



DENIZEN
MANAGEMENT



Module (2) Two – Accounting Operations

WE ARE



MODULE (2) TWO

ACCOUNTING OPERATIONS

Standard Operating Procedures

TABLE OF CONTENTS

I. Accounting Operations Management

a. Accounting Operations Management Policy	-----1
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II. Accounts Receivable

a. Move-In Policy	-----4
i. General Policy	-----4
ii. Move-In Posting	-----6
iii. Resident Transfer	-----8
b. Resident Credit Authorization	-----9
i. General Policy	-----9
ii. Adjustments (One-Time)	-----9
iii. Discounts (Recurring)	-----10
iv. Resident Credit Authorization	-----10
v. Resident Credit Authorization (Form)	-----11
c. Upload Manager	-----12
d. Rent Collection Policy	-----17
i. General Policy	-----17
ii. Rent Due & Late Dates	-----17
iii. Promise to Pay	-----18
iv. Returned/Rejected Payment (R/R)	-----19
v. Resident Eviction	-----19
vi. Payment Arrangement Post Eviction or Move-Out	-----19
vii. Tenant Web Access (TWA)	-----20
viii. CashPay	-----24
e. Rent Payment Deposit Policy	-----28
i. Customer Notification	-----28
ii. Pre-RPD Verification	-----28
iii. RPD Scanning	-----28
iv. RPD Batch Posting	-----31
v. Section 8 (PHA) Payment Posting & Deposits	-----33

vi.	Multi-Unit Payment Posting & Deposits	-----40
vii.	Miscellaneous Payments	-----47
f.	Check Handling, Destruction & Disposition Policy	-----48
i.	Check Handling	-----48
ii.	Check Destruction	-----48
iii.	Check Disposition – Post Management Operations	-----48
g.	Renewal Policy	-----49
i.	General Policy and Process	-----49
ii.	Renewal Posting	-----50
h.	Move-Out & Disposition Policy	-----53
i.	General Policy	-----53
ii.	Notice to Vacate	-----53
i.	Move-Out Process – (Lease Fulfilled)	-----54
i.	Move-Out – Lease Fulfilled, Includes Month to Month	-----54
ii.	Move -Out Posting	-----55
iii.	Buyout Procedures	-----57
iv.	Holdover	-----58
v.	Insufficient Notice	-----59
j.	Move-Out Process– Lease Default (Unfulfilled Lease)	-----59
i.	Skips	-----59
ii.	Evictions	-----60
iii.	Death	-----61
iv.	Unpaid Move-Out Balances	-----62
k.	Bad Debt Write Off Policy	-----63
i.	General Policy	-----63
ii.	Bad Debt Collections	-----64
l.	How To Read and Use the Resident Transaction Ledger	-----65
i.	General Policy	-----65
ii.	How to Access a Resident Transaction Ledger	-----66
iii.	How to Read a Resident Transaction Ledger	-----67

III. Accounts Payable

a.	Accounts Payable Policy	-----69
i.	Vendor Setup Policy	-----69
ii.	Vendor Setup (Form)	-----70
iii.	Insurance Requirements	-----71
iv.	Addressing – Accounts Payable	-----72
v.	Accounts Payable Cycle	-----73
vi.	Utility Billing Cycle	-----74
vii.	AvidXchange	-----74
b.	GL Coding	-----77
i.	GL Coding Policy	-----77
ii.	Invoice GL Coding	-----80
iii.	Interactive Help	-----82



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Accounting Operations Management

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Accounting Operations Management Policy

Denizen Management delivers two primary products to Owner Customers; the property Financials (their investment statement) and Cash (cash Flow). To achieve those deliverables, Denizen Management has developed policies including the Accounting Operations Policy – Module (2) Two; and with an overarching philosophy of the Art of Accounting (Accuracy, Regularity and Timeliness), the Denizen Management Financial is produced.

The responsibility for the management of accounting operations is Financial Services under the direction of the Company's Principal, with day to day management under the direction of the Controller, and the Staff Accountants.

Accounting Operations Management, Financial Services, in accordance with all relevant policies, are included in the Accounting Operations Policy – Module (2). All Employees of Denizen Management who work and interact with the Accounting Software; Invoice Coders, General Managers, District Managers, Approvers, etc. must comply with the direction and request for corrections, accuracy, regularity, timeliness and adherence to policy.

The following is a sample of relevant functions under the Accounting Operations Management Policy.

Move-Ins

- Correct Posting per Policy
- Uploading Leases
- Completing Transfers

Rent Collections

- Sending Late Notices
- Filing Evictions
- Correct Postings per Policy

Accounts Receivable

- Daily Deposits
- Correct Posting per Policy

Renewals

- Correct Postings per Policy
- Uploading Leases Upon Renewal

Move-Outs

- Completing within 7 Days
- Correct Posting per Policy

Bad Debt

- Monthly Submission
- Sending to Collections

Accounts Payable

- Clearing Payables Queue
- Proper Coding
- Timely Vendor Submission



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Accounts Receivables

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Move-In Policy

The Move-In Policy is key to ensuring and keeping accurate records in the Property Management Software and for the Resident. The General Manager or Assistant General Manager will enter all Move-Ins. It is imperative that Move-Ins are done efficiently and with consistent accuracy. Entering the Move-In into the Property Management Software accurately allows for the General Manager, site staff, District Managers, and Staff Accountants to have correct and accurate information when researching issues. This is the first and critical step in the Accounts Receivable process.

In the Denizen Management culture, the Move-In experience for the Resident is one of our most important elements of the service we provide. The Move-In process, and the accuracy thereof into the Property Management Software is the determinative conclusion of that event – the recording of the successful sale and delivery of the Unit to the Resident.

General Policy

1. Move-Ins must be entered into the Property Management Software with all steps completed within 24 hours.
2. Lease Dates.
 - a. The Lease Start Date and the Move-In Date must match at Move-In.
 - b. All dates must match the LEASE dates.
 - c. The Lease must be signed by all lease holders and the General Manager.
3. Set up the Resident Recurring Charges (ie, RENT,PET RENT,GARAGE, ASSET PROTECT). Always set up your Rent charges first and use the actual Move-In date as the From Date.
 - a. When entering a Concession, you must fill out a Resident Credit Authorization (Form) and send to your District Manager for approval.
 - b. Make sure to leave a Note on the Resident Credit Authorization referencing any discount, for example if the discount is for a "Student Discount," leave a note letting your District Manager know what percentage is being offered (i.e. 5% discount).
4. Enter the Transactions in the Customer Transaction screen.
 - a. Enter any Security Deposits 1st.
 - i. If the Customer has a lease term deposit, select yes in the LeaseTerm Security Deposit alternative user defined field.
 - ii. Security Deposits are never prorated.
 - iii. A full security deposit is based on the full market rate of the unit.

- b. Enter the Rent Charge.
 - i. If the Move-In date is any date after the 1st, the rent charge will be prorated.
 - ii. The Rent Charge should be based on Full Market Rent (current approved Price List).
 - iii. no more than one concession will ever be given.
 - c. Enter Renters Insurance information.
 - i. Property Bundled Renters Insurance is never prorated, no matter when they Move-In.
 - ii. Renters insurance must be tracked in your Renters Insurance Management Software. The Resident should be instructed to upload a copy of the policy declaration page if the Resident has their own policy (the Community's entity name must be listed as 3rd Party Insured or Other Insured).
 - d. Enter Pet Rents or any other charges. These will be prorated if moved in after the 1st. Non-Refundable Pet Fees are never prorated.
5. Upload the Lease with all Addendums and Resident's Insurance Declaration page to the History/Note Tab in the Property Management Software with a category of "Lease Documents."

Move-In Posting

The process of completing a Move-In is simply ensuring that our electronic file matches the paper file. The best way to ensure this is to go one tab at a time in the Property Management Software and update all information. The following are the step by step instructions for posting a Move-In to the Customer account: and as marked on the attached example.

1. **Lease Dates** – Enter lease start and end dates.
2. **Move-In Date** - The Move-In Date should always match the Lease start date at Move-In.
3. **Copy Address** – Add the unit address by clicking the paper icon on top right of the address bar. Click Save.

The screenshot shows the 'Unit' tab in the Rent Manager 12 software. The 'Unit' section contains the following fields:

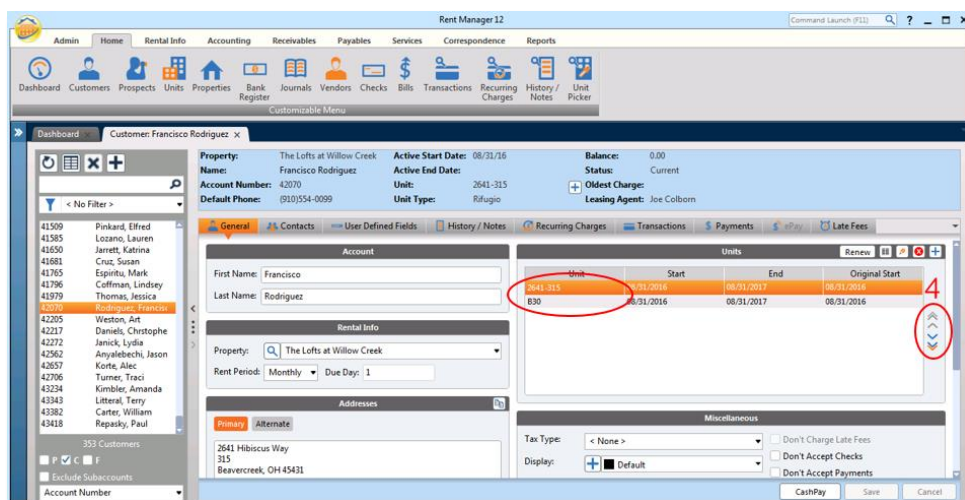
- Unit: 580-53
- Move-In: ☒ 07/14/2016
- Lease Sign: ☒ 07/14/2016
- Lease Start: ☒ 07/14/2016
- Lease End: ☒ 01/31/2017

The 'Addresses' section shows the unit address: 580 Walnut Street, 53, Cincinnati, OH 45202. The 'Unit' button in the 'Addresses' section is highlighted with a red circle and the number 3.

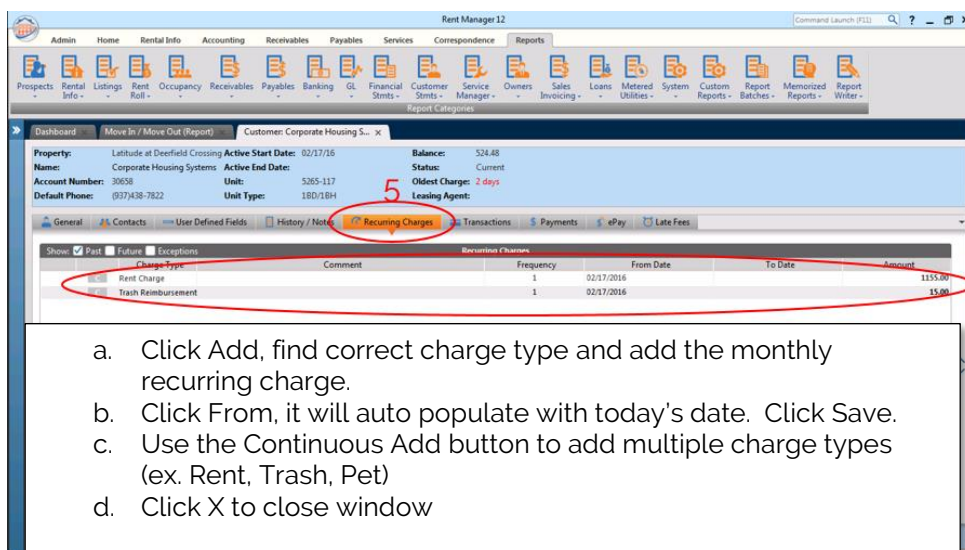
Tip:
The lease sign date is the date the application is approved.

4. **Set Primary Account** – If the Customer has more than 1 rentable item (multiple units, garage, etc.) you will need to set the primary item by using the arrows to the right in the Units section. The unit at the top is the primary (highlighted in green).

 - a. Review/update the Contacts, User Defined Fields, and History/Notes Tabs as needed to ensure all information is correct from the application process. Follow the tabs.



5. **Recurring Charges** – Enter all recurring charges starting with the rent charge using the Move-In Date as the start date. Do not enter an end date.



6. **Transactions** - Enter all Move-In transactions including rent, security deposits, and fees.

a. Click Add. Date should be the move in date. Put in the full monthly rent amount. Click PR button to prorate,

b. Add comments such as prorate dates (ex 3/6-3/31)

c. Box will pop up with PR amount, Click Save.

d. Use the continuous add for all charges and prorate accordingly

e. Deposits are never prorated.

Resident Transfers

Please refer to Module (3) – Leasing for instructions. When a Resident transfers to another unit, it is treated as a Move-Out with a completed Security Deposit Refund Letter. After a new lease is signed and all Rent and Fees are paid, the Resident will be moved into the new unit as a new Move-In.

Resident Credit Authorization (RCA) Policy

As part of our Commitment to our Customers ("Owners"), we are bound to manage the "Top Line," the Income of their Properties. Per our Agreement with the Owner, we promise to deliver our Services per our Policy and Procedures; and Lease all Units per the approved Price List, established for each Community.

The purpose of this Policy is to meet that commitment, create transparency, regularity and accuracy in the adherence of our Policies; and treat all Residents equally; and in compliance with Fair Housing Laws.

General Policy

All Adjustments and Discounts (any negative on the ledger or in auto charges) must be requested using the Resident Credit Authorization (Form), and then approved or denied by the District Manager, within 24 hours. Any approved Resident Credit Authorizations will then be forwarded to the Community's Staff Accountant for posting the credit. All Adjustments are to be completed within 24 hours and added to the Resident's History/Notes Tab. All RCA's must be saved in the following format: RCA-Account Number-Community Code-6 digit date (Example: RCA-41110-L2-050817).

Adjustments (One-Time)

The following are the available Adjustments Charge Types and descriptions:

- ABATE – Section 8 Abatement
- APPFEE – Application Fee
- ASSETP – Asset Protect Renters Insurance
- BB – Beginning Balance
- BD – Bad Debt
- BIKE – Bike Rack
- BUYOUT – Lease Buyout Fee
- CARPET – Carpet Cleaning Fee
- DAMAGE – Damage Fee
- DP – Security Deposit
- DR – Security Deposit Refund
- EARLY – Early Moveout Fee (Ohio & Nebraska)
- ELECT – Electric Reimbursement
- LC – Late Charge

- LEGAL – Resident Legal Fee
- LOCK – Lock & Key Replacement Fee
- MISCRE – Miscellaneous Resident Credit
- MOVEIN – Move In Concession
- MTM – Month to Month Fee
- NOTICE – Early Moveout Fee (Indiana & Kentucky)
- NSFFEE – Non-Sufficient Funds Fee
- PETDMG – Pet Damage
- PETFEE – Pet Fee Non-Refundable
- PETRNT – Pet Rent
- RC – Rent Charge
- REFER – Resident Referral
- RELATE – Resident Relation Concession
- RENEW – Renewal Concession
- SHORTL – Short Term Lease Fee
- STORE – Storage
- TRANSF – Transfer Fee
- TURN – Early Turnover Fee
- UTIL – Other Utility Reimbursement
- W/D – Washer/Dryer Rental

Discounts (Recurring)

The following are the available Discounts Charge Types and descriptions:

- EMPLOY – Employee Unit
- MILITA – Military Discount
- PREFER – Preferred Employer Discount
- SENIOR – Senior Citizen Discount
- STUDEN – Student Discount

Resident Credit Authorization (Form)

In order to request Adjustments and Discounts (any negative on the ledger or in auto charges), the attached Resident Credit Authorization (Form) must be fully completed. The Resident Credit Authorization (Form) is form fillable. This form must be signed with your Electronic Signature and e-mailed to your District Manager. Once the District Manager approves the Adjustment or Discount, the form will be forwarded to the Community Staff Accountant. The Adjustment/Discount is to be posted within 24 hours and the form added to the Resident's History by the Staff Accountant.

Proprietary & Confidential

Resident Credit Authorization (Form)

Date: 07/09/17

Property: Choose One

Resident Name: _____

Acct #: _____ Unit #: _____


Charge Type and Requested Credit Amount


Adjustment: Please Choose One - N/A




Discount: Please Choose One - N/A

Amount of Credit: _____

Reason for the request of the Credit Adjustment or Discount:


 General Manager's Signature


 Regional Manager's Signature

RESIDENT CREDIT AUTHORIZATION (FORM) – located on Employee Login Resources

Proprietary & Confidential

Multiple Resident Credit Authorization (Form)

Date: 07/09/17

Property: Please Select C

If more than one customer is listed on this form, they must be "Like Kind" charge type no more than one charge type (adjustment or discount) per form.

Acct # _____ Resident Name: _____ Amount: _____

Acct # _____ Resident Name: _____ Amount: _____

Acct # _____ Resident Name: _____ Amount: _____

Acct # _____ Resident Name: _____ Amount: _____

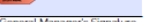
Acct # _____ Resident Name: _____ Amount: _____

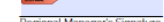
Charge Type and Requested Credit Amount:




Adjustment: Please Choose One - N/A

Discount: Please Choose One - N/A

Reason for the request of the Credit Adjustment or Discount:


 General Manager's Signature


 Regional Manager's Signature

TIP: The General Manager may do credits for multiple Residents, however, the credit must be for the same charge code.

MULTIPLE RESIDENT CREDIT AUTHORIZATION (FORM) – located on Employee Login Resources

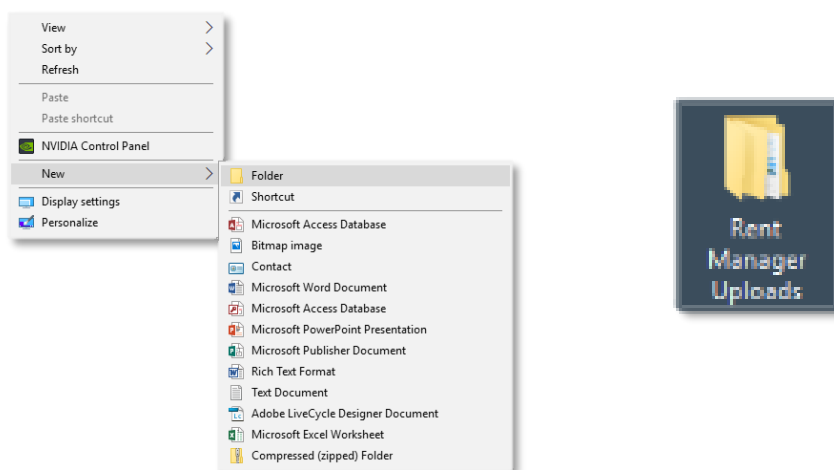
Upload Manager

Rent Manager has a feature that enables us to scan and attach documents quickly in Rent Manager. Upload Manager can be used to import any PDF or picture into Rent Manager and quickly attach it anywhere that allows attachments. It is quick and easy to set up and you can begin using this feature immediately.

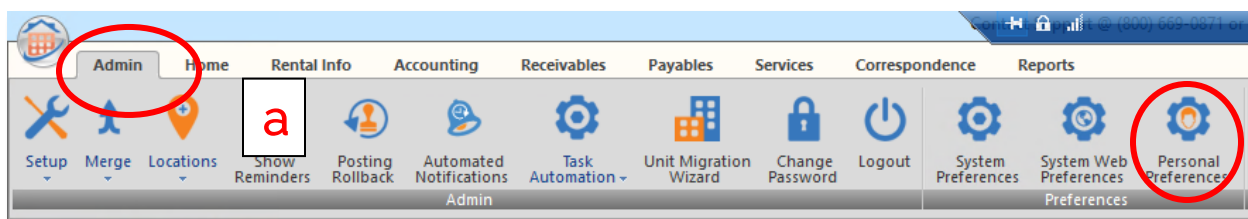
Financials Services uses this feature daily to attached invoices that have not gone through Avid, such as Mortgage/Insurance Invoices, RCA(s), legal notices, past Ledger after Community Take Overs, Vendor Documents, etc.

Please follow the steps below to set up Upload Manager on your computer.

