

**FIRST PACIFIC**

FIRST PACIFIC GROUP, INC.

# COMMUNITY MANAGER TRAINING GUIDE

Do not print this as we are  
updating it on A regular basis



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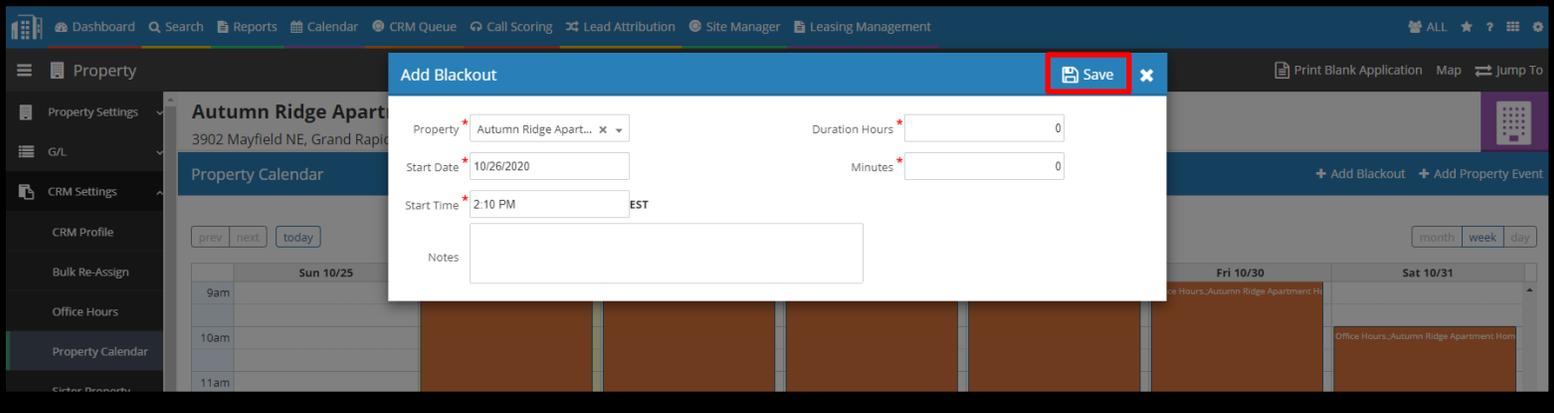
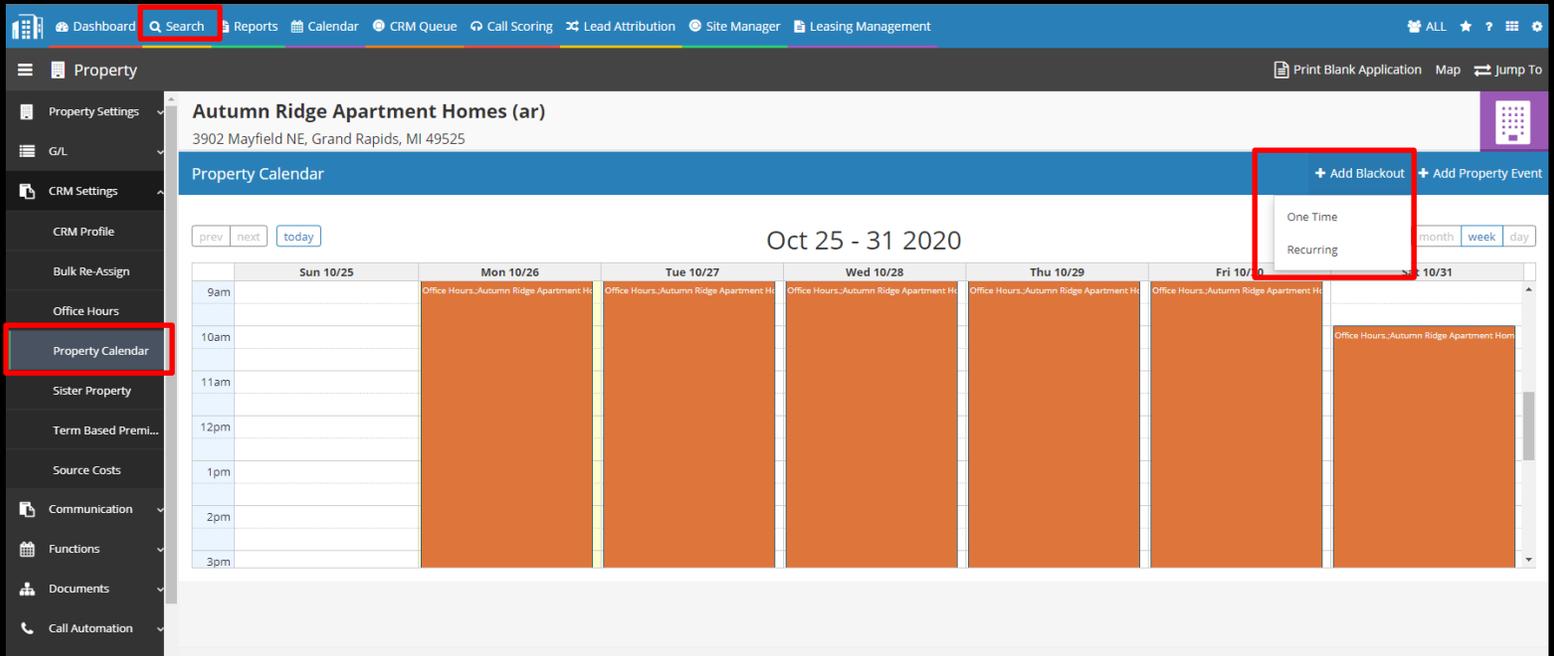
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# Calendar Blackouts

To add a Calendar Blackout to the CRM Calendar click Calendar → Add → Property Blackout → Select your date → Start time → Duration Hours/minutes → Add your Notes/Reason → Save.



# Community Dashboard

Unit Statistics: This shows current unit statistics such as Leased units, Occupied units and the percentage of both. Exposure is showed with Available units

Resident Activity: Shows Move-In's, Move-Outs, Move-out Deposit Accounting to be completed, Units on Notice, Expiring Leases, Scheduled Lease Renewals

The Daily Activity Report is something that should be looked at daily. This will give an overview of the property.

The screenshot shows the 'Community Manager Dashboard - The Orchards Apartments' interface. It features a sidebar with navigation options like Roles, Analytics, Reports, Residential, Unit Pricing, Revenue Management, Charges, Receivables, Payables, SF Accounting, Setup, Administration, Service Request, and Unit Asset. The main content area is divided into several sections:

- Resident Activity:** Lists Move In (37), Move Out (54), Deposit Accounting (4), On Notice (60), Expiring Leases (120 days) (199), Scheduled Lease Renewals Alerts (0), Pending Make Ready (67), Pending Work Requests (68), and Completed WO Followup (0).
- Unit Statistics:** Shows Total Units (663), Leased Units (663, 100%), Occupied Units (652, 98.34%), Available Units (5, 0.75%), Model/Down/Admin (2, 0.30%), On Hold Units (0, 0%), and Unit Transfers (0).
- Traffic:** Includes Prospect Pipeline (4), Today's Showings (0), On Waitlist (0), and Pending Applications (6).
- Open Batches:** Lists Charges, Receipts, and Payables, each with options for 'New' batches.
- Calendar:** A calendar view for September 2015 showing move-in dates: Sept 8 (2), Sept 9 (3), Sept 10 (4), Sept 11 (3), Sept 12 (1), Sept 14 (2), Sept 15 (3), Sept 16 (3), Sept 17 (3), and Sept 18 (2).

Open Batches: Where you would create receivable/payable batches and open find already created batches.

The calendar is extremely important and should be looked at daily. This shows all Move-ins, Move-outs, and appointments.

Traffic: This shows the prospect pipeline which should be updated daily with all leads. And pending application.

Maintenance: Shows Pending Make Ready, Pending Work Orders, and Completed Work Orders that need to be followed up on.



# Daily Activity Report

The Daily Activity Report shows Resident Exceptions, Month-to-Month Leases, current available apartments, Residents on Notice.

## Resident Exceptions to be cleared daily.

Scheduled showings are also listed along with pending move-ins, Move-out Deposit Accounting to be completed, and expiring leases.

Delinquencies current and past, as well as pending work orders are also listed.

Resident Exceptions								
Property	Exception	Unit Type	Resident Code	Resident Name	Resident Status	Move In Date	Move Out Date	Notice Date
hc - 024	Move In past due	hc21	t0050089	Kaira, Rahul	Future	8/6/2015		
hc - 027	Move In past due	hc11	t0050211	Nguyen, Phuong	Future	9/9/2015		
hc - 020	Move Out Past Due	hc21	t0049275	McCourt, Chiara	Notice	4/7/2015	8/27/2015	7/27/2015
hc - 024	Move Out Past Due	hc21	t0046789	Charles, River	Notice	10/17/2014	7/31/2015	6/26/2015
hc - 027	Move Out Past Due	hc11	t0041630	Lucas, Stephanie	Notice	9/7/2012	8/31/2015	7/29/2015
hc - 031	Move Out Past Due	hc11	t0046115	LeSue, Joseph	Notice	7/25/2014	8/20/2015	7/20/2015
hc - 086	Move Out Past Due	hc11	t0046047	Bauducco, Bryson	Notice	7/7/2014	7/31/2015	6/12/2015
hc - 113	Move Out Past Due	hc21	t0041098	Mendoza, Adelina	Notice	4/20/2012	8/30/2015	7/27/2015

Exceptions: 8

Month to Month							
Property	Type	Unit	Code	Name	Month to Month Charge	Lease From	Lease To
hc	hc21	130	t0047602	Mo, Jianbin	200.00	11/24/2014	5/31/2015
hc	hc11	097	t0044374	Sischo-Herbert, Reiley	100.00	1/13/2014	7/31/2014
hc	hc11	047	t0043607	Love, Adam	100.00	7/13/2013	7/31/2014
hc	hc11	065	t0049202	Cloud, Erica	0.00	6/5/2014	6/30/2015
hc	hc21	057	t0046861	Mikowicz, Aydan	0.00	10/7/2014	7/31/2015
hc	hc11	100	t0043211	Carroll, Evan	0.00	7/1/2014	7/31/2015
hc	hc21	134	t0047839	Chen, Bin	0.00	1/2/2015	7/31/2015
hc	hc11	087	t0043781	Flores, Justin	0.00	2/1/2015	8/31/2015

Month to Month: 8

Available Units					
Property	Type	Unit	Code	Market Rent	Deposit
hc	hc21	130	020	2,050.00	0.00
hc	hc21	113	113	2,050.00	0.00

Available Units: 2

On Notice									
Property	Type	Unit	Code	Name	Notice Date	Move Out Date	Reason for Move Out	Future Resident	Move In Date
hc	hc11	086	t0046047	Bauducco, Bryson	6/12/2015	7/31/2015	Relocate Outside of Market		
hc	hc21	024	t0046789	Charles, River	6/26/2015	7/31/2015	Add/Lost Roommate	t0050089	8/6/2015
hc	hc11	031	t0046115	LeSue, Joseph	7/20/2015	8/20/2015	Relocate Outside of Market		
hc	hc21	020	t0049275	McCourt, Chiara	7/27/2015	8/27/2015	Personal		
hc	hc21	113	t0041098	Mendoza, Adelina	7/27/2015	8/30/2015	Purchased Home		
hc	hc11	027	t0041630	Lucas, Stephanie	7/29/2015	8/31/2015	Relocate Outside of Market	t0050211	9/9/2015

On Notice: 6

Showings								
Showings: 0								

Move In							
Property	Type	Unit	Code	Name	Move In	Lease From	Lease To
hc	hc11	027	t0050211	Nguyen, Phuong	9/9/2015	9/1/2015	8/31/2016
hc	hc11	031	t0050485	Castillo, Luis	9/5/2015	9/5/2015	9/30/2016
hc	hc11	059	t0050437	Phares, Joseph	9/6/2015	9/6/2015	9/30/2016
hc	hc21	003	t0050504	Cienfuegos, Rony	9/9/2015	8/8/2015	8/31/2016
hc	hc21	024	t0050089	Kaira, Rahul	8/6/2015	8/6/2015	5/31/2016
hc	hc11	086	t0050023	Brambila, Angelica	8/1/2015	7/6/2015	7/31/2016

Move-Ins: 6

Deposit Accounting								
Property	Type	Unit	Code	Name	Move Out	Lease From	Lease To	Days Since Move Out
hc	hc21	003	t0046792	Brereton, Adelina	7/27/2015	10/9/2014	7/31/2015	44
hc	hc11	059	t0046763	Oraby, Shereen	7/28/2015	11/7/2014	8/31/2015	43

Deposit Accounting to be completed: 2

Lease Expirations (next 120 days)							
Property	Type	Unit	Code	Name	Lease From	Lease To	Lease To
hc	hc11	047	t0043607	Love, Adam	7/13/2013	7/31/2014	
hc	hc11	097	t0044374	Sischo-Herbert, Reiley	1/13/2014	7/31/2014	
hc	hc21	130	t0047602	Mo, Jianbin	11/24/2014	5/31/2015	
hc	hc11	065	t0049202	Cloud, Erica	6/5/2014	6/30/2015	
hc	hc21	134	t0047839	Chen, Bin	1/2/2015	7/31/2015	
hc	hc21	057	t0046861	Mikowicz, Aydan	10/7/2014	7/31/2015	
hc	hc11	100	t0043211	Carroll, Evan	7/1/2014	7/31/2015	
hc	hc11	087	t0043781	Flores, Justin	2/1/2015	8/31/2015	
hc	hc11	092	t0043370	Yi, Glen	9/1/2014	9/30/2015	
hc	hc11	093	t0043654	Dermer, Brent	9/1/2014	9/30/2015	
hc	hc11	070	t0046382	Hoy, Ashley	9/3/2014	9/30/2015	
hc	hc21	126	t0049846	Davi, Julie	6/9/2015	9/30/2015	
hc	hc11	021	t0040427	Calderon, Perla	10/1/2014	10/31/2015	
hc	hc11	108	t0043865	Kaur, Sukhljit	10/1/2014	10/31/2015	
hc	hc11	120	t0046812	Du pree, Hunter	10/14/2014	10/31/2015	
hc	hc11	104	t0041803	Jacobo-Castro, Eduardo	10/1/2014	10/31/2015	
hc	hc11	098	t0045670	Shroshire, Tyler	11/1/2014	11/30/2015	
hc	hc11	025	t0041741	Gonzales-Sepulveda, Lucia	11/1/2014	11/30/2015	
hc	hc21	119	t0046952	Peraza Martinez, Jackeline	11/8/2014	11/30/2015	
hc	hc21	136	t0047538	Henderson, Matthew	11/14/2014	11/30/2015	
hc	hc11	004	t0050103	Ruppert, Rebecca	6/26/2015	12/31/2015	
hc	hc11	131	t0047021	Lopez, Anevay	12/6/2014	12/31/2015	

Expirations in next 120 days: 22

Delinquency							
Property	Type	Unit	Code	Name	Owed	Office Phone	Home Phone
hc - Hidden Creek Apartments LLC	hc11	002	t0041057	Reyes, Ayaceli	4,530.56		
hc - Hidden Creek Apartments LLC	hc11	002	t0041778	Carranco, Michelle	2.00		(831)707-0169
hc - Hidden Creek Apartments LLC	hc21	003	t0043934	Reyes Rivas, Jose Juan	785.01		(831)854-8598
hc - Hidden Creek Apartments LLC	hc21	003	t0046792	Brereton, Adelina	197.50		(408)249-8886
hc - Hidden Creek Apartments LLC	hc21	003	t0050504	Cienfuegos, Rony	100.00		(831)431-9608
hc - Hidden Creek Apartments LLC	hc21	005	t0023122	St. Pierre, Elise	-1.00		(831)818-8373
hc - Hidden Creek Apartments LLC	hc11	006	t0035317	Nunez, Asuncion	-8.00		(831)426-1870
hc - Hidden Creek Apartments LLC	hc21	009	t0042633	Mayer, Crystal	-5.00		(510)541-6740
hc - Hidden Creek Apartments LLC	hc11	010	t0050301	Brauzman, Irina	-1,705.00		(916)342-8632
hc - Hidden Creek Apartments LLC	hc21	020	t0049275	McCourt, Chiara	4,110.00		(831)331-9055
hc - Hidden Creek Apartments LLC	hc11	023	t0039645	Winters, Irma	-1.00		(831)334-1941
hc - Hidden Creek Apartments LLC	hc21	024	t0046789	Charles, River	9.97		(707)227-9881
hc - Hidden Creek Apartments LLC	hc11	027	t0050211	Nguyen, Phuong	1,800.00		(831)685-3731
hc - Hidden Creek Apartments LLC	hc21	028	t0023153	Bolloom, Sharla	-15.42		(831)435-0923
hc - Hidden Creek Apartments LLC	hc21	032	t0041933	Agullar, Angela	0.18		(831)428-4809
hc - Hidden Creek Apartments LLC	hc11	033	t0036855	Padilla, Maria	-245.03		(831)427-9040
hc - Hidden Creek Apartments LLC	hc11	037	t0042991	Schroeder, Thomas	-193.00		(831)423-1333
hc - Hidden Creek Apartments LLC	hc21	038	t0047475	Gonzales, Jaime	-75.00		(000)000-0000
hc - Hidden Creek Apartments LLC	hc21	040	t0036908	Lopez, Markisha	-4.00		(831)535-2959
hc - Hidden Creek Apartments LLC	hc11	043	t0039897	Martinez, Sharlene	2,700.00		
hc - Hidden Creek Apartments LLC	hc11	043	t0040774	DeVares, Darnette	-141.00		(831)239-4138
hc - Hidden Creek Apartments LLC	hc21	044	t0037552	Wanhala, Nicole	499.04		
hc - Hidden Creek Apartments LLC	hc11	045	t0041699	Molina, Piedad (Julie)	1.00		
hc - Hidden Creek Apartments LLC	hc11	046	t0049192	Sanchez, Faviola	21.12		(831)331-9346
hc - Hidden Creek Apartments LLC	hc21	048	t0036323	Arnold, KellyAnn	426.32		(831)454-8881
hc - Hidden Creek Apartments LLC	hc21	048	t0047559	Holman, Scott	-100.00		(301)694-8550
hc - Hidden Creek Apartments LLC	hc21	049	t0039873	Miranda-Acosta, Janet	-4.00		(831)325-5912
hc - Hidden Creek Apartments LLC	hc11	052	t0000149	Coleman, Craig	-199.00		(831)426-0410
hc - Hidden Creek Apartments LLC	hc21	055	t0010726	Gonzales, Carmen	4.50		(831)325-0569
hc - Hidden Creek Apartments LLC	hc21	057	t0040329	Gonzales, Griselda	1,506.86		(831)713-0333
hc - Hidden Creek Apartments LLC	hc11	058	t0000155	Campbell, Judy	-7.50		(831)469-3933
hc - Hidden Creek Apartments LLC	hc11	063	t0046763	Oraby, Shereen	1,680.00		(831)239-4138
hc - Hidden Creek Apartments LLC	hc11	060	t0028430	Rock, Kathy	-10.00		(831)425-4778
hc - Hidden Creek Apartments LLC	hc21	061	t0035795	Ford, Maureen	61.00		(831)227-5107
hc - Hidden Creek Apartments LLC	hc11	062	t0035576	Zhang, Linna	-171.00		(831)247-8915
hc - Hidden Creek Apartments LLC	hc11	064	t0050355	Berdeja, Andres	-1,750.00		(760)940-8711
hc - Hidden Creek Apartments LLC	hc11	065	t0042587	Cortez-Suarez, Alberto	-75.00		(831)316-8884
hc - Hidden Creek Apartments LLC	hc11	066	t0038273	Hudson / M, Debbie	583.48		
hc - Hidden Creek Apartments LLC	hc11	069	t0040763	De La Paz, Edit	403.80		
hc - Hidden Creek Apartments LLC	hc11	070	t0046382	Hoy, Ashley	-51.67		(831)684-2526
hc - Hidden Creek Apartments LLC	hc11	071	t0038540	Rivas, Alejandra	4,911.16		(831)431-7561
hc - Hidden Creek Apartments LLC	hc11	073	t0000170	Fargason, Robert	3,346.68		(831)427-0948
hc - Hidden Creek Apartments LLC	hc11	074	t0045614	Querrero-Hernandez, Juan	50.00		(831)295-9508
hc - Hidden Creek Apartments LLC	hc11	078	t0032976	Williams/M, Karl	2,360.82		(831)713-5836
hc - Hidden Creek Apartments LLC	hc11	078	t0049105	Qoo, Yizhou	-3,190.00		(206)427-4863
hc - Hidden Creek Apartments LLC	hc11	080	t0026998	Quealy, Billy	2,751.17		
hc - Hidden Creek Apartments LLC	hc21	082	t0047987	Waddie, Jenna	-310.00		(831)428-4547
hc - Hidden Creek Apartments LLC	hc11	083	t0037217	Garcia, Roberta	688.01		
hc - Hidden Creek Apartments LLC	hc11	090	t0034798	Malysa/M, Michael	1,391.59		(831)600-8776
hc - Hidden Creek Apartments LLC	hc11	095	t0050066	Gonzalez, Renato	-51.67		(831)466-6248
hc - Hidden Creek Apartments LLC	hc11	096	t0031994	Mahone/M, Eryca	2,898.00		(831)458-6020 x4105
hc - Hidden Creek Apartments LLC	hc11	101	t0007429	Alvarado, Ignacio	-246.00		(831)539-7447
hc - Hidden Creek Apartments LLC	hc11	104	t0041803	Jacobo-Castro, Eduardo	-1.00		(831)419-8711
hc - Hidden Creek Apartments LLC	hc11	105	t0037413	Moreno-Ferri/F, Laurie	1,960.85		
hc - Hidden Creek Apartments LLC	hc11	105	t0041326	Wier, Joseph	1,582.77		(650)676-7993
hc - Hidden Creek Apartments LLC	hc11	106	t0042870	Aldana-Martinez, Maria Luisa	473.91		(831)431-7932
hc - Hidden Creek Apartments LLC	hc21	109	t0040601	Wien, Jia			



# Deposit Accounting in Voyager

Once a resident vacates or an application is cancelled, this resident or prospect will appear in the deposit accounting field under resident activity on the Yardi dashboard:

Community Manager Dashboard - Hidden Creek Apartments LLC

Resident Activity	
Move In	6
Move Out	6
Deposit Accounting	2
On Notice	6
Expiring Leases (120 days)	22
Scheduled Lease Renewals	0
Alerts	29

Maintenance	
Pending Make Ready	8
Pending Work Requests	11
Completed WO Followup	0

To see the residents in deposit accounting, you can click on the number next to deposit accounting on the dashboard and a list will populate below:

Community Manager Dashboard - Hidden Creek Apartments LLC

Move Out Date	Unit	Resident	Deposit Acctg	Clear Applicant
07/27/2015	003	Adeline Brereton		
07/28/2015	059	Shereen Oraby		



# Deposit Accounting in Voyager

The security deposit will automatically be credited at the top of this list and any current unpaid charges on the resident ledger will automatically be deducted at the top of this list.

Input the forwarding address

Forwarding Address	
Address	200 Button Street
	Apartment 92
City	Santa Cruz
State	CA
Zip	95060

In this screen, also input all charges to be deducted from the security deposit by typing a brief description of each charge into the description field next to the automated general description and typing the monetary amount for each charge into the charge amount field next to this:

Roommates Alana Mandrick, Roxanna Gutierrez

Yes/No	Chg Code	Description	Charge Amt	Credit
<input checked="" type="checkbox"/>	rent	Rent 07/28-07/30/2015	197.50	0
<input checked="" type="checkbox"/>	deposit	:Security Deposit credit	0	1,975.00
<input checked="" type="checkbox"/>	rent	Rent (07/2015) Credit 4 days	0	197.50
<input type="checkbox"/>	rent	Rent	0	0.00
<input type="checkbox"/>	late	Late fee	0	0.00
<input type="checkbox"/>	nsf	NSF fee	0	0.00
<input type="checkbox"/>	hud	HUD	0	0.00
<input type="checkbox"/>	secexh	Transfer to Unit:	0	0.00
<input type="checkbox"/>	term	Lease Termination Fee	0	0.00
<input type="checkbox"/>	depfor	Deposit Forfeiture	0	0.00
<input type="checkbox"/>	appl	Application Fee	0	0.00
<input type="checkbox"/>	util	Utilities	0	0.00
<input type="checkbox"/>	clean	Cleaning Fees	0	0.00
<input type="checkbox"/>	carpet	Carpet Charges	0	0.00
<input type="checkbox"/>	mopaint	Painting Fees	0	0.00
<input type="checkbox"/>	depint	Deposit Interest	0	0.00
<input type="checkbox"/>	modamage	Damage Fees	0	0.00
<input type="checkbox"/>	modamage	Damage Fees	0	0.00
<input type="checkbox"/>	modamage	Damage Fees	0	0.00
<input type="checkbox"/>	modamage	Damage Fees	0	0.00
<input type="checkbox"/>	modamage	Damage Fees	0	0.00
<input type="checkbox"/>	modamage	Damage Fees	0	0.00
<input type="checkbox"/>	modamage	Damage Fees	0	0.00
<input type="checkbox"/>	modamage	Damage Fees	0	0.00
<input type="checkbox"/>	modamage	Damage Fees	0	0.00
<input type="checkbox"/>	modamage	Damage Fees	0	0.00
<input type="checkbox"/>	modamage	Damage Fees	0	0.00
<input type="checkbox"/>	modamage	Damage Fees	0	0.00
<input type="checkbox"/>	modamage	Damage Fees	0	0.00
<input type="checkbox"/>	modamage	Damage Fees	0	0.00
<input type="checkbox"/>	momisc	Miscellaneous Fees	0	0.00
<input type="checkbox"/>	momisc	Miscellaneous Fees	0	0.00
<input type="checkbox"/>	momisc	Keys/Remotes not Returned	0	0.00
Totals:			197.50	2,172.50
<b>Amount of refund</b>			1,975.00	
Amount owed			0.00	

Print Statement

Individual charges will vary by resident and property.

In this screen, also input any credits you would like to credit back to the deposit by typing a brief description of each credit into the description field next to the automated general description and typing the monetary amount for each credit into the credit field next to this:

<input type="checkbox"/>	momisc	Miscellaneous Fees	0	0.00
<input type="checkbox"/>	momisc	Miscellaneous Fees	0	0.00
<input checked="" type="checkbox"/>	momisc	Keys/Remotes not Returned - Gate Remote	0	50.00
Totals:			197.50	2,272.50
<b>Amount of refund</b>			2,075.00	
Amount owed			0.00	

Print Statement





# Deposit Accounting in Voyager

1. Everyone should be using the FG Walk Sheet. We have set standard charges for cleaning and damages are open. Please note that this must be completed with each move out including the top portion and then scanned into Yardi by the time the deposit accounting is completed. Additionally, move out photos must be taken for any charges that are noted. This will also simplify questions accountants may have on charges as they can reference this form when reviewing the SODA.
2. With the walk sheet in place, there will be NO Adj Dep Accting changes done when bills are received, and charges are slightly higher or lower than estimated. We have started charging back based on estimated charges for a number of reasons- to avoid having to do additional work in correcting charges that aren't accurate to the dollar as well as an effort to minimize resident frustration when we send bills for amounts due several weeks after move out due to invoicing delays. This means that at times we will have to absorb additional charges that were missed on the walk sheet, but we think it is worth it for the time saved in making the adjustments, as well as the customer satisfaction when we send one final move out statement within 2-3 weeks of move out.
3. The only time you will Adjust Deposit Accounting is when a charge was missed or underestimated by more than \$100. So, if carpet replacement was estimated at \$500 but really was \$700, you can do a 1-time Adjust Dep Accounting for the \$200 undercharged. This should happen VERY rarely if your walk sheets have accurate pricing for each floorplan. Only ONE adjustment is permitted, so if you do discover another missed charge of more than \$100 on the same dispo, we can't add another charge and send out a third MO Statement as it is just not fair to the resident.



# Deposit Accounting in Voyager

4. When entering payables, you should continue to use the chargeback stamp, but you will be noting the estimated charge added for this item per the walk sheet.

5. Please include the Walk Sheet in all Deposit Accounting emails, and only send ONE move out statement per email to your Accountant to review for resident move outs.

6. You can save MO photos to a Word doc and upload to Yardi that way instead of messing with a PDF

7. When completing dispos, you might consider using a template via Gmail which includes the following info:

Lease fulfilled?

Any special situations with this resident?

Notice vs Eviction vs skip vs transfer

Chargebacks for cleaning/damage added?

Utilities have been confirmed they were in the resident's name until their MO date

All of the following docs uploaded in Yardi for balances due:

- i. Application
- ii. ID
- iii. MI Checklist
- iv. Lease
- v. Vacating Procedures
- vi. MO Photos for any damage

8. Once approved, Accountants will save any Balance Due MO Statements along with the Balance Due notice (saved as one PDF) in the Resident Attachments in Yardi.

# FCO Collections Interface

From the Resident Screen, click the Collections Interface link in the Data menu:

The screenshot shows the Yardi Voyager Resident screen. The 'Data' menu is open, and 'Collections Interface' is highlighted. The resident information for Song Jin is visible, including address, contact info, and lease details.

Lease Information		Late Fee	
Mkt. Rent	749.00	Rent	834.00
Due Day	1	Other Charges	85.00
Move In	09/05/2014	Total Charges	919.00
Approval Date	08/15/2014	Notice	09/01/2015
Lease From	03/01/2015	Move Out	11/05/2015
Lease To	06/30/2015	Lease Desc	N/A
Last Renewal	03/02/2015	Responsibility Date	

Click NEW:

The screenshot shows the 'Collections History for Song Jin' screen. A 'New' button is visible, and the 'Collections Agency' dropdown is set to 'FCO'. Below is a table with columns for Collections Status, Notes, Marked For Collections, Date Sent To Collections, Agency, Amount Sent, Date Canceled, Attachments, and Edit.

Collections Status	Notes	Marked For Collections	Date Sent To Collections	Agency	Amount Sent	Date Canceled	Attachments	Edit
--------------------	-------	------------------------	--------------------------	--------	-------------	---------------	-------------	------

Set Collections Status to READY & click SAVE

The screenshot shows the 'Edit Collections' dialog box. The 'Collections Status' dropdown is set to 'Ready'. The 'Notes' field is empty. The 'Save' and 'Close' buttons are visible at the bottom.

# FCO Collections Interface

Then Close the Edit Collections window.

Refresh Collections History window, then click on the ATTACHMENTS link.

Collections History for Song Jin

New

Collections Agency: FCO

Collections Status	Notes	Marked For Collections	Date Sent To Collections	Agency	Amount Sent	Date Canceled	Attachments	Edit
Ready		06/01/2016		FCO	0.00		<a href="#">0/11</a>	<input type="checkbox"/>

Select the attachments that should be uploaded for FCO, then click SAVE.

## Documents to Upload to FCO:

Applications

Copy of ID(s)

Vacating Procedures

Move-In/Move-Out checklist

Any Invoices that were charges back

Statement of Deposit Accounting

Lease

Yardi Systems, Inc. - Collections Attachments - Google Chrome

https://www.yardi.asp13.com/16656first/Pages/itfCollectionsAttachments.aspx?ID=2&TenantId=91312&hVendor=43

Collections Attachments

Save Close

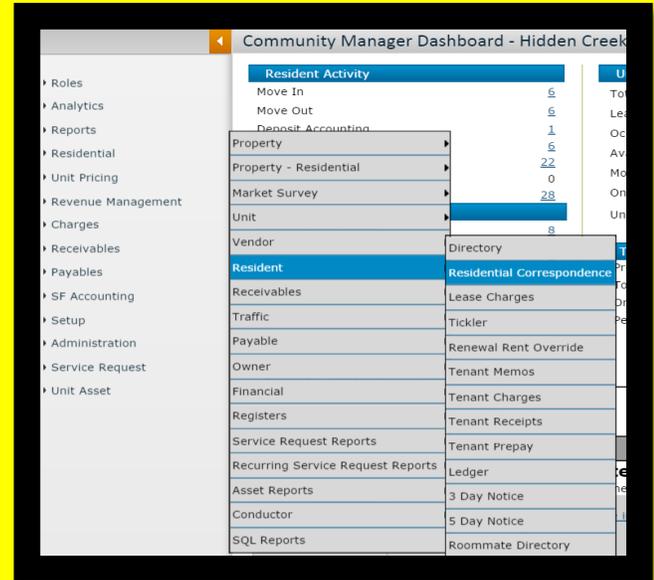
Attach	Description	Attachment	Type	Attached Date
<input checked="" type="checkbox"/>	9623C PET.pdf	9623C PET.pdf		05/20/2015
<input checked="" type="checkbox"/>	TO-9623C-Fracker Application.pdf	TO-9623C-Fracker Application.pdf		05/27/2016
<input checked="" type="checkbox"/>	TO-9623C-Fracker ID.pdf	TO-9623C-Fracker ID.pdf		05/27/2016
<input checked="" type="checkbox"/>	TO-9623C-Jin Application.pdf	TO-9623C-Jin Application.pdf		05/27/2016
<input checked="" type="checkbox"/>	TO-9623C-Jin ID.pdf	TO-9623C-Jin ID.pdf		05/27/2016
<input checked="" type="checkbox"/>	TO-9623C-Jin_Fracker Lease 03-01-15-06-30-15.pdf	TO-9623C-Jin_Fracker Lease 03-01-15-06-30-15.pdf		05/27/2016
<input checked="" type="checkbox"/>	TO-9623C-Jin_Fracker Move-In Checklist & Make Ready Checklist.pdf	TO-9623C-Jin_Fracker Move-In Checklist & Make Ready Checklist.pdf		05/27/2016
<input checked="" type="checkbox"/>	TO-9623C-Jin_Fracker Vacating Procedures.pdf	TO-9623C-Jin_Fracker Vacating Procedures.pdf		05/27/2016
<input type="checkbox"/>	TO7DayNotice_t0046583_07072015.pdf	TO7DayNotice_t0046583_07072015.pdf		07/07/2015
<input type="checkbox"/>	TO7DayNotice_t0046583_08102015.pdf	TO7DayNotice_t0046583_08102015.pdf		08/10/2015
<input type="checkbox"/>	TO7DayNotice_t0046583_09082014.pdf	TO7DayNotice_t0046583_09082014.pdf		09/08/2014

That it! Now FCO will grab the info they need from Yardi since the account is marked "Ready".

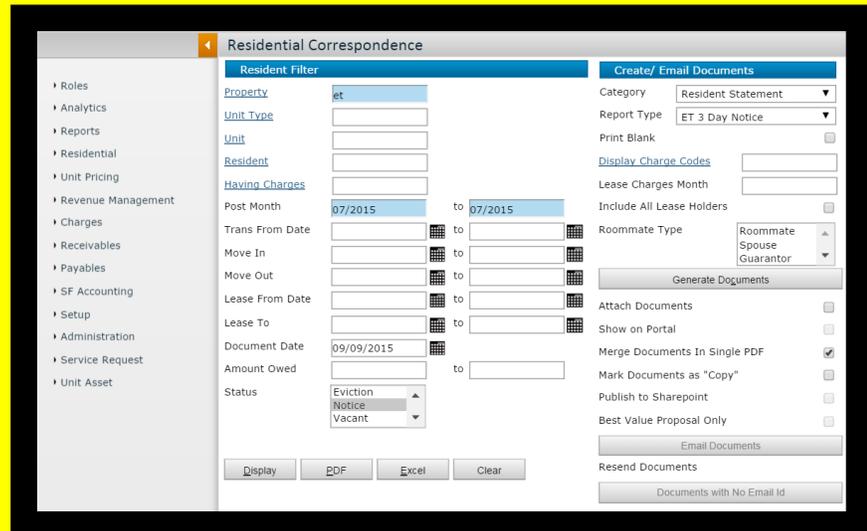


# Generating Demand Notices in Voyager

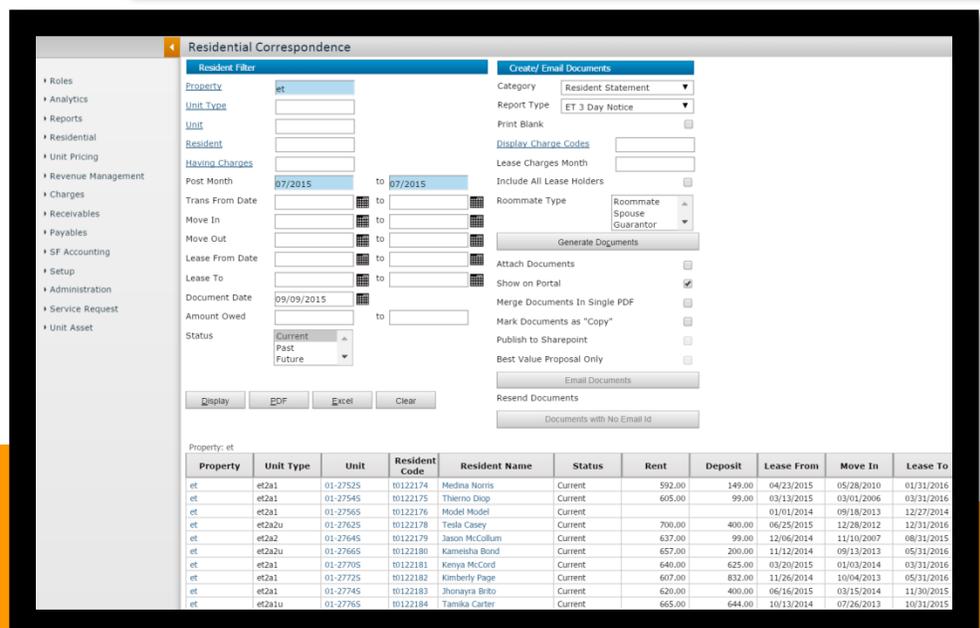
Navigate from the side menu:  
Reports → Resident →  
Residential Correspondence



Input property, post both month fields to the current month, document date to the date of the notice, amount owed to the amount of the late fee, and select status and current and notice, category as resident statement, and report type as 3 day notice (days vary by site), and check show on portal, then click display:



Once a list of residents generates below, click generate documents





# Generating Demand Notices in Voyager

A statement link will generate on the resident list below:

Residential Correspondence

**Resident Filter**

Property: et  
 Unit Type:   
 Unit:   
 Resident:   
 Having Charges:   
 Post Month: 07/2015 to 07/2015  
 Trans From Date:  to   
 Move In:  to   
 Move Out:  to   
 Lease From Date:  to   
 Lease To:  to   
 Document Date: 09/09/2015  
 Amount Owed:  to   
 Status: Current

**Create/ Email Documents**

Category: Resident Statement  
 Report Type: ET 3 Day Notice  
 Print Blank:   
 Display Charge Codes:   
 Lease Charges Month:   
 Include All Lease Holders:   
 Roommate Type: Roommate, Spouse, Guarantor  
 Generate Documents  
 Attach Documents:   
 Show on Portal:   
 Merge Documents In Single PDF:   
 Mark Documents as "Copy":   
 Publish to Sharepoint:   
 Best Value Proposal Only:   
 Email Documents  
 Resend Documents  
 Documents with No Email Id

Property: et

Property	Unit Type	Unit	Resident Code	Resident Name	Status	Rent	Deposit	Lease From	Move In	Lease To	Move Out	Statement
et	et2a1	01-2752S	t0122174	Medina Norris	Current	592.00	149.00	04/23/2015	05/28/2010	01/31/2016		Statement
et	et2a1	01-2754S	t0122175	Thierno Diop	Current	605.00	99.00	03/13/2015	03/01/2006	03/31/2016		Statement
et	et2a1	01-2756S	t0122176	Model Model	Current			01/01/2014	09/18/2013	12/27/2014		No Invoices to print
et	et2a2u	01-2762S	t0122178	Tesla Casey	Current	700.00	400.00	06/25/2015	12/28/2012	12/31/2016		Statement
et	et2a2	01-2764S	t0122179	Jason McCollum	Current	637.00	99.00	12/06/2014	11/10/2007	08/31/2015		Statement
et	et2a2u	01-2766S	t0122180	Kameisha Bond	Current	657.00	200.00	11/12/2014	09/13/2013	05/31/2016		Statement

Click on the statement link next to each resident and a pop up with the 3-day notice for that resident will appear:

**NOTICE TO LEAVE THE PREMISES**

To: Medina Norris, and all other occupants:

We wish you to leave the following described premises now in your occupation, situated in the city of Reynoldsburg, County of Fairfield, State of Ohio, and described as follows:

Brentwood Lake Apartments  
 2752 John Steven Way  
 Reynoldsburg, OH 43068

together with the lot of land which said unit is situated.

**Grounds:** Non Payment of Rent

ONLY CERTIFIED CHECK, CASHIER'S CHECK, OR MONEY ORDER WILL BE ACCEPTED FOR YOUR RENTAL PAYMENT INCLUDING ALL LATE FEES.

Your compliance with this notice on or before the third day from the date listed below will prevent any legal measure being taken by us to obtain possession.

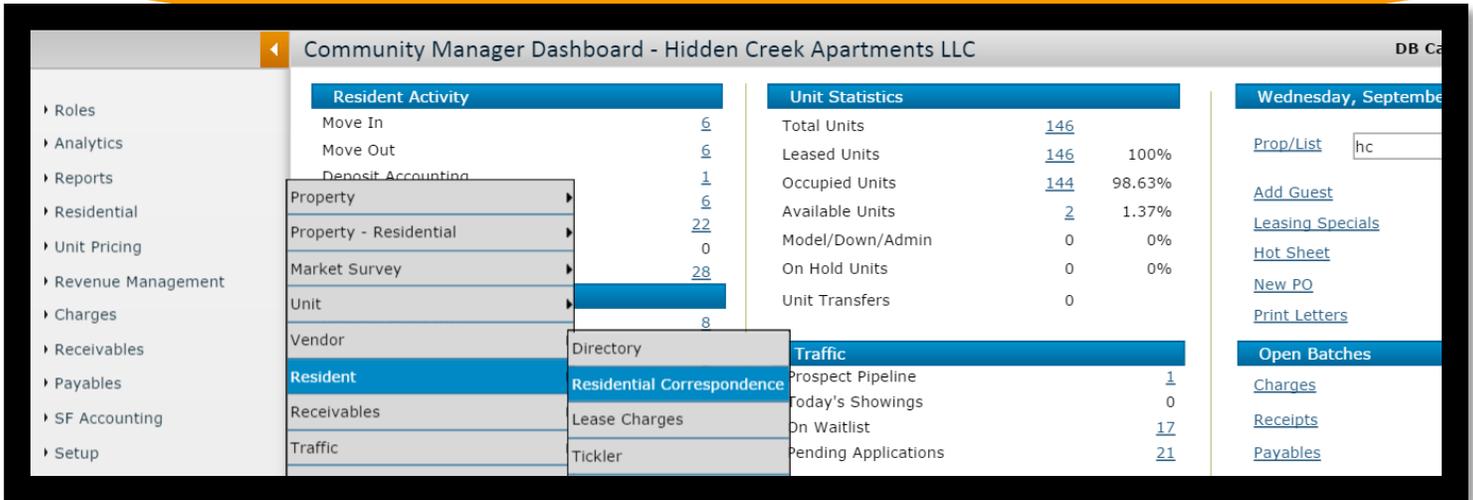
**YOU ARE BEING ASKED TO LEAVE THE PREMISES. IF YOU DO NOT LEAVE, AN EVICTION ACTION MAY BE INITIATED AGAINST YOU. IF YOU ARE IN DOUBT REGARDING YOUR LEGAL RIGHTS AND OBLIGATIONS AS A TENANT, IT IS RECOMMENDED THAT YOU SEEK LEGAL ASSISTANCE.**

\_\_\_\_\_  
 Agent for the Landlord

If you are unsure if you do want to issue a 3-day notice to a resident, you may need to open Yardi in a second tab (Click "Ctrl" & "N" together) and look at the resident's ledgers to assess if they do require a 3-day notice. Click the print icon to print all 3-day notices you will issue to residents.

# Generating Resident Documents

1. Go to Reports -> Resident -> Residential Correspondence



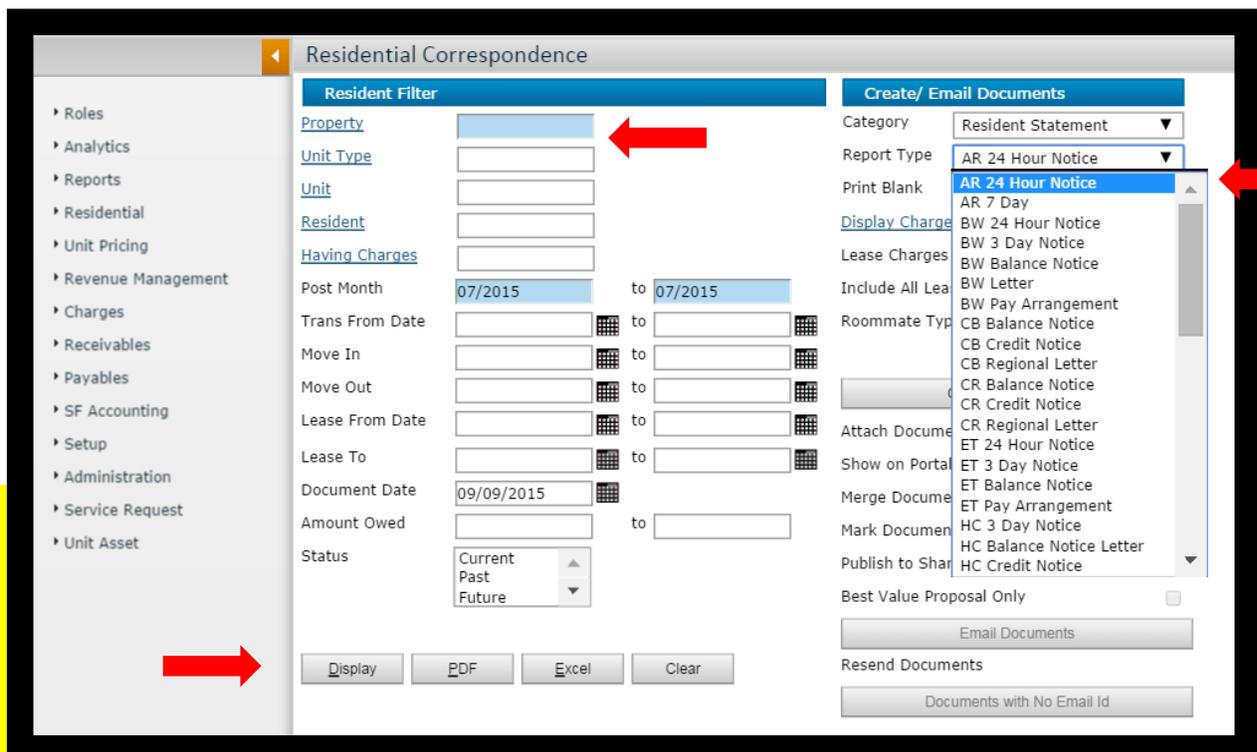
2. In order to see all the "Report Types" you must clear everything out of the "Property" box.

3. Once the "Property" box is clear, use the drop down next to "Report Type" To pick the report you want. Also make sure the "Category" is set to "Resident Statement".

4. Fill out any of the other areas you would like to specify the report to draw.

5. The VERY last step should be to enter the "Property".

Once you enter the property, do not click anywhere but on the button "Display".



# Generating Resident Documents

6- Once you hit 'Display', you may have to wait a few minutes for all documents to render below .

7- Once they show and you're ok with the selections, click the "Attach Documents" and the "Show on Portal"

8- Click 'Generate Documents' – this will load all the letters next to the residents.

9-Click on the 'Statement' link for each resident to print.

