



All About Accounts Receivable

Property Management Solutions for Over 30 Years

Overview

In a typical month the main functions under AR (Accounts Receivable) you will use are to enter charges, receive payments, take management fees, charge late fees, and use the history screens to view, edit and void transactions. This document will go over these topics in further detail to better help you use them efficiently.

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1. Entering Charges

A. Charge Monthly Rent

Each month the first thing to do is to charge the tenants their monthly rent charge using AR > Scheduled Receivables > Rent. Rent can be charged at other intervals such as weekly, quarterly, or annually, but for the sake of simplicity, it will be referred to as monthly. The steps taken and rules are the same no matter what the interval. To set up the amount charged, the code used and the frequency of the rent, go to Profiles > Tenant > Select the Tenant > Click tab 2 Lease.

Joseph P. Bruno [Tenant]

ID: BRUNO Joseph P. Bruno ☐ No Payments Status: Current

Tenant Info Upload Manager

Lease

Rent Charge: RENT: Rent

Amount: \$1,140.00 ☐ Per Square Foot

Memo:

Rate Table: ARLINGTON: Short term taxable

Notices: DL: Late notice

Late Fees: 25: Fixed \$25

Grace Period: 5 Additional Management Fee (%):

Rent Summary

Amount: \$1,140.00

Schedule: Monthly

Next Scheduled: 6/1/2023

Schedule Expires:

Review Date:

Insurance Expires:

Lease Dates

Lease Type: Closed Move In: 11/1/2022

Lease Starts: 11/1/2022 Notice Given:

Lease Expires: 10/31/2023 Move Out:

Short Term Rental

Guest ID:

1 Tenant 2 Lease 3 Rent Changes 4 Recurring Charges 5 Categories 6 Documentation

Undock Help New Previous Next Save Report Close

Above you'll see what tab 2 Lease of the Tenant Profile for Bruno looks like. At the top left you can define the rent charge used (your software will come with rent already created as a taxable income account code) and the amount that will be charged. On the upper right you'll see the schedule (the frequency of the charge) and the next scheduled date (the next time Promas will consider the tenant as a candidate to be charged rent).

Tenants will only be considered a candidate to be charged rent if their status is set to Current, Future, Eviction or Notice (Past Active, Past Inactive and Past Evicted will not be considered) AND their unit and ledger (owner/property) have an active status.

The Schedule can be set to Expired when the tenant moves out. You can also set a Schedule Expires date if you know ahead of time when you want rent to no longer be charged. The amount can be adjusted in the future under tab 3 Rent Changes. This is where you'd put any rent increases or modifications you know will occur in the future.

To charge the rents, go to AR > Scheduled Receivables and Rent will be marked by default. Scheduled Through should be verified before clicking compile. Unless needed, Limit to Schedule and Restrict to can be left blank.

Scheduled Receivables

Profile Search

Integration

Publishing

Profiles

AP

AR

GL

Maintenance

Reports

Mailings

☒ **Rent**

☐ Recurring Charges

☐ Late Fees

☐ Reconcile Per Day Late Fees

☐ Management Fees NOT on a Tenant Payment

Scheduled Through: 7/1/2023

Limit to Schedule: All

Restrict to: [Empty Field]

Undo **Help** **Compile** **Cancel**

Here is what you will see when you click compile. There is a list of all available candidates who will be charged rent. From left to right you see the date the charge will post as (even if it's different than your scheduled through date), the tenant who will be charged, the schedule and the rent amount. Tenants can be marked skipped if needed.

Assess Rents

Date	Tenant	Schedule	Amount	
7/1/2023	BRUNO: Joseph P. Bruno	Monthly Rent	\$1,140.00	<input type="checkbox"/> Skip
	Unit: FAIR436: 436 Fairway Drive			<input type="checkbox"/> First Month's Rent
7/1/2023	GURO: Edward & Marianne Guro	Monthly Rent	\$950.00	<input type="checkbox"/> Skip
	Unit: MAIN212: 212 Main Street			<input type="checkbox"/> First Month's Rent
7/1/2023	HUDOCK: Francis Hudock	Monthly Rent	\$900.00	<input type="checkbox"/> Skip
	Unit: WALNUT 124: 124 Walnut Road			<input type="checkbox"/> First Month's Rent
7/1/2023	KMETZ: Anthony Kmetz	Monthly Rent	\$965.00	<input type="checkbox"/> Skip
	Unit: WB205: Willow Brooke Unit 205			<input type="checkbox"/> First Month's Rent
7/1/2023	ROSEMAN: Rita Roseman	Monthly Rent	\$690.00	<input type="checkbox"/> Skip
	Unit: CEDAR327: 327 Cedar Lane			<input type="checkbox"/> First Month's Rent

☒ Sort By Tenant ☐ Sort By Unit

Help **Post** **Report** **Cancel**

All Rents / Selected Rents / First Month Rents / Selected First Month Rents / Skipped Rents

Once you click post two things will happen:

- 1) the listed rents will be charged to each tenant, and
- 2) each tenant's profile will be updated to reflect a new Next Scheduled date.

For example, Bruno will be updated from 7/1/2023 to 8/1/2023. This means if rent was compiled again for July 1, Bruno would not be considered as his next date is after 7/1/2023 now. Anyone skipped will not be charged and their Next Scheduled date will not be affected.

A lot goes on but all you must do is go to AR > Scheduled Receivable, select a scheduled thru date, review the compiled candidates, and post the transactions.

B. Charge Recurring Charges (Other Than Rent)

A charge that gets posted to the tenant on a scheduled basis for something other than rent is done using AR > Scheduled Receivables > Recurring Charges. An example would be a monthly charge for trash collection paid by the tenant. The recurring charges are set up under Profiles > Tenant > Tab 4 Recurring Charges.

The screenshot shows the 'Recurring Charges Other Than Rent' form within a software interface. The top header bar displays 'Joseph P. Bruno [Tenant]'. On the left is a vertical navigation menu with buttons: Profile Search, Integration, Publishing, All Tasks, Tenant History, Tenant Receipt, Charge Tenant, Tenant Move Out, Tenant Letters, Notes, and Disbursement History. The main form area has a title bar 'Recurring Charges Other Than Rent'. Below this, there are input fields for 'Charge' (containing 'TRASH: Trash Removal'), 'Amount' (\$25.00), 'Schedule' (Monthly), 'Next Scheduled' (6/1/2023), and 'Memo' (Reimbursement from tenant). There are also checkboxes for 'Per Sq Foot' and 'Pay Management'. At the bottom of the form, there is a tabbed interface with tabs: 1. Tenant, 2. Lease, 3. Rent Changes, 4. Recurring Charges (selected), 5. Categories, and 6. Documentation. Below the tabs are buttons: Undock, Help, New, Previous, Next, Save, Report, and Close.

Here you can define the charge, the amount and any memo you want to appear each time. There are options to make the amount based on the unit's square footage and you can also make the charge be paid to the management group instead of the owner by marking Pay Management. In addition, you can make the amount negative (e.g. -25) to give the tenant open credits. An example would be if the tenant did a repair and the owner is paying the tenant back over time.

There is also a schedule to be set up. The schedule can range from Monthly to Weekly or Annually and options in between. You can even set up one-time charges. The next scheduled date is the next date this charge will be posted. You can add a schedule expires date if you know when you want this charge to no longer post.

To charge the recurring charges, go to AR > Scheduled Receivables and mark Recurring Charges. Scheduled Through should be verified before clicking compile. Unless needed, Limit to Schedule and Restrict to can be left blank.

Here is what you will see when you click compile. There is a list of all available candidates who will be charged recurring charges. From left to right you see the date the charge will post as (even if it's different than your scheduled through date), the tenant who will be charged, the schedule with the charge being posted and the amount. Tenants can be marked skipped if needed.

Date	Tenant	Schedule	Amount
7/1/2023	BRUNO: Joseph P. Bruno	Monthly Trash Removal	\$25.00

Once you click post two things will happen:

- 1) the listed charges will post to each tenant, and
- 2 each tenant's profile will be updated to reflect a new next scheduled date.

For example, Bruno will be updated from 7/1/2023 to 8/1/2023. This means if recurring charges was compiled again for July 1, Bruno would not be considered as his next date is after 7/1/2023 now. Anyone skipped will not be charged and their next scheduled date will not be affected.

A lot goes on but all you must do is go to AR > Scheduled Receivables, mark recurring charges, select a scheduled thru date, review the compiled candidates, and post the transactions.

C. Enter One Time Charges

Charges can also be posted manually (not through a schedule) by going to AR > Charge Tenant. This is great for one-time charges or charges not on a schedule. Multiple charges can be entered at the same time and a running total of the charges will be shown labeled **Total Charges**. You can also mark Pay Management if the money should be paid to the management group instead of the owner.

The screenshot displays the 'Charge Tenant' window. On the left is a vertical menu with options: Profile Search, Integration, Publishing, All Tasks, Tenant History, Tenant Receipt, Security Deposit Receipt, Tenant Statements, and Tenant Letters. The main area contains a form with the following fields: Date (7/5/2023), Due By, Unit (FAIR436: 436 Fairway Drive), and Tenant (BRUNO: Joseph P. Bruno). A 'Total Charges' box in the top right shows \$125.00. Below these are two charge entries: 'CLEAN: Cleaning' with an amount of \$50.00, and 'APP: Application Fee' with an amount of \$75.00. The 'APP: Application Fee' entry has a 'Memo' field and a 'Comment' field. To the right of the 'APP: Application Fee' entry are checkboxes for 'Deposit', 'Taxable', and 'Pay Management Group'. At the bottom of the form are buttons for 'Undock', 'Help', 'New', 'Post', and 'Cancel'.

D. Create New Charges



New charge codes can be created by first making an account code (if you don't have one already) and then a charge code. Go to Setup > Account Codes > New. Give the account an ID, Name, Ledger code, Classification if applicable, an account type* and then click Save.



Damage Charges [Account]

ID: Name: Ledger Code: ☒ Active

Account Type: ☐ Bank Account
☐ Checking Account
Classification: ☐ Escrow Deposit Analysis
☐ Impound Account

Account Sections:

Balance Sheet:  

Other Financial Statements:  

1. Account Options / 2. Checking Account Setup / 3. MICR Check Setup

*The account type depends on reporting. If the money received should appear in the income column of the owner's statement, make it income. If the income should be included in the owner's 1099 total, make it taxable income. If the tenant is reimbursing the owner for something and you want the income and expense to wash each other out, make it expense.