1. Create a folder on your desktop
 - a. Right click on your desktop
 - b. Click on **New**
 - c. Click on **Folder**
 - d. Name your Folder "Rent Manager Uploads"



2. Log in to **Rent Manager**
 - a. Click on **Admin** across the top
 - b. Click on **Personal Preferences**

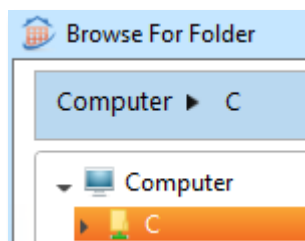


3. Go to **Upload Manager Settings**
 - a. Check the box **Enable Upload Manager**
 - b. After Source folder to watch, click

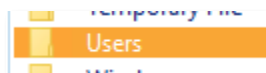


- c. Everyone's computers are set up a little bit different, so these next steps may vary. We can help you if you need assistance. You will get a pop-up box called **Browse for Folder**

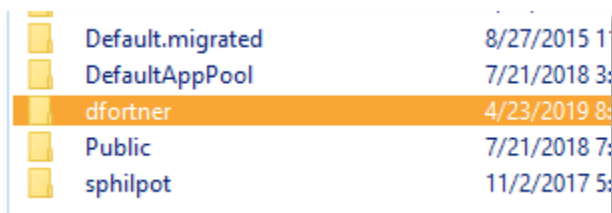
- i. Click on **C:**



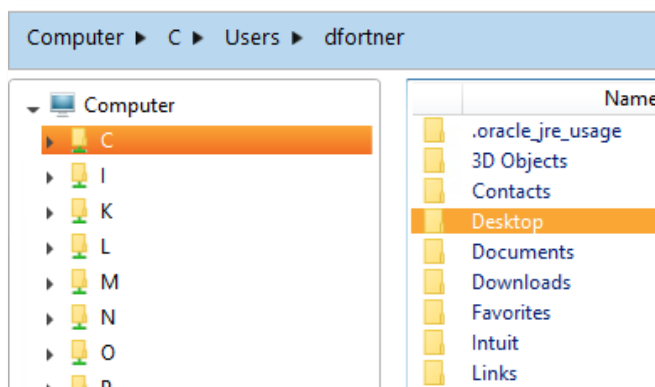
- ii. Select **Users**



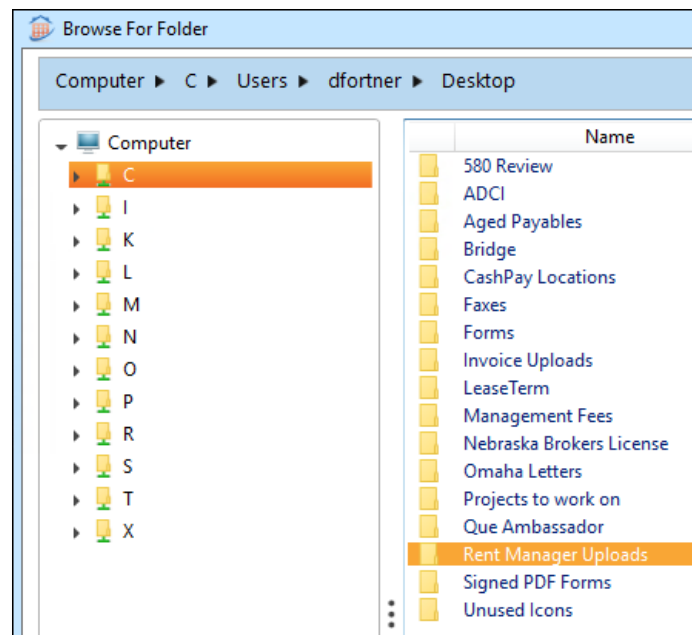
- iii. Find your name. For example, my user name is dfortner. Yours may be the only "user" listed.



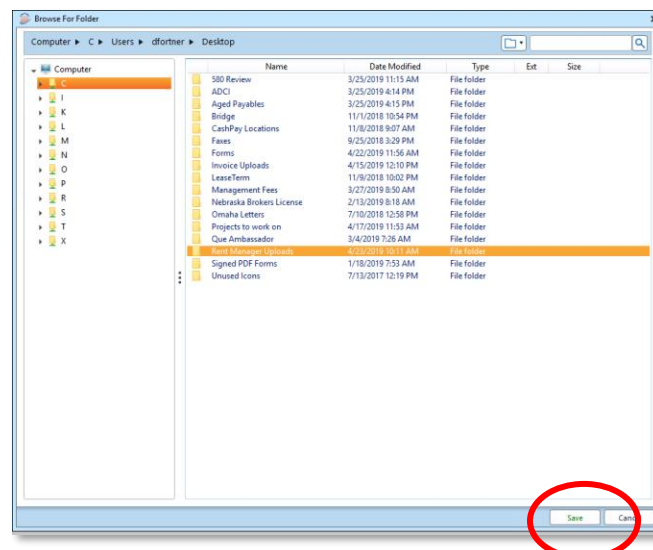
- iv. Select **Desktop**



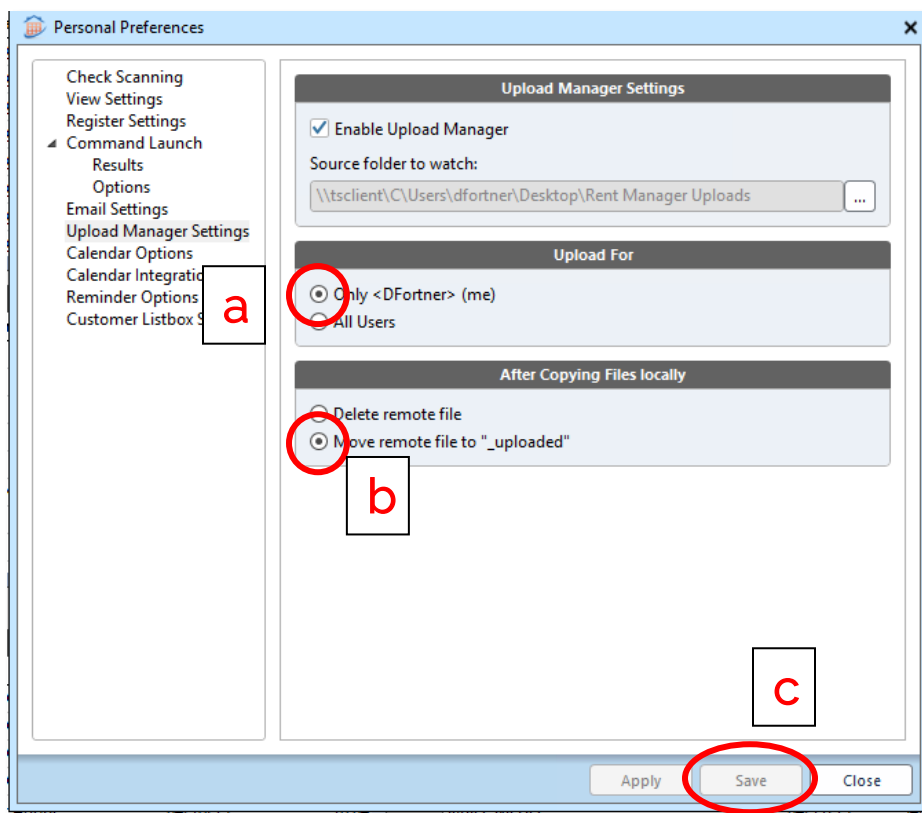
- v. Click once on your folder that you created – **Rent Manager Uploads**



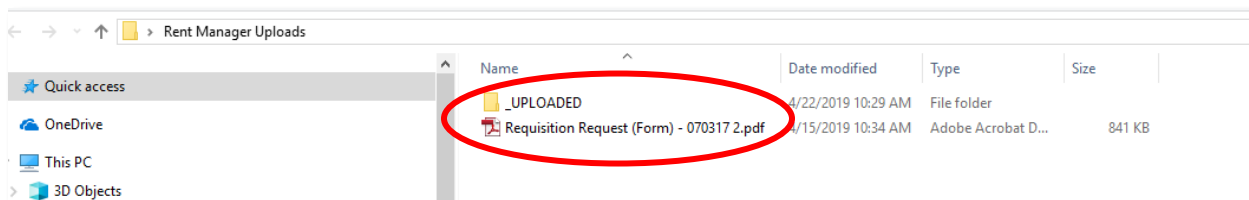
- vi. Hit **Save** in the lower right-hand corner of the **Browse for Folder** box



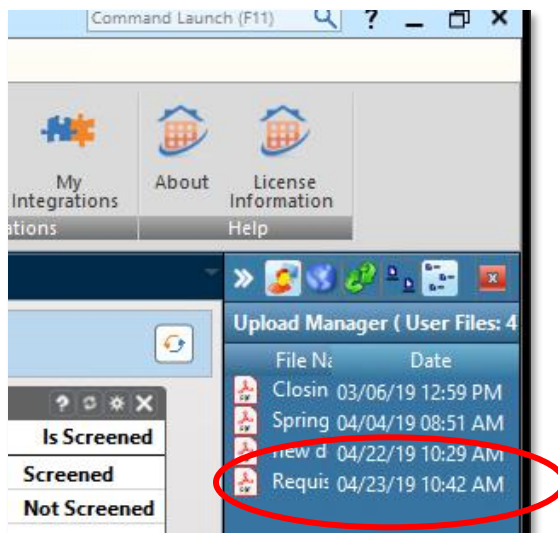
5. You should be back to **Personal Preferences**
 - a. In the section labeled **Upload For**, Click on **Only <your name> (me)**
 - b. In the section labeled **After Copying Files locally**, click **Move remote file to "_uploaded"**
 - c. Hit **Save**



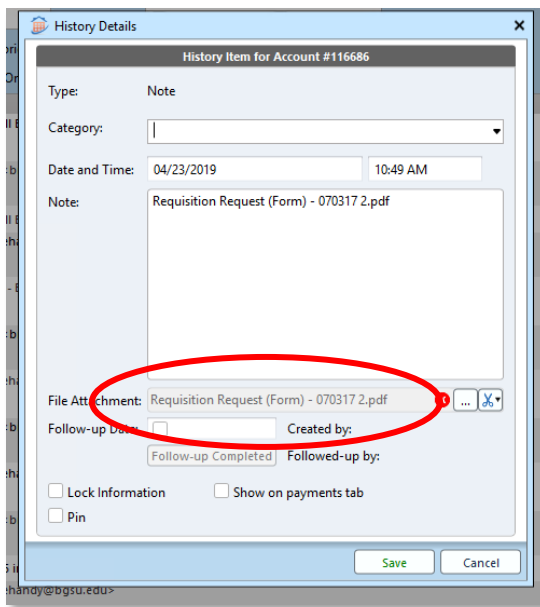
6. Upload Manager is now set up and ready to use.
 - a. Begin by dragging any document into your **Rent Manager Uploads** file folder from your email or any folders on your desktop.



- b. After seconds, the file will show up in Rent Manager on the right-hand side and the file will move from your **Rent Manager Uploads** folder into the **_UPLOADED** subfolder folder. You do not have to delete the file from the folder and it will not get uploaded multiple times.



- c. Now you can click and drag this document to History/Notes on a Prospect, Customer, Service Ticket, anywhere that allows Attachments.
- d. When attaching to History/Notes, just go to History/Notes for the correct Customer, click and drag the document over to the History/Notes area and this pop-up will appear.



Rent Collection Policy

One of the most important functions of a General Manager and their team is to collect Rent from Residents in a systematic and timely manner. The Rent Collection Policy must be applied across the Community to all Residents in a consistent and fair manner. For that reason, it is necessary to adhere to the following.

General Policy

1. Denizen Management has a strict no cash or money orders policy. This is for the safety and security of our employees, Residents and owners.
2. General Managers are to make deposits every day to ensure payments are posted timely and to reduce the chance of loss or theft.
3. Never accept partial payments. In the event of a room-mate situation, hold any payments until all payments are received for that Unit and post them at the same time.
4. Only cashier's checks or CashPay are to be accepted after the 15th of the month.

Rent Due & Late Dates

1. Rent is due on the 1st of every month, payable by check, cashier's check, credit, card (online), or CashPay card.
2. Rent is late after the 5th of the month, at which time a late fee will apply.
 - a. Late Fees may vary from Community to Community depending on the owner, effective lease, etc. Please refer to the Community Lease for exact amounts.
 - b. Late Rent should not be accepted without the proper late fee included with the payment from a prior period.
 - c. General Managers must scan all checks for Rents received in the drop box or office per the Accounts Receivable – Rent Deposit Policy, but all by the 5th of the month no later than 12 PM on the 6th, or very next business day if the 6th is on a weekend or non-business day.
 - d. Posting of Late Fees
 - i. Financial Services will then charge Late Fees to all outstanding balances after 12 PM on the 6th, or very next business day if the 6th is on a weekend or non-business day.
3. Any Resident who has not paid Rent by the 6th of the month will be sent a Late Notice by Financial Services using the e-mail address on file for the primary contact.

4. Financial Services will e-mail the General Manager after late fees are posted and Late Notice e-mails have been sent.
5. The General Manager must print all Late Notices, save them in History/Notes and deliver them to Residents. Any Residents with outstanding small balances should also be sent Small Balance Reminder Notices.
6. Any Resident who has not paid Rent by the 10th of the month is to be sent a Notice to Leave the Premises (a 3-day notice in Ohio and Nebraska, a 10-day notice in Indiana and a 7-day notice in Kentucky).
 - a. This Notice is to be saved in the Resident's History/Notes Tab, as well as an original placed in the Resident File. *Note: The Employee signing this notice is legally required to personally deliver the notice to the door and appear in court with original notice if eviction proceedings are filed.*
 - b. The General Manager is required to make every effort to collect all outstanding rents, up to and including sending Notices, making phone calls to the Resident, knocking on their doors, and calling the emergency contacts.
7. All Notice to Leave the Premises letters for those Residents that still haven't paid Rent or signed a Promise to Pay Agreement should be sent over to the Attorney for the day after the expiration of the Notice to Leave the Premises.
 - a. The General Manager must post the Legal Charge on the Resident Ledger in the amount of Legal Fees upon the Eviction Filing.
 - b. Legal charges will vary based on Community.
8. General Managers are required to send another round of Small Balance Notices out to Residents with any balances on the 21st of the month or next business day.

Promise to Pay

Residents will be allotted one payment agreement per quarter in a calendar year and may not be used in back to back months.

The General Manager may only allow a total of 4 payment agreements per calendar year.

Payment agreements can be used to extend the date due of payment up through the 25th of the month. If a payment agreement is made for a payment date anytime between the 26th-31st of the month, the following month's rent will also be due. Payments must be made with a certified check or CashPay only.

In Rent Manager, right click on resident > write letter > edit letter to terms of agreement.

Returned/Rejected Payments (R/R)

1. If any check is returned for any reason, the Resident shall be charged an R/R Fee of \$50 plus any Late Fees that apply. Your Staff Accountant will apply the Returned/Rejected Fee and late charge.
2. Within 24 hours of notification of an R/R from the bank, the General Manager shall send the R/R Letter with a Notice to Leave Premises (if applicable). These are to be saved in the Resident's History/Notes Tab. The appropriate charges are to be applied to the Resident Transactions.
3. Personal checks will not be accepted from any Resident who has had two (2) R/R payments. All payments after the 2nd R/R shall be made only cashier's check. Make sure to check the box to "don't accept checks" on the Customer's general screen. R/R Checks are never re-deposited.

Resident Eviction

1. If Rent is not paid by the expiration of the Notice to Leave the Premises, a copy of the Notice to Leave the Premises should be immediately sent to the attorney for eviction filing. Place filing in History/Notes.
2. At this time, the General Manager should create a legal fee charge on the Resident's ledger in the amount of all legal fees. Make sure to check the box to "don't accept payments."
3. Once the Notice has been sent to the attorney, the Resident must pay the rent, all late fees and attorney fees in full. Personal checks will NOT be accepted at this point. Payment must be made in the form of a cashier's check or Cash Pay only.
4. Any General Manager wishing to accept payment from a Resident in eviction status, must receive approval from their District Manager.

Payment Arrangement Post Eviction or Move-Out

1. Payment Arrangements post eviction filing are permitted only with prior District Manager permission.
 - a. Payment arrangements must be made in writing using the Promise to Pay Letter. It must be signed by the General Manager and the Resident. Make a note and upload the Promise to Pay in the Residents History/Notes Tab.
 - b. Payment Arrangements may only be utilized one (1) time within any calendar quarter.

- c. All Payments made after the 25th of the month must also include full payment for the following month and be made with Certified Funds (cashier's check) or Cash Pay only.

Tenant Web Access (TWA)

Often times, Prospects and Customers have a difficult time logging into their TWA account. There are ways that we can assist them that makes it very easy for the Prospect/Customer to log into their account directly versus sending them to the Denizen Management Website. The steps are the same whether you are assisting a Prospect or a Customer.

If a Prospect/Customer is having a difficult time creating an account on TWA, we can set up the account for them and a link will be sent to the Customer via email. This link will take them directly to THEIR account. To set up a TWA account, we must have a valid email address in Rent Manager. Please follow these steps:

1. In Rent Manager, go to the Prospect/Customer's account. Go to Contacts Tab.
2. Select the contact that is requesting an account. Each contact can have their own account. There can be multiple TWA accounts on one Rent Manager Account Number.
3. Enter an email address (if one does not exist). Highlight the email address.
4. Right-click and select copy.

The screenshot shows the Rent Manager software interface. The top bar indicates 'Toledo, OH 43615'. The sidebar on the left has 'General' and 'Contacts' tabs. The 'Contacts' tab is selected, and a list of contacts is shown: 'Maria Handy' and 'Anthony Brown'. 'Anthony Brown' is selected. The main area displays the 'Personal' information for 'Anthony Brown'. The fields include: First Name: Anthony, Middle Name: J, Last Name: Brown, Soc Sec #: XXX-XX-7082, Employer: Taco Bell, Annual Income: 10000, Email: profist35@gmail.com, Birthday: 04/10/1998, License: , Vehicle: , and Age: 21. Red circles and numbers 1 through 4 highlight the steps: 1. Clicking the 'Contacts' tab, 2. Selecting the contact 'Anthony Brown', 3. Highlighting the email address 'profist35@gmail.com', and 4. Right-clicking and selecting 'Copy' from the context menu.

5. Go back to the General tab.
6. Click on the TWA button in the bottom right-hand corner of the screen

Property: Parkside Apartments
 Name: Maria Handy
 Account Number: 116686
 Default Phone: (513) 435-0847
 Primary: 1330 Brookview Dr
 Toledo, OH 43615

Active Start Date: 12/21/18
 Active End Date: 1330-001
 Unit: 28D/1BH
 Security Personal Pin:

Balance: 0.00
 Status: Current
 Oldest Charge:
 Leasing Agent: Jody Pickett

General | Contacts | Payments | User Defined Fields | History / Notes | Recurring Charges | Transactions | Payments | ePay | Late Fees

First Name: Maria
 Last Name: Handy

Rental Info
 Property: Parkside Apartments
 Rent Period: Monthly Due Day: 1

Addresses
 Primary Alternate Forward
 1330 Brookview Dr
 1
 Toledo, OH 43615
☒ Default Details

Security Deposit
 Held: 535.00

Comment

Unit
 Unit: 1330-001
 Move In: ☒ 12/21/2018
 Move Out: ☐
 Notice: ☐
 Expected MO: ☐

Lease Sign: ☒ 12/14/2018
 Lease Start: ☒ 12/21/2018
 Lease Term: 12 Months
 Lease End: ☒ 12/31/2019

Miscellaneous
 Tax Type: < None >
 Display: ☒ Default
 Subsidies:
 Leasing Agent: Jody Pickett

Don't Charge Late Fees
 Don't Accept Checks
 Don't Accept Payments
 Don't Print Statement

Screening
 Screening Status: Declined
☐ Override

TWA Settings CashPay Save Cancel

7. A Web Access Screening box will pop up. If they do not have a TWA Account, this is what it will look like.

Web Access Settings

Customer Information
 Name: Cody Taylor
 Account #: 64955
 Message to show to customer:

User Settings
☒ User Enabled AutoPay: Not Configured

No Web User selected.
 Click + button to add a Web User.
 Select a Web User from the list to view its information.

