, Excel, Clear, Help

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.

Adjust and Post Lease Charge

Property: kn0919t Effective Date: 03/01/2014
 Tenant: t0019396 End Date:
 Charge Code: tbs New Charge Amount: 162

Buttons: Display Post PDF Excel Clear Help

Lease Charge Adjustments


A/R Month 07/2014: Monthly Charges Last Posted 06/2014

Charge Code	New	From Date	Old To Date	New To Date	Charge Amount
Adjustment to Lease Charges					
tbs	No	02/15/2014		06/30/2014	125
tbs	Yes	03/01/2014		06/30/2014	37
tbs	Yes	07/01/2014			162
				4	
				4	

New Charges

Charge Code	Date	Date Range	Amount
Posting for 03/01/2014 - 06/30/2014			
tbs	03/01/2014	03/01/2014 - 03/31/2014	37
tbs	04/01/2014	04/01/2014 - 04/30/2014	37
tbs	05/01/2014	05/01/2014 - 05/31/2014	37
tbs	06/01/2014	06/01/2014 - 06/30/2014	37

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.

Adjust and Post Lease Charge

Property: kn0919t Effective Date: 03/01/2014

Tenant: 00019396 End Date:

Charge Code: rent New Charge Amount: 701

Display Post PDF Excel Clear Help

Lease Charge Adjustments

A/R Month 07/2014: Monthly Charges Last Posted 06/2014

Charge Code	New	From Date	Old To Date	New To Date	Charge Amount
Adjustment to Lease Charges					
rent	No	02/15/2014		06/30/2014	738
rent	Yes	03/01/2014		06/30/2014	-37
rent	Yes	07/01/2014			701

New Charges

Charge Code	Date	Date Range	Amount
Posting for 03/01/2014 - 06/30/2014			
rent	03/01/2014	03/01/2014 - 03/31/2014	-37
rent	04/01/2014	04/01/2014 - 04/30/2014	-37
rent	05/01/2014	05/01/2014 - 05/31/2014	-37
rent	06/01/2014	06/01/2014 - 06/30/2014	-37

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		Resident Ledger			
Date : 7/15/2014					
Code	10019396	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.

Resident
Functions ▾ Data ▾ Reports ▾

First Name MI

Last Name

Address

City-St-Zip

E-mail

Alt. E-mail

Office

Home

FAX

Property Info

Resident ID

Property

Unit

Prospect

Status

Legal

Payment Method

Payable Method

Lease From

Lease To

Affordable
Lease Info
Deposit Info
Lease Charges
Other Info

Charge Name	Amount	From Date	To Date
(rent) Rent	738.00	02/15/2014	06/30/2014
(rent) Rent	-37.00	03/01/2014	06/30/2014
(rent) Rent	701.00	07/01/2014	
(tbs) Tax Credit Subsidy	125.00	02/15/2014	06/30/2014
(tbs) Tax Credit Subsidy	37.00	03/01/2014	06/30/2014
(tbs) Tax Credit Subsidy	162.00	07/01/2014	

New lease charges

Reversing Charges

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

To reverse charges

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

These fields locate the charges to be reversed.

These fields determine how the reversal is recorded.

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

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

The **Reverse Charge** screen appears.

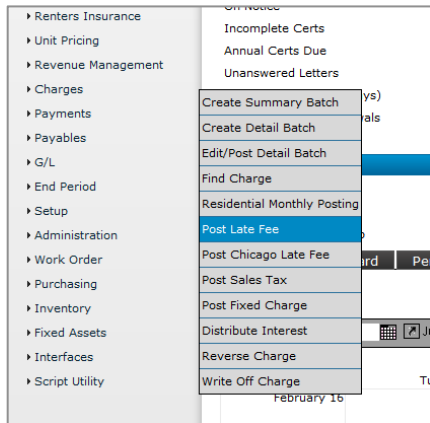
Charge#	Name	Move Out	Charge Type	Date	mm/yy	Amount Owed	Select
53321	(t0001957)-Singh		(admin)-Administration Fee	02/28/2013	02/2013	100.00	<input type="checkbox"/>

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

Posting Late Fees

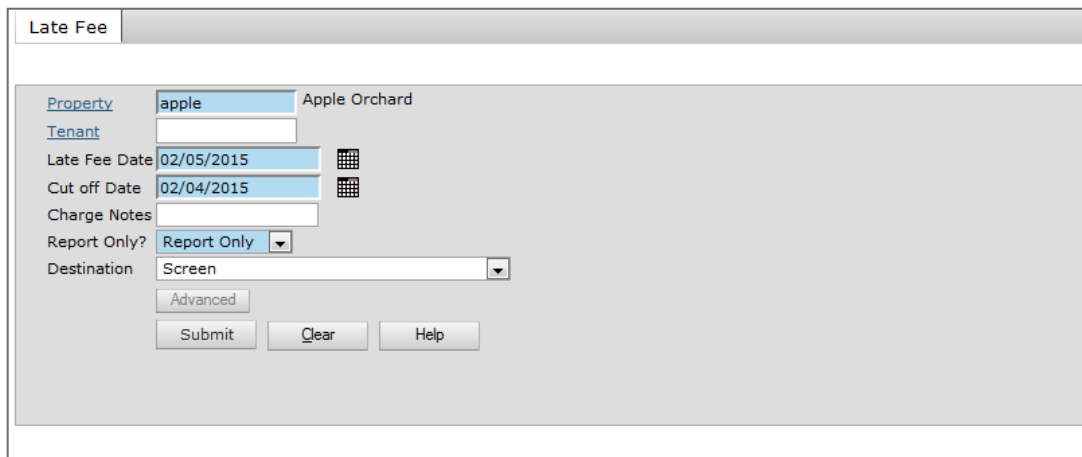
Each month on the 5th after entering any rents collected prior to the 4th, run the **Post Late Fees** function within Yardi by completing the following steps:

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



3 Leave the **Tenant** field blank.

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

A screenshot of the 'Late Fee' form in the Yardi software. The form has a title bar 'Late Fee' and a 'Property' field with the value 'apple' and a dropdown arrow. Below it is a 'Tenant' field which is empty. The 'Late Fee Date' field contains '02/05/2015' and has a calendar icon to its right. The 'Cut off Date' field contains '02/04/2015' and also has a calendar icon. There is a 'Charge Notes' text area which is empty. Below that is a 'Report Only?' dropdown menu with 'Report Only' selected. The 'Destination' dropdown menu has 'Screen' selected. At the bottom of the form are three buttons: 'Advanced', 'Submit', 'Clear', and 'Help'.