Next, create the Charge Code by going to Setup > Charge Codes > New. If you type the same ID used in the account code, the name and Account will fill in for you.

The screenshot shows the 'Damage Charges [Charge]' window. The sidebar on the left contains buttons for Profile Search, Dashboard, Internet Publishing, Profiles, AP, AR, GL, Maintenance, Reports, and Mailings. The main area has the following fields and options:

- ID: DAMAGE
- Account: DAMAGE: Damage Charges
- Payoff Priority: Normal
- Subject to Late Charges: ☐
- Subject to Management Fees: ☐
- Taxable: ☐
- Use to Track Deposits: ☐
- Earns Interest as a Deposit: ☐
- Pay Management Group: ☐

At the bottom, there are buttons for Dock, Help, Delete, New, Previous, Next, Save, and Close.

The boxes on the right can also be marked and mean the following:

- **Subject to Late Charges:** when compiling late fees, if unpaid Promas will include this as part of the balance late.
- **Subject to Management Fees:** when charged, Promas will take a management fee on the charge.
- **Taxable:** when charged, Promas will review the tenant's Rate Table and post any applicable taxes.
- **Use to Track Deposits:** when paid, this charge will be tracked as a security deposit, will appear in the deposits box in Tenant History, and will be refundable to the tenant or available to pay off other charges when released.
- **Earns Interest as a Deposit:** when the deposit is released, Promas will use the Rate Table to calculate interest.
- **Pay Management Group:** by default, when paid the proceeds will be paid to the management group instead of the owner.

E. Payoff Priority

The Payoff Priority is from high to low and is how Promas sorts the charges when recording a tenant payment. The charges are sorted first by payoff priority and second by date. If all the charges have the same payoff priority, they will just be sorted by date. Use this if you want rent to be paid first and maybe late fees or damages to be paid second, in the case the tenant does not bring enough money to cover all the charges.

F. Using Pro Rated Rent

The prorated rent function using AR > Pro-Rate Rent can be used to accomplish any combination of the following:

- calculate and post a partial rent,
- post a management fee to be taken from or given back to the owner,
- post a leasing fee taken from or given back to the owner, or
- post a rent not subject to management fees.

Charge The First Month's Rent

Go to AR > Pro Rate Rent to open the screen. The fields on the left are fillable. The fields on the right are for informational purposes only and will not affect the posting of the transaction.

The screenshot shows the 'Prorated Rent' window with the following fields and sections:

- Left Sidebar:** Profile Search, Integration, Publishing, All Tasks, Charge Tenant.
- Main Input Fields:** Unit, Tenant, Posting Date (7/5/2023), Due By, Start Date, End Date, Days Rented, Days in Rental Period, Rent, First Month's Rent (checkbox), Management Fee, Leasing Fee, Memo, Comment.
- Right Summary Sections:**
 - Full Month Rent and Fees:** Rent, Rent Management Fee, Non-Rent Management Fee, First Month Leasing Fee, Replaces Management Fee (checkbox).
 - Prorated Rent and Fees:** Rent, Rent Management Fee, Non-Rent Management Fee.
- Bottom Buttons:** Help, New, Post, Cancel.

Regardless of what you are using this screen for, you'll first need to select the unit or tenant. Next review the posting date which is the date the charge or fee will be posted. The due by date is optional and is used to determine when a charge is late if the charge code used is subject to late fees.

Calculate and Post a Partial Rent

One use of the Pro-Rate Rent function is to calculate a partial month charge for rent. Enter the date the tenant is moving in as the start date and the last day of the rent period as the end date. Promas will then figure out how many days rented, the total number of days in rental period, and how much to charge for rent, management fees and leasing fees based on the unit's Management Fee profile.

If the lease dates are filled in on tab 2 Lease of the Tenant Profile, when you enter the Pro-Rated Rent screen, Promas will auto-fill with these dates for you.

As an example, a new tenant is moving in on July 14 and has pro-rated rent from July 14 to July 31. The full month of rent is \$1,550 and you normally take a 10% management fee. For the first month of rent, instead of taking a 10% management fee, you take a \$775.00 leasing fee.

From Lease tab in Tenant Profile:

Lease Dates	
Lease Type	Closed
Move In	7/14/2023
Lease Starts	7/14/2023
Notice Given	
Lease Expires	6/30/2024
Move Out	

Prorated Rent	
Profile Search	Unit: CEDAR327: 327 Cedar Lane
Integration	Tenant: NEW TENANT: New Tenant
Publishing	Posting Date: 7/10/2023
All Tasks	Due By:
Charge Tenant	Start Date: 7/14/2023
	End Date: 7/31/2023
	Days Rented: 18
	Days in Rental Period: 31
	Rent: \$900.00
	First Month's Rent: <input checked="" type="checkbox"/>
	Management Fee:
	Leasing Fee: \$775.00
	Memo:
	Comment:
	Full Month Rent and Fees
	Rent: \$1,550.00
	Rent Management Fee: \$155.00
	Non-Rent Management Fee:
	First Month Leasing Fee: \$775.00
	Replaces Management Fee: <input checked="" type="checkbox"/>
	Prorated Rent and Fees
	Rent: \$900.00
	Rent Management Fee: \$90.00
	Non-Rent Management Fee:
Help	New Post Cancel

Post a Management Fee to be Collected from or Returned to the Owner

In addition to helping calculate a pro-rated rent, this screen can be used for several other types of transactions. One of which is taking a management fee without charging rent or giving back a management fee. To do so, you'd ignore the start and end dates and change the rent amount to 0 (zero).

To take a management fee, enter a positive amount in the Management Fee box.

The screenshot shows the 'Prorated Rent' application window. On the left is a sidebar with buttons: Profile Search, Integration, Publishing, All Tasks, and Charge Tenant. The main area contains the following fields:

- Unit: MAIN212: 212 Main Street
- Tenant: GURO: Edward & Marianne Guro
- Posting Date: 7/5/2023
- Due By: (empty)
- Start Date: 7/5/2023
- End Date: 7/31/2023
- Days Rented: (empty)
- Days in Rental Period: 31
- Rent: (empty)
- First Month's Rent: ☐
- Management Fee: \$155.00 (highlighted with a red circle)
- Leasing Fee: (empty)
- Memo: (empty)
- Commet: (empty)

On the right, there are two summary boxes:

- Full Month Rent and Fees:**
 - Rent: \$950.00
 - Rent Management Fee: \$83.13
 - Non-Rent Management Fee: (empty)
 - First Month Leasing Fee: \$475.00
 - Replaces Management Fee: ☒
- Prorated Rent and Fees:**
 - Rent: (empty)
 - Rent Management Fee: (empty)
 - Non-Rent Management Fee: (empty)

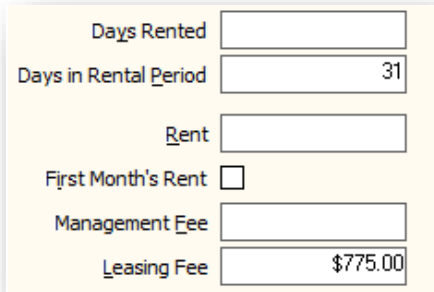
At the bottom are buttons: Help, New, Post, and Cancel.

To give back a management fee, enter a negative amount (enter -155 and the parenthesis will be added by Promas to indicate a negative amount) in the Management Fee box. Click Post to create the transaction.

This is a close-up of the 'Management Fee' field from the previous screenshot. The field contains the text '(\$155.00)', indicating a negative amount. The other fields in this section are: Days Rented, Days in Rental Period (31), Rent, First Month's Rent (checkbox), and Leasing Fee.

Post a Leasing Fee Taken From or Returned to the Owner

Like taking or giving back a management fee, a leasing fee can be taken or given back by entering an amount (positive or negative) in the Leasing Fee box instead. Click Post to create the transaction.

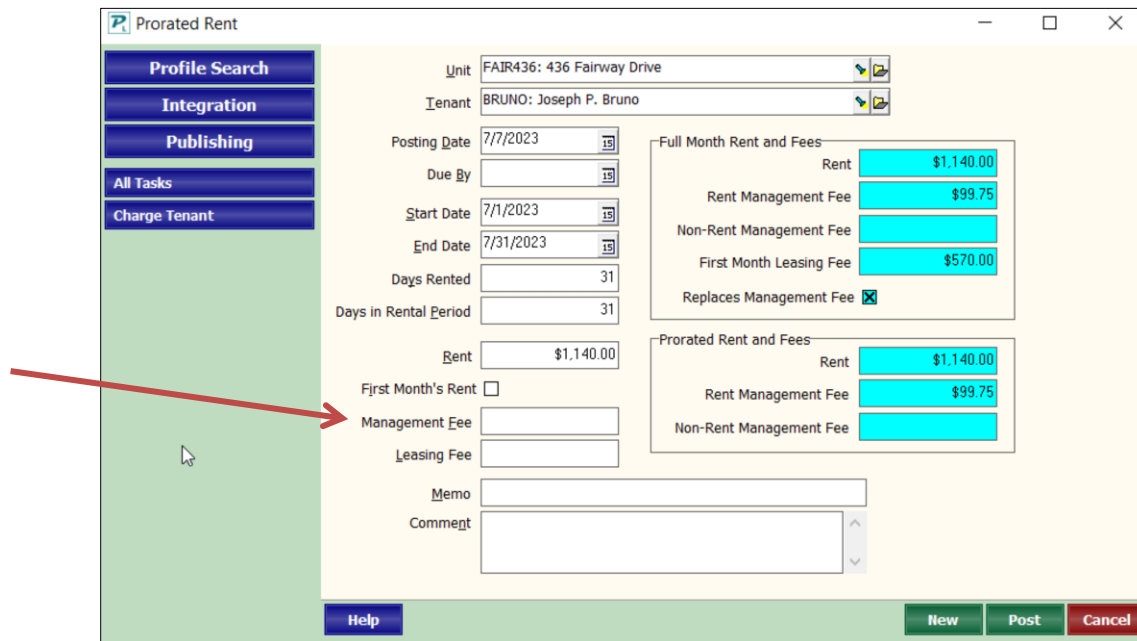


A screenshot of a software form for posting a leasing fee. The form has a yellow background and contains the following fields: 'Days Rented' (empty), 'Days in Rental Period' (31), 'Rent' (empty), 'First Month's Rent' (checkbox, unchecked), 'Management Fee' (empty), and 'Leasing Fee' (\$775.00).