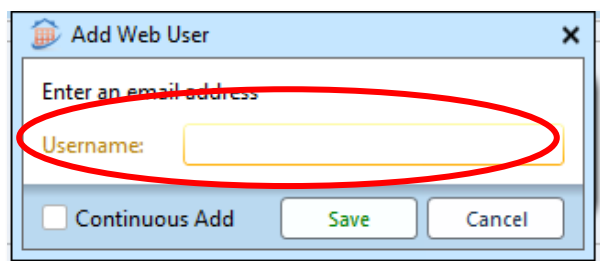
Save & Close Save Cancel Close

8. If you need to set up a new account, click on the "+" sign to **Add Web User**.

9. Copy and Paste the **email address** as the **Username** and hit **Save**. An email will be sent to the email address. They must verify their email address and it will allow them to sign in and set a password.

10. If the user already has an account but needs to update their email address and hit the gear icon after Username.

11. Enter their new **email address** as the **Username** and hit **Save**. An email will be sent to the email address containing a link to their account. They must verify their email address and it will allow them to sign in and set a password. You may want to update the email address in the **Contact** tab as well.



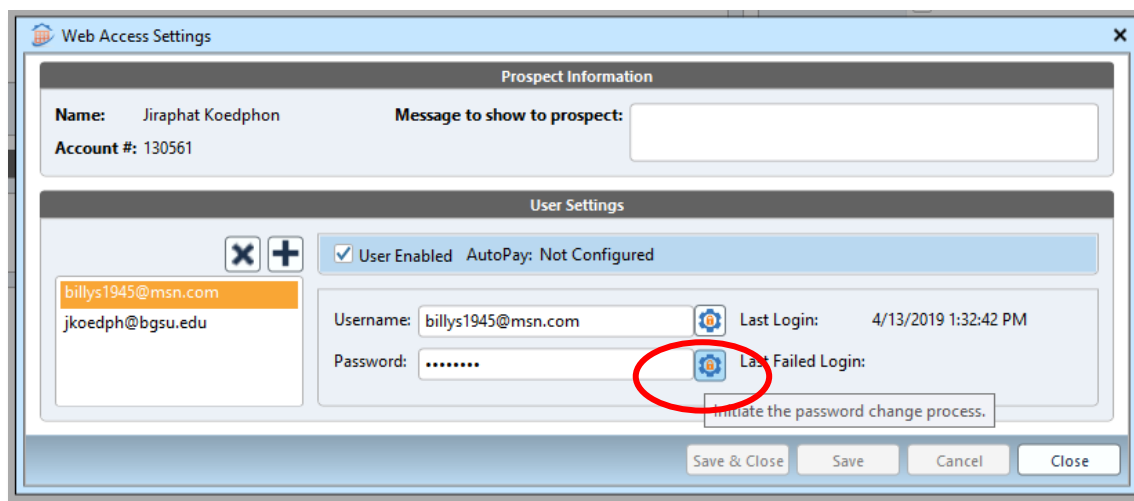
Add Web User

Enter an email address

Username:

☐ Continuous Add Save Cancel

12. If they have an account but cannot remember their password, click on the gear icon after **Password**. This will initiate a password change by sending them a link to their TWA account and prompting them to set up a new password.



Web Access Settings

Prospect Information

Name: Jiraphat Koedphon Message to show to prospect:

Account #: 130561

User Settings

☒ User Enabled AutoPay: Not Configured

Username: billys1945@msn.com Last Login: 4/13/2019 1:32:42 PM

Password: Last Failed Login:

Initiate the password change process.

Save & Close Save Cancel Close

CashPay

CashPay is another form of payment available for our Residents to utilize in order to pay their rent using cash. A CashPay card is assigned to a Resident in Rent Manager and ties directly to their Rent Manager account. Once assigned, the Resident can go to many local retailers and pay their rent using cash. Some retailers also allow a debit card payment. Their rent payment will post to their Rent Manager transactions instantly. Residents must know the current balance. They can pay over the balance but never under the balance.

Please visit www.paylease.com/cashpay/locations in order to get a complete list of the retailers that accept CashPay in your area. This list will be helpful to the residents.

To assign a CashPay Card to a Resident in Rent Manager:

1. Click on the Customer's General Tab.

The screenshot shows the 'General' tab selected in the Rent Manager software. The 'Account' section displays the resident's name as Tina Dangerfield. The 'Rental Info' section shows the property as 'The Lofts at Willow Creek' and the rent period as 'Monthly'. The 'Addresses' section shows the address as '2621 Hibiscus Way, 102, Beavercreek, OH 45431'. The 'Units' table shows the unit '2621-102' with a move-in date of '02/16/2019' and a move-out date of '02/16/2019'. The 'Miscellaneous' section shows the tax type as '< None >' and the display as 'Default'.

2. In the bottom right hand corner, click on the CashPay button.

The screenshot shows the 'CashPay' button highlighted in the bottom right corner of the Rent Manager software interface. The button is labeled 'CashPay' and is surrounded by a red circle. The 'TWA Settings' button is also visible next to it. The 'Save' and 'Cancel' buttons are also present.

3. A new box will pop up. Select the box: Issue New Account Number

4. Select a CashPay Card. Each property should have these in stock.

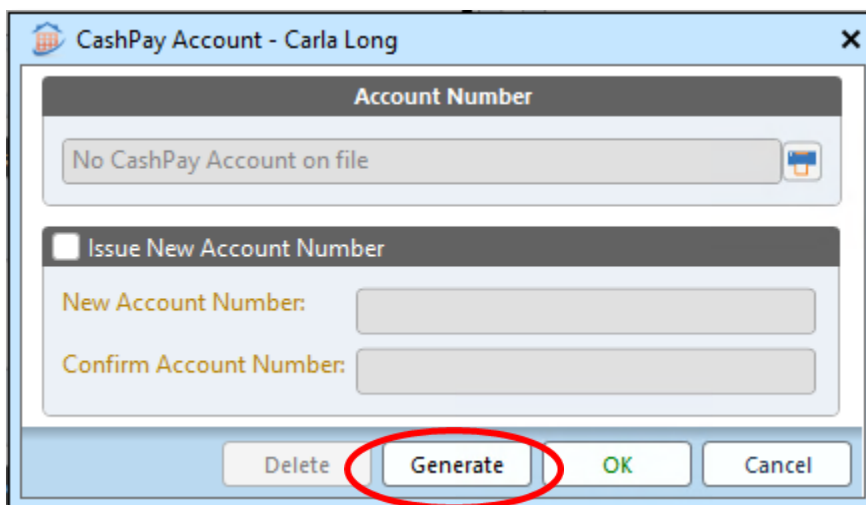


5. Type the Account ID from the front of the PayLease card into the New Account Number in the CashPay Account box in Rent Manager. Confirm the account number by typing it again (do not copy and paste). This will ensure that you have the account number typed in correctly.

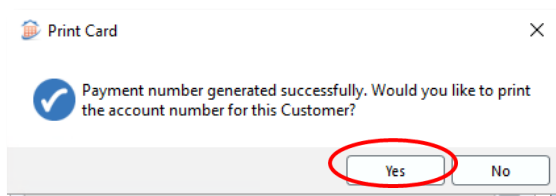
- Click OK and give the resident the CashPay Card. There are instructions on the card for the resident (front of the card) and for the retailer (on the back of the card).



- If you do not have any CashPay cards you can still issue a virtual card to the resident. Follow steps 1-2 above.
- Instead of clicking Issue New Account Number, hit the "Generate" button in the pop up box.



- You will get a pop-up box letting you know that a number has been generated. You can hit "Yes" to print the card information for the resident but they will also get it in their email address.



10. The account number is now stored in Rent Manager and you can print out the instructions for the resident. You can reprint this information anytime using the printer icon next to the account number.

Bill Payment



Account ID: 9788996933

Instructions to Agents:

- Select 'PayLease Community Payments' to make a bill payment
- Enter the customer's PayLease Account ID #
- Collect their payment, instruct the resident to keep their receipt



Make Payments With Your PayLease Card.

- Find the nearest CheckFreePay agent location at: www.paylease.com/cashpay/locations
- Present your PayLease card and cash payment.
- Keep your receipt; for questions about your payment, contact your property management office.

Haga pagos con su Tarjeta de PayLease.

- Encuentre su agente de CheckFreePay mas cercano, visitando la siguiente pagina web: www.paylease.com/cashpay/locations
- Presente su Tarjeta de PayLease y realice su pago en efectivo.

Guarde su recibo. En caso de tener alguna pregunta acerca de su pago, comuníquese con la oficina de su gerente.

CheckFreePay locations include:



Rent Payment Deposit Policy

The Accounts Receivable – Rent Payment Deposit ("RPD") process allows for Denizen Management to quickly and efficiently process checks for rental payments at the Community. In conjunction with check scanning through Denizen Management's property management accounting software, a process has been developed to provide just one data entry point at the Community for both scanning checks and posting payments.

Customer Notification

Properties are to notify all Customers of their Account Number. New Customers are to be informed of their Account Number at Lease signing. The Property Management Software has a letter for notifying the Resident called Collections – Account # (Letter). It is available for either individual printing, bulk printing or e-mailing Account Numbers to one or all Customers.

The Customers are to be regularly reminded and strongly encouraged to put their Account Number in the memo field on their rent payments to ensure proper credit to their account.

Pre-RPD Verification

On the first day of each month, the Community is to print a Customer Listing or a Delinquency Report from the Property Management Software to verify or provide Account Numbers on Customer Checks.

The General Manager, Assistant General Manager or Concierge who receives a Customer's check needs to verify the Customer's Account Number is on the check; and/or write the Account Number in the Memo Field.

RPD Scanning

Prior to scanning, the General Manager should verify that all checks have Account Numbers and process per the following steps.

1. Add the sum of all the checks and count the number of checks that you will be scanning in a batch. These amounts will show at the bottom of the screen once all payments have been linked and verified. The check scanner can hold up to

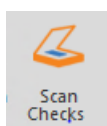
30 checks however it is recommended to scan small batches, for example 20 checks at a time, though not required.

Checks: 0 Total: \$0.00 Missing Amount: 0 Missing Customers: 0 Balance Difference: 0

2. Log on to the Property Management Software to process the Checks.
3. Click on Receivables.

Admin Home Rental Info Accounting **Receivables** Payables Services Correspondence Reports

4. Click on the Scan Checks icon.



5. Select your Scanner in the upper right-hand corner. Each scanner is assigned a unique name during install. Try to name the scanner the same as your community short name example: BMOOR. This will ensure proper assignment to users of your community when there are staff changes.

Check Scanner: Corporate Scanner Scanner Status: ☐ Do Not Lock Up

Check Money Order Current Check

Routing #: Account #:

Customer

Transaction Date: Comment:

Allocations

- Amanda scanner
- Check Scanner
- Check Scanner Brit
- Check Scanner Mag
- Corporate Scanner
- Epson
- green meadow
- LJSCANS
- Mindy
- Whispering Pines Scanner

6. Place your stack of checks into the check scanner. Once the checks have been scanned, remove the checks as a batch in order.
7. Highlight each check (one at a time) listed in the bottom half of the screen by clicking on it one time.

Batch: 10029 Change Batch Date: 04/17/2019

Check Scanner: Corporate Scanner Scanner Status: Listening

Check Money Order Current Check

Routing #: 242279405 Account #: 999900613 Check #: 054307

Customer Balance:

Transaction Date: 04/16/2019 Comment: Amount: 35.00

Allocations

Change Date	Reference #	Description	Total Amount	Open Amount	Late Fees	Amount Allocated	Pay?

Wright Patt... CASHIER'S CHECK No. 00953902

*** THIRTY-FIVE DOLLARS AND 00 CENTS ***

PAY EXACTLY \$35.00 cts

TO THE ORDER OF BRIDGES OF PINE CREEK APARTMENTS RE: SAMUEL RAY MOORE 216 GEORGE TER WEST MILTON OH 45393

04/13/19 \$35.00

THIS CHECK VALID 90 DAYS AFTER DATE

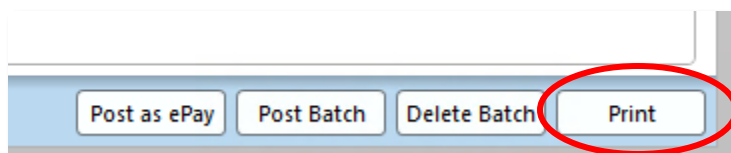
00953902 1242279405 999900613

Check # 1/2

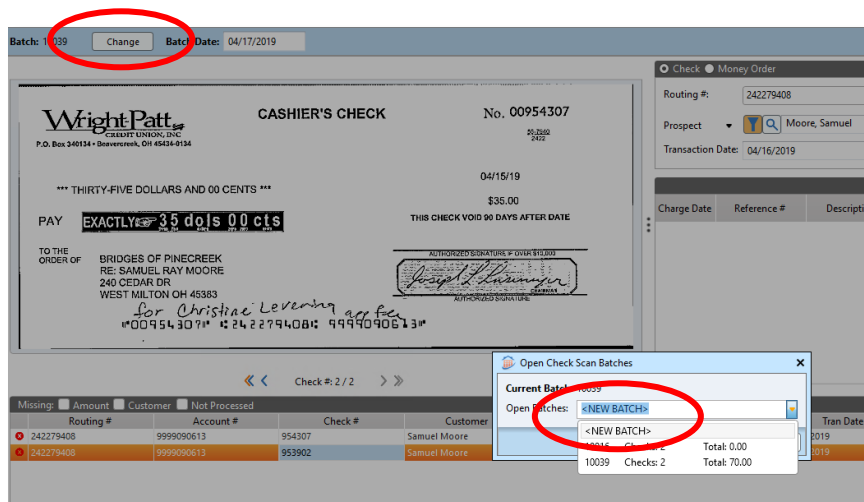
Routing #	Account #	Check #	Customer	Property	Unit	Tran Date	Comment	Now Late Fees	Balance Difference
242279405	999900613	953902	Samuel Moore	BRIDGE		04/16/2019		0.00	\$5.00

8. Verify the following information for each check in the batch
 - a. Routing # - Should auto-populate but not always.
 - b. Checking account # - Should auto-populate but not always.
 - c. Check # - Should auto-populate but not always.
 - d. Select Prospect or Customer. It defaults to Customer.
 - e. Link the Customer by typing the last name, first name for the correct Customer. If the Customer continuously pays using the same checking account, the system will remember and automatically link them to the payment. Please verify the accuracy in cases of certified checks.
 - f. Enter check amount. This is always necessary.

9. Once all checks have been completed, hit Print in the bottom right-hand corner of the screen and file the report with the Checks by batch.



10. You can either start a new batch by clicking Change => New or just close the Scan Checks screen.

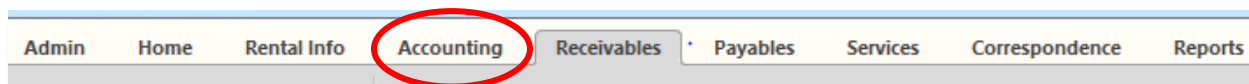


RPD Batch Posting

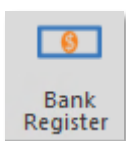
The Staff Accountants will post the batch by clicking "Post as ePay." The deposit will show up in the Community bank register once the money has been deposited into the Community bank account. This should be the next business day. The deposits are posted each business morning by the Staff Accountants.

After the deposits are posted, the General Manager will print the Deposit Detail (batch) to review for accuracy to ensure proper Customer crediting and for their records. The Deposit Detail will include details such as; Customer Name, Account Number, Payment Amount, for each check deposited.

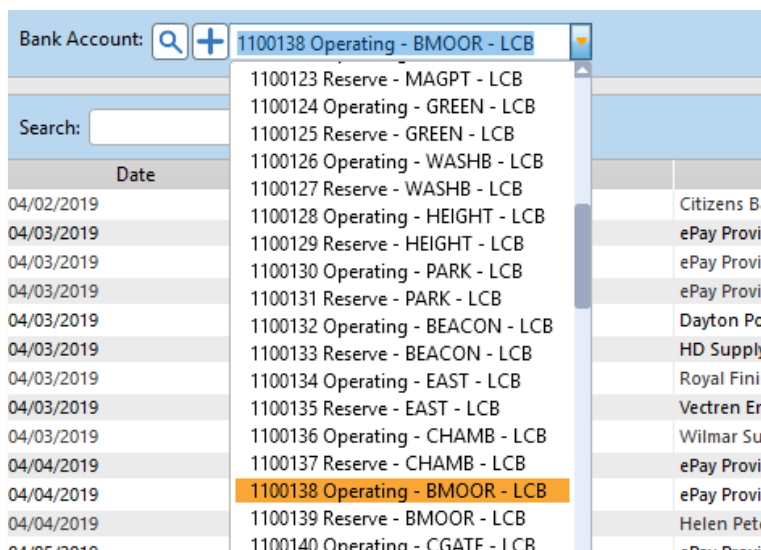
1. Go to Accounting.



2. Click on Bank Register.



3. Select the proper bank account in the drop down. You may only have one.



4. Select the deposit by clicking it once to highlight and hit details or by double clicking the deposit.

04/10/2019	D36049	ePay Provider Deposit: Operating - BMOOR - LCB		4,921.00	23,094.00
04/17/2019	D36603	ePay Provider Deposit: Operating - BMOOR - LCB		181.03	56,025.83
04/17/2019	D36604	ePay Provider Deposit: Operating - BMOOR - LCB		83.99	56,109.82

475 Transactions

Reconcile Void Check **Details** Delete Write Check

5. When the deposit opens, hit print in the bottom right-hand corner of the screen.

Dashboard | Property: Southwyck Place Apart... | Unit: 104 | Customer: Aleasha Dyess | Letter Templates | Bank Register | ePay Provider Deposit: 36604 x

Associated Properties

- ☒ Allied Diversified Construction, Inc.
- ☒ Anderson Birkle Investment Partners
- ☒ Astoria Apartments
- ☒ Beacon Place Apartments
- ☒ Bellevue Gardens
- ☒ Bridges of Pine Creek
- ☒ Broadmoor Apartments
- ☒ Carriage Hill Apartments
- ☒ Cedar Gate LLC
- ☒ Chamberlain Apartments
- ☒ Cincinnati 580 Commercial
- ☒ Cincinnati 580 Residential
- ☐ Inactive Properties

Update deposit

Cash: (0) 0
Checks: (0) 0
Money Orders: (0) 0
Other: (1) 83.99
Total Deposit: (1) 83.99

Bank Account: 1100138 Operating - BLV
Deposit Date: 04/17/2019
Comment: ePay Provider Deposit: Operating - BMOOR - LCB

Payments that are already a part of this deposit

Account #	Tenant	Date	Check #	Amount	Property	Unit	Address
60761	Pamela Britt	04/15/2019	Web Pay	83.99	Broadmoor Apartments	231	231 Glenside Court

Other items to add to the deposit

Property	Unit	Reference	Income Account	Memo	Amount
					0.00

Copy Paste Insert Delete Copy Down

Disburse Amount Clear Allocations **Total: 0.00**

Print Deposit and Close Deposit Cancel

6. Print the deposit and be sure it balances with your check batch. Attach this deposit slip with the batch until time to destroy per the Check Handling, Destruction & Disposition Policy. If you scanned more than one batch, you will have to add all the batches from the prior day to be sure this deposit detail matches the scanned the batches.

Section 8 (PHA) Payment Posting & Deposits

There are two ways in which you may receive payments for residents who get Public Housing Assistance (PHA).

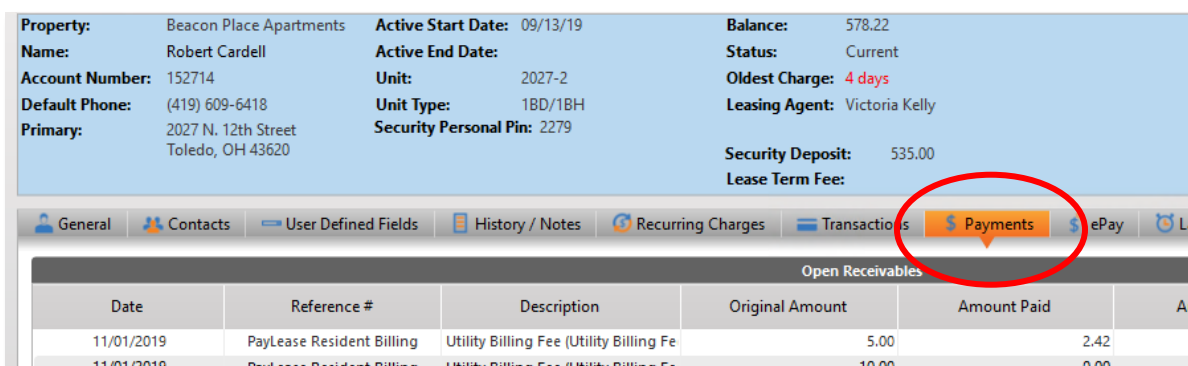
1. Direct Deposit (DD) - You must still post these payments to the Resident ledgers and deposit these payments in the Property Management Software. These are housing assistance payments that automatically get deposited into the Community's bank account.
2. Check - If you receive an actual check for housing assistance, scan the check to your Non-Resident account with a comment of "posted to ledgers." We are unable to post one check to multiple accounts when scanning the check. Therefore, you must still post these payments to the Resident accounts and make a deposit in the Property Management Software.