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

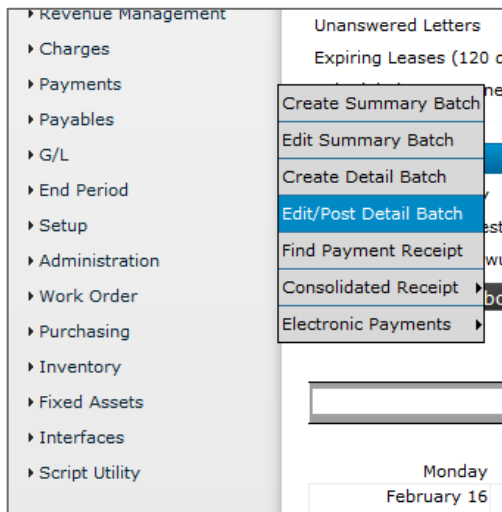
Late Fee
 Red Tail Canyon (redtail)
 Late Fee Date = 02/05/2015
 Cut Off Date = 02/05/2015
 Report Only = Report Only

Control	Property	Unit	Tenant	Charge Amt	ChargeCode	Notes
-	redtail	02	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	190
Receiving Resident Payments	190
Receiving Non-Resident Payments	195
Processing Zero Dollar Receipts	199
Recording Not Sufficient Funds (NSF) Items.....	203
Reapply Receipts	205
Writing Off Charges	206

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: <i>12/2014 Rent Payments</i>)

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

7 The **Receipt** window will open.

Enter the following fields:

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

Notes To Remember When Entering Receipts

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

Receipt Jump To

Property: Display Type:

Unit: Batch:

Payer: Date Received:

Total Amount: Post Month:

Check Number: **Cash Acct:**

Payment Method:

Non-Person Payer:

Print Receipt:

Buttons: Save, Fill, Reselect, Delete, Erase Distribution, Create Charge, Help

Charges Tenant Info

Pay	Charge Code	Account	Charge Date	Charge Amount	Amount Outstanding	Prior Paid	Ref	Notes
800.00	rent	5120-000-00	10/01/2014	900.00	800.00	100.00	:Rent PostTran	Base Rent (10/2014)
80.00	late	5925-000-00	06/01/2014	80.00	80.00	0.00		Elizabeth Gonzalez
90.00	late	5925-000-00	07/01/2014	90.00	90.00	0.00		Elizabeth Gonzalez
90.00	late	5925-000-00	10/16/2014	90.00	90.00	0.00		Oct Rent Late
	prepay	5122-000-00	12/08/2014					
	prepay	5122-000-00	12/08/2014					
0.00				1,160.00	1,060.00	100.00		

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

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

Receipt Functions Jump To

Property: Display Type:

Unit: Batch:

Payer: Date Received:

Total Amount: Post Month:

Check Number: **Cash Acct:**

Payment Method:

Non-Person Payer:

Print Receipt:

Created by charper on 12/08/2014 3:09 PM. (never modified)

Buttons: Save, Delete, Print, Help

Charges

Pay	Charge Code	Account	Charge Date	Charge Amount	Amount Outstanding	Prior Paid	Ref	Notes	Charge	Hold Until	Auto Appl
80.00	late	5925-000-00	06/01/2014	80.00	0.00	0.00		Elizabeth Gonzalez	C-5014		<input type="checkbox"/>
90.00	late	5925-000-00	07/01/2014	90.00	0.00	0.00		Elizabeth Gonzalez	C-5015		<input type="checkbox"/>
90.00	late	5925-000-00	10/16/2014	90.00	0.00	0.00		Oct Rent Late	C-6749		<input type="checkbox"/>
800.00	rent	5120-000-00	10/01/2014	900.00	0.00	100.00	:Rent PostTran	Base Rent (10/2014)	C-6173		<input type="checkbox"/>
				1,160.00	0.00	100.00					

Notes:

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.

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

Buttons: Edit, New, Close, Help, Post, Report, Delete, Deposit

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

Deposit Slip

#34
Deposit Date - 12/09/2014
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
Alshamane, Ahmed	1007		826
Wallace, Anthony	116850		300
Wallace, Anthony	116851		300
Wallace, Anthony	116852		226
			7,322.00

DEPOSIT TICKET

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

DATE: 12/10/14

	DOLLARS	CENTS
TOTAL CURRENCY		
TOTAL COIN		
TOTAL FOOD STAMPS		
LIST EACH CHECK		
1 # 189	926	-
2 # 189	300	-
3 # 189	300	-
4 # 189	826	-
5 # 189	361	-
6 # 189	1021	-
7 # 99	1031	-
8 # 86	446	-
9 # 86	500	-
10 # 18	100	-
11 # 180	941	-
TOTAL DEPOSIT		7322.00
TOTAL FROM OTHER SIDE OR ATTACHED LIST		
BALANCE CARRYING FORWARD		

Wells Fargo Bank Transaction Receipt

Store #001821 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, Lace!

Totals should all match.

Staple documentation in the following order:

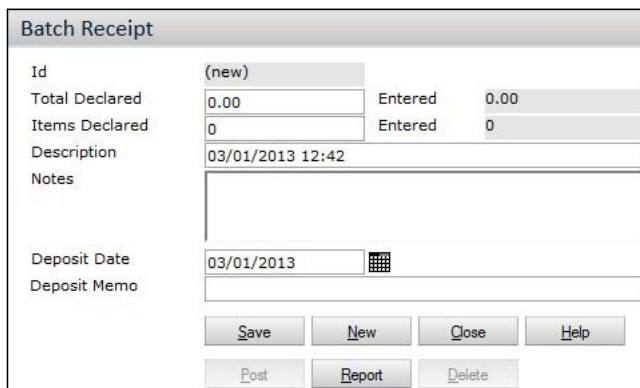
- Ticker Tape
- Bank Receipt
- Bank Deposit - carbon Copy (Yellow)
- Voyager's Deposit Slip

Receiving Non-Resident Payments

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

To receive a non-resident payments

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



- 4 Complete the following fields:

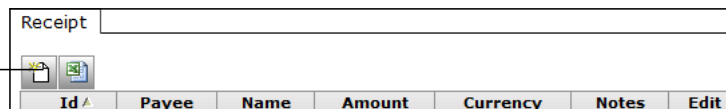
Total Type the total dollar amount for receipts in the batch.

Item Count Type the quantity of receipts in the batch.

Deposit Date Type or select today's date.

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

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



- 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.

