



Tenant History

Property Management Solutions for Over 30 Years

Overview

This function contains 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. 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 shows the 'Tenant History' window. At the top, there are search fields for 'Unit' (OAK2118: 2118 Oak Street) and 'Tenant' (ROD: Jerry and Karyl Rodriguez), along with a 'Tenant Info' button. Below this is a summary section with several data points: Balance (\$980.00), Unpaid Charges (\$980.00), Deposits (\$980.00), Advance Payments, and Open Credits. To the right of this summary is a vertical list of status indicators for 'Current', '30 Days', '60 Days' (\$980.00), '90 Days', 'Not Yet Due', and 'Total' (\$980.00). The main area is a table with columns: Posted, Description, Amount, Due Date, Paid, Remaining, and Memo. The first row shows a transaction on 2/1/2019 for 'Rent' with an amount of \$980.00 and a remaining balance of \$980.00. To the right of the table is a vertical toolbar with buttons: Filter, Edit, Dispute, Reverse, Void, NSF, and General Ledger. At the bottom, there 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.

While viewing transactions in any of the folders, the action buttons on the right are active if they are applicable to that folder. The action buttons are: Filter, Edit, Dispute, Void, Reverse, NSF, General Ledger.

There is a Tenant Info button that will show information on their balances and whether there is a refund potential.

Information	
Id	ROD
Description	Jerry and Karyl Rodrigu
Status	Current
Rent	\$980.00
Balance	\$980.00
Unpaid Charges	\$980.00
Security Deposits	\$980.00
Security Deposits Held By Management	\$980.00
Refund Potential	\$0.00

A checkbox that lets you see transactions that were posted to the non-responsible tenant prior to the responsible tenant being assigned is on the screen. The default is to show the responsible tenant's transactions - unmarking with show the selected tenant transactions. The checkbox is only visible if there is a Responsible Tenant.

The screenshot shows the 'Tenant History' window with the following details:

- Unit: WB202: Willow Brooke Unit 202
- Tenant: PARSONS: Johnny Parsons
- Tenant Info button (indicated by a red arrow)
- Balance: \$1,750.00
- Unpaid Charges: \$1,750.00
- Deposits: \$955.00
- Advance Payments: [Empty field]
- Open Credits: [Empty field]
- Show for Responsible: (indicated by a red arrow)
- Summary boxes on the right:
 - Current: [Empty field]
 - 30 Days: [Empty field]
 - 60 Days: \$850.00
 - 90 Days: \$900.00
 - Not Yet Due: [Empty field]
 - Total: \$1,750.00

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 – The sum of:

- Deposits released but not disbursed
- Payments received but not yet earmarked for any particular charge
- Other adjustments that add undesignated amounts to the 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.

On the Charges tab:

Highlight a charge and click <Edit> to see when it was paid off.

The screenshot shows the 'Edit Charge' window with the following details:

- Date:** 1/1/2019
- Due By:** 1/1/2019
- Unit:** OAK2118: 2118 Oak Street
- Tenant:** (blank)
- Charge:** RENT: Rent
- Amount:** \$980.00
- Amount Paid:** \$980.00
- Control:** AR-281-RENT
- Status:** (blank)
- Entered:** LYN: 3/20/2019, 9:07 am
- Modified:** (blank)

Type	Post Date	Amount	Memo
Pay Charge	1/3/2019	\$980.00	

In the example above, the charge date is 1/1/2019 and it was paid on 1/3/2019.

On the Receipts tab:

Highlight a receipt and click <Edit> to see what it paid off.

Edit Receipt

Date: 3/25/2019 Void Date: Receipt #: 290325QZYA

Unit: FAIR436: 436 Fairway Drive Currency:

Tenant: Amount: \$1,210.00 Open Credits: (\$5.00)

Memo: Control: AR-308-PAYM

Comment: Status: Entered: LYN: 3/25/2019, 3:21 pm

Modified: General Ledger Deposit Slip Print Receipt

Date	Type	Description	Amount	Memo
3/25/2019	Tenant Receipt	Payment Received	\$1,210.00	
12/1/2018	Pay Charge	Trash Removal	\$25.00	Reimbursement f
12/21/2018	Pay Charge	NSF Check Fee	\$50.00	NSF check receiv
1/1/2019	Pay Charge	Rent	\$1,140.00	

Help Post Cancel

In the example above, the receipt is dated 3/25/2019 and it paid a 12/1/2018 trash charge, a 12/21/2018 NSF charge and a 1/1/2019 rent charge.

On the Open Credits tab:

Tenant History

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

Current: 30 Days: 60 Days: 90 Days: Not Yet Due: Total:

Balance: (\$1,035.00) Unpaid Charges: Advance Payments: Open Credits: \$1,035.00

Deposits: \$1,125.00

Posted	Description	Amount	Open Credits	Memo	Ledger
1/26/2019	Payment Received	\$2,000.00	\$2,000.00		Harrison S. Golden
2/1/2019	Apply Open Credits		(\$1,140.00)		Harrison S. Golden
2/5/2019	Adjustment	\$5.00	\$5.00		Harrison S. Golden
3/25/2019	Payment Received	\$1,210.00	(\$5.00)		Harrison S. Golden
4/5/2019	Deposit Released	\$200.00	\$200.00		Harrison S. Golden
4/5/2019	Apply Open Credits		(\$25.00)		Harrison S. Golden

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

On the screen above you can see that:

- 1/26/2019 \$2000 was received and it went into Open Credits.

- 2/1/2019 \$1140 of those open credits was used. You can edit that transaction to see that it was used to pay February rent.

- 2/5/2019 an adjustment was posted from AR, Adjust Open Credits giving the tenant \$5 in open credits.
- 3/25/2019 a payment of \$1210 was received and it used \$5 of open credits to pay a charge. Edit the transaction to see what was paid.

- 4/5/2019 \$200 of deposit was released and money went into open credits.
- 4/5/2019 \$25 of open credits was used to pay a charge.

On the Deposit History tab:

Tenant History

Unit: FAIR436: 436 Fairway Drive ✎

Tenant: BRUNO: Joseph P. Bruno ✎ Tenant Info

Current:

30 Days:

60 Days:

90 Days:

Not Yet Due:

Total:

Balance	(\$1,035.00)	Unpaid Charges	
Deposits	\$1,125.00	Advance Payments	
		Open Credits	\$1,035.00

Posted	Description	Amount	Remaining	Memo	Ledger
9/30/2017	Security Deposit	\$1,125.00	\$1,125.00		Harrison S. Golden
9/30/2017	Pet Deposit	\$200.00			Harrison S. Golden
4/5/2019	Deposit Released	\$200.00			Harrison S. Golden

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

Enable Filter

Filter

Edit

Dispute

Reverse

Void NSF

General Ledger