When you receive a PHA payment, please follow the instructions below for each type of payment.

PHA Payment Posting

The following are step by step instructions for posting a PHA payment to the Customer account:

1. **Payments** – Open the Payments tab in the Customer screen. The information will be entered near the bottom of the screen.



Property: Beacon Place Apartments **Active Start Date:** 09/13/19 **Balance:** 578.22
Name: Robert Cardell **Active End Date:** **Status:** Current
Account Number: 152714 **Unit:** 2027-2 **Oldest Charge:** 4 days
Default Phone: (419) 609-6418 **Unit Type:** 1BD/1BH **Leasing Agent:** Victoria Kelly
Primary: 2027 N. 12th Street **Security Personal Pin:** 2279 **Security Deposit:** 535.00
 Toledo, OH 43620 **Lease Term Fee:**

General Contacts User Defined Fields History / Notes Recurring Charges Transactions **Payments** ePay La

Date	Reference #	Description	Original Amount	Amount Paid	An
11/01/2019	PayLease Resident Billing	Utility Billing Fee (Utility Billing Fe	5.00	2.42	
11/01/2019	PayLease Resident Billing	Utility Billing Fee (Utility Billing Fe	10.00	0.00	

2. **Reference** – Enter the Check/DD number in the reference field.

The screenshot shows the 'Open Receivables' table with the following data:

Date	Reference #	Description	Original Amount	Amount Paid	Amount Due	Current Payment	Pay?
11/01/2019	PayLease Resident Billing	Utility Billing Fee (Utility Billing Fe	5.00	2.42	2.58	0.00	<input type="checkbox"/>
11/01/2019	PayLease Resident Billing	Utility Billing Fee (Utility Billing Fe	10.00	0.00	10.00	0.00	<input type="checkbox"/>
11/01/2019	PayLease Resident Billing	Sewer Reimbursement (Sewer Rein	7.31	0.00	7.31	0.00	<input type="checkbox"/>
11/01/2019	PayLease Resident Billing	Trash Reimbursement (Trash 09/01/	7.73	0.00	7.73	0.00	<input type="checkbox"/>
11/01/2019	PayLease Resident Billing	Water Reimbursement (Water 09/0	3.60	0.00	3.60	0.00	<input type="checkbox"/>
11/01/2019		Rent Charge (Monthly Rent Chag	535.00	0.00	535.00	0.00	<input type="checkbox"/>
11/01/2019		Asset Protect Renters Insurance	12.00	0.00	12.00	0.00	<input type="checkbox"/>

The 'ePay Payment' dialog box is open, showing the 'Reference #' field with the value '294578' and the 'Memo' field empty. An arrow points from the 'Reference #' field in the dialog to the 'Reference #' field in the 'Make Payments' section at the bottom, which is circled in red.

The 'Make Payments' section at the bottom shows the 'Reference #' field with the value '294578' and the 'Memo' field empty. The 'Date' is '11/05/2019', 'Amount' is '0.00', and 'Overpay' is '0.00'. There are buttons for 'Receipt', 'Make Payment', and 'Scan Check'.

3. **Memo** – Enter a comment referencing the program the payment is from. (Ex. IHA (Indianapolis Housing Authority)).

The screenshot shows the 'Open Receivables' table with the following data:

Date	Reference #	Description	Original Amount	Amount Paid	Amount Due	Current Payment	Pay?
11/01/2019	PayLease Resident Billing	Utility Billing Fee (Utility Billing Fe	5.00	2.42	2.58	0.00	<input type="checkbox"/>
11/01/2019	PayLease Resident Billing	Utility Billing Fee (Utility Billing Fe	10.00	0.00	10.00	0.00	<input type="checkbox"/>
11/01/2019	PayLease Resident Billing	Sewer Reimbursement (Sewer Rein	7.31	0.00	7.31	0.00	<input type="checkbox"/>
11/01/2019	PayLease Resident Billing	Trash Reimbursement (Trash 09/01/	7.73	0.00	7.73	0.00	<input type="checkbox"/>
11/01/2019	PayLease Resident Billing	Water Reimbursement (Water 09/0	3.60	0.00	3.60	0.00	<input type="checkbox"/>
11/01/2019		Rent Charge (Monthly Rent Chag	535.00	0.00	535.00	0.00	<input type="checkbox"/>
11/01/2019		Asset Protect Renters Insurance	12.00	0.00	12.00	0.00	<input type="checkbox"/>

The 'ePay Payment' dialog box is open, showing the 'Reference #' field with the value '294578' and the 'Memo' field with the value 'IHA'. An arrow points from the 'Memo' field in the dialog to the 'Memo' field in the 'Make Payments' section at the bottom, which is circled in red.

The 'Make Payments' section at the bottom shows the 'Reference #' field with the value '294578' and the 'Memo' field with the value 'IHA'. The 'Date' is '11/05/2019', 'Amount' is '0.00', and 'Overpay' is '0.00'. There are buttons for 'Receipt', 'Make Payment', and 'Scan Check'.

4. **Date** – Enter the Check/DDA date.

Date	Reference #	Description	Original Amount	Amount Paid	Amount Due	Current Payment	Pay?
11/01/2019	PayLease Resident Billing	Utility Billing Fee (Utility Billing Fe	5.00	2.42	2.58	0.00	<input type="checkbox"/>
11/01/2019	PayLease Resident Billing	Utility Billing Fee (Utility Billing Fe	10.00	0.00	10.00	0.00	<input type="checkbox"/>
11/01/2019	PayLease Resident Billing	Sewer Reimbursement (Sewer Rein	7.31	0.00	7.31	0.00	<input type="checkbox"/>
11/01/2019	PayLease Resident Billing	Trash Reimbursement (Trash 09/01/	7.73	0.00	7.73	0.00	<input type="checkbox"/>
11/01/2019	PayLease Resident Billing	Water Reimbursement (Water 09/0	3.60	0.00	3.60	0.00	<input type="checkbox"/>
11/01/2019		Rent Charge (Monthly Rent Charg	535.00	0.00	535.00	0.00	<input type="checkbox"/>
11/01/2019		Asset Protect Renters Insurance	12.00	0.00	12.00	0.00	<input type="checkbox"/>

Make Payments

Memo:

IHA

Date:

11/05/2019

580.64

2.42

578.22

0.00

ePay Payment

Make Payments

Reference #:

294578

Memo:

IHA

Date:

11/05/2019

Amount:

0.00

Overpay:

0.00

☐ Receipt

Make Payment

5. **Amount** – Enter the amount of the payment exactly as it appears on the check.

General

Contacts

User Defined Fields

History / Notes

Recurring Charges

Transactions

Payments

ePay

Late Fees

Liability Requirements

LeaseTerm LeaseProc

Date	Reference #	Description	Original Amount	Amount Paid	Amount Due	Current Payment	Pay?
11/01/2019	PayLease Resident Billing	Utility Billing Fee (Utility Billing Fe	5.00	2.42	2.58	2.58	<input checked="" type="checkbox"/>
11/01/2019	PayLease Resident Billing	Utility Billing Fee (Utility Billing Fe	10.00	0.00	10.00	10.00	<input checked="" type="checkbox"/>
11/01/2019	PayLease Resident Billing	Sewer Reimbursement (Sewer Rein	7.31	0.00	7.31	7.31	<input checked="" type="checkbox"/>
11/01/2019	PayLease Resident Billing	Trash Reimbursement (Trash 09/01/	7.73	0.00	7.73	7.73	<input checked="" type="checkbox"/>
11/01/2019	PayLease Resident Billing	Water Reimbursement (Water 09/0	3.60	0.00	3.60	3.60	<input checked="" type="checkbox"/>
11/01/2019		Rent Charge (Monthly Rent Charg	535.00	0.00	535.00	503.78	<input checked="" type="checkbox"/>
11/01/2019		Asset Protect Renters Insurance	12.00	0.00	12.00	0.00	<input type="checkbox"/>

Date:

11/05/2019

Amount:

535.00

580.64

2.42

578.22

535.00

ePay Payment

Make Payments

Reference #:

294578

Memo:

IHA

Date:

11/05/2019

Amount:

535.00

Overpay:

0.00

☐ Receipt

Make Payment

6. **Make Payment** – After all information on this payment has been entered correctly, click the Make Payment button.

Date	Reference #	Description	Original Amount	Amount Paid	Amount Due	Current Payment	Pay?
11/01/2019	PayLease Resident Billing	Utility Billing Fee (Utility Billing Fe	5.00	2.42	2.58	2.58	<input checked="" type="checkbox"/>
11/01/2019	PayLease Resident Billing	Utility Billing Fee (Utility Billing Fe	10.00	0.00	10.00	10.00	<input checked="" type="checkbox"/>
11/01/2019	PayLease Resident Billing	Sewer Reimbursement (Sewer Rein	7.31	0.00	7.31	7.31	<input checked="" type="checkbox"/>
11/01/2019	PayLease Resident Billing	Trash Reimbursement (Trash 09/01/	7.73	0.00	7.73	7.73	<input checked="" type="checkbox"/>
11/01/2019	PayLease Resident Billing	Water Reimbursement (Water 09/0	3.60	0.00	3.60	3.60	<input checked="" type="checkbox"/>
11/01/2019		Rent Charge (Monthly Rent Ch	535.00	0.00	535.00	503.78	<input checked="" type="checkbox"/>
11/01/2019		Asset Protect Renters Insurance	12.00	0.00	12.00	0.00	<input type="checkbox"/>

Date:	Amount:	Overpay:	Receipt	Make Payment
11/05/2019	535.00	0.00	<input type="checkbox"/>	<input type="button" value="Make Payment"/>

Reference #:	Memo:	Date:	Amount:	Overpay:	Receipt	Make Payment
294578	IHA	11/05/2019	535.00	0.00	<input type="checkbox"/>	<input type="button" value="Make Payment"/>

PHA Deposit Posting

The following are the step by step instructions for posting PHA Deposit (once all payments have been applied to the Customers' accounts). Until this is completed, the payments sit in Undeposited Funds and do not show up in your bank register.

1. **Deposits** – Navigate to the Deposits icon located in the Accounting tab.

2. Property – Step 1: Associated Properties section - Select the Community(s).

Step 1: Associated Properties

Step 2: Select payments to be added to this deposit

Response ID	Account #	Customer	Date	Check #	Amount	Property	Unit	Comment
149694	Ashtree	11/04/2019	EFT	200.00	Denizen Management	monthly management fee		
40142	Astoria Apartments	11/04/2019	EFT	1663.59	Denizen Management	monthly management fee		
2642	Cincinnati 580 Resider	11/04/2019	EFT	16990.40	Denizen Management	monthly management fee		
45824	Bellevue Gardens	11/04/2019	EFT	2000.00	Denizen Management	monthly management fee		
63733	Green Meadows Apart	11/04/2019	EFT	4117.97	Denizen Management	monthly management fee		
151834	King's View	11/04/2019	EFT	3897.86	Denizen Management	monthly management fee		
151834	Magnolia Pointe-East	11/04/2019	EFT	3772.28	Denizen Management	monthly management fee		

3. Select Payments – Step 2: Select Payments to be added to this deposit. Once you have selected the correct Properties, your payments should show up in the Step 2 section of the deposit screen. The General Manager will click each payment to match the check for PHA payments received in the Deposits screen.

Step 1: Associated Properties

Step 2: Select payments to be added to this deposit

Response ID	Account #	Customer	Date	Check #	Amount	Property	Unit	Comment
149694	Ashtree	11/04/2019	EFT	200.00	Denizen Management	monthly management fee		
40142	Astoria Apartments	11/04/2019	EFT	1663.59	Denizen Management	monthly management fee		
2642	Cincinnati 580 Resider	11/04/2019	EFT	16990.40	Denizen Management	monthly management fee		
45824	Bellevue Gardens	11/04/2019	EFT	2000.00	Denizen Management	monthly management fee		
63733	Green Meadows Apart	11/04/2019	EFT	4117.97	Denizen Management	monthly management fee		
151834	King's View	11/04/2019	EFT	3897.86	Denizen Management	monthly management fee		
151834	Magnolia Pointe-East	11/04/2019	EFT	3772.28	Denizen Management	monthly management fee		

4. **Total Deposit** – Step 4: Make Deposit - Once your payments have been selected, verify that the Total Deposit equals the check amount. This must balance (unless money was taken back).

Deposit Date – Deposit date should be the date the payment hit the bank. However, if you are not quite sure just put today's date.

Comment - Place a comment on the deposit (just as instructed above in the payment posting) to identify the entity that sent this payment (Ex, IHA). This will show up in your bank register and is a good reference if you are looking for a deposit later.

Attachment - If you have Upload Manager, you can scan and attach the remittance in Step 4 as well under attachments.

Step 1: Associated Properties

- ☐ Cincinnati 580 Residential
- ☐ Cincinnati 580 Residential - Garage
- ☒ Denizen Management
- ☐ East Pointe Apartments
- ☐ Elacott - Garage
- ☐ Elacott Parkway
- ☐ Green Meadow Apartments
- ☐ King's View
- ☐ L2 - Garage / Storage
- ☐ L2 (The Lofts at Willow Creek II)
- ☐ Latitude - Garage / Storage

Step 2: Select payments to be added to this deposit

Response ID	Account #	Customer	Date	Check #	Amount	Property	Unit	Comment
<input checked="" type="checkbox"/>	149694	Astoria	11/04/2019	EFT	200.00	Denizen Management		monthly management fee
<input checked="" type="checkbox"/>	40142	Astoria Apartments	11/04/2019	EFT	1663.59	Denizen Management		monthly management fee
<input checked="" type="checkbox"/>	2642	Cincinnati 580 Resident	11/04/2019	EFT	16990.40	Denizen Management		monthly management fee
<input checked="" type="checkbox"/>	45824	Bellevue Gardens	11/04/2019	EFT	2000.00	Denizen Management		monthly management fee
<input checked="" type="checkbox"/>	63733	Green Meadows Apart	11/04/2019	EFT	4117.97	Denizen Management		monthly management fee
<input checked="" type="checkbox"/>	151834	King's View	11/04/2019	EFT	3897.86	Denizen Management		monthly management fee
<input checked="" type="checkbox"/>	63735	Magnolia Pointe-East	11/04/2019	EFT		Denizen Management		monthly management fee
<input checked="" type="checkbox"/>	2641	Mezz 42	11/04/2019	EFT		Denizen Management		monthly management fee
<input checked="" type="checkbox"/>	89226	Miamisburg Apartmen	11/04/2019	EFT		Denizen Management		monthly management fee
<input checked="" type="checkbox"/>	45825	New Towne West Apar	11/04/2019	EFT		Denizen Management		monthly management fee
<input checked="" type="checkbox"/>	149687	Norse Landing	11/04/2019	EFT		Denizen Management		monthly management fee
<input checked="" type="checkbox"/>	45826	Nottingham Apartmen	11/04/2019	EFT		Denizen Management		monthly management fee
<input checked="" type="checkbox"/>	46067	Sunset Apartments	11/04/2019	EFT		Denizen Management		monthly management fee
<input checked="" type="checkbox"/>	149688	The Bradford	11/04/2019	EFT		Denizen Management		monthly management fee
<input checked="" type="checkbox"/>	63734	The Heights	11/04/2019	EFT		Denizen Management		monthly management fee
<input checked="" type="checkbox"/>	45909	The Pines at Q Plaza 1	11/04/2019	EFT		Denizen Management		monthly management fee
<input checked="" type="checkbox"/>	151836	The Shiloh	11/04/2019	EFT		Denizen Management		monthly management fee
<input checked="" type="checkbox"/>	151837	The Shiloh	11/04/2019	EFT		Denizen Management		monthly management fee
<input checked="" type="checkbox"/>	87889	Union Hill Apartments	11/04/2019	EFT		Denizen Management		monthly management fee
<input checked="" type="checkbox"/>	63736	Washington Bluffs Ap	11/04/2019	EFT		Denizen Management		monthly management fee
<input checked="" type="checkbox"/>	126354	Waterfront Terrace	11/04/2019	EFT		Denizen Management		monthly management fee

Step 4: Make deposit

Cash: (0) 0
 Checks: (0) 0
 Money Orders: (0) 0
 Other: (3) 20653.99
Total Deposit: (3) 20653.99

Bank Account: <Use property default>
 Deposit Date: 11/05/2019
 Comment: IHA

Attachments:

Print on Save

Deposit and Close Deposit Cancel

5. **Deposit & Close** – Once the total deposit is correct, click Deposit & Close. Please print the deposit slip once prompted. This should be filed with your check remittance until it is time to destruct.

Step 1: Associated Properties

- ☐ Cincinnati 580 Residential
- ☐ Cincinnati 580 Residential - Garage
- ☒ Denizen Management
- ☐ East Pointe Apartments
- ☐ Ellacott - Garage
- ☐ Ellacott Parkway
- ☐ Green Meadow Apartments
- ☐ King's View
- ☐ L2 - Garage / Storage
- ☐ L2 (The Lofts at Willow Creek II)
- ☐ Latitude - Garage / Storage

Group:

☐ Inactive Properties

Step 2: Select payments to be added to this deposit

Response ID	Account #	Customer	Date	Check #	Amount	Property	Unit	Comment
	149694	Ashtree	11/04/2019	EFT	200.00	Denizen Management		monthly management fee
	40142	Astoria Apartments	11/04/2019	EFT	1663.59	Denizen Management		monthly management fee
	2642	Cincinnati 580 Resider	11/04/2019	EFT	16990.40	Denizen Management		monthly management fee
	45824	Bellevue Gardens	11/04/2019	EFT	2000.00	Denizen Management		monthly management fee
	63733	Green Meadows Apart	11/04/2019	EFT	4117.97	Denizen Management		monthly management fee
	151834	King's View	11/04/2019	EFT	3897.86	Denizen Management		monthly management fee
	63735	Magnolia Pointe-Easty	11/04/2019	EFT	3772.28	Denizen Management		monthly management fee
	2641	Mezz 42	11/04/2019	EFT	2539.18	Denizen Management		monthly management fee
	89226	Miamisburg Apartmen	11/04/2019	EFT	1685.75	Denizen Management		monthly management fee
	45825	New Towne West Apar	11/04/2019	EFT	3162.99	Denizen Management		monthly management fee
	149687	Norse Landing	11/04/2019	EFT	2887.36	Denizen Management		monthly management fee
	45826	Nottingham Apartmen	11/04/2019	EFT	1000.00	Denizen Management		monthly management fee
	46067	Sunset Apartments	11/04/2019	EFT	471.00	Denizen Management		monthly management fee
	149688	The Bradford	11/04/2019	EFT	1947.32	Denizen Management		monthly management fee
	63734	The Heights	11/04/2019	EFT	2559.52	Denizen Management		monthly management fee
	45909	The Pines at Q Plaza 1	11/04/2019	EFT	12595.45	Denizen Management		monthly management fee

Step 4: Make deposit

Cash: (0) 0
Checks: (0) 0
Money Orders: (0) 0
Other: (3) 20653.99
Total Deposit: (3) 20653.99

Bank Account: <Use property default>
Deposit Date: 11/05/2019
Comment: IHA

Attachments:

Disburse Amount **Clear Allocations** **Total:** 0.00

Deposit and Close **Deposit** **Cancel**

Disburse Amount **Clear Allocations** **Total:** 0.00

Deposit and Close **Deposit** **Cancel**

6. **Scan Remittance** – Once you have completed all steps above, please scan and email the voucher or check remittance to Financial Services. If money is being deducted for any Resident, please give details on each deduction in the email.

Multi-Unit Payment Posting & Deposits

Some Communities have companies that pay the rent for their employees. This may include rent payments for more than one employee but only one check is sent to the Community. An example of a multi-unit payer would be Corporate Housing.