Receipt

Property: fountain Fountain Park Display Type: Standard Rece

Total Amount: 161.50 Batch: Unposted Batch 9061

Check Number: cash Date Received: 02/16/2015

Payment Method: Check Post Month: 02/2015

Non-Person Payer: Laundry Cash Acct: 1122-000-000

Print Receipt:

Buttons: Save, Fill, Reselect, Delete, Erase Distribution, Create Charge, Help

Notes: Laundry Income Feb 2015

Pay	Charge Code	Account	Charge Date	Charge Amount	Amount Outstanding	Prior Paid	Ref	Notes
161.50	laundry	5910-000-00	02/18/2015		-161.50			
			02/18/2015					
			02/18/2015					
0.00				0.00	0.00	0.00		

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

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

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

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

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

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

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

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

Batch Receipt			
Id		8311	
Total Declared	200.00	Entered	200.00
Items Declared	2	Entered	2
Description 03/01/2013 12:42			
Notes			
Deposit Date 03/01/2013			
Deposit Memo			
[Edit] [New] [Close] [Help]			
[Post] [Report] [Delete]			

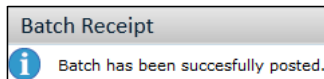
The **Declared** and **Entered** fields must match before you can proceed. If they don't, you can modify the amounts in the **Declared** fields by clicking the **Edit** button on the top of the screen, or edit each receipt by clicking the **Edit** button in the row corresponding to each receipt on the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

Buttons: 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
 fountaino - 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
Alshamrie, Ahmed	1007		826
Wallace, Anthony	116850		300
Wallace, Anthony	116851		300
Wallace, Anthony	116852		226
			7,322.00

DEPOSIT TICKET
 24-680/1230 3302
 9042494758
 FOUNTAIN PARK - NEW
 OPERATING ACCOUNT
 CAMBRIDGE REAL ESTATE SERVICES
 CLIENT'S TRUST ACCT - PROP MGMT

DATE: 12/10/14

TOTAL CURRENCY: _____ DOLLARS CENTS

TOTAL COIN: _____

TOTAL FOOD STAMPS: _____

LIST EACH CHECK

1	# 139	226	-
2	# 139	300	-
3	# 139	300	-
4	# 180	826	-
5	# 152	851	-
6	# 107	1001	-
7	# 99	1031	-
8	# 86	446	-
9	# 86	500	-
10	# 13	900	-
11	# 120	941	-
12			
13			
14			
15			
16			
17			
18			
19			
20			
21			
22			
23			
24			
25			
26			
27			
28			

TOTAL DEPOSIT: **7322.00**

TOTAL FROM OTHER SIDE OR ATTACHED LIST: **7322.00**

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

Totals should all match.

Staple documentation in the following order:

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

Processing Zero Dollar Receipts

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



To create a zero dollar receipt

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

Batch Receipt

Id	7235			Created by charper on 01/21/2015 7:58 AM.
Total Declared	0.00	Entered	0.00	(never modified)
Items Declared	1	Entered	0	
Description	Santa Cruz - charper 01/21/2015 07:57			
Notes				
Deposit Date	01/21/2015			
Deposit Memo	Adjust Rent Charges			

Receipt

 	Id	Payee	Name	Amount	Notes	Edit
---	-----------	--------------	-------------	---------------	--------------	-------------

4 Complete the following fields and save:

Batch Receipt

Id	7235			Created by charper on 01/21/2015 7:58 AM.
Total Declared	0.00	Entered	0.00	(never modified)
Items Declared	1	Entered	0	
Description	Santa Cruz - charper 01/21/2015 07:57			
Notes				
Deposit Date	01/21/2015			
Deposit Memo	Adjust Rent Charges			

Receipt

Id	Payee	Name	Amount	Notes	Edit

Total Declared Enter total sum of receipts to be entered. Note, for **Zero Dollar Receipts this amount will always be 0.**

Items Declared Enter number of receipts to be entered. Note, this can be edited before posting if needed.

Description This field will auto-populate with the user name, date and time. **Add your Property Name.**

Notes Type note if needed.

Deposit Date In most case this will be the date receipts were entered in Voyager or date deposited into bank.

Deposit Memo Enter memo of deposit. (Example: *Adjustment to Pro-rate Charges*)

6 Click the icon (shown below) under the **Receipt** Tab.

Batch Receipt

Id: 7235 Created by charper on 01/21/2015 7:58 AM.
 Total Declared: 0.00 Entered: 0.00 (never modified)
 Items Declared: 1 Entered: 0
 Description: Santa Cruz - charper 01/21/2015 07:57
 Notes:
 Deposit Date: 01/21/2015
 Deposit Memo: Adjust Rent Charges

Buttons: Edit, New, Close, Help, Post, Report, Delete

Receipt

Icons: [Print] [Refresh]

Id	Payee	Name	Amount	Notes	Edit
----	-------	------	--------	-------	------

7 The **Receipt** window will open.

Receipt Jump To

Property: santa Display Type: Standard Rece
 Unit: 344-5 Batch: Unposted Batch 7228
 Payer: 10000478 Jose Rivera (Current) Date Received: 01/21/2015
 Total Amount: 0.00 Post Month: 01/2015
 Check Number: 0\$ Cash Acct: 1121-000-000
 Payment Method: Check Print Receipt:
 Non-Person Payer:
 Buttons: Save, Fill, Reselect, Delete, Erase Distribution, Create Charge, Help

Notes: Adjust Rent Amount due to lease renewal.

Charges | Tenant Info

Pay	Charge Code	Account	Charge Date	Charge Amount	Amount Outstanding	Prior Paid	Ref	Notes	Charge	Hold Until	Auto Apply
50.00	rent	5120-000-00	01/21/2015	1,000.00	950.00	0.00		Rent 1/2015	C-15905		<input type="checkbox"/>
-50.00	rent	5120-000-00	01/21/2015	-50.00	0.00	0.00		Rent Adjustment	C-15906		<input type="checkbox"/>
	prepay	5122-000-00	01/21/2015		0.00						<input checked="" type="checkbox"/>
	prepay	5122-000-00	01/21/2015								<input checked="" type="checkbox"/>
	prepay	5122-000-00	01/21/2015								<input checked="" type="checkbox"/>
0.00				950.00	950.00	0.00					

Enter the following fields:

- Property Enter property name.

- Unit If the payment is from a current resident, enter the unit number. Once selected tab down and the payee will auto-populate.

- Payee If the payment is from a past, future, applicant or roommate, you can search for them by clicking the **Payee** Link and applying the appropriate filters.

- Total Amount Enter payment Amount ; for Zero Dollar Receipts the total should always be **0**.

- Check Number When enter a zero-dollar receipt, **type 0\$ into the field**.

- Payment Method Select Check.

- Date Received Enter date.