**YARDI VOYAGER** Site Search

Home Help Proration Calc Sign Out

### Residential Correspondence

**Resident Filter**

Property: hc

Unit Type: [ ]

Unit: [ ]

Resident: [ ]

Having Charges: [ ]

Post Month: 07/2015 to 07/2015

Trans From Date: [ ] to [ ]

Move In: [ ] to [ ]

Move Out: [ ] to [ ]

Lease From Date: [ ] to [ ]

Lease To: [ ] to [ ]

Document Date: 09/09/2015

Amount Owed: [ ] to [ ]

Status: Current Past Future

Display PDF Excel Clear

**Create/ Email Documents**

Category: Resident Statement

Report Type: HC 3 Day Notice

Print Blank:

Display Charge Codes:

Lease Charges Month: [ ]

Include All Lease Holders:

Roommate Type: Roommate Spouse Guarantor

Generate Documents

Attach Documents:

Show on Portal:

Merge Documents In Single PDF:

Mark Documents as "Copy":

Publish to Sharepoint:

Best Value Proposal Only:

Email Documents

Resend Documents

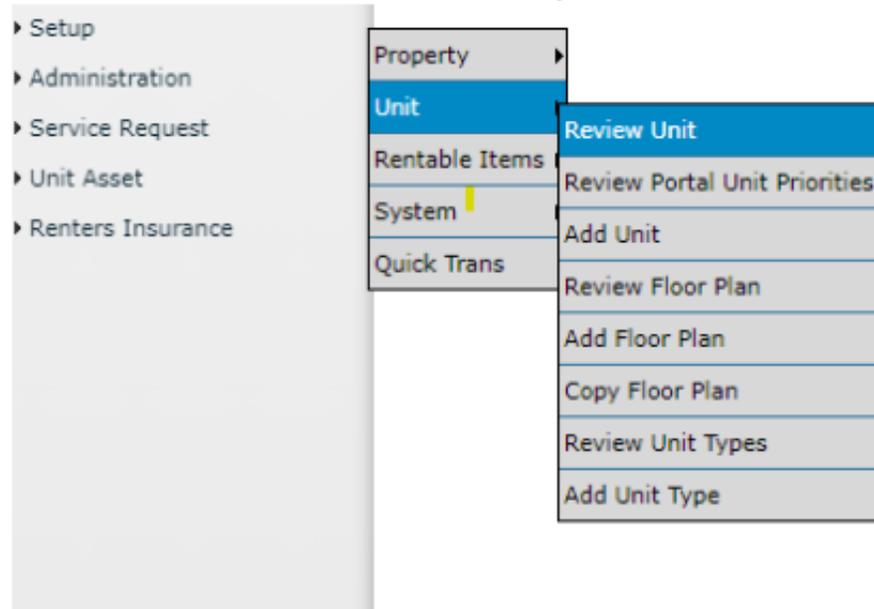
Documents with No Email Id

Property	Unit Type	Unit	Resident Code	Resident Name	Status	Rent	Deposit	Lease From	Move In	Lease To	Move Out	Statement
hc	hc21	003	t0046792	Adeline Brereton	Past	1,975.00	0.00	10/09/2014	10/09/2014	07/31/2015	07/27/2015	Statement
hc	hc21	003	t0050250	Heather Laforce	Canceled	2,050.00	0.00					Statement
hc	hc21	003	t0050504	Rony Cienfuegos	Applicant	2,050.00	1,950.00	08/08/2015	09/09/2015	08/31/2016		Statement

# Updating Unit Notes in Yardi



1) From the Yardi home screen. Go to Setup->Unit->Review Unit.



2) You will get this screen:

The screenshot shows a web form titled 'Unit'. It has a header bar with the word 'Unit'. Below the header, there are several input fields: 'Property', 'Building', 'Unit', 'Unit Type', and 'Notes'. The 'Display Rows' field is set to '500'. At the bottom of the form, there are three buttons: 'Submit', 'Clear', and 'Help'.

3) Enter the property code and unit number. Hit submit.

# Updating Unit Notes in Yardi



Unit

Property	If	Lake Forest Apartment Homes
Building		
Unit	03-301	03-301
Unit Type		
Notes		
Display Rows	500	

[Submit](#) [Clear](#) [Help](#)

4) You will get this screen:

Unit	03-301
Address	3235 Softwater Lake Drive NE Apt 301
City	Grand Rapids
State-Zip	MI 49525
Country	us

[Edit](#) [New](#) [Close](#) [Help](#)

[Occupancy](#) [General](#) [Description](#) [Contacts](#)

Notes Onyx-Gray cab, blk appliances, black counter tops, plank in entry/kitchen/dining/half bath.

Image Unavailable



1 of 1

# Updating Unit Notes in Yardi



- 5) Hit edit, and then you can edit the notes in the box with any detail you need. Once completed, hit save.

**Unit** Functions ▾

Unit

Address

City

State-Zip

Country  ▾

**Occupancy** | **General** | **Description** | **Contacts**

Notes

Image Unavailable

1 of 1

# Manual Credit Card Payment Policy

- The One-Time Manual Credit Card Payment process should **ONLY** be used to make a partial payment for a resident who has a signed payment arrangement that has been approved by the Manager / Regional.
- All other payments should be made by the resident via their Resident Portal or at an authorized WIPS location. We **DO NOT** accept paper payments.
- All paper payments need a note as we should only be taking these in rare circumstances from residents.
- One-time manual credit card payments are performed in Voyager and should only be completed by a Manager or Assistant Manager.
- The Credit or Debit card the Resident is wanting to use for the payment **MUST** be added as a Payment Method through their Resident Portal.
- Resident is responsible for all fees associated with using their Credit or Debit Card. These fees are never waived.
- You must obtain a signed copy of the Credit Card Authorization form before processing any payments on the resident's behalf.
  - If the resident signs the form in the Office, you are required to scan a copy and save it to their CRM Attachments.
  - If the resident is not able to come into the Office to sign the Credit Card Authorization form, you are required to send the resident an email via CRM with the form as an attachment. The resident will be required to print, fill out, sign and send back replying to the email from CRM so that the email is linked to their resident account. You must then download the signed form and save as an attachment.

**FIRST PACIFIC**  
FIRST PACIFIC GROUP, INC.

### Credit Card Payment Authorization

**\*Credit or Debit Card MUST be set up as Payment Method in your Resident Portal**

Transaction Amount: \$ \_\_\_\_\_

Payment type: \_\_\_\_\_ (Partial Payment, Damages, Past Balance, etc.)

Last 4 Digits of Card Number: \_\_\_\_\_

<b>Cardholder's Information:</b>	<b>Tenant Information:</b>
First Name: _____	First Name: _____
Last Name: _____	Last Name: _____
<b>Billing Information</b> (Address where statement is mailed):	Management Company: <u>First Pacific Group, Inc.</u>
Address: _____	Property Address: _____
City: _____	Unit Number: _____
State: _____	Property City: _____
ZIP/Postal Code: _____	Property Zip: _____
E-Mail: _____	Phone Number: _____

**Fees:**

- \*Debit Card: \$3.95 per transaction less than \$1,000.00
- \$4.95 per transaction \$1,000.00 up to \$1,999.99
- \$9.95 per transaction over \$2,000.00

\*Credit Card (Visa/Master Card/AmEx/Discover: 2.5% of total transaction)

I, \_\_\_\_\_, the cardholder for the credit card above, authorize First Pacific Group, Inc. to charge my card for the transaction amount listed above for agreed upon balance due. By signing this authorization, I agree that I will not dispute this charge through my credit card company and fully authorize this charge.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

# Manual Credit Card Payment

In order to make a manual credit card payment, the resident **MUST** have the credit or debit card they are wanting to use as a **Payment Method** in their **Resident Portal**

The one-time manual CC payment is completed in Voyager. Navigate to the resident's profile. Click **Data** and then click **One-Time CC Payment**

The screenshot shows the 'Resident' profile page with the 'Data' menu open. The 'Data' menu is highlighted with a red box. The 'One-Time CC Payment' option is also highlighted with a red box. The resident's information is visible on the left side of the screen.

This will bring up the **Credit Card Receipt** window. Enter the **Unit** number, **Payer** and click the **Display Type** dropdown and select **Standard Receipt** **Display** type. You will not use the Payer Name field so do not enter any information in that. Once all information is entered, click **Enter Detail**.

The screenshot shows the 'Credit Card Receipt' window. The 'Unit' field is set to '04-26805' and the 'Payer' field is set to '10047781'. The 'Display Type' dropdown is set to 'Standard Rec'. The 'Enter Detail' button is highlighted with a red box.

Select the **Preferred Payment Type** of **Credit** or **Debit**. Then select the card they are using from the **Existing Cards** drop down. Enter the Total Amount being paid and a **Detailed Note** regarding the payment being made. The **Exclude Service Fee?** Needs to remain selected **No** as we DO NOT waive the Service Fees for making CC payments. Confirm all information is correct and click **Save**.

The screenshot shows the 'Credit Card Receipt' window with detailed information. The 'Preferred Payment Type' is set to 'Debit' and the 'Existing Cards' dropdown is set to 'Latonia Ward (10047781) Visa'. The 'Total Amount' is 40.00. The 'Notes' field contains the text 'Paid via Debit Card with CC Authorization form signed'. The 'Save' button is highlighted with a red box.

	Pay	Cash Account	Merchant	Charge Code	Acct	Date	Charge	Prior Paid
<input checked="" type="checkbox"/>	40.00	1111	EB111	carpet	5152	02/25/2019	322.50	208.00
<input type="checkbox"/>	0.00	1111	EB111	prepay	2513		0	0
<input type="checkbox"/>	0.00	1111	EB111	prepay	2513		0	0
<input type="checkbox"/>	0.00	1111	EB111	prepay	2513		0	0
<input type="checkbox"/>	0.00	1111	EB111	prepay	2513		0	0

Once the payment has processed, the screen will update at the top indicating the Payment was successfully Authorized and provide the Transaction ID, Ctrl Number and Batch Number. Verify the payment has hit the ledger and no further action is required.

The screenshot shows the 'Credit Card Receipt' window with a success message: 'Your Payment is Successfully Authorized. Credit Card Transaction ID: 41796246 Ctrl 1779647 Batch 225801'. The 'Save' button is highlighted with a red box.

# Mid Month Move out & Target Lease Expirations

- Mid-month Move outs: Please remember *not* to manually adjust recurring charges for a mid-month move-out. Yardi will correct any prorating changes in the Deposit Accounting. If Yardi charges a full month's rent and you manually credit back a portion due to a mid-month MO, you will have to charge back the portion you credited after Dep Accting as Yardi will prorate the Credit in Deposit Accounting.
- Target Lease Expirations: When you are entering the "Lease To Date" on a Prospect Guest Card's Rental Options, please utilize the Lease Expiration Count link (under the Lease To Date) to see how many leases are ending around this lease. That way, if there are 25 leases ending in 12 months but only 5 leases ending in 13 months, you can encourage the resident to sign a 13-month lease, so the Lease Expirations are spread out more:

The screenshot shows the Yardi Voyager Prospect Guest Card interface. The main form displays personal information for Ryan Noland, including contact details and status. Below the form, the Rental Options section shows an expected move-in date of 09/04/2015, a lease term of 12 months, and a lease-to-date of 09/03/2016. A table titled "Rentable Items and Options" lists a parking charge of 100.00. To the right, financial details show a unit rent of 350.00 and a quoted rent of 350.00. A link for "Lease expiration count" is visible below the rental options.

The linked browser window shows the URL <https://www.yardiasp13.com/voyagerupgr7> and displays the page title "Lease Expirations for Hidden Creek Apartments LLC". The main content of the browser window is a table titled "Lease Expirations Per Month":

	Actual	Target
Jun 2016	6	15
Jul 2016	18	15
Aug 2016	13	15
Sep 2016	3	15
Oct 2016	1	9
Nov 2016	0	9
Dec 2016	0	9
Jan 2017	0	9
Feb 2017	0	9

# Over Budget Warning

- When you click “save” on a payable that is coded to a category that is over budget, you will get the popup below on the budget tab.
- You must click “OK” on the Over Budget Warning to save the payable. (Note: if you click “close” on the popup the payable will not be saved!)
- If you do get this warning, please email your regional for approval of the invoice which is going over budget when you send them the payable batch.
- Regionals will forward this email chain to the Accountants who will then see that the over-budget payables have already been approved.

The screenshot shows a 'Payable Invoice' form in a software application. At the top, a yellow warning banner reads: 'Page contains warnings! Please click again to confirm your changes. • Over budget Warning. Please see Budget Tab below'. The form fields include: Payee (capelito), Payee Info (Peliton, 14600 S Ulster Street Denver), Invoice # (1), Expense Type (Expense), Total Amount (1,000.00), Invoice Date (09/09/2015), Post Month (07/2015), and Due Date (09/09/2015). Below the form are buttons for Save, Reverse, Delete, and Help. A tabbed interface shows 'Details', 'Payee Info', 'Manual Check', and 'Budget' selected. The 'OVER BUDGET' section has a checkbox for 'Over Budget OK' which is unchecked. Below this is a table with the following data:

Entity	Account	Current Invoice	Open Invoice Registers	Open Payables	Open POs	MTD Actual	MTD Budget	Variance	YTD Actual	YTD Budget	Variance
ol	6738(HARDWARE)	1,000.00	0.00	0.00	0	620.32	200.00	-1,420.32	2,653.33	1,200.00	-2,453.33

# Password Change: Voyager



All new employees should update their password to something secure after their initial login.

**YARDI VOYAGER**

Home Help Proration Calc Sign Out

Community Manager Dashboard - Hidden Creek Apartments LLC

Resident Activity	
Move In	6
Move Out	6
Deposit Accounting	1
On Notice	6
Expiring Leases (120 days)	22
Scheduled Lease Renewals	0
Alerts	28

Unit Statistics		
Total Units	146	
Leased Units	146	100%
Occupied Units	144	98.63%
Available Units	2	1.37%
Model/Down/Admin	0	0%
On Hold Units	0	0%
Unit Transfers	0	

Traffic	
Prospect Pipeline	1
Today's Showings	0
On Waitlist	17
Pending Applications	21

Administration

- Change Password
- Receivable Charge Codes
- About Browser Info
- Set Default Property
- About

September 2015

**YARDI VOYAGER**

Please enter your old password and new password to be changed.  
For information regarding your login data, please contact your system administrator: [admin@yoursite.com](mailto:admin@yoursite.com)

Old Password

New Password

Confirm New Password

**SUBMIT**

# Payables Procedures

Please stamp all invoices with the date received when they arrive

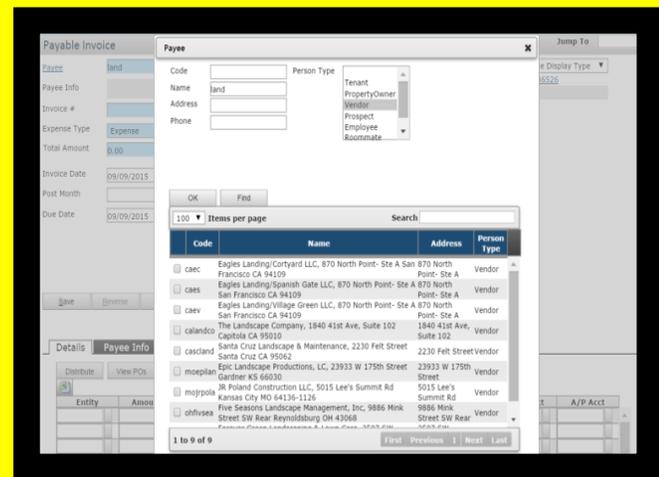
From your Voyager homescreen, click New Payable Batch under the Open Batches section on the right side of the screen. You should separate your batches and name it in the description field as "SA utilities or SA Regular and the date entered" Enter the total dollar amount of all invoices you will be entering, and the # of invoices, then click Save.

You will then click the piece of paper with a star on it to enter a new payable.

Refer to the Payable printout for the individual numbered items:



1. Payee- Here you insert the vendor code. You can begin typing the name of the vendor and Yardi will prompt you with choices that you can choose from. You can also click the blue link to search for the vendor code by typing one word in the vendor's name in between % signs in the middle search field at the top and clicking the "Find" button:



2. Enter the invoice # listed on the invoice. If none can be found, enter as: **Acct#/date** For example: **67920595/101113**

3. Enter the invoice's current due amount. Please note that **we can't pay any Past Due amount** and will need to request the invoice for any past due charges if they have not yet been paid. To research in Yardi to see if a past due amount has been submitted use the side menu: **Analytics → Financial → Transaction Registers** to search paid Payables. Tran Type should be set to Payables, and then you can input as much or as little information as you'd like, including GL account, date range and vendor code.

Then you can click Ctrl + F to search the report for the specific account # you are looking for, as shown to the right:

Control	Batch	Period	Invoice Date	Due Date	From Date	To Date	Person	Payment Method	Property	Cash Account	Expense Account	Amount	Reference	Notes
P408131	36683	09/2015	09/21/2015	09/21/2015			New Mexico Gas Company (empgasm)	Check	1111 FIRST REPUBLIC BANK	6020 GAS - VACANTS	6020 GAS - VACANTS	16.52	01594503102115	1205 gas 09/20/2015
P408131	36683	09/2015	09/24/2015	09/24/2015			New Mexico Gas Company (empgasm)	Check	1111 FIRST REPUBLIC BANK	6020 GAS - VACANTS	6020 GAS - VACANTS	16.70	015945041020115	1205 gas 09/21/2015
P408131	36732	09/2015	09/30/2015	09/30/2015			New Mexico Gas Company (empgasm)	Check	1111 FIRST REPUBLIC BANK	6020 GAS - VACANTS	6020 GAS - VACANTS	139.90	REPR017	reprint 6/70
P408131	36736	09/2015	09/30/2015	09/29/2015			New Mexico Gas Company (empgasm)	Check	1111 FIRST REPUBLIC BANK	6020 GAS - VACANTS	6020 GAS - VACANTS	13.96	015945051020115	1206 gas 09/19/09/24
P408131	36830	09/2015	09/17/2015	09/16/2015			New Mexico Gas Company (empgasm)	Check	1111 FIRST REPUBLIC BANK	6020 GAS - VACANTS	6020 GAS - VACANTS	36.94	01594497102115	1204 gas 09/10/2015
P408131	36830	09/2015	09/14/2015	09/29/2015			New Mexico Gas Company (empgasm)	Check	1111 FIRST REPUBLIC BANK	6020 GAS - VACANTS	6020 GAS - VACANTS	13.96	01594499102115	1206 gas 09/10/2015
P408131	36830	09/2015	09/16/2015	09/24/2015			New Mexico Gas Company (empgasm)	Check	1111 FIRST REPUBLIC BANK	6020 GAS - VACANTS	6020 GAS - VACANTS	36.94	01594498102115	1204 gas 09/10/2015
P408131	36887	10/2015	09/25/2015	10/19/2015			New Mexico Gas Company (empgasm)	Check	1111 FIRST REPUBLIC BANK	6020 GAS - VACANTS	6020 GAS - VACANTS	19.20	01594506102115	1207 gas 09/21/2015
P408131	36887	10/2015	09/25/2015	10/19/2015			New Mexico Gas Company (empgasm)	Check	1111 FIRST REPUBLIC BANK	6020 GAS - VACANTS	6020 GAS - VACANTS	16.70	01594507102115	1207 gas 09/21/2015
P408131	36952	10/2015	10/19/2015	10/22/2015			New Mexico Gas Company (empgasm)	Check	1111 FIRST REPUBLIC BANK	6020 GAS - VACANTS	6020 GAS - VACANTS	36.94	01594508102115	1208 gas 09/21/2015
P408131	36952	10/2015	10/19/2015	10/22/2015			New Mexico Gas Company (empgasm)	Check	1111 FIRST REPUBLIC BANK	6020 GAS - VACANTS	6020 GAS - VACANTS	36.94	01594509102115	1208 gas 09/21/2015
P408131	36952	10/2015	10/19/2015	10/22/2015			New Mexico Gas Company (empgasm)	Check	1111 FIRST REPUBLIC BANK	6020 GAS - VACANTS	6020 GAS - VACANTS	36.94	01594510102115	1208 gas 09/21/2015
P408131	36956	10/2015	10/26/2015	10/21/2015			New Mexico Gas Company (empgasm)	Check	1111 FIRST REPUBLIC BANK	6020 GAS - VACANTS	6020 GAS - VACANTS	17.36	01594511102115	1209 gas 09/21/2015
P408131	36956	10/2015	09/22/2015	09/16/2015			New Mexico Gas Company (empgasm)	Check	1111 FIRST REPUBLIC BANK	6020 GAS - VACANTS	6020 GAS - VACANTS	36.94	01594512102115	1209 gas 09/21/2015
P408131	36956	10/2015	09/16/2015	09/24/2015			New Mexico Gas Company (empgasm)	Check	1111 FIRST REPUBLIC BANK	6020 GAS - VACANTS	6020 GAS - VACANTS	36.94	01594513102115	1209 gas 09/21/2015
P408131	37036	10/2015	10/14/2015	11/05/2015			New Mexico Gas Company (empgasm)	Check	1111 FIRST REPUBLIC BANK	6020 GAS - VACANTS	6020 GAS - VACANTS	14.51	01594514102115	1209 gas 10/10/2015
P408131	37036	10/2015	10/14/2015	11/05/2015			New Mexico Gas Company (empgasm)	Check	1111 FIRST REPUBLIC BANK	6020 GAS - VACANTS	6020 GAS - VACANTS	16.70	01594515102115	1209 gas 10/10/2015
												Total	485.99	

If the past due amount has been paid, please note "paid" next to it on the invoice.

# Payables Procedures

4. Enter the invoice date
5. Enter the current month
6. Enter the due date of the invoice. If no due date is listed, enter one month from the invoice date.
7. The Type will default to Invoice. The only time you should change it is when you are entering a credit instead of an invoice, in which case you will select the Credit type.
8. In the large notes section you should enter any account # listed
9. Enter the property code to pay for the line item. (If you would like to use a property list to split the payment, please click the Distribute button where you can select the property code, enter the amount, add the GL code and any line item notes.)
10. Enter the amount
11. Enter the unit number that the item is being installed in (if applicable) If the item is purchased as stock type "stock" in the field
12. Enter the GL code, start typing the description or click the right-side button to browse and select the account
13. In the line-item notes please **briefly** describe the item/service, dates of service & unit # (if applicable). **Items that need to be assigned to units should be entered on separate lines.** If multiple items are being recorded on one line enter the number purchased and then description, eg "3 snow shovels"

Payable Invoice
Functions ▾

1. Payee: fghomdep

2. Payee Info: The Home Depot Pro, (PO Box 404284 Atlanta) 8003453000

3. Invoice #: 533511473

4. Expense Type: Expense

5. Total Amount: 2,695.81

6. Invoice Date: 01/30/2020

7. Due Date: 02/29/2020

7. Type: Invoice

Payment Method: Check

Approved By: [ ]

Batch: [ ]

Cash Acct: 1111

AP Acct: 2502

8. Notes: 25171

Display Type: Standard Payable Disp

Batch: Unposted Batch 54218

Id: Ctrl 554819

Navigation: << >>

Created by ssturis on 02/24/2020 11:33 A  
Modified by rdeaguer on 02/24/2020 3:46

Save Reverse Delete Memorize Help

Details Payee Info Manual Check

Distribute View POs More Rows Clear Rows Check Budget

Entity	Amount	Unit	Account	Account Description	Notes	Cash Acct	A/P Acct
ar	313.87	39001I	7002	APPLIANCES	Dishwasher GE/Hotpoint 24"	1111	2502
ar	509.01	39001I	7002	APPLIANCES	Gas Oven in BLK 30"	1111	2502
ar	612.51	39001I	7002	APPLIANCES	15.5 CF Top Freezer Blk	1111	2502
ar	1,211.71	39001I	6765	OTHER SUPPLIES	Diamond Upgrade supplies	1111	2502
ar	48.71	39001I	7002	APPLIANCES	Range hood 30in Black	1111	2502
						2,695.81	

# Payables Procedures

## Utilities

You may have to calculate the billing dates depending on the invoice. For the example below, the invoice shows a Meter Read Date and # of Days billed. You will then use the Meter Read date as the end date for the billing period and subtract the days billed to find the start date for the billing period.

YOU		
Meter Read	Meter Read Date	Days Billed
Actual	01/06/2014	10

Bill Dates 12-28/1-6  
Previous Res RUSSO  
Move Out Date 12-2-13  
New Resident Arnold  
Move In Date 1-4-14  
Res Covered Dates 1-4/1-6  
Total due from Res 18.67  
Charged Ledger  N Sent Notice  N

So, the bill dates would be  $(10-6=4)$  so 1/4-1/10  
You will also have to fill out a Utility Chargeback stamp as follows:

We will not add utility chargebacks from vendor bills to resident ledgers for any amount under \$5 or less than 3 days. Any proration calculated to be over \$5 owed should be charged back. This will help standardize all sites and ensure we are charging back for maximum income, without wasting time on pennies.

We will chargeback \$5 per day coded to 5170 Utility Reimbursement when the incoming, current or vacating resident doesn't put the utility in their name and we have to charge back for usage, except for any invoice that is a FINAL BILL.

To find the info in Voyager, put the correct property in your home screen and use the Person Search to enter the unit #, then find the last resident who moved out by scanning the MO Dates, and then see if there is a current resident by scanning the Status line. Calculate a daily rate of any utility by dividing the current due by the # of days billed.

Charge back any amount over \$5 to the past or current resident & send a notice to the resident.

To charge back from the resident screen, click the Quick Charge link on Functions dropdown menu on the top of the resident page and complete as below:

The screenshot shows the 'Functions' dropdown menu with the following options:

- Renew Lease
- Adjust Lease End
- Connect Utilities
- Month to month
- Reverse Move In
- Notice
- Move Out Calculator
- Evict
- Assign Unit
- Apply Deposit
- Charge
- Screening

The screenshot shows the 'Create Charge' form with the following fields:

- Tenant: Wyckoff (t0027316)
- Date: 01/16/2014
- Amount: 9.67
- Charge Code: util
- Notes: PMN 1/4-1/6
- Category: (empty)
- Submit button

# Payables Procedures

See the sample invoice and Yardi entry below.



OFFICE  
COPPER RIDGE DBA THE SILVERADO  
5741 Osuna Rd NE  
Albuquerque NM 87109-2567

JAN 0 5 REC'D

P. 494 - 110100

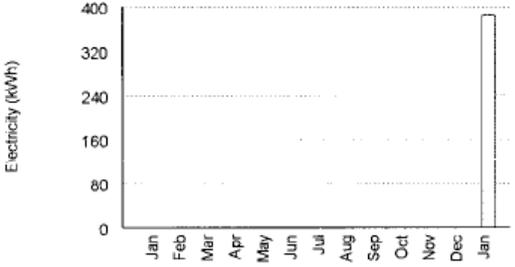
DUE DATE	AMOUNT DUE
01/29/2014	\$93.96
ACCOUNT NUMBER	
115666966 - 0148790 - 4	

Service Address: OFFICE  
5741 OSUNA RD NE APT 1518  
ALBUQUERQUE, NM

Bill Issued: 01/06/2014

Page: 1 of 2

**YOUR ELECTRICITY USAGE**



Your average electricity cost per day was \$4.83  
Your average usage per day was 38.40 kWh

Previous 12 months     This month

**HOW TO REACH US**

Online: PNM.com

Phone: 1-888-DIAL-PNM (1-888-342-5766)  
Para Español oprima 8  
Monday - Friday 7:30 AM - 6:00 PM

**YOUR TOTAL CHARGES**

Amount Of Your Last Bill	\$45.58
Payments Received	\$0.00
Balance Before Current Bill	\$45.58
Your Current Electricity Charges	\$48.38
<b>Total Amount Due</b>	<b>\$93.96</b>

**FINAL BILL**

See page 2 for important information.

Bill Dates 12-28/1-6

Previous Res Russo

Move Out Date 12-2-13

New Resident Arnold

Move In Date 1-4-14

Res Covered Dates 1-4/1-6

Total due from Res 182.67

Charged Ledger  N Sent Notice  N

**YOUR CURRENT ELECTRICITY CHARGES**

Meter Road	Meter Road Date	Days Billed	Meter 0455108 Present	Meter 0455108 Previous	Meter Constant X 1.000	Total kWh	Rate
Actual	01/06/2014	10	76886	- 76502	X 1.000	= 384.000	1A
Electricity You Used		Block 1	384.000 kWh @ \$ 0.0906237				\$34.80
Fuel Cost Adjustment			384.000 kWh @ \$ 0.0042080				\$1.62
Renewable Energy Rider			384.000 kWh @ \$ 0.0044391				\$1.70
Reduces fossil fuel costs and generation							
Service Charge							\$5.00
Cost-Effective Energy Saving Prog.			2.787%				\$1.20
City/County Franchise Fee			2.000%				\$0.89
Gross Receipts Tax							
State			5.1250%				\$2.32
County			0.8125%				\$0.37
City			1.0625%				\$0.48
<b>Current Electricity Charges</b>							<b>\$48.38</b>

DUE DATE	AMOUNT DUE
01/29/2014	\$93.96
ACCOUNT NUMBER	
115666966 - 0148790 - 4	

Service Address: OFFICE  
5741 OSUNA RD NE APT 1518  
ALBUQUERQUE, NM

Page: 2 of 2

**MESSAGE CENTER**

**FINAL BILL**  
This closing statement covers your charges and usage up to the date your service(s) were disconnected. We appreciate your prompt remittance of the closing balance. Any balance remaining after the due date is considered delinquent. An overdue balance could affect your credit rating and could result in your account being referred to a collection agency. For ways to pay your bill, see the back of the payment stub below.



# Payables Procedures

## Credit Memos

When we receive credit memos from vendors for items returned, please enter as a positive amount in Yardi and change the type to Credit on the upper right side of the payable screen:

When receiving large credit memos please save and enter with other invoices from that vendor to offset payment. If a credit has been entered no check payments will result for the vendor until the invoices are for more than the credit, at which point a check will be cut. If saving up invoices to use on credit let the vendor know.

**Payable Invoice** Jump To

Payee	ohhomsup	Type	Credit	Display Type	Standard Payable Display Type
Payee Info	HD Supply, (PO Box 509058 San Diego) 8007988888	Payment Method	Check	Batch	Unposted Batch 36534
Invoice #	9130982144	Category		Id	Ctrl (new)
Expense Type	Expense	Batch		Navigation	<< >>
Total Amount	81.59	Cash Acct			
Invoice Date	09/16/2015	AP Acct			
Post Month	07/2015	Notes	3326361		
Due Date	09/16/2015				

**Details** | **Payee Info** | **Manual Check**

Entity	Amount	Account	Account Description	Notes	Cash Acct	A/P Acct
et	81.59	6730	PLUMBING SUPPLIES	Drain Assembly lift and turn		
	81.59					

# Payables Procedures

## Resident Chargebacks

Carpet cleaning charges for Move-Out's should be coded to 6908 Carpet Cleaning for the basic clean, and 6909 Carpet Repair for any deep clean, red stain removal, seam repair, etc. Please use the Resident Chargeback stamp as shown on the invoice below. Any other damage caused by the resident should be charged back at Move-Out, including broken window repairs.

Some of the areas you should look at when completing chargebacks are:

- Bedbugs
- Cleaning
- Painting
- Lease violation such as not picking up after their pet.
- Eviction filing costs



**DR. CARPET CLEANING, INC.**  
 P.O. Box 11686  
 ALBUQUERQUE, NM 87192  
 505-821-9180  
 FED# 74-2823396

NAME <i>Silverado apt's</i>		PH. NO.		DATE <i>1-9-14</i>		
ADDRESS						
SOLD BY	CASH	C.O.D.	CHARGE	ON ACCT.	MDSE. RET'D	
PAID OUT		LAYAWAY				
QTY.	DESCRIPTION				PRICE	AMOUNT
	<i>Carpet Cleaning of</i>					
	<i>One bedroom apt# 1605</i>					<i>45<sup>00</sup></i>
	<i>two bedroom apt# 818</i>					<i>55<sup>00</sup></i>
	<i>Red stain removal</i>					
	<i>apt# 1605</i>					<i>40<sup>00</sup></i>
<i>JAN 0 3 RECD</i>						
Resident Charged: Yes <input checked="" type="checkbox"/>					No <input type="checkbox"/>	
Note: <i>84095 1605</i>						
<i>95855 - 818</i>						
<i>Thank You</i>					TAX	<i>9<sup>80</sup></i>
RECEIVED BY: <i>[Signature]</i>					TOTAL	<i>149<sup>80</sup></i>

**No. 035184** ALL CLAIMS AND RETURNED GOODS MUST BE ACCOMPANIED BY THIS BILL.

PRINTED IN U.S.A. *Thank You.*

# Payables Procedures

## *Unit Assets/Replacement items tracked in Yardi*

The Asset directory should be consulted before replacing any appliance or carpet/vinyl in a unit. It will let you know if the item is under warranty and whether we can chargeback the replacement to the past resident due to damages.

Pre-2020 we tracked long-term unit replacements as Unit Assets in Yardi. Starting in 2020 we instead utilize the Unit Segment field in the payable screen to track, and we no longer need to add to the Unit Asset Directory.

# Payables Procedures

## Lien Release Reminders

- Any payable(s) requiring a lien release should be entered in a separate batch and noted in the batch description. Please also note in the email to your accountant to send directly to the office for a lien release.
- Specify whether your lien release batches totaling over \$10k need to be mailed via expedited shipping when you send to your Accountant.
- If multiple invoices are entered for the same vendor that should be cut on separate checks, let your Accountant know.
- If any vendor is being paid over \$10k please include Sean, Sarah, Tom, or Jane on the email to the Accountant as they need to approve that the check can be cut. (Note that this does NOT apply to regular utility batches.)
- Make sure you are using the two forms on pages 35 and 36 to complete your lien release form. Send the checklist to the accountant once everything is complete.

## General Reminders

- \* Please don't submit payables on the last 3 business days of the month, unless there is an emergency.
- \* Batches should be kept to 20 items or less.

Additional instructions for Utilities, Credit Memos & Resident Chargebacks are on the following pages.

LIEN RELEASE PAYMENT CHECKLIST

Property: \_\_\_\_\_

Special Project: \_\_\_\_\_

Total Amount of Project: \_\_\_\_\_

Payment terms: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

1st Payment \$	_____	Received	_____	Lien Release Date	_____
2nd Payment \$	_____	Received	_____	Lien Release Date	_____
3rd Payment \$	_____	Received	_____	Lien Release Date	_____
4th Payment \$	_____	Received	_____	Lien Release Date	_____
FINAL	\$ _____	Received	_____	Lien Release Date	_____

**FINAL PAYMENT CHECKLIST**

Initial	Date	
_____	_____	Scope of work completed per contract
_____	_____	Work completed to FPG expectations
_____	_____	Pictures taken of all work completed
_____	_____	Pictures uploaded to the server
_____	_____	Full release Lien Release executed
_____	_____	Full release notarized or copy of ID
_____	_____	Checklist scanned and emailed to accountant

**\*\*scan with contract into the server\*\***

# Lien Release

- To prevent a mechanic's lien from being assessed against the property a lien release form must be signed by the vendor performing the work. Note that these liens are usually assessed by contractors for work over \$2k. If each job is under \$2k individually no lien release is required. The Blank form can be found in the Server on the following location: D:\Data\SITE SERVER\\_ADMIN SITE\\_Community Manager\Vendor Forms
- Payments for projects over \$2k should not be released to the vendor until we have either a Conditional or Full release in our possession.
- A blank form can be sent to the vendor for them to fill out, sign and notarize or the vendor can sign in the office to sign the release so they can pick up their check at the same time.

**PRE-LIEN RELEASE FORM  
FOR  
Contractor, Sub-Contractor, or Materialman**

Company or Individual Name: \_\_\_\_\_

Address: \_\_\_\_\_

City, State, ZIP Code: \_\_\_\_\_

Telephone/Fax Numbers: \_\_\_\_\_ Fax: \_\_\_\_\_

Project Name: \_\_\_\_\_

Invoice Number(s): \_\_\_\_\_

---

**CONDITIONAL RELEASE**

The undersigned does hereby release all mechanic's liens, stop notices, equitable lien and labor and material rights against the above project regarding labor services, materials purchased, rented, acquired or furnished or for use and used on above premises up to and including \_\_\_\_\_ (date).

This release is for the benefit of and may be relied upon by the owner, prime contractor, the lender and the principal and surety on all labor and material bonds.

This release is **CONDITIONAL**, and shall be effective only upon payment to the undersigned in the sum of \$ \_\_\_\_\_. If the payment is by check, the release is effective only when check is paid by the bank upon which it is drawn.

COMPANY/INDIVIDUAL NAME: \_\_\_\_\_ DATE: \_\_\_\_\_

By: \_\_\_\_\_ PRINT NAME: \_\_\_\_\_  
Authorized Signature (Owner/Agent)

---

**FULL RELEASE**

The undersigned has been paid in **FULL** for all labor, subcontract work, equipment and materials supplied to the above described project, and hereby releases all mechanic's liens, stop notices, equitable lien and labor and material bond rights against the project for all materials, supplies, labor, services, etc., purchased, acquired or furnished by or for us and used on the above premises, up to and including \_\_\_\_\_ (date), in the amount of \$ \_\_\_\_\_.

This release is for the benefit of and may be relied upon by the owner, prime contractor, the lender and the principal and surety on all labor and material bonds posted for the project. If the payment is by check, this release is effective only when check is paid by the bank upon which it is drawn.

COMPANY/INDIVIDUAL NAME: \_\_\_\_\_ DATE: \_\_\_\_\_

By: \_\_\_\_\_ PRINT NAME: \_\_\_\_\_  
Authorized Signature (Owner/Agent)

State of _____	) Sworn and subscribed before me on the ____ day of _____, 20____.
County of _____	) Notary Public: _____
	My Commission Expires: _____

(This form may be duplicated as needed)  
S:\Servicing\Master Templates\Replacement Reserve\RRCR Form 4 (1/98)

- The signed Lien Release form must then saved on the server under Vendors -> Lien Releases
- Under the Lien Releases folder create a sub-folder with the name of the party filing the lien.
- Save the file titled as lien release with property initials, Lien holder, and date.
  - Example: SS Lien Release Jim Bloomer 01-27-15

## WAIVER & RELEASE OF LIEN

**WHEREAS THE UNDERSIGNED**  Contractor  Subcontractor  Supplier  Architect/Engineer:

\_\_\_\_\_

Address: \_\_\_\_\_

Telephone / Fax Numbers: \_\_\_\_\_

has provided labor, services, materials, or equipment for the above project under an agreement with:

\_\_\_\_\_

In the capacity as  Owner  Owner Agent.

Property Name: \_\_\_\_\_

Property Address: \_\_\_\_\_

Project Name: \_\_\_\_\_

Invoice Number(s): \_\_\_\_\_

---

### CONDITIONAL RELEASE

The undersigned does hereby release all mechanic's liens, stop notices, equitable lien and labor and material rights against the above project regarding labor services, materials purchased, rented, acquired or furnished or for use and used on above premises up to and including \_\_\_\_\_ (date)

This release is for the benefit of and may be relied upon by the owner, prime contractor, the lender and the principal and surety on all labor and material bonds.

This release is **CONDITIONAL**, and shall be effective only upon payment to the undersigned in the sum of \$ \_\_\_\_\_. If the payment is by check, the release is effective only when check is paid by the bank upon which it is drawn.

COMPANY/INDIVIDUAL NAME: \_\_\_\_\_ DATE: \_\_\_\_\_

By: \_\_\_\_\_ PRINT NAME: \_\_\_\_\_

Authorized Signature (Owner/Agent)

---

### FULL RELEASE

The undersigned has been paid in **FULL** for all labor, subcontract work, equipment and materials supplied to the above described project, and hereby releases all mechanic's liens, stop notices, equitable lien and labor and material bond rights against the project for all materials, supplies, labor, services, etc., purchased, acquired or furnished by or for us and used on the above premises, up to and including \_\_\_\_\_ (date), in the amount of \$ \_\_\_\_\_

This release is for the benefit of and may be relied upon by the owner, prime contractor, the lender and the principal and surety on all labor and material bonds posted for the project. If the payment is by check, this release is effective only when check is paid by the bank upon which it is drawn.

COMPANY/INDIVIDUAL NAME: \_\_\_\_\_ DATE: \_\_\_\_\_

By: \_\_\_\_\_ PRINT NAME: \_\_\_\_\_

Authorized Signature (Owner/Agent)

State of _____ ) Sworn and subscribed before me on the _____ day of _____, 20____.
County of _____ ) Notary Public: _____
My Commission Expires: _____

# Receivables Procedure

## Receivables How-To

1. Enter the property
2. Enter the unit #
3. Click on the blue Payer link to view & select the proper resident. Then click the Enter Detail button so all outstanding charges will populate.
4. Enter the amount of the receipt.
5. Enter the date the payment was received. Payments should be stamped daily with a Date Received stamp. The date on the stamp should be the same as the Date Received entered into Yardi.
6. Enter the check number. If the payment is a money order, begin the check # with "MO" and then use the last 4 digits of the money order number.
7. The Payment Method will default to Check. The only time you will change it is when payment is made with a money order, and you will change the Payment Method to Cash. Some residents are only allowed to pay via Cash Equivalent, so then payment entered must be a money order & the Payment Method must be changed to Cash:

Receipt

Property: hc  
Unit: 014  
Payer: John Palmer (Current)  
Total Amount: 1,100.00  
Check Number: MO6879  
Payment Method: Check  
Date Received: 07/17/2015  
Post Month: 07/2015  
Cash Acct: 1111

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

8. The line item details will auto-populate when you enter the amount, per our settings on which charges to pay off first. However, if you want to apply the funds in another way you can zero out and/or add any charges to be paid in any amount up to the total unpaid charge.
9. For the notes you should only specifying if it is a prepay  
For example: *Prepay*  
If the payee is not the main resident, please note the name of the payee.  
For example: *payee Enrique Vasquez*
10. Once you have confirmed all information has been entered correctly, click the save button.

## Entering a receipt from nonresidents

1. Enter the Property
2. Enter the Payer
3. Click on Enter Detail
4. Enter the amount of the receipt
5. Enter the Account the Income is applied to
6. Follow steps 6, 7, 9 and 10 above.

7/29/2024

Receipt

Charges

Pay	Charge Code	Account	Charge Date	Charge Amount	Amount Outstanding	Prior Paid	Ref	Notes	Charge	Hold For	Hold Until
1,100.00	prepay	2513	09/17/2015								
	prepay	2513	09/17/2015								
	prepay	2513	09/17/2015								
	prepay	2513	09/17/2015								
	prepay	2513	09/17/2015								
0.00				0.00	0.00	0.00					

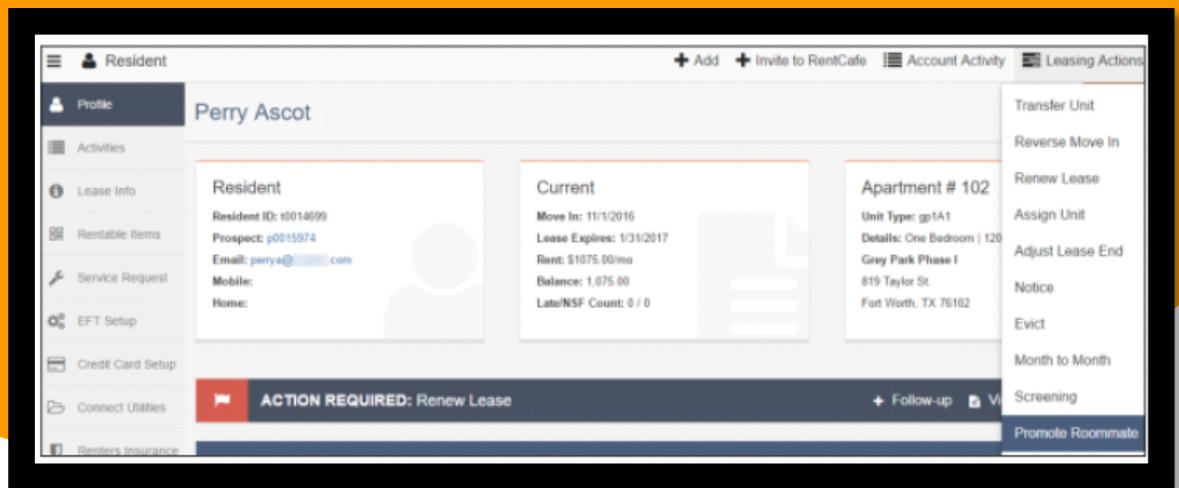
# Promote Roommate Procedures

If one of your residents want to move-out and a roommate wants to remain in the unit as resident, you can promote the roommate to primary resident when the primary resident moves out.

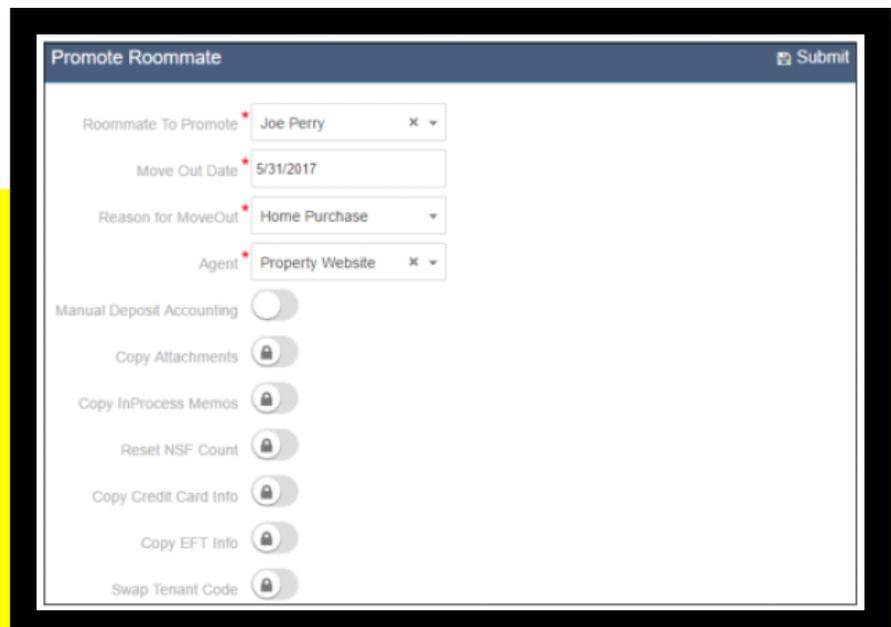
You can view the scheduled and in-progress promotions on the main dashboard under Resident Activity -> Promote Roommate

To promote a roommate to resident

1. Open the record for the resident whose roommate you want to promote. For more information. See Record Searches. The Resident screen will appear.



2. On the Leasing Actions menu, select Promote Roommate. The Promote Roommate screen appears.



# Promote Roommate Procedures

## 3. Complete the screen

**Roommate to Promote** The roommate to make the primary resident.

**CAUTION** The Move-Out Date entered for the roommate promotion is not checked and validated against any previously entered move-out date for the roommate.

**NOTE** All roommates for the resident are listed on the look-up list (unless a roommate is guarantor, minor, or already has a move-out date, and therefore cannot be promoted).

---

**Move-Out Date** The notice and move-out date for the current primary resident.

**NOTE** If the **Move-Out Date** is set for before today, the current/notice resident becomes a past resident, and the roommate selected for promotion becomes the current resident.

**NOTE** If the **Move-Out Date** for the resident is set for today or a future date, the roommate promotion is scheduled.

---

**Reason for Move Out** The reason the resident is moving out.

---

**Agent** The agent for the promotion or selected property.

---

**Manual Deposit Accounting** (This field is not editable.)

Determines how the financial data on the moving primary-resident's record is handled upon move-out in the promote roommate procedure.

- If the field is selected, upon move out date, the system moves out the Primary Resident, but you must manually process any open financial balances, including deposit accounting.
- If the field is not selected upon move-out date, the system moves out the Primary Resident and automatically transfers any open financial balances to the new Primary Resident (promoted roommate) record.

**NOTE** This field is configured at the system level which requires an optical parameter and proper permissions. For more information, contact your system administrator.

**4** Click **Submit**. A confirmation message appears. Click **OK** to continue.

# Promote Roommate Procedures

5. Click **Submit** to continue. The **Custom Data**, **Roommates**, and **Rentable Items** sections appear.

The screenshot shows a web form titled "Promote Roommate" with three main sections:

- Custom Data:** Includes a search bar, a "Button Name" dropdown set to "Transfer", and two toggle switches for "Revenue Management" and "Bonded", both of which are currently turned on.
- Existing Roommates:** Includes a search bar and a table with columns for "First Name", "Last Name", "Relationship", and "Transfer". One row is visible with "RM" in the first name, "RM2" in the last name, and the "Transfer" toggle is turned on.
- Rentable Items:** Includes a search bar and a table with columns for "RentableItem Item", "Code", "Status", "Amount", "From Date", and "Include". One row is visible with "AC" in the item name, "Service Charge" in the code, "Occupied No Notice" in the status, and the "Include" toggle is turned on.

6. For any existing **Custom Data**, **Roommates**, or **Rentable Items** that you want to transfer with the roommate that you are promoting to primary resident, select the Transfer button in the corresponding row.

---

## Custom Data

Releases the custom data from the primary resident moving out.

**Transfer** Determines whether the custom data is transferred to the promoted roommate.

---

## Existing Roommates

**Transfer** Determines whether an existing roommate is included in the transfer to the promoted roommate's record.

If the check box is selected, the roommate is moved out from the resident and is added to the promoted roommate's record.