Post a Rent Not Subject to Management Fees

Lastly, you may want to charge a tenant rent but not take your usual management fee. Without affecting the unit's profile, you can charge the tenant rent and make the management fee 0 (zero).

Below is an example of adding a rent with neither a management fee nor a leasing fee) The start and end date here do not matter, any dates can be selected, and the rent can be overridden. If you want Promas to help you determine the rent amount, then select the correct start and end dates.



A screenshot of the 'Prorated Rent' form in the PROMAS software. The form has a green sidebar on the left with buttons for 'Profile Search', 'Integration', 'Publishing', 'All Tasks', and 'Charge Tenant'. The main area has a yellow background and contains the following fields: 'Unit' (FAIR436: 436 Fairway Drive), 'Tenant' (BRUNO: Joseph P. Bruno), 'Posting Date' (7/7/2023), 'Due By' (empty), 'Start Date' (7/1/2023), 'End Date' (7/31/2023), 'Days Rented' (31), 'Days in Rental Period' (31), 'Rent' (\$1,140.00), 'First Month's Rent' (checkbox, unchecked), 'Management Fee' (empty), 'Leasing Fee' (empty), 'Memo' (empty), and 'Comment' (empty). On the right, there are two shaded boxes: 'Full Month Rent and Fees' and 'Prorated Rent and Fees'. The 'Full Month Rent and Fees' box shows 'Rent' (\$1,140.00), 'Rent Management Fee' (\$99.75), 'Non-Rent Management Fee' (empty), and 'First Month Leasing Fee' (\$570.00). The 'Prorated Rent and Fees' box shows 'Rent' (\$1,140.00), 'Rent Management Fee' (\$99.75), and 'Non-Rent Management Fee' (empty). A red arrow points from the 'Charge Tenant' button in the sidebar to the 'Management Fee' field. At the bottom, there are buttons for 'Help', 'New', 'Post', and 'Cancel'.

Note a management fee will not be taken, even though in the colored box on the right it says management fee is \$99.75. The shaded boxes on the right are for information only and will not affect what is being posted.

2. Receiving Payments

A. Record Payments from Tenants

The Tenant Receipt function found in AR > Tenant Receipt is used to record a tenant payment.

The payment can be:

- for current outstanding charges,
- for charges you haven't had a chance to post yet,
- record an advance payment for future charges or over-payment,
- apply Open Credits against an existing charge, or
- a combination of any of the above.

The screenshot shows the 'Tenant Receipt' window. On the left is a vertical menu with options: Profile Search, Integration, Publishing, All Tasks, Tenant History, Ledger Receipt, Charge Tenant, Security Deposit Receipt, Deposit Receipts, and Tenant Statements. The main area contains fields for Date (7/7/2023), Receipt # (330707KGPN), Unit, Tenant, Bank, Payment, Memo, and Comment. There are checkboxes for 'Distribute', 'Prorate', and 'Apply Open Credits'. On the right, there are six blue bars representing: Current Charges Owed, Starting Open Credits, Current Charges Paid, Discounts Given, New Charges Paid, and Final Open Credits. At the bottom, there is a table with columns: Due Date, Charge, Owed, Apply to Charge, Amount, and Skip. Below the table are tabs for '1. Current Charges' and '2. New Charges'. At the very bottom are buttons: Undo, Help, New, Post, Print, Skip All, and Cancel.

Normally, selecting the tenant, making payment, verifying the amount, and posting is all that is necessary. Abnormal situations such as payment of an amount different than owed, a deposit into a bank account other than the default, an advance payment of rent, payment for an item not yet charged, or currency received other than check require more interaction to adjust the screen entries, so they properly reflect the situation.

If the payment is normal, posting will result in the charges being paid off, the tenant and owner ledgers being updated, and the payment credited to the bank account. If set up to take a management fee at the time of payment, management fees will be automatically deducted from the owner and credited to the management group ledger.

The payment amount defaults to the sum of the unpaid charges less any starting open credits. The Current Charges are listed in date sequence. The payment distribution is by [payoff priority](#). The payment distribution can be altered to match the intended use of the receipt amount.

When the payment includes an amount not yet charged or is an advance payment for a scheduled charge, the New Charge function can be used by clicking on the New Charges tab. Overpayments are added to the open credits account, so they can be applied to future charges.

After selecting the tenant, a summary of current charges owed, starting open credits, current charges paid, new charges paid, and final open credits is displayed and updated as you proceed with the details of how the money received is going to be distributed. Normally final open credits should be zero or blank prior to posting. A warning screen will display if you try to post with an amount in open credits. Proceed if you want to record an open credit amount.

Overview of fields on tenant receipt

- **Date:** Once you set the date it will stay until you change it or exit the receipts function. This facilitates entering receipts for a deposit slip received and deposited on a date prior to posting.
- **Receipt #:** A unique, system generated number is created for every receipt. The number consists of a year code, month, day and a four-character string generated to provide uniqueness. You can change this number if you wish.
- **Currency:** Mark the currency checkbox if the payment is in cash or money order.
- **Selecting the Tenant:** Unit or Tenant can be used to identify the payer. Selecting from one list will pull in the other information. These fields are all combination boxes and you can select from either the short or long description of the Record ID.
 - If the tenant selected is from a unit or ledger that is inactive, an information screen will display to let you know.
 - To select the same tenant after clicking the New button, click on the tenant label.
 - By clicking on the folder button, you can view the profile and update information, add comments or a note. You can also add a new tenant by clicking the folder button with the tenant field blank.
- **Bank:** Choose the bank where the receipt will be deposited. The default checking account will display when you choose the tenant. If the receipt is a security deposit being put directly into the escrow bank account, choose that bank or use the [Security Deposit Receipt](#) function.
- **Payment:** The payment amount defaults to the charges outstanding (less any open credits). Change it if the amount received is different. Post each check as a separate receipt. Post cash and check as separate receipts.
- **Apply Open Credits:** If there are open credits there will be an X in the Apply Open Credits checkbox. Unmark the box if you do not want to use any existing open credits.
- **Distribute:** Marking this checkbox will distribute the payment among the charges; unmark the checkbox to clear the amount applied to each outstanding charge. Distribution is based on priority first (assigned in Setup, Accounts, Charge Codes) and date second.
- **Prorate:** Marking this checkbox will prorate the amount between the charges listed. This is helpful when there is a tax on rent that must be collected on the amount of rent paid. (If you

wish to always prorate, go to Setup > Processing Defaults > Tab 5 and type "/receiptprorate" in the Customized Programming Options box. You may have

- **Discount:** This field contains the early payment discount amount which will be applied. The system will calculate it based on all charges paid but it can be changed. Marking the checkbox in Setup, Environment Options, Dates will cause the tenant name followed by the text "Check #" to fill in the memo field when the tenant is selected.
- **Memo:** The check number, other method of payment, or other pertinent information may be entered. The memo and the tenant name appear on tenant statements, ledger history, ledger audit details, the deposit slip and the deposit register report. Marking the checkbox Use Memo for Check Number on Receipts in <<Setup, Environment Options>>, Dates tab, will cause the text "Check #" to be copied into the memo field when a tenant is selected.
 - Memo Shortcuts:
 - Double clicking on the Memo label will either:
 - put the text "Check #" into the memo field if the tenant is not a "responsible tenant"
 - put the text "Tenant Name and Check #" into the memo field if the tenant is "responsible" to another tenant.
 - Double clicking in the Memo field will put the text "Check #" into the memo field.
 - Double clicking in the Comment field will put the Unit long description in the memo field.
 - Double clicking on the Comment label will insert the month of the earliest charge and the text "Check #".
 - Double clicking on the Payment label will put the month and year of the oldest charge in the memo field.
- **Comment:** A freeform field for comments about the transaction which can be used to explain any abnormal circumstances about the receipt or what it paid off. This is for internal use only.
 - Double clicking in this field will put the unit address in the memo field.

Summary Fields

The summary fields are protected and indicate the status of the current transaction prior to posting

- **Current Charges Owed** - the sum of all current charges that are unpaid
- **Starting Open Credits** - the amount of unused credits
- **Current Charges Paid** - the sum of the amount applied to current charges
- **Discounts Given** - any discount earned early payment of rent
- **New Charges Paid** - the sum of the amounts applied to new charges (seen on the New Charges tab)
- **Final Open Credits** - indicates the amount of open credits remaining
 - If positive, there are remaining credits
 - If negative, more open credits are being applied than are available
 - Stop and review what is being applied to charges, this number should always be 0 or positive

Post a Receipt for Current Outstanding Charges

Here is an example of a common receipt – payment in full for the amount due. The only action needed is to enter an optional memo and click New or Post.

The screenshot shows the 'Tenant Receipt' window. On the left is a sidebar with menu items: Profile Search, Integration, Publishing, All Tasks (highlighted), Tenant History, Ledger Receipt, Charge Tenant, Security Deposit Receipt, Deposit Receipts, and Tenant Statements. The main area contains the following fields and sections:

- Date:** 7/7/2023
- Receipt #:** 330707KPCR
- Unit:** FAIR436: 436 Fairway Drive
- Tenant:** BRUNO: Joseph P. Bruno
- Bank:** CHECKING: Bank Account Checking
- Payment:** \$1,165.00
- Options:** ☒ Distribute, ☐ Prorate, ☐ Apply Open Credits
- Memo:** (empty text box)
- Comment:** (empty text box)
- Summary (right side):**
 - Current Charges Owed: \$1,165.00
 - Starting Open Credits: (empty)
 - Current Charges Paid: \$1,165.00
 - Discounts Given: (empty)
 - New Charges Paid: (empty)
 - Final Open Credits: (empty)
- Charges Table:**

Due Date	Charge	Owed	Apply to Charge
7/1/2023	Rent	\$1,140.00	Amount \$1,140.00 <input type="checkbox"/> Skip
7/1/2023	Trash Removal	\$25.00	Amount \$25.00 <input type="checkbox"/> Skip
- Navigation:** 1. Current Charges / 2. New Charges
- Buttons:** Undock, Help, New, Post, Print, Skip All, Cancel

If there was more than one charge, Promas will sort them using the [payoff priority](#). If the tenant had not paid in full, you'd want to change the payment amount and verify the charges being paid. Each charge can have different amounts applied and can even be skipped.