- Cash Acct Enter what account payment will be deposited into – *Operating* or *Security*.

8 In the **Notes** field enter the purpose for the Zero Dollar Receipt

Receipt Jump To

Property: santa Display Type: Standard Rece
 Unit: 344-5 Batch: Unposted Batch 7228
 Payer: t0000478 Jose Rivera (Current) Date Received: 01/21/2015
 View Ledger
 Total Amount: 0.00 Post Month: 01/2015
 Check Number: 0\$ Cash Acct: 1121-000-000
 Payment Method: Check Print Receipt:
 Non-Person Payer:

Notes: Adjust Rent Amount due to lease renewal.

Save Fill Reselect Delete Erase Distribution Create Charge Help

Charges Tenant Info

Pay	Charge Code	Account	Charge Date	Charge Amount	Amount Outstanding	Prior Paid	Ref	Notes	Charge	Hold Until	Auto Apply
50.00	rent	5120-000-00	01/21/2015	1,000.00	950.00	0.00		Rent 1/2015	C-15905		<input type="checkbox"/>
-50.00	rent	5120-000-00	01/21/2015	-50.00	0.00	0.00		Rent Adjustment	C-15906		<input type="checkbox"/>
	prepay	5122-000-00	01/21/2015		0.00						<input checked="" type="checkbox"/>
	prepay	5122-000-00	01/21/2015								<input checked="" type="checkbox"/>
	prepay	5122-000-00	01/21/2015								<input checked="" type="checkbox"/>
0.00				950.00	950.00	0.00					

9 Enter the debt and credited amount in the **Charge fields**. The total should always come to \$0 when processing a Zero Dollar Receipt.

10 Click **Save**.

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

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

Batch Receipt

i 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

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 appear.

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.

Receipt Functions

Property	resca01	Pacific Palms	Display Type	Domestic Receipt
Unit	1303		Batch	Posted Batch 7886
Payer	t0000256	Chris Welbaum-Bovk (Notice)	Ctrl	R-71176
Total Amount	909.00		Date Received	12/07/2012
Check Number			Post Month	12/2012
Payment Method			Cash Acct	1115-0000
			Deposit Number	255
			Deposit Date	12/06/2012
			Deposit Memo	

NSF button

- 3 Click the **NSF** button.



Only receipts that have not been reconciled can be recorded as NSF. The **NSF** button appears on the **Receipt** screen only if the receipt can be recorded as NSF.

Contact your Property Accountant if you need to record a reconciled receipt as NSF.

The **NSF Receipt** screen appears.

The screenshot shows the 'NSF Receipt' form with the following data:

Property	resca01	
Payer	t0000256	Welbaum-Boyk
Control	R-71176	
Amount	909.00	
Receipt Date	12/07/2012	
Payment Reference		
Reversal Date	03/01/2013	
Post Month	12/2012	
Bank Fee	70.00	
Bank Fee Account	7355-0000	
Payer Fee	120.00	
Payer Fee Charge Code	nsf	
Notes		

Buttons: Save, Cancel, Clear

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.

The close-up shows the 'Notes' field containing the text: "NSFed by ctrl# 74366 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.

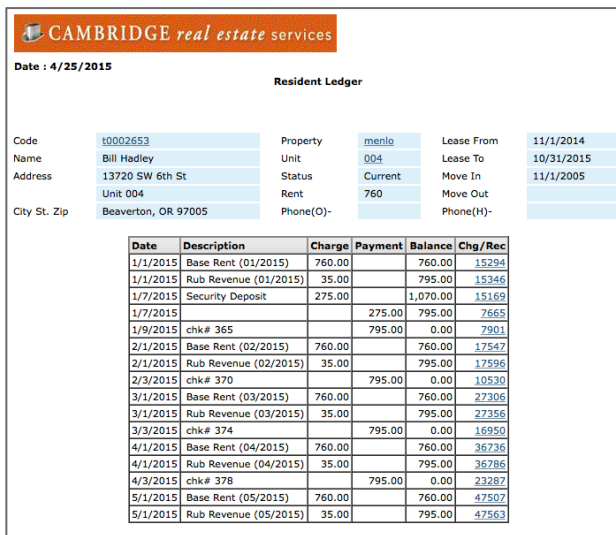
Re-applying Receipts

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 appear.

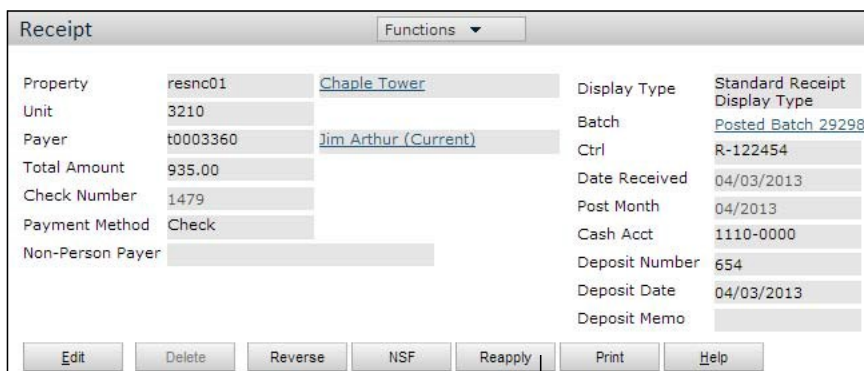


CAMBRIDGE real estate services
Date : 4/25/2015
Resident Ledger

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.



Receipt Functions

Property: resnc01 [Chaple Tower](#) Display Type: Standard Receipt
Unit: 3210 Batch: Posted Batch 29298
Payer: t0003360 [Jim Arthur \(Current\)](#) Ctrl: R-122454
Total Amount: 935.00 Date Received: 04/03/2013
Check Number: 1479 Post Month: 04/2013
Payment Method: Check Cash Acct: 1110-0000
Non-Person Payer: Deposit Number: 654
Deposit Date: 04/03/2013
Deposit Memo:

Re-apply button

3 Click the **Re-apply** button. A confirmation request appears:

This function will reverse this receipt and require you to enter a new receipt. Are you sure you want to reapply this receipt?

4 Click **OK**. A new **Receipt** screen appears.

Property		Display Type	Standard Rece
Unit		Date Received	04/03/2013
Payer		Post Month	04/2013
Total Amount	935.00	Cash Acct	1110-0000
Check Number	1479		
Payment Method	Check		
Non-Person Payer			

Buttons: Save, Fill, Reselect, Delete, Erase Distribution, Create Charge, Help

5 Edit as needed.

6 Click **Save**. A confirmation message appears:

Receipt has been successfully re-applied.