If the check box is cleared, the roommate is moved out with the resident and is not added to the promoted roommate's record.

# Promote Roommate Procedures

## Rentable Items

Releases the rentable item from the primary resident moving out.

**Include** Determines whether the rentable item is included in the transfer to the promoted roommate.

7. Click **Save**

8. When you are ready to post the charges, click **Review and Post**. The **Summary Information** screen appears.

9.

Summary Information Post Promotion

### Custom Data

Search

Button Name
Sample 1-to-many
Assignable Items
Revenue Management
Bonded

### Roommates

Search

First Name	Last Name	Relationship
No data available in table		

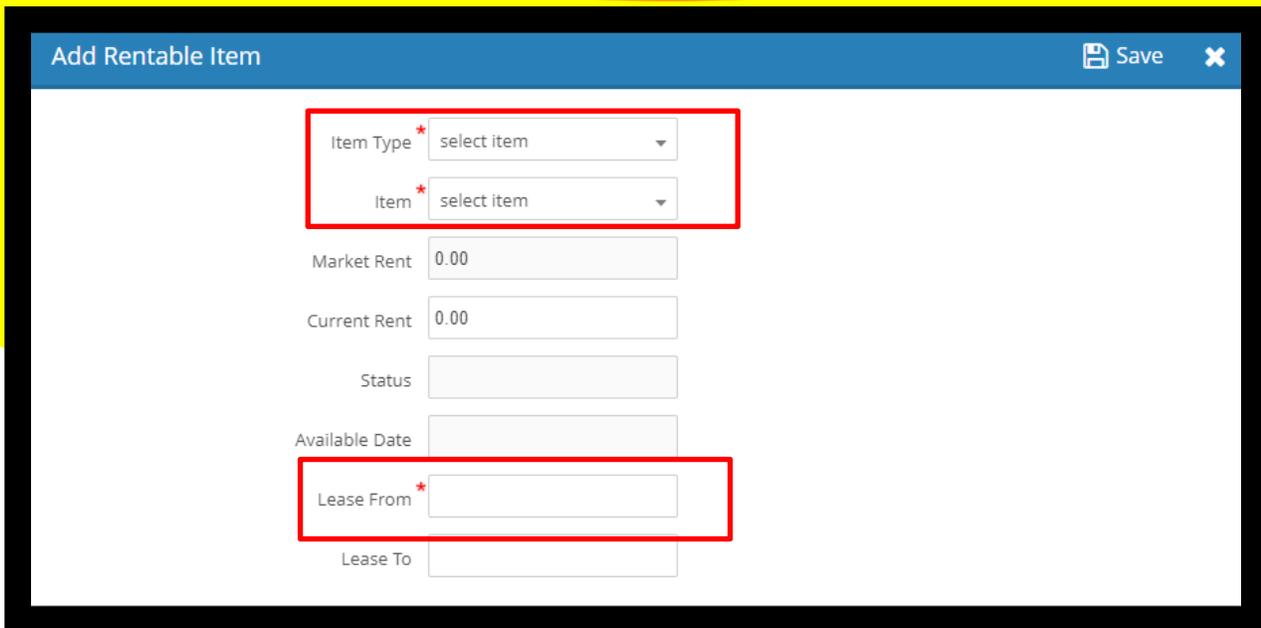
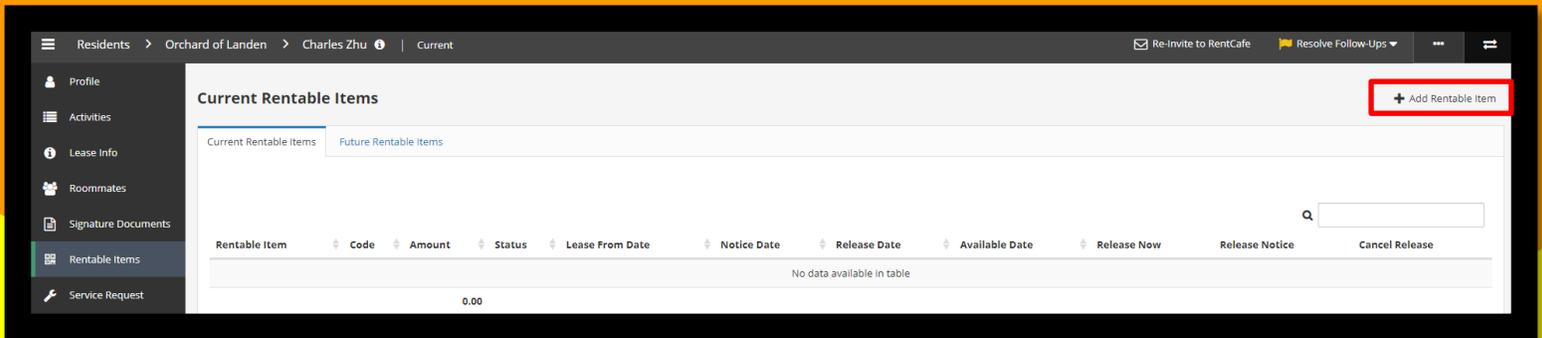
### Rentable Items

When ready, click **Post Promotion**.

# Rentable Items

Some sites have parking spots set up in Yardi as Rentable items. To see a list of spots, including which are rented and which are available:

CRM → Search Unit → Rentable Items → Assign Rentable Items → Add Rentable Item



You can then select the rentable item that you will assigning type the amount it cost and the lease from date.

# Unit Segments/Unit Assets

## Replacement items tracked in Yardi

Pre-2020 we tracked long-term unit replacements as Unit Assets in Yardi. Starting in 2020 we instead utilize the Unit Segment field in the payable screen to track, and we no longer need to add to the Unit Asset Directory.

- For unit segment reporting, you can pull the Transaction Register in Analytics -> Financial -> Transaction Registers and specify the unit number to result in all purchases for this unit. You can further refine the results by including a period, vendor or GL code as well. This will pull items from 2020 onward.

Register Reports

Tran Type: Payable  
 Property: eb  
 Account: eb  
 Batch No.:  
 Control No.:  
 Period:  
 Date:  
 Created Date:

Book: Bank  
 Owner:  
 Vendor:  
 Account:  
 Charge:  
 Person:

Reference:  
 Notes:  
 Status:  
 Batch:  
 Type:  
 Deposit:  
 Type:

Unit: 04-26725  
 Detail  
 Clear  
 Excel  
 Display

Payable  
 Receipt  
 Journal  
 Deposit  
 ACH  
 Credit Can

SubGROUP1  
 SubGROUP2

Show Created By  
 Show Property Name  
 Freeze Columns

Control	Batch	Period	Invoice Date	Due Date	From Date	To Date	Person	Payment Mode	Property	Unit	Cash Account	Expense Account	Amount	Reference
P-545923	51995	09/2019	08/22/2019	09/09/2019			AEP Ohio (ohesp)	Check	eb	04-26725	1111 FIRST REPUBLIC BANK	6606 ELECTRIC - VACANTS	146.51	10923197262/082219 Vac Elec Usage 07/25 - 08/22
P-546039	52020	09/2019	09/05/2019	10/05/2019			Chadwell Supply (ohhasup)	Check	eb	04-26725	1111 FIRST REPUBLIC BANK	7326 SP APPLIANCES & W/D INSTALL	1,703.89	002829932 Stainless Fridge, Dishwasher, Stove
									eb	04-26725	1111 FIRST REPUBLIC BANK	7354 SP UPGRADE	-44.89	002829932 USB Charge Outlet x 3
									eb	04-26725	1111 FIRST REPUBLIC BANK	7354 SP UPGRADE	196.54	002829932 Closet Door Finger Pull x 2, Deadbol
									eb	04-26725	1111 FIRST REPUBLIC BANK	7354 SP UPGRADE	26.88	002829932 Thermostat
									eb	04-26725	1111 FIRST REPUBLIC BANK	7354 SP UPGRADE	486.66	002829932 wet LED, Ceiling Fan, 24" Vanity Lig
									eb	04-26725	1111 FIRST REPUBLIC BANK	7354 SP UPGRADE	203.82	002829932 Kitchen Faucet, Bathroom Faucet x
P-546335	52091	09/2019	09/03/2019	10/03/2019			Canal Carpet Cleaning (ohancar)	Check	eb	04-26725	1111 FIRST REPUBLIC BANK	7006 CARPET / VINYL	1,671.00	CF099477 Diamond Upgrade Vinyl and Floor P
P-546600	52191	09/2019	09/06/2019	10/06/2019			Matthew Bickel dba Surecoat Painting Co. LLC (ohsurpa)	Check	eb	04-26725	1111 FIRST REPUBLIC BANK	6926 PAINTING CONTRACTOR	938.00	19-1427 Paint Walls, Trim and Doors x 3 - P
P-546628	52187	09/2019	09/18/2019	10/18/2019			Chadwell Supply (ohhasup)	Check	eb	04-26725	1111 FIRST REPUBLIC BANK	7323 SP CABINETS/COUNTERTOPS	818.34	002854465 Diamond Cabinet and Drawer Fronts
P-547019	52271	09/2019	09/03/2019	10/03/2019			Canal Carpet Cleaning (ohancar)	Check	eb	04-26725	1111 FIRST REPUBLIC BANK	7006 CARPET / VINYL	557.54	CF099476 Carpet and Pad (Diamond)
P-548409	52568	10/2019	10/01/2019	10/31/2019			Chadwell Supply (ohhasup)	Check	eb	04-26725	1111 FIRST REPUBLIC BANK	7323 SP CABINETS/COUNTERTOPS	63.37	002878711 Diamond - Over Fridge Cabinet Door
P-548410	52568	10/2019	09/30/2019	10/30/2019			Chadwell Supply (ohhasup)	Check	eb	04-26725	1111 FIRST REPUBLIC BANK	7323 SP CABINETS/COUNTERTOPS	326.10	002784694 Diamond - Over Fridge Cabinet Box
P-548666	52634	10/2019	10/10/2019	11/08/2019			Chadwell Supply (ohhasup)	Check	eb	04-26725	1111 FIRST REPUBLIC BANK	7326 SP APPLIANCES & W/D INSTALL	826.61	002894821 Diamond - Washer and Dryer
P-548669	52634	10/2019	10/01/2019	10/31/2019			Royal Finish, Inc. (ohroyfin)	Check	eb	04-26725	1111 FIRST REPUBLIC BANK	7323 SP CABINETS/COUNTERTOPS	198.00	37022 Diamond - Counter Resurface
P-548891	52709	10/2019	09/30/2019	10/30/2019			Chadwell Supply (ohhasup)	Check	eb	04-26725	1111 FIRST REPUBLIC BANK	7354 SP UPGRADE	481.31	002854406 DIAMOND UPRD - 2 Panel Door 28
P-548920	52713	10/2019	10/22/2019	10/22/2019			Senjar Cleaning Services dba (shardsc)	Check	eb	04-26725	1111 FIRST REPUBLIC BANK	6922 JANITORIAL SERVICE	117.43	7464 Clean
P-550386	53107	11/2019	10/23/2019	12/03/2019			AEP Ohio (ohesp)	Check	eb	04-26725	1111 FIRST REPUBLIC BANK	6606 ELECTRIC - VACANTS	50.28	10923197262/102319 2672 Elec 10/23-11/15
												<b>Total</b>	<b>8,866.37</b>	

- Another option is the AP Analytics Expense Distribution report, which you can find in Analytics- Financial- AP Analytics in our menu. You must specify the unit number for this to show purchases for the specified unit within a period. This report separates the expenses for each unit by GL code.

Payable Analytics

Report Type: Expense Distribution  
 Company: eb  
 Unit: 09242D  
 Expense Type: Expense

Property: eb  
 AP Account: eb  
 Control No.:  
 Batch No.:  
 Period: 08/2019 to 09/2019  
 Date:  
 Due Date:  
 Check Period:

Expense:  
 Reference:  
 Notes:  
 Expense Type:

Detail  
 Include InterCompany  
 Segment first  
 Show Created By  
 Grid

Display Excel PDF Clear

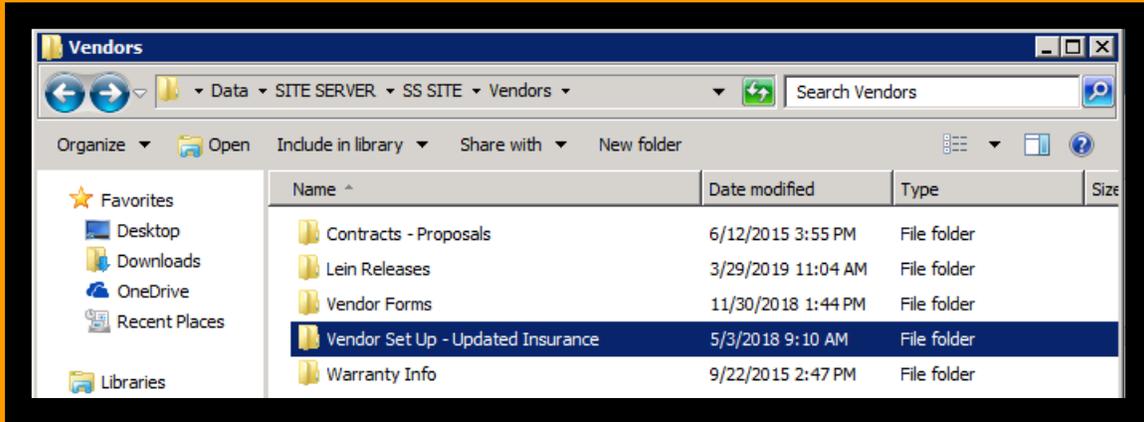
Account Code	Account Name	Payee Code	Payee Name	Payable Control	Batch	Property	Invoice #	Invoice Date	Period	Payment method	Amount	Unpaid Amount	Check Control	Check #	Check Date	Unit	Notes
6765	OTHER SUPPLIES	fhgondap	The Home Depot Pro	P-545226	51792	to	506964733	08/13/2019	08/2019	Check	1,449.67	0.00	K-335248	6333	08/22/2019	09242D	Diamond supplies
		fhgondap	The Home Depot Pro	P-545228	51792	to	507808857	08/19/2019	08/2019	Check	323.79	0.00	K-335248	6333	08/22/2019	09242D	Supplies for Diamond upgrade
<b>Total 6765</b>											<b>1,973.46</b>	<b>0.00</b>					
6918	EXTERMINATING SERVICE	misimps	Simply Pest Control Solutions, LLC	P-545703	51909	to	9280	08/17/2019	08/2019	Check	75.00	0.00	K-335427	6369	08/27/2019	09242D	BB treat - vacant
<b>Total 6918</b>											<b>75.00</b>	<b>0.00</b>					
6926	PAINTING CONTRACTOR	mifivta	Five Star Painting and Cleaning LLC	P-545707	51909	to	9017	08/27/2019	08/2019	Check	700.00	0.00	K-335421	6363	08/27/2019	09242D	Vacant paint, prime and UPG
<b>Total 6926</b>											<b>700.00</b>	<b>0.00</b>					
7002	APPLIANCES	fhgondap	The Home Depot Pro	P-545682	51906	to	508367547	08/20/2019	08/2019	Check	971.72	0.00	K-335417	6359	08/27/2019	09242D	Appliances for Diamond- fridge, dishwash
		mihomsup	HD Supply Facilities Maintenance, Ltd	P-545684	51906	to	9175136089	08/22/2019	08/2019	Check	522.05	0.00	K-335422	6364	08/27/2019	09242D	Diamond - range
<b>Total 7002</b>											<b>1,493.77</b>	<b>0.00</b>					
7021	RESURFACING	misurtec	Surface Techs LLC	P-545238	51794	to	5504	08/16/2019	08/2019	Check	260.00	0.00	K-335256	6341	08/22/2019	09242D	tub/surround resurface
<b>Total 7021</b>											<b>260.00</b>	<b>0.00</b>					
<b>Grand Total</b>											<b>4,502.23</b>	<b>0.00</b>					

# Unit Segments/Unit Assets

- Pre-2020 we tracked long-term unit replacements as Unit Assets in Yardi. Starting in 2020 we instead utilize the Unit Segment field in the payable screen to track, and we no longer need to add to the Unit Asset Directory.
- The Asset directory should be consulted before replacing any appliance or carpet/vinyl in a unit. It will let you know if the item is under warranty and whether we can chargeback the replacement to the past resident due to damages.
- A list of all Assets is on the next page.
- To pull info for items replaced in 2019 and prior, There are a few ways you can search a unit's assets navigating from the side menu:
  - Unit Asset → Review Asset. Then enter the Property code & Unit # to see all assets recorded for that unit listed on the side menu
  - Unit Asset → Asset Directory Report. Then enter the Property Code & Unit # to see a summary of all assets. There are now two versions. The original Asset Directory Report is labeled V2. Both versions are on the next page.

# Vendor Setup & Insurance Expiration

- Once a vendor has been approved by your Regional Manager for work on your property you will need to submit documents to your Accountant to get them set-up in Yardi as a vendor.
- You will need a copy of the current liability insurance and a completed vendor set-up form as shown below. Send these to your Accountant and they will set up the vendor in Yardi and provide you with the vendor code. Also save the insurance and W-9 to your site server in the location shown below.



### NEW VENDOR INFORMATION

*\*PLEASE SUBMIT WITH COMPLETED W-9 & INSURANCE CERTIFICATES*

PROPERTY: \_\_\_\_\_

VENDOR NAME: \_\_\_\_\_

DBA (IF APPLICABLE): \_\_\_\_\_

VENDOR ADDRESS: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

PHONE NUMBER: \_\_\_\_\_

EMAIL: \_\_\_\_\_

REMITTANCE ADDRESS (IF DIFFERENT): \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

BILLING PHONE NUMBER: \_\_\_\_\_

BILLING EMAIL: \_\_\_\_\_

FEDERAL TAX ID OR SOCIAL SECURITY NUMBER: \_\_\_\_\_

NET TERMS: \_\_\_\_\_

HOW SHOULD WE CONTACT YOU FOR UPDATED INSURANCE?  EMAIL  PHONE  
 BILLING EMAIL  BILLING PHONE  OTHER, PLEASE SPECIFY: \_\_\_\_\_

---

**FOR INTERNAL USE ONLY**

DEFAULT EXPENSE CODE: \_\_\_\_\_

WILL THEY BE WORKING ON SITE?  YES  NO

IF YES, DID THEY PROVIDE LIABILITY & WORKERS COMP INSURANCE?  YES  NO

IF NO, DID THEY COMPLETE INDEMNITY FORM?  YES  NO

If a vendor does work on-site (installing, cleaning, etc) we need to have valid Worker's Comp insurance for them, unless they are a Sole Proprietor in which case it is not required. If they are a Sole Proprietor with no WC ins who is having sub-contractors (friends, brothers, etc) do work on-site for them, we need them to sign the Indemnity Agreement which is found on the server in Site Server→Admin→ →Community Manager→ Vendor Forms→ Vendor Contract→ **FPG Workers Compensation Indemnity Agreement**. This should be forwarded to your Accountant who can save in the Vendor's Yardi setup.

# Vendor Set up & Insurance Expiration

- If a vendor has expired liability or Workers Comp insurance, we will not be able to issue a check.
- To Determine if insurance has expired go to Reports- Vendor -Vendor Directory, then enter vendor code.

The screenshot shows the YARDIVOYAGER Vendor Directory search interface. The header includes the logo and navigation links: Home, Help, Proration Calc, and Sign Out. A search bar is present. The main content area is titled 'Vendor Directory' and contains a search form with the following fields: Vendor (okpusped), State, City, Zip, WCExp, Liab Ins, Sort By (Vendor Code), and Destination (Screen). There are buttons for 'Advanced', 'Submit', 'Clear', and 'Help'. A file path 'File or Code: rs\_Vendor\_Directory.txt' is visible at the bottom.

- You will then hit submit and see the page below. If the dates have expired you need to email your Accountant updated copies for each.

The screenshot shows the search results for the vendor 'okpusped'. The table has columns for Code, Name, Contact, Address, Phone Number, WC Ins, and Liability Ins. The data row shows the vendor's details, with red arrows pointing to the 'WC Ins' and 'Liability Ins' columns.

Code	Name	Contact	Address	Phone Number	WC Ins	Liability Ins
okpusped	Push Pedal Pull		5820 N. May Ave, Oklahoma City, OK 73112	(405)205-2996	01/30/2015	01/30/2015

# Credit Card Recaps - How to Enter

- Start by putting all of your receipts in the order shown on your Visa / American Express card statement and then numbering them in the top right-hand corner in this order.
- Start a payable batch, the description should start with VISA, followed by the property and employee name(s).

Total will be all credit card statements for your property

-Vendor code for Chase is cachacar.

-Vendor code for American Express is caameexp

Invoice # - last 4 digits of the CC# / last day of CC cycle *eg: 1111/122213*

Invoice date – use default date

Notes – Last name & last 4 digits of CC# *eg: Young 1111*

(You will create an invoice for each employee credit card )



# Weekly Reports

Navigate the site server:

Site Server → Weekly Reports → Year → Month

Open up the most recent Weekly Report

Click File → Save As → Save in current month folder, named with today's date

The report is customized for each Community with the respective Community name, Manager's name, Maintenance Supervisor's name and number of units.

**\*\*ONLY GREEN CELLS WILL BE FILLED IN. BLUE CELLS ARE AUTO-GENERATED\*\***

Cell D2 - Enter the dates of the previous week., Monday through Sunday (10/19/15 – 10/25/16)

<b>WEEKLY REPORT</b>					
<b>The Orchards at Four Mile</b>					
663 Units					04/29/19-5/05/19
Manager : <b>Krystin Brown</b>					(Covering 7 Days of Activity) Last Monday thru Sunday Night
Maint Supervisor: Robert Grider					
Community Data					Notes

## First Section- Occupancy Data-

Pull Box Score report- Analytics → Operations → Residential Analytics



# Weekly Reports

- Enter property Code
- Dates will be entered for the current month – first day of month to last day of month (M/1/YYYY-M/31/YYYY)
- Report type is 'Box Score Summary'
- Summarize by 'Property'

Residential Reports

Property:  Date: 09/01/2016 to 09/30/2016  
 Unit Type:  Month / Year: 01/2017 Report Type: Box Score Summary  
 Summarize By: Property  Show Graphs  Show Grids  
 Excel PDF Display Clear

## Hit Display

**BoxScore Summary**  
 Timbercreek East Townhomes (te)  
 Date = 09/01/2016-09/30/2016

Availability									
Code	Name	Avg. Sq Ft.	Avg. Rent	Units Occupied	No Notice	Vacant Rented	Vacant Unrented	Notice Rented	Notice Unrented
te	Timbercreek East Townho...	1,298	985	100	88	1	0	5	6
<b>Total</b>		<b>1,298</b>	<b>985</b>	<b>100</b>	<b>88</b>	<b>1</b>	<b>0</b>	<b>5</b>	<b>6</b>

Resident Activity									
Code	Name	Units	Move In	Reverse Move In	Move Out	Cancel Move Out	Notice/Skip/Early Term	Cancel Notice	Rented
te	Timbercreek East Townho...	100	9	0	1	0	6	0	7
<b>Total</b>		<b>100</b>	<b>9</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>6</b>	<b>0</b>	<b>7</b>

Conversion Ratios									
Code	Name	Calls	Walk-in	First Contact			Show	Applied	Approved %
				Email	Other Unq.	First Contact			
te	Timbercreek East Townho...	9	4	32	0	0	16	7	10
<b>Total</b>		<b>9</b>	<b>4</b>	<b>32</b>	<b>0</b>	<b>0</b>	<b>16</b>	<b>7</b>	<b>10</b>

- Under the Availability Section you will find the information for Cells C8, C9, and C11
- Cell C8- Enter Vacant Unrented
- Cell C9- Enter Vacant Rented
- Cell C11- Enter Rented Notice Rented

	A	B	C
6	<b>Occupancy Data (Analytics-Operations-Residential-Box Score)</b>		
7	Total Current Vacants		1
8	Unrented Vacants		0
9	Rented Vacants		1
10	Non-Revenue + Employee + Down Units		0
11	Rented On Notice		5

- For Cells C12 and C13- Click Home in Yardi, then under Unit Statistics, next to Available Units click the number of units available

Unit Statistics		
Total Units	100	
Leased Units	100	100%
Occupied Units	99	99.00%
Available Units	5	6.00%

# Monday Report

Weekly Report

Market Survey should be done every Friday or Saturday in the server and saved as every time. On Monday weekly reports can be completed and emailed to your regional that weekly reports are completed. Save as every time in the sever name Property Code Weekly Report and the date completed on. Ex: VI Weekly Report 06-20-2022

*monday - saturday only fill green section*

*unit availability*

*lease unit availability w/ pre selected*

*matches yardi dashboard*

*report, receivables & aged receivables highlight current notices etc*

*cross-potential per (property)*

*entire month*

*use tickler*

*spreadsheet (server)*

*make sure it say yes*

*what you have going on this week*

WEEKLY REPORT		06/06/2022-06/13/2022	
VISTA DEL SOL		(Covering 7 Days of Activity) Last Monday thru Sunday Night	
168 Units		Community Director : Jade Gray	
Maint Supervisor: Philip Pratt			
<b>Occupancy Data</b>			
Total Current Vacants	0	Not Ready	Ready
Unrented Vacants	0	0	0
Rented Vacants	0	0	0
Down Units + Non-Revenue (not rentable/models)	0		
Employee Units	1	Manager	Longest Vacant Unrented Ready Unit #
Rented On Notice	10	Move-Outs next 30 days:	Days Vacant *
Unrented Notices - Less than 30 Days	0	Move-Outs more than 30 days:	Days Vacant *
Unrented Notices - More than 30 Days	0		
Evictions	0		
<i>The figures below will automatically calculate based on the input cells above</i>			
Occupied % (top three lines / total units)	100.00%	Leased % (unrented + down + non-rev / total units)	99.6%
Actual Leased % (unrented vacants / total units)	100.00%	Short Term Exp. % (Vacants & notices < 30 days)	0.0%
Total Exposure % (Unrented vacants & notices / total units)	0.0%		
<b>Specials Being Offered:</b>			
None			
<b>Marketing for the Week:</b>			
Internet, FB & CL			
<b>Budget Comparison (Analytics-Financial-Budget Comp)</b>			
Net Rental Income	178,183		172,424
Net Other Income	14,692		18,825
Total Income	192,855		191,209
Open Balances (Not Yet Entered into Yardi)	0		
Month To Date Collections	192,855		
Total Operating Expenses	36,275		87,129
Net Operating Income	156,580		104,130
<b>Delinquents Presently (Daily Activity)</b>			
2,638			
<b>Gross Potential Rent (Analytics-Operations-Residential-Analytics)</b>			
Total Market Rent	202,600		
Total Loss to Lease	18,340		
Total Potential Rent	184,260		
Total Vacancy Charge	1,873		1.0%
Total Actual Rent Charge	182,387		
Total MTD Concessions	320		0.2%
Total Rent	182,068		
<b>Traffic Month to Date (Analytics-OPER - Conversion)</b>			
June			
Total First Contact (From Right of this Section)	58		
Total Unqualified Traffic	0		
Net Traffic	58		
Total Number of Shows (Reports-Traffic-Traffic Detail)	12		
Shows per First Contact Ratio	20%		
Applied (Reports-Traffic-Traffic Detail)	4		
Approved (Reports-Traffic-Traffic Detail)	5		
Cancel (Reports-Traffic-Traffic Detail)	1		
Denials (Reports-Traffic-Traffic Detail)	0		
Gross Closing % (# Applied / # of Shows)	37%		
Net Closing Ratio (# Approved / # Shows)	42%		
% of Applications Approved (# Approved / # Applied)	250%		
Number of Move-Ins for the Month (Resident Activity Detail)	4		
Number of Move-Outs for the Month (Resident Activity Detail)	1		
<b>Renewals</b>			
June			
Total Leases Expiring by Month End	13		
Renewals to Date (Month to Date) (Of those Expiring)	12		
MTM Renewals (Of those Expiring)	0		
Notices to Move (Of those Expiring)	1		
Skip / No Notice / Evictions (Of those Expiring)	0		
Unresolved (Of those Expiring)	0		
Successful Renewal Percentage (Month to Date)	92%		
<b>Evictions in Process - Current</b>			
None			
<b>Maintenance Summary</b>			
Number of Outstanding Work orders			
Number of Units Scheduled to Turn This Week			
Unit Numbers			
<b>Staffing Summary</b>			
List Open Positions (Job titles)			
Where are you advertising (CL, ZipRecruiter, Indeed, Other)			
Who is managing ads (PM, RPM, Corporate, Other)			
Notes/Status Updates/Changes Since Last Week			
<b>Preventive Maintenance and Projects for the Week</b>			
1 Follow up Aug. Sep Renewals			
2 Getting waitlist build			

To pull your Budget Variance you will go to Analytics → Financial → Custom Financial → Pull property and excel.

Custom Financial Reports

Property: vi

Book: Cash

Report Template: budget

Period: 10/2018 to 06/2022

Summary By: SUBGROUP1

Account Tree: budget.cl

Unit: [ ]

DecimalDigits: 0

Show Account: Hide

Summary: [ ]

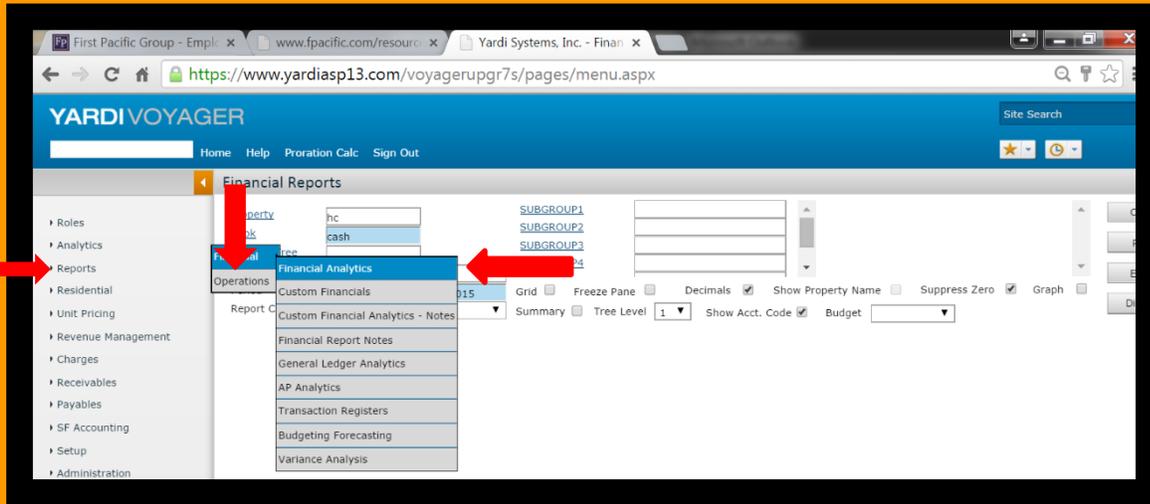
Tree Level: 1

Grid: [ ]

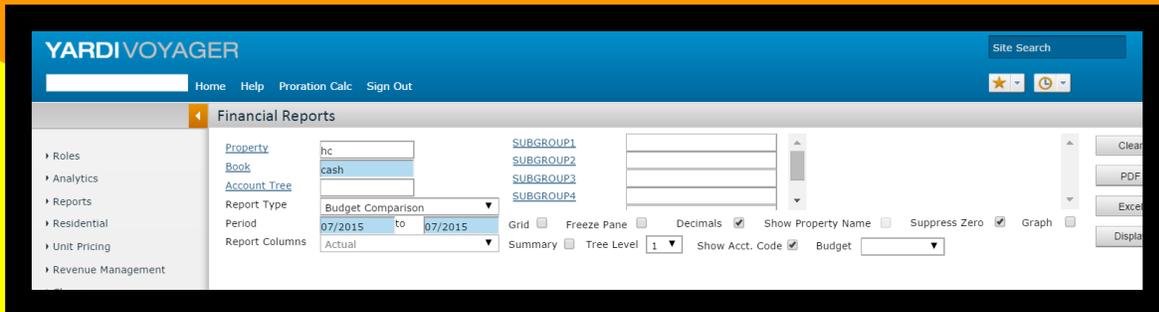
Buttons: Clear, PDF, Excel, Display

# Analytic Reports

The most common analytic report you will pull is the Budget Comparison Report. To pull this report you will Click on Analytics on the menu on the left-hand side of the screen. Then click Financial -> Financial



This will bring you to the Financial Reports page. Enter property, select Budget Comparison from Report Type dropdown menu, and enter the period. Then click Display.



The Budget Comparison Report will allow you to view current Income and Expenses against what was Budgeted. Manager should be checking this daily to ensure they will not exceed budgeted expenses. The report also shows the budget variance, percent variance, and Year to Date Spending and Budget.

The Percent Variance will highlight in Red if it is substantially over budget and will remain green if under budget. \*When entering Payables, if the bill puts the category over budget by 10% you will need to email the Regional Manager for approval before the payable can be processed.

	6700	IN-HOUSE GEN MAINT/SUPPLY				
	6702	APPLIANCE PARTS	42.57	280.00	237.43	84.80
	6708	DOORS (INTERIOR / ENTRY)	0.00	0.00	0.00	N/A
	6710	ELECTRICAL (INTER. / EXTER.)	65.90	275.00	209.10	76.04
	6712	EQUIPMENT MAINTENANCE	286.78	0.00	-286.78	N/A
	6714	EQUIPMENT PURCHASES	299.99	185.00	-114.99	-62.16
	6716	EXTERMINATING SUPPLIES	87.50	20.00	-67.50	-337.50
	6718	FIRE / SAFETY	450.00	175.00	-275.00	-157.14
	6720	HVAC / BOILER SUPPLIES	53.51	80.00	26.49	33.11
	6722	JANITORIAL SUPPLIES	194.14	110.00	-84.14	-76.49
	6724	LANDSCAPING SUPPLIES	0.00	55.00	55.00	100.00
	6726	LOCKS / KEYS	74.74	120.00	45.26	37.72
	6728	PAINT / DRYWALL	745.31	550.00	-195.31	-35.51
	6730	PLUMBING SUPPLIES	600.45	720.00	119.55	16.60
	6732	UNIFORMS	220.64	280.00	59.36	21.20
	6734	POOL / REC SUPPLIES	261.21	255.00	-6.21	-2.44
	6736	WINDOWS/MIRRORS	0.00	0.00	0.00	N/A
	6738	HARDWARE	65.98	230.00	164.02	71.31
	6765	OTHER SUPPLIES	102.66	0.00	-102.66	N/A
	6770	TOTAL IN-HOUSE EXPENSES	3,551.38	3,335.00	-216.38	-6.49

# Budget Variance Report

You will be responsible for submitting a budget variance report. This will be submitted with your 2<sup>nd</sup> Weekly Report of the month (if no overages no explanation will be necessary at that time). Then a final one submitted by the end of the month.

Below is how to pull the report and an example. As you will need to get approval on any items/services that exceed budget this will help you track, and you should easily know why you are over budget. If you are not clear click on the line item in the budget comparison report and click on detail- it will list all expenses in that category for the month. Filter screen and report are shown below.

Community Manager Dashboard - Orchard of Landen

- Roles
- Analytics
- Reports
- Residential
- Unit Pricing
- Revenue Management
- Charges
- Receivables
- Payables
- SF Accounting
- Setup
- Administration

Financial Analytics: 6  
 Custom Financials: 90  
 Custom Financial Analytics - Notes: 0  
 Financial Report Notes: 37  
 General Ledger Analytics: 36  
 AP Analytics: 30  
 Transaction Registers: 0  
 Budgeting Forecasting: 0  
 Variance Analysis: 0

Unit Statistics

Total Units	311	
Leased Units	305	98.07%
Occupied Units	298	95.82%
Available Units	21	6.75%
Model/Down/Admin	0	0%
On Hold Units	0	0%
Unit Transfers	0	

Traffic

Prospect Pipeline	2
Today's Showings	0
On Waitlist	2
Pending Applications	4

Custom Financial Reports

Property: hc  
 Book: cash  
 Report Template: budget  
 Period: 07/2015 to 07/2015  
 Summary By: SUBGROUP1  
 Account Tree: budget\_cf

	Month to Date	Budget	Variance	Explanation
Fixed Admin	32,627	32,728	101	
Administrative	1,866	2,493	627	
Payroll	40,167	40,440	273	
Marketing/Advertising	1,191	778	-413	
Utilities	16,047	16,315	268	
In House Maintenance	4,168	4,455	287	
CAM	151	0	-151	
Contract Services	4,347	4,940	593	
Rehab/Replacement	9,804	4,990	-4,814	
SUBTOTAL	110,368	107,139	-3,229	
Special Projects	1,260	0	-1,260	
TOTAL	111,628	107,139	-4,489	

Click excel to view the report and enter in notes.

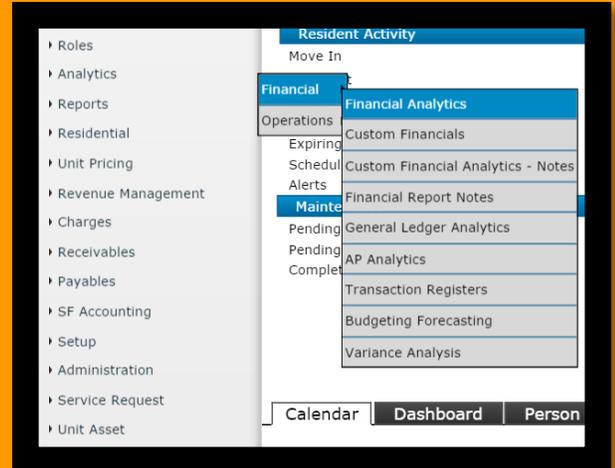
Sheridan Square Apartments, LLC (ss)  
**Budget Variance Report**  
 Period = Apr 2015  
 Book = Cash ; Tree = budget\_cf

	Month to Date	Budget	Variance	Explanation
Fixed Admin	25,546	25,244	-302	Management fee under budget
Administrative	1,179	1,815	636	
Payroll	25,609	25,370	-239	Wages and bonus under budget
Marketing/Advertising	2,889	2,689	-200	Internet adv/magazines under budget
Utilities	19,570	23,304	3,734	
In House Maintenance	2,553	4,775	2,222	
CAM	102	730	628	
Contract Services	3,391	4,420	1,029	
Rehab/Replacement	1,744	5,360	3,616	
SUBTOTAL	82,584	93,707	11,123	
Special Projects	857	3,300	2,443	
TOTAL	83,441	97,007	13,566	

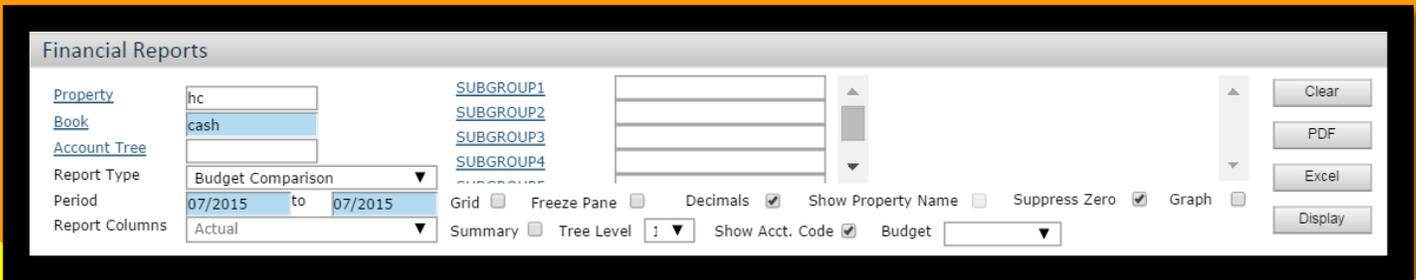
# Pulling Standard Voyager Reports

## Financial Reports

Navigate from the side menu:  
Analytics → Financial → Financial

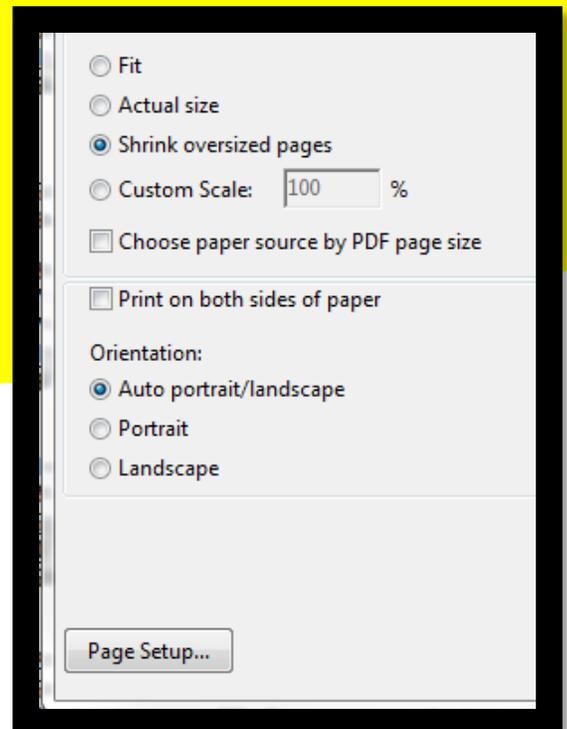


Input property, period, and select Report Type, then click Display:



The blue #s in the Analytic reports can be clicked to get more detailed information.

To print, click PDF and then you can print the PDF. Note that the default is to print on legal paper, so you may have to change a setting when printing to "Shrink Oversized pages"



# Weekly Reports

This will bring up the available units that are not rented. For Cell C12-Unrented Notices- Less than 30 days, you are looking for the notices that will be moving out within the next 30 days. (Ex. 1-Unit #1821 since the move out date is 9/30/16)

Available Units - 09/20/2016 Person Search

Unit	Unit Type	BR	Market Rent	Date Available	Days Vac.	Sqft	Occ.	Amenities
<a href="#">1704</a>	te-2	2	930.00	01/11/2017	0	1,245	Notice	
<a href="#">1850</a>	te-3	3	1,040.00	12/07/2016	0	1,350	Eviction	
<a href="#">1723</a>	te-2	2	930.00	12/02/2016	0	1,245	Notice	
<a href="#">1745</a>	te-2	2	930.00	11/09/2016	0	1,245	Notice	
<a href="#">1822</a>	te-2	2	930.00	11/08/2016	0	1,245	Notice	
<a href="#">1821</a>	te-3	3	1,040.00	10/07/2016	0	1,350	Notice	

For Cell C13-Unrented Notices- More than 30 Days, you are looking at notices that will be moving out within the next 31+ days (Ex. 5- the remaining amount of units moving out)

	A	B	C
12		Unrented Notices - Less than 30 Days	1
13		Unrented Notices - More than 30 Days	5

Cells C15-C17 will automatically populate based on the information input above. These cells should match the home screen in Yardi under Unit Statistics for Leased Units, Occupied Units, and Available Units.

Unit Statistics			A	B	C
Total Units	100		14	The figures below will automatically calculate based on the input cells above	
Leased Units	100	100%	15	Occupied % (top three lines / total units)	99.00%
Occupied Units	99	99.00%	16	Actual Leased % (unrented vacants / total units)	100.00%
Available Units	6	6.00%	17	Total Exposure % (Unrented vacants & notices / total units)	6.00%

For Cells F8 and F9, you will need to pull the Unit Availability Report

- Reports → Unit → First Pacific- Unit Availability with Amenities
- Enter Property Code
- As of Date- Should be current date
- Include – Pre-leased

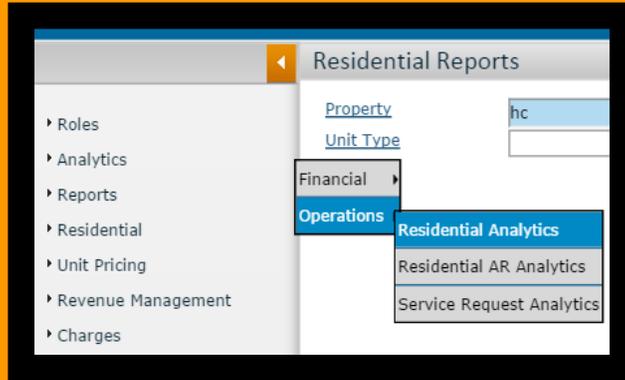
First Pacific - Unit Availability Detail Report

Property	te	Output Type	PDF
Unit Type		Merge Reports	<input checked="" type="checkbox"/>
As Of Date	09/19/2016	Show Grid	<input checked="" type="checkbox"/>
Include	Pre Leased	Generate	Clear

# Pulling Standard Voyager Reports

## Residential Reports

Navigate from the side menu: Analytics → Operations → Residential Analytics



Select Report Type, then input property, date, month/year, and select Summarize By (as necessary) then click Display:

The screenshot shows the 'Residential Reports' window with the following settings: Property: ol, Date: 07/20/2015 to 07/29/2015, Month/Year: 05/2015 to 07/2015, Report Type: Unit Availability, Summarize By: UnitType. The report title is 'Unit Availability' for 'Orchard of Landen (ol)' as of 07/29/2015. The report includes a table with the following data:

Unit Type	Avg. Sq Ft	Avg. Rent	Units	Occupied	No Notice	Vacant Rented	Vacant Unrented	Notice Rented	Notice Unrented	Avail	Model	Down	Admin	% Occ	% Occ w/NonRev	% Leased
Aspen	750	826	86	74	3	0	0	4	5	5	0	0	0	96.51	96.51	100.00
Aspen-Upgrade	750	900	2	2	0	0	0	0	0	0	0	0	0	100.00	100.00	100.00
Maple	750	825	19	18	0	0	0	0	1	1	0	0	0	100.00	100.00	100.00
Maple - Upgrade	750	900	1	1	0	0	0	0	0	0	0	0	0	100.00	100.00	100.00
Buckeye	1,000	950	11	9	1	1	0	0	1	0	0	0	0	81.81	81.81	90.90
Buckeye - Upgrade	1,000	1,075	2	2	0	0	0	0	0	0	0	0	0	100.00	100.00	100.00
Cypress	1,029	975	38	32	1	0	0	0	5	5	0	0	0	97.36	97.36	100.00
Cypress - Upgrade	1,029	1,100	2	1	1	0	0	0	0	0	0	0	0	50.00	50.00	100.00
Oak	1,000	950	127	111	3	5	5	3	8	0	0	0	0	93.70	93.70	96.06
Oak - Upgrade	1,000	1,075	3	3	0	0	0	0	0	0	0	0	0	100.00	100.00	100.00
Elm	1,200	1,175	16	16	0	0	0	0	0	0	0	0	0	100.00	100.00	100.00
Elm - Upgrade	1,200	1,325	4	3	0	0	0	1	0	0	0	0	0	100.00	100.00	100.00
wait unit	0	0	0	0	0	0	0	0	0	0	0	0	0	0.00	0.00	0.00
<b>Total</b>	<b>930</b>	<b>930</b>	<b>311</b>	<b>272</b>	<b>9</b>	<b>6</b>	<b>10</b>	<b>14</b>	<b>20</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>95.17</b>	<b>95.17</b>	<b>98.07</b>

To print, click PDF and then you can print the PDF.

Some helpful reports are listed below. Samples are in the following pages.

### Financial

- Budget Comparison
- 12 Month Budget

### Residential

- Conversion Ratios
- Box Score Summary
- Lease Expirations
- Unit Availability

# Weekly Reports

Hit Generate and a new window will pop up with the report

For Cell F8- Input the total count of units that ARE NOT leased *and* NOT ready- **Vacant Unrented Not Ready**

For Cell F9- Input the total count of units that ARE leased *but* NOT ready- **Vacant Rented Not Ready**

D	E	F	G
Notes		(UA)	
		Not Ready	Ready
Not including model or office unit.		0	0
Leased with deposits and sched move in		0	1

For this example, all units are ready so '0' is input. Since there is one vacant rented unit that is ready, it is showing a 1 in the Ready area (blue).