When you receive a multi-unit payment, please follow the instructions below for each type of payment.

Multi-Unit Payment Posting

The following are step by step instructions for posting a multi-unit payment to the Customer account. Please follow steps 1-6 for each Resident's payment

1. **Payments** – Open the Payments tab in the Customer screen. The information will be entered near the bottom of the screen.

The screenshot shows the Customer screen for Beacon Place Apartments. The Payments tab is highlighted with a red circle. Below the tabs, there is a table titled 'Open Receivables'.

Date	Reference #	Description	Original Amount	Amount Paid	Amount Due
11/01/2019	PayLease Resident Billing	Utility Billing Fee (Utility Billing Fe	5.00	2.42	
11/01/2019	PayLease Resident Billing	Utility Billing Fee (Utility Billing Fe	10.00	0.00	

2. **Reference** – Enter the Check/DD number in the reference field.

The screenshot shows the ePay Payment form. The Reference # field is highlighted with a red circle and an arrow pointing to it. The form includes fields for Reference #, Memo, Date, Amount, and Overpay.

Date	Reference #	Description	Original Amount	Amount Paid	Amount Due	Current Payment	Pay?
11/01/2019	PayLease Resident Billing	Utility Billing Fee (Utility Billing Fe	5.00	2.42	2.58	0.00	<input type="checkbox"/>
11/01/2019	PayLease Resident Billing	Utility Billing Fee (Utility Billing Fe	10.00	0.00	10.00	0.00	<input type="checkbox"/>
11/01/2019	PayLease Resident Billing	Sewer Reimbursement (Sewer Rein	7.31	0.00	7.31	0.00	<input type="checkbox"/>
11/01/2019	PayLease Resident Billing	Trash Reimbursement (Trash 09/01/	7.73	0.00	7.73	0.00	<input type="checkbox"/>
11/01/2019	PayLease Resident Billing	Water Reimbursement (Water 09/01/	3.60	0.00	3.60	0.00	<input type="checkbox"/>
11/01/2019		Rent Charge (Monthly Rent Chrg	535.00	0.00	535.00	0.00	<input type="checkbox"/>
11/01/2019		Asset Protect Renters Insurance	12.00	0.00	12.00	0.00	<input type="checkbox"/>

ePay Payment

Reference #: Memo:

580.64 2.42 578.22 0.00

ePay Payment

Reference #: Memo: Date: 11/05/2019 Amount: 0.00 Overpay:

3. **Memo** – Enter a comment referencing the program the payment is from.
(Ex. Corporate Housing)

The screenshot shows the 'ePay Payment' window with the following data:

Date	Reference #	Description	Original Amount	Amount Paid	Amount Due	Current Payment	Pay?
11/01/2019		Asset Protect Renters Insurance	12.00	0.00	12.00	0.00	<input type="checkbox"/>
11/06/2019		Late Charge	50.00	0.00	50.00	0.00	<input type="checkbox"/>
11/01/2019		Other Utility Reimbursement	25.00	0.00	25.00	0.00	<input type="checkbox"/>
11/01/2019		Rent Charge (Monthly Rent Charge)	473.00	0.00	473.00	0.00	<input type="checkbox"/>

The 'ePay Payment' window shows the following fields:

- Reference #: 294578
- Memo: Corporate Housing

The 'Make Payments' window shows the following fields:

- Reference #: 294578
- Memo: Corporate Housing
- Date: 11/07/2019
- Amount: 0.00
- Overpay: 0.00
- Receipt: ☐
- Make Payment:

4. **Date** – Enter the Check/DDA date.

The screenshot shows the 'ePay Payment' window with the following data:

Date	Reference #	Description	Original Amount	Amount Paid	Amount Due	Current Payment	Pay?
11/01/2019		Asset Protect Renters Insurance	12.00	0.00	12.00	0.00	<input type="checkbox"/>
11/06/2019		Late Charge	50.00	0.00	50.00	0.00	<input type="checkbox"/>
11/01/2019		Other Utility Reimbursement	25.00	0.00	25.00	0.00	<input type="checkbox"/>
11/01/2019		Rent Charge (Monthly Rent Charge)	473.00	0.00	473.00	0.00	<input type="checkbox"/>

The 'ePay Payment' window shows the following fields:

- Reference #: 294578
- Memo: Corporate Housing
- Date: 11/07/2019
- Amount: 0.00
- Overpay: 0.00
- Receipt: ☐
- Make Payment:

5. **Amount** – Enter the amount of the payment exactly as it appears on the check.

The screenshot shows the 'Open Receivables' table with the following data:

Date	Reference #	Description	Original Amount	Amount Paid	Amount Due	Current Payment	Pay?
11/01/2019		Asset Protect Renters Insurance	12.00	0.00	12.00	12.00	<input checked="" type="checkbox"/>
11/06/2019		Late Charge	50.00	0.00	50.00	50.00	<input checked="" type="checkbox"/>
11/01/2019		Other Utility Reimbursement	25.00	0.00	25.00	25.00	<input checked="" type="checkbox"/>
11/01/2019		Rent Charge (Monthly Rent Charg	473.00	0.00	473.00	448.00	<input checked="" type="checkbox"/>

Below the table, the 'Make Payments' form is visible. The 'Date' field is set to 11/05/2019. The 'Amount' field is highlighted with a red circle and contains the value 535.00. An arrow points from this field to the 'Amount Due' column in the table above.

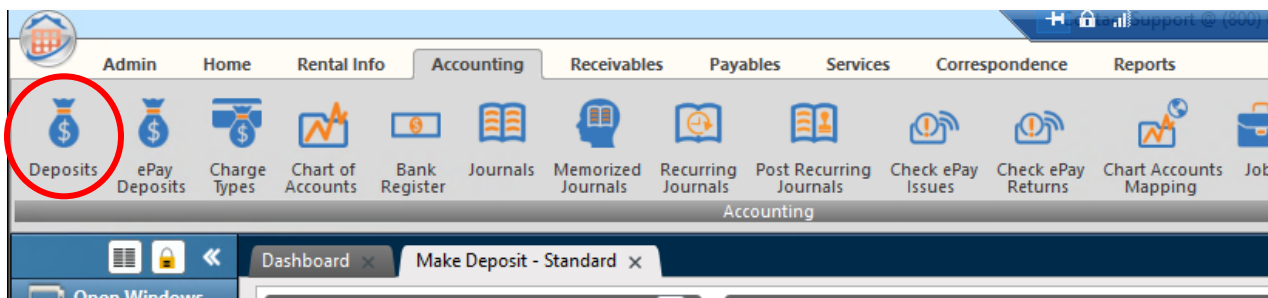
6. **Make Payment** – After all information on this payment has been entered correctly, click the Make Payment button.

The screenshot shows the 'Open Receivables' table with the same data as the previous screenshot. Below the table, the 'Make Payments' form is visible. The 'Date' field is set to 11/05/2019. The 'Amount' field contains the value 535.00. The 'Overpay' field contains the value 0.00. The 'Receipt' checkbox is checked. The 'Make Payment' button is highlighted with a red circle. An arrow points from this button to the 'Make Payment' button in the bottom bar.

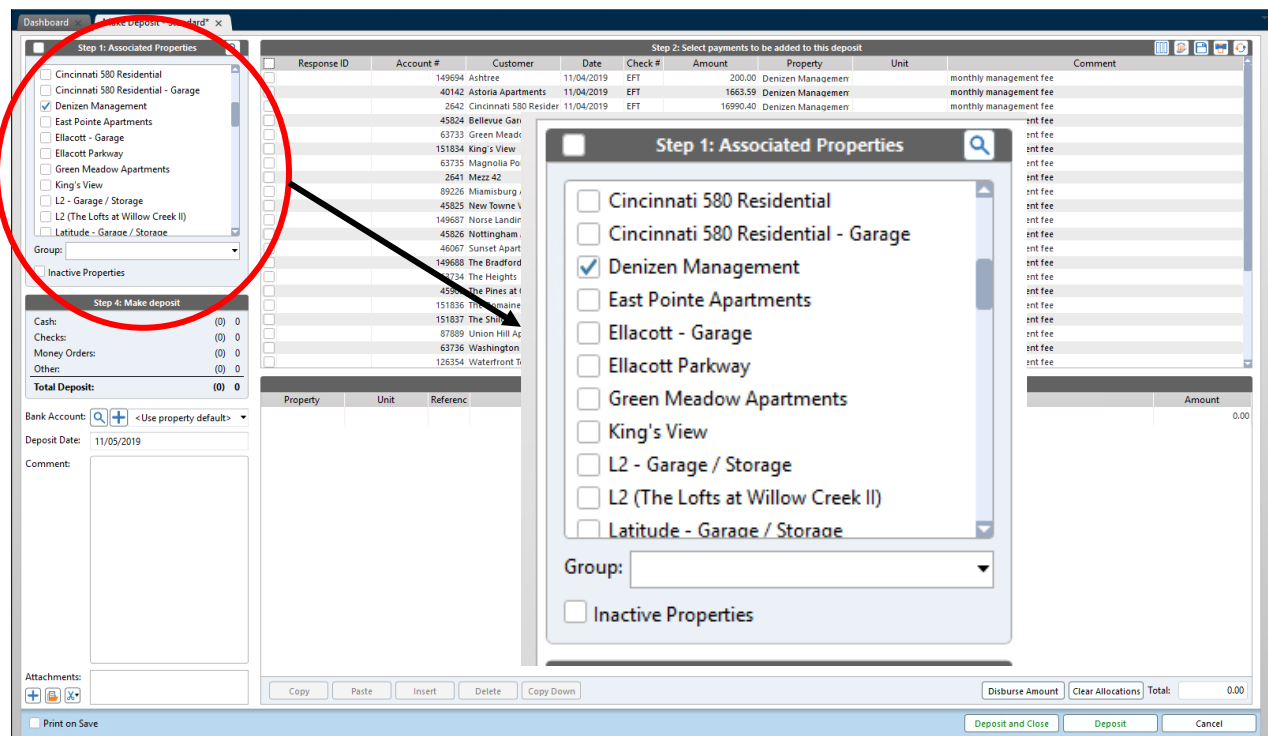
Multi-Unit Deposit Posting

The following are the step by step instructions for posting Multi-Unit Deposit (once all payments have been applied to the Customers' accounts). Until this is completed, the payments sit in Undeposited Funds and do not show up in your bank register.

1. **Deposits** – Navigate to the Deposits icon located in the Accounting tab.



2. **Property** – Step 1: Associated Properties section - Select the Community(s) that the deposit is for.



3. **Select Payments** – Step 2: Select Payments to be added to this deposit. Once you have selected the correct Property(s), your payments should show up in the Step 2 section of the deposit screen. The General Manager will click each payment to match the check for Corporate Housing Payments received in the Deposits screen.

The screenshot shows the 'Make Deposit' screen in the Denizen Management software. The interface is divided into four steps:

- Step 1: Associated Properties**: A list of properties with checkboxes. The 'Cincinnati 580 Residential - Garage' property is selected.
- Step 2: Select payments to be added to this deposit**: A table of payments with columns: Response ID, Account #, Customer, Date, Check #, Amount, Property, Unit, and Comment. A red oval highlights this table.
- Step 3: Verify**: A summary of the selected payments. A red circle highlights the 'Verify' step.
- Step 4: Make deposit**: A section for entering the total deposit amount and a comment. The 'Total Deposit' is shown as 0.00.

The 'Verify' section shows a table with the following data:

Response ID	Account #	Customer	Unit	Amount
149694	Ashtree	11	0.00	
40142	Astoria Apartments	11	0.00	
2642	Cincinnati 580 Resider	11	0.00	
45824	Bellevue Gardens	11	0.00	
63733	Green Meadows Apart	11	0.00	
151834	King's View	11	0.00	
63735	Magnolia Pointe-East	11	0.00	
2641	Mezz 42	11	0.00	
89226	Miamisburg Apartmen	11	0.00	
45825	New Towne West Apar	11	0.00	
149687	Norse Landing	11	0.00	

4. **Total Deposit** – Step 4: Make Deposit - Once your payments have been selected, verify that the Total Deposit equals the check amount. This must balance (unless money was taken back).

Deposit Date – Deposit date should be the date the payment hit the bank. However, if you are not quite sure just put today's date.

Comment - Place a comment on the deposit (just as instructed above in the payment posting) to identify the entity that sent this payment (Ex, Corporate Housing). This will show up in your bank register and is a good reference if you are looking for a deposit later.

Attachment - If you have Upload Manager, you can scan and attach the remittance in Step 4 as well under attachments.

Step 1: Associated Properties

- ☐ Cedar Gate LLC
- ☐ Chamberlain Apartments
- ☐ Cincinnati 580 Commercial
- ☐ Cincinnati 580 Residential
- ☐ Cincinnati 580 Residential - Garage
- ☒ Denizen Management
- ☐ East Pointe Apartments
- ☐ Ellacott - Garage
- ☐ Ellacott Parkway
- ☐ Green Meadow Apartments
- ☐ Kinn's View

Group:

Step 4: Make deposit

Cash:	(0)	0
Checks:	(0)	0
Money Orders:	(0)	0
Other:	(1)	2022.64
Total Deposit:	(1)	2022.64

Bank Account: <Use property default>

Deposit Date: 11/13/2019

Comment: Corporate Housing

Step 2: Select payments to be added to this deposit

Response ID	Account #	Customer	Date	Check #	Amount	Property	Unit	Comment
<input checked="" type="checkbox"/>	149686	Royal Cove	11/06/2019	EFT	2022.64	Denizen Management		

- Deposit & Close** – Once the total deposit is correct, click Deposit & Close. Please print the deposit slip once prompted. This should be filed with your check remittance until it is time to destruct.

Step 1: Associated Properties

- ☐ Cedar Gate LLC
- ☐ Chamberlain Apartments
- ☐ Cincinnati 580 Commercial
- ☐ Cincinnati 580 Residential
- ☐ Cincinnati 580 Residential - Garage
- ☒ Denizen Management
- ☐ East Pointe Apartments
- ☐ Ellacott - Garage
- ☐ Ellacott Parkway
- ☐ Green Meadow Apartments
- ☐ Kinn's View

Group:

Step 4: Make deposit

Cash:	(0)	0
Checks:	(0)	0
Money Orders:	(0)	0
Other:	(1)	2022.64
Total Deposit:	(1)	2022.64

Bank Account: <Use property default>

Deposit Date: 11/13/2019

Comment: Corporate Housing

Step 2: Select payments to be added to this deposit

Response ID	Account #	Customer	Date	Check #	Amount	Property	Unit	Comment
<input checked="" type="checkbox"/>	149686	Royal Cove	11/06/2019	EFT	2022.64	Denizen Management		

Disburse Amount **Clear Allocations** **Total:** 0.00

Deposit and Close **Deposit** **Cancel**

Attachments:

Disburse Amount **Clear Allocations** **Total:** 0.00

Deposit and Close **Deposit** **Cancel**

6. **Scan Remittance** – Once you have completed all steps above, please scan and email the voucher or check remittance to Financial Services. If money is being deducted for any Resident, please give details on each deduction in the email.

Miscellaneous Payments

If you receive checks for laundry commissions, cable commissions, collection payments (Bad Debt Recovery), etc.,

1. **Scan** - Scan the check(s) to your Non-Resident account by following the steps for **RDP Scanning**.
2. **Comment** - Place a comment letting Financial Services know what the check is for. See below

Batch: 14016 Change Batch Date: 11/13/2019 Check Scanner: Corporate Scanner Scanner Status: Listening

WrightPatt CASHIER'S CHECK No. 00057641
P.O. Box 348134 • Beavercreek, OH 45344-0134

*** NINETY-TWO DOLLARS AND 00 CENTS ***
11/09/19 \$92.00
THIS CHECK VOID 90 DAYS AFTER DATE

PAY **EXACTLY \$92.00**

TO THE ORDER OF: BRIDGES OF PINE CREEK
RE: SHAKYIA A JOHNSON-SUMLIN
3921 MIDDLEHURST LN
DAYTON OH 45406

Routing #: 242279408 Account #: 9999090613 Check #: 57641

Prospect: non-r Balance: 0.00

Transaction Date: 11/13/2019 Comment: Laundry Commission Amount: 92.00

3. **Print** - Once all the check information has been entered, hit Print. This payment is all done.

Batch: 14016 Change Batch Date: 11/13/2019 Check Scanner: Corporate Scanner Scanner Status: Listening

WrightPatt CASHIER'S CHECK No. 00057641
P.O. Box 348134 • Beavercreek, OH 45344-0134

*** NINETY-TWO DOLLARS AND 00 CENTS ***
11/09/19 \$92.00
THIS CHECK VOID 90 DAYS AFTER DATE

PAY **EXACTLY \$92.00**

TO THE ORDER OF: BRIDGES OF PINE CREEK
RE: SHAKYIA A JOHNSON-SUMLIN
3921 MIDDLEHURST LN
DAYTON OH 45406

Routing #: 242279408 Account #: 9999090613 Check #: 57641

Prospect: non-r Balance: 0.00

Transaction Date: 11/13/2019 Comment: Laundry Commission Amount: 92.00

Charge Date	Reference #	Description	Total Amount	Open Amount	Late Fees	Amount Allocated	Pay?

Missing: Amount Customer Not Processed

Routing #	Account #	Check #	Customer	Property	Unit	Tran Date	Comment	New Late Fees	Balance Different
242279408	9999090613	57641	Shakya Alana Johnson-Sumlin	BRIDGE		11/13/2019	Laundry Commission	0.00	92.00

Checks: 1 Total: 92.00 Missing Amount: 0 Missing Customers: 0 Balance Difference: 1 Print Receipts

Post as ePay Post Batch Delete Batch Print

Check Handling, Destruction & Disposition Policy

In order to prevent the mishandling of a Resident payment by Check, and to protect both the Company and the Resident from any Fraud, a Policy for the handling and destruction of Resident checks is necessary.

Check Handling

1. All checks scanned are to be inspected to insure the Scanner Marking was made on the check.
 - a. If the check scanner does not imprint a Scanner Marking, use the provided Void stamp to manually mark.
 - b. Please assure the scanner has ink and is replaced upon demand.
 - c. Please clean scanners quarterly. Scanner cleaners can be obtained at a local branch or purchased from an office supply store.
2. Each fully processed check or check batch (per the Accounts Receivable – Rent Payment Deposit Policy) are to be filed in a designated filing drawer in a secure place, locked is preferred.

Check Destruction

Each quarter, checks and check batches older than 90 days are to be destroyed.

1. Example, at the end of the first quarter of a given year, April 1, all checks older than December 31st of the previous year are to be destroyed under this policy.
2. Each Community is to have a third-party shredder bin for these checks and check batches and other confidential information to be destroyed.
3. The third party shredder will come upon demand to shred and provide a Certificate of Destruction.
4. Under no circumstance are the checks or check batches to leave the Community for which they are to be held.

Check Disposition – Post Management Operations

When we no longer manage a Community, all checks and check batches that have not been destroyed under this policy are to be removed and sent to the Corporate office. Under no circumstances are any checks or check batches to remain at the Community after we leave the premises for the last time.

Renewal Policy

Renewals are one of the best ways to measure Customer satisfaction. They are also one of the most controllable items for a Community staff. When a Community does a good job of renewing their Residents, good things happen for everyone: the staff is paid a bonus, the Resident is saved the time, expense, and hassle of moving, and the turnover expense is reduced-thus NOI is increased.

Being successful at Renewals takes effort not just at renewal time, but all year long. Renewals should always be a top priority of the General Manager and the entire staff. Following a specific schedule of Customer touches and having a systematic approach is imperative.

General Policy and Process

1. Each Community should keep a Renewal Binder for the year. A Lease expiration report should be printed for every month of the year and placed by month in the binder. Depending on the size of the Community and/or the number of expirations, the General Manager may randomly assign specific lease renewals to the sales staff.
2. For each Resident in a month, the team should have a Renewal Contact Sheet documenting all correspondence and communication with the Resident.
3. A Lease Renewal Letter should be sent 90 days prior to renewal. This letter gives the Resident an opportunity to let us know if they need anything in their apartment. Any service request should be completed in a timely manner.
4. From the time your letter is delivered through the day that either a signed Lease or a Notice to Vacate is received, the Resident should be contacted at least weekly either via phone or in person.
5. Update the Renewal Binder as Residents renew or give notice. Lease Expiration Reports need to be reviewed monthly for changes in occupancy with evictions and buyouts. When a Renewal date is 60 day out from expiring, and the Renewal is still pending, the General Manager should charge the Resident with Month to Month fees, according to the Renewal report, in the recurring charges.
6. All Renewals or Notices to Vacate should be put into the Community Management Software within 24 hours of receipt.