7 Click **OK**. A confirmation request appears:

The web page you are viewing is trying to close the window. Do you want to close this window?

8 Click **Yes**.

Writing Off Charges

Your Property Accountant will perform **Write Off** charges in Voyager; the site manager will be asked to verify the **Collection Report**.

Each month, resident move-out files are reviewed and those with a move-out occurring more than 30 days prior and have a balance due to the property are reported to the site manager to determine whether the amount due will be written-off.

The Collection Report

Monthly, the Site Employee Resource Center reviews move-out files with a balance due that is left unpaid 30+ days. Not all properties will have collections for the month. The Site Employee Resource Center completes the **Property Collections Report** and emails the report to the site.

The site manager reviews the amount and accuracy for each resident. The information included in the **Property Collections Report** are the Apartment #, Resident Name, Move-Out Date, Mailed Date, Total Due. The site manager then checks "**Yes**" or "**No**" to send the account to collections.

- Any "No" response must be **approved by the Property Supervisor**. Payments plans are to be consistent with Cambridge policy — a maximum of three payment installments with the first installment equaling 50% of the debt.
- If a **payment has been made** by the resident and the Amount Due is inconsistent with what the site manager reports, the site manager should indicate it on the report.
- Before **signing** the Property Collections Report, be sure to verify the **Amount Due** and the amount to be written off in Voyager.

CHAPTER 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	207
Creating Consolidated Receipts for Tenant-Based Subsidy Payments	209
Posting Consolidated Receipts for Tenant Based Subsidies	212
Reviewing Posted Subsidy Receipts in Resident Ledgers	214

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

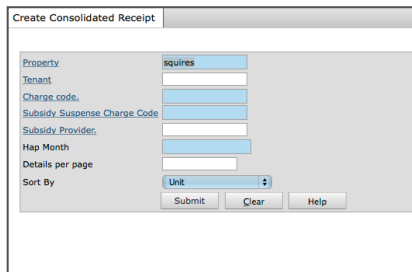
Balance Due

Creating Consolidated Receipts for Tenant-Based Subsidy Payments

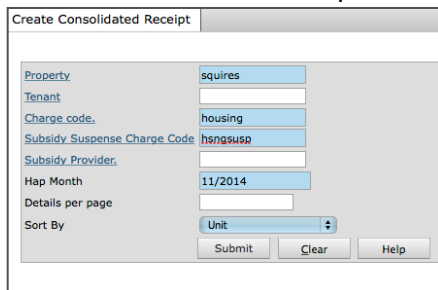
Creating a consolidated subsidy receipt adds a record for the receipt. You can add or edit the information in a consolidated receipt until you create a batch for the receipt.

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.

Total amount of housing payment

Total amount of housing charges

Difference between check and charges

Consolidated Receipt

Check Amount	0.00	Description	dstanton 12/08/2014 10:3	Control #	80
Total Details	1,320.00	Check Number		Total Entries	2
Difference	-1,320.00	Post Date		Hap Month	12/2014
		Suspense Charge Code	housing	Housing	

Find Details Per Page

[Pay All](#) | [Clear All](#)

Line #	Property	Unit	Resident	Name	Charge#	Type	Date	Post Month	Amount	Payment
1	squires	J10773	t0000288	Yoder, Tatyana	12338*	:MoveIn	11/25/2014	12/2014	220.00	220.00
2	squires	J10773	t0000288	Yoder, Tatyana	12342*		12/02/2014	12/2014	1,100.00	1,100.00
3										
4										
5										
6										
7										
8										
9										
10										
11										
12										
Total									1,320.00	1,320.00

Total amount of Housing charges

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

Consolidated Receipt

Check Amount	1,320.00	Description	dstanton 12/08/2014 10:3	Control #	80
Total Details	1,320.00	Check Number	12345	Total Entries	2
Difference	0.00	Post Date	12/01/2014	Post Month	12/2014
		Suspense Charge Code	housing	Hap Month	12/2014

Find Details Per Page

[Pay All](#) | [Clear All](#)

Line #	Property	Unit	Resident	Name	Charge#	Type	Date	Post Month	Amount	Payment
1	squires	J10773	t0000288	Yoder, Tatyana	12338*	:MoveIn	11/25/2014	12/2014	220.00	220.00
2	squires	J10773	t0000288	Yoder, Tatyana	12342*		12/02/2014	12/2014	1,100.00	1,100.00
3										
4										
5										
6										
7										
8										
9										
10										
11										
12										
Total									1,320.00	1,320.00

- 5** Click **Save**. In order to post the payment, the difference between the check amount and total details must be 0.00 (zero). You will need to make any necessary corrections prior to posting the payment receipt.
- 6** Once the difference between the check amount and total details is zero, you are ready to post the receipt.
- 7** Click **Create Batch**, this function will create the batch however you will since need to **Post** it.

Posting Consolidated Receipts for Housing (Tenant Based Subsidies)

When you **post** a consolidated receipt, you will post the receipt to a batch. You can review and edit the transactions in the batch before you post the batch. The transactions will not affect the general ledger until you post the batch.

To post a consolidated receipt

1 From the side menu, select **Payments > Consolidated Receipt > Review Consolidated Receipt**. The Consolidated Receipt Review filter appears.

2 Select the consolidated receipt that you created and saved and click **Submit**. The **Consolidated Receipt** screen appears.

3 Complete the following fields:

Check Number	Type the number of the provider's check
Post Date	Type the date that you are posting the receipt.
Post Month	Type the month and year that the posted receipt will affect the general ledger.

4 Click Save.

Check and post-date information

Affordable Consolidated Receipt

Check Amount: 460.00 Description: karinn 03/10/2014 11:23 Control #: 1184
Total Details: 460.00 Check Number: 1234 Total Entries: 3
Difference: 0.00 Post Date: 03/10/2014 Post Month: 03/2014 Hap Month: 03/2014
Suspense Charge Code: suspense Subsidy Suspense

Save Delete Help Print Create Batch

Find Line# [] Go Details Per Page 0

[Pay All](#) | [Clear All](#)

Line #	Property	Unit	Tenant	Name	Charge#	Type	Date	Post Month	Amount	Payment
1	kn214h	1	t0020931	Woods, Helen	84177	:HAP PostTran	03/01/2014	03/2014	125.00	125.00
2	kn214h	2	t0020930	Desmond, Jeremy	84179	:HAP PostTran	03/01/2014	03/2014	125.00	125.00
3	kn214h	3	t0020935	Martinez, Coral	84181	:HAP PostTran	03/01/2014	03/2014	210.00	210.00


*** Remember you will need to **Post** or **Delete unposted Consolidated Receipt** Batches prior to opening a new **Consolidated Receipt**.