Cell G11- Input unit number of the Longest Vacant Unrented Ready unit- Note- put # sign in front of the unit number

Cell G12- Input the amount of days the Longest Vacant Unrented Ready unit has been sitting vacant

Cell G13- Input the unit number of the Longest Vacant Unrented Not-ready unit- put # sing in front of the unit number

Cell G14- Input the amount of days the Longest Vacant Unrented Not-ready unit has been sitting vacant

Cell C18- Input any specials being offered

Cell C19- Input all marketing for the week

Section should look like this:

6	Occupancy Data (Analytics-Operations-Residential-Box Score)		Notes	(UA)
7	Total Current Vacants	1		Not Ready Ready
8	Unrented Vacants	0	Not including model or office unit.	0 0
9	Rented Vacants	1	Leased with deposits and sched move in	0 1
10	Non-Revenue + Employee + Down Units	0		
11	Rented On Notice	5		Longest Vacant Unrented Ready Unit #
12	Unrented Notices - Less than 30 Days	1	Move-Outs next 30 days.	Days Vacant ~
13	Unrented Notices - More than 30 Days	5	Move-Outs more than 30 days.	Longest Unrented not-ready unit #
14	The figures below will automatically calculate based on the input cells above			Days Vacant ~
15	Occupied % (top three lines / total units)	99.00%		
16	Actual Leased % (unrented vacants / total units)	100.00%	Leased % (unrented + down + non-rev / total units)	100.00%
17	Total Exposure % (Unrented vacants & notices / total units)	6.00%	Short Term Exp. % (Vacants & notices < 30 days)	1.00%
18	Specials Being Offered:	none as of 9/12/2016		
19	Marketing for the Week:	Craigslist, Zillow, Rent.com, Rentlinx		

# Weekly Reports

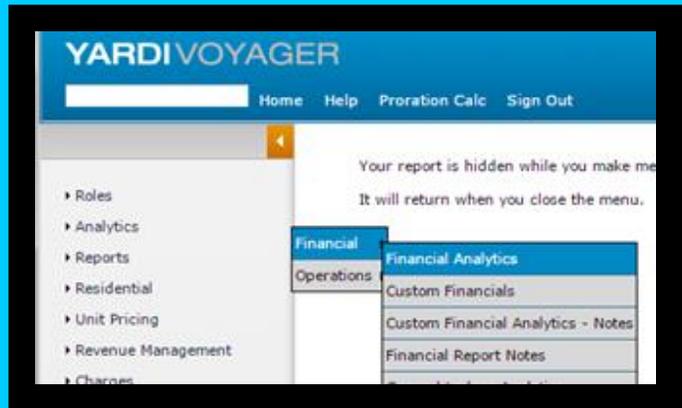
## Second Section- Budget Comparison-

Ensure Cell C20 has correct Month typed in

Pull Budget Comparison in Yardi:

Analytics → Financial → Financial Analytics

- Enter Property Code
- Book is 'Cash'
- Report Type is 'Budget Comparison'
- Period is 'Current Month MM/YYYY' to 'Current Month MM/YYYY' (Ex. 09/2016 to 09/2016)



Financial Reports

Property: [ ]  
 Book: cash  
 Account Tree: [ ]  
 Report Type: Budget Comparison  
 Period: 09/2016 to 09/2016  
 Report Columns: Actual

SUBGROUP1: [ ]  
 SUBGROUP2: [ ]  
 SUBGROUP3: [ ]  
 SUBGROUP4: [ ]

Grid  Freeze Pane  Decimals  Show Property Name  Suppress Zero  Graph

Summary  Tree Level: 1 Show Acct. Code  Budget: GL

Buttons: Clear, PDF, Excel, Display

Hit Display

Cell C21- Input Total Rental Income Actual

Cell G21- Input Budgeted Total Rental Income (For this example, budgeted is Zero)

5070	TOTAL RENTAL INCOME	90,327.74	0.00	90,327.74
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Cell C22- Input Net Other Income

Cell G22- Input Budgeted Net Other Income (For this example, budgeted is Zero)

5190	NET OTHER INCOME	9,886.24	0.00	9,886.24
------	------------------	----------	------	----------

Cell C23 will automatically populate which should equal Total Income on the Budget Comparison report

5500	TOTAL INCOME	100,213.98	0.00	100,213.98
------	--------------	------------	------	------------

Cell C24- Input Total Operating Expenses

7099	TOTAL OPERATING EXPENSES	48,704.38	0.00	-48,704.38
------	--------------------------	-----------	------	------------

Cell G24- Input Budgeted Total Operating Expenses (For this example, budgeted is Zero)

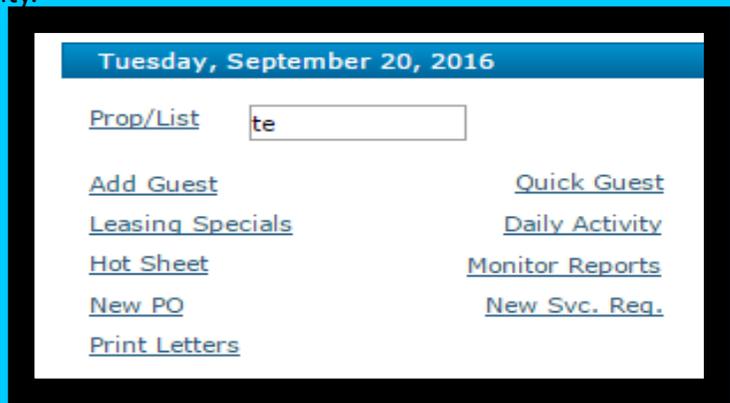
7/29/2024

# Weekly Reports

Cell C25 will automatically populate which should equal the Net Operating Income on the Budget Comparison Report (Income – Expense= NOI)

7280	<b>NET OPERATING INCOME</b>	<b>51,509.60</b>	<b>0.00</b>	<b>51,509.60</b>
------	-----------------------------	------------------	-------------	------------------

For Cell C26, click Home in Yardi and then Daily Activity.



Click on the Delinquency Tab. Enter Total for Property into Cell C26

Resident Exceptions	Month to Month	Available Units	On Notice	Showings
Move In	Deposit Accounting	Lease Expirations	Delinquency	Pending Work Requests

Property	Type	Unit	Code	Name	Owed	Office Phone	Home Phone
te - Timbercreek East Townhomes	te-3	1710	t0058341	Kirwin, John	1,142.00		
te - Timbercreek East Townhomes	te-2	1715	t0054379	Hamilton, Tedgie	5.60		(309)781-0498
te - Timbercreek East Townhomes	te-3	1737	t0057586	Lockett, Christopher	2.33		
te - Timbercreek East Townhomes	te-3	1747	t0044527	Raffurty, Angela	5.00	(913)342-2300	
te - Timbercreek East Townhomes	te-2	1803	t0049804	Jamerson, Fonte	1,102.00		(913)626-1421
te - Timbercreek East Townhomes	te-3	1826	t0057091	Stone, Robert	114.00		
te - Timbercreek East Townhomes	te-3	1851	t0045574	Kanies (emp), Erickia	412.00		(816)808-8789
te - Timbercreek East Townhomes	te-2	1852	t0056449	Mccorkle, Tim	5.00		(816)518-0922

Section should look like this:

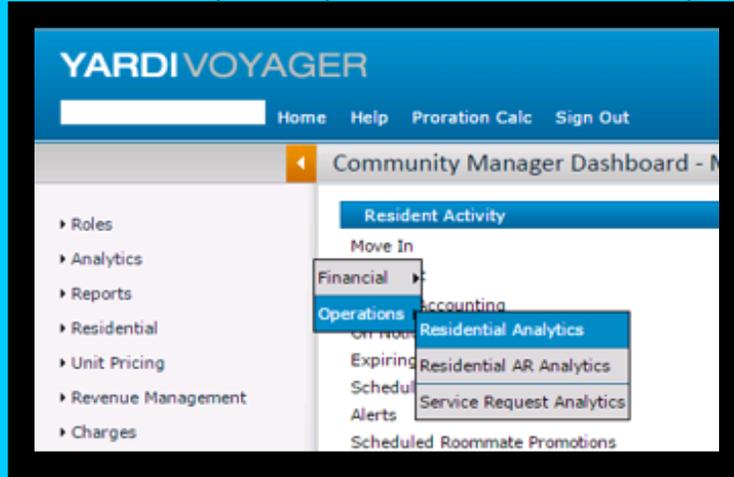
20	Budget Comparison (Analytics-Financial-Budget Comp)	September	Notes	Budget
21	Net Rental Income	90,328		0
22	Net Other Income	9,886		0
23	Total Income	100,214		0
24	Total Operating Expenses	48,704		0
25	Net Operating Income	51,510		0
26	Delinquents Presently (Daily Activity)	2,788		

### Third Section- Gross Potential Rent-

Ensure Cell C27 has correct Month typed in

# Weekly Reports

Pull Gross Potential Rent report in Yardi- Analytics → Operations → Residential Analytics



Enter Property Code

Month / Year – must be current month in MM/YYYY format ( Month / Year must be for current month or report will not pull correctly)

Report Type is 'Gross Potential Rent'

Summarized by 'Property'

Property	Unit Count	Occ Units	Vacant Units	Non-Rev Units	Market Rent	Loss/Gain to Lease	Potential Rent	Vacancy	Actual Rent	Con-cession	Write Off	Rental Income	Receipts Current
te - Timbercreek East Townhomes	101	100	1	0	98,510.00	2,292.00	96,218.00	3,123.99	93,094.01	-737.00	0.00	92,357.01	89,028.64

Cell C28- Input Total Market Rent

Cell C29- Input Loss/Gain to Lease

Cell C31- Input Vacancy

Cell C33- Input Total Concessions

Cell C34- Input Total Write Off

Section should look like this:

	Gross Potential Rent (Analytics-Operations-Residential Analytics)	September	Notes
27	Total Market Rent	98,510	
28	Total Loss to Lease	2,292	
29	Total Potential Rent	96,218	
30	Total Vacancy Charge	3,124	3.2%
31	Total Actual Rent Charge	93,094	
32	Total MTD Concessions	(737)	-0.8%
33	Total MTD Write Off	0	
34	Total Rent	92,357	

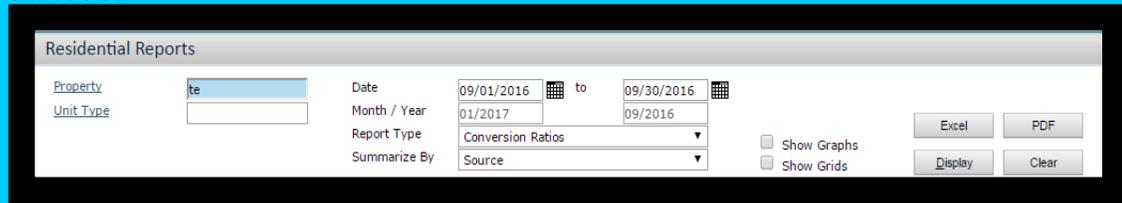
# Weekly Reports

## Fourth Section- Traffic Month to Date-

Pull Conversion Ratios Report in Yardi- Analytics → Operations → Residential Analytics



- Enter Property Code
- Date is for Current month - first day of month to last day of month (M/1/YYYY-M/31/YYYY)
- Report Type is 'Conversion Ratios'
- Summarize by 'Source'



- Hit Display

Conversion Ratios																		
Timbercreek East Townhomes (te)																		
Date = 09/01/2016-09/30/2016																		
Name	Call	Walk-in	Email	Other	SMS	Web	Chat	Unqualified First Contact	Show	Applied	Approved	Gross Conversion Ratio	Unqualified Shows	Qualified Conversion Ratio	Denied	Cancel	Re-Apply	Net Conversion Ratio
ABODO	0	0	0	0	0	0	0	0	0	0	0	0.00	0	0.00	0	0	0	0.00
Apartment Guide	0	0	0	0	0	0	0	0	0	0	0	0.00	0	0.00	0	0	0	0.00
Apartment Ratings	0	0	0	0	0	0	0	0	0	0	0	0.00	0	0.00	0	0	0	0.00
ApartmentFetch	0	0	0	0	0	0	0	0	0	0	0	0.00	0	0.00	0	0	0	0.00
ApartmentFinder	0	0	0	0	0	0	0	0	0	0	0	0.00	0	0.00	0	0	0	0.00
ApartmentList	1	1	0	0	0	0	0	0	0	0	0	0.00	0	0.00	0	0	0	0.00
Apartments.com	0	0	0	0	0	0	0	0	0	0	0	0.00	0	0.00	0	0	0	0.00
Apartments.com/CoStar	0	0	0	0	0	0	0	0	0	0	0	0.00	0	0.00	0	0	0	0.00
ApartmentSearch.com	1	0	1	0	0	0	0	0	1	1	1	100.00	0	100.00	0	0	0	100.00
Bing	0	0	0	0	0	0	0	0	0	0	0	0.00	0	0.00	0	0	0	0.00
Brochure	0	0	0	0	0	0	0	0	0	0	0	0.00	0	0.00	0	0	0	0.00
Condo.com	0	0	0	0	0	0	0	0	0	0	0	0.00	0	0.00	0	0	0	0.00
Corporate Website	0	0	0	0	0	0	0	0	0	0	0	0.00	0	0.00	0	0	0	0.00
Craigslist	9	2	1	0	0	0	0	0	7	2	4	28.57	0	28.57	0	1	0	14.29
Direct Mailer	0	0	0	0	0	0	0	0	0	0	0	0.00	0	0.00	0	0	0	0.00
Drive-by	2	1	1	0	0	0	0	0	2	2	3	100.00	0	100.00	0	2	0	0.00
Facebook	0	0	0	0	0	0	0	0	0	0	0	0.00	0	0.00	0	0	0	0.00
For Rent Magazine	0	0	0	0	0	0	0	0	0	0	0	0.00	0	0.00	0	0	0	0.00
For Rent Market Place	0	0	0	0	0	0	0	0	0	0	0	0.00	0	0.00	0	0	0	0.00
ForRent.com	0	0	1	0	0	0	0	0	0	0	0	0.00	0	0.00	0	0	0	0.00
FP Sister Property	0	0	0	0	0	0	0	0	0	0	0	0.00	0	0.00	0	0	0	0.00
Google	0	0	6	0	0	0	0	0	0	0	1	0.00	0	0.00	0	0	0	0.00
HotPads	0	0	0	0	0	0	0	0	0	0	0	0.00	0	0.00	0	0	0	0.00
Hotpads.com	0	0	0	0	0	0	0	0	0	0	0	0.00	0	0.00	0	0	0	0.00
HotPads/Trulia/Zillow	0	0	0	0	0	0	0	0	0	0	0	0.00	0	0.00	0	0	0	0.00
Leasing Office Operations	0	0	0	0	0	0	0	0	0	0	0	0.00	0	0.00	0	0	0	0.00
Local/Walk-in	0	0	0	0	0	0	0	0	0	0	0	0.00	0	0.00	0	0	0	0.00
Move.com	0	0	0	0	0	0	0	0	0	0	0	0.00	0	0.00	0	0	0	0.00
MyNewPlace	0	0	0	0	0	0	0	0	0	0	0	0.00	0	0.00	0	0	0	0.00
Newspaper	0	0	0	0	0	0	0	0	0	0	0	0.00	0	0.00	0	0	0	0.00
On Site Transfer	0	0	0	0	0	0	0	0	0	0	0	0.00	0	0.00	0	0	0	0.00
Online-Other	0	0	0	0	0	0	0	0	0	0	0	0.00	0	0.00	0	0	0	0.00
Other Apt Complex	0	0	0	0	0	0	0	0	0	0	0	0.00	0	0.00	0	0	0	0.00
PadMapper	0	0	0	0	0	0	0	0	0	0	0	0.00	0	0.00	0	0	0	0.00
Previous Resident	0	0	0	0	0	0	0	0	0	0	1	0.00	0	0.00	0	0	0	0.00
Print Material	0	0	0	0	0	0	0	0	0	0	0	0.00	0	0.00	0	0	0	0.00
Property Website	0	0	0	0	0	0	0	0	0	0	0	0.00	0	0.00	0	0	0	0.00
Realtor.com	0	1	0	0	0	0	0	0	1	0	0	0.00	0	0.00	0	0	0	0.00
Referrals	0	0	0	0	0	0	0	0	0	0	0	0.00	0	0.00	0	0	0	0.00
Rent.com	0	0	0	0	0	0	0	0	0	0	0	0.00	0	0.00	0	0	0	0.00
RentalAds.com	0	0	0	0	0	0	0	0	0	0	0	0.00	0	0.00	0	0	0	0.00
Rentalhomesplus.com	0	0	0	0	0	0	0	0	0	0	0	0.00	0	0.00	0	0	0	0.00
Rentalhouses.com	0	0	0	0	0	0	0	0	0	0	0	0.00	0	0.00	0	0	0	0.00
Rentals.com	1	0	3	0	0	0	0	0	0	0	0	0.00	0	0.00	0	0	0	0.00
RENTCafe.com ILS	0	0	0	0	0	0	0	0	0	0	0	0.00	0	0.00	0	0	0	0.00
RentJungle	0	0	0	0	0	0	0	0	0	0	0	0.00	0	0.00	0	0	0	0.00
RentLinx	0	0	0	0	0	0	0	0	0	0	0	0.00	0	0.00	0	0	0	0.00
Rentometer	0	0	0	0	0	0	0	0	0	0	0	0.00	0	0.00	0	0	0	0.00
Resident Referral	0	0	0	0	0	0	0	0	0	0	0	0.00	0	0.00	0	0	0	0.00
Showmetherent.com	0	0	0	0	0	0	0	0	0	0	0	0.00	0	0.00	0	0	0	0.00
Social-Other	0	0	0	0	0	0	0	0	0	0	0	0.00	0	0.00	0	0	0	0.00
Trovit	0	0	0	0	0	0	0	0	0	0	0	0.00	0	0.00	0	0	0	0.00
Trulia	0	0	2	0	0	0	0	0	1	0	0	0.00	0	0.00	0	0	0	0.00
Website Apartments 24/7	0	0	0	0	0	0	0	0	0	0	0	0.00	0	0.00	0	0	0	0.00
Word of Mouth	0	0	2	0	0	0	0	0	1	1	0	100.00	0	100.00	0	1	0	0.00
Yellow pages	0	0	0	0	0	0	0	0	0	0	0	0.00	0	0.00	0	0	0	0.00
Yelp	0	0	0	0	0	0	0	0	0	0	0	0.00	0	0.00	0	0	0	0.00
Zillow	2	0	26	0	0	0	0	0	3	1	2	33.33	0	33.33	0	0	0	33.33
Zumper/PadMapper	0	0	0	0	0	0	0	0	0	0	0	0.00	0	0.00	0	0	0	0.00
ApartmentGuide.com	0	0	1	0	0	0	0	0	0	0	0	0.00	0	0.00	0	0	0	0.00
N/A	0	0	1	0	0	0	0	0	0	0	0	0.00	0	0.00	0	0	0	0.00
<b>Total</b>	<b>16</b>	<b>5</b>	<b>45</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>16</b>	<b>7</b>	<b>12</b>	<b>43.75</b>	<b>0</b>	<b>43.75</b>	<b>0</b>	<b>4</b>	<b>0</b>	<b>18.75</b>

# Weekly Reports

- Cell G38- Input total number of Calls
- Cell G39- Input total number of Walk-in
- Cell G40- Input total number of Email + Web Leads
- Cell C38- Input total number of Unqualified First Contacts
- Cell C40- Input total number of Shows
- Cell C42- Input total number of Applied
- Cell C43- Input total number of Approved
- Cell C44- Input total number of Cancels
- Cell C45- Input total number of Denials
- Cell G42- Input the highest number listed in the CALL section (for this example, it will be 6)
- Cell E42- Input the Traffic Source with the highest number in CALL section (for this example it will be Craigslist)

Name	Call	W
ABODO	0	
Apartment Guide	0	
Apartment Ratings	0	
ApartmentFetch	0	
ApartmentFinder	0	
ApartmentList	1	
Apartments.com	0	
Apartments.com/CoStar	0	
ApartmentSearch.com	1	
Bing	0	
Brochure	0	
Condo.com	0	
Corporate Website	0	
Craigs List	9	
Direct Mailer	0	
Drive-by	2	
Facebook	0	
For Rent Magazine	0	
For Rent Market Place	0	
ForRent.com	0	
FP Sister Property	0	
Google	0	
HotPads	0	
Hotpads.com	0	
HotPads/Trulia/Zillow	0	
Leasing Office Operations	0	
Local/Walk-in	0	
Move.com	0	
MyNewPlace	0	
Newspaper	0	
On Site Transfer	0	
Online-Other	0	
Other Apt Complex	0	
PadMapper	0	
Previous Resident	0	
Print Material	0	
Property Website	0	
Realtor.com	0	
Referrals	0	
Rent.com	0	
RentalAds.com	0	
Rentalhomesplus.com	0	
Rentalhouses.com	0	
Rentals.com	1	
RENTCafe.com ILS	0	
RentJungle	0	
RentLinx	0	
Rentometer	0	
Resident Referral	0	
Showmethereent.com	0	
Social-Other	0	
Trovit	0	
Trulia	0	
Website Apartments 24/7	0	
Word of Mouth	0	
Yellow pages	0	
Yelp	0	
Zillow	2	
Zumper/PadMapper	0	
ApartmentGuide.com	0	
N/A	0	
<b>Total</b>	<b>16</b>	

# Weekly Reports

- Cell G43- Input the highest number listed in the EMAILS + WEB section (for this example, it will be 26)
- Cell E43- Input the Traffic Source with the highest number in EMAILS + WEB sections (for this example it will be Zillow)

Name	Call	Walk-in	Email	Other	SMS	Web
ABODO	0	0	0	0	0	0
Apartment Guide	0	0	0	0	0	0
Apartment Ratings	0	0	0	0	0	0
ApartmentFetch	0	0	0	0	0	0
ApartmentFinder	0	0	0	0	0	0
ApartmentList	1	1	0	0	0	0
Apartments.com	0	0	0	0	0	0
Apartments.com/CoStar	0	0	0	0	0	0
ApartmentSearch.com	1	0	1	0	0	0
Bing	0	0	0	0	0	0
Brochure	0	0	0	0	0	0
Condo.com	0	0	0	0	0	0
Corporate Website	0	0	0	0	0	0
Craigs List	9	2	1	0	0	0
Direct Mailer	0	0	0	0	0	0
Drive-by	2	1	1	0	0	0
Facebook	0	0	0	0	0	0
For Rent Magazine	0	0	0	0	0	0
For Rent Market Place	0	0	0	0	0	0
ForRent.com	0	0	1	0	0	0
FP Sister Property	0	0	0	0	0	0
Google	0	0	6	0	0	0
HotPads	0	0	0	0	0	0
Hotpads.com	0	0	0	0	0	0
HotPads/Trulia/Zillow	0	0	0	0	0	0
Leasing Office Operations	0	0	0	0	0	0
Local/Walk-in	0	0	0	0	0	0
Move.com	0	0	0	0	0	0
MyNewPlace	0	0	0	0	0	0
Newspaper	0	0	0	0	0	0
On Site Transfer	0	0	0	0	0	0
Online-Other	0	0	0	0	0	0
Other Apt Complex	0	0	0	0	0	0
PadMapper	0	0	0	0	0	0
Previous Resident	0	0	0	0	0	0
Print Material	0	0	0	0	0	0
Property Website	0	0	0	0	0	0
Realtor.com	0	1	0	0	0	0
Referrals	0	0	0	0	0	0
Rent.com	0	0	0	0	0	0
RentalAds.com	0	0	0	0	0	0
Rentalhomesplus.com	0	0	0	0	0	0
Rentalhouses.com	0	0	0	0	0	0
Rentals.com	1	0	3	0	0	0
RENTCafe.com ILS	0	0	0	0	0	0
RentDungle	0	0	0	0	0	0
RentLinx	0	0	0	0	0	0
Rentometer	0	0	0	0	0	0
Resident Referral	0	0	0	0	0	0
Showmetherent.com	0	0	0	0	0	0
Social-Other	0	0	0	0	0	0
Trovit	0	0	0	0	0	0
Trulia	0	0	2	0	0	0
Website Apartments 24/7	0	0	0	0	0	0
Word of Mouth	0	0	2	0	0	0
Yellow pages	0	0	0	0	0	0
Yelp	0	0	0	0	0	0
Zillow	2	0	26	0	0	0
Zumper/PadMapper	0	0	0	0	0	0
ApartmentGuide.com	0	0	1	0	0	0
N/A	0	0	1	0	0	0
<b>Total</b>	<b>16</b>	<b>5</b>	<b>45</b>	<b>0</b>	<b>0</b>	<b>0</b>

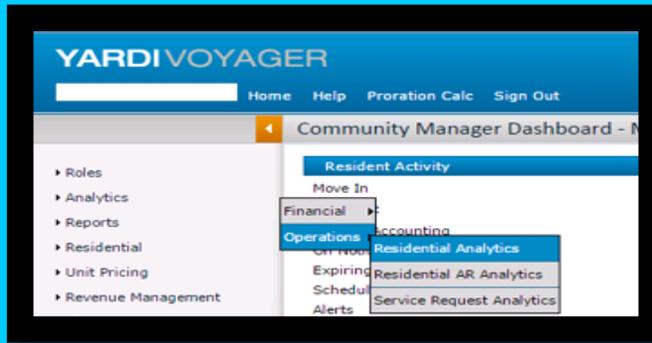
- Cell G44- Input the highest number listed in the WALK-IN section (for this example, it will be 2)
- Cell E44- Input the Traffic Source with the highest number in WALK-IN section (for this example it will be Craigslist)
- Cell C45- Input total Active Prospects from the Prospect Pipeline on the Home screen in Yardi under the Traffic

Traffic	
Prospect Pipeline	<u>68</u>
Today's Showings	0
On Waitlist	<u>1</u>
Pending Applications	<u>4</u>

- Cell C46- Enter total of Craigslist Postings for the week reporting on

# Weekly Reports

- For Cells C49, C50, G49 and G50, pull the Resident Activity Detail report in Yardi-Analytics→Operations→Residential Analytics



- Enter Property Code
- Date is for Current month - first day of month to last day of month (M/1/YYYY-M/31/YYYY)
- Report Type is 'Resident Activity'
- Summarize By 'Property'

Residential Reports

Property:  Date: 09/01/2016 to 09/30/2016  
 Unit Type:  Month / Year: 01/2017 to 09/2016  
 Report Type: Resident Activity Show Graphs  Show Grids   
 Summarize By: Property Excel PDF Display Clear

**Resident Activity**  
 Timbercreek East Townhomes (te)  
 Date = 09/01/2016-09/30/2016

Property	Name	Units	Move In	Reverse Move In	Move Out	Cancel Move Out	Notice Skip Early Term	Cancel Notice	Rented	Canceled Application
te	Timbercreek East Townho...	100	9	0	1	0	6	0	7	3
<b>Totals</b>		<b>100</b>	<b>9</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>6</b>	<b>0</b>	<b>7</b>	<b>3</b>

- Cell C49- Input total number of Move-Ins for the month
- Cell C50- Input total number of Move-Outs for the month
- For Cell G49, you will have to click into the hyperlink number for Move-ins.



This will bring up a window showing all of the move-ins for the month.

**Resident Activity Detail**  
 Timbercreek East Townhomes (te)  
 Date = 09/01/2016-09/30/2016

Property	Unit	Unit Type	Resident	Date	Status	Rent	Deposit	Move In
te	1826	te-3	Robert Stone	09/01/2016	Move In	1,040.00	350.00	09/01/2016
te	1810	te-3	Michael Hipkiss	09/09/2016	Move In	1,030.00	350.00	09/09/2016
te	1726	te-3	Alexa Moore	09/09/2016	Move In	1,040.00	350.00	09/09/2016
te	1737	te-3	Christopher Lockett	09/09/2016	Move In	1,030.00	350.00	09/09/2016
te	1867	te-3	Shelly Butcher	09/10/2016	Move In	1,040.00	350.00	09/10/2016
te	1746	te-3	Krishna Anderson	09/13/2016	Move In	1,040.00	1,040.00	09/13/2016
te	1766	te-3	Regina Webb	09/16/2016	Move In	1,040.00	350.00	09/16/2016
te	1741	te-3	Jacob Raffurty	09/16/2016	Move In	1,030.00	350.00	09/16/2016
te	1710	te-3	John Kirwin	09/19/2016	Move In	1,040.00	350.00	09/19/2016
<b>Count = 9</b>						<b>9,330.00</b>	<b>3,840.00</b>	

- Cell G49- Input the total number of move-ins that occurred in the week reporting for (last Monday-Sunday)

# Weekly Reports

For Cell G50, you will have to click into the hyperlink number for Move-outs.

Move Out

1

This will bring up a window showing all of the move-outs for the month.

## Resident Activity Detail

Timbercreek East Townhomes (te)

Date = 09/01/2016-09/30/2016

Property	Unit	Unit Type	Resident	Date	Status	Rent	Deposit	Move In
te	1867	te-3	James Booker (emp)	09/06/2016	Move Out	1,030.00	100.00	03/28/2015
<b>Count = 1</b>						<b>1,030.00</b>	<b>100.00</b>	

Cell G50- Input total of move outs that occurred in the week reporting for (last Monday-Sunday)

Section should look like this:

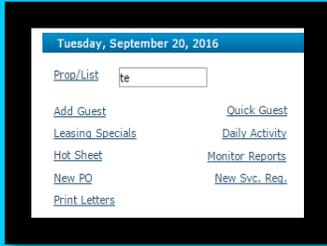
Traffic Month to Date (Analytics-Operations-Res-Conversion Ratios by Sou)	September	Notes	Zillow, Craigslist
Total First Contact (From Right of this Section)	66		
Total Unqualified Traffic	0		Calls 16
Net Traffic	66		Walk Ins 5
Total Number of Shows	16		Emails 45
Shows per First Contact Ratio	24%	<b>Top Campaigns (Lead Source)</b>	Total First Contact 66
Applied	7	Phone	Craigslist Phone traffic--> 9
Approved	12	Email	Zillow Email traffic--> 26
Cancel	4	Walk-In	Craigslist Walk-In traffic--> 2
Denials	0		Active Prospects (Prospect Pipeline) 64
Gross Closing % (# Applied / # of Shows)	44%		Weekly Craigslist Postings 21
Net Closing Ratio (# Approved / # Shows)	75%		
% of Applications Approved (# Approved / # Applied)	171%		
Number of Move-Ins for the Month (Resident Activity Detail)	10		Move-Ins For the Week 2
Number of Move-Outs for the Month (Resident Activity Detail)	1		Move-Outs For the Week 0

## Fifth Section- Renewals-

Open up renewal worksheet from server- Site Server → Lease Documents → Renewals → Year → Current spreadsheet

- Cell C52- Total number of Leases expiring for current month
- Cell C53- Total number of renewals of those expiring for current month
- Cell C54- Total number of MTM renewals of those expiring for current month
- Cell C55- Total number of notice to vacate of those expiring for current month
- Cell C56- Total number of skips/no notice/evictions of those expiring for current month
- Cell C57- Total number still unresolved of those expiring
- Cell C58 will automatically populate to show total percentage of successful renewals
- Cell G52 will automatically populate with 'Yes' if all number input into C53-C57 equal the amount of C52 (Total number of leases expiring. Will populate with 'Error' if the numbers do not add up.
- For Cells G54 & G55, will need to go to Daily Activity from Home screen in Yardi.

# Weekly Reports



Cell E54- Input total number of Month to Month residents

Month to Month							
Property	Type	Unit	Code	Name	Month to Month Charge	Lease From	Lease To
te	te-3	1700	t0044485	Klausen, Paul	150.00	4/1/2014	6/30/2014
te	te-2	1855	t0047784	Durant, Sherron	150.00	2/7/2015	3/31/2016
te	te-3	1831	t0044559	Peters, Ed	150.00	7/1/2015	6/30/2016
te	te-2	1742	t0049916	Simpson, Clifton	150.00	7/6/2015	7/31/2016
te	te-2	1743	t0044523	Clark, Eva	150.00	7/1/2015	7/31/2016
te	te-3	1857	t0044580	Gulak, Inna	0.00	8/1/2012	8/1/2013
te	te-3	1851	t0045574	Kanies (emp), Erickia	0.00	6/6/2014	1/31/2016
<b>Month to Month: 7</b>							

For Cell E55, will need to go down to the On Notice Section

On Notice									
Property	Type	Unit	Code	Name	Notice Date	Move Out Date	Reason for Move Out	Future Resident	Move In Date
te	te-2	1842	t0044568	Chatman, Justine	7/27/2016	9/30/2016	Rent Too High	t0058093	10/7/2016
te	te-2	1803	t0049804	Jamerson, Fonte	7/7/2016	9/30/2016	Closer to Work		
te	te-2	1714	t0050568	Carpenter, Angela	7/29/2016	9/30/2016	Purchased Home		
te	te-3	1821	t0053357	Hritz, David	7/21/2016	9/30/2016	Personal		
te	te-3	1847	t0054880	Tompkins, Aaron	7/27/2016	9/30/2016	Employment Transfer	t0058373	10/7/2016
te	te-2	1745	t0051148	Brooks, Heather	9/1/2016	10/31/2016	Military Transfer		
te	te-2	1822	t0051631	Fredman, Nicole	9/1/2016	10/31/2016	Personal		
te	te-3	1730	t0046666	Matusiak, Brad	9/1/2016	10/31/2016	Employment Transfer		
te	te-2	1723	t0046779	Cochran, Amy	9/16/2016	11/30/2016	Relocate Outside of Market		
te	te-3	1850	t0054231	Hicklin, Stephanie (EMP)	9/13/2016	11/30/2016	Eviction		
te	te-2	1704	t0047519	Wilson, Alisha	9/2/2016	12/31/2016	Personal		
<b>On Notice: 11</b>									

Will need to click into the Resident t-code to see if they are MTM. Will need to count total number of residents who are on Month to Month AND on notice to vacate.

- Cell E55 - Input total number of residents who are on notice to vacate that are month to month
- Cell E56 - Input when their rent charges were last updated
- Cell E57 - List the unit numbers that are MTM

Section should look like this:

51	Renewals	September	Notes - List Unit Numbers	All Leases Accounted For:
52	Total Leases Expiring by Month End	8		Yes
53	Renewals to Date (Month to Date) (Of those Expiring)	2		
54	MTM Renewals (Of those Expiring)	0		MTM-Current: 7
55	Notices to Move (Of those Expiring)	5		MTM-Notices: 0
56	Skip / No Notice / Evictions (Of those Expiring)	0		
57	Unresolved (Of those Expiring)	1		
58	Successful Renewal Percentage (Month to Date)	25%	Renewals to Date / Total Leases Expiring by Month End	

# Weekly Reports

## Sixth Section- Evictions in Process-

From home screen in Yardi, go to Daily Activity and then the On Notice Section

On Notice									
Property	Type	Unit	Code	Name	Notice Date	Move Out Date	Reason for Move Out	Future Resident	Move In Date
te	te-2	1842	t0044568	Chatman, Justine	7/27/2016	9/30/2016	Rent Too High	t0058093	10/7/2016
te	te-2	1803	t0049804	Jamerson, Fonte	7/7/2016	9/30/2016	Closer to Work		
te	te-2	1714	t0050568	Carpenter, Angela	7/29/2016	9/30/2016	Purchased Home		
te	te-3	1821	t0053357	Hritz, David	7/21/2016	9/30/2016	Personal		
te	te-3	1847	t0054880	Tompkins, Aaron	7/27/2016	9/30/2016	Employment Transfer	t0058373	10/7/2016
te	te-2	1745	t0051148	Brooks, Heather	9/1/2016	10/31/2016	Military Transfer		
te	te-2	1822	t0051631	Fredman, Nicole	9/1/2016	10/31/2016	Personal		
te	te-3	1730	t0046666	Matusiak, Brad	9/1/2016	10/31/2016	Employment Transfer		
te	te-2	1723	t0046779	Cochran, Amy	9/16/2016	11/30/2016	Relocate Outside of Market		
te	te-3	1850	t0054231	Hicklin, Stephanie (EMP)	9/13/2016	11/30/2016	Eviction		
te	te-2	1704	t0047519	Wilson, Alisha	9/2/2016	12/31/2016	Personal		
<b>On Notice: 11</b>									

Find residents with Reason for Move out as Eviction

- Cell C60- Input total number of evictions in progress
- Cell D60- Input unit numbers of all residents under eviction
- Cell G60- Input total number of current evictions that were sent over in the current month reporting
- Cell C61- Will need to add up the total balances for all residents under eviction. Best way to find this number is by clicking on the t-codes for the residents under eviction and opening up the ledgers. Write the number down and add up.

Section should look like this:

59	Evictions in Process - Current		Notes - List Unit Numbers
60	Number of Residents Filed on - Active	1	#1850 This Month 1
61	Delinquency (\$) Associated with those Filed On	1,685	

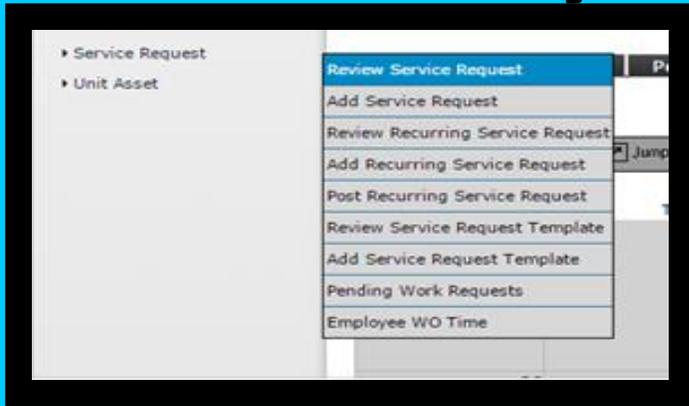
## Seventh Section- Maintenance Summary-

- Cell C63- Input total number of outstanding work orders from Home screen in Yardi under maintenance

Maintenance	
Pending Make Ready	11
Pending Work Requests	22
Completed WO Followup	13

- Pull Review Service Request Report by going to Service Request → Review Service Request

# Weekly Report



- Enter Property Code
- Work Compl. Dates need to be for the last week reporting (Monday-Sunday)
- All other fields are left blank

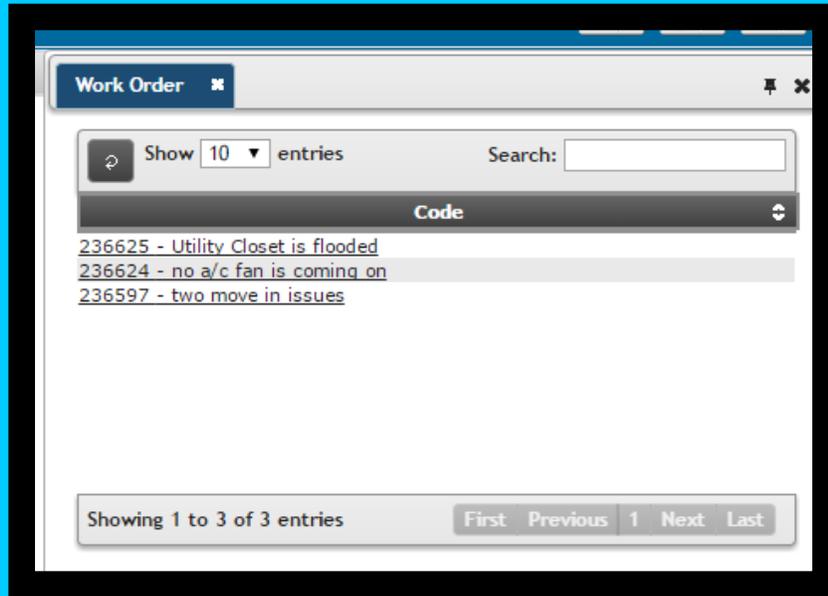
A screenshot of a 'Work Order' form. The form contains the following fields and values:

- Property: te Timbercreek East Townhomes
- WO: [Empty]
- Unit: [Empty]
- Building: [Empty]
- Bill to Tenant: [Empty]
- Recurring WO: [Empty]
- Category: A/C, Blinds, Boiler (dropdown menu)
- Item Type: [Empty]
- Batch Name: [Empty]
- Vendor: [Empty]
- Employee: [Empty]
- Created By: [Empty]
- Status: Call, Canceled, In Progress (dropdown menu)
- Priority: High Priority, Medium Priority, Low Priority (dropdown menu)
- Origin: WO, SR, PM (dropdown menu)
- Call Date: [Empty] -to- [Empty]
- Scheduled Date: [Empty] -to- [Empty]
- Work Compl.: 09/12/2016 -to- 09/18/2016
- Due Date: [Empty] -to- [Empty]
- Display Rows: 500

Buttons: Submit, Clear, Help

# Weekly Reports

Hit Submit. This will bring up a new window that shows the amount of work orders that were closed out during that time frame.



- Cell G63- Input total number of work orders completed last week (Monday-Sunday).
- For Cell C64, Click Home in Yardi and under Maintenance, click Pending Make Ready

Maintenance	
Pending Make Ready	<a href="#">11</a>
Pending Work Requests	<a href="#">22</a>
Completed WO Followup	<a href="#">13</a>

A report will come up showing all of the pending make readies. Click on the Date Ready Column to sort it by most recent.

Calendar		Pending Make Ready - 09/20/2016		Person Search			
Bedrooms	Rent	SqFt	Date Ready	Unit	Occupancy	Make Ready	Adjust Date
2	930.00	1245.000000	10/07/2016	<a href="#">1803</a>	<a href="#">Applicant</a>	<input type="checkbox"/>	<input type="checkbox"/>
3	1,040.00	1350.000000	10/07/2016	<a href="#">1821</a>	<a href="#">Notice</a>	<input type="checkbox"/>	<input type="checkbox"/>
2	930.00	1245.000000	10/07/2016	<a href="#">1842</a>	<a href="#">Future</a>	<input type="checkbox"/>	<input type="checkbox"/>
3	1,040.00	1350.000000	10/07/2016	<a href="#">1847</a>	<a href="#">Future</a>	<input type="checkbox"/>	<input type="checkbox"/>
2	930.00	1245.000000	10/14/2016	<a href="#">1714</a>	<a href="#">Applicant</a>	<input type="checkbox"/>	<input type="checkbox"/>
3	1,040.00	1350.000000	11/08/2016	<a href="#">1730</a>	<a href="#">Applicant</a>	<input type="checkbox"/>	<input type="checkbox"/>
2	930.00	1245.000000	11/08/2016	<a href="#">1822</a>	<a href="#">Notice</a>	<input type="checkbox"/>	<input type="checkbox"/>
2	930.00	1245.000000	11/09/2016	<a href="#">1745</a>	<a href="#">Notice</a>	<input type="checkbox"/>	<input type="checkbox"/>
2	930.00	1245.000000	12/02/2016	<a href="#">1723</a>	<a href="#">Notice</a>	<input type="checkbox"/>	<input type="checkbox"/>
3	1,040.00	1350.000000	12/07/2016	<a href="#">1850</a>	<a href="#">Eviction</a>	<input type="checkbox"/>	<input type="checkbox"/>
2	930.00	1245.000000	01/11/2017	<a href="#">1704</a>	<a href="#">Notice</a>	<input type="checkbox"/>	<input type="checkbox"/>

# Weekly Reports

- Cell C64- Enter total number of units scheduled to turn this week
- Cell G64- Enter total number of units that were turned last week

Section should look like this:

62 Maintenance Summary - (Analytics-Operations-Service Request Analytics)			Notes	
63	Number of Outstanding Work orders	22	Number of Work Orders Completed Last Week	3
64	Number of Units Scheduled to Turn This Week	0	Number of Units Turned Last Week	0
65	Unit Numbers			

## Eighth Section- Staffing Summary

- C67- List all open positions
- C68- List where advertising for the open positions
- C69- List who is managing the ads
- C70- List any updates since the last Monday report concerning staff (Ex. Notice given, quit no notice, leaves of absence, etc.)

Section should look similar to this. If no open positions, input none on each line.

66 Staffing Summary		Notes
67	List Open Positions (Job titles)	Maintenance Techs
68	Where are you advertising (CL, ZipRecruiter, Indeed, Other)	Craigslist, Indeed, Word of mouth
69	Who is managing ads (PM, RPM, Corporate, Other)	Regional Manager/ Community Manager
70	Notes/Status Updates/Changes Since Last Week	no changes

## Ninth Section- Preventive Maintenance and Projects for the Week

- Enter any projects happening for the current week or what is being worked on at the property

Preventive Maintenance and Projects for the Week		
1	Continue to get work orders caught up	Push Renewals
2	Continue to get Grace Hill caught up	Lease 4 apartments
3	Boiler inspections on Tuesday	Train Riley

## Market Survey Comp/Deposits & Fees/ Amenity Comp Tabs

- Update each tab with the current Market Survey information. Should be updated weekly.
- .Also copy and paste the latest budget variance report from Yardi if applicable.

# Weekly Reports

The green cells in the Market Survey should be updated weekly with the latest specials, rents, and fees. Market Survey should be updated with the latest rent prices for our comps.

FIRST PACIFIC FIRST PACIFIC GROUP, INC.																				
Market Survey Comparable																				
October 24th, 2015						Studio Br / 1 Bth			1 Br / 1 Bth			2 Br / 1.5 Bth			2 Br / 1 Bth			Management		
Community Name	Units	Occ.	Built	(A,B,C,D)	Phone	Sq. Ft.	Rent	Sq. Ft.	Rent	Sq. Ft.	Rent	Sq. Ft.	Rent	Sq. Ft.	Rent	Sq. Ft.	Rent	Sq. Ft.	Rent	
Autumn Ridge	328	97%	1968	B	616-863-2117	380	525	1.38	540	605	1.12	540	695	1.29	780	730	0.94	820	740	0.90
Rolling Pines	152	100%	1973	B	616-364-8439	x	x	x	576	550	0.95	x	x	774	627	0.81	x	x	x	x
Pine Ridge	168	95%	1981	B	616-363-9884	x	x	x	600	780	1.30	700	850	1.21	878	1005	1.14	900	1035	1.15
Northview Harbor	360	97%	1980	B	616-361-6607	430	613	1.43	465	630	1.35	640	630	0.98	858	817	0.95	858	871	1.02
Lake Forest	84	98%	1965	B	616-363-7016	x	x	x	815	749	0.92	x	x	945	829	0.88	976	899	0.92	x
Lamberton Lake	120	99%	1969	B	616-222-5902	x	x	x	850	879	1.03	x	x	1000	949	0.95	x	x	x	x
(Market Average)	202	98%	1973			405	569	1.40	641	699	1.11	627	725	1.16	873	826	0.94	889	886	1.00

Community Name	Specials & Discounts	Paid Utilities	Additional Monthly Expenses						Move-In Charges				Lease Term	
			Cable	W/D	Pet Fee	Park	Util	6-9pre	Fee	Sec.	Pat.	Admin	New	Renew
Autumn Ridge	\$50 off m/1 if you apply within 24hr of show	Water, Sewer, Trash, Gas, Cable	In Building	\$30	On Site	Electricity	100/6/5/3/4/25	\$40	\$200	100RF	200NR	\$175	3-13 mo	3-13 mo
Rolling Pines	No answer	Water, Sewer, Trash	Additional	In Building	\$0	Covered	Electric/ Gas	Included	\$50	1 mo	\$150	\$0	12 mo	3,6,12 mo
Pine Ridge	None	Water, Sewer, Trash	Additional	On-Site	\$30	Covered	Electric/ Gas	Included	\$39	\$400	\$300	\$0	6,9,12 mo	12 mo
Northview Harbor	None	None	Additional	On-Site	\$40	Covered	All	Included	\$25	\$200	\$200	\$100	3-12mo	3-12mo
Lake Forest	No answer	Gas, Water, Trash	Additional	In Building	\$25	Covered	Electric	Included	\$45	\$500	\$250	\$75	3,6,9,12 mo	12 mo
Lamberton Lake	None	Half of Heat, Water, Sewer, Trash	Additional	On-Site	\$30	Covered	Electric +	Included	\$49	\$250	\$250	\$100	6,9,12 mo	12 mo
(Market Average)					\$31		1/2 of All		\$33	\$343	\$242	\$75		

The charts display the following data points (approximate values):

- 1 Bedroom Rent:** Autumn Ridge (605), Rolling Pines (550), Pine Ridge (780), Northview Harbor (613), Lake Forest (749), Lamberton Lake (879), Market Average (725).
- 2 Bedroom Rent:** Autumn Ridge (730), Rolling Pines (627), Pine Ridge (1005), Northview Harbor (871), Lake Forest (899), Lamberton Lake (949), Market Average (886).
- 1 Bed Price Per Sq. Ft.:** Autumn Ridge (1.38), Rolling Pines (1.29), Pine Ridge (1.30), Northview Harbor (1.43), Lake Forest (1.35), Lamberton Lake (1.16), Market Average (1.11).
- 2 Bed Price Per Sq. Ft.:** Autumn Ridge (0.94), Rolling Pines (0.81), Pine Ridge (1.14), Northview Harbor (1.02), Lake Forest (0.95), Lamberton Lake (0.95), Market Average (1.00).

As the rents are upgraded the "Price per Square Foot" will be recalculated and will adjust on the graphs below.

\*It is very important that the Market Survey is updated every other week so we know where we stand with our competitors for current rents and specials being offered. It should be completed by the 1<sup>st</sup> and 3<sup>rd</sup> Saturday of the month as noted on the task calendar.