Receiving Money for Charges Which Have Not Been Posted

If a tenant is selected and there are no charges, you will be brought to the New Charges tab at the bottom. You can also select this tab even if there are charges already posted. Choose a charge and enter a dollar amount. If the money is meant to go to the management group, mark “Pay Management Group” so that it does not go to the owner.

The screenshot shows the 'Tenant Receipt' window. On the left is a sidebar with menu items: Profile Search, Integration, Publishing, All Tasks, Tenant History, Ledger Receipt, Charge Tenant, Security Deposit Receipt, Deposit Receipts, and Tenant Statements. The main area is divided into several sections. At the top, there's a header with 'Date' (7/7/2023), 'Receipt #' (330707KPCR), and a 'Currency' checkbox. Below this, fields for 'Unit' (FAIR436: 436 Fairway Drive), 'Tenant' (BRUNO: Joseph P. Bruno), and 'Bank' (CHECKING: Bank Account Checking) are visible. A 'Payment' section shows '\$1,165.00' with checkboxes for 'Distribute' (checked), 'Prorate', and 'Apply Open Credits'. There are also 'Memo' and 'Comment' text areas. On the right side, a summary table shows: Current Charges Owed (\$1,165.00), Starting Open Credits, Current Charges Paid (\$1,165.00), Discounts Given, New Charges Paid (\$25.00), and Final Open Credits (\$25.00). At the bottom, the 'Charge' section is highlighted in blue. It shows 'KEYS: Keys' as the charge, with an amount of '\$25.00'. Below this, there are checkboxes for 'Deposit', 'Taxable', 'Pay Management Group' (checked), and 'Advance Payment'. A red arrow points to the 'Pay Management Group' checkbox. At the very bottom, there are tabs for '1. Current Charges' and '2. New Charges', and a row of buttons: 'Undo', 'Help', 'New', 'Post', 'Print', 'Skip All', and 'Cancel'.

Receiving Money for an Advance Payment of Rent or Other Charges

When recording an advance payment there are two ways of handling it. One is with open credits and one is with the advance payments box.

Open credits are withheld from the owner until a charge is posted. The money can be applied towards any charge. This is the recommended way of handling advance payments.

Advance payments are given to the owner right away. The payment is assigned a charge and can only be used when that code is charged. (For example, while recording the tenant receipt if rent is chosen and marked advance payment, the advance payment amount would not decrease until rent is charged. If cleaning was charged, the amount in advance payments would stay the same).

Here are two examples of receipts being recorded where there are no current charges. In the first the money is being applied towards an advance payment of rent and in the second the money is being added to open credits.

The screenshot shows the 'Tenant Receipt' form for the date 6/30/2023. The receipt number is 330707KRTB. The unit is FAIR436: 436 Fairway Drive, and the tenant is BRUNO: Joseph P. Bruno. The bank is CHECKING: Bank Account Checking. The payment amount is \$1,140.00. The 'Distribute' checkbox is checked, and 'Apply Open Credits' is unchecked. The 'Advance Payment' checkbox is checked. The 'Charge' field is set to 'RENT: Rent' with an amount of \$1,140.00. The 'Final Open Credits' field shows \$1,140.00. A red arrow points to the 'Advance Payment' checkbox.

Field	Value
Date	6/30/2023
Receipt #	330707KRTB
Unit	FAIR436: 436 Fairway Drive
Tenant	BRUNO: Joseph P. Bruno
Bank	CHECKING: Bank Account Checking
Payment	\$1,140.00
Charge	RENT: Rent
Amount	\$1,140.00
Final Open Credits	\$1,140.00

The screenshot shows the 'Tenant Receipt' form for the date 7/7/2023. The receipt number is 330707KSNV. The unit is FAIR436: 436 Fairway Drive, and the tenant is BRUNO: Joseph P. Bruno. The bank is CHECKING: Bank Account Checking. The payment amount is \$1,140.00. The 'Distribute' checkbox is checked, and 'Apply Open Credits' is unchecked. The 'Advance Payment' checkbox is unchecked. The 'Charge' field is empty. The 'Final Open Credits' field shows \$1,140.00. A red arrow points to the 'Final Open Credits' field.

Field	Value
Date	7/7/2023
Receipt #	330707KSNV
Unit	FAIR436: 436 Fairway Drive
Tenant	BRUNO: Joseph P. Bruno
Bank	CHECKING: Bank Account Checking
Payment	\$1,140.00
Charge	
Amount	
Final Open Credits	\$1,140.00

Apply Open Credits Towards a Charge

Open credits will automatically pay off a charge as the charge is posted if the open credit amount is equal to or greater than the charge. If there are not enough open credits to cover the entire charge, but you want to apply what money you have to a charge, you can do it through Tenant Receipt. Make sure that the payment box is zero when applying open credits if you have not received any additional money from the tenant.

Tenant Receipt

Profile Search
Integration
Publishing
All Tasks
Tenant History
Ledger Receipt
Charge Tenant
Security Deposit Receipt
Deposit Receipts
Tenant Statements

Date: 7/7/2023
Unit: FAIR436: 436 Fairway Drive
Tenant: BRUNO: Joseph P. Bruno
Bank: CHECKING: Bank Account Checking
Payment: ☒ Distribute ☐ Prorate
☒ Apply Open Credits
Memo:
Comment:

Receipt #: 330707KUJB ☐ Currency

Current Charges Owed: \$1,165.00
Starting Open Credits: \$1,140.00
Current Charges Paid: \$1,140.00
Discounts Given:
New Charges Paid:
Final Open Credits:

Due Date	Charge	Owed	Apply to Charge
7/1/2023	Rent	\$1,140.00	Amount: \$1,140.00 <input type="checkbox"/> Skip
7/1/2023	Trash Removal	\$25.00	Amount: <input type="text"/> <input type="checkbox"/> Skip

1. Current Charges 2. New Charges

Undo Help New Post Print Skip All Cancel

B. Recording Security Deposit Receipts

The security deposit receipt function streamlines the process of recording security deposits. It provides a convenient way to initialize the security deposit accounts.

Click on the Charge flashlight to see the possible charge codes. Only those identified as security deposit charge codes will display.

The screenshot shows the 'Tenant Security Deposit Receipt' form. The 'Charge' field is highlighted with a red arrow pointing to a flashlight icon. The 'Find Charge' dialog box is open, displaying a list of charge codes. The 'Search for' field is empty, and the 'Sort by' options are 'ID' (selected) and 'Name'. The list shows two entries: 'DEPOSIT' with name 'Security Deposit' and 'PET' with name 'Pet Deposit'. The 'Select' and 'Group View' buttons are at the bottom of the dialog.

ID	Name
DEPOSIT	Security Deposit
PET	Pet Deposit

The screenshot shows the 'Tenant Security Deposit Receipt' form with the 'Charge' field set to 'DEPOSIT: Security Deposit' and the 'Amount' field set to '\$1,550.00'. The 'Find Charge' dialog box is no longer visible. The 'Payment' field is set to '\$1,550.00' with the 'Distribute' checkbox checked. The 'Receipt #' is '330710RHVL'. The 'Unpaid Deposits' field is empty. The 'Starting Open Credits' field is empty. The 'Current Deposits Paid' field is empty. The 'New Deposits Paid' field is '\$1,550.00'. The 'Final Open Credits' field is empty.

Field	Value
Date	7/10/2023
Unit	CEDAR327: 327 Cedar Lane
Tenant	NEW TENANT: New Tenant
Bank	ESCROW: Bank Account Escrow
Payment	\$1,550.00
Distribute	<input checked="" type="checkbox"/>
Use Open Credits	<input type="checkbox"/>
Receipt #	330710RHVL
Unpaid Deposits	
Starting Open Credits	
Current Deposits Paid	
New Deposits Paid	\$1,550.00
Final Open Credits	

Posting a single transaction in this function records the new security deposit charge, the receipt and places the receipt in Deposit Receipts. It posts to the bank you have identified in Setup>Posting Table as the Escrow bank account. You can then go into Deposit Receipts and post the deposit to the bank account.

C. Recording Online Tenant Payment

The batch receipts function in AR > Batch Tenant Receipts provides for loading payments from a third party payment processing company or from a file created locally. The lockbox file consists of any number of payment transactions in a format recognized by Promas.

The only payments that are automatically posted in the Batch mode:

- Fully pay off the outstanding charges
- All charges must be paid the the same ledger

D. Recording Online Payments from Inosio

You will need to [charge tenants rents](#) before tenants can pay online. Balances are automatically synced with Inosio each time you post any schedule charges (rent, recurring charges, etc) or post a deposit slip.

To record payments made online, you can go to AR > Batch Tenant Receipts > Load Receipts from Inosio.

Batch Tenant Receipts

Profile Search
Integration
Publishing
All Tasks
Deposit Receipts

Posting Date: 7/7/2023
Unit:
Tenant:
Bank:
Payment:
Memo:
☐ Quick Posting Mode

Total Entries:
Total Amount:
Load Receipts from Inosio
Add Payment to Batch

Date	Payment Description	Amount

Memo:
Status:
Process as Ledger Receipt
Remove Payment
Process Payment

Sort by Tenant
Sort by Unit
Start Over (Delete All Payments)
Update All Dates
Load Payments from Lockbox File
Save Unprocessed Batch to Lockbox File

All Payments / Payment Not Equal to Unpaid Charges / Payment Equal to Unpaid Charges /
Undock Help Post Report Cancel

There are two tabs, Unprocessed Batches and History. You can click Mark Processed, which will mark it as already received without posting anything, or click Load Receipts which will bring in all the receipts in that batch.


Load Receipts from Inosio Server

Unprocessed Batches | History

Unprocessed Receipt Batch: Deposit on 5/10/2023, \$12.00, 1 item, Id: 8322028956388486

Mark Processed Load Receipts

Check Server for More Batches

 Account Home Integration Guide

Cancel

Follow normal batch receipt processing.