Renewal Posting

The following are the step by step instructions for posting a Renewal to the Customer account.

1. **Renew** – Click the Renew button located on the Customer's General Tab in the Unit section.

The screenshot shows the 'Unit' section of the software interface. At the top, there are tabs for 'Notes', 'Recurring Charges', 'Transactions', 'Payments', 'ePay', and 'Late Fees'. Below these, the 'Unit' section is visible, containing fields for 'Unit:', 'Move In:', 'Move Out:', 'Notice:', 'Expected MO:', 'Lease Sign:', 'Lease Start:', 'Lease Term:', and 'Lease End:'. The 'Renew' button is circled in red and labeled with a red '1'.

2. **Lease Dates** – A Renew Lease box will pop up. Enter the new lease dates in the Lease Dates section - Lease Start, Lease Term, Lease Sign and Lease End - to match the dates on the new lease. Save and close.

The screenshot shows the 'Renew Lease' dialog box. The 'Lease Dates' section is circled in red and labeled with a red '2'. The dialog box contains fields for 'Property:', 'Unit:', 'Customer:', 'Unit Square Ft:', 'Move In:', 'Move Out:', 'Notice:', 'Expected Move Out:', 'Lease Start:', 'Lease Term:', 'Lease Sign:', and 'Lease End:'. The 'Lease Start' field is set to '04/01/2020'.

3. **Contacts** - Review/update the Contacts, User Defined Fields, and History/Notes Tabs as needed to ensure all information is correct or updated. Follow the tabs. Be sure to upload the new lease in History Notes.
4. **Recurring Charges** –
 - a. **New Lease** - Enter new recurring charges starting with the rent charge using the new Lease Start Date as the start date. Do not enter an end date.
 - b. **Old Lease** – Double click on the old charges and put the To Date as the date the old lease expires. This will ensure that the Customer does not get charged for both.

Property: Arlington Village Townhomes **Active Start Date:** 03/27/15 **Balance:** 1.45
Name: Tanisha Cecil **Active End Date:** **Status:** Current
Account Number: 17637 **Unit:** 1759-H **Oldest Charge:** 18 days
Default Phone: (770)312-5185 **Unit Type:** 2BT-L-P **Leasing Agent:** Patricia Hollen

Recurring Charges

Charge Type	Frequency	From Date	To Date	Amount
Rent Charge	1	03/27/2015		725.00
Move In Concession	1	03/27/2015	03/31/2016	(26.00)
Asset Protect Renters Insurance	1	07/10/2015	12/31/2015	10.00
Asset Protect Renters Insurance	1	01/01/2016		12.95

1. Click Add, find correct charge type and add the monthly recurring charge.
 2. Click From, it will auto populate with the current date. Click Save.
 3. Use the Continuous Add button to add multiple charge types (ex. Rent, Trash, Pet)
 4. Click X to close window.

5. **Move Out Date** – Place the old unit on notice by highlighting the old unit and clicking on the pencil. The Lease Detail box will pop up. Enter the Notice, Expected Move Out and Move Out Dates.

The screenshot shows the 'Lease Details' window for Lease 2621-119. The 'Move Dates' section contains the following fields:

- Move In:** 06/11/2011
- Move Out:** 02/16/2019
- Notice:** 11/30/2018
- Expected Move Out:** 02/16/2019

The 'Lease Dates' section contains the following fields:

- Lease Start:** 02/01/2018
- Lease Term:** (dropdown menu)
- Lease Sign:** 12/01/2017
- Lease End:** 01/31/2019

At the bottom of the window are buttons for 'Save & Close', 'Save', 'Cancel', and 'Close'. A red circle highlights the 'Move Out' button in the top right corner of the window.

Move-Out & Disposition Policy

Though we desire our Residents to renew their Lease for as long as possible, Move-Outs are the nature of the business and depending on the time of the year and the market, the number of monthly Move-Outs can vary greatly. It is important to have a Policy for Move-Outs to ensure timely and accurate documentation and the return of security deposits.

All states require that security deposits be returned to Residents within 14-30 days.

Landlords in violation of this law are required to pay damages to the Resident. In some cases, that can be as much as three (3) times the amount of the original deposit. For that reason, it is necessary to have a written Move-Out & Disposition Policy.

General Policy

1. All Unit inspections and dispositions should be completed and sent directly to the Resident within 7 days of the Move-Out.
2. If the Move-Out date comes and the Resident has not turned in keys, the General Manager is to walk the Unit to assess if the Resident has vacated.
 - a. If a vacant apartment is unclear, every attempt should be made to contact the Resident via phone or emergency contact. If conditions do not change in the apartment after five days and contact cannot be made, the General Manager should consider the Unit vacated and begin the Move-Out process.
3. It is extremely important that charges are assessed uniformly for damages in vacated apartments. General Managers should use the Move-Out Charge Sheet for reference.

Notice to Vacate

1. The General Manager should enter all Notices to Vacate.
 - a. All Notice to Vacate received must be entered into the Property Management Software within 24 hours of receipt.
 - b. Always enter the Move out, Expected Move-Out, and Notice Dates.
 - c. When Resident turns in Notice to Vacate, print and email a copy of the Move-Out Letter as a reference for Move Out Charges.
 - d. Right Click Resident Name>Write Letters>Customer Service > Move Out.
 - e. To email, print or save (History/Notes)>Left side, click appropriate action.
 - f. For History/Notes, box will pop up to save. Add reason for leaving to User Defined Fields and upload copy of NTV to History/Notes.
 - g. All Notices to Vacate must begin on the 1st day of the following month.

Move-Out Process (Lease Fulfilled)

A Move-Out (Lease Fulfilled) occurs when a Resident fulfills the terms of the Lease and gives proper notice.

1. Residents are required to give a written 60-day notice of intent to vacate prior to lease expiration. This requirement may never be waived unless the Resident is:
 - a. Active Military personnel with select orders or conditions, see lease agreement for details.
 - b. There is a separate Buy-Out Agreement.
 - c. On Month to Month Lease. These fees are never to be prorated.
2. The General Manager is responsible to walk all vacated Units to:
 - a. Inspect for any damage, as well as to make notes for the impending turn-over.
 - b. All damages should be documented both in writing, on the Move-Out Unit Inspection Form (with photos) and uploaded to the History/Notes.
 - c. Enter the forwarding address in the alternate field and mark it as the default address.
3. There are Four (4) move out types. See the following Move-Out types and how to charge the ledger accordingly.

Move-Out – Lease Fulfilled, includes Month to Month

A Move-Out occurs when a Resident fulfills the terms of the Lease and gives proper notice. All Move outs should occur at the end of the month. We do not prorate out.

1. Put in the Move-Out Date on the Resident's General Tab.
2. Enter the Resident's forwarding address, click the default box.
3. The vacated Unit is inspected, and accurate notes are made on any damages to the Unit, The General Manager must add any damage to the Resident Ledger by clicking the Transaction Tab. Be sure to include final Water and Sewer amounts submitted from Paylease or the Utility Service Provider at the Community. Save any photos to History/Notes.
4. Find the Resident, right click>Write Letters> Generate the Security Deposit Letter from> Collections - **Security Deposit Return (Letter)** and save it to the History/Notes Tab as well as mail it to the Resident.
5. The General Manager should complete the Deposit Disposition in the Property Management Software by using the Money Bag icon located in the General Tab under Security Deposit. If the Resident has a Traditional Security Deposit, click the Money Bag Icon.

6. Search for the Bank Account and click the correct bank.
7. If they have current charges on their account click, auto allocate. This will reduce the deposit and allocate appropriate funds to any charges.
8. If there are no current charges on the ledger, click Save.

Move-Out Postings

The following are the step by step instructions for posting a Move-Out to the Customer account: and as marked on the attached example (Example – Move-Out Posting): On the General Tab: Refer to step by step instructions on the previous page.

The screenshot displays the Rent Manager 12 software interface. The top navigation bar includes tabs for Admin, Home, Rental Info, Accounting, Receivables, Payables, Services, Correspondence, and Reports. Below this is a toolbar with various icons for different functions. The main window shows the 'Move In / Move Out (Report)' tab for Customer: Lee Crain. The 'General' tab is active, displaying account details for Lee Crain. Key fields include: First Name: Lee, Last Name: Crain, Property: Latitude at Deerfield Crossing, Rent Period: Monthly, Due Day: 1, Unit: 5265-304, Move In: 04/29/2015, Move Out: 01/16/2016 (circled in red), Notice: 12/01/2015, Leasing Agent: Heather Adams. The 'Addresses' section shows a primary address at 2125 Wedgewood Court, Auburn, AL 36830. The 'Unit' section shows lease dates from 04/15/2015 to 04/28/2016. The 'Miscellaneous' section includes checkboxes for 'Don't Charge Late Fees', 'Don't Accept Checks', 'Don't Accept Payments', and 'Don't Print Statement'. The 'Security Deposit' section is empty. The bottom of the screen has buttons for 'TWA Settings', 'CashPay', 'Save', and 'Cancel'.

Rent Manager 12

Admin Home Rental Info Accounting Receivables Payables Services Correspondence Reports

Prospects Rental Info Listings Rent Roll Occupancy Receivables Payables Banking GL Financial Strms Customer Strms Service Manager Owners Sales Invoicing Loans Metered Utilities System Custom Reports Report Batches Memorized Reports Report Writer

Report Categories Customer: Dustin Frazier x Move In / Move Out (Report)

Property: Arlington Village Townhome Active Start Date: 06/14/14 Balance: 1,701.45
 Name: Dustin Frazier Active End Date: 01/18/16 Status: Past
 Account Number: 8959 Unit: 1726-A Oldest Charge: 49 days
 Default Phone: 19372701450 Unit Type: 2BT-L Leasing Agent: Virginia Mummey

General Contacts User Defined Fields History / Notes Recurring Charges Transactions Payments ePay Late Fees

Search: Filter By Date: Collapse Invoices

Date	Reference #	Description	Comment	Amount	Balance
11/01/2015		Student Discount		(36.75)	676.75
11/05/2015	9048	Payment Received		(708.25)	(31.50)
12/01/2015		Rent Charge	December Monthly Rent	735.00	703.50
12/01/2015		Asset Protect Renters Insurance		10.00	713.50
12/01/2015		Student Discount		(36.75)	676.75
12/04/2015	1076	Payment Received		(708.25)	(31.50)
01/01/2016		Rent Charge	Monthly Rent Charge	735.00	703.50
01/01/2016		Asset Protect Renters Insurance		10.00	713.50
01/01/2016		Student Discount		(36.75)	676.75
01/04/2016		Asset Protect Renters Insurance	Jan Increase	2.95	679.70
01/06/2016		Late Charge		73.50	753.20
01/19/2016		Cleaning Fee	remove shelf from basement	25.00	778.20
01/19/2016		Damage Fee	hole in bathroom door	30.00	808.20
01/19/2016		Student Discount	skipped - charge back concession	257.25	1,065.45
01/29/2016		Early Move-Out Fee	skipped	735.00	1,800.45
01/29/2016		Security Deposits	Security deposits from holdover	(99.00)	1,701.45

MU History NSF ePay Refund Print Receipt Clear Allocations Details Delete Add

Rent Manager 12

Admin Home Rental Info Accounting Receivables Payables Services Correspondence Reports

Dashboard Customers Prospects Units Properties Bank Register Journals Checks

Customizable Menu

Open Windows

Dashboard Customer: Edie Abbott x

Property: Name: Account Number: Default Phone:

Abbott, Edie

Customer Profile
 Generate Statements
 Generate Mailing Labels
 Compose Email
 Screenings
 Jump To Prospect
 Write Letters
 Report Writer
 Add a Transaction
 Create Service Issue
 Generate CRP
 Add To Account Groups
 Add History
 Add Appointment
 Add Task

4970 Customers 02/16/2016 02/16/2016

4 Collections - 10-Day Notice - DM
 Collections - 3-Day Notice - DM
 Collections - Acct # - DM
 Collections - Late Fee - DM
 Collections - Late Fee - DQ
 Collections - Lease Default Notice - DM
 Collections - Lease Default Notice - DQ
 Collections - NSF - DM
 Collections - Partial Payments - DM
 Collections - Security Deposit Return
 Collections - Small Balance - DM
 Customer Service - Asset Protect - DM
 Customer Service - Forms of Payment - DM
 Customer Service - Forms of Payment - DQ
 Customer Service - Intent to Enter - DM
 Customer Service - Lease Renewal - ARL
 Customer Service - Lease Renewal - Short Version
 Customer Service - Move Out - DM
 Customer Service - Move Out - DQ
 Customer Service - Satisfaction Survey - DM
 Screening - AmRent Denial - DM
 Utilities - City of Fairborn - DM
 Utilities - DP&L - DM
 Utilities - Duke Energy - DQ
 Utilities - Ohio Edison - DM
 Utilities - Vectren
 Violation - Lease Violation - DM
 Violations - Unauthorized Occupants - DM
 Violations - Unauthorized Occupants - DQ

Sort Letters

Balance: 0.00
 Status: Current
 Oldest Charge:
 Leasing Agent:

Recurring Charges Transactions Payments ePay Late Fees

Collapse Invoices

Comment	Amount	Balance
145289731019	(500.00)	82.00
145289730019	(82.00)	0.00
December Monthly Rent	579.00	579.00
	3.00	582.00
Monthly Rent Charge	(500.00)	82.00
	(82.00)	0.00
Monthly Rent Charge	579.00	579.00
	3.00	582.00
February Rent Charge	579.00	579.00
	3.00	582.00
	50.00	632.00
	(500.00)	132.00
	(132.00)	0.00

ePay Refund Print Receipt Clear Allocations Details Delete Add

The screenshot shows the Rent Manager 12 interface. On the left is a customer list. The main window displays the 'Customer: Steven Procopio' profile with tabs for General, Contacts, User Defined Fields, and History/Notes. The 'Security Deposit' section shows a held amount of 1,125.00. A 'Security Deposit Refund' dialog box is open, showing the refund details. Red circles and numbers highlight the following elements:

- 5**: The 'Security Deposit' section in the customer profile.
- 6**: The 'Refund Via' dropdown menu in the 'Security Deposit Refund' dialog.
- 7**: The 'Apply To New Charges' table in the 'Security Deposit Refund' dialog.
- 8**: The 'Save & Print Check' button in the 'Security Deposit Refund' dialog.

The Corporate Office will mail the Security Deposit refund check within 2 weeks. Please note the Security Deposit Refund check is only valid for 60 days.

If the Resident Security Deposit not be enough to cover all damages, the Security Deposit Return letter serves as notification to the Resident that they must make payment in full within 30 days or they will be sent to collections.

Buy-Out Procedures

Our Leases allow for a Buy-Out Procedure if the Resident follows the terms outlined in the Lease. A Resident may Buy-Out of their Lease by doing the following:

1. The Resident must give a 30 day written Notice to Vacate by the beginning of the following month.
2. The new Move-Out date must be stated in the written notice. Per the Lease, this notice also gives us permission to show the unit to prospective Residents and we can tell them that it will be available after the new termination date.
3. The Resident cannot be in default of their Lease (behind in rent) at the time of notice or Move-Out.
4. The Resident must Move-Out by the last day of the month. There should never be a prorated rent on a Buy-Out.
5. If Resident does not vacate by the last day of the month and cannot Hold Over, the Resident will have to provide an additional 30 day Notice to Vacate,
6. The Resident must repay the amount of any concessions/discounts they received when they signed the Lease. Charge back concessions/discounts

using the original charge code, ie, LEASE, MILITA, MOVEIN, RELATE, RENEW, SENIOR, STUDEN PREFER to the Residents Ledger.

7. Enter the Resident's forwarding address, click the default box.
8. After the vacated Unit is inspected and accurate notes are made on any damages to the Unit, The General Manager must add any damages to the Resident Ledger on the Transaction tab. Be sure to include final Water and Sewer amounts submitted from Paylease or the Utility Service Provider at the Community. Save any photos to History/Notes.
9. Find the Resident, right click>Write Letters> Generate the Security Deposit Letter from> Collections - **Security Deposit Return (Letter)**, save it to the History/Notes Tab and mail it to the Resident.
10. The General Manager should complete the Deposit Disposition in the Property Management Software by using the Money Bag icon located in the General Tab under Security Deposit. If the Resident has a Traditional Security Deposit, click the Money Bag Icon.
11. Search for the Bank Account and click the correct bank.
12. If they have current charges on their account click, auto allocate. This will reduce the deposit and allocate appropriate funds to any charges.
13. If there are no current charges on the ledger, click Save.
14. **If the Resident does not remit the Buy Out Fee before Move-Out, it is no longer considered a Buy-Out.** The Resident will be charged for the remainder of the Lease. Any monies that we have deposited as part of the Buy-Out then becomes part of their Security Deposit in held.

Holdover

A Holdover occurs when a Resident gives written Notice to Vacate but does not Move-Out on the expected Move-Out date. If a Resident holds over, they are responsible for the following per the Lease:

1. The Holdover rent is due in advance plus a 25% increase.
2. If a Resident holds over, the General Manager will extend the Lease term for up to one month by delivering a written notice to the Holdover Resident while they continue to live on Property. The Holdover Resident would be responsible for the entire month's rent regardless of Move-Out date.
3. If the unit is Pre-Leased and the current (Holdover) Resident does not vacate, they are responsible for the future Resident's rent. In the event that we lose the future Resident, the Holdover Resident is responsible for the whole term of the future Resident's rent (all 12 months of rent or until re-rented).

Insufficient Notice

If no notice is given at the end of the lease term, according to the lease agreement, you may charge a fee equal to one month's rent as well as any damages.

1. In Indiana and Kentucky, the charge code is **NOTICE**
2. In Ohio and Nebraska, the charge code is **EARLY**
3. Use the Security Deposit Return Letter
4. Follow the instructions for **Move-Out – Lease Fulfilled**

Move-Out – Lease Default (Unfulfilled Lease)

When a lease ends before the lease expiration date. There are three types of lease defaults: skip, eviction, and death.

Skip

A skip occurs when a Resident vacates the unit without proper notice. A Resident must give at least a 60-day notice. If a Resident skips, please follow these steps:

1. Resident is responsible for the full month rent (no prorating) and any charges that are incurred while occupying the unit including utilities, pet rent, asset protect, cleaning, damages, etc.
2. Do not charge any future rent on the Resident ledger.
3. Add a Move Out date for the date the unit was discovered abandoned. The rent is not prorated to this date. Resident still owes the full month's rent.
4. The Resident must repay any concessions/discounts given, to the original charge code, ie LEASE, MILITA, MOVIN, RELATE, RENEW, SENIOR, STUDEN, PREFER. These are charged back on the Transactions tab on Resident ledger.
5. If provided for in the Lease, (Ohio & Nebraska) charge an early Move-Out fee (**EARLY**) which is equal to one month's rent. This fee covers our time, effort, paperwork, advertising cost, etc. to reoccupy the unit.
6. In Indiana and Kentucky, we must charge the early move out fee (**NOTICE**).
7. If provided for in the lease, charge a Turnover fee (**TURN**) which will be equal to the cost of the turnover. This fee will cover the cost of painting, cleaning, carpet cleaning or replacement, and parts and labor to reoccupy the unit.
8. After the vacated Unit is inspected and accurate notes are made on any damages to the Unit, The General Manager must add any damages to the Resident Ledger on the Transaction tab. Be sure to include final Water and Sewer amounts submitted from Paylease or the Utility Service Provider at the Community. Save any photos to History/Notes.
9. Any damages to the unit are charged to Damages.

10. Once all charges have been charged to the Resident, choose letter **Legal Notification – Lease Default** letter, and save it to the History/Notes Tab and mail it to the Resident.
11. The General Manager should complete the Deposit Disposition in the Property Management Software by using the Money Bag icon located in the General Tab under Security Deposit. If the Resident has a Traditional Security Deposit, Click the Money Bag Icon.
12. If they have current charges on their account click, auto allocate. This will reduce the deposit and allocate appropriate funds to any charges.
13. Click Save.
14. After 30 days have passed and no payment arrangements have been made, send the collection package to the appropriate collection agency.