Once everything has been updated and saved the Manager will then email the report to their Regional and save it in the Weekly Report folder on the server in the correct Month-Year folder.

- The Manager needs to provide a summary of the information contained in the report. Included in this summary is why we are doing great or what we need to improve on and how the current and future operations look (good or bad). The summary should demonstrate the Manager understands the contents of the report and allow for anyone reading it to get a quick snapshot on how the property is performing.

# Write-offs

- You will receive a monthly delinquency spreadsheet from your Accountant once they have finished completing your properties Tie-Out Report for the month.
- You will use this spreadsheet and add notes to the right-hand side for all accounts you have sent to collections and are actively working on in-house to collect.
- The notes need to be detailed with the date you sent them to collections and the company they were sent to.
- Try to collect as much money as possible in-house and send past residents to collections after 90 day of attempts.
- Please highlight the lines that were sent to collections, leave in-house collections un-highlighted.
- Send this to your Regional by the end of the month so they can write these off for the month.
- **No adjustments should be made to a ledger once the balance has been written off.** You can leave a memo for any errors discovered including the new amount due & notify the collection agency, but making changes to correct the ledger after write offs is not possible.
- If a tenant has all of their charges written off and then begins making payments, the tenant should be charged back for the same amount as we are receiving so that their ledger is at a \$0 balance after posting the receivable. The Manager is responsible for charging back the tenant via Quick Charge (NOT adjust deposit accounting) and should always use the Bad Debt Recovery (5110) code regardless of what the charges were when they were written off.
- The accountant will do all write offs. Please send to them once everything is completed.

Delinquency												
As Of: 1/26/2015												
Property Unit	Tenant Code	Tenant Last Name	Tenant Status	Total Charges	Future Charges	0-30 Owed	31-60 Owed	61-90 Owed	Over 90 Owed	Prepayments	Total Owed	Sent to collections
cb - Cedar Brooke Apartments												
1102	t0042365	Rhodes	Past	1350	0	1350	0	0	0	0	1350	FCO12/30/2014
1402	t0042226	Ciafullo	Past	60	0	60	0	0	0	0	60	
1904	t0039028	Reeves	Past	717.16	0	0	717.16	0	0	0	717.16	FCO 1/26/2015
2704	t0041375	Williams	Past	201.81	0	0	201.81	0	0	0	201.81	FCO 12/10/2014
<b>Total cb - Cedar Brooke Apartments</b>				<b>2,328.97</b>	<b>0.00</b>	<b>1,410.00</b>	<b>918.97</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>2,328.97</b>	
cr - Cedar Ridge Apartment Homes, LLC												
15420	t0046563	Bell	Past	1683.48	0	0	0	1683.48	0	0	1683.48	In house
15500D	t0042078	Palmer	Past	898.91	0	0	0	0	898.91	0	898.91	In house
15508B	t0043530	Boussid	Past	708.9	0	0	0	0	708.9	0	708.9	Elite 11/2014
15508D	t0042240	Ferguson	Past	2050.65	0	0	2050.65	0	0	0	2050.65	FCO 1/26/2015
15512C	t0044360	Osborne	Past	2482.87	0	0	1080.87	912	490	0	2482.87	FCO 1/26/2015
15517	t0044433	Jaqua	Past	1881.31	0	0	1881.31	0	0	0	1881.31	FCO 1/26/14
15540D	t0042823	Wyatt	Past	0	0	0	0	0	0	1261.19	-1261.19	In house
15905C	t0045943	Flores	Past	746.56	0	691.9	54.66	0	0	0	746.56	In house
4609	t0045983	Williams	Past	2139.58	0	0	2139.58	0	0	0	2139.58	FCO 1/26/2015

# Bad Debt

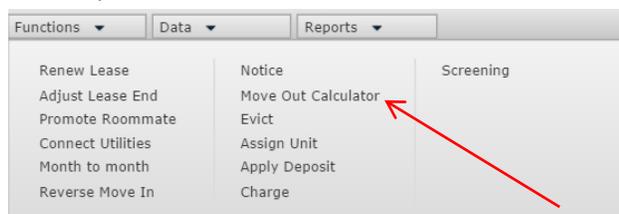
In an effort to collect more bad debt money in house before sending to FCO, we will offer a one time 25% off settlement fee on the FINAL attempt before sending to FCO. There are letters in residential correspondence to help in your collection efforts. Here is the timeline for bad debt collections:

- Within 10 days of move out complete deposit accounting
- Accountant will send move out statement with balance owed letter
- 30 days after move out email move out statement and follow up for payment or payment arrangement. You can use the attached 30-day letter.
  - We allow 6 months to pay off \$999 or less and 12 month to pay off \$1,000 or greater. You will need approval from your Regional if you need an arrangement other than this.
- 60 days after moveout- send another reminder that a balance is owed, and they are at risk of being sent to collections
- 75 days after move out send the bad debt settlement. They will have 15 days to pay the settlement amount in full
- 83ish days- Accountants will reach out to all Bad Debt one final time before sending to FCO, making sure they received the 25% off offer with a reminder they will be sent to collections in 7 days.
- 90 days – send to FCO
  
- Please note the above is the minimum contact so please work bad debt as often as possible at time permits.
  
- Please let your Area Manager know if you have any questions or other great ideas of how else to collect on bad debt.

To email Bad Debt – 30 Day or Bad Debt Settlement notices from Residential Correspondence make sure to enter the Resident's t-code so that you are only emailing those you specifically want to send to.

# Bookkeeping Reminders/Policy

1. Please ensure you are scanning payable batches in order and with all invoices. They should then be saved to the server for your regional to review.
2. On the batch payable screen, be sure Declared=Entered for both the total and # of items.
3. Enter payable batches at least once a week or more as needed. This will help keep the number of invoices per batch down and will ensure all bills get paid in a timely manner. Especially important near the end of the month when we want to make sure to get all expenses in before the end of the month.
4. Yardi tracking for resident referral - both who referred and who was referred should be recorded in Yardi. Ideally, the referral unit/name should be added to the resident's Referral concession charge note. If using lease charges, add a memo. Attach referral concession sheet to resident's file.
5. Move Out Policy - you have 10 days to process Deposit Accounting after the resident moves out. This should leave plenty of time to get the apartment turned and all chargebacks entered via estimates per the Walkthrough. Please check utility bills for chargebacks online. All deposit accounting must be completed within the allotted time legally required by state & mailed to the Accountant as soon as it's ready to be reviewed.
6. Send Ledger for cancels/denials as the Move Out Statements are usually blank. Only need to send if a refund is owed or special circumstance.
7. Please don't complete any more Deposit Accounting after the 25th until the next month. This will make it easier to ensure all refund checks for processed MO's have been cut before the month ends. You will still process the move out after the 25<sup>th</sup> but hold off on the deposit accounting until the next month.
8. We can no longer refund overpayments for residents. Overpayments are due to resident error and will sit as a credit on their ledger until the next charge. Processing refunds takes time in admin processing, and we have had numerous situations where the double payment is then cancelled via credit card which takes hours to straighten out.
9. Residents are responsible for a \$25 check reissue fee for a lost check, or if they failed to update the office with their forwarding address. If the resident left an accurate forwarding address and 21 days have passed after the check has been cut, FG will put a stop payment on the original check and recut free of charge, assuming the check has been lost in the mail.
10. We no NOT accept temporary checks with a handwritten account number.
11. If residents are on a lease that requires 60 days' notice but will only require 30 days' notice after going MTM, we must charge for the full 60 days' notice required before their lease is up, even if given only one day before lease expiration. Everyone must be consistent with this and all charges so as to be Fair Housing compliant.
12. Use the "Move Out Calculator" button, found on the resident screen under Functions, to find out what amount will be due at Move Out.



# Bookkeeping Reminders/Policy

13. After the move-out day you may only hold a home for \_\_\_\_ days and then the new resident needs to take possession. If the home is already vacant, then they must take possession within \_\_\_\_ days. By taking possession they do not have to physically move-in, however their lease would start this day and they begin paying this day. In all other situations the waitlist option should be utilized until a home is available for them. Please contact your Regional Manager if you have any questions.

14. When a resident on an old lease (non-FPG lease) breaks their lease, the Rent through the lease end charge should be coded to **5168 Term Fee** with the ledger note:

- Lease Termination: charge for rent through lease end

Also, make sure you are coding the fee for not giving 60-day notice to **5164 Notice fee**. This should NOT be coded to rent

15. In states where residents can still reside in their homes after paying off evictions, we will send a 30-day notice after filing a second eviction.

16. Vendor utility refund checks should be coded as a credit to reduce the expense of the month, rather than 5170 Utility Reimbursement, which is used when we charge back utilities to resident ledgers. This was the 5170 category will truly show resident utility income on the financials.

17. No Utility chargebacks should be added to ledgers for:

- less than 3 days of service or less than \$5
- or
- less than \$5

This is to avoid starting new residents off on the wrong foot by billing back for only a day or two of service. For anything over 3 days or \$5 we should charge back usage plus a \$5.00 daily fee. The \$5.00 daily fee should be charged if the utility bill is not put in resident's name at move-in. It should not be charged if resident changed the bill out of their name after giving notice or when the bill is a final bill.

18. Vacant thermostats should be set to 80 in summer and 55 in winter. Walk every vacant unit every 72 hours to check for burst pipes and squatters. For model, open/close daily to save on heating and AC costs. Make sure to send freeze warning notices to residents before the temperature drops or there is a huge winter storm.

19. Bonus Program – All bonuses for Star redemptions, extra leasing incentives, etc. will be paid via Amazon E-Gift card only and emailed to the email address on record for the employee. All gift cards Amazon E-Gift cards must be ordered through the FG Amazon Business Prime Account. VISA, store gift cards, are not permitted. All bonuses must be logged on the bonus spreadsheet.

20. You are required to check Month-To-Month leases every Tuesday to ensure that rents are at market rent and all other changes are at current rate.

21. When submitting payable batches that require any Deposit Accounting adjustments for past residents, please send the updated Move Out statement to the accountant with the Payable batch so they can review at the same time.

# Bookkeeping Reminders/Policy

22. Accountants will send out original and revised SODAs, whether there is a refund or balance due. This means you need to make sure to inform your accountant when there is a change to a ledger after Deposit Accounting has been completed. Sites are still responsible for trying to collect outstanding balances.

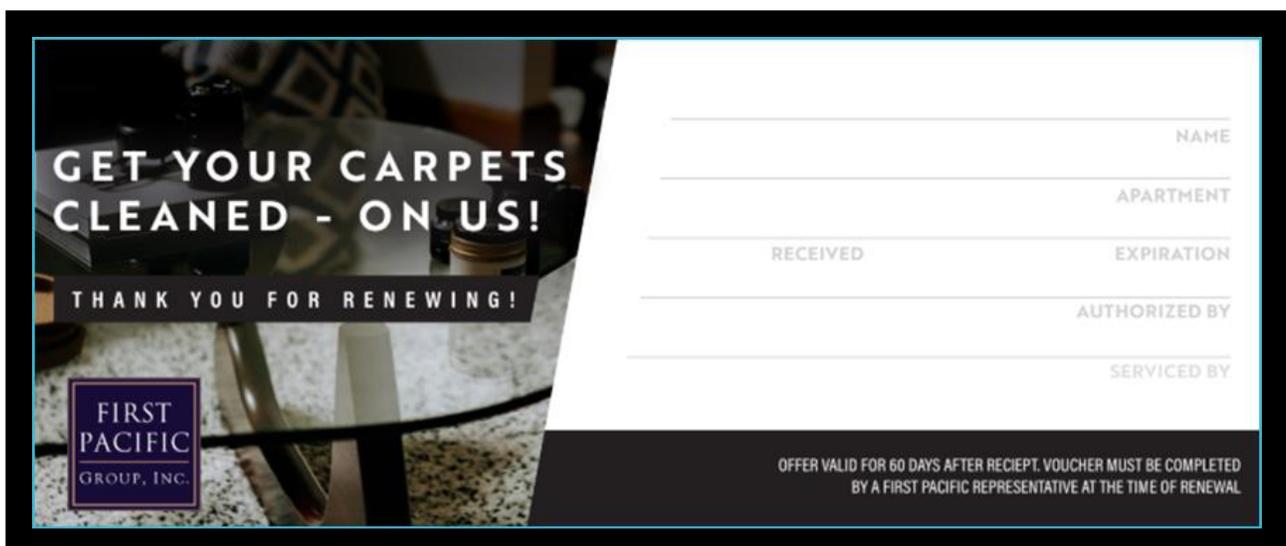
23. Transfers within the same property will be given a 3-Day “grace period” in which double rent will not be charged. Resident may pick up keys to their new unit on Friday with the new unit lease beginning that day and return the keys to their old unit on Monday.

24. Charge back 30 days notice as one flat month of rent and 60 days of notice as two months of rent instead of calculating the notice fee based on the number of days left in this month + net month’s prorate, etc. For example, if a resident gave notice on 2/15 and moved out on 2/20, they gave 5 days notice so you can divide their rent by 30 and multiply by 25 days to get the notice fee still due. No need to charge the 8 days left of Feb + 17 days of March to get the total.

25. Common area utility spreadsheets should be copied and pasted each month and then overwritten with the current month’s info.

26. When emailing your accountant to update market rents at your site, please make sure to include a screenshot of the current market rent schedule in the email so everyone is on the same page with what the current rents are that need to be increased.

27. Carpet Vouchers - Upon renewal each home is given a carpet voucher – good for one free carpet cleaning within 60 days of receipt. The resident then contacts our carpet cleaning vendor directly to schedule the cleaning themselves. At the time the cleaning is done the resident should present the voucher to the vendor for payment or leave in plain site in the apartment for the vendor if they aren’t home. The vendor should then take the voucher and staple it to the invoice as they submit it for payment. Once the invoice is received, the voucher is scanned and attached to the resident profile. Check ‘No’ on the chargeback stamp and note “Renewal” on the notes line.



# Chart of Accounts

## Chart of Accounts

Account	Account Name	Description			
6300	<b>ADMINISTRATIVE</b>		6500	<b>MARKETING</b>	
6302	ADMIN ADVERTISING	Employment ads	6505	ADVERTISING- INTERNET	Apt Guide, For Rent, Apts.com - paid by Marketing Dept
6303	ADMIN SUPPLIES		6506	ADVERTISING - OTHER	
6306	AUTO / VEHICLE / FUEL	Corporate vehicles; Fuel for Mule or company vehicle	6508	APARTMENT LOCATORS	
6308	BANK CHARGES		6511	MODEL APARTMENT	Accessories for model apartment
6310	CONSULTING SERVICE		6514	PRINTING / FORMS / MARKETING	Business cards, newsletters, brochures, stationery
6311	PAYMENT PROCESSING FEES		6516	RESIDENT / PUBLIC RELATIONS	refreshments, resident event supplies
6312	CREDIT / BACKGROUND CHECKS		6517	RESIDENT INCENTIVE	one-off resident or new move in gift cards, hotel rooms, etc
6316	EDUCATION / DUES	EPA cert, Pool cert, any classes, Sams membership	6518	SIGNAGE / MARKETING	balloons, flags, boot leg signs
6318	EMPLOYEE RELATIONS	Employee lunches, b-days, etc	6565	OTHER MARKETING	Move in gifts
6319	LATE FEES	Late fees we are charged by vendors			
6320	LEGAL SERVICES	Non- Eviction legal expenses	6600	<b>UTILITIES</b>	
6322	LEGAL - EVICTIONS		6602	CABLE TV	bulk cable TV for property
6324	LICENSES / MINOR TAXES / INSPECTIONS		6604	ELECTRIC - COMMON	Entered into excel spreadsheet
6325	OFFICE LEASE		6606	ELECTRIC - VACANTS	
6326	OFFICE EQUIPMENT LEASE	Copier lease	6608	GAS - COMMON	Entered into excel spreadsheet
6328	OFFICE EQUIPMENT	Phones, Computers, Desks; Install or Repairs	6610	GAS - VACANTS	
6331	COMPUTER SOFTWARE		6614	SEWER / STORM DRAINS	
6332	OFFICE SUPPLIES	paper, pens, toner, etc	6616	TELEPHONE - CELLULAR	
6333	YARDI SOFTWARE		6618	TELEPHONE - OFFICE	
6334	POSTAGE / FED-EX		6619	INTERNET	
6336	PRINTING / FORMS / ADMIN	Non marketing print items or forms	6620	TRASH	includes bulk pick up
6340	STORAGE RENTAL	Rent on storage container	6622	WATER	
6342	MILEAGE REIMB	employee mileage reimbursement- fill out mileage form	6665	OTHER UTILITY	
6343	TRAVEL / PARKING				
6365	OTHER ADMINISTRATIVE EXP				

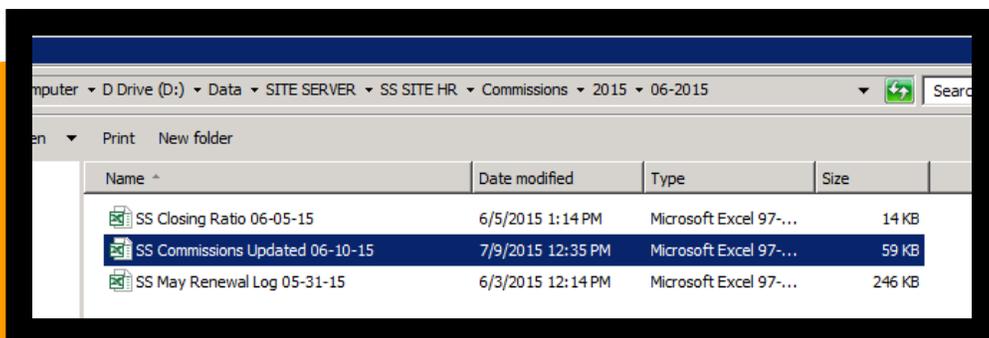
<b>MAINTENANCE EXPENSES</b>					
6700	<b>IN-HOUSE GEN MAINT/SUPPLY</b>		6900	<b>CONTRACT SERVICES</b>	
6702	APPLIANCE PARTS	parts to repair appliances	6902	ALARM SERVICE	
6708	DOORS (INTERIOR / ENTRY)	replacement of doors	6904	ANSWERING SERVICE	
6710	ELECTRICAL (INTER. / EXTER.)	light bulbs, elec supplies	6906	BOILER CONTRACTOR	
6714	EQUIPMENT	repairs, purchases or rental	6908	CARPET CLEANING	Standard carpet clean
6716	EXTERMINATING SUPPLIES	big spray, mouse traps	6909	CARPET REPAIR	Work performed other than the carpet clean
6718	FIRE / SAFETY	smoke detectors, annual fire inspection, supplies for safety	6910	COURTESY PATROL	
6720	HVAC / BOILER SUPPLIES	Filters, thermostats, etc	6914	ELECTRICAL CONTRACTOR	
6722	JANITORIAL SUPPLIES	cleaning supplies	6918	EXTERMINATING SERVICE	Weekly service & BB treatments
6724	LANDSCAPING SUPPLIES	rake, shovel, items that we plant ourselves	6920	HVAC CONTRACTOR	Contractor to repair AC and heat
6726	LOCKS / KEYS	locks, key blanks	6922	JANITORIAL SERVICE	Contract cleaning
6728	PAINT / DRYWALL	paint, drywall, mud, tape, texture	6924	LANDSCAPING SERVICE	Contract Landscape
6730	PLUMBING SUPPLIES	toilets, ptraps, faucets, all supplies- NOT disposals	6926	PAINTING CONTRACTOR	Contract Paint
6732	UNIFORMS	uniforms for office and maint	6928	PLUMBING CONTRACTOR	Contractor plumber
6734	POOL / REC SUPPLIES	chlorine, shock, skimmers	6930	POOL SERVICE	Contract pool service
6736	WINDOWS / MIRRORS	only if we are installing the window ourselves, mirrors	6932	ROOFING CONTRACTOR	Roof contractor- not SP
6738	HARDWARE	misc category- screws, door stops, etc	6934	SNOW REMOVAL CONTRACTOR	Contract snow removal and sidewalks
6765	OTHER SUPPLIES	UPGRADE supplies- plumbing, elec & hardware supplies	6936	WINDOWS CONTRACTOR	Contractor to install new windows
6767	COVID-19 EXPENSES		6965	OTHER CONTRACTORS	Vent clean, catch all for vendors not listed above
6800	<b>EXTERIOR / CAM MAINTENANCE</b>		7000	<b>REHAB / REPLACEMENT</b>	
6802	CONCRETE REPAIRS	trip repairs that are not SP	7002	APPLIANCES	Fridge, DW, stove replacements
6806	FENCING	supplies to repair fence	7004	CABINETS / COUNTERTOPS	
6808	GUTTERS / DOWN SPOUTS	supplies to repair gutters	7006	FLOORING	Carpet, Vinyl and Plank replacement
6812	PARKING / DRIVEWAYS		7010	DRAPES / BLINDS REHAB	All blinds
6813	PAINT (EXTERIOR)	curb paint, fence paint	7012	ELECTRICAL FIXTURES	
6814	ROOF REPAIRS	supplies to repair roofs in-house	7014	HVAC REHAB	AC and furnace replacement, A-coils, Heat Pumps
6816	SIGNAGE / MAINTENANCE	poles	7016	PLUMBING FIXTURES	Garbage disposals, tub surrounds, water heaters
6818	SNOW REMOVAL	ice melt/salt (not contracted snow removal)	7019	ROOFING REHAB	
6822	STRUCTURE IMPROVEMENTS		7021	RESURFACING	Contract resurfacing or supplies for resurfacing
6824	OTHER EXTERIOR/CAM EXP.				
			7400	<b>UNIT UPGRADES</b>	<b>UP items are for Unit Upgrades ONLY</b>
			7402	UP APPLIANCES	
			7404	UP FLOORING	
			7406	UP INTERIOR PAINT- CONTRACTOR	
			7408	UP INTERIOR PAINT- SUPPLIES	
			7410	UP RESURFACING	
			7412	UP CABINETS/COUNTERTOPS	
			7414	UP LABOR	
			7416	UP SUPPLIES	
			7418	UP ELECTRICAL- CONTRACTOR	
			7420	UP PLUMBING- CONTRACTOR	

# Commission Process

- Commissions are due to your regional at the beginning of every month. Check your task calendar to find the official date. Your Regional will let you know if they are needed sooner for a particular month.
- Site manager should review all leasing and renewal files before submitting for commissions to be paid. The manger will review the following:
  - ✓ All information in Yardi is entered correctly: name, lease term, lease charges, roommates entered, emergency contact entered, renter's insurance, etc.
  - ✓ Check that lease copy, applications, etc. all correctly signed, completed, and saved in site server Move-in inspection sheet completed and saved with move-in photos
- Commissions will be paid the month after move-in & are paid with second paycheck. Commissions will then be paid with the second paycheck of every month.
- Emergency transfer no transfer fee paid- No commission
- Transfer when lease up- Pay renewal bonus
- Transfer mid lease with transfer fee and extended lease term- no commission paid.
- Manager discretion to void any commissions if all paperwork and procedures are not followed.
- No commissions paid to past employees if full 2 weeks' notice is not fulfilled.
- ½ commissions paid to past employees for their leases if full 2 weeks' notice is fulfilled.

\*Commissions vary by site.

- Commission Logs are found in the Accounting folder on your site server in the location shown below.
- Maintenance Team members will be eligible for up to \$120 monthly bonus. The percent paid is based on the recapture percentage for the renewals.
- Maintenance Team members will also be eligible for \$100 on-call bonus when they're on-call during the weekend.

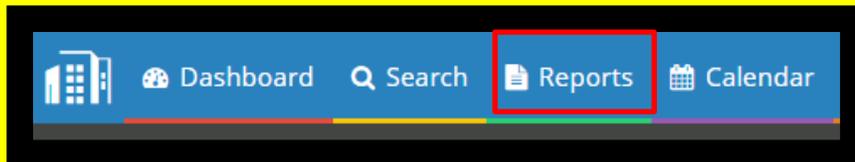




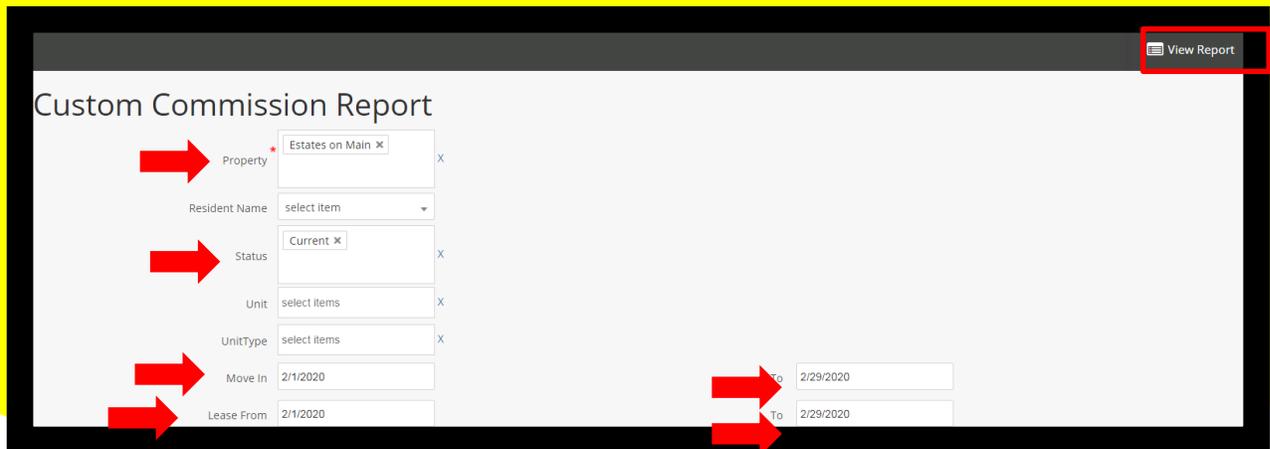
# Commission Process

## Commission Report Instructions

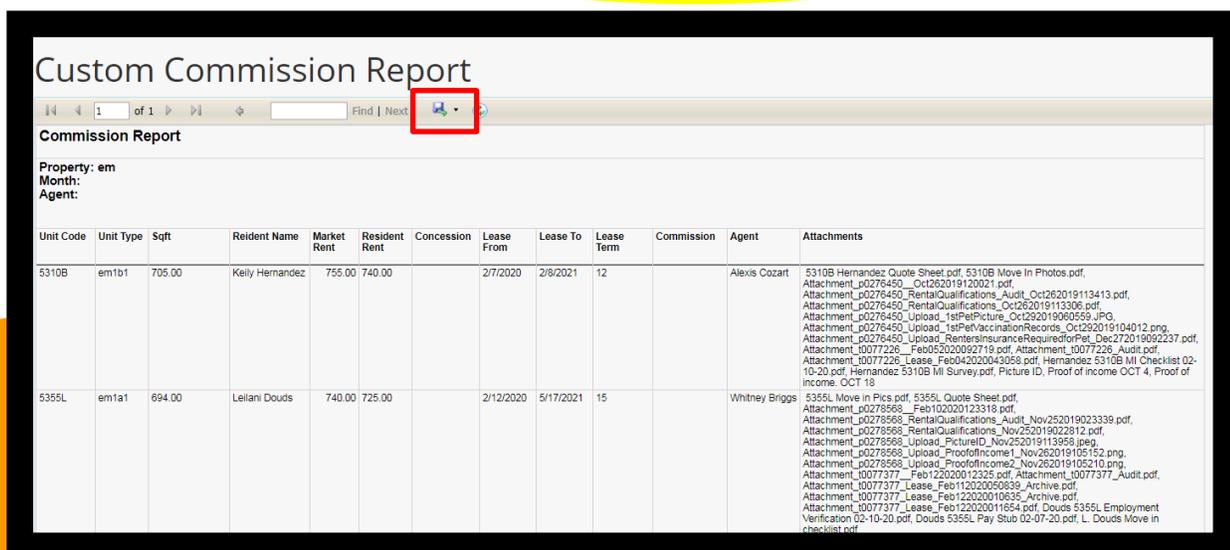
- In CRM Select Reports -> Custom -> Commission Report



- Choose the property
- Enter the dates for Move-in and Lease From for the month you are doing the commission for. Pull for **Current** status only.



- Click View Report (Top Right Corner)



- Click on the download icon and choose Excel

# Commission Process

- Once it's in Excel format review each unit and make sure the following are included in the attachments: Lease, ID's and move-in photos. Please make sure that all attachments should be named for easy review.

Commission Report												
Property: em												
Month:												
Agent:												
Unit Code	Unit Type	Sqft	Reident Name	Market Rent	Resident Rent	Concession	Lease From	Lease To	Lease Term	Commission	Agent	Attachments
5300B	em1b1	705.00	Antonia Walker	705	705		12/14/2019	3/15/2021	15		Whitney Briggs	5300B Move in Photos.pdf, 5300B Quote Sheet.pdf, Attachment_p0274241_Sep272019114712.pdf, Attachment_p0274241_RentalQualifications_Audit_Sep262019120920.pdf, Attachment_p0274241_RentalQualifications_Sep262019104357.pdf, Attachment_p0274241_Upload_PictureID_Sep262019091609.jpeg, Attachment_p0274241_Upload_ProofofIncome1_Sep262019092332.png, Attachment_p0274241_Upload_ProofofIncome2_Sep262019092353.png, Attachment_i0077072_Dec052019112407.pdf, Attachment_i0077072_Audit.pdf, Attachment_i0077072_Lease_Dec052019104951_Archive.pdf, Attachment_i0077072_Lease_Dec052019105651_Archive.pdf, Attachment_i0077072_Lease_Dec052019110757.pdf, Walker 5300B Letter from Doctor 10-02-19.pdf, Walker 5300B Pet Photo 10-19-19.pdf, Walker 5300B Reasonable Accommodation 10-03-19.pdf, Walker 5300B Vaccination Records 10-19-19.pdf

- Once all are reviewed and accurate delete column N (Attachments) Highlight column and click delete in top tool bar and choose delete column.

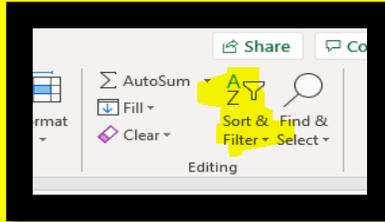


- Enter the amount of each commission.

Unit Code	Unit Type	Sqft	Reident Name	Market Rent	Resident Rent	Concession	Lease From	Lease To	Lease Term	Commission	Agent
5300B	em1b1	705.00	Antonia Walker	705	705		12/14/2019	3/15/2021	15		Whitney Briggs
5340C	em2a1.5	1282.00	Deanna Helton	895	895		12/21/2019	3/22/2021	15		Whitney Briggs
1100C	em2c1.5	1649.00	AuJanay Knight	945	945		12/6/2019	3/8/2021	15		Whitney Briggs
5345B	em1a1	694.00	Telisa Davis	695	695		12/21/2019	12/21/2020	12		Amanda Buccilla
1075J	em2c1.5	1649.00	Gerald Lipsey	985	985		12/12/2019	12/14/2020	12		Amanda Buccilla
1075G	em2c1.5	1649.00	Michael Scott	1070	1070		12/6/2019	12/7/2020	12		Amanda Buccilla
5290G	em2b1.5	1395.00	Hunner Ramsey	925	925		12/27/2019	12/28/2020	12		Amanda Buccilla
5311G	em1d1	975.00	Xiaoying Liu	785	785		12/31/2019	6/29/2020	6		Amanda Buccilla
										Total	

# Commission Process

- Once all are entered sort by Agent



- Click on Custom Sort – Choose Column M (Agent)

Unit Code	Unit Type	Sqft	Reident Name	Market Rent	Resident Rent	Concession	Lease From	Lease To	Lease Term	Commission	Agent
5300B	em1b1	705.00	Antonia Walker	705	705		12/14/2019	3/15/2021	15	60	Whitney Briggs
5340C	em2a1.5	1282.00	Deanna Helton	895	895		12/21/2019	3/22/2021	15	60	Whitney Briggs
1100C	em2c1.5	1649.00	AuJanay Knight	945	945		12/6/2019	3/8/2021	15	60	Whitney Briggs
5345B	em1a1	694.00	Telisa Davis	695	695		12/21/2019	12/21/2020	12	40	Amanda Buccilla
1075J	em2c1.5	1649.00	Gerald Lipsey	985	985		12/12/2019	12/14/2020	12	40	Amanda Buccilla
1075G	em2c1.5	1649.00	Michael Scott	1070	1070		12/6/2019	12/7/2020	12	40	Amanda Buccilla
5290G	em2b1.5	1395.00	Hunner Ramsey	925	925		12/27/2019	12/28/2020	12	40	Amanda Buccilla
5311G	em1d1	975.00	Xiaoying Liu	785	785		12/31/2019	6/29/2020	6	20	Amanda Buccilla
<b>Total</b>											

- You have to highlight the worksheet only to sort by Custom

Unit Code	Unit Type	Sqft	Reident Name	Market Rent	Resident Rent	Concession	Lease From	Lease To	Lease Term	Commission	Agent
5300B	em1b1	705.00	Antonia Walker	705	705		12/14/2019	3/15/2021	15	60	Whitney Briggs
5340C	em2a1.5	1282.00	Deanna Helton	895	895		12/21/2019	3/22/2021	15	60	Whitney Briggs
1100C	em2c1.5	1649.00	AuJanay Knight	945	945		12/6/2019	3/8/2021	15	60	Whitney Briggs
5345B	em1a1	694.00	Telisa Davis	695	695		12/21/2019	12/21/2020	12	60	Amanda Buccilla
1075J	em2c1.5	1649.00	Sherbonda Francis	985	985		12/12/2019	12/14/2020	12	60	Amanda Buccilla
1075J	em2c1.5	1649.00	Gerald Lipsey	985	985		12/12/2019	12/14/2020	12	60	Amanda Buccilla
WAIT1A1	em1a1	694.00	Lailani Douds	660	660		12/31/2019	12/30/2020	12	60	Whitney Briggs
1075G	em2c1.5	1649.00	Michael Scott	1070	1070		12/6/2019	12/7/2020	12	60	Amanda Buccilla
5290G	em2b1.5	1395.00	Hunner Ramsey	925	925		12/27/2019	12/28/2020	12	60	Amanda Buccilla
5311G	em1d1	975.00	Xiaoying Liu	785	785		12/31/2019	6/29/2020	6	30	Amanda Buccilla
<b>Total</b>											



# Commission Process

The following checklist should be fully completed and uploaded to CRM to receive each commission.

 <p><b>Application Checklist</b></p>		Applicant Name(s) _____ _____ Phone Number _____ Unit _____ MI Date _____ Lease Term _____
<p><b>Application Process</b></p> Application complete and signed _____ Application fees paid _____ Applied under a special Y / N _____ _____ Info entered in CRM _____ Scan Photo ID _____ Run and grade rental report(s) _____ Additional documents required Y / N _____ _____ Pay subs received _____ 3 x rent \$ _____ Income \$ _____ Guarantor _____ 4X rent \$ _____ Income \$ _____ Update CRM _____ Submit to Ruanna for review _____ <input type="checkbox"/> Approved <input type="checkbox"/> Approved w/additional deposit <input type="checkbox"/> Denied/Canceled Notify Applicant(s) _____ If Approved: Earnest Money Paid _____		<p><b>Make Ready</b></p> Inspect unit & take move in photos _____ Move-In Photos in CRM _____ Ensure keys are made and in key box _____ <input type="checkbox"/> Apartment Keys <input type="checkbox"/> Mailbox Keys <input type="checkbox"/> Pool Key <input type="checkbox"/> Laundry Key Prepare move in packet and gift bag _____ Follow up prior to move in _____ Expected arrival time: _____
<p><b>Application &amp; Lease Charges</b></p> Application Fees \$ _____ Admin Fee \$ _____ Rent \$ _____ Pet Rent \$ _____ Utility \$ _____ Short Term \$ _____ Security Deposit \$ _____ Additional Deposit \$ _____ Pet Deposit \$ _____ Pet Fee \$ _____ Carport \$ _____ & # _____		<p><b>Move In Process</b></p> Electric account number # _____ Water/Sewer account # _____ Gas account number # _____ Enter License Plate # _____ Email lease 3 days out & info sheet _____ Countersign lease 2 days out _____ All paperwork signed and in CRM _____ Move in balance paid <b>NOT ACH</b> \$ _____ Review move-in packet with resident(s) _____ <input type="checkbox"/> MI Checklist <input type="checkbox"/> Like Us on FB <input type="checkbox"/> Resident Portal Release keys and move-in gift _____ All docs have been uploaded & saved _____ Manager post MI in Yardi _____ Verify ledger at Zero balance _____ Follow up 48hrs after move-in _____
Leasing Agent: _____ Manager Approval: _____		Notes: _____ _____ _____

# Corrective Action

- When completing an Employee Corrective Action this form must be filled out by you and signed by yourself, the employee you are writing up and a witness.

## Best Practices:

- Make sure you have email documentation to back up your responses
- Make notes of dates and times where you have previously spoken to the employee about the subject
- Refer back to the Employee Handbook with a certain policy that was missed and resulted in this corrective action
- Reiterate the policy that must be enforced and some tangible goals to reach in the Performance Improvement Plan
- Finish off Performance Improvement Plan with “Any violation of company policy or instruction can result in further corrective actions up to and including termination.”

EMPLOYEE CORRECTIVE ACTION	
Employee's Name:	Date:
The following <input type="checkbox"/> Warning <input type="checkbox"/> Separation was issued today and it is to be made part of the official record.	
Manager Name:	Department:
REASON FOR WRITTEN WARNING	
This is a disciplinary action for the reason(s) given below. It will become a permanent part of the Company's personnel file for you.	
PERFORMANCE IMPROVEMENT PLAN	
I HAVE READ THIS REPORT AND ACKNOWLEDGE THAT THE CONTENTS WERE DISCUSSED WITH ME.	
Employee Signature	Witnessed By
Manager Signature	Witnessed By
HUMAN RESOURCES:	DATE:

# Daily Task List

- Every morning you will send out a daily tasks email. This email will consist of tasks that need to be completed for the day and reminders and announcements such as: scheduled appointments and tours, inspections, move-ins, move-outs, etc.
- The daily task email will summarize the CRM calendar, property calendar and daily task calendar for each day.
- You should list out specific tasks assigned to each team member and are required to include a quote or meme to motivate your team.

Hi Team,

It's another rainy day in Ohio, you know what that means...RAINBOWS!



#### **Amanda**

- Opening Procedures
- Work Order Follow Ups
- Work Queue
- Walk Make Readies with Marcus

#### **Marcus**

- Application Updates
- Facebook Posts
- Work Queue
- Walk Make Readies
  - 21-7282B
  - 03-2687S
  - 06-2625S
  - 08-7215B

#### **Amber**

- Small Balances – Call/Text and Send Notices
- May Renewals – Call Pending for May
- Deposit Accounting
- Walk 30-2501L MO

Happy Thursday team!

So excited to have Aaliyah here today!! The toilet project is starting to wrap up and so is the week. We have 2 turns to wrap up and 1 to start! I know the turn are keeping us busy, but we really need to knock some WO out too! Lets lease these apartments, collect some \$\$ and have a great day!!



#### **Mckenna**

Send pest notices for 1-305,1-306,1-205,1-206  
Walk 5-301 Make Ready @ 4:30 PM  
Managers meeting 3-4 PM  
Review NTV's  
Work applications with Aaliyah-Luis, Gomez need to be submitted  
Send MTM letter to 4-208  
Delinquency-door knock those filed on

#### **Aaliyah**

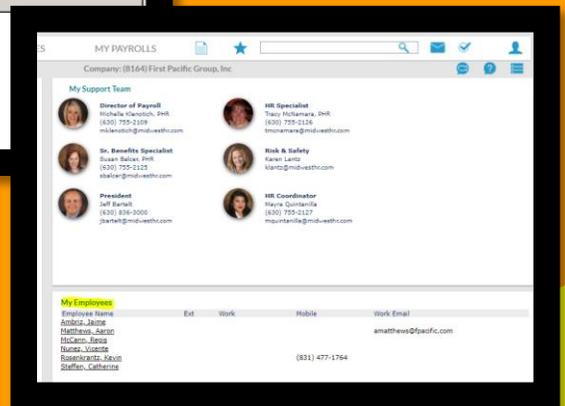
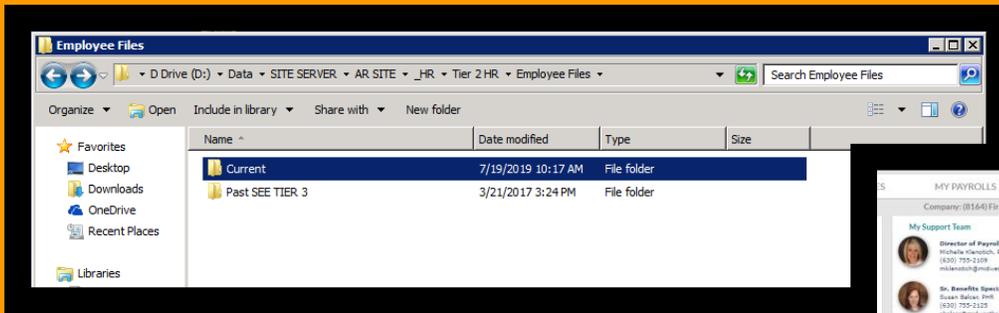
Clear queue/follow ups  
12 PM Appointment with Lori  
Work applications with Mckenna-Luis, Gomez need to be submitted  
Door hangers for July renewals

#### **Maintenance**

Wrap up 5-301 turn & walk with Mckenna @4:30  
Start 8-304 Turn  
Wrap up 2-202 turn, this is MR for tomorrow  
Grounds  
26 pending WO-there are a few I will close out this morning, but we need to get these down!

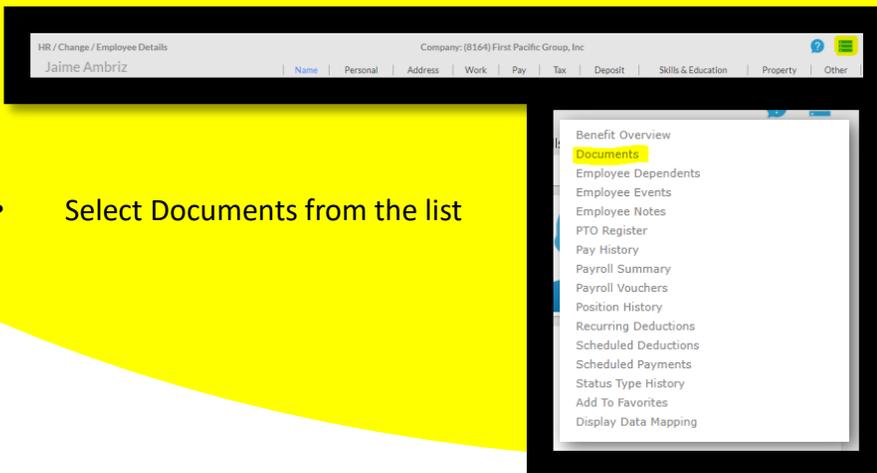
# Employee Files

- All information regarding current and past employees is confidential and should be kept secure at all times.
- Save all employee related information and forms (ex: new hire paperwork, PTO requests, reviews) in your secure HR server folder and to the employee's file in Prism
- Move past employees to the past employee file as employees are termed. Follow up with your regional if you don't have access to this.



To add document to Prism profile:

- Select Employee from 'My Employees' list
- On employee page click the 3 lines in the top right corner



- Select Documents from the list

- Then select Load a document



# Employee Review: 90 Day

- 90 Day reviews are mandatory and must be part of every employee file.
- It is the manager's responsibility to put a reminder on their calendar the day the new employee starts so it's not forgotten.
- Enter all info in the top as you would for an annual review.
- Be conversational and get feedback on how the team member is feeling and find ways we can help them succeed in their position.
- The 90-day review is designed to ensure the team member is meeting the job requirements and if not, provides a formal setting to address their performance issues.
- It also provides a forum for the employee to ask any questions they may have or voice any concerns.

90 Day Review		
FIRST PACIFIC FIRST PACIFIC GROUP, INC.		
EMPLOYEE NAME	POSITION/TITLE	LOCATION
START DATE	SUPERVISOR	REVIEW DATE
GENERAL QUESTIONS AND DISCUSSION POINTS	COMMENTS	
Why do you think we selected you for this position?		
What do you like about the job and First Pacific Group?		
What's been going well? What are the highlights of your experiences so far? Why?		
Do you have enough, too much or too little time to do your work?		
What do you need to learn to improve? What can we do to help you be more successful at your job?		
Tell me what you don't understand about the job or First Pacific Group. Do you have any tasks that you do not feel you can accomplish?		
Which co-workers have been helpful since you arrived?		
Who do you talk to when you have questions about work? Do you feel comfortable asking?		
Have you or do you currently have any issues that have not been resolved?		
What goals do you have for the next 90 days?		
As of today do you feel fully trained to perform all your required job duties? What aspect of the training		

90 Day Review	
FIRST PACIFIC FIRST PACIFIC GROUP, INC.	
program could be improved?	
Do you believe you have a good Team in place and are you happy coming to work each day?	
Other - Discuss any changes in the work place or position / confirm you feel comfortable in office / PTO / Planned Vacation / Annual Review date.	
<input type="checkbox"/> Remain in current position <input type="checkbox"/> Transfer to another position <input type="checkbox"/> Promotion to higher level responsibility (specify desired position) <input type="text"/> <input type="checkbox"/> Other objectives (explain) <input type="text"/>	
Other Comments - <input type="text"/>	
SUPERVISOR OR REVIEWER'S SIGNATURE	DATE

# Employee Review: Annual

- Employee reviews are due annually within a week of an employee's work anniversary.
- Complete reviews at least 2 weeks in advance to have your area/regional look over them.
  - Please be sure to fill out the top section of page 1 and then all highlighted areas.
  - Remember to give tangible goals for the team member to reach, for example, Increasing revenue by 6% by next review, 1 positive google review a month, taking 1 leadership course a month.
- Once your area/regional returns the reviews to you, schedule a time with the employee to go over their review.
- Please use the specific 90-day review form for the team member's 90-day review.

**FIRST PACIFIC**  
FIRST PACIFIC GROUP, INC.

### Performance Review – Customer Toolkit

EMPLOYEE NAME	POSITION/TITLE	COMPANY FPG
START DATE	DEPARTMENT -	LOCATION
REVIEWING MANAGER/SUPERVISOR	LAST REVIEW DATE	CURRENT REVIEW DATE

**Performance Rating**

**1** Fails to meet Standards  
 **2** Needs to improve to meet Standards  
 **3** Fully meets Standards  
 **4** Exceeds Standards  
 **5** Far exceeds Standards

GENERAL PERFORMANCE FACTORS	RATING	COMMENTS
<b>General Overview taking in to account the following:</b> Quality – Degree to which finished assignments are done accurately, completely and in accordance with guidelines. Quantity – Amount of work produced by employee as compared with the expected standard for this position. Dependability – Employee's reliability in completing assignments within established deadlines and schedules. Also, employee's consistency in attendance and meeting other general work rules. Initiative – Extent to which employee sees what needs to be done and does without being told. Includes helping other employees, departments, and customers. Organizational & Team Relationships – Effectiveness of peer, customer and supervisory relationships. Includes courtesy and sincerity in dealing with others, willingness to follow guidance from supervisor, etc	3	Type general into and over-view Quality- notes Quantity- notes Dependability- notes Initiative- notes Team Relationships- notes
<b>Current Strengths:</b> ( combine with employee self evaluation )	█	Type bullet pointed notes here
<b>Area's for improvement:</b> What can the employee do (within performance of current position) that would enhance his or her contribution to the company/organization? (Area's that the employee may need to pay attention to / factors upon which employee will be rated next period)	N/A	Type notes here
<b>Goals for 2015:</b> ( combine with employee self evaluation )	N/A	List goals here with numbers- try to list at least 10
<b>Employee Feedback:</b> ( combine with employee self evaluation )	N/A	Thank you for your self-evaluation, we have incorporated these goals into your review.