Receipt Integrations Batch Tenant Receipts Inosio Integration

Posting Date: 3/8/2022

Unit:

Tenant:

Bank:

Payment: ☐ Quick Posting Mode

Memo:

Total Entries: 3

Total Amount: \$2,700.00

Load Receipts from Inosio

Add Payment to Batch

Date	Payment Description	Amount
2/22/2022	Anthony Kmetz for 2118 Oak Street	\$1,200.00
	Memo: Inosio Transaction	
	Status: Unpaid charges are \$0.00	
	Process as Ledger Receipt	
	Remove Payment	Process Payment
2/22/2022	Anthony Kmetz for 2118 Oak Street	\$1,000.00
	Memo: Inosio Transaction	
	Status: Unpaid charges are \$0.00	
	Process as Ledger Receipt	
	Remove Payment	Process Payment
2/22/2022	Jerry and Karyl Rodriguez for 2118 Oak S	\$500.00
	Memo: Inosio Transaction	
	Status: Unpaid charges are \$980.00	
	Process as Ledger Receipt	
	Remove Payment	Process Payment

☐ Sort by Tenant
 ☒ Sort by Unit
 Start Over (Delete All Payments)
 Load Payments from Lockbox File
 Update All Dates
 Save Unprocessed Batch to Lockbox File

All Payments / Payment Not Equal to Unpaid Charges / Payment Equal to Unpaid Charges /

E. Record Payments from Owners, Applicants, and Vendors

The Ledger Receipt function posts receipts to an owner, property or management ledger. Receipts typically posted under this function include cash contributions from owners, application fees from prospective tenants and refunds from vendors.

Ledger Receipt

Profile Search
Integration
Publishing
All Tasks
Tenant Receipt
Security Deposit Receipt
Deposit Receipts

Date: 7/7/2023
Receipt #: 330707LDDV
Ledger:
Unit:
Bank:
Payment:
Memo:
Comment:
Currency:
Applied Payments:
Cash Contribution: \$150.00
Account:
Unit:
Amount:
Undo Help New Post Print Cancel

Owner Contribution - when you receive money from an owner it is recorded as a ledger receipt. Normally the unit is left blank unless the funds are specifically earmarked for one unit when the owner has more than one. If the unit's ledger is a property, the receipt can be posted to the owner or the property.

The account code automatically defaults to the owner contribution entry in the Posting Table when the bottom section containing Account, Unit and Amount are left blank. To override, simply enter one or more line items in the bottom section; unit can be left blank unless earmarked for one unit when the owner has more than one.

Ledger Receipt

Profile Search
Integration
Publishing
All Tasks
Tenant Receipt
Security Deposit Receipt
Deposit Receipts

Date: 7/7/2023
Receipt #: 330707LDDV
Ledger: CLAYTON: Frederick L. Clayton [Owner]
Unit:
Bank: CHECKING: Bank Account Checking
Payment: \$150.00
Memo:
Comment:
Currency:
Applied Payments:
Cash Contribution: \$150.00
Account:
Unit:
Amount:
Undo Help New Post Print Cancel

Application Fees – Since application fees are received from prospects who may not become tenants, these fees are entered as ledger receipts.

First Time - Set up an account code for application fees

1. Go to Setup > Account Codes > New
2. Type in an ID of App Fee and name of Application Fee
3. Type in a Ledger code (ie 9999)
4. Select an Account Type of Income or Other Income
5. Click Save

Each Time

1. Go to AR > Ledger Receipt
2. Select the Management Group as the Ledger
3. Leave the Unit field blank
4. Select the Bank account
5. In the memo field, type in the Applicant's name and any other pertinent information
6. Select App Fee for Account
7. Type in the Amount
8. Click on Post

Refunds from vendors are usually received for the same account as the invoice unless you want to track refunds separately. In that case, set up a separate account (with account type of other income) for the refund.

The screenshot shows the 'Ledger Receipt' window. The left sidebar has buttons for 'Profile Search', 'Integration', 'Publishing', 'All Tasks', 'Tenant Receipt', 'Security Deposit Receipt', and 'Deposit Receipts'. The main form area has the following fields: 'Date' (7/7/2023), 'Receipt #' (330707LDDV), 'Ledger' (CLAYTON: Frederick L. Clayton [Owner]), 'Unit' (blank), 'Bank' (CHECKING: Bank Account Checking), 'Payment' (\$150.00), 'Memo' (refund from Ace Plumbing), and 'Comment' (blank). On the right side of the form, there are two buttons: 'Applied Payments' (\$150.00) and 'Cash Contribution' (blank). At the bottom of the form, there are buttons for 'Undock', 'Help', 'New', 'Post', 'Print', and 'Cancel'. The 'Account' field at the bottom is set to 'PLUMBING: Plumbing' and the 'Amount' is \$150.00.

3. Defining Management Fees

A. Set Up New Fees under Setup > Management Fees

This profile defines the various fee structures. If you have only one management fee rate then only one profile is required. A management fee is associated with each unit (Profiles > Unit).

Percent of Collected [Management Fee]

ID: 10% A Percent of Collected: 10

Management Fee on Tenant Payment

Fixed Dollar Amount: Note: Will be converted to a percentage of Actual Rent

Percent of Collected Rent: 10

Management Fee Not on Tenant Payment

Fixed Dollar Amount:

Percent of Market Rent:

Percent of Actual Rent:

Leasing Fee

Percent of First Month's Rent:

Replaces Management Fee: ☐

Management Fee When Vacant

Fixed Dollar Amount: \$50.00

Percent of Market Rent:

Other Fees

Owner Percentage of Late Fees:

Invoice Discounts to Owner: ☐

NSF Fees

NSF Charge: NSF: NSF Check Fee ☐ Pay to Owner

Buttons: Undock, Help, Delete, New, Previous, Next, Save, Close

Management Fee on Tenant Payment

- **About:** When the rent charge is paid, the owner will get the full amount of rent and this percentage will show as an expense for management fee automatically.
- **Percent of Collected Rent:** Enter the percentage (ie 10% type 10) to be collected
- **Fixed Dollar Amount.** The amount entered will be converted to a percentage of actual rent when the tenant payment is received.

Management Fee Not on Tenant Payment

- **About:** No fee will be taken when the rent charge is paid. To take, you'll need to go to AR > Scheduled Receivables > Management Fees not on a Tenant Payment (see page 26)
- **Fixed Dollar Amount:** Enter the flat, fixed dollar amount to be taken
- **Percent of Market Rent:** Enter the percentage to be collected based on rent in the Unit Profile
- **Percent of Actual Rent:** Enter the percentage to be collected based on rent in the Tenant Profile

Management Fee When Vacant

- **About:** Vacancy is based on tenant status and lease dates. When the unit is determined to be vacant, a management fee can be collected by going [to AR > Scheduled Receivables > Management Fee Not on a Tenant Payment](#)
- **Fixed Dollar Amount:** Enter the dollar amount of the fee
- **Percent of Market Rent:** Enter the percentage of the market rent for the fee

NSF Fees

- **NSF Charge:** This is the charge code used when the “NSF” button is clicked in AR > Tenant History
- **Pay to Owner:** If marked, the payment will be given to the owner. If not marked, the payment will be given to the management group.

Leasing Fee

- **About:** The Leasing Fee here is only considered when Promas determines that the rent being charged is the first month of rent and is based on the Lease Dates. The preferred way of taking a Leasing Fee is through [AR > Pro-Rated Rent](#).
- **Percent of First Month's Rent:** Enter the percentage to be taken
- **Replaces Management Fee:** If marked, this means no management fee will be taken in conjunction with the leasing fee. If not marked, both a management fee and leasing fee will be taken.

Other Fees

- **Owner Percentage of Late Fees:** When [late fees are charged](#) this will allow the ability for the fee to be split with the owner.
 - If the owner should be none of the late fee: Type 0
 - If the owner should get 20% of the late fee: Type 20
 - If the owner should get 100% of the late fee: Type 100
- **Invoice Discount to Owner:** If marked, any discounts on invoices will be given to the owner. If not marked, any discounts on invoices will be given to the management group.

B. Assign Management Fees to Units

Create as many Management Fee profiles as needed. It is not necessary to create a new Management Fee profile for each Unit profile if all units have the same management fee the same profile can be used for all units.

When creating new unit profiles, a default management can be auto filled by going to Setup > Processing Defaults > Pick Management Fee under Tab 1 New Profiles.

Processing Defaults

Profile Search
Integration
Publishing
Profiles
AP
AR
GL
Maintenance
Reports
Mailings

Management Group PM LEDGER: Property Management
Posting Table STANDARD: Standard
Accounting Method Cash
Management Fee STD: 8.75 collected
Ledger Statement SINGLE: Single unit owner
Minimum Distribution 50.00

1. New Profiles 2. Tenant Profiles 3. Database 4. Printing 5. Options

Undock Help Save Close

Here is a Unit profile in Profiles > Unit Profiles where the management fee (abbreviated as Mgmt Fee) can be chosen.

327 Cedar Lane [Unit]

Profile Search
Integration
Publishing
All Tasks
Cross Reference
Tenant History
Tenant Receipt
Charge Tenant
Notes
Recurring Checks
Recurring Journal Entries
Ledger Payable History
Site Payable History
Disbursement History
Site Repair History
Ledger Repair History

ID CEDAR327 327 Cedar Lane Key Status Active
Upload Manager Inspections

Unit Description
Ledger GOLDEN: Harrison S. Golden [Owner]
Unit Type SFR: Single Family
Mgmt Fee 10% A: Percent of Collected
Manager
Building

Address
327 Cedar Lane
Vienna, VA 22181
22181 ZIP Foreign

Rental Information
Market Rent \$1,550.00
Square Footage
Sq Ft Percentage
CAM Percentage

Fee Summary
On Collected \$155.00
Not On Collected
When Vacant \$50.00
Owner % Late Fee

1. Unit Description 2. Management 3. Categories 4. Documentation 5. State Taxes

Undock Help New Previous Next Save Report Close

C. Charge Flat Rate Fees Not on a Tenant Payment

This function is used to take management fees on those units whose fee structure calls for a management fee not on tenant payments. It is used when you receive a fee that is not based on tenant payments, i.e. a flat rate or when a unit is vacant. It is important to note that this fee will be taken even if the tenant doesn't pay his rent.