5 Review the receipt again to ensure that it is as you expect.



6 Click the **Print** button in the top part of the **Consolidated Receipt** screen and print a copy of the receipt.

7 When you are ready to post the receipt, click the **Create Batch** button on the **Consolidated Receipt** screen. The **Unposted Receipt Batch** report screen appears. The batch number appears in the top part of the screen. The batch number is a link to the batch summary.

Batch Number

 Return to: BATCH # 17283												
Unposted Receipt Batch												Excel
Total Declared: 460.00												
Total Entered: 460.00												
Batch #17283												
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					
<input type="button" value="Edit"/> <input type="button" value="New"/> <input type="button" value="Close"/> <input type="button" value="Help"/>					
<input type="button" value="Post"/> <input type="button" value="Report"/> <input type="button" value="Delete"/>					
Receipt					
 					
Id #	Payee	Name	Amount	Notes	Edit
8366	t0020931	Helen Woods	125.00	:HAP -	<input type="checkbox"/>
8367	t0020930	Jeremy Desmond	125.00	:HAP -	<input type="checkbox"/>
8368	t0020935	Coral Martinez	210.00	:HAP -	<input type="checkbox"/>

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.

Ctrl #	Charge Code	Description	Amount	Notes	building	Unit	Hold
C-84177	subsidy	Subsidy	125.00	Subsidy (03/2014)	kn110a	1	<input checked="" type="checkbox"/>

Charge Status

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	215
Creating Consolidated Receipts for Overpaid Tenant-Based Subsidy Payments.....	216
Posting Consolidated Receipts for Subsidy Overpayments.....	218

Introduction to Overpaid Tenant-Based Subsidy Receipts

Mid-month move-outs, subsidy terminations, or other issues can result in subsidy overpayments. Unlike rent that a resident pays before it is due, a subsidy overpayment is not a prepayment. After the provider reconciles its records, a subsidy provider will send a payment that is adjusted to recover the previously overpaid amount.

When you create a consolidated receipt that includes a subsidy overpayment, Voyager automatically creates positive and negative charges posted to your subsidy suspense charge code. Voyager holds the negative charge in suspense, to apply the overpayment toward the provider's later subsidy adjustment.



A subsidy provider may also occasionally underpay. When a subsidy provider underpays, Voyager holds the positive charge in suspense to apply to the provider's later adjustment..

You can easily track subsidy overpayments. Unused overpaid amounts appear on each receipt until you use them to pay later charges. Outstanding amounts and balances appear on ledgers and financial statements.

In this section, you will learn how to complete and post a consolidated receipt when a tenant-based subsidy provider overpays. You will process consolidated receipts for a subsidy overpayment and review a resident's ledger and HAP ledger.

Creating Consolidated Receipts for Overpaid Tenant-Based Subsidy Payments

After posting monthly charges for a property that includes residents with tenant-based subsidies, you receive the provider's latest subsidy payment. In this example, the subsidy provider overpaid for one of the residents. You need to include the overpayment in the consolidated receipt.

To create a consolidated receipt that includes a subsidy overpayment

1 From the side menu, select **Payments > Consolidated Receipt > Add Consolidated Receipt**. The **Create Consolidated Receipt** filter appears.

2 Complete the filter, selecting the property, tenant-based subsidy charge code (**Housing**), subsidy suspense charge code (**Housing Suspense**), and subsidy month.

3 Click **Submit**. The **Consolidated Receipt** screen appears.

Line #	Property	Unit	Tenant	Name	Charge#	Type	Date	Post Month	Amount	Payment
1	kn214h	1	t0020931	Woods, Helen	04191	SHAP PostTran	04/01/2014	04/2014	125.00	125.00
2	kn214h	2	t0020930	Desmond, Jeremy	04193	SHAP PostTran	04/01/2014	04/2014	125.00	125.00
3	kn214h	3	t0020935	Martinez, Coral	04195	SHAP PostTran	04/01/2014	04/2014	210.00	210.00
4									0.00	100.00
5										
6										
7										
8										
9										
10										
11										
12										
13										
Total									460.00	460.00

4 In the Check Amount field in the top part of the screen, type the amount of the subsidy payment. In this example, we will record a payment of \$100.00 more than the amount of the charges. Type the number that appears in the Total Details field, plus 100.00.

5 Click **Save**. The Difference field shows that the payment is for \$100.00 more than the amount of the total charge details.

You are ready assign the overpayment to the resident for whom it was paid. In our example, we will assign the overpayment Jeremy Desmond, the second resident listed in the details.



You could assign the overpayment to any resident in the property. For example, if the overpayment applied to a past resident who had recently moved out, you would assign the overpayment to that resident. If the overpayment is split between two residents, you would apply the appropriate amount to each resident.

Amount of provider's payment

Difference between payment and charges

Affordable Consolidated Receipt

Check Amount	560.00	Description	karinn 04/14/2014 13:35	Control #	1185
Total Details	460.00	Check Number		Total Entries	3
Difference	100.00	Post Date		Post Month	
		Suspense Charge Code	suspense	Subsidy Suspense	
		Hap Month	04/2014		

Save Delete Help Print Create Batch

Find Line# Go Details Per Page 0

[Pay All](#) | [Clear All](#)

Line #	Property	Unit	Tenant	Name	Charge#	Type	Date	Post Month	Amount	Payment
1	kn214h	1	t0020931	Woods, Helen	84191	:HAP PostTran	04/01/2014	04/2014	125.00	125.00
2	kn214h	2	t0020930	Desmond, Jeremy	84193	:HAP PostTran	04/01/2014	04/2014	125.00	125.00
3	kn214h	3	t0020935	Martinez, Coral	84195	:HAP PostTran	04/01/2014	04/2014	210.00	210.00
4										
5										
6										
7										
8										
9										
10										
11										
12										
13										
Total									460.00	460.00

Select button

6 On the first empty row in the details table, click the **Select** button and select the code of the resident for whom the overpayment applies.