**FIRST PACIFIC**  
FIRST PACIFIC GROUP, INC.

### Performance Review – Customer Toolkit

What is the employee's longer-term objective for employment with the company/organization?		
Salary Package / PTO available / Planned Vacation Enter in hourly or salary base Enter in bonus structure- renewals/leases Grace Hill Trainings – how are they doing Potential for quarterly NOI Bonus- amount \$ ____ paid towards benefits Uniforms _____ as of ____ PTO hours _____ as of ____	N/A	

**Remain in current position**  
 Transfer to another position  
 Promotion to higher level responsibility (specify desired position) \_\_\_\_\_  
 Other objectives (explain) \_\_\_\_\_

**Overall Rating (circle one)**

**1** Fails to meet Standards  
 **2** Needs to improve to meet Standards  
 **3** Fully meets Standards  
 **4** Exceeds Standards  
 **5** Far exceeds Standards

**Overall Rating**  
Type overall notes here

SUPERVISOR OR REVIEWER'S SIGNATURE	DATE
EMPLOYEE'S SIGNATURE**	DATE

\*\*Acknowledges receipt only. Comments can be provided on this form or on a separate sheet if desired.

# Evictions

- Evictions should be filed with your attorney per the collections policy in your lease. (Generally, the 20<sup>th</sup> of the month)
- After filing a second eviction on a resident, we send a 30-day notice for them to vacate, except in CA.
- The section shown below should be included in your lease to outline this policy.

**Timely Payments.** Owner insists upon payment of the rental installment on the due date, and the acceptance of late rental payments along with compensation as allowed by law for costs of processing late payments shall not be construed as a course of dealing or waiver of any rights that the Owner may have by virtue of the payment of rent installment after the due date. Resident is advised that if Resident shall fail to make rent payments on or before the due date two (2) times in any twelve (12) month period, it shall be construed as a material breach of this lease agreement.

Follow the below Delinquency Guide to collect delinquency and prevent evictions

- Cover the lease at the time of move-in and clearly outline the payment process and importance of paying on time is vital to training the residents to make their rent payment their #1 priority.
- It is important that you make constant contact with the residents when they are late on rent. Here is the basics for contact (always go above and beyond this).
- Follow the Monthly Task Calendar for specific deadlines as they do fluctuate every month
- Serve your notice of Non-payment timely. If rent is late on the 4<sup>th</sup> the Non-payment notice needs to be served on the 4<sup>th</sup> unless it is a Sunday. Anyone that owes over \$100 should be served a notice of non-payment.
- Always require payment in full to avoid chasing small balances.
  - If there is a balance under \$100 – send balance reminder on the 7<sup>th</sup>.
  - Send again every 4 days until paid
- Make contact with all delinquent residents on the 7<sup>th</sup>. Get them to commit to paying no later than the 15<sup>th</sup>. Remind them every day their balance is increasing (for sites with daily late fees).
  - If not contact by the 12<sup>th</sup> serve a 24-hour notice of entry to check for occupancy.
- You will make contact ever other day with delinquent residents until you have a firm date of payment. Use all sources: call, text, email and knock-on doors.
- Update your delinquency report daily. Submit to your regional no less than twice a week (Monday & Thursday).
- 24 hours before promise to pay, contact the resident to remind them to pay and give the total that will be due and then again, the morning of.

# Evictions

- The day before filing evictions you must knock on doors for anyone that has not paid and try to collect ASAP. Remind them of costs to file and the eviction process. Serve NASTY GRAM – has notice of entry stated on the form. If no answer – check for occupancy.
- Evictions are to be filed no later than the 20<sup>th</sup> of the month bust must be filed on the date indicated on the monthly task calendar. There are no exceptions to this rule. Only Sarah Young or Jane Gray can give an extension on filing evictions. Once filed, place them on evictions and charge the legal fees. Once they are put on eviction they will be locked from the portal so they must contact you to make payment. Instructions for placing on eviction are below.
- After filing you will reach out every 3 days prior to court to try and collect full payment. If no communication, you will need to serve notice and check for occupancy every 3 days until contact is made. If not paid by court, serve 24 hour notice to check for occupancy the day after court ad then serve every 3 days until they are out or put out by the bailiff.

## Example Delinquency Report

AR Delinquency Report 09/2019						
Unit	Code	Name	Owed	Office Phone	Home Phone	Notes
38501N	t0076396	Wahl, Ashley	\$820.00		(616)655-3137	GT 9/9 Paying 9/13
38521F	t0047104	Daniels, Maurice	\$735.50	(616)389-9441		GT 9/9; Paying on 9/12
38602J	t0240220	Moore, Devon	\$877.50	(313)585-0045		GT 9/9; EM 9/10; Sent 24 HR notice 9/11
38602N	t0049887	Pollice, Craig	\$972.00		(616)272-9844	GT 9/9; EM 9/10; Sent 24 HR notice 9/11
38621B	t0243843	Baculy, Jonathan	\$1,920.70	(616)600-3569		Attended court, working on paying to stay and will let me know Friday!
38721M	t0065984	Ulmer, Naquan	\$848.90	(313)694-7560		GT 9/9; EM 9/10; Sent 24 HR notice 9/11
38801N	t0232107	Leatherman, Sheryl	\$1,107.50		(616)498-9217	GT 9/9; EM 9/10; Sent 24 HR notice 9/11
38802N	t0075445	Mccoy, Daejahnae	\$1,062.00	(616)309-6743		GT 9/9 Paying by the 18th
38901B	t0238931	Geiger, Kelcey	\$899.50		(616)916-9027	Paying by 9/16
38902G	t0075497	Carter, Keimon	\$888.50		(616)516-3281	GT 9/9; EM 9/10; Sent 24 HR notice 9/11
38922H	t0075250	Enge, Quintn	\$877.50	(616)292-9952		Paying on 9/13
39001H	t0076036	Hernandez, Felipe	\$1,193.50	(616)589-7515	(616)589-7515	Paying on 9/19
39122D	t0075341	Lewis, Alexander	\$855.50	(616)264-4971		GT 9/9; Paying on 9/11
39202A	t0062032	Gutski, Jennifer	\$89.40			on Notice, incorrect amount on resident services
39221J	t0060266	Francis, Levi	\$1,082.00	(616)448-8424	(616)448-8424	GT 9/9; Paying 9/13
39222G	t0076588	Jarosoz (emp), Kenneth	366.00		(616)498-5059	
39302A	t0075043	Peltier, Kevin	\$1,010.50	(616)265-6612	(616)634-4669	GT 9/9; EM 9/10; Sent 24 HR notice 9/11
39402N	t0065279	Swartz, Andrew	\$1,066.00			NSF Payment 9/11 sent 7 day, NSF form, and emailed
39601C	t0069154	Mackie, Laura	\$953.00	(616)916-5753	(616)916-4149	GT 9/9 Paying on 13th

 On Notice	 Eviction	 Employee	 No contact
---	--	--	--

## Eviction Process

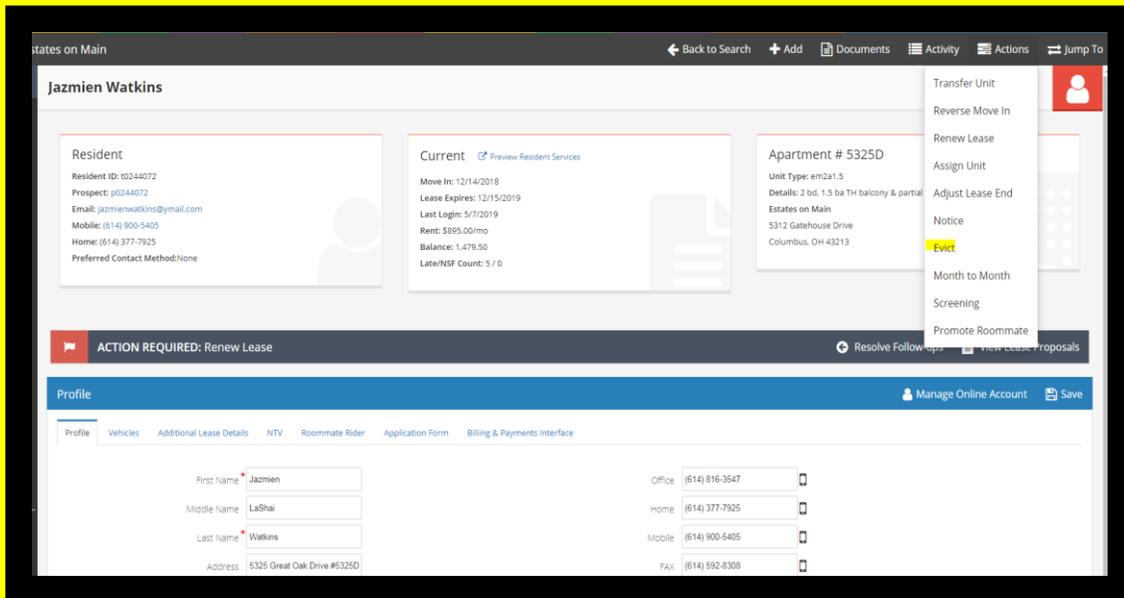
- Once the file is sent to the attorney the Manager / Assistant Manager will enter the eviction into CRM and charge the attorney's fees/. You will enter the eviction date as 12/31/99 as this will put the unit on notice and we don't want it to get leased as many pay to stay.
- If they pay you will then take them off eviction.

# Evictions

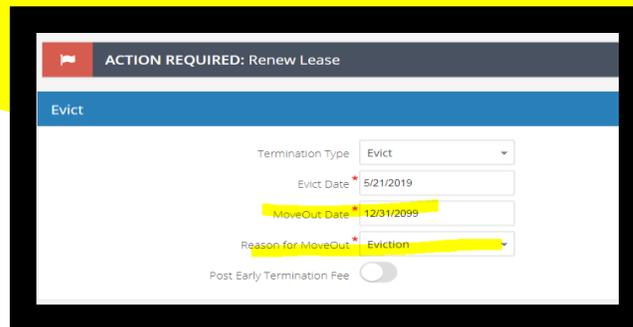
- This will take some monitoring so please make sure you look at the move-out date before offering a unit to lease.

## To Place on Eviction in Yardi:

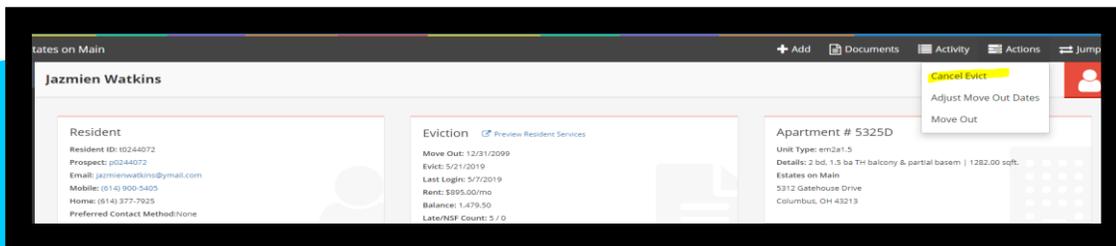
- From the resident screen choose Actions and then click Evict



- Enter the move-out date of 12/31/2099. Click Save. DO NOT post the term fee as this will only be charged if they move out.



- If they pay you can Cancel Evict under Actions

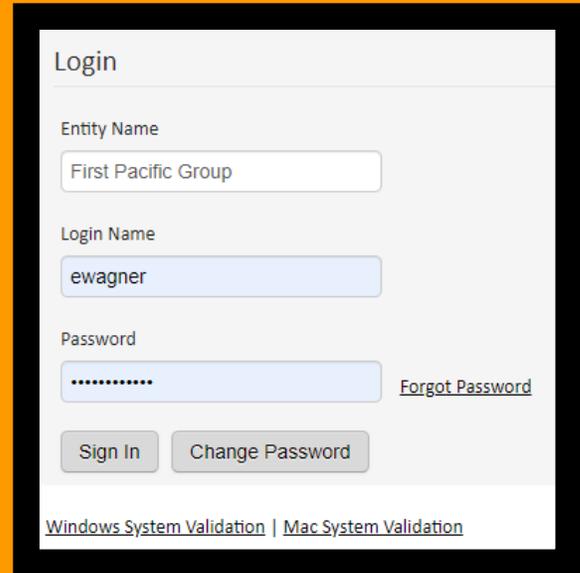


- If they NO NOT pay then you will go under actions to adjust the move out date once we know we will get possession of the unit.

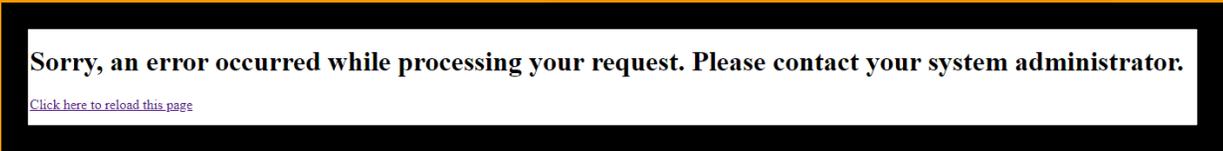
# First Republic Check Scanning

Using the provided website login with your new username and password:

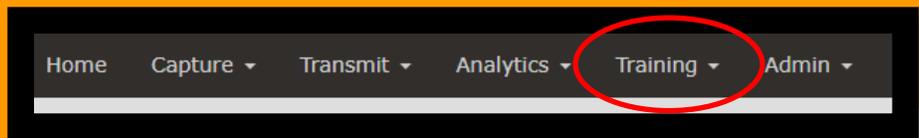
Enter "First Pacific Group" in the entity name and your unique login name and password, then click sign in. Your login name should be your first initial and last name.



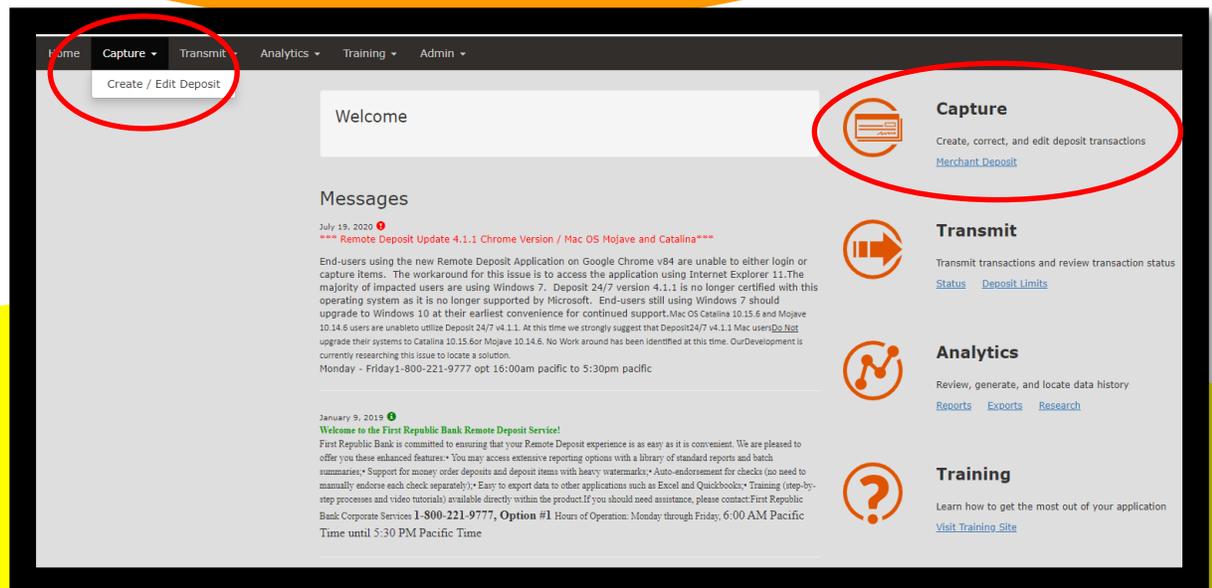
You may get an error message. Click the hyperlink "Click here to reload this page" to get to the website.



There is a Training module in the Toolbar for you to test out the checkscanning process to familiarize yourself with the steps:



To scan in checks for deposit go to Capture → Create/Edit Deposit or click the Merchant Deposit link:



# First Republic Check Scanning

Select the date, Location, Account to deposit the checks to, input **total** Deposit amount and click on Create New Deposit:

Create or Edit Merchant Deposit

New Deposit

Date: 08/11/2020

Location: FIRST PACIFIC GROUP

Account: San Lorenzo Court As (80000184391)

Deposit Amount: 7,681.84

Create New Deposit

This will generate a Deposit Ticket which contains the inputted/selected information. Place checks in scanner (light should turn from green to orange on scanner). Click on Scan.

Location: FIRST PACIFIC GROUP San Lorenzo Court As (80000184391)

Deposit 7,681.84 - Checks 0.00 = 7,681.84

Scan Scanner Free Track Rescan Delete Item Item Details Close

Item	Document Type	Amount
1	Deposit Ticket	7,681.84

Item 1 of 1

Amount: \$7,681.84  
Account #: 80000184391  
Account Desc: San Lorenzo Court As  
Credit Date: 20200811  
User: ewagner  
Location: FIRST PACIFIC GROUP

**Deposit Ticket**

Routing Transit: 510016690  
Account: 80000184391  
Serial: 319  
Amount: 7,681.84  
Deposit Name:

# First Republic Check Scanning

*Checks must be divided by property and can only be scanned and deposited to one property at a time. Check that the light on the scanner is green:*

Insert the checks into the scanner facing outwards:

Check that the light on the scanner turns orange once the checks are inserted:



If there are any issues there will be highlighted lines in Yellow to click and correct.

To navigate:

Step	Action
1	Press the Enter key on the keyboard for each item viewed.
2	Use "Flip" to view the back image and to return to the front image.
3	Use the tool bar at the top right to adjust the view of the image.
4	Continue to press the Enter key on the keyboard until all items are reviewed.

Make the necessary adjustments to the transaction as needed.

# First Republic Check Scanning

## CORRECTING DEPOSIT AMOUNTS

Enter the correct value for the highlighted fields using the image displayed. Include the cents value; the decimal point is not needed. The system automatically marks the last two values as cents.

Ready	AuxOnUs	Transit/Routing	Account	Process Control	Amount	Cu
✓	1	10202-004	5007234		5000.00	12
✓	2	001	1234567890		150.00	
✓	3	000075	0690-5219098		25.75	

## DELETING ITEMS

Items may need to be deleted from the transaction. This could include items with incomplete information. Follow these steps to delete items:

Step	Action
1	Highlight appropriate item.
2	Click <b>Delete</b> .
3	Click <b>Yes</b> to confirm deletion.

## DELETING DUPLICATES

To delete a duplicate follow the steps above.

If “Possible Duplicate Item Review” is shown, compare the two images or item details to determine if the item is a duplicate.

If	Then	Result
If the item is not a duplicate,	Click <b>No</b> .	The item remains in the transaction, but will be flagged for central processing to review further.
If the item is a duplicate,	Click <b>Yes</b> . Then click <b>Yes</b> to confirm deletion.	The image data is permanently removed from the transaction. This effects the transaction balance, which may require a final review of each item.

Physically remove the item from the scanner.

# First Republic Check Scanning

## IMAGE QUALITY AND USABILITY

If an item fails an Image Quality test, a message displays in the capture screen indicating the failed test. The options available for modifying the image depend on site configurations and type of error.

The captured images display in a preview window with list of detected errors.

Step	Action
1	Review the message for recommended action.
2	To rescan the image place the physical item back in the scanner.
3	Click <b>Rescan</b> .  NOTE: Once the rescanned image displays and quality errors are updated, the brightness may also be adjusted with the image brightness slides. This can only be done after an item is rescanned.
4	Click <b>Apply</b> to update the error messages and recaptured images.
5	Click <b>OK</b> to return to the capture screen.

In some cases, rescanning the item is not an option and it must be removed from the transaction.

Step	Action
1	With the item selected, click <b>Delete</b> .
2	Click <b>Yes</b> to confirm the item should be deleted from the transaction.
3	Remove the physical item from the transaction.

If unable to capture a good image, and the option is provided, click Ignore to ignore the image quality warning and continue processing with the poor quality image.

## FINAL BALANCE

When all the deposit items have been captured and corrected, the transaction may need to be balanced if the deposit amount has changed.

Step	Action
1	Press <b>Enter</b> on the keyboard after reviewing each item.
2	Select "Use the scanned amount".

If there are no issues it will show the remaining as 0.00 and Deposit is balance and ready to be closed in green: *(see next page)*

# First Republic Check Scanning

Check that routing, account and amount numbers are correct.  
When deposit is balanced and read to be closed, click Close.

Location: FIRST PACIFIC GROUP San Lorenzo Court As (80000184391)

Deposit 7,681.84 - Checks 7,681.84 = 0.00

Scan Scanner Free Track Rescan Delete Item Item Details

Item List	Document Type	Amount
1	Deposit Ticket	7,681.84
2	Check	7,681.84

Item: 2 of 2

BERKADIA COMMERCIAL MORTGAGE  
323 NORRISTOWN RD, SUITE 300  
ANBLER PA 19002-9000  
(Protected by Payee Positive Pay)

WELLS FARGO BANK

FED NUMBER: 0311 CHECK NO: 0761439

CHECK DATE: August 04, 2020

CHECK AMOUNT: \$7,681.84

PAY SEVEN THOUSAND SIX HUNDRED EIGHTY-ONE DOLLARS AND 84 CENTS

TO THE ORDER OF San Lorenzo Court Apartments  
39 Avila Street  
San Francisco CA 94123-0000

Wana J. Martino

void after 180 days

\*0761439\* :031100225: 2079950066738\*

Routing Transit  
031100225  
Account  
2079950066738  
Serial  
0761439  
Amount  
7,681.84

Deposit is balanced and ready to be closed.

Audit Trail Status Message

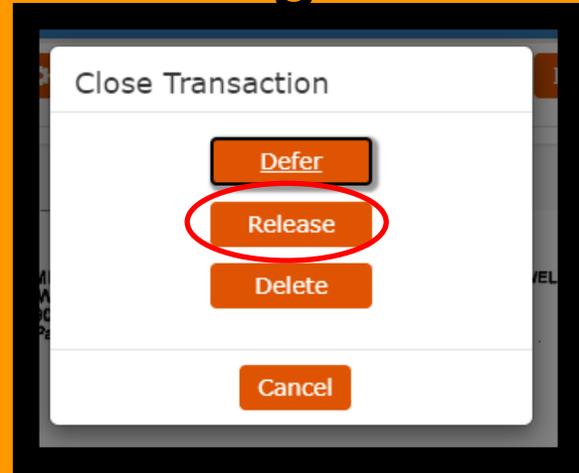
Out of Documents

Close

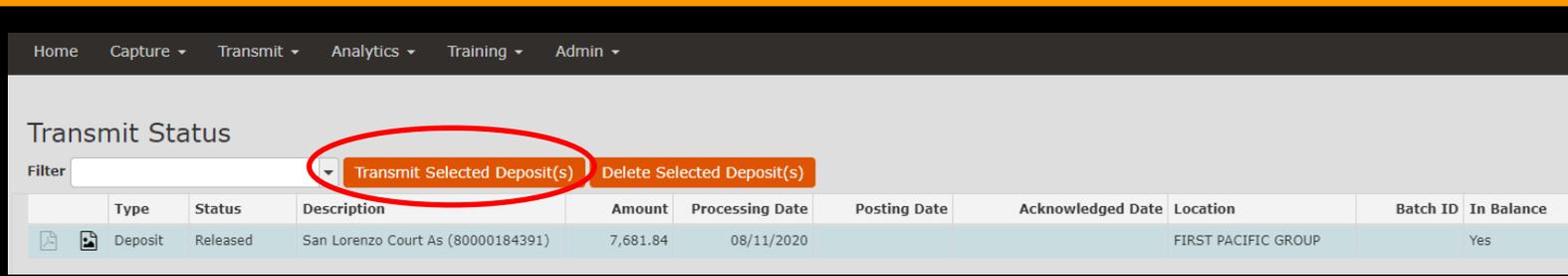
# First Republic Check Scanning

It will give you 3 options:

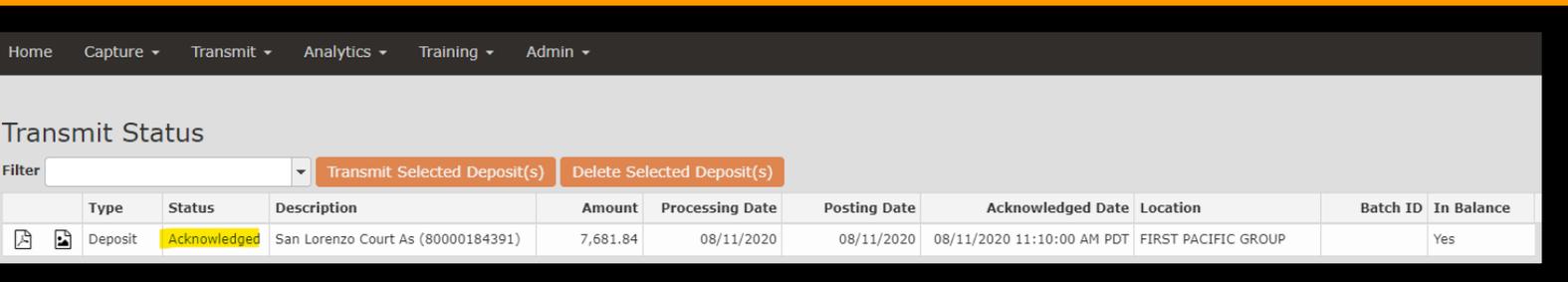
Select Release when the deposit is correct and okay to process.



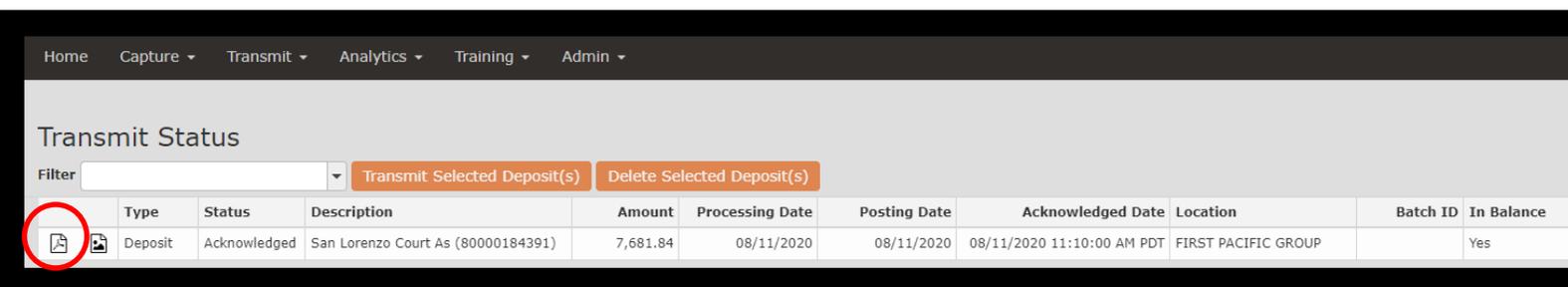
Now it will have your deposit batch highlighted in blue. Select Transmit Selected Deposit if it is correct and okay to process to the bank:



It will show the highlighted when deposit has been transmitted successfully, Status will go from Released to Acknowledged.



Click the PDF icon to print a report.



# First Republic Check Scanning

Please take a screenshot of this to email to your Accountant as deposit confirmation as checkscan will no longer email you the confirmation.

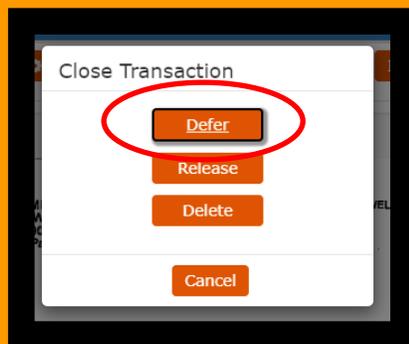
The cutoff for deposits is 6:00PM PST

If you need to delete the entire transaction please note:

A transaction can only be deleted if it has not yet been transmitted to the central site.

## DEFERRING BATCHES

If you need to leave the application prior to closing the transaction or want to save the batch to add more checks to it later:



The transaction is listed in the main capture screen as an Existing Deposit.

If you are in the middle of capturing a deposit and you experience a power outage or lose internet connectivity, the system will automatically defer the deposit.

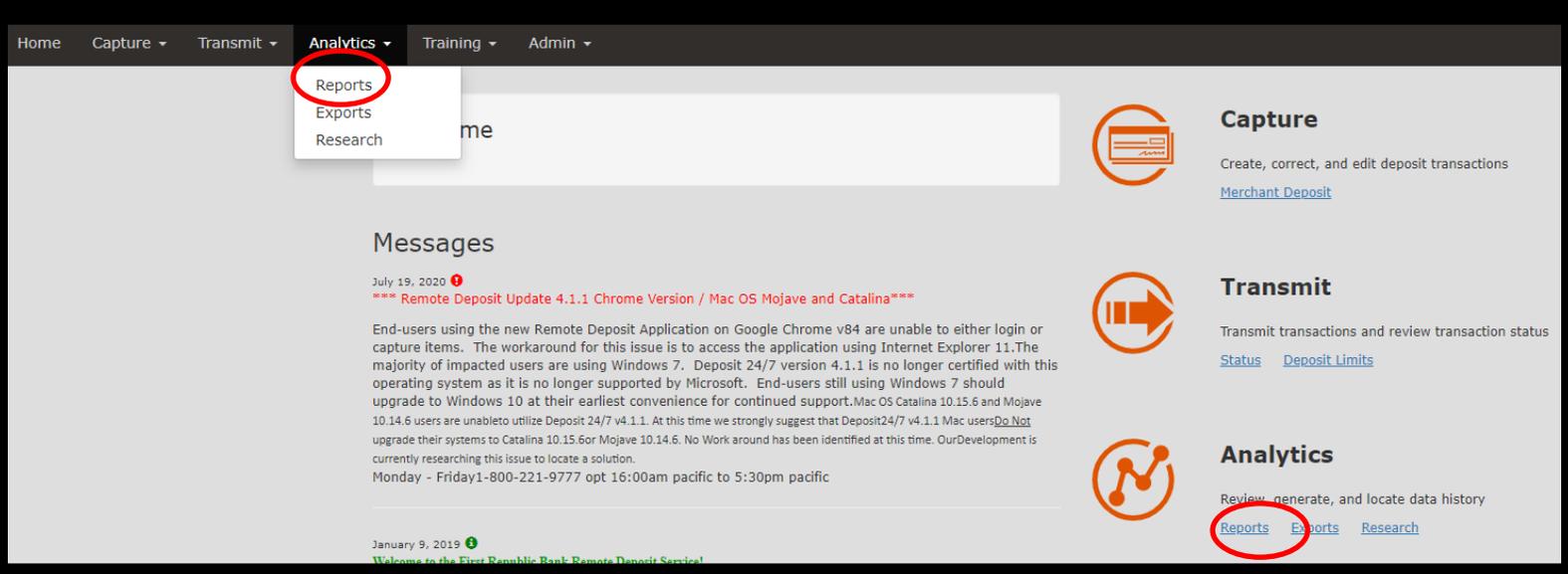
## HOW TO COMPLETE A DEFERRED TRANSACTION

Follow these steps to complete a transaction you have deferred or a transaction that has been deferred because of a power outage or internet connectivity issue.

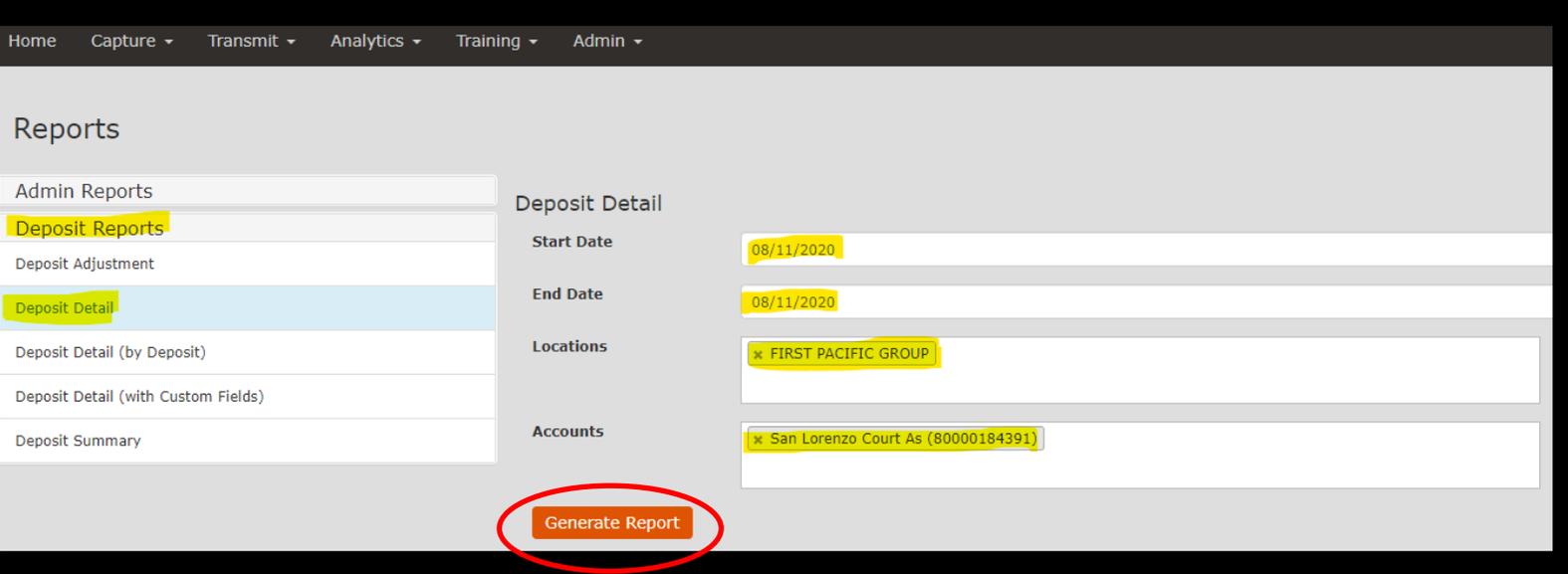
Step	Action
1	In the main capture screen, highlight the transaction to complete.
2	Click <b>Edit Deposit</b> .
3	Complete the transaction in the capture screen.
4	Release the transaction for transmission.

# First Republic Check Scanning

If you ever need to pull up the deposit confirmation again or research previous deposits, you can go to Analytics → Reports:



Select Deposit Reports then click Deposit Detail. Enter a start and end date, select the location and an account(s) and click Generate Report:



# First Republic Check Scanning

Click the Print and/or Download icons.

Home Capture Transmit Analytics Training Admin Erin Wagner sign

Back

DepositDetail 1/1

**Deposit Detail Report**  
First Republic Bank

Report Created on 8/11/2020 1:23:54 PM by ewagner

Presenter: FIRST PACIFIC GROUP Date Range: 8/11/2020 - 8/11/2020  
Location(s): FIRST PACIFIC GROUP Account(s): 80000184391

Research ID	Aux On Us	Transit Routing	Account Number	Process Control	Amount
Location: FIRST PACIFIC GROUP ~ Acct: San Lorenzo Court As (80000184391)					
User: ewagner ~ Item Count: 2 ~ Deposit Amount: \$7,681.84					
Processed: 8/11/2020 ~ Acknowledged: 8/11/2020 1:10 PM ~ Posted: 8/11/2020					
3-1		510016690	80000184391	319	\$7,681.84
3-2	0761439	031100225	2079950066738		(\$7,681.84)
Total Item Count: 2 ~ Total Deposit Amount: \$7,681.84					

Deposit Summary will show you the deposits that were processed for the chosen account:

**Deposit Summary Report by Transaction**  
First Republic Bank

Report Created on 7/13/2016 2:31:20 PM by rowenako

Presenter: FIRST PACIFIC GROUP Date Range: 7/13/2016 - 7/13/2016  
Location(s): FIRST PACIFIC GROUP - Scanner 1

Transaction ID	Acknowledge Date	Posting Date	Amount	Item Count
Location: FIRST PACIFIC GROUP - Scanner 1 ~ Processing Date: 7/13/2016 ~ Account: First Pacific Group (80001495861)				
1	7/13/2016 2:12 PM	7/13/2016	\$35.00	2

Deposit Details will show each specific check:

**Deposit Detail Report**  
First Republic Bank

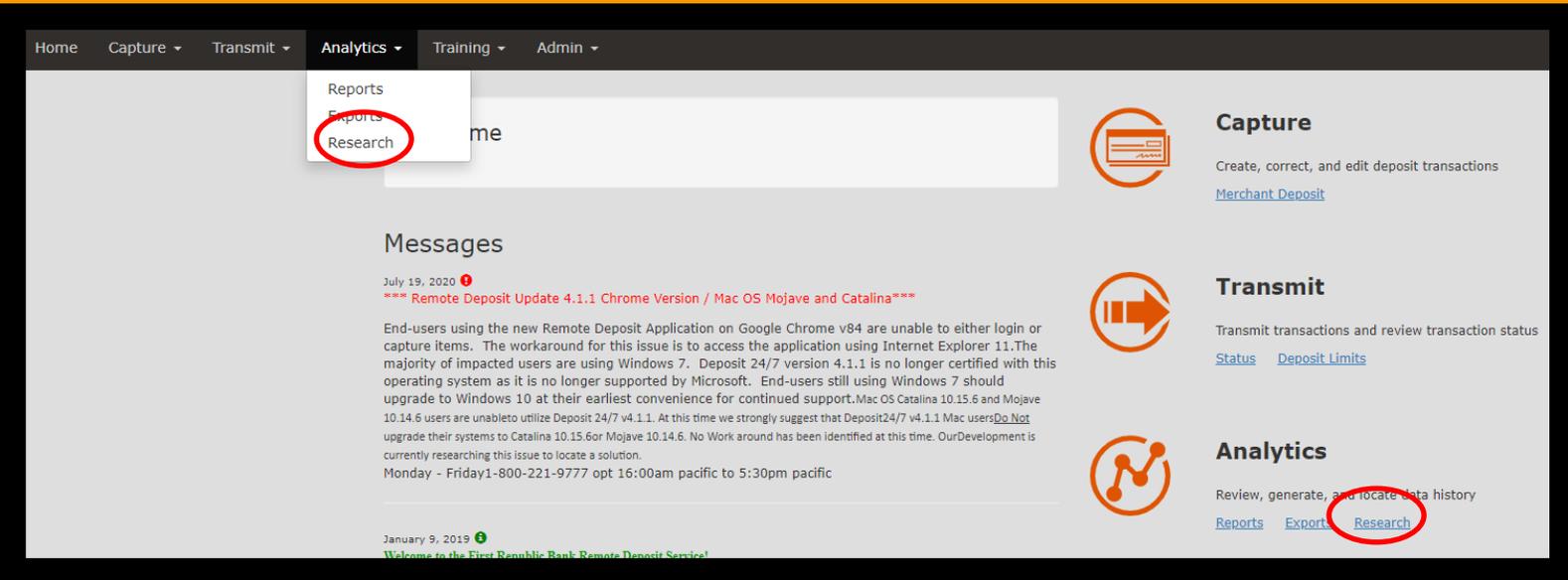
Report Created on 7/13/2016 2:34:33 PM by rowenako

Presenter: FIRST PACIFIC GROUP Date Range: 7/13/2016 - 7/13/2016  
Location(s): FIRST PACIFIC GROUP - Scanner 1 Account(s): 80001495861

Research ID	Aux On Us	Transit Routing	Account Number	Process Control	Amount
Location: FIRST PACIFIC GROUP - Scanner 1 ~ Acct: First Pacific Group (80001495861)					
User: rowenako ~ Item Count: 2 ~ Deposit Amount: \$35.00					
Processed: 7/13/2016 ~ Acknowledged: 7/13/2016 2:12 PM ~ Posted: 7/13/2016					
1-1		510016690	80001495861	319	\$35.00
1-2	027187	041000124	4252629946		(\$35.00)
Total Item Count: 2 ~ Total Deposit Amount: \$35.00					

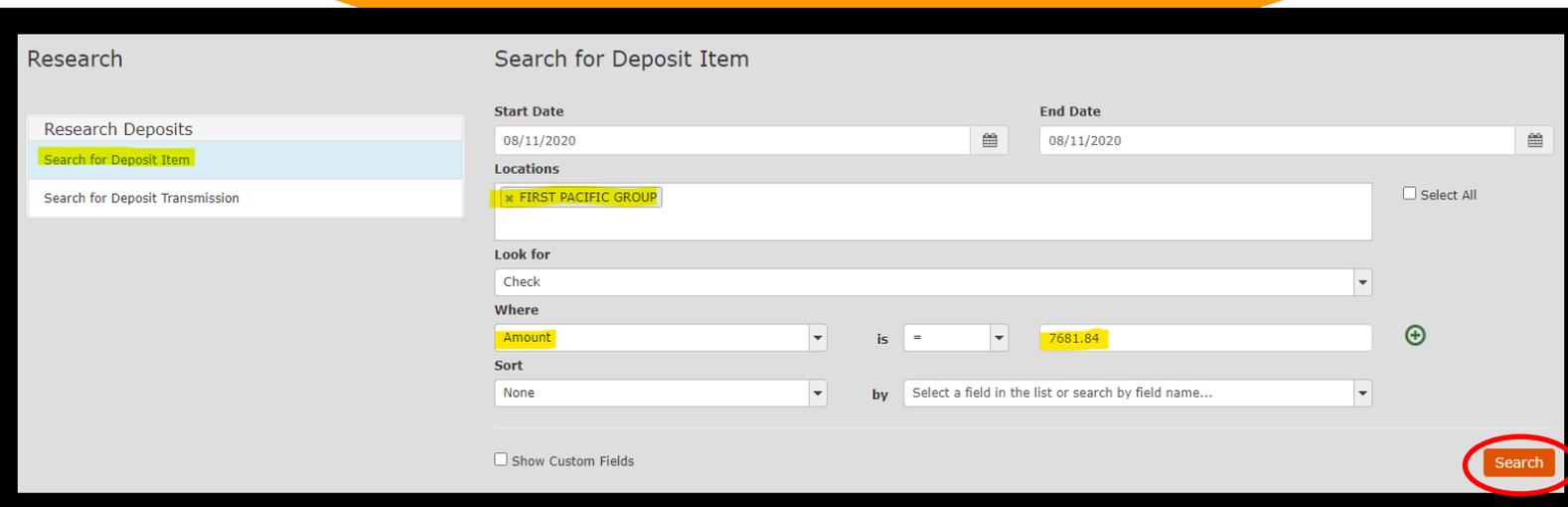
# First Republic Check Scanning

You can also search for specific checks by going to Research:



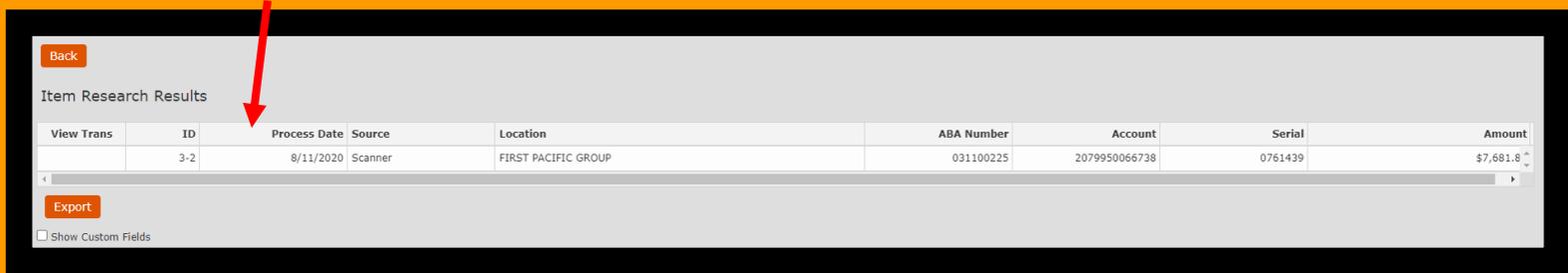
Input search parameters.

Example: Search by "Check amount". Enter Start and End dates, Location, and Amount equal information. Click Search and it will bring up the results.

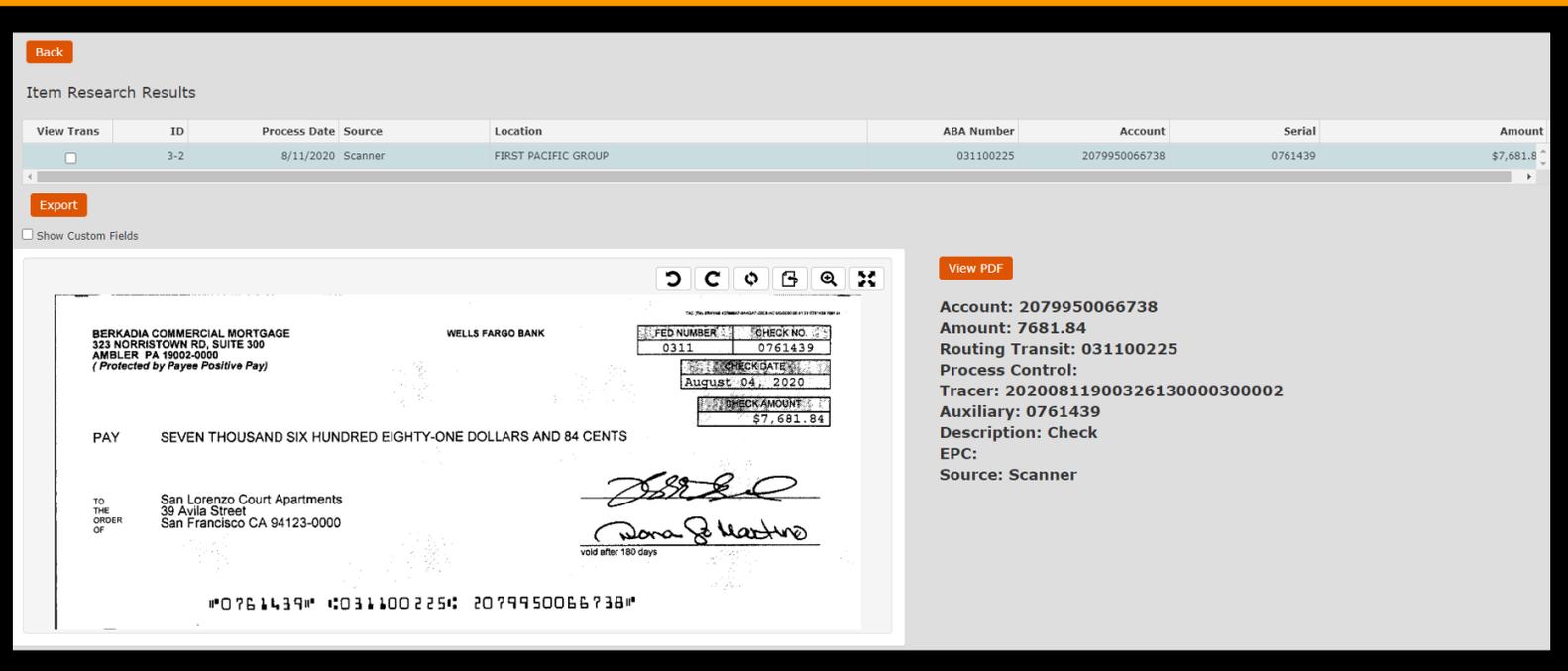


# First Republic Check Scanning

Click on the line to get to the check image.



Check image scans are available on the website for 60 days from the date they are scanned in.



For setting up users and access/permissions changes contact your Regional Manager

For troubleshooting related to computer settings please call First Republic's help line at 800-221-9777, option 1 (Hours of Operation: Monday through Friday, 6:00AM PST until 5:30PM PST).

When you have a receivable that is unable to be scanned into First Republic & needs to be mailed to the bank, please scan and save a copy in the resident's attachments in Yardi in case the original is lost in the mail.

This check or Money Order should be entered as a separate receivable batch. Send the check to the bank with the self addressed stamped envelope and write "For Deposit Only" and the account number on the back.

# Elearning – First Pacific University

## Reporting

- To track your team's progress click Visit Group Supervisor – Reporting Mode

The screenshot shows the user interface for Becky Pilapil. At the top, there is a navigation bar with the First Pacific University logo and a user profile section. The main dashboard area contains several widgets: a blue widget for Announcements (0), a green widget for Assignments (19), and an orange widget for Events (0). Below these are three columns of content. The left column has a 'Catalog' section with 'Courses' (360 Available), 'Learning Plans' (80 Available), and 'Events' (23 Available). The middle column has three blue buttons: 'Training Video Library', 'eLearning FAQ', and 'Industry Resources'. The right column has a calendar for March 2020.

- Then click the Reports Tab to bring up the screen below. Use the filters provided to refine your report

1. Report Type
2. Date Range
3. Property, Job Title, etc.

The screenshot shows the 'Reports' page. At the top, there is a navigation bar with 'Dashboard', 'Reports', and 'Users' tabs. The 'Reports' section has a dropdown menu set to 'Activity'. Below this is a 'Filter' section with 'Group' (All, Common) and a 'Filter' section with 'Date', 'User field', and 'Test' filters. A 'Run Report' button is at the bottom. Red numbers 2 and 3 are overlaid on the Date and User field filters respectively.