Scheduled Receivables

☐ Rent

☐ Recurring Charges

☐ Late Fees

☒ Management Fees NOT on a Tenant Payment

Scheduled Through 10/1/2018

Limit to Schedule

Restrict to

Help Compile Cancel

The fees taken here result in a management expense (or a leasing fee expense) posted to the owner/property ledger and a management fee income (or a leasing fee income) posted to the management group ledger. The ledger balance is not considered when the expense is posted. If you do not want to draw the ledger balance below zero when posting these management (leasing) fees, either skip those line items that will draw ledgers below zero or use the Recurring Checks function to take the management fees and use the Prorated Rent function for leasing fees. Using the Recurring Checks as Payables function will allow you to consolidate the fees payments on one check.

To compile a list of management fees that need to be charged to the ledgers, click the Management Fee Not on Tenant Payment radio button, set the Scheduled Through date and click the compile button.

Units with management fees or leasing fees already posted for the month will appear on the list of candidates that displays but will be skipped. To see only those that are skipped, click on the Skipped Fees tab. Any first month leasing fees will also be listed. The fee amounts can be changed or skipped. The function looks at the lease start date to determine when to start taking management fees.

4. Receiving Late Fees

A. Set Up New Late Fee Rules

The Late Fee profile found at Setup > Late Fees defines the various fee structures. If you have only one late fee policy then only one profile is required. A late fee is associated with each tenant (Profiles > Tenant > Tab 2 Lease).

Fixed \$25 [Late Fee]

ID 25 Fixed \$25

Profile Search Integration Publishing Profiles AP AR GL Maintenance Reports Mailings

Late Fees

Grace Period in Days 5

Fixed Dollar Amount \$25.00

Percent of Balance Late

Charge Per Day Late

Late Fee Calculation Methods

Base Fee Flat Fee Plus Percentage

Balance Late All Charges

Schedule Monthly

Day of Month

Minimum \$10.00

Maximum

Maximum % of Rent

Late Charge

LATE FEE: Late Fee

Discount for Early Payment of Rent

Maximum Days after Due Date

Fixed Dollar Amount

Percent of Rent

Undock Help Delete New Previous Next Save Close

Who gets charged a late fee?

- Tenants who have unpaid charges that are subject to late fees and are beyond the grace period
 - Tenant must be assigned a Late Fee Profile (see page 31 to see where Late Fee is assigned)
 - There must be unpaid charges with charge codes marked Subject to Late Fees
 - Tenant cannot have a late fee charge within the late fee schedule time period
 - Unit must have an active Status
1. Charge Current and Future Tenants Only
 - If marked, only tenants with a status of current or future will be a candidate for a late fee. If not marked, tenants with a status of Current, Future, Eviction, Notice, Past Active, and Past Evited will be a candidate.
 2. Late Fees
 - **Grace Period in Days:** This field defines the number of days after rent is due that it is not considered late. (This can be overridden by putting a grace period in the Tenant Profile.)

The grace period plus 2 is the day late fees can be charged. For example, if you want late fees to be charged on the 7th, your Grace Period in Days would be 5.

- **Fixed Dollar Amount:** Enter a dollar amount if the late fee is fixed rather than based on rent.
- **Percent of Balance Late:** When defined as a percent, the late fee is calculated based on the Balance Late field under Late Fee Calculation Methods.
- **Charge Per Day Late:** This amount accumulates and is calculated based on the number of days between the date when the late fees began, and the Scheduled Thru date chosen when compiling late fee candidates. This per day amount continues to accumulate. It is not subject to the options that are selected under Balance Late (explained below). This method also requires you to compile late fees every day.

3. Late Charge

- **Charge:** This is what will appear on the tenant when late fees are charged.

4. Discount for Early Payment of Rent

- **About:** This section lets you enter information to calculate early payment discounts on rent. Discount processing can be turned off in Setup > Processing Defaults > Tab 3 Database > Disable Rent Discount Processing.
- **Maximum Days after Due Date:** Enter here the maximum number of days after the rent due date that you offer a discount or credit on the rent.
- **Fixed Dollar Amount:** If the discount is a fixed dollar amount enter the amount here.
- **Percent of Rent:** If the discount is a percent of the rent amount enter the percentage here.

5. Late Fee Calculation Methods

- **About:** This group of fields sets up the parameters for calculating late fees.
- **Base Fee:**
 - Flat Fee plus Percentage - can be a flat fee, a percentage or a combination.
 - Greater of Flat or Percentage - whichever amount is greater, the flat fee or the amount calculated using the percentage.
 - Lesser of Flat or Percentage - whichever is less, the flat fee or the amount calculated using the percentage.
- **Balance Late:** This is the amount that will be used to calculate the late fee
 - All Charges - all unpaid charges will be taken into consideration
 - New Charges - all unpaid charges since the last late fee was charged
 - Rent Only - only unpaid rent charges will be considered
 - All Charges, Cap at Rent - consider all unpaid charges but not more than the monthly rent amount
 - New Charges, Cap at Rent - consider all unpaid charges since the last late fee, but not more than the monthly rent amount
 - Rent Only, Cap at Rent - consider only unpaid rent, but not more than the monthly rent amount
 - All Charges, Set at Rent - all unpaid charges will be taken into consideration when determining if tenant is late, but the percent will be calculated on the base rent amount.

- Current Charges, Set at Rent - consider all unpaid charges since the last late fee, calculate late fee percent on the base rent amount.
 - Rent Only, Set at Rent - consider only unpaid rent, calculate late fee percent on the base rent amount.
- **Schedule:** The schedule for charging late fees can be never, daily or almost anything in between. A monthly schedule means that a month must have passed before another late fee can be charged.
- **Day of Month:** When AR > Scheduled Receivables > Late Fees are compiled after the day of month entered here, they will still post the next month on that Day of Month
- **Minimum:** If the calculated late fee charge is less than the minimum, the late fee candidate will be marked skipped.
- **Maximum:** If the calculated late fee is more than the maximum, the late fee will be marked skipped.
- **Maximum % of Rent:** If the calculated late fee is more than the maximum % of the actual rent, the late fee will be marked skipped.

B. Assign Late Fees

Profiles > Tenant > Tab 2 Lease is used to assign a late fee policy to a tenant. You do not need to create one Late Fee profile per Tenant profile if the tenants have the same fee being taken. For example, if all your tenants have a \$25 late fee specified in their leases, you will only need one late fee.

The late fees are assigned to the tenant profile. Go to Profiles > Tenant. Select a Tenant and go to Tab 2 Lease to pick a late fee in the tenants profile.

The screenshot displays the 'Lease' tab for a tenant named 'Joseph P. Bruno'. The interface includes a sidebar with navigation options like 'Profile Search', 'Integration', 'Publishing', 'All Tasks', 'Tenant History', 'Tenant Receipt', 'Charge Tenant', 'Tenant Move Out', 'Tenant Letters', 'Notes', and 'Disbursement History'. The main content area is divided into several sections:

- Lease:** Contains fields for 'Rent Charge' (RENT: Rent), 'Amount' (\$1,140.00), 'Memo', 'Rate Table' (ARLINGTON: Short term taxable), 'Notices' (DL: Late notice), 'Late Fees' (25: Fixed \$25, highlighted with a red box), and 'Grace Period' (5).
- Rent Summary:** Shows 'Amount' (\$1,140.00), 'Schedule' (Monthly), 'Next Scheduled' (8/1/2023), 'Schedule Expires', 'Review Date', and 'Insurance Expires'.
- Lease Dates:** Includes 'Lease Type' (Closed), 'Move In' (11/1/2022), 'Lease Starts' (11/1/2022), 'Notice Given', 'Lease Expires' (10/31/2023), and 'Move Out'.
- Short Term Rental:** Features a 'Guest ID' field.

At the bottom, there is a navigation bar with tabs for '1. Tenant', '2. Lease', '3. Rent Changes', '4. Recurring Charges', '5. Categories', and '6. Documentation'. Below this are buttons for 'Undock', 'Help', 'New', 'Previous', 'Next', 'Save', 'Report', and 'Close'.

When creating new tenant profile's, a default late can be auto-filled by going to Setup > Processing Defaults > Tab 2 Tenant Profiles > Pick Late Fee (second from bottom).

The screenshot shows the 'Processing Defaults' window with the 'Tab 2 Tenant Profiles' selected. The 'Late Fee' field is highlighted with a red box, showing '25: Fixed \$25'. Other fields include 'Rent Charge' (RENT: Rent), 'Late Charge' (LATE FEE: Late Fee), 'NSF Charge' (NSF: NSF Check Fee), 'Rate Table', 'Notices' (DL: Late notice), and 'Tenant Statement' (BASIC: Basic Statement). The window has a sidebar with buttons for Profile Search, Dashboard, Internet Publishing, Profiles, AP, AR, GL, Maintenance, Reports, and Mailings. At the bottom, there are buttons for Dock, Help, Save, and Close, and a tab bar with '1. New Profiles', '2. Tenant Profiles', '3. Database', '4. Printing', and '5. Options'.

C. Charge Late Fees

AR > Scheduled Receivables > Late Fees is used to assess late fees. The function determines which tenant charges are past due and provides a list of late fee candidates to edit prior to posting late fee charges. Today's date (system date) is disregarded - the operative date is the Scheduled Thru date. Receipts posted after the Scheduled Through date are ignored.

The system keeps track of when late fees were previously charged and will not consider the tenant as a late fee candidate until eligible based on the schedule in the Late Fees Profile under Setup. A schedule of monthly means that late fee charges done with this function will only happen thirty days or more after the last late charge.

Click compile to review a list of candidates. Tenants can be skipped, and the amount of the late fee can be adjusted. When finished, click post to charge the tenants a late fee.

The screenshot shows the 'Scheduled Receivables' window with the 'Late Fees' tab selected. The 'Late Fees' radio button is selected and highlighted with a red box. Other options include 'Rent', 'Recurring Charges', 'Reconcile Per Day Late Fees', and 'Management Fees NOT on a Tenant Payment'. The 'Scheduled Through' date is set to 7/7/2023. There are also fields for 'Limit to Schedule' and 'Restrict to'. The window has a sidebar with buttons for Profile Search, Integration, Publishing, Profiles, AP, AR, GL, Maintenance, Reports, and Mailings. At the bottom, there are buttons for Undock, Help, Compile, and Cancel.