7 In the **Payment** field on that row, type the amount of the overpayment.

8 Click **Save**. The difference between the payment amount and the totals detail is now 0.00 (zero).

Amount of provider's payment Difference between payment and charges Additional Payment

Affordable Consolidated Receipt

Check Amount Description Control #
 Total Details Check Number Total Entries
 Difference Post Date Post Month Hap Month
 Suspense Charge Code Subsidy Suspense

Save Delete Help Print Create Batch

Find Go Details Per Page

[Pay All](#) | [Clear All](#)

Line #	Property	Unit	Tenant	Name	Charge#	Type	Date	Post Month	Amount	Payment
1	kn214h	1	t0020931	Woods, Helen	84191	:HAP PostTran	04/01/2014	04/2014	125.00	125.00
2	kn214h	2	t0020930	Desmond, Jeremy	84193	:HAP PostTran	04/01/2014	04/2014	125.00	125.00
3	kn214h	3	t0020935	Martinez, Coral	84195	:HAP PostTran	04/01/2014	04/2014	210.00	210.00
2	kn214h	2	t0020930	Desmond, Jeremy					0.00	100.00
5										
6										
7										
8										
9										
10										
11										
12										
13										

Total

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.....	219
Entering Vendor Invoices.....	219
Entering Vendor Invoice as a Credit.....	224
Processing a Payable Batch (Thursdays).....	225
Quick Reference Guide to G/L Codes.....	227

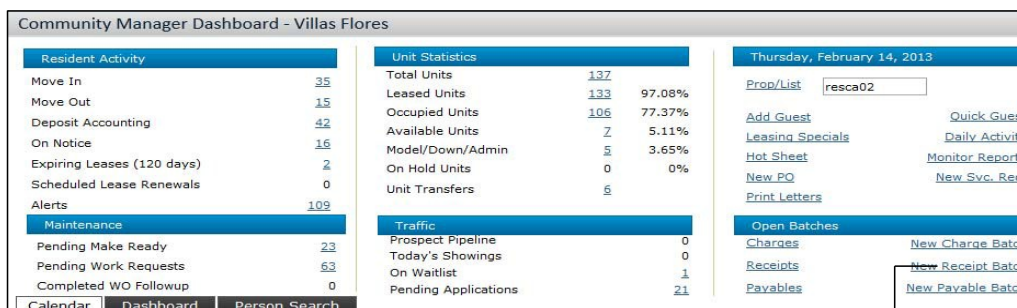
Introduction to Paying Bills

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.

Batch Payable

Id (new)

Total Declared	2,500.00	Entered	0.00
Items Declared	3	Entered	0

Description
Stone Creek 01/15 - 1/22

Notes

Save New Close Help

Post Report Delete

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)

Payables

Id ▲	Payee	Amount	Notes	Detail Edit

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

The screenshot shows the 'Payable Invoice' screen with the following fields and values:

- Payee:** [Empty]
- Payee Info:** [Empty]
- Owner:** [Empty]
- PO:** [Empty]
- Invoice #:** [Empty]
- Expense Type:** [Empty]
- Total Amount:** 0.00
- AP Template:** [Empty]
- Invoice Date:** 03/01/2013
- Post Month:** [Empty]
- Due Date:** 03/01/2013
- Type:** Invoice
- Payment Method:** Check
- Approved By:** [Empty]
- Priority:** [Empty]
- Cash Acct:** [Empty]
- AP Acct:** [Empty]
- Notes:** [Empty]
- Display Type:** Domestic Standard
- Batch:** Unposted Batch 3625
- Id:** Ctrl (new)
- Navigation:** << >>
- Workflow:** [Empty]
- Status:** [Empty]
- Current Step:** [Empty]
- Next Step:** [Empty]
- Notes:** [Empty]

Buttons at the bottom: Save, Reverse, Delete, Memorize, Help.

7 Type or select the payee code in the **Payee** field and press the TAB key. Voyager displays the vendor's name and address below the **Payee** field.

8 Type the complete invoice number in the **Invoice #** field – for record keeping purposes it is important that it is not a partial invoice number.

9 Type the total amount of the invoice in the **Total Amount** field.

10 Change the dates in the **Invoice Date**, **Post Month**, and **Due Date** fields as appropriate.

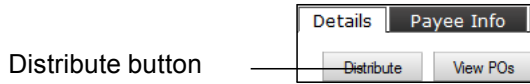
The screenshot shows the 'Payable Invoice' screen with the following fields and values:

- Payee:** bel475
- Payee Info:** BELL CARPET & UPHOLSTERY CLEANING, (PO BOX 265 HILLSBORO) robo2night@aol.com 503-640-5439
- Invoice #:** 1223455
- Expense Type:** Expense
- Total Amount:** 350.00
- Invoice Date:** 01/14/2015
- Post Month:** 01/2015
- Due Date:** 01/31/2015
- Type:** Invoice
- Payment Method:** Check
- Approved By:** [Empty]
- Priority:** [Empty]
- Cash Acct:** [Empty]
- AP Acct:** [Empty]
- Notes:** Carpet Replacement Unit #102
- Display Type:** Standard Payable Display Type
- Batch:** Unposted Batch 259
- Id:** Ctrl (new)
- Navigation:** << >>

Buttons at the bottom: Save, Reverse, Delete, Help.

11 If you want to split a payable across multiple properties:

- a** On the **Details** tab, click the **Distribute** button.



The **Distribute Payable** screen appears.

A screenshot of a dialog box titled 'Distribute'. It contains four input fields: 'Property', 'Amount', 'Account', and 'Notes'. The 'Property' field has a blue link-like text above it. At the bottom of the dialog are two buttons: 'Ok' and 'Help'.

- 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 – <i>Carpet Replacement #101.</i>

14 Click **Save**. If there are more invoices in the batch, a blank **Payable Invoice** screen appears.

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

Batch Payable			
Id		3625	
Total Declared	3500.00	Entered	3500.00
Items Declared	4	Entered	4
Description		03/01/2013 03:26	
Notes			
<input type="button" value="Edit"/>		<input type="button" value="New"/>	<input type="button" value="Close"/>
<input type="button" value="Post"/>		<input type="button" value="Report"/>	<input type="button" value="Delete"/>

— Declared and Entered fields should match

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

Entering Vendor Invoices as a Credit

1 Click the **New Record** button. The **Payable Invoice** screen appears.

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.

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.
- From the left side menu go to **Reports > Payables > Weekly Payable Report**, select the Weekly Payable Report.

The screenshot shows a web form titled "Payable Register". It contains several input fields and buttons. The "Property" field is filled with "dolores" and has "Dolores Lia" displayed next to it. The "mm/yy" field is filled with "05/2015" and has a "-to-" field next to it, also filled with "05/2015". The "Batch #" field is filled with "125". The "Destination" field is a dropdown menu with "Screen" selected. There are buttons for "Advanced", "Submit", "Clear", and "Help".

Property	Type or select a property name.
mm/yyyy	Type the correct accounting month as mm/yyyy. <i>Example 05/2015</i>
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**.