Eviction

An eviction occurs when there is a court order for the Resident to vacate the Unit. In the case of an eviction, please follow these steps:

1. Resident is responsible for the full month's rent (no prorating) and any charges that are incurred while occupying the unit including utilities, pet rent, asset protect, cleaning, damages, etc.
2. Charge LEGAL Fees to the Resident ledger.
3. Do not charge any future rent on the Resident ledger.
4. Add a Move Out date as of the date we receive judgement.
5. The Resident must pay back any concessions given.
6. Per our Lease, charge an early Move-Out fee (**EARLY**) which is equal to one month's rent. This fee covers our time, effort, paperwork, advertising cost, etc. to reoccupy the unit.
7. In Indiana and Kentucky, we must charge the early Move Out fee (**NOTICE**)
8. If provided for in the lease, charge a Turnover fee (**TURN**) which will be equal to the cost of the turnover. This fee will cover the cost of painting, cleaning, carpet cleaning or replacement, and parts and labor to reoccupy the unit.
9. After the vacated Unit is inspected and accurate notes are made on any damages to the Unit, The General Manager must add any damages to the Resident Ledger on the Transaction tab. Be sure to include final Water and Sewer amounts submitted from Paylease or the Utility Service Provider at the Community. Save any photos to History/Notes.
10. Any damages to the unit are charged to Damages.
11. Once all charges have been charged to the Resident Ledger, choose the **Legal Notification – Lease Default** letter, save it to the History/Notes Tab as well as mail it to the Resident.
12. The General Manager should complete the Deposit Disposition in the Property Management Software by using the Money Bag icon located in the General Tab under Security Deposit. If the Resident has a Traditional Security Deposit, Click the Money Bag Icon.

13. If they have current charges on their account click, auto allocate. This will reduce the deposit and allocate appropriate funds to any charges.
14. Click Save.
15. After 30 days have passed and no payment arrangements have been made, send the collection package to the appropriate collection agency.

In all Move-Outs, copies of all documentation and photos are to be placed in the permanent Resident file. Photos should be uploaded to RM Capture. This will save to the Resident history.

Death

As stated in the Lease Agreement, when a Resident has passed away the lease does not end. This is because there will be turnover costs to the associated with the Unit. It is our duty to conclude the lease so that the courts can sort out the estate funding accordingly. When performing a Move-Out on a deceased Resident do the following:

1. Stay in contact with the executor of their estate about the status of the account.
2. Resident is responsible for the full month rent (no prorating) and any charges that are incurred while occupying the unit like utilities, pet rent, asset protect, cleaning, damages, etc., through the date that all the Resident's personal property is removed.
3. Do not charge any future rent on the Resident ledger.
4. Add a Move Out date for the date the personal property was removed, either by the executor or the Employees. The rent is not prorated to this date. They still owe the full month's rent.
5. The Resident must repay any concessions given.
6. If provided for in the Lease, charge an early Move-Out fee (**EARLY**) which is equal to one month's rent. This fee covers our time, effort, paperwork, advertising cost, etc. to reoccupy the unit.
7. In Indiana and Kentucky charge early Move-Out fee (**NOTICE**)
8. If provided for in the lease, charge a Turnover fee (**TURN**) which will be equal to the cost of the turnover. This fee will cover the cost of painting, cleaning, carpet cleaning or replacement, and parts and labor to reoccupy the unit.
9. Once all charges listed above have been charged to the Resident but chose letter **Legal Notification – Lease Default**, save it to the History/Notes Tab as well as mail it to the executor of the estate.
10. The General Manager should complete the Deposit Disposition in the Property Management Software by using the Money Bag icon located in the General Tab under Security Deposit. If the Resident has a Traditional Security Deposit, Click the Money Bag Icon.
11. If they have current charges on their account click, auto allocate. This will reduce the deposit and allocate appropriate funds to any charges.
12. Click Save.

Since there is not a person to collect from but rather an estate, the security deposit may be insufficient to cover costs. Submit a claim to their renter's insurance policy (if necessary) and immediately send the account to the collection agency.

If there are funds left over from the security deposit, collect an address from the executor and have accounting send the executor a check for the amount made out to "The Estate of [Deceased's Name]."

Unpaid Move-Out Balances

Many times, a former Resident has vacated or has been evicted owing a balance. If the former Resident has not made payment in full or contacted the Community to set up payments within 30 days of Move-Out, the General Manager is to send the file to the Collection Agency. This can be done electronically. The Collections File is to contain:

1. Lease
2. Notice to Vacate
3. Resident Ledger
4. Lease Default Notice
5. Application

Every effort should be made to collect or have payment arrangements in place before we send to collections. Once an account is sent to collections, we only receive about half of the amount due.

Bad Debt Write-off Policy

One of the most important functions of a Manager is collections. This function doesn't necessarily cease when a Resident moves out. It is vitally important to a Community's financial success to minimize the amount of bad debt as much as possible through good applicant screening and the use of a Collection Agency if necessary. Unfortunately, even the best Managers and companies find that they can't always collect 100% of what is due to the Property. For that reason, it is important to have a specific and systematic way of handling bad debt.

General Policy

1. Denizen Management will try to collect all outstanding balances in-house for a period of 30 days after move-out.
2. After the initial 30 days, the General Manager fills out the Collection Agency Information Sheet for each account and sends it for collection. This should occur for any accounts with an active balance 30 days after initial move-out if the balance hasn't been paid or payment arrangements made.
3. General Manager pulls an Aged Receivables report in Rent Manager for past Residents as of the current date to review and approve balances to be written off after month-end close (approximately the 15th of each month).
4. General Manager must place a note to the left of each Resident's name indicating that the account was:
 - a. Sent to NCS (National Credit Systems)
 - b. Sent to LTS (LeaseTerm Solutions)
 - c. Sent to CRS (Choice Recovery Services)
 - d. Payment Arrangements
 - e. Not 30 days (it has not been 30 days since they moved out)
5. General Manager will scan and email report to District Manager.
6. District Manager should check the Aged Receivables report against the Collection Agency accounts filed report to verify all accounts have been properly placed.
7. District Manager then sends Resident balances approved for write-off to the Staff Accountant.
8. Staff Accountants write off all bad debt balances at the end of the same month that the account is sent to the Collection Agency.
9. Only the Staff Accountants, with District Manager approval, may write off bad debt.
10. If the General Manager receives a bankruptcy notice regarding a former Resident who has been placed for collections, immediately forward the notice to the Collection Agency.

Bad Debt Collections

When/if payments are received against any outstanding debt that has been written off, it must be posted correctly to avoid accounting errors on the current Resident ledger and monthly financial statements.

1. The General Manager compares the payment received to the outstanding balance on file.
2. The General Manager scans the check to their Non-Resident account placing a comment "Bad Debt/Former Resident's Name." Follow the Rent Payment Deposit Policy for Miscellaneous Deposits.
3. If the General Manager should receive a payment directly from a previous Resident after the file has been turned over to collections, contact the Collection Agency to report the payment.

How to Read and Use the Resident Transaction Ledger

The Resident Transaction Ledger is the General Manager's most important tool in understanding a Resident's payment and charge history. It shows a running tally of all activity involving charges and credits for the entire residency. It is also an invaluable tool in educating a Resident about their specific rental account, what they've been charged and when, and how their payments are processed. It is imperative that both General Managers and Concierge know how to access and read transaction ledgers.

General Policy

1. Transaction Ledgers must display an accurate account of Resident payment activities. Incorrect charges or postings should be corrected immediately upon discovery.
2. General Managers should be reviewing Resident Transaction Ledgers regularly to make ensure accuracy. Regularly is defined as at least monthly.
3. The best time to look at Resident Transaction Ledgers is after payments have posted for the month. Briefly reviewing payment postings will reduce the number of mistakes and keep your Resident Transaction Ledgers clean and correct.

How to Access a Resident Transaction Ledger

1. **Customer screen-** Open in Rent Manager.
2. **Transactions tab-** Open Transaction Tab.
3. **Filter By Box-** To see a specific date range, use the Filter By date box at the top of the transaction screen and enter both the starting and ending activity range desired.
4. **Search Box-** To search quickly for a specific transaction type (ie. RENT, DEPOSIT, LATE), use the Search box at the top of the transaction screen.

The screenshot displays the Rent Manager 12 interface. The top navigation bar includes tabs for Admin, Home, Rental Info, Accounting, Receivables, Payables, Services, Correspondence, and Reports. The left sidebar shows a list of customers, with 'Sue Collins' selected. The main window displays the 'Customer: Sue Collins' screen. The 'Transactions' tab is active, showing a list of transactions with columns for Date, Reference #, Description, Comment, Amount, and Balance. The 'Filter By Date' box and the 'Search' box are highlighted with red circles and numbered 3 and 4 respectively. The 'Transactions' tab is highlighted with a red circle and numbered 2. The customer selection in the sidebar is highlighted with a red circle and numbered 1.

Date	Reference #	Description	Comment	Amount	Balance
09/05/2014	1156	Payment Received		(700.00)	0.00
10/01/2014		Rent Charge	monthly rent posting	715.00	715.00
10/01/2014		Renewal Concession		(5.00)	700.00
10/06/2014	1166	Payment Received		(700.00)	0.00
11/01/2014		Rent Charge	monthly rent posting	715.00	715.00
11/01/2014		Renewal Concession		(5.00)	700.00
11/03/2014	1166	Payment Received		(700.00)	0.00
12/01/2014		Rent Charge	monthly rent posting	715.00	715.00
12/01/2014		Renewal Concession		(5.00)	700.00
12/04/2014	1172	Payment Received		(700.00)	0.00
01/01/2015		Rent Charge	Monthly Rent Posting	715.00	715.00
01/01/2015		Renewal Concession		(5.00)	700.00
01/06/2015	1177	Payment Received		(700.00)	0.00
02/01/2015		Rent Charge	Monthly Rent Posting	715.00	715.00
02/01/2015		Renewal Concession		(5.00)	700.00
02/06/2015	1182	Payment Received		(700.00)	0.00
03/01/2015		Rent Charge	Monthly Rent Posting	715.00	715.00
03/01/2015		Renewal Concession		(5.00)	700.00
03/05/2015	1188	Payment Received		(700.00)	0.00
04/01/2015		Rent Charge	Monthly Rent Posting	715.00	715.00
04/01/2015		Renewal Concession		(5.00)	700.00
04/08/2015	1193	Payment Received		(705.00)	(5.00)
05/01/2015		Rent Charge	Monthly Rent	715.00	710.00
05/01/2015		Renewal Concession		(5.00)	695.00
05/05/2015	1197	Payment Received		(700.00)	(5.00)
06/05/2015		Rent Charge		715.00	710.00
06/01/2015		Renewal Concession		(5.00)	695.00
06/05/2015	1205	Payment Received		(700.00)	(5.00)
07/01/2015		Rent Charge	Monthly Charge	715.00	710.00
07/01/2015		Renewal Concession		(5.00)	695.00
07/01/2015	1210	Payment Received		(700.00)	(5.00)
08/01/2015		Rent Charge		715.00	710.00
08/01/2015		Renewal Concession		(5.00)	695.00

How to Read a Resident Transaction Ledger

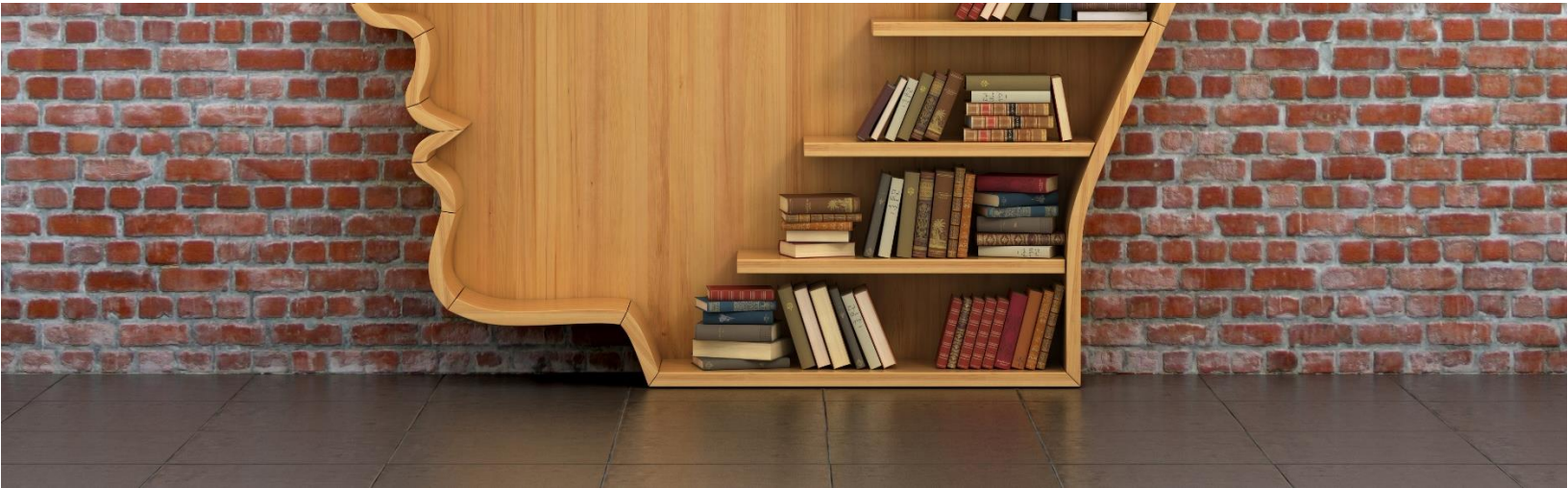
1. Transaction Ledgers read top to bottom- meaning that the oldest activity is at the top and the most recent activity is at the bottom.
2. Date of the transaction is at the far left of the transaction ledger.
3. Reference number refers to the type of payment and specific identifying number such as a check or money order number.
4. Description tells you what the activity is- either a charge or a credit.
5. Comment section can be used to explain any activity. For example, if there is a Resident relations credit on a transaction ledger, the General Manager can add a comment explaining why the credit was issued. This will need to be noted on the RCA when submitted to the Staff Accountant for processing.
6. Charges are shown as a positive number in the column second from the right.
7. Credits and payments are shown as a negative with parenthesis () in the column second from the right.
8. The account balance is shown in the far right column.

The screenshot shows the Rent Manager 12 software interface. The main window displays a transaction ledger for Sue Collins. The table has columns for Date, Reference #, Description, Comment, Amount, and Balance. The transactions are listed chronologically from top to bottom. Red circles and numbers 1 through 8 are overlaid on the table to illustrate the components described in the list above.

Date	Reference #	Description	Comment	Amount	Balance
09/05/2014		Payment Received		(700.00)	0.00
10/01/2014	1156	Rent Charge	monthly rent posting	715.00	715.00
10/01/2014		Renewal Concession		(5.00)	700.00
10/06/2014	1161	Payment Received	monthly rent posting	715.00	0.00
11/01/2014		Renewal Concession		(5.00)	715.00
11/03/2014	1166	Payment Received	monthly rent posting	(700.00)	0.00
12/01/2014		Rent Charge	Monthly Rent Posting	715.00	715.00
12/01/2014	1172	Renewal Concession		(5.00)	700.00
12/04/2014		Payment Received		(700.00)	0.00
01/01/2015		Rent Charge	Monthly Rent Posting	715.00	715.00
01/01/2015	1177	Renewal Concession		(5.00)	700.00
01/06/2015		Payment Received	Monthly Rent Posting	(700.00)	0.00
02/01/2015		Rent Charge	Monthly Rent Posting	715.00	715.00
02/06/2015		Renewal Concession		(5.00)	700.00
03/01/2015	1182	Payment Received	Monthly Rent Posting	(700.00)	0.00
03/01/2015		Rent Charge	Monthly Rent Posting	715.00	715.00
03/01/2015		Renewal Concession		(5.00)	700.00
03/05/2015	1188	Payment Received	Monthly Rent Posting	(700.00)	0.00
04/01/2015		Rent Charge	Monthly Rent Posting	715.00	715.00
04/01/2015		Renewal Concession		(5.00)	700.00
04/08/2015	1193	Payment Received	Monthly Rent	(700.00)	0.00
05/01/2015		Rent Charge	Monthly Rent	715.00	715.00
05/01/2015		Renewal Concession		(5.00)	695.00
05/05/2015	1197	Payment Received		(700.00)	0.00
06/01/2015		Rent Charge		715.00	715.00
06/01/2015		Renewal Concession		(5.00)	695.00
06/05/2015		Payment Received		(700.00)	0.00
07/01/2015	1205	Rent Charge	Monthly Charge	715.00	715.00
07/07/2015		Renewal Concession		(5.00)	695.00
07/07/2015	1210	Payment Received		(700.00)	0.00
08/01/2015		Rent Charge		715.00	715.00
08/01/2015		Renewal Concession		(5.00)	695.00



DENIZEN
MANAGEMENT



Accounts Payable

WE ARE



Accounts Payable Policy

The Accounts Payable process allows Denizen Management ("Company") to quickly and efficiently pay our Vendors for procured goods and services delivered or performed as provided either by Agreement, Requisition or Purchase Order. The Accounts Payable Process is structured to allow each participant in the Accounts Payable Workflow to process their Invoices electronically, thus allowing time for other duties and responsibilities to be performed.

Please note that no agreement or contract to any Vendor or Supplier for all managed properties over \$1,000 is permitted without approval/signature from a District Manager or Principal of Denizen Management. For the Corporate Office, all agreements or contracts to any Vendor or Supplier are to be approved only by one of the relevant Principal Owners of each Company.

Vendor Set-Up Policy

All Vendors must have the following on file with Financial Services to be approved for Payment.

1. Completed/Approved Vendor Set-Up Form
2. W-9 (use most current W-9).
3. Certificate of Liability and Worker's Compensation (or waiver of Worker's Compensation), prior to and if Vendor is performing any services at the Property. The minimum coverage amount is one million dollars (\$1,000,000) with the Property listed as additional insured and Denizen Management listed as certificate holder.

All Vendor Set-up, W-9s and Insurance Certificates are to be obtained by each Property or Department Administrator and provided to the Financials Services at APinvoices@denizenmanagement.com.

Note: All Vendors are required to invoice for all procured goods and services delivered no less than once a month. If the Vendor fails to do so, they will no longer remain an approved Vendor.

Vendor Set-Up (Form)

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New Vendor Set Up (Form)

Vendor Name: _____

Address: _____

Property Requesting: _____

Type of work: _____


Vendor Phone Number: _____


Fax Number: _____




Required Forms to be attached

W9 ☐ Workers Compensation ☐ Certificate of Liability Ins ☐

Notes:


 General Manager's Signature


 Regional Manager's Signature

NEW VENDOR SET UP (FORM) – located on Employee Login Resources

Insurance Requirements

Denizen Management will accept Certificates of Insurance from the insurer provided that the named Certificate Holder is Denizen Management with additional insured as the Property(s) for which they are performing services.

Minimum Requirements

General Liability – Each Occurrence	\$1,000,000
General Aggregate, Per Project	\$2,000,000
Products/Completed Operations Aggregate	\$2,000,000
Personal & Advertising Injury	\$1,000,000
Fire Damage	\$ 50,000
Medical Expense	\$ 5,000
Excess Liability (Major Subcontractors and/or Subcontract)	\$1,000,000
Umbrella Each Occurrence	\$5,000,000
Aggregate	\$5,000,000
Excess Liability (All Other Subcontractors)	
Umbrella Each Occurrence	\$1,000,000
Aggregate	\$1,000,000
Automobile, Owned, Hired and Non-Owned Vehicles	\$1,000,000
Workers Compensation & Employers Liability:	
Workers Compensation	Statutory
Employers Liability – Each accident	\$ 500,000
Employers Liability – Disease/Each Employee	\$ 500,000
Employers Liability – Disease/Policy Limit	\$ 500,000
Professional Liability Insurance – Each Occurrence, if Required	\$1,000,000
Environmental Liability Coverage – Each Occurrence, as applicable	\$1,000,000

Insured

Additional Insured:

Property(s) – may list all properties for which they are performing services

Certificate Holder:

Denizen Management

Addressing – Accounts Payable

When ordering a service or product, the Vendor has two options for submitting invoices for payment:

OPTION 1: *(Preferred)*

EMAIL INVOICE TO: DenizenAP@AVIDBILL.COM

- Include PDF attachment under **5MB**
- One Invoice per PDF (*Emails can include multiple attachments*)
- Include any back-up documentation within invoice's PDF (*Invoice must be page 1*)

OPTION 2:

BILLING ADDRESS (SUBMIT VIA MAIL TO):

Property Name
c/o Denizen Management
P.O. BOX 36443
Charlotte, NC 28236

SHIP TO/SERVICE ADDRESS (All invoices **must** include the following information):

Property/Entity Name
Property/Entity Ship-to
Property/Entity Service Address
Supplier Name & Remittance Address
Invoice Number

Accounts Payable Cycle

Accounts Payable Invoices are to be coded and approved every week. Utility invoices are to be coded and approved each day. If you are scheduled off work, you must make appropriate accommodations for the processing of Property Invoices, including contacting your District Manager.