Troubleshooting:

If there are tenants who have unpaid charges yet don't show up on the list of candidates, check the following.

- Check the rent charge code in Setup, Charge Codes to see if the Subject to Late Fees check box is checked.
- Do the tenants have a Late Fee Profile selected in their Tenant Profile on the Lease tab?
- Have the tenants been charged a late fee in the last 30 days? If the Late Fee schedule is monthly, it must be 30 days since the last late fee charge. Check the Late Fee Profile for schedule and Tenant History for the last late fee charge.
- Is the tenant charge within the grace period? Check the Late Fee Profile in Setup and the Tenant Profile, Grace Period field.
- Is the tenant status other than current or future?
- Is the unit status active?
- Is there a percentage or flat fee amount in the late fee profile?

5. Reviewing and Correcting Transactions

A. Correcting Transactions for a Specific Tenant

Use AR > Tenant History to see a complete history of the tenant's charges and payments and what they were used for. It provides a way to view and edit tenant transactions. You can select the transactions to view by using the Unit/Tenant Find List fields. The current status of the tenant balance, unpaid charges, open credits, and deposits is displayed. The detailed transactions are listed in date sequence. Six tabs can be viewed: Unpaid Charges, Charges, Receipts, Advance Payments, Deposits, Open Credits, Deposit History.

The screenshot displays the 'Tenant History' window. On the left is a vertical menu with options: Profile Search, Integration, Publishing, All Tasks, Tenant Receipt, Charge Tenant, Security Deposit Receipt, Tenant Move Out, Adjust Open Credits, General Ledger History, Tenant Statements, Tenant Letters, Notes, and Disbursement History. The main area is divided into several sections. At the top, there are input fields for 'Unit' (FAIR436: 436 Fairway Drive) and 'Tenant' (BRUNO: Joseph P. Bruno), each with a search icon. Below these is a 'Tenant Info' button. To the right of the input fields are summary boxes for 'Current' (\$1,165.00), '30 Days', '60 Days', '90 Days', 'Not Yet Due', and 'Total' (\$1,165.00). Below the input fields is another set of summary boxes for 'Balance' (\$25.00), 'Deposits' (\$1,325.00), 'Unpaid Charges' (\$1,165.00), 'Advance Payments', and 'Open Credits' (\$1,140.00). The central part of the window contains a table with columns: Posted, Description, Amount, Due Date, Paid, Remaining, and Memo. The table has two rows: one for 'Rent' on 7/1/2023 with an amount of \$1,140.00 and another for 'Trash Removal' on 7/1/2023 with an amount of \$25.00. To the right of the table is a vertical toolbar with buttons: Filter, Edit, Dispute, Reverse, Void, NSF, General Ledger, and Charge Back. At the bottom of the window is a tabbed interface with seven tabs: 1. Unpaid Charges, 2. Charges, 3. Receipts, 4. Advance Payments, 5. Deposits, 6. Open Credits, and 7. Deposit History. The 'Unpaid Charges' tab is currently selected. At the very bottom are 'Undo', 'Help', and 'Close' buttons.

Posted	Description	Amount	Due Date	Paid	Remaining	Memo
7/1/2023	Rent	\$1,140.00	7/1/2023		\$1,140.00	
7/1/2023	Trash Removal	\$25.00	7/1/2023		\$25.00	

Summary Boxes

These boxes show at a glance the status of the tenant's account:

- **Balance:** The net amount owed if positive, the amount overpaid or prepaid if negative
- **Deposits:** The amount being held as security deposit. It consists of charges paid that had the Use to Track Deposits checkbox marked in the Setup, Charge Code definition.
- **Unpaid Charges:** The sum of all unpaid charges
- **Advance Payments:** Payments that were marked as Advance Payments in Tenant Receipt that have not yet been used by a new charge.
- **Open Credits:**
 - Deposits released but not disbursed

- Payments received but not yet earmarked for any particular charge
- Other adjustments that add undesignated amounts to the tenant
- **Show for Responsible:** This checkbox only shows when the tenant selected has a Responsible Tenant selected in his profile. When this box is marked, the transactions belong to the Responsible Tenant.

Tabs

- **Unpaid Charges:** The unpaid charges for the tenant selected are listed in date sequence. If the charge has been partially paid off, that information will be displayed.
- **Charges:** A history of all charges for the selected tenant is displayed in date sequence. On the security deposit charges, the amount and paid fields are cleared when the deposit is released.
- **Receipts:** A history of receipts for the selected tenant is displayed in date sequence. Highlighting the receipt and clicking the Edit button will display details what charges were paid off by the receipt.
- **Advance Payments:** All outstanding advance payments are listed. Once the charge is posted for the advance payment, the amount no longer displays.
- **Deposits:** A list of the deposits being held.
- **Open Credits:** Tenant funds that have not been applied to a charge.
- **Deposit History:** Contains the history of activity related to the security deposit.

While viewing transactions in any of the tabs, the action buttons on the right are active if applicable to that tab. The action buttons are:

- **Filter:** This will allow you to search for something and narrow down the listed results.
- **Edit:** This allows you to see more information about a transaction. If you edit a paid or unpaid charge you can click "Show Fees" to see what management fee was assigned to it. You can also adjust the amount of the charge, so long as the amount is not lower than any amount already paid (for example, if the charge is \$150 and \$75 is paid, you could adjust it to be \$80 but not \$70).
- **Dispute:** A charge can be marked as disputed so that when receiving payments or doing a tenant move out the charge will not be paid.
- **Void:** Transactions can be voided (aka removed or deleted) except for charges that have already been paid or receipts that are already on deposit slips. See below for Payment Recorded in Error.
- **Reverse:** A charge can be reversed if it is unpaid or partially paid. It will add a transaction with today's date to offset the charge.
- **NSF:** A receipt can be marked NSF (Non-Sufficient Funds or bad check).
- **General Ledger:** Gives the General Ledger accounting information
- **Tenant Info:** This provides a summary of information about the tenant

B. NSF a Receipt

A receipt can be NSF (non-sufficient funds) easily. You can find tenant receipts in AR>Receipt History or in AR>Tenant History, Receipts tab. To NSF a ledger receipt you will find it in AR>Receipt History.

Highlight the appropriate receipt and click the NSF button.

The screenshot shows the 'Tenant History' window for unit FAIR436: 436 Fairway Drive, tenant BRUNO: Joseph P. Bruno. The 'Receipts' tab is selected, showing a list of transactions. The receipt for 7/7/2023 is highlighted. The NSF button is located on the right side of the window, indicated by a red arrow.

Posted	Description	Amount	Open Credits	Memo	Ledger
1/31/2019	Payment Received	\$1,325.00		Check # 447 & 448	Harrison S. Golden
11/2/2021	Payment Received	\$1,167.50		Check # 463	Harrison S. Golden
12/1/2022	Payment Received	\$1,150.00			Harrison S. Golden
12/21/2022	Payment Received	\$25.00			Harrison S. Golden
1/1/2023	Payment Received	\$1,150.00			Harrison S. Golden
2/1/2023	Payment Received	\$1,125.00			Harrison S. Golden
2/7/2023	Payment Received	\$25.00			Harrison S. Golden
3/8/2023	Payment Received	\$1,150.00			Harrison S. Golden
4/1/2023	Payment Received	\$1,165.00			Harrison S. Golden
5/3/2023	Payment Received	\$1,165.00		Check #5644	Harrison S. Golden
6/7/2023	Payment Received	\$1,165.00			Harrison S. Golden
7/7/2023	Payment Received	\$1,140.00	\$1,140.00		Harrison S. Golden

The NSF screen will display.

The screenshot shows the 'NSF Receipt' screen. The 'Date' is 7/10/2023, 'Date Received' is 7/7/2023, 'Type' is NSF, and 'Amount' is \$1,140.00. The 'Received From' is BRUNO: Joseph P. Bruno, and the 'Bank' is CHECKING: Bank Account Checking. The 'Bank Fee' is \$3.00, and the 'NSF Fee' is \$25.00. The 'Memo' is NSF payment received 7/7/2023. The 'Comment' field is empty.

- The Bank Fee is what the bank charges you. By entering an amount here, an adjust bank account transaction will be posted to the bank against the management group ledger.
- The NSF Fee is what you charge the tenant. By entering an amount here, a charge will be posted to the tenant based on the Management Fee profile (assigned to the unit profile).
- The default amounts for above is from Setup > Account Codes > Select your Bank Account > Tab 2 Checking Account Setup > Return Item Fee= Bank Fee and NSF Fee = NSF Fee.

The following will happen when you click post:

- Tenant NSF
 - The tenant will be charged the NSF fee
 - The management group (or owner - per the management fee profile) will be charged any applicable NSF bank fees
 - A bank withdrawal will be posted to the bank account
 - All charges paid off by that receipt will become unpaid
 - Any money credited to the owner (or property or management group) will be taken away
 - Any management fees taken will be returned
 - The original transaction in Tenant History will retain its memo field. The NSF transaction in Tenant History will carry the memo entered on the NSF screen (default is "NSF Check Received MM/DD/YYYY"). The transactions in Tenant History will be named NSF Check Received and NSF Check Returned. This verbiage can be changed in Setup, Database Settings, Accounting tab.
- Owner NSF
 - The owner ledger will be decreased by the NSF bank fee amount
 - A bank withdrawal will be posted to the bank account
 - The owner available balance will be decreased.

C. Void an NSF

Sometimes the wrong receipt is marked NSF. In that case, use this procedure to void the incorrect NSF transaction.

Get the Details of a Receipt Mistakenly Marked as NSF

1. Go to AR, Tenant History.
2. Choose the tenant and go to the Receipts tab.
3. Click the <Filter> button, mark the Filter Active and Show if Voided checkboxes. Save.
4. Edit the receipt marked NSF: Payment Received. Note the date, amount, memo and items paid off. Close.