# Elearning – First Pacific University

- The report will then display beneath the filters

1 of 1
Find | Next

### Top Courses

### Course Summary

- 8 Started
- 7 Completed
- 82 Pages Read
- 9hrs Spent Learning

### Popular Events

No Data Available

### Event Summary

- 1 Events
- 0 RSVP
- 0 Attendees
- None Spent Learning

### Test Summary

- 97% Avg Passing Grade
- 51% Avg Grade
- 1.20 Avg Attempts
- 5 Test Passed
- 6 Test Attempts

### Event Test Summary

- 0% Avg Passing Grade
- 0% Avg Grade
- NaN Avg Attempts
- 0 Test Passed
- 0 Test Attempts

<input type="checkbox"/>	User	Activity	Status	Avg Passing Score	Test Attempts	Spent	Detail
<input type="checkbox"/>	Wagner, Erin	AO 200 - Voyager 1099 Processing	Completed: 12/5/2019	87%	1 Passed 1 Attempt	3hrs	
<input type="checkbox"/>	Wagner, Erin	AP 104 - Voiding Checks in 7S	Completed: 12/10/2019	100%	1 Passed 1 Attempt	55mins	
<input type="checkbox"/>	Wagner, Erin	AR 108 - Creating Non-Person Receipts in 7S	Completed: 12/10/2019	100%	1 Passed 2 Attempts	33mins	
<input type="checkbox"/>	Wagner, Erin	BR 100 - How to Do a Bank Reconciliation in Voyager 7S	Completed: 12/12/2019	100%	1 Passed 1 Attempt	53mins	
<input type="checkbox"/>	Wagner, Erin	BR 150 - Using Reconciling Items in Voyager 7S	Completed: 12/12/2019	100%	1 Passed 1 Attempt	36mins	
<input type="checkbox"/>	Wagner, Erin	BR 200 - Bank Reconciliation Reports in Voyager 7S	Not Completed			1hrs	
<input type="checkbox"/>	Wagner, Erin	FGHR 102 - Benefits Overview	Completed: 12/10/2019			1min	
<input type="checkbox"/>	Wagner, Erin	FGHR 103 - Midwest HR Employee Platform Review	Completed: 12/30/2019			2hrs	
<input type="checkbox"/>	Wagner, Erin	BF 200 - Budgeting and Forecasting Setup	Not Completed			15secs	

# Elearning – First Pacific University

## Assigning Courses

- Click the Users tab at the top of the page.
- Search as needed to find the team member being assigned a course, then click Edit to the right of their name.

Users

First Name: Erin | Last Name: | Email: | User Name: |

Advanced

<input type="checkbox"/>	Name	Email	User Name	Role	
<input type="checkbox"/>	Wagner, Erin	ewagner@fpacific.com	ewagner0713		Edit

Page 1 of 1 | Page size: 20 | Export | View 1 - 1 of 1

- On the users page, navigate to the Course Tab

Course (28)

User Info | Group (3) | Learning Plan (1) | Track (2) | Course (28) | History (0) | Event (0)

First Name: Erin | Address: |

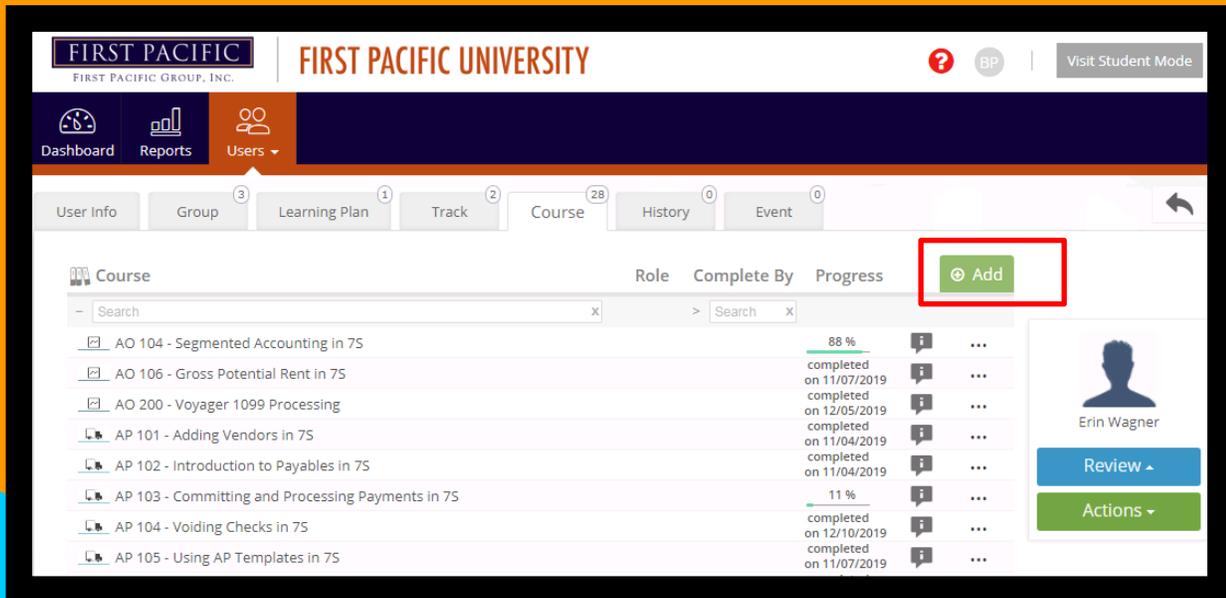
Last Name: Wagner | City: |

Email: ewagner@fpacific.com | State: California |

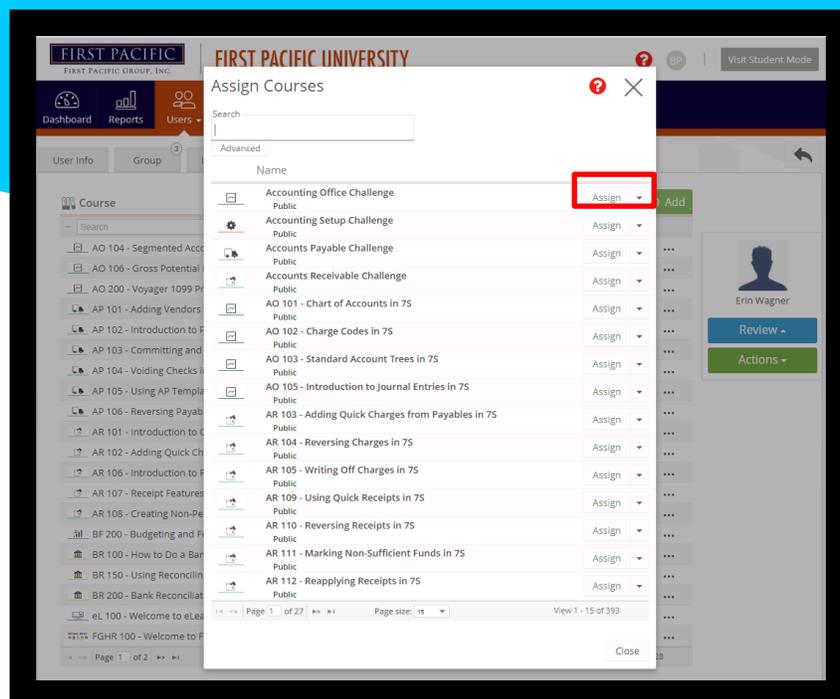
Phone: | ZIP/PC: |

# Elearning – First Pacific University

- Click Add



- Search for the course you'd like to assign in the search bar, then click Assign



# Elearning – First Pacific Group

- To modify the due date once assigned, click the 3 dots next to the info box and select edit due dates. Enter the new due date for the course.

The screenshot displays the First Pacific University eLearning dashboard. The top navigation bar includes the First Pacific Group, Inc. logo, the university name, and a 'Visit Student Mode' button. Below this, there are navigation tabs for Dashboard, Reports, and Users. The main content area shows a 'Course' management interface with columns for Course, Role, Complete By, Progress, and an 'Add' button. A search bar is present above the course list. A context menu is open over the 'ReCertify' button, listing options: Mark Completed, Edit Due Date, Remove, Remove & Send to History, and Give Author Permission. The course list includes various accounting and budgeting courses with their completion percentages and dates.

Course	Role	Complete By	Progress	Info
Accounting Office Challenge			not started	ReCertify
AO 104 - Segmented Accounting in 75			88 %	...
AO 106 - Gross Potential Rent in 75		completed on 11/07/2019		...
AO 200 - Voyager 1099 Processing		completed on 12/05/2019		...
AP 101 - Adding Vendors in 75		completed on 11/04/2019		...
AP 102 - Introduction to Payables in 75		completed on 11/04/2019		...
AP 103 - Committing and Processing Payments in 75			11 %	...
AP 104 - Voiding Checks in 75		completed on 12/10/2019		...
AP 105 - Using AP Templates in 75		completed on 11/07/2019		...
AP 106 - Reversing Payables in 75		completed on 11/07/2019		...
AR 101 - Introduction to Charges in 75		completed on 11/04/2019		...
AR 102 - Adding Quick Charges in 75		completed on 11/04/2019		...
AR 106 - Introduction to Receipts in 75		completed on 11/15/2019		...
AR 107 - Receipt Features in 75		completed on 11/15/2019		...
AR 108 - Creating Non-Person Receipts in 75		completed on 12/10/2019		...
BF 200 - Budgeting and Forecasting Setup			16 %	...
BR 100 - How to Do a Bank Reconciliation in Voyager 75		completed on 12/12/2019		...
BR 150 - Using Reconciling Items in Voyager 75		completed on 12/12/2019		...
BR 200 - Bank Reconciliation Reports in Voyager 75			20 %	...
eL 100 - Welcome to eLearning		completed on 10/30/2019		...

# General Reminders / Policy

## 1. Lease Signing Workflow

- 6 Days from Move-in: Leasing team sends email asking for utility confirmation numbers, confirming their move-in date & charges, and asking if anything needs to be changed or added, like a pet or parking, etc.
- 4 Days from Move-in: Phone call to obtain confirmation numbers if not yet received and request all pet documentation be received. Let resident know they will be receiving the lease agreement to sign and once countersigned they will be able to log into the portal to pay their move-in fees.
- 3 Days from Move-in: Manager generates and finalizes the lease to send to the resident to sign.
- 2 Days from Move-in: No more than 2 days before move-in, the manager countersigns the lease. Leasing calls/emails to let the resident know the lease has been countersigned and they need to log in to make their payment prior to picking up keys. Set appointment to pick up keys.

## 2. Application Approvals – Ruanne reviews all applications for all sites. Jane reviews criminal for all sites.

3. Transfer Policy – Unit transfer system function in CRM will only be used when ALL residents from one unit are ALL transferring to a new unit on the same property. If any resident from the old unit are leaving or any residents are being added to the new unit, the Transfer Function in CRM will NOT be utilized. If old residents are leaving or new ones being added on, they will all go through the Online Application process to register and reserve the new unit and will be auto screened to qualify for the new unit. Even though we are making them register like new, does not mean we cannot still use the ‘transfer’ verbiage and our ‘transfer’ policy when talking with the resident.

4. Service Animals – Will be tracked via memos in the resident data. Select Service Animal as the type. Enter the animal that was approved and the date. This should only be once the Reasonable Accommodation is approved by the Regional. Enter all that you are knowledgeable about now and add upon renewal going forward.

5. Lock Out Policy – In an effort to assure we are acquiring identifying information from anyone who has been locked out of their apartment a Resident Directory will be emailed to the Manager and Maintenance Supervisor EVERY Friday. The report must be printed by 3pm on Friday and placed on a clip board by the key box. If On Call Maintenance is called out for a lock out, they are to check the report FIRST to assure the person wanting access is a Resident with legal access. The On Call person will check the ID of the caller. The ID # must be written on the attached form with the rest of the required info in the box in the left-hand corner. Please note that most properties are charging \$50 but the attached form needs to be updated if your property charges more. This Lock Out form should be left on the clip board with the resident info, so the manager call apply the charge the next day

6. HR Communication - Only regionals will contact HR (MidwestHR). Managers will bring any issues to Regionals attention and not be copied in the correspondence with MidwestHR. Regionals will inform Managers once the issue is resolved.

# General Reminders / Policy

7. Cancelling a NTV - Effective immediately, when a resident wishes to cancel their Notice to Vacate, you will need to regenerate the NTV form from their resident account and delete out all information with exception of the following:

- 1.Date- Enter the current day's date
- 2.Reason For Moving- Click the drop-down menu and select 'Rescind NTV'
- 3.Community Suggestions- Enter 'Resident is cancelling their notice to vacate'
- 4.Click Save.

You will then Preview and regenerate and finalize the Notice to Vacate form in Online Documents which will email the resident (s) to sign that they are cancelling their notice. Once all residents have signed, you will countersign and cancel their notice via the Leasing Actions button.

8. Criminal Denial Policy - Updated criminal denial:

- (c) Management can deny any applicant whose tenancy would reasonable be expected to have a detrimental effect on other tenants, the environment of the community, or where an applicant's history would evidence an inability to comply with the lease terms or a likelihood of interfering with the management staff.
- (d) Anyone having been convicted of a felony offense against persons and/or property or involving controlled substances or deadly weapons. This is included but not limited to conviction of distribution or manufacturing of a controlled substance, physical violence, destruction of property, sex offenses and criminal activity that would adversely affect the health, safety or well-being of other residents or cause damage to the apartment community.
- (e) Anyone currently under Parole or Probation Supervision.

9. Last Minute Renewals - For any pending renewals in the 'Selected' status that are due to expire, the Renewal Lease proposal should be Cancelled later than 5pm on the day the lease expires. This is done by clicking on Scheduled Renewals and clicking the cancel button next to the resident. Create a calendar reminder on the day leases are due to expire at your property to check for expiring leases that have not signed the renewal. This will remove the option to 'Sign' the document in the Resident's Portal. Resident will automatically roll Month-to-Month the following day. If they decide that they want to renew, create a new proposal for the 1st of the following month and approve it. The resident can then Select the proposal and a new renewal lease can be generated and finalized. If this process is not followed, we should NEVER counter-sign a Renewal Lease for a resident who has rolled Month-to-Month.

10. Leader of the Day - Leader of the day (office) Each day a new team member will be leader of the day for the office staff. The leader will assure the daily task list is being completed and confirm with all if any assistance is needed to stay on track. The team member will set an intention for the day such as a goal or quote. This will allow each team member to learn to lead and to know they have a voice as part of the team.

11. Maintenance Huddles - In order for all of Maintenance to know what the priorities of the day are each team will hold a DAILY Maintenance Huddle. In this huddle work order, turns and any projects for the day should be discussed. Work orders should be assigned and Make ready checklist provided for the units that will be turned. Each meeting should only take approximately 15 minutes. This huddle will also allow any questions to be answered first thing in the morning and to make sure no emergencies occurred over night. There will be a different team member who leads the huddle each morning but, the maintenance supervisor will provide the information. This will allow all to become comfortable leading a team and knowing they have a voice as part of the team.

# General Reminders / Policy

12. Make Ready Dates - Make ready dates will not default beyond 7 days. OH & MI set to 5 days effective 8/23/19. All sites to have the following policy as a "safety net" : ONLY managers cancel applications and correct make ready dates. Ruanne to review make ready dates before denying an application and then will adjust after it is denied

13. Applications Valid for 75 Days - Please note the highlighted area in which we are allowing an application to be valid for 75 days from the date of application. If they lease a unit outside the 75-day window they will be required to provide current proof of income on the 60th day and criminal and eviction check will be re-run to assure no issues have popped up.

14. Income Criteria –

- 1). One month's worth of paystubs is the required method of verifying income. If you do not have your last month's paystubs, we will require written employment verification and the past 2 months of bank statements.
- 2) Add to criteria, applicant is required to provide confirmation proof of utilities in their name prior to move in. If utility debt is in their name, either confirmation of pay off or confirmation number is required.

15. Remove Roommate – Manager / Assistant Manager should complete the process

- All Remaining leaseholders must submit their 2 most recent paystubs to confirm they qualify.
  - All leaseholders must have been screened through Fp. If they have not, they must be screened
  - If a guarantor is being removed. Screening must be run on the remaining residents – if additional deposit is required, must be paid prior to guarantor being removed.
- Once all paystubs have been received and any screening required is completed, send to Ruanne to approve the removal of the roommate.
- Once approved by Ruanne, generate the Roommate Rider.
  - If the primary resident is the one leaving, you must first complete the roommate rider to remove them. Once signed by all leaseholders and countersigned, you can then use the Promote Roommate function.
  - If roommate is leaving, you can use the roommate rider as instructed.

# Incident Report

- Incident Reports should be completed within 24 hours for items such as trip and falls, fires, deaths, etc.
- When completing an Incident Report, you should always include a completed form, pictures, and a witness statement when applicable.
- This form should be saved to the server and emailed to your Regional.



**FIRST PACIFIC**  
**LIABILITY CLAIM REPORTING FORM**

EMAIL COMPLETED FORM TO [Claims@gprs-inc.com](mailto:Claims@gprs-inc.com) or FAX TO 224-330-6437

**GENERAL LIABILITY** – When an individual other than an employee is injured onsite, or that individual's property is damaged, this report is to be completed by property management or security. This report should be submitted to Great Prairie Risk Solutions (by email to [claims@gprs-inc.com](mailto:claims@gprs-inc.com), or faxed to 224-330-6437) within 24 hours of the incident.

Photographs of the accident site must be taken as soon as reasonably possible and sent in with this report.  
**This Report is not to be given to the Claimant or to any representative of the Claimant. It is for our records only.**  
 The following information must be provided when reporting a general liability claim:

PROPERTY INFORMATION:			
Property:			
Address:		City:	State:
Phone:	Fax:	Regional Mgr:	Zip:
Property Manager:			
INCIDENT INFORMATION (ONE FORM PER CLAIMANT):			
Date of Incident:		Time of Incident (AM/PM):	
Person Reported To:		Date Reported:	Time (AM/PM):
Name of Claimant:		Male or Female:	
Address:		City:	
Home/Cell Phone:		State:	Zip:
SS# of Claimant:		(SS# is required if this is an Injury claim.)	
Date of Birth:	Reason on Property (Resident/Guest/General Public/Employee):	Home Fax:	E-Mail:
<b>PHOTOS MUST BE TAKEN.</b>			
Date/Time Photos Taken:			
Lighting Conditions: Outside		Weather Conditions	
Injury/Property Damage Description:			
Exact Location of Incident (on Property):			
Initial Medical Treatment (ER/Hospitalized/Physician/Clinic/On-site/No Treatment):			
Name of Medical Provider:			
Address:		City, State, ZIP	Phone:
Estimated Cost to Repair Property: \$		Were Police/Fire Depts. Called?	
Name of Fire Dept. Responding:		Name of Police Dept. Responding:	

# IT Support Template

In an attempt to expedite any technical issues and to minimize the back and forth required to help troubleshoot, we have created a template to utilize when emailing an issue or request.

The template below is required to be used for each request submitted. Please copy and paste it into the body of your email and fill in the responses to each item with as much detail as possible send [nbuttner@fpacific.com](mailto:nbuttner@fpacific.com)

## IT Support Template

**Property:**

**Issue:**

**FGPC#:**

**User(s) Affected:**

**Did you restart your PC?**

**Did you apply all pending system updates? (Start -> Settings -> Update & Security -> Check for Updates)**

**Troubleshooting steps already attempted?**

**Screen Shots:**



# Manager's End of the Month Checklist

By noon on the last business day of the month, please ensure each of the following has been completed:

1. All deposit accounting has been completed
2. Resolve all outstanding balances
3. All receivables have been entered
4. All payables have been entered
5. Timecards & OT Logs are up-to-date
6. Confirm all prepays are correct & notify residents
7. Bad Debt sent to collections
8. Expiring vendor insurance is up to date
9. Review Expiring ACH payments
10. Monthly Training Completed
11. Safety Meeting completed
12. Evictions filed

An e-mail will be sent to you to confirm these items.

All deposit accounting before the 25th has been completed?*	Yes
Resolved all outstanding balances?*	930-1A, 966-3A, 978-2A, 1000-2A
All receivables have been entered?*	Yes
All payables have been entered and financials have been reviewed to confirm no invoices are unpaid?*	Yes
Time America and OT Logs up-to-date?*	Yes
Confirm all prepays are correct & Notify residents?*	Yes
Bad Debt sent to collections?*	Yes
Updated vendor insurance obtained for next month's expirations?*	Yes
Reviewed Expiring ACH Payments on Dashboard*	Yes
Gracehill completed for all employees?*	Completing one per week to catch up.
Safety Meeting Submitted?*	Yes
How many evictions were filed and how many are still pending?*	5 Filed, 4 Outstanding: 930-1A 966-3A (PTP) 978-2A (PTP) 1000-2A
How many turns were completed during the month? Please provide upgrade type breakdown, if applicable.*	25 Turns: 3 New Golds
Name*	Krystin Brown



# Newsletters

- Each quarter you will submit the information for your community newsletter. Each site has it's own newsletter featuring community announcements and reminders, resident giveaways and events, a calendar of important dates, and events going on in the area.
- You will submit this info via the FG Marketing Order System. The link is found on the Employee Resources webpage.



- If you need inspiration you can view past newsletters by clicking the view example link

A screenshot of the 'FG Newsletter Submission' form. The form is titled 'FIRST PACIFIC' and 'FIRST PACIFIC GROUP, INC.'. It includes a navigation bar with 'HOME', 'ORDER MATERIAL', 'TOOLS', and 'MARKETING RESOURCE CENTER'. The form fields are: 'PROPERTY', 'Quarter', 'Website', 'Phone Number', 'SUBMITTED BY', 'Email', 'Regional Email', 'Community Announcements', 'TOPIC, ANNOUNCEMENT', 'RESIDENT EVENTS', 'AREA EVENTS', 'MONTHLY HIGHLIGHTS (Property Specific)', and a photo upload section. The form includes instructions and a 'Submit' button.

# Newsletters

- Once all info is entered on the worksheet and checked click the 'Submit Newsletter' button at the bottom to send to the marketing department for creation. You and your Regional will receive a copy of the info submitted to the Marketing department as confirmation it transmitted successfully.  
**\*BE SURE TO DOUBLE CHECK ALL GRAMMAR AND SPELLING PRIOR TO SUBMITTING\***

**FIRST PACIFIC**  
FIRST PACIFIC GROUP, INC.

HOME ORDER MATERIAL TOOLS MARKETING RESOURCE CENTER

### FG Newsletter Submission

Please use the form below to submit your quarterly newsletter details.  
If you have changes after you have submitted your final round of information, please indicate that in this form.

Send name (required) OR: Example: Newsletter  
Optional: Submit Newsletter Info via File Upload Menu.

**PROPERTY** (Required)  
-----

**Quarter** (Required)  
-----

**Website** (Required)  
vieta-del-sol.com

**Phone Number** (Required)  
Vieta Del Sol - (833) 211-3729

**SUBMITTED BY** (Required)  
-----

**Email** (Required)  
-----

**Regional Email** (Required)  
-----

**Community Announcements** (Please include at least 3 community announcements. Please include at least 1 positive announcement or fun information about the property. Please refrain from too many reminders about what NOT to do. Be as detailed as possible.) (Required)  
TOPIC, ANNOUNCEMENT (One option per line.)  
-----

**RESIDENT EVENTS** (List all resident events with dates, times, location and description. Please make the description a couple of sentences, try to invoke excitement through your description!) (Required)  
Date, Description (One option per line.)  
-----

**AREA EVENTS** (Please look up events in your area to include on the calendar. Two per month is ideal. NOTE: This is going on the calendar so a long description will not fit. Name of event and location would be fine.) (Required)  
Date, Description (One option per line.)  
-----

**Month 1** (Required)  
-----

**MONTHLY HIGHLIGHTS (Property Specific)** (Required)  
Date, Description (One option per line.) Please include: Pest control + Rent Due/Late + Will your property have limited office hours (holiday)? + Only date of resident events +  
-----

**Month 2** (Required)  
-----

**MONTHLY HIGHLIGHTS (Property Specific)** (Required)  
Date, Description (One option per line.) Please include: Pest control + Rent Due/Late + Will your property have limited office hours (holiday)? + Only date of resident events +  
-----

**Month 3** (Required)  
-----

**MONTHLY HIGHLIGHTS (Property Specific)** (Required)  
Date, Description (One option per line.) Please include: Pest control + Rent Due/Late + Will your property have limited office hours (holiday)? + Only date of resident events +  
-----

Please attach photos from your Q1 team events & communities!  
-----  
Drop files here or  
Select files

Accepted file types: jpg, gif, png, pdf. Max. file size: 1 GB.

**Submit**

# NSF Procedures

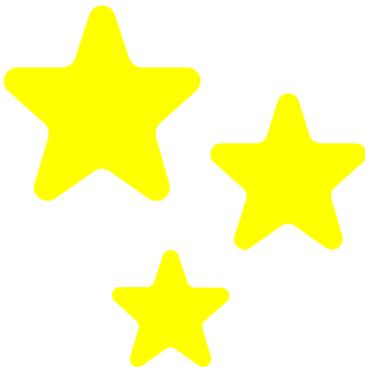
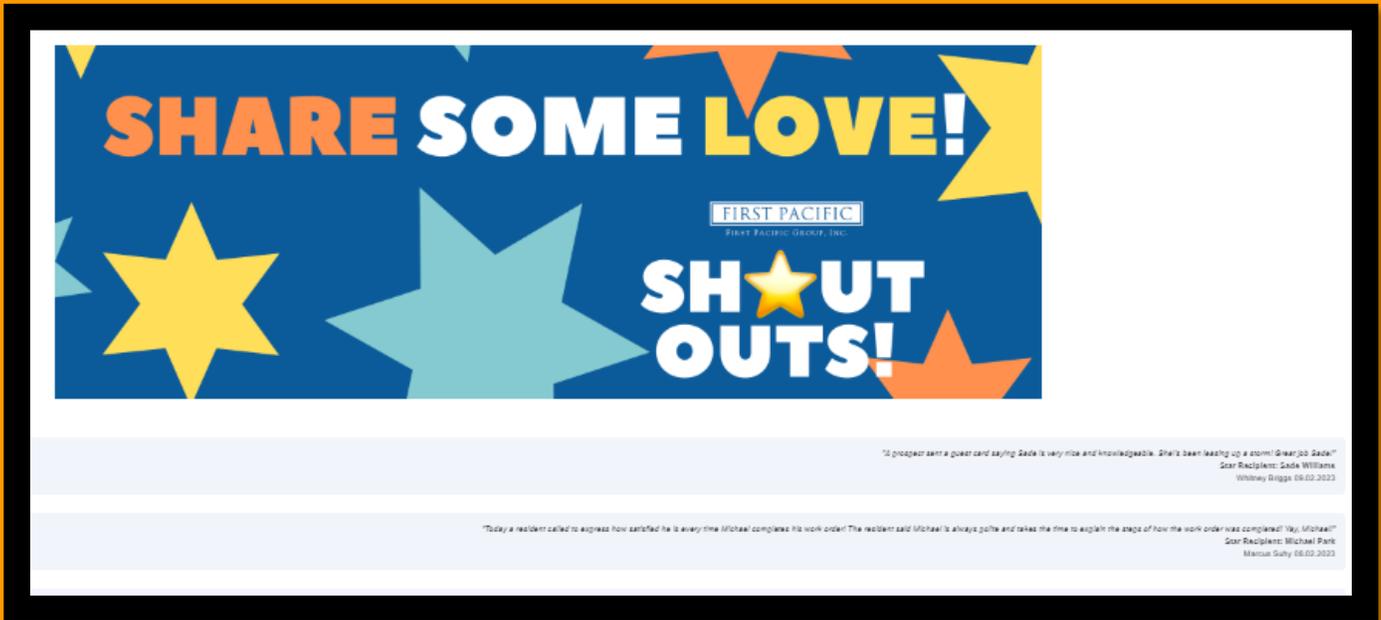
- If an ACH payment NSF's you'll be notified by your Accountant, you should then chargeback (as applicable) and late fee (for properties whose late fees aren't auto-posted.)
- On the resident ledger you will then see:

chk# 1005 Pet fee/rent Reversed by ctrl#1238000		570.00	0.00	<a href="#">1237014</a>
Returned check charge	50.00		50.00	<a href="#">1669016</a>
Late fee due to NSF	55.00		105.00	<a href="#">1669017</a>
PEP chargeback due to NSF	25.00		130.00	<a href="#">1669018</a>
chk# 1005 NSF receipt Ctrl# 1237014		(570.00)	700.00	<a href="#">1238000</a>

- Please contact the resident about their current balance due as shown at the bottom of their ledger.
- Some sites don't charge late fees if the NSF is repaid within 24 hours of notifying the resident. In this case, please reverse the late fees when entering the repayment receipt.
- Most sites only allow 2 NSF's before requiring a resident only pays using a cash equivalent.

# Star Program

- The star program allows team members to recognize colleagues who go above and beyond by giving shout outs.
- Shouts are now submitted on our home page.
- Managers are given a quarterly amount to spend on employees each quarter. You can reward them with: Special lunch, coffee's, amazon gift cards, donuts, breakfast, t-shirts, etc.
- On our homepage click the shout out button then this screen will pop fill out the info then click submit.



**Submit A Shout Out!**  
Submit your Shout Outs below.

Your name \*  Community

Shout Out Recipient \*

Your Email  Regional Email \*

Shout Out Details \*  
Tell us briefly about your shout out details

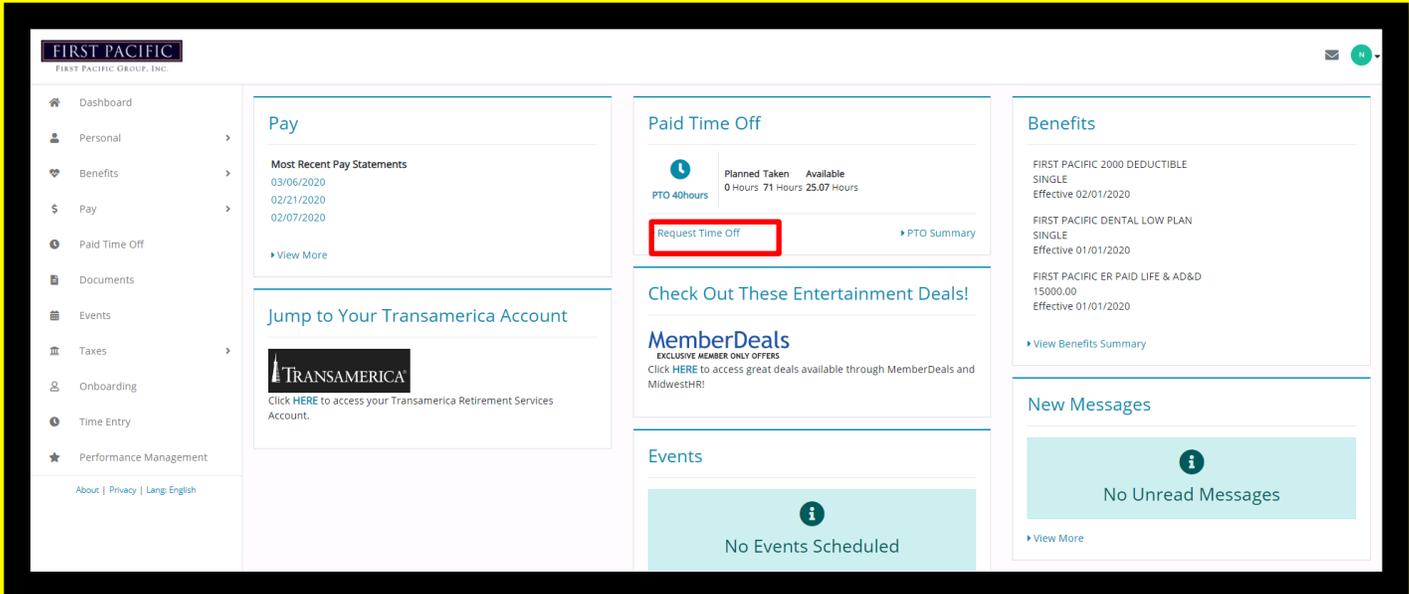
Need Attachment?

Date \*

**Submit Shout Out**

# PTO Request Process

- All PTO requests should be made through the Employee Portal.
- Once logged in, click Request Time Off in the Paid Time Off Section on their dashboard.



- Select PTO 40hours for regular full time employees from the PTO type dropdown and enter Dates, Hours and Comments. Then click submit.

\* PTO Type  
PTO 40hours

Include Weekends

\* Start Date: 03/13/2020      \* End Date: 03/16/2020

Comment: Vacation

Review Hours

Fri 03/13/2020: 8 h [ ] m

Mon 03/16/2020: 8 h [ ] m

Request Total: 16 Hours

**Submit**    Cancel

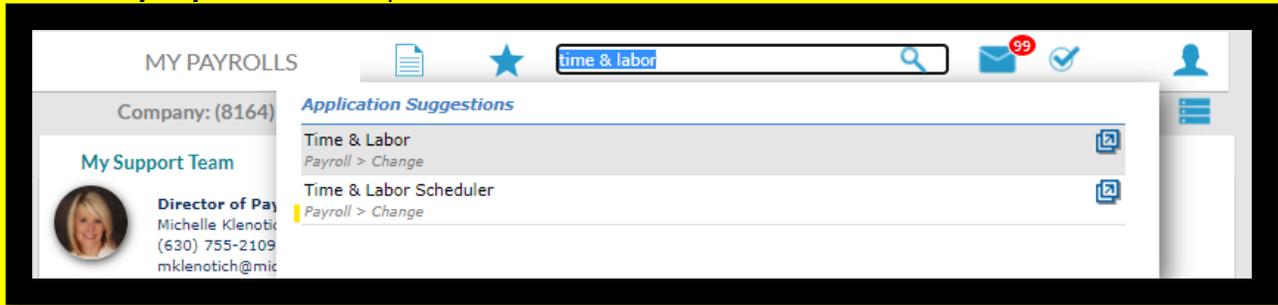
- You will then receive an email to approve the PTO request. If it is approved by your regional please add it to your site's HR/PTO calendar that you share with your regional.

# Reviewing Payroll in Time Clocks Plus

- Use the Employee Resources link to login to Midwest HR Manager



- Click on **My Payrolls** on the top and then **Time & Labor**

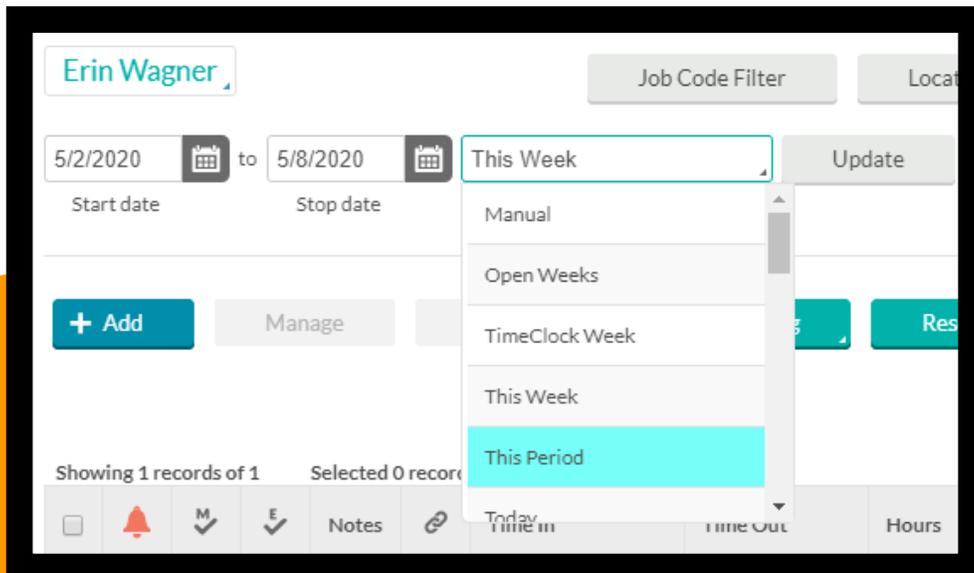


- You will be taken to your Time Clocks Plus dashboard which shows a quick overview of items that may need your attention such as Required Approvals, Missed Punches, and Overtime logged.

- To review punches, you can click on **Hours** on the top menu and then review **Individual Hours** or **Group Hours** for your employees

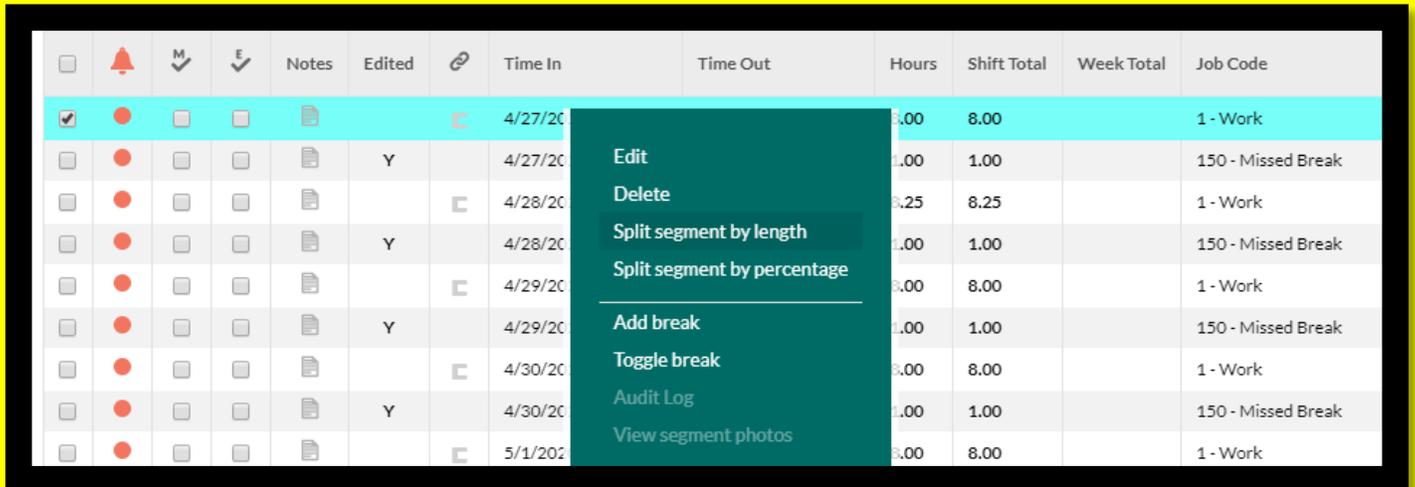


- Note that you can review hours by updating the start date and stop date manually, or by selecting a period from the dropdown, such as **This Week**, **This Period**, or **Last Period** and clicking the **Update** button.



# Reviewing Payroll in Time Clocks Plus

- If you need to edit a punch, select the row and click the **Manage** button (or hover over the row you want to edit and right click to see your options) where you can click **Edit**, **Delete** or **Add break**.



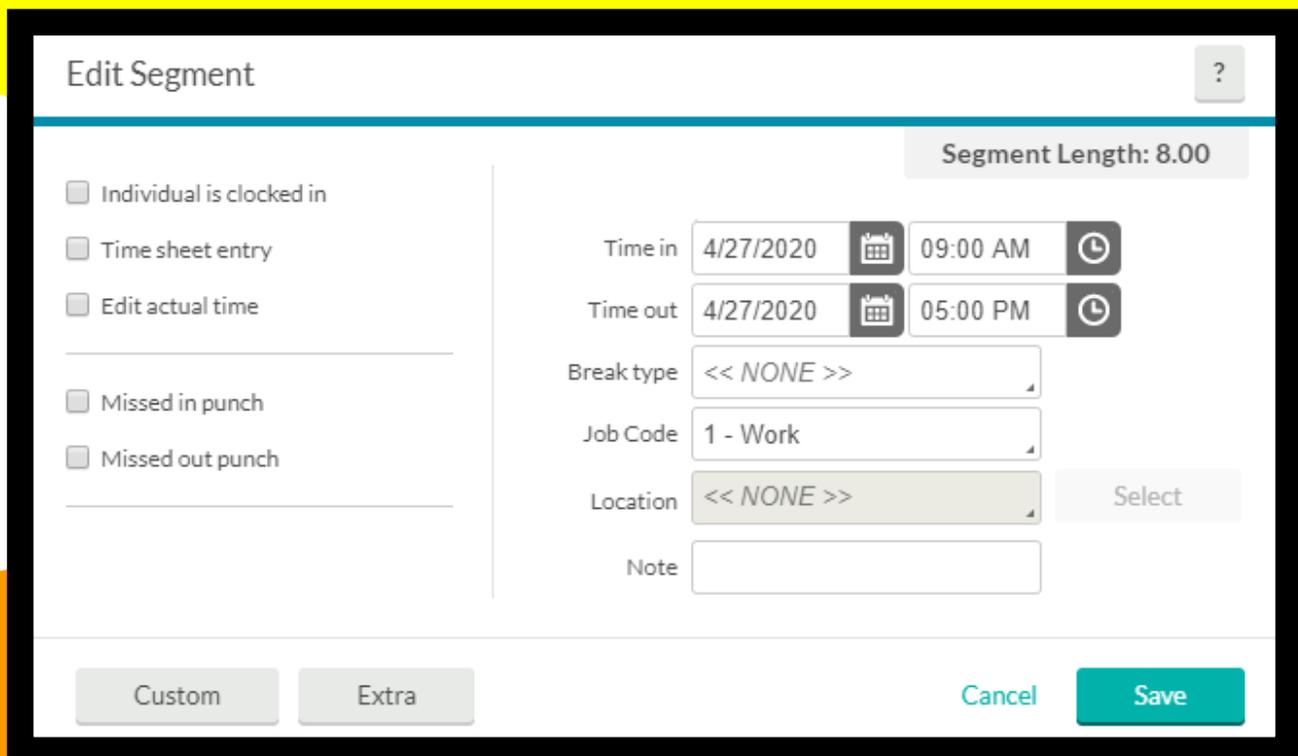
<input type="checkbox"/>				Notes	Edited		Time In	Time Out	Hours	Shift Total	Week Total	Job Code
<input checked="" type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>				4/27/2020		8.00	8.00		1 - Work
<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>		Y		4/27/2020		1.00	1.00		150 - Missed Break
<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>				4/28/2020		8.25	8.25		1 - Work
<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>		Y		4/28/2020		1.00	1.00		150 - Missed Break
<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>				4/29/2020		8.00	8.00		1 - Work
<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>		Y		4/29/2020		1.00	1.00		150 - Missed Break
<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>				4/30/2020		8.00	8.00		1 - Work
<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>		Y		4/30/2020		1.00	1.00		150 - Missed Break
<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>				5/1/2020		8.00	8.00		1 - Work

- Edit
- Delete
- Split segment by length
- Split segment by percentage

---

- Add break
- Toggle break
- Audit Log
- View segment photos

- To **Edit**, you will get a popup window where you can change the date in/out & time in/out. You can also indicate if you are updating due to a missed punch, and whether the person is currently clocked in with the check boxes on the left. If this shift may result in payroll add a note indicating what the approved OT was. After adjusting click **SAVE**



### Edit Segment

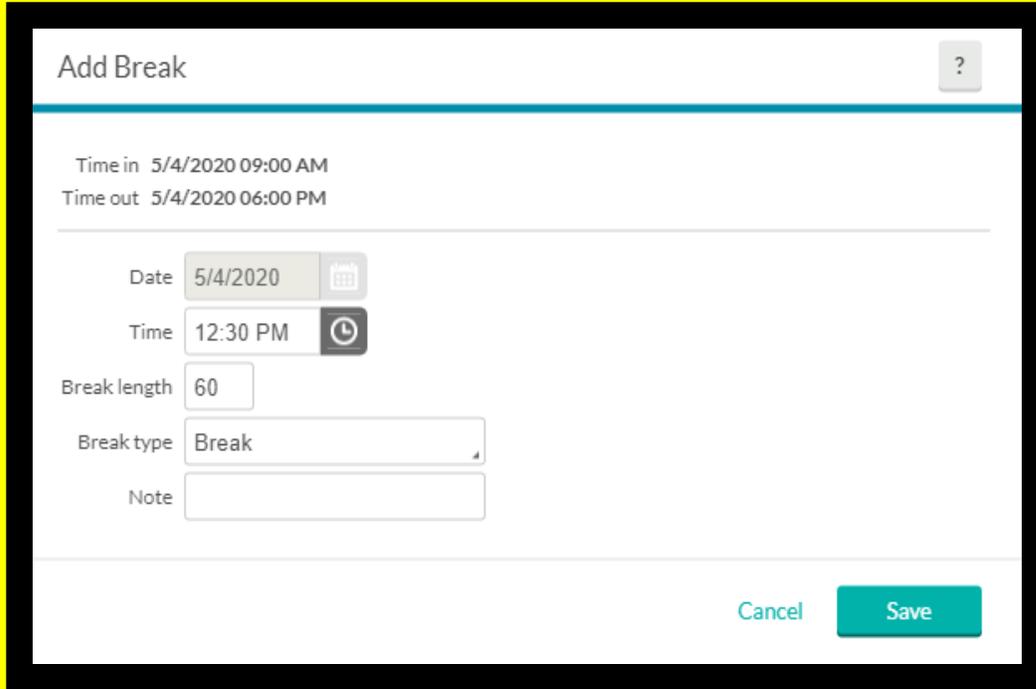
Segment Length: 8.00

<input type="checkbox"/> Individual is clocked in	Time in	4/27/2020	09:00 AM
<input type="checkbox"/> Time sheet entry	Time out	4/27/2020	05:00 PM
<input type="checkbox"/> Edit actual time	Break type	<< NONE >>	
<input type="checkbox"/> Missed in punch	Job Code	1 - Work	
<input type="checkbox"/> Missed out punch	Location	<< NONE >>	Select
	Note	<input type="text"/>	

Custom Extra Cancel Save

# Reviewing Payroll in Time Clocks Plus

- To add a missed break, you will enter the start time and length on the popup and click **Save**:

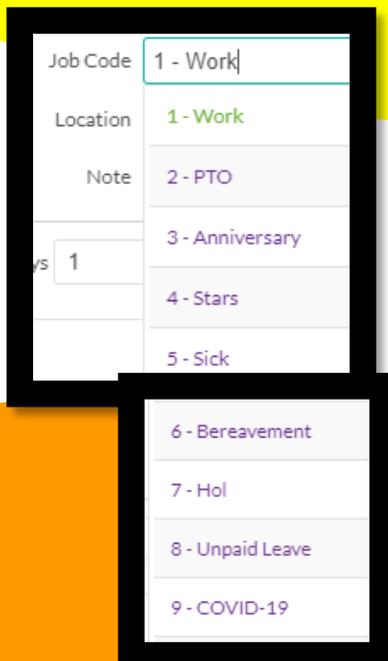


The screenshot shows a modal window titled "Add Break" with a help icon in the top right corner. The form contains the following fields and values:

- Time in: 5/4/2020 09:00 AM
- Time out: 5/4/2020 06:00 PM
- Date: 5/4/2020 (with a calendar icon)
- Time: 12:30 PM (with a clock icon)
- Break length: 60
- Break type: Break (dropdown menu)
- Note: (empty text box)

At the bottom right, there are two buttons: "Cancel" and "Save".

- To **Add** a shift, click the Add button where it will bring up a popup exactly like the Edit Segment popup, where you can fill in all info about the missing shift. Only the available options for that specific employee will show in the dropdown list:



The screenshot shows a dropdown menu with the following options:

- Job Code: 1 - Work
- Location: 1 - Work
- Note: 2 - PTO
- 3 - Anniversary
- 4 - Stars
- 5 - Sick
- 6 - Bereavement
- 7 - Hol
- 8 - Unpaid Leave
- 9 - COVID-19

Other visible fields include "Days" with the value "1".

# Reviewing Payroll in Time Clocks Plus

- In **Group Hours** you can select a period to show all employees' punches for the period. You can edit here as well!
- For Regionals who want to view only one property's hours at a time: click the **Employee Filter** button and go to **Employee Role**, where you will select both hourly and salaried employees at one site to see everyone.
- When you have reviewed the hours for an employee and they are correct, you have to **Approve** them in the system. You can do this in **Individual Hours** or all at once in **Group Hours**. Pay special attention to any PTO taken each period, and make sure it has been entered correctly!