Payable Register							
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	Repairs, Maintenance & Turnovers	New Replacements/Non-Recurring	Refrigerator	Washer/Dryer	Other Interior
6111 Screening Fees	6361 Telephone	6655 Extermination	6826 Door/Handware	8111 Grounds	8123 Refrigerator	8124 Washer/Dryer	
6112 Forms/Office Supplies/Keys/Postage	6362 Long Distance	6721 Landscape Supplies	6827 HVAC Supplies	8112 Asphalt/Concrete	8123 Refrigerator	8124 Washer/Dryer	
6113 Office Equipment	6364 Cell	6731 Landscape Maintenance	6831 General Repairs Vendor	8113 Roof/Gutter	8125 HVAC	8126 Water Heater	
6115 Computer/Copier Supplies	6365 Pager	6726 Pool Supplies	6832 Plumbing Repairs Vendor	8114 Pool	8130 Carpet	8140 Tub/Shower	
6118 Resident Public Relations	6367 Internet	6736 Pool Maintenance Labor	6833 Electrical Repairs Vendor	8115 Paint Exterior	8130 Carpet	8150 Countertop	
6211 Newspaper Advertising	6420 Electric (CA)	6822 General Maint Supplies	6834 HVAC/Fireplace Maint	8116 Carpentry	8150 Countertop	8160 Vinyl Flooring	
6213 Rental Magazine	6421 Electric (VU)	6823 Appliance Parts	6836 Appliance Service Vendor	8117 Windows	8160 Vinyl Flooring	8170 Other Interior	
6214 Signs/Printing	6430 Natural Gas (CA)	6824 Plumbing Supplies	6837 Roof Repair/Gutter Clean	8118 Miscellaneous			
6218 Other Advertising		6825 Electrical Supplies	6838 Lock/Window/Fire Safety	8122 Stove			

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6113 Office Equipment	6364 Cell	6731 Landscape Maintenance	6831 General Repairs Vendor	8113 Roof/Gutter	8125 HVAC	8126 Water Heater	
6115 Computer/Copier Supplies	6365 Pager	6726 Pool Supplies	6832 Plumbing Repairs Vendor	8114 Pool	8130 Carpet	8140 Tub/Shower	
6118 Resident Public Relations	6367 Internet	6736 Pool Maintenance Labor	6833 Electrical Repairs Vendor	8115 Paint Exterior	8130 Carpet	8150 Countertop	
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6214 Signs/Printing	6430 Natural Gas (CA)	6824 Plumbing Supplies	6837 Roof Repair/Gutter Clean	8118 Miscellaneous			
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6113 Office Equipment	6364 Cell	6731 Landscape Maintenance	6831 General Repairs Vendor	8113 Roof/Gutter	8125 HVAC	8126 Water Heater	
6115 Computer/Copier Supplies	6365 Pager	6726 Pool Supplies	6832 Plumbing Repairs Vendor	8114 Pool	8130 Carpet	8140 Tub/Shower	
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6113 Office Equipment	6364 Cell	6731 Landscape Maintenance	6831 General Repairs Vendor	8113 Roof/Gutter	8125 HVAC	8126 Water Heater	
6115 Computer/Copier Supplies	6365 Pager	6726 Pool Supplies	6832 Plumbing Repairs Vendor	8114 Pool	8130 Carpet	8140 Tub/Shower	
6118 Resident Public Relations	6367 Internet	6736 Pool Maintenance Labor	6833 Electrical Repairs Vendor	8115 Paint Exterior	8130 Carpet	8150 Countertop	
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6111 Screening Fees	6361 Telephone	6655 Extermination	6826 Door/Handware	8111 Grounds	8123 Refrigerator	8124 Washer/Dryer	
6112 Forms/Office Supplies/Keys/Postage	6362 Long Distance	6721 Landscape Supplies	6827 HVAC Supplies	8112 Asphalt/Concrete	8123 Refrigerator	8124 Washer/Dryer	
6113 Office Equipment	6364 Cell	6731 Landscape Maintenance	6831 General Repairs Vendor	8113 Roof/Gutter	8125 HVAC	8126 Water Heater	
6115 Computer/Copier Supplies	6365 Pager	6726 Pool Supplies	6832 Plumbing Repairs Vendor	8114 Pool	8130 Carpet	8140 Tub/Shower	
6118 Resident Public Relations	6367 Internet	6736 Pool Maintenance Labor	6833 Electrical Repairs Vendor	8115 Paint Exterior	8130 Carpet	8150 Countertop	
6211 Newspaper Advertising	6420 Electric (CA)	6822 General Maint Supplies	6834 HVAC/Fireplace Maint	8116 Carpentry	8140 Tub/Shower	8150 Countertop	
6213 Rental Magazine	6421 Electric (VU)	6823 Appliance Parts	6836 Appliance Service Vendor	8117 Windows	8150 Countertop	8160 Vinyl Flooring	
6214 Signs/Printing	6430 Natural Gas (CA)	6824 Plumbing Supplies	6837 Roof Repair/Gutter Clean	8118 Miscellaneous	8160 Vinyl Flooring	8170 Other Interior	
6218 Other Advertising		6825 Electrical Supplies	6838 Lock/Window/Fire Safety	8122 Stove			

CHAPTER 22

End of Month Procedures

In this chapter:

Introduction to End of Month.....	228
End of Month Schedule.....	228
End of Month Checklist.....	229
Month Posting Report.....	230

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

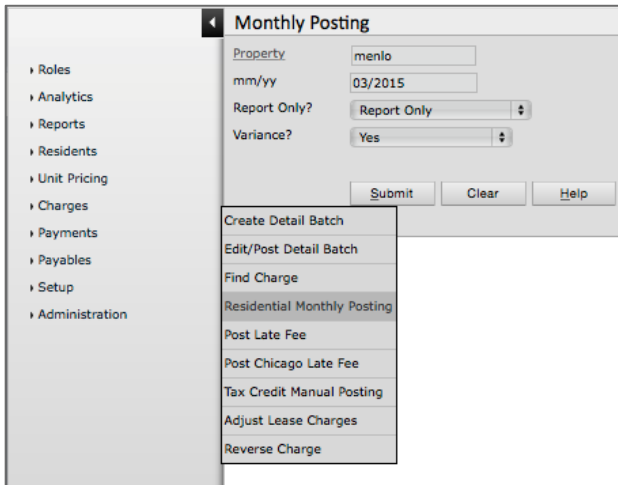
7 Send all **Bank Deposit Reports** (attached to corresponding yellow copy of bank deposit slip and bank receipt) for the current period to Corporate Office. Address the envelope "*Cambridge Real Estates Services Attention – Yardi Month End*".

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)	avmtbnc			-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							