Thursday (Week One)

The Community will review, code and approve all Invoices in their queue no later than the end of the day Thursday each week. It is imperative that all invoices received are approved by the Thursday cutoff.

Monday

The District Manager will approve invoices for payment in their queue from Friday to Monday (two (2) workday period), but no later than the end of the work day Monday.

Wednesday

Once the invoices have been approved, the Staff Accountant will review, and process all invoices in their queue and export to the accounting system for payment on Tuesday and Wednesday (two (2) workday period), but no later than the end of the work day Wednesday.

Friday (Week Two)

1. All approved and processed invoices from Thursday (week one) are to be submitted for payment approval by 8:00 a.m. Thursday morning.
2. Payment approval is to be completed no later than the end of the work day, Friday (two (2) work day period).
3. All payment approvals are to be processed through AvidPay no later than the end of the work day, Friday (week two).

Note: It is required and imperative that all participants perform their payable duties within the period provided; and to complete such duties no later than the end date. This will allow the next participant in the cycle to perform their subsequent duties in the same manner without delay.

Utility Billing Cycle

Invoices noted with the workflow "Utility" must be coded and approved within 1 business day, regardless of the noted cycle above. The General Manager must check their bill queue daily for Utility Invoices and code and approve them immediately, even out of cycle. This is to ensure prompt payment and avoid utility disconnects. The Utility Workflow is a two (2) step workflow - General Manager and Accountant.

AvidXchange

Denizen Management uses a third-party Accounts Payable Solution Software – AvidXchange. AvidXchange allows Denizen and its Communities to circulate invoices electronically, thus cutting back on paper and speeding up the process and the efficiency of routing, coding and approving such invoices.

Workflows

Invoices are routed in Avid through Workflows. The Workflow determines who receives and performs specific actions to each invoice that enters Avid. Each property is assigned a workflow based on the staff structure.

Every invoice is assigned a Workflow within Avid. Below is a description of each workflow.

Property Workflow 1 – Designed for Communities that do not have an Assistant Manager.



Property Workflow 2 – Designed for Communities that have an Assistant Manager.



Utility Workflow – This workflow was designed for All utility invoices to reduce the amount of time it takes to get a utility invoices to payment approval.



DM Workflow – This workflow was designed for Denizen Management invoices that have contract pricing in place and does not require additional approval.



Admin Workflow – This workflow was designed for Denizen Management invoices that do not have contract pricing in place and requires additional approval.



Getting Started with Avid

Internet Settings

You must use Google Chrome to launch Avid Exchange. To log in go to: <https://login.avidxchange.net/> and save this link to your "Favorites" bar.

Logging In

Enter your user name (email address) and password on the login page. Upon logging in, you will be taken to the home screen.

Home Screen

The home screen lists all the current invoices that are awaiting your approval. There is also a tab for Disputed invoices. Only you can see the invoices that you have in your queue or the invoices that you have disputed. No one should hold invoices in their queue for more than 7 days. The number of days an invoice has been in your queue will show in "Days Held".

If you are assigned as a "Proxy Approver" to cover for vacations, PTO, etc, the name of the user you are approving for will show up in the "Proxy For" column.

The screenshot shows the 'Invoice' management interface. It features a sidebar with navigation options: Orders, Invoice, Pay, Inbox, and Add. The main area has tabs for 'Pending Approval' (active) and 'Disputed'. A table lists invoices with columns: Invoice #, Invoice Date, Due Date, Supplier, Days Held, Ordered By, and Proxy For. Annotations with red boxes and arrows point to specific elements:

- Pending Invoices** – indicates how many invoices you have in your queue. (Points to the 'Pending Approval' tab)
- Disputed** – indicates how many invoices you have in dispute in your queue (only you can see these). (Points to the 'Disputed' tab)
- Days invoice has been in queue** (Points to the 'Days Held' column)
- Covering for user** (Points to the 'Proxy For' column)

Invoice #	Invoice Date	Due Date	Supplier	Days Held	Ordered By	Proxy For
916100478	04/10/2019	05/10/2019	Codecloud			
917153678	04/10/2019	04/10/2019	HD Supply Facilities Maintenance, Ltd.			
0700-2	04/10/2019	04/10/2019	The Sherwin-Williams Co.			
23614779	04/15/2019	05/15/2019	Korvet Plumbing Heating & Air Conditioning			

You can also sort on any of the column headers on the home screen by right-clicking on the header. You can adjust the number of invoices that show on the home screen in the bottom left-hand corner and hitting the dropdown arrow.

The screenshot shows a table of invoices with columns: Invoice #, Invoice Date, Due Date, Supplier, Supplier ID, Total, Property, Property Code, and Action. Annotations include:

- A red circle around the 'Invoice #' header with an arrow pointing to a callout box: "Click on invoice number to open invoice for coding and approving".
- A red circle around the bottom left pagination controls (showing '25' and a dropdown arrow) with an arrow pointing to a callout box: "Adjust the number of invoices that show in your approval queue".
- A red circle around the 'Property' header with an arrow pointing to a callout box containing:
 - Sort your queue by any header criteria (invoice date, due date, vendor name, workflow, etc.)
 - Filter your queue
 - Hide Columns

GL Coding

When you are ready to start coding and approving your invoices, click on an invoice number to open the invoice. Once clicking into the invoice, you will see that the Header details, Distribution lines, and Invoice Image are all on the same screen. Verify the invoice number, the amount and the Property in the Header.

GL Coding Policy

To meet the Quality Service Quotients ("QSQ") of Cash Flow and Financials for Owners, General Managers must manage operating expenses and properly GL Code all operating and capital expenditures. To meet the QSQ, a GL Coding Policy has been developed as part of the integrated Financial Services systems.

Responsibility

Every year District Managers develop an approved Operating Budget for each Community. It is then the responsibility of the General Manager to operate, track and GL Code according to the Operating Budget and GL Coding Policy. In addition, the District Manager is ultimately accountable to the Owner for the performance of the Community, per the Operating Budget, and as such is to supervise and support the General Manager with the acquisition and approval of vendors, services and Invoices.

Intuitive GL Coding

The organization and the name of GL Codes are designed to be intuitive – descriptive. As a part of the policy, a GL Coding – Property Management (Form) listing has been developed for easy reference and use. The following is a guide to the intuitive nature of the GL Coding and the GL Coding – Property Management (Form):

1. The A/P Document Management system limits the GL Codes to those on the GL Coding – Property Management (Form) listing.
2. The first number of the GL Code provides if a GL Code is categorized as an Expense or Asset:
 - a. **4** = Expenses
 - b. **1** = Assets (Capital)
3. Expenses are listed first as they are more often used as provided in the Operating Budget. It is best to GL Code according to the Operating Budget, then to the GL Coding – Property Management (Form).
4. Read the name of the GL Code:
 - a. If it adds the word Expense, Fee or Repair it is an Expense
 - b. If it adds the word Improvement or Replacement, is an Assets (Capital) item
5. Many of the GL Codes have Notes that provide additional information as a guide to the use of GL Code.




It is the responsibility of the District Managers to review all GL Coding as a part of their Invoice approval process. If an error is found, those invoices will be sent back to the General Manager for correction.

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GL Codes - Property Management (Form)

GL Name Orange
To Cost Overhead in GLS
GL Code Addition

Account	Date	Account Code Description	Note
EXPENSES			
40000		Utilities	Restricted - Direct Use
40000		400000	Gas - Common
40000		400000	Electricity - Vacant
40000		400000	Electricity - Common
40000		400000	Water
40000		400000	Drain
40000		400000	TV - C
40000		400000	Utility Processing Fee
40000		400000	Pay Lease
40000		400000	General Manager Payroll
40000		400000	Assistant Manager Payroll
40000		400000	Security Payroll
40000		400000	Automotive Allowance
40000		400000	Housing Allowance
40000		400000	Accident Covering
40000		400000	Bank Charge
40000		400000	Payment Processing Fee
40000		400000	Pay Lease
40000		400000	Credit Card Fee
40000		400000	Hotel Charge
40000		400000	Copy Paper
40000		400000	Other Supply
40000		400000	Printing & Stationery
40000		400000	Postage
40000		400000	Dues & Subscription
40000		400000	Lease Software
40000		400000	Office Equipment Maintenance
40000		400000	Computer Software
40000		400000	Property Management Software
40000		400000	Telephone Expense
40000		400000	Cell Phone Expense
40000		400000	Internet Expense
40000		400000	Cell Phone Expense
40000		400000	Uniform
40000		400000	Security Service
40000		400000	Uniform
40000		400000	Meals & Entertainment
40000		400000	Recruiting
40000		400000	Training
40000		400000	Automotive Reimbursement
40000		400000	Automotive Reimbursement
40000		400000	Leasing Reimbursement
40000		400000	Meals Reimbursement
40000		400000	Rental Car Reimbursement
40000		400000	Traveling & Toll Fee Reimbursement
40000		400000	Collection Fee
40000		400000	Towing
40000		400000	Resident Lease
40000		400000	Lease
40000		400000	Lease Equipment
40000		400000	Other Services
40000		400000	Rental Insurance
40000		400000	Other Administration

GL CODES - PROPERTY MANAGEMENT (FORM) – can be retrieved on employee login website

Is it an Expense or an Asset (Capital)?

Often, what is less intuitive is whether a Maintenance Repair or Supply is to be GL Coded as an Expense or Asset (Capital). The following is guide:

1. The Operating Budget is the best guide.
2. Effectively, if any item is a recurring operating item; is maintained or repaired, it is an Expense.
3. Effectively, if any item is replaced or improved (an addition), it is an Asset (Capital).
4. The following are always an Asset (Capital) item:
 - a. Appliances
 - b. Carpet and flooring replacement
 - c. Blind & Shade Replacements
 - d. New Roof
 - e. Exterior Painting of a Building
 - f. Insurance Casualty due to a claim
 - g. Capital Projects
 - i. Down Units
 - ii. Renovation Projects
 - h. Notes on GL Code – Property Management (Form) provide < or = dollar limits as a guide if to be GL Coded as an Expense or Asset (Capital).
5. Insurance Casualty and Capital Projects

- Regardless to how small of a charge/cost, the item is to be GL Coded as an Asset (Capital) – all associated costs to be GL Coded as an Asset (Capital).
- Any fees, permits, inspections related are to be GL Coded as an Asset (Capital).

Invoice GL Coding

Coding an invoice in Avid is permission based. If you have the correct access levels then you will be able to perform the following functions like editing the distribution line, adjusting the amount of the line, and adding additional lines.

Please refer to the GL Coding Policy for the proper coding of an invoice.

In the distribution lines, enter the Property Code (Short Name), Accounting Code (GL Code), Unit Code, Description and Amount for that item. You can also add lines for coding or delete lines for coding if necessary.

There must be an Accounting Code (GL Code). You can either type the name of the code or the number. A Unit Code is also required (or none selected) if there is not a specific unit. There must be something in this field;

Once complete, you can move the invoice on to the next approver by clicking the Approve button on the top bar of the invoice. By selecting Approve, you are approving the receipt and price of the products/services on the invoice.

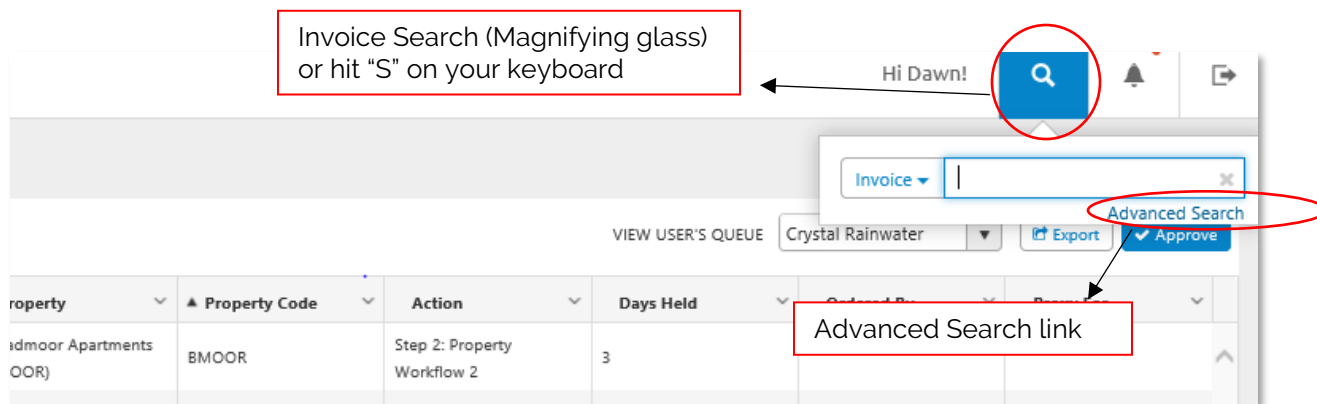
After hitting Approve, the next invoice in your queue will appear.

The screenshot shows the Avid invoice system interface for invoice # INV-000476. The interface includes a header section with invoice details, a main distribution area, and a bottom section for accounting codes and unit codes. Callouts highlight the following features:

- Approval button:** Located in the top right corner, used to move the invoice to the next approver.
- Allows you to add/delete more/less rows for gl coding more than one item on an invoice:** Located in the bottom left corner, near the 'Add' and 'Delete' buttons.
- Frequently used features like ad-hoc approver & dispute:** Located in the top right corner, near the 'Assign Ad-Hoc Approver' and 'Dispute' buttons.
- Allows you to adjust the size of the distribution area below:** Located in the bottom right corner, near the 'Item Description' column header.

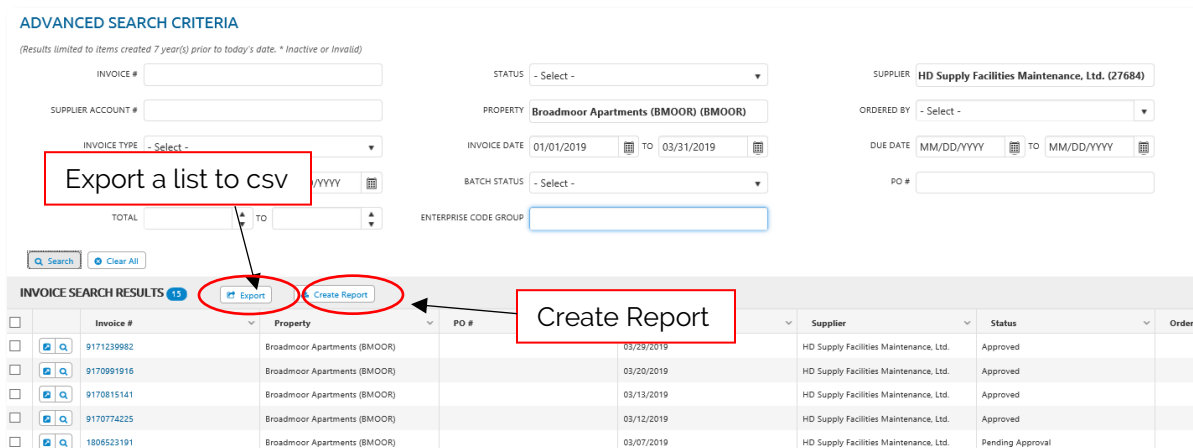
Searching

To search you will click on the magnifying glass at the top right-hand corner of the screen. If you would like to search on criteria other than invoice number click on "advanced search". This screen can also be accessed quickly by pressing the "s" key on your keyboard.

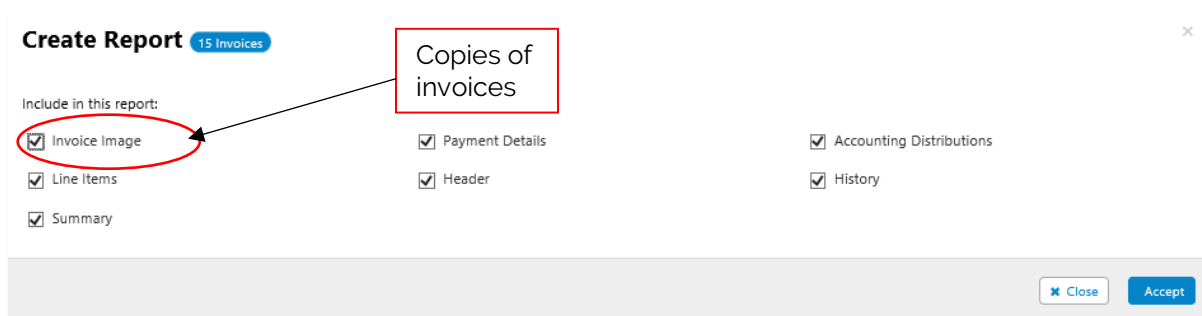


Using the Advanced Search feature allows users to search for invoices by Vendor (Supplier), Invoice Date, Property or Enterprise Code (Accounting Code, Property Code or Unit Code). You can also search for a combination of any of the fields. An example would be searching for all invoices for HD Supply for BMOOR from 01/01/19 to 03/31/19 and seeing a list of these invoices.

After your list of invoices is populated, you can select the invoices and export the list to excel or you can create a report.

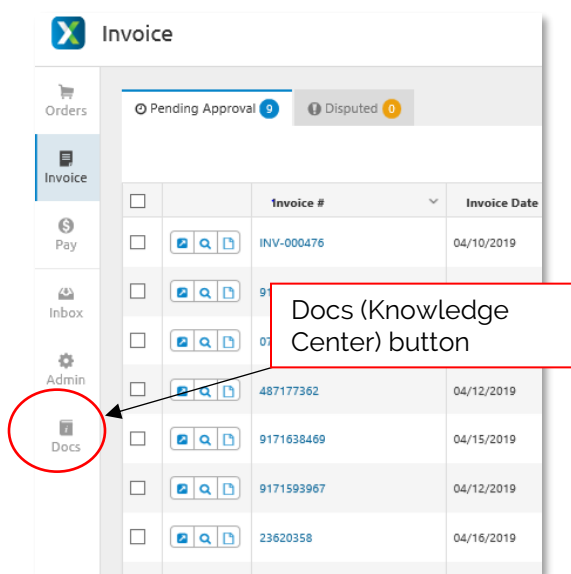


Using the “Create Report” feature is a quick way to print invoice images without having to click on each invoice on the list in the example above along with other information.



Interactive Help

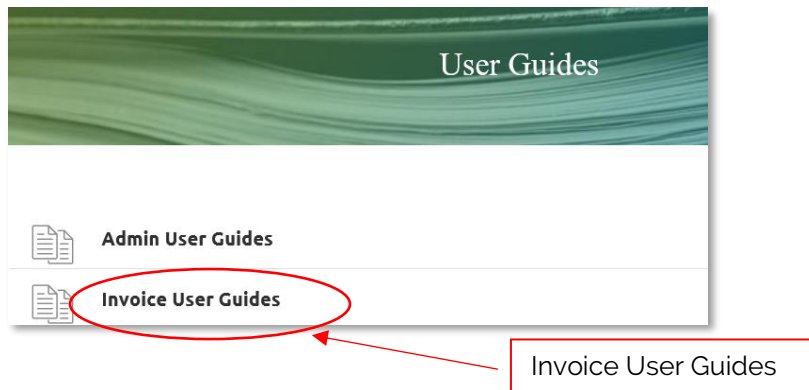
Avid has a Knowledge Center which contains interactive help with on screen instructions. To start one of these tutorials you will click on the icon below. This icon can be found on the left-hand side of the screen.



Click on User Guides at the top of the screen.



Select Invoice User Guides. This is the only feature we are currently using in Avid. This will populate different subjects with tutorials.



WE ARE



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