Tenant History

Unit: FAIR436: 436 Fairway Drive
Tenant: BRUNO: Joseph P. Bruno

Current: \$1,190.00
30 Days: \$1,165.00
60 Days: \$0.00
90 Days: \$0.00
Not Yet Due: \$0.00
Total: \$2,355.00

Balance: \$2,355.00
Deposits: \$1,325.00
Unpaid Charges: \$2,355.00
Advance Payments: \$0.00
Open Credits: \$0.00

Posted	Description	Amount	Open Credits	Memo	Ledger
1/1/2023	Payment Received	\$1,150.00			Harrison S. Golden
2/1/2023	Payment Received	\$1,125.00			Harrison S. Golden
2/7/2023	Payment Received	\$25.00			Harrison S. Golden
3/8/2023	Payment Received	\$1,150.00			Harrison S. Golden
3/26/2023	Void: Payment Received	\$1,000.00			Harrison S. Golden
4/1/2023	Payment Received	\$1,165.00			Harrison S. Golden
5/1/2023	Void: Payment Received	\$1,140.00	\$1,140.00		Harrison S. Golden
5/2/2023	Payment Received	\$1,165.00		Check #5644	Harrison S. Golden
6/7/2023	NSF: Payment Received	\$1,165.00			Harrison S. Golden
6/7/2023	NSF Payment Received	\$1,165.00		check #6734	Harrison S. Golden
7/10/2023	NSF Payment	(\$1,165.00)		NSF payment received 6/7/2023	Harrison S. Golden

1. Unpaid Charges / 2. Charges / 3. Receipts / 4. Advance Payments / 5. Deposits / 6. Open Credits / 7. Deposit History

Repost the Receipt

1. Go to AR, Tenant Receipt.
2. Choose the tenant.
3. Change the date to match the original posting date of the receipt.
4. Enter any memo from the original receipt you edited above. Pay off whatever was paid off or should be paid off. Post.

Fix the Deposit Slip and Void the NSF Receipt

1. Go back to AR, Tenant History.

2. Choose the tenant and go to the Receipts tab.
3. Highlight the receipt named NSF: Payment Received.
4. Click <Edit>.
5. Click on <Deposit Slip>.

Edit NSF Receipt

Date: 6/7/2023 Void Date:

Unit: FAIR436: 436 Fairway Drive

Tenant: BRUNO: Joseph P. Bruno

Description: NSF Payment Received

Amount: \$1,165.00

Memo: check #6734

Comment:

Control: AR-352-NSF

Status:

Entered: LYN: 7/10/2023, 12:53 pm

Modified: LYN: 7/10/2023, 12:54 pm

Date	Type	Description	Amount	Memo
6/7/2023	NSF Receipt	NSF Payment Received	\$1,165.00	check #6734
7/10/2023	NSF Receipt	NSF Payment	(\$1,165.00)	NSF payment rec

General Ledger

Deposit Slip

Help Post Cancel

6. Unmark the checkbox "Disable Marking When Row Clicked".

Deposit Slip

Deposit Date: 6/10/2023 ☐ Show All Undeposited Receipts

Bank: CHECKING: Bank Account Checking

Total Deposit: \$3,280.00

Memo:

Comment:

Total Marked: \$3,280.00

Total Deposit: \$3,280.00

DIFFERENCE: \$0.00

Mark All Start Over

Void and Replace Highlighted Receipt

Edit Highlighted Receipt

☒ Disable Marking When Row Clicked

Date	Description	Memo	Receipt	Charge Back	Mark
5/3/2023	GURO: Edward & Marianne Guro	MO #587587588	\$300.00		<input checked="" type="checkbox"/>
5/3/2023	GURO: Edward & Marianne Guro	MO #587587589	\$300.00		<input checked="" type="checkbox"/>
5/3/2023	GURO: Edward & Marianne Guro	MO # 587587587	\$350.00		<input checked="" type="checkbox"/>
5/3/2023	BRUNO: Joseph P. Bruno	Check #5644	\$1,165.00		<input checked="" type="checkbox"/>
6/7/2023	BRUNO: Joseph P. Bruno		\$1,165.00		<input type="checkbox"/>
6/7/2023	NSF: BRUNO: Joseph P. Bruno	check #6734	\$1,165.00		<input checked="" type="checkbox"/>

Sort By Date Sort by Amount

5 Marked

1. All 2. Marked 3. Unmarked 4. Stale 5. Cash

Help Post Report Print Cancel

7. Unmark the original NSF receipt.
8. Mark the new receipt.

Deposit Slip

Deposit Date: 6/10/2023 ☐ Show All Undeposited Receipts

Bank: CHECKING: Bank Account Checking

Total Deposit: \$3,280.00

Memo:

Comment:

Total Marked: \$3,280.00

Total Deposit: \$3,280.00

DIFFERENCE: \$0.00

Mark All Start Over

Void and Replace Highlighted Receipt

Edit Highlighted Receipt

☐ Disable Marking When Row Clicked

Date	Description	Memo	Receipt	Charge Back	Mark
5/3/2023	GURO: Edward & Marianne Guro	MO #587587588	\$300.00		<input checked="" type="checkbox"/>
5/3/2023	GURO: Edward & Marianne Guro	MO #587587589	\$300.00		<input checked="" type="checkbox"/>
5/3/2023	GURO: Edward & Marianne Guro	MO # 587587587	\$350.00		<input checked="" type="checkbox"/>
5/3/2023	BRUNO: Joseph P. Bruno	Check #5644	\$1,165.00		<input checked="" type="checkbox"/>
6/7/2023	BRUNO: Joseph P. Bruno		\$1,165.00		<input checked="" type="checkbox"/>
6/7/2023	NSF: BRUNO: Joseph P. Bruno	check #6734	\$1,165.00		<input type="checkbox"/>

Sort By Date Sort by Amount

5 Marked

1. All 2. Marked 3. Unmarked 4. Stale 5. Cash

Help Post Report Print Cancel

9. <Post> the deposit.

10. In Tenant History, highlight the NSF: Payment Received transaction for the receipt
11. Click on <Void>
12. Double click in the [Void Date] field to put in the posting date
13. Click <Post> - that voids the NSF receipt and the negative transaction posted to Tenant History and the bank account.
14. Void any NSF charges to the tenant
15. Void any bank service charges that were part of the NSF

D. Correct a Payment Recorded in Error

A payment recorded in error includes:

- The wrong payment amount
- Posting to the wrong tenant
- Paying off the wrong charges

Situation A – The Receipt is on a Deposit Slip

1. Go to AR > Tenant History > Tab 3 Receipts
2. Highlight the Receipt and click Edit
3. Click Deposit Slip button on right
 - a. If button is dimmed, then follow the steps in Situation B
4. Find the receipt on the deposit slip and click on it (you may not notice anything happening)
5. Click the Void and Replace Highlighted Receipt button
6. Review the Warning to verify that this is the line item you want to void and replace, click OK
 - a. If the item has already been reconciled, you will get an additional warning message. Continue by clicking OK. If the deposit amount will change and the deposit has been cleared, see Situation C.
7. When the Tenant Receipt form displays make the appropriate changes and entries.
 - a. **CAUTION:** Do not click Cancel - that will void the transaction and reduce the deposit slip amount
8. Click Post
 - a. Keep clicking Post until back in Tenant History

Situation B – The Receipt is not on a Deposit Slip

1. Go to AR > Tenant History > Tab 3 Receipts
2. Highlight the Receipt and click Edit
3. Make note of any information you'd need to re-enter this receipt, close out of edit screen
4. Click Void
5. Enter Void date at top, click Post
 - a. If open credits were part of this receipt, OK the two messages that appear.
6. Go to AR > Tenant Receipt and re-enter the receipt

Situation C – Deposit Has Cleared AND the Deposit Amount Will Change

1. Go to GL > Bank Account History
2. Make note of the Last Statement Balance and the date the deposit cleared (you'll use these in steps 6 & 7)
3. Find the Deposit and click Unclear on the right
4. Proceed with the Void and Replace of the receipt (Steps 1 – 8 from Situation A) and then continue to step 5 below
5. After posting the new deposit amount, go to GL > Reconcile Bank Account

6. Make the Closing Balance the balance you noted in step 2
7. Make the Date the date cleared you noted in step 2
8. Mark the deposit.
 - a. You may need to post a GL > Adjust Bank Account transaction because of the discrepancy in the deposit amount
9. Post the reconciliation

E. Using Receipt History

AR > Receipt History contains all receipts that have been posted in Tenant Receipt, Ledger Receipt and Security Deposit Receipt. The top block of information lists all receipts in date sequence, displaying the posting date, payer (tenant or owner Record ID), amount of the payment, the bank account it was deposited to, and any memo entered on the transaction.

The highlighted transaction displays disbursement information in the bottom block. The description indicates what Charge Code was credited and the amount shows how much was credited to that particular Charge code.

Tabs are available at the bottom of the screen to view all receipts or only NSF receipts. While viewing transactions in either of the tabs, the action buttons on the right are active if applicable to that tab. The action buttons are: Filter, Edit, Void, NSF, General Ledger.

Receipt History						
Post Date	Payer	Amount	Bank Account	Ref	Memo	
4/17/2023	ROSEMAN: Rita Roseman	\$715.00	CHECKING: Bank Acc(070519SXII			
5/2/2023	GURO: Edward & Marianne Guro	\$950.00	CHECKING: Bank Acc(070718LHJP		Check # 2431	
5/2/2023	SPOTZ: Robert Spotz	\$400.00	CHECKING: Bank Acc(070718LHQF			
5/2/2023	SPOTZ: Robert Spotz	\$555.00	CHECKING: Bank Acc(070718LHWR			
5/2/2023	ROD: Jerry and Karyl Rodriguez	\$980.00	CHECKING: Bank Acc(070718LHZZ		Check # 543	
5/6/2023	SCHRADER: Phyllis Schrader	\$1,150.00	CHECKING: Bank Acc(070919KVSI			
5/8/2023	BRUNO: Joseph P. Bruno	\$1,150.00	CHECKING: Bank Acc(070919KVNE			
5/17/2023	GOLDEN: Harrison S. Golden	\$1,000.00	CHECKING: Bank Acc(110131LHNP		Furnace replacement	

Post Date	Description	Amount	Memo
5/17/2023	Payment Received	\$1,000.00	Furnace replacement
5/17/2023	Cash Contribution	\$1,000.00	Furnace replacement

☐ Enable Filter
 Filter
 Edit
 Void
 NSF
 General Ledger

1 Receipts / 2 NSF Receipts / 3 Charge Backs
Undo Help
Close