Break length	Time in	Actual time in	Time out	Actual time out	Hours	Shift total	Day total	Week total
60u	Mon 10/26/2020 08:00 AM	Mon 10/26/2020 08:01 AM	Mon 10/26/2020 02:07 PM		6.12			
60u	Mon 10/26/2020 03:07 PM	Mon 10/26/2020 03:02 PM	Mon 10/26/2020 05:45 PM	Mon 10/26/2020 05:47 PM	2.63	8.75	8.75	
60u	Tue 10/27/2020 08:00 AM		Tue 10/27/2020 12:29 PM		4.48			
	Tue 10/27/2020 01:29 PM	Tue 10/27/2020 01:28 PM	Tue 10/27/2020 06:00 PM	Tue 10/27/2020 05:57 PM	4.52	9.00		
	Tue 10/27/2020 08:13 PM	Tue 10/27/2020 08:09 PM	Tue 10/27/2020 08:30 PM	Tue 10/27/2020 08:31 PM	0.25	0.25		
	Tue 10/27/2020 09:15 PM	Tue 10/27/2020 09:10 PM	Tue 10/27/2020 09:30 PM	Tue 10/27/2020 09:25 PM	0.25	0.25	9.50	
60u	Wed 10/28/2020 08:00 AM	Wed 10/28/2020 08:03 AM	Wed 10/28/2020 12:46 PM		4.77			
	Wed 10/28/2020 01:46 PM	Wed 10/28/2020 01:47 PM	Wed 10/28/2020 05:15 PM	Wed 10/28/2020 05:19 PM	3.48	8.25	8.25	
60u	Thu 10/29/2020 08:45 AM	Thu 10/29/2020 08:47 AM	Thu 10/29/2020 01:48 PM		5.05			
	Thu 10/29/2020 02:48 PM	Thu 10/29/2020 02:47 PM	Thu 10/29/2020 05:15 PM	Thu 10/29/2020 05:09 PM	2.45	7.50	7.50	
	Fri 10/30/2020 08:00 AM		Fri 10/30/2020 11:30 AM	Fri 10/30/2020 11:25 AM	3.50	3.50	3.50	37.50

- Before submitting payroll, all employees will need to approve their own time one of two ways:
- Signing printed timecards (as we have done in the past)
- Via the TCP employee approval boxes per the instructions below:
- Employees will log into the time clock the same way they would Clock in, and selecting **Log on to Dashboard**

5/5/2020  
04:31:42 PM

Select Company: First Pacific Group Inc 8164

Badge Number: |

CLOCK IN    CLOCK OUT

LEAVE ON LUNCH    RETURN FROM LUNCH

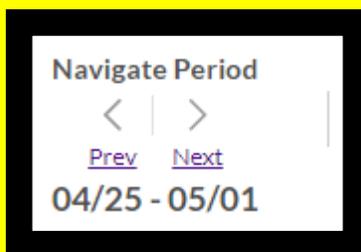
LOG ON TO DASHBOARD

# Reviewing Payroll in Time Clocks Plus

- Then **View** → **Hours**



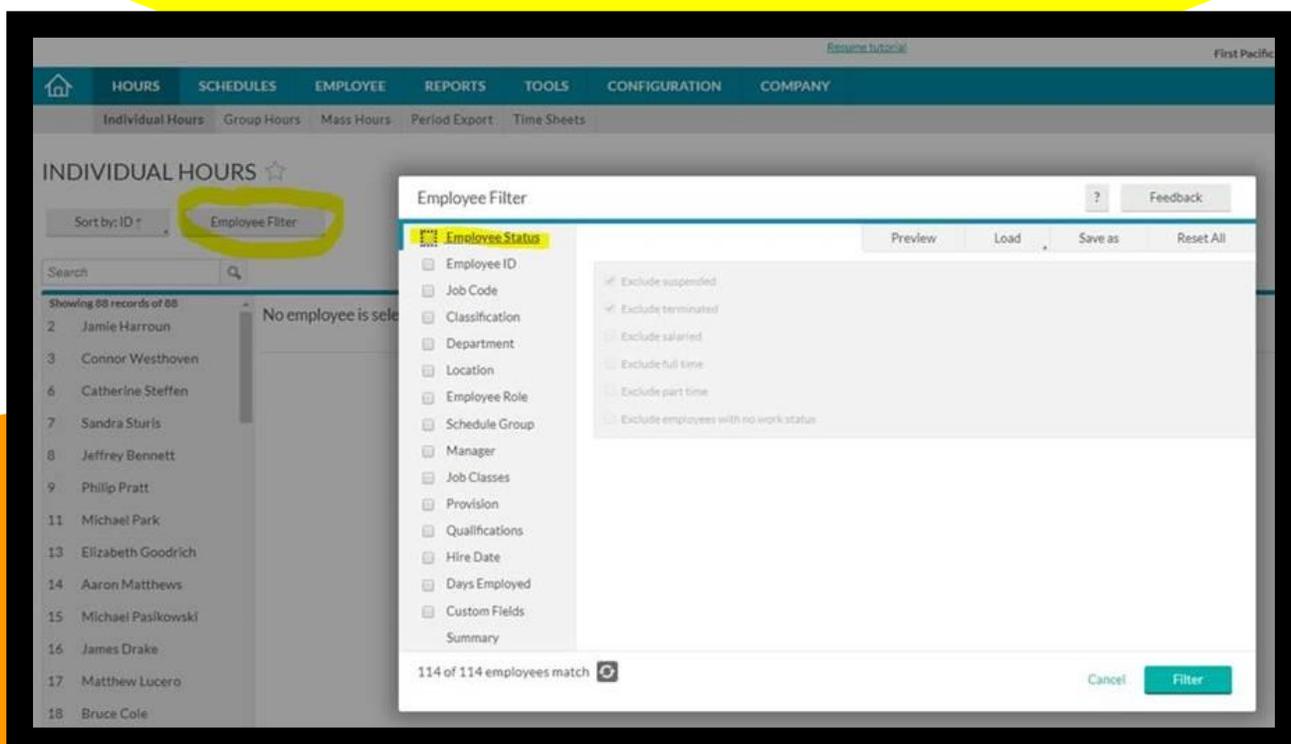
- Navigate to different weeks:



- And select all checkboxes to approve all hours submitted. Employees can select the top box with the **E** ✓ to approve all of their hours in the period. This will take the place of employees signing timecards for the period.
- It's ok if some employees approve online and others sign the report, as long as everyone approves each payroll that is submitted by the Tuesday of payroll week.

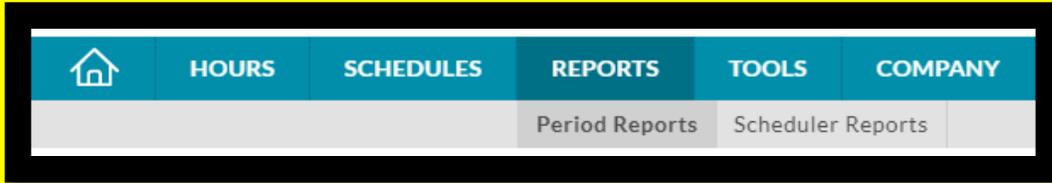
## To review hours for termed employees

- From Individual Hours, you can use the Employee Filter to included terminated individuals- Take away that check mark for Employee Status and hit Filter, then you can find them in the list:



# Reviewing Payroll in Time Clocks Plus

- **Reports**
- Navigate to **Reports** → **Period Reports**



- The reports in the **Payroll & Job Code** categories will be most useful to review. **Complete Payroll** shows each employee’s punches each day, weekly totals, and a summary of Regular/OT/PTO hours. Feel free to browse around and see which other reports you find useful.
- You will select the **Payroll** category, and the **Complete Payroll** report, then change the Period to **This Period** (either by typing it in the field or selecting it from the dropdown) and click the **Preview** button to generate. You will get a popup while it generates but it should be very quick, and then you can select the **Preview** button to see the report. Once you have approved all payroll, this is the report you can print for employees to sign and save on the server.

Week	D	Date In	Time In	Date Out	Time Out	Job Code	Hours	Reg	Ovt1	Ovt2	Day Total	I	M	
1	<input type="checkbox"/>	Mon	4/27	07:48 AM	4/27	04:52 PM	1	9.07	9.07	0.00	0.00	9.07		
	<input type="checkbox"/>	Tue	4/28	05:51 AM	4/28	03:00 PM	1	9.15	9.15	0.00	0.00	9.15		
	<input type="checkbox"/>	Wed	4/29	09:00 AM	4/29	05:00 PM	2	8.00	8.00	0.00	0.00	8.00		
	<input type="checkbox"/>	Thu	4/30	09:00 AM	4/30	05:00 PM	2	8.00	8.00	0.00	0.00	8.00		
	<input type="checkbox"/>	Fri	5/1	07:49 AM	5/1	03:00 PM	1	7.18	7.18	0.00	0.00	7.18		
		<b>Week 1 Totals:</b>						<b>41.40</b>	<b>41.40</b>	<b>0.00</b>	<b>0.00</b>	<b>41.40</b>		
2	<input type="checkbox"/>	Mon	5/4	06:00 AM	5/5	05:45 AM	1	23.75	23.75	0.00	0.00	23.75		
	<input type="checkbox"/>	Tue	5/5	05:45 AM	5/5	03:00 PM	1	9.25	9.25	0.00	0.00	9.25		
		<b>Week 2 Totals:</b>						<b>33.00</b>	<b>33.00</b>	<b>0.00</b>	<b>0.00</b>	<b>33.00</b>		
		<b>Period Totals:</b>						<b>74.40</b>	<b>74.40</b>	<b>0.00</b>	<b>0.00</b>	<b>74.40</b>		

JOB CODE BREAKDOWN					
Job Code	Description	Regular	Overtime 1	Overtime 2	Total
1	Work	58.40	0.00	0.00	
	Job Code 1 Total:	58.40	0.00	0.00	58.40
2	PTO	16.00	0.00	0.00	
	Job Code 2 Total:	16.00	0.00	0.00	16.00
	Period Total:	74.40	0.00	0.00	74.40

- Another useful report is under the category **Job Code** → **Job Code Group Detail**. Again, change the period and click Preview to see a more condensed version of all hours logged.

# Reviewing Payroll in Time Clocks Plus

1	Tahnae Beckett	1-Work	4/27 07:48 AM	4/27 04:52 PM	9.07	9.07	0.00	0.00
		1-Work	4/28 05:51 AM	4/28 03:00 PM	9.15	9.15	0.00	0.00
		1-Work	5/1 07:49 AM	5/1 03:00 PM	7.18	7.18	0.00	0.00
		1-Work	5/4 06:00 AM	5/5 05:45 AM	23.75	23.75	0.00	0.00
		1-Work	5/5 05:45 AM	5/5 03:00 PM	9.25	9.25	0.00	0.00
		2-PTO	4/29 09:00 AM	4/29 05:00 PM	8.00	8.00	0.00	0.00
		2-PTO	4/30 09:00 AM	4/30 05:00 PM	8.00	8.00	0.00	0.00
		<b>Subtotal for 1:</b>				<b>74.40</b>	<b>74.40</b>	<b>0.00</b>

- **Job Code Group Summary** is even more condensed, just showing totals for the period:

1	Tahnae Beckett	1-Work	58.40	58.40	0.00	0.00
		2-PTO	16.00	16.00	0.00	0.00
		<b>Subtotal for 1:</b>	<b>74.40</b>	<b>74.40</b>	<b>0.00</b>	<b>0.00</b>
3	Annastasia Tuttle	1-Work	52.30	52.30	0.00	0.00
		<b>Subtotal for 3:</b>	<b>52.30</b>	<b>52.30</b>	<b>0.00</b>	<b>0.00</b>
4	Rebecca Pilapil	1-Work	45.40	45.40	0.00	0.00
		150-Missed Break	4.00	4.00	0.00	0.00
		<b>Subtotal for 4:</b>	<b>49.40</b>	<b>49.40</b>	<b>0.00</b>	<b>0.00</b>

## Recommended Settings for Managers in TCP

All of the items below can be found if you navigate to Hours→ Individual Hours and click the **Options** button:

- **Display** section under **Worked Hours**, this will show actual times in addition to rounded times for all employees- *you may or may not want this enabled- your call!*
  - Display actual punch times in addition to rounded times
  - Always display actual times
- **Display** section under **Worked Hours**, this will show the day of the week for all punches:
  - Display day of week for each time in/out
- **Display** section under **Worked Hours**, this will show Total hours for each day:
  - Display total hours for each day
- **Warnings** section, this will stop the popup from asking about rounding actual time each time to edit:

**Warnings**

**Actual Time**

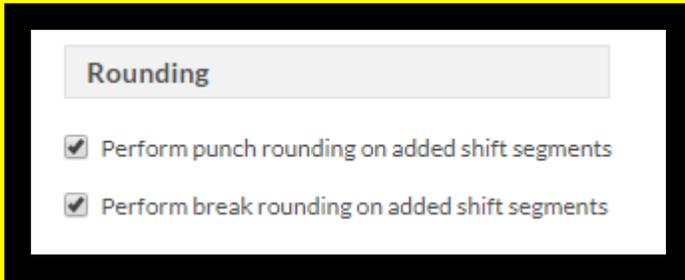
When editing the rounded time, change the actual time to the rounded time

Always keep actual times

Always prompt

# Reviewing Payroll in Time Clocks Plus

- **Settings** section, this will enable the system to round for manually entered shifts:



## How to Clock in and Out

There are 3 ways to clock in and out of TCP from any device within the office (Note that we have IP addresses and Geofencing set up)

1. From Prism- All employees can access Time Clock Plus from your prism portal log in, you will see Time Entry on the left menu, this takes you to a window to clock in /out.

2. From the appropriate direct link below, also on the employee resource page. Employees need a User ID which is their employee number. Managers can pull IDs from Prism for their employees. Employees will also need to use the last 4 digits of SSN as the password.

FG: <https://306519.tcplusondemand.com/app/webclock/#/EmployeeLogOn/112-8164/8164>

FF: <https://306520.tcplusondemand.com/app/webclock/#/EmployeeLogOn/112-8166/8166>

3. Using the app, see instructions below, download from the Apple or Play Store - TimeClock Plus v7 MobileClock app ( note FF employees have other configurations)

- After downloading, it will need to be configured with these settings:

### **First Pacific Group**

Scheme: https

Host: [306519.tcplusondemand.com](https://306519.tcplusondemand.com)

Port: 443

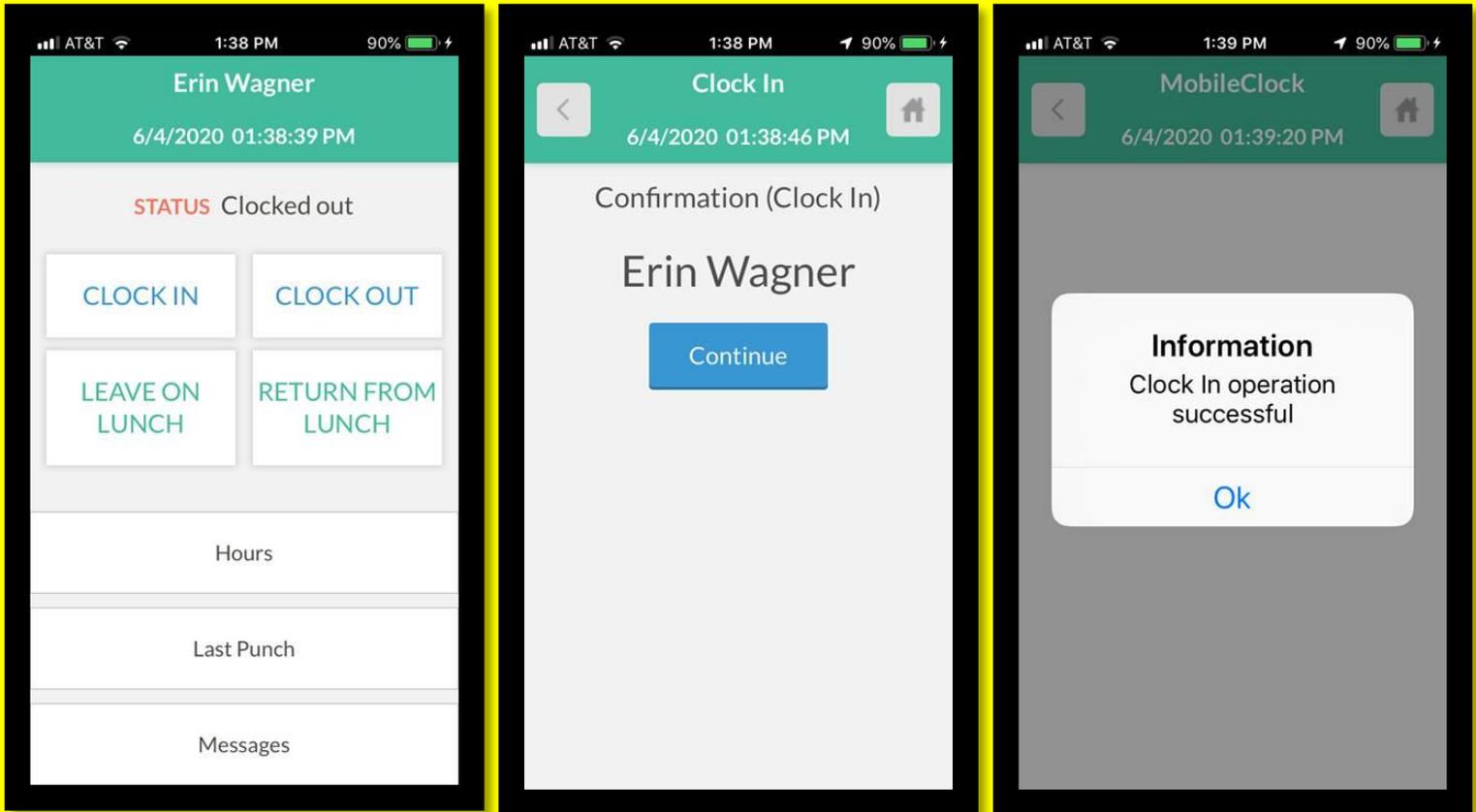
Namespace: 112-8164

Then the Employee ID from Prism

PIN: last 4 of SSN

- When clocking in on the App, you have to click **Clock In**, and then **Continue** on the next screen before you are actually clocked in, per screenshots below:

# Reviewing Payroll in Time Clocks Plus



## Items to Note

- A punch showing in green means this is a Missed Punch that has already been given Manager Approval. Without the approval, it should show in a bolder blue.
- The rounding can only be applied to manually added segments and clocked in/out segments, not edited. Manually added segments are added through the Individual Hours feature by the manager. Edited segments were originally recorded by the employee clocking in/out then a manager goes to Individual Hours to adjust the time in or out.
- Daily hours will not round correctly if an employee selects "Leave on Lunch" instead of "Clock Out"
- If someone is unable to clock in from their phone while in the geofence, it may be due to their wifi so they should try the following troubleshooting steps to see if they are able to log in after any:
  1. Turn off wifi to disconnect, and then reconnect to wifi
  2. Restart their phone
  3. Have a manager or someone else try to clock in on their own phone at the same spot to see if it might be a phone or carrier-specific issue

# Time Clocks Plus

## Overtime Notes

- All OT log notes will be added as notes to the shift where any OT hours occurred in Time Clocks Plus. Basically, we just need you to add a note in TCP for any OT hours- so this would be for any day with over 8 hours or call-outs that may become OT at the end of the week. The same info is required in this note as you would have put in the OT log- so unit/project for each overage. On any shift, you can click "Edit" to add a note in the highlighted area shown below.

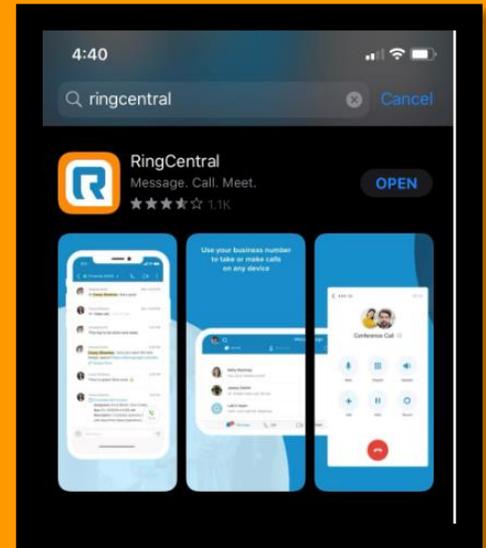
- If you're looking in Group hours you can see the notes that are showing in blue have data and you can click on any to see/edit/delete the note.

	Notes	Edited	Break length	Time in	Actual time in	Time out	Actual time out	Hours	Shift total	Day total	Week total
Sat 10/24/2020 09:45 AM		Y		Sat 10/24/2020 09:45 AM		Sat 10/24/2020 10:45 AM		1.00	1.00		
Sat 10/24/2020 12:15 PM		Y		Sat 10/24/2020 12:15 PM		Sat 10/24/2020 12:30 PM		0.25	0.25	1.25	
Mon 10/26/2020 08:00 AM			60u	Mon 10/26/2020 08:00 AM	Mon 10/26/2020 07:54 AM	Mon 10/26/2020 12:01 PM		4.02			
Mon 10/26/2020 01:01 PM				Mon 10/26/2020 01:01 PM	Mon 10/26/2020 12:56 PM	Mon 10/26/2020 05:00 PM	Mon 10/26/2020 04:58 PM	3.98	8.00	8.00	
Tue 10/27/2020 08:00 AM			60u	Tue 10/27/2020 08:00 AM	Tue 10/27/2020 07:57 AM	Tue 10/27/2020 12:03 PM		4.05			

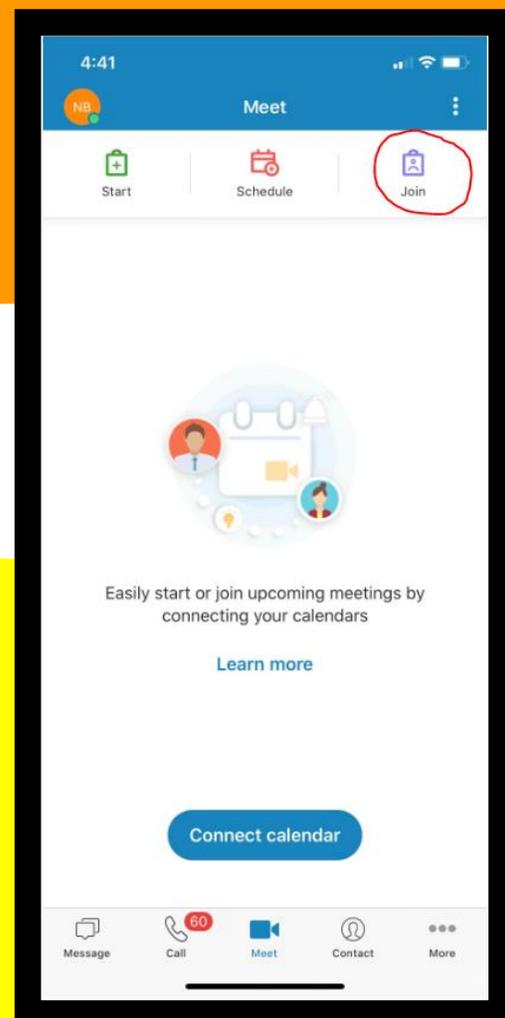
# RingCentral App - Meetings

Follow these step-by-step instructions to join a meeting via the RingCentral app.

- Download the RingCentral App

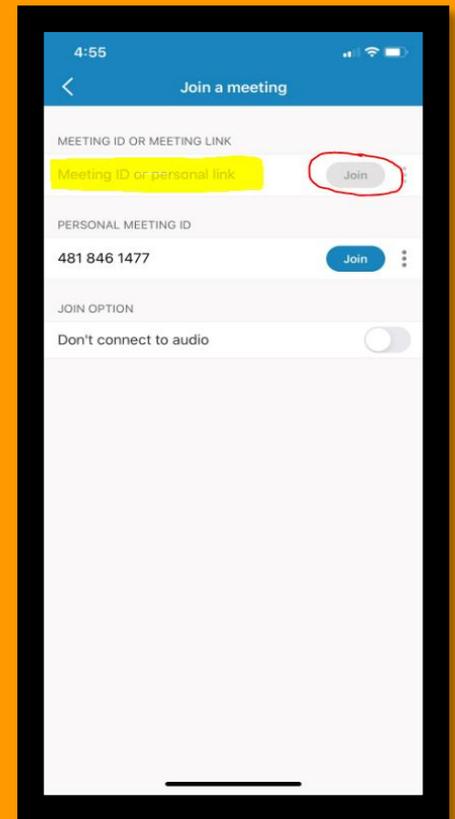


- Log into your extension.
- Click Join in the top left

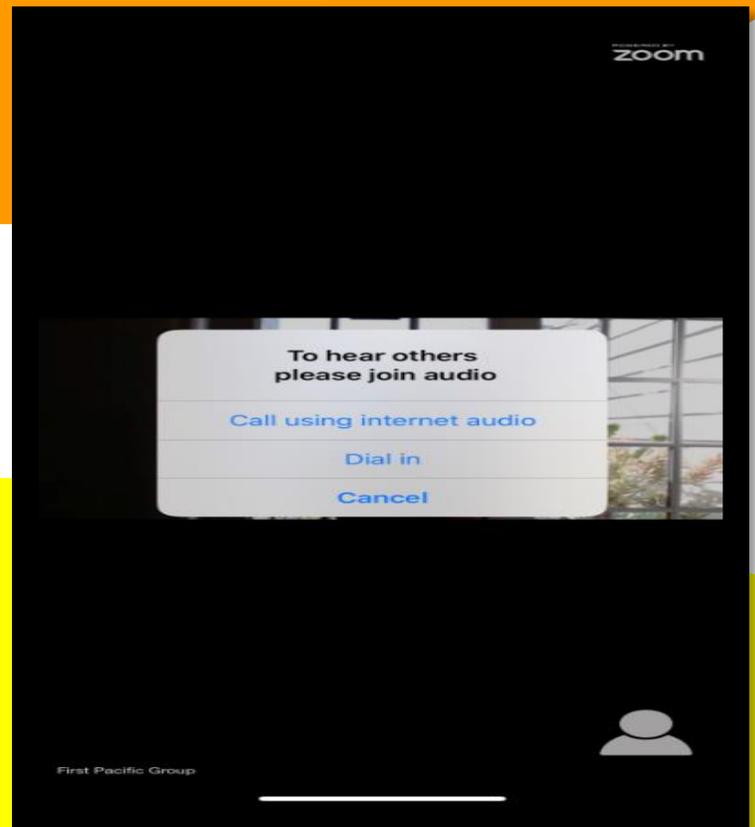


# RingCentral App - Meetings

- Enter Meeting ID then click Join.

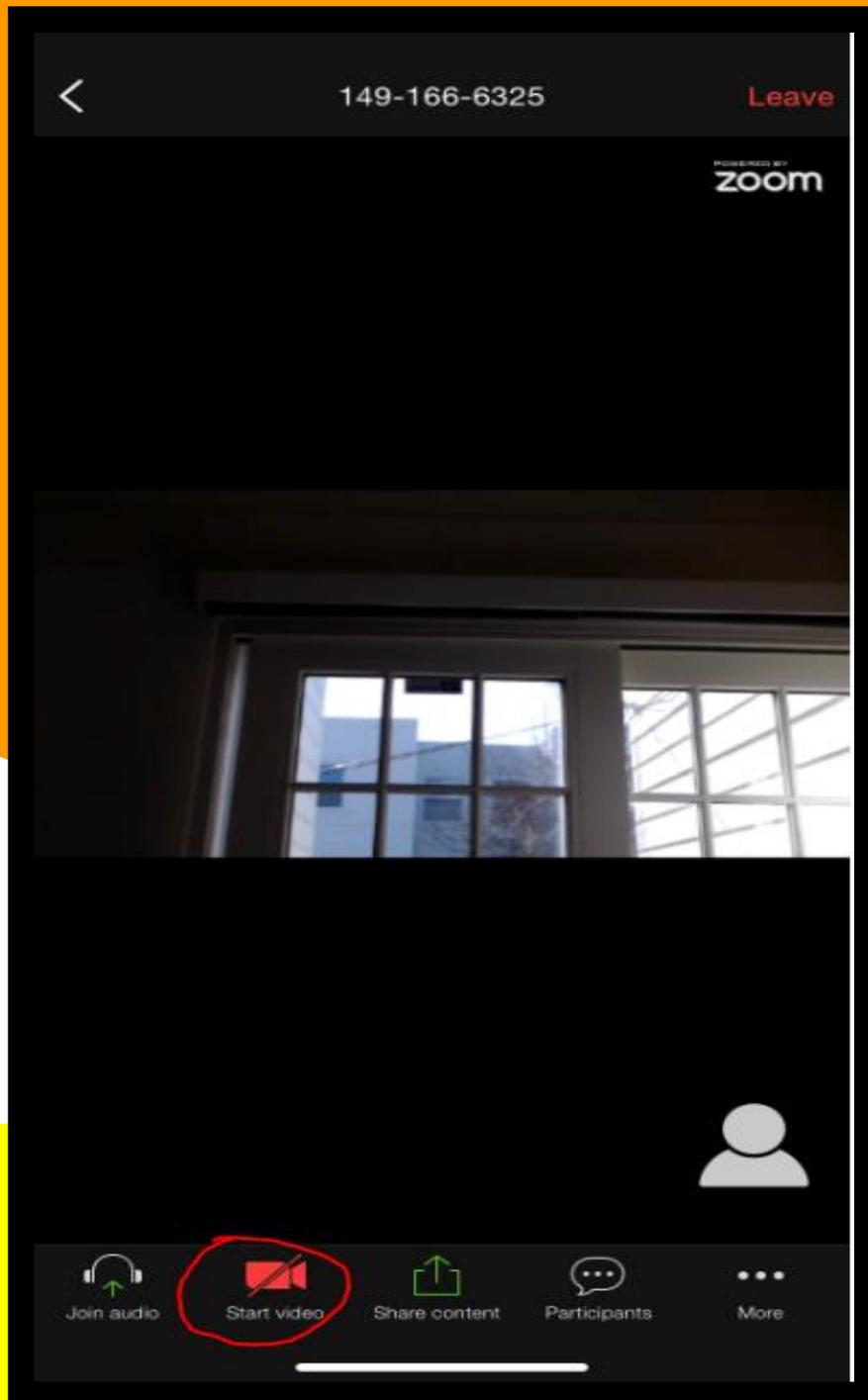


- Once joined, select "Dial In" to connect audio.



# RingCentral App - Meetings

- Once in the meeting click the red “Start Video” icon on the bottom task bar to enable your camera.



# Resident Referral Credit

- 01** Referrals are to be paid after the new resident who moved in has been living in their home for 30 days.
- 02** The applicant **MUST** tell the leasing specialist on the initial call who referred them in order for the resident to get credit.
- 03** The referral credit is to be applied as a onetime concession to the referring resident's account after these 30 days.
- 04** This slip as well as CRM memo notes should be added to both accounts – please scan and save to resident file as an attachment.

## Resident Referral Credit

New Resident Name : \_\_\_\_\_

Apartment : \_\_\_\_\_

Move-in Date : \_\_\_\_\_

Lease Term : \_\_\_\_\_

Referring Resident : \_\_\_\_\_

Referring Unit : \_\_\_\_\_

Credit Entered by : \_\_\_\_\_

Amount : \_\_\_\_\_

\*Referrals are to be paid after the new resident who moved in has been living in their home for 30 days. The referral credit is to be applied as a onetime concession to the referring resident's account after these 30 days. This slip as well as yard memo notes should be added to both accounts.

# Resident Retention Program

- Our number one goal is to keep our residents and it is up to us to make that happen!
- Make sure to understand and follow this plan
- Make it a priority to learn resident names and pet names
- Always greet residents
- Remember, we are, "At Your Service."

<b>Prior to move in</b>
Confirm utilities are in the resident's name, review all lease documents/key points/payment info
<b>Move in day</b>
Team member walks apartment prior to move-in with Sparkle Bucket and leaves the gift with move-in booklet; Take move-in photos for their file. Confirm payment in-full made with certified funds Escort resident to their new home and indicate on map all community amenities Hold mail keys until move-in checklist returned Move-in follow up email (Auto Sent)
<b>1 day after mi</b>
VP Letter Emailed
<b>7 days after mi</b>
Follow up call on happiness with new home
<b>14 days after mi</b>
Maintenance Supervisor knocks on door to go over procedures Follow-up Maintenance door hanger Move-In Survey emailed (Auto Sent)
<b>60 days after mi</b>
Follow-up to deliver, "Have a Great Day," door hanger
<b>90 days after mi</b>
Follow-up call/ SMS to check-in
<b>During lease term</b>
Ongoing communication, quarterly newsletter and resident events
<b>120 days prior to renewal</b>
Blank Service Request sent to resident 120 Day Email Auto-Sent
<b>90 days prior to renewal</b>
<ul style="list-style-type: none"> <li>• Issue 90-day Renewal Proposal offer letter to be included on invitation with a small treat</li> <li>• Email and post the offer to their door</li> <li>• Send calendar invite for 30 days after notice served as offers will expire</li> </ul> After 30 days anyone that has not renewed is given an additional 7 days to sign or renewal or their proposal will be deleted and a new proposal at a great rate will be issued
<b>80 days prior to renewal</b>
Contact anyone that has not signed a renewal or given notice
<b>70 – 60 days prior to renewal</b>
If moving, NTV is now required Contact anyone that has not renewed or given notice to remind them of 60- day notice 30 day notice required for SC & SS If renewal or NTV is not signed, then email the list of whose proposals need to be deleted and regenerated
<b>50 – 45 days prior to renewal</b>
Send new offer letter
<b>35 – 30 days prior to renewal</b>
Send MTM reminder
<b>20 – 14 – 10 days prior to renewal</b>
Contact Resident to remind them they will be going MTM
<b>After renewal</b>
Thank You Email/ Survey Auto Sent Carpet Voucher inside card signed by the team
<b>After review</b>
Send Thank You Card with Gift Card (Must be approved by Regional )

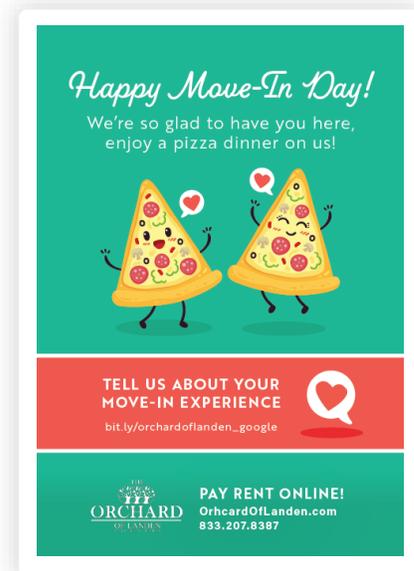
# Resident Retention Program

## PRIOR TO MOVE IN

- Confirm utilities are in the resident's name, review all lease documents/key points/payment info

## MOVE IN DAY

- Team member walks apartment prior to move in with sparkle bucket
  - Leave move-in gift & move-in booklet
  - Take move-in photos and upload to resident's attachments in CRM
- Confirm payment in-full made with certified funds
- Escort resident to their new home and indicate on map all community amenities
- Hold mail keys until move-in checklist returned
- Move-in follow up email (Auto Sent)



## 1 DAY AFTER MI

- VP Letter Emailed

## 7 DAYS AFTER MI

- Follow-up call on happiness with new home

## 14 DAYS AFTER MI

- Maintenance Supervisor knocks on door to go over procedures
- Follow-up Maintenance door hanger
- Move-In Survey emailed (Auto Sent)

# Resident Retention Program

## 60 DAYS AFTER MI

- Follow-up to deliver, "Have a Great Day," door hanger

## 90 DAYS AFTER MI

- Follow-up call / SMS to check-in

## DURING LEASE TERM

- Ongoing communication, quarterly newsletter and resident events



## 120 DAYS PRIOR TO RENEWAL

- Blank Service Request sent to resident
- 120 Day Email Auto-Sent

# Resident Retention Program

## 90 DAYS PRIOR TO RENEWAL

- Issue 90-day Renewal Proposal offer letter to be included on invitation with a small treat
- Email and post the offer to their door
- Send calendar invite for 30 days after notice served as offers will expire
- After 30 days anyone that has not renewed is given an additional 7 days to sign or renewal or their proposal will be deleted and a new proposal at a great rate will be issued

  
Timbercreek East

3/4/2021

Nsikan Ubon  
FRIDAY BASSEY  
1835 SE Timbercreek Court  
Blue Springs, MO 64014

Dear Nsikan Ubon, FRIDAY BASSEY and all other occupants

We are pleased to invite you to join us for another year of residency at Timbercreek East Townhomes! It is wonderful residents like you that make us the 'one-of-a-kind' community that it is, and we want to make sure we are doing everything we can to ensure you are happy in your home! We know that your home is an important place, and we are happy you have chosen Timbercreek East Townhomes as the place where you plant your feet each day and hope you continue to do so in the future.

We show that your current lease is due to expire on 06/07/2021 and we have made it easier than ever for you to renew your lease by offering you a competitive lease rate with flexible options as well as incentives just for signing for another term. We have also made the signing process as convenient as ever by sending you your options to review and sign online.

5 Month Renewal		9 Month Renewal		12 Month Renewal	
Rent	\$1,225.00	Rent	\$1,225.00	Rent	\$1,225.00
Trash	\$25.00	Trash	\$25.00	Trash	\$25.00
Short Term Lease Premium	\$75.00	Short Term Lease Premium	\$50.00		\$

If you do not wish to renew your lease and you plan to move, you must sign a 60-day written notice to vacate form via your resident portal. This form must be signed by all lease holders as well as by a member of the office team to be valid. If we do not receive your written notice to vacate on or before April 8, 2021, or if you fail to renew by the expiration date, you will automatically be put on a month-to-month basis at a rental rate of \$1225.00 with a month-to-month fee of \$150.00 for a total of \$1,375.00 plus utilities and other monthly fees at the market rent.

Prior to deciding to vacate, please share any concerns you may have with the office and we may be able to accommodate your needs.

Again, we thank you for your continued residency and hope you continue to call Timbercreek East Townhomes home. Don't hesitate to contact us with any questions. We hope to receive your RSVP today!

Warmest Regards,  
*Timbercreek East Townhomes Management*  
Always at Your Service!

Timbercreek East Townhomes  
1860 SE Timbercreek Ct.  
Blue Springs, MO 64014  
(833) 282-1985  
[www.timbercreekeast.com](http://www.timbercreekeast.com)



# Resident Retention Program

## 80 DAYS PRIOR TO RENEWAL

Contact anyone that has not signed a renewal or given notice

## 70 DAYS PRIOR TO RENEWAL

Send 15 Day offer Expiring Letter

## 60 DAYS PRIOR TO RENEWAL

- if moving, NTV is now required
  - Contact anyone that has not renewed or given notice to remind them of 60- day notice
  - 30 day notice required for SC & SS
- If renewal or NTV is not signed, then email the list of whose proposals need to be deleted and regenerated

## 50 DAYS PRIOR TO RENEWAL

Send new offer letter

## 45 DAYS PRIOR TO RENEWAL

45-Day reminder email will auto-send to the resident encouraging them to renew if they haven't already done so

## 35 DAYS PRIOR TO RENEWAL

Follow up call to resident to remind them of the Month-to-Month fees and notice requirements & encourage them to renew or determine any concerns they have

## 30 DAYS PRIOR TO RENEWAL

Send MTM Reminder

## 20 DAYS PRIOR TO RENEWAL

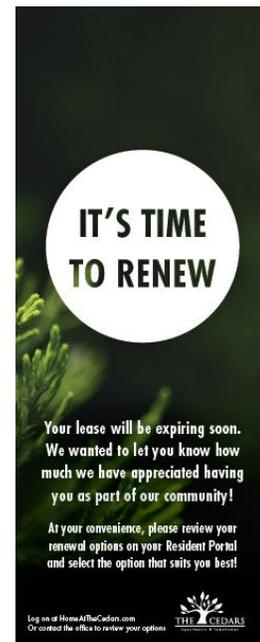
Follow up call to remind them to renew to avoid month-to-month fees.

## 15 DAYS PRIOR TO RENEWAL

Contact Resident to remind them they will be going MTM

## 10 DAYS PRIOR TO RENEWAL

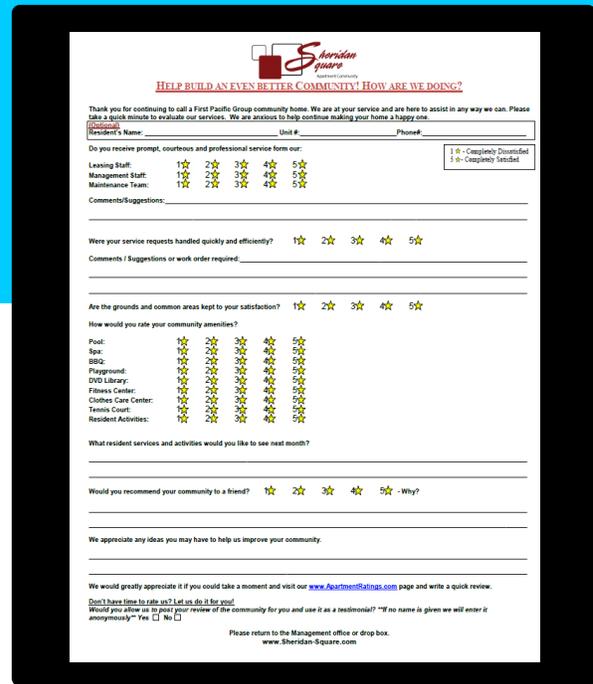
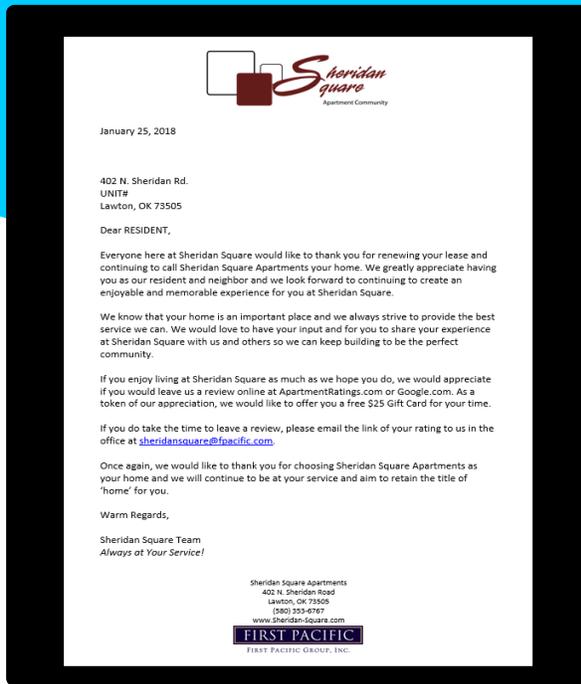
Follow up call & visit the resident's home between 5 & 6pm if they have not signed to remind them to renew ASAP to avoid month-to-month fees.



# Resident Retention Program

## AFTER RENEWAL

- After Renewal Thank You Email/Survey Auto Sent
- Carpet Voucher inside card signed by the team



- Upon renewal each home is given a carpet cleaning coupon – good for one free carpet cleaning within 60 days of receipt
- The resident then contacts our carpet cleaning vendor directly to schedule the cleaning themselves
- At the time the cleaning is done the resident should present the voucher to the vendor for payment or leave in plain site in the apartment for the vendor if they aren't home
- The vendor should then take the voucher and staple it to the invoice as they submit it for payment
- Once the invoice is received, the voucher is scanned and attached to the resident profile
- Check 'No' on the chargeback stamp and note "Renewal" on the notes line



# Resident Retention Program

## AFTER APARTMENT RATING REVIEW

Send a personal thank you card with a gift card once approved by the regional manager.



# Renewal Report

The renewal report should be used for generating monthly renewal tracking logs and will also serve as the renewal commission log once all renewals are finalized.

To generate the report in Voyager from the left-hand menu:

Residential -> Workflow -> Lease Expiration Report

Enter Filters: **Example - Renewal Log for May 2020 Lease Expirations**

- Property
- Lease From Date = First Day of the Month **(05/01/2020)**
- Lease To Date = Last Day of the Month **(05/31/2020)**
- Output Type = Excel

The screenshot shows the 'Lease Renewal' filter form. It includes input fields for 'Property/List' (hc), 'Lease From Date' (05/01/2020), and 'Lease To Date' (05/31/2020). There are also checkboxes for 'Merge Reports', 'Show Grid', 'Attach Reports', 'Email Reports', and 'Show on Portal'. A dropdown menu for 'Output Type' is set to 'Excel'. At the bottom, there are 'Generate', 'Clear', and 'Help' buttons.

Click View Report

The screenshot shows the 'Lease Renewal' report view. It displays the same filter form as above. Below the form, there is a table with one row. The first column is labeled 'link' and contains the value '15.00'. The second column is labeled 'Report' and contains the value 'View Report'. The 'View Report' link is highlighted with a red box.

Open the attachment and save as: Property Code Renewal Log Date **(HC Renewal Log 11-26-19)** and save to the server in the corresponding month folder.

***D:\Data\SITE SERVER\SC SITE\Lease Documents\HC\Renewals\\_Renewal Log\2020\05-2020***

# Renewal Report

- The Renewal Report will pull resident current info

Name	Unit #	Unit Type	Market Rent	Current Rent	Current Concession/PEP	Current Utility	Current Trash	Current Pet Rent	Current Rentable Item	Sqft	Lease Expiration
Hidden Creek Apartments											
Dustin Evans	050	hc11	\$2,090.00	\$2,075.00	\$0.00	\$70.00	\$0.00	\$0.00	\$45.00	525	5/18/2020
David Harris	067	hc11	\$1,950.00	\$1,950.00	\$0.00	\$70.00	\$0.00	\$0.00	\$90.00	450	5/25/2020
Michael Long	077	hc11	\$1,950.00	\$1,758.00	\$0.00	\$70.00	\$0.00	\$0.00	\$90.00	450	5/4/2020
Devin Hickey	078	hc11	\$2,000.00	\$1,803.00	\$0.00	\$70.00	\$0.00	\$0.00	\$90.00	450	5/4/2020
Natalie Kwan	084	hc11	\$1,950.00	\$1,925.00	\$0.00	\$70.00	\$0.00	\$0.00	\$90.00	450	5/25/2020
Bruce Noland	100	hc11	\$2,050.00	\$2,000.00	\$0.00	\$70.00	\$0.00	\$0.00	\$45.00	450	5/4/2020
Patrick Del Carlo	103	hc11	\$1,950.00	\$1,925.00	\$0.00	\$70.00	\$0.00	\$0.00	\$45.00	450	5/11/2020
Lucia Gonzalez-Sepulveda	105	hc11	\$1,950.00	\$1,900.00	\$0.00	\$70.00	\$0.00	\$50.00	\$45.00	450	5/4/2020
Katie Shiver	111	hc21	\$2,625.00	\$2,600.00	\$0.00	\$80.00	\$0.00	\$50.00	\$90.00	686	5/11/2020
Lijun Jiang	112	hc11	\$2,090.00	\$2,090.00	\$0.00	\$70.00	\$0.00	\$0.00	\$45.00	525	5/31/2020

- Renewal rates will be set per your current policy. Once new rates are set proposals need to be created for each in order for the letters to generate properly. Follow current policy for creating proposals. Once created and approved the team will initial the cells in each column as the tracking items are completed.

Lease Expiration	Difference	Increase	New Monthly Concession	New Monthly Rent	Pet Rent	Utility Fee	New Lease End Date	120 Day	90 Day	60 Day	45 Day	35 Day	15 Day	Emailed Lease	Lease Signed	After Renewal Thank You Letter & Survey	After Review Thank You & Fuel Card
								Service Request Letter Sent	Invitation w/ Offer Letter & Goodie	Renewal Door Hanger	Reminder Letter Sent	Reminder MTM Letter Sent	Visit Resident Avoid MTM Fees				
5/18/2020	-\$15	\$25	\$0	\$2,100	\$0	\$70	05/08/21	NB	NB	NB							
5/25/2020	\$0	\$50	\$0	\$2,000	\$0	\$70	05/22/21	NB	NB	NB							
5/4/2020	-\$192	\$41	\$0	\$1,799	\$50	\$70	05/08/21	NB	NB	NB							
5/4/2020	-\$197	\$22	\$0	\$1,825	\$0	\$70	05/08/21	NB	NB	NB							
5/25/2020	-\$25	\$25	\$0	\$1,950	\$0	\$70	05/22/21	NB	NB	NB							
5/4/2020	-\$50	\$25	\$0	\$2,025	\$50	\$80	05/08/21	NB	NB	NB							
5/11/2020	-\$25	\$20	\$0	\$1,945	\$50	\$80	05/15/21	NB	NB	NB							
5/4/2020	-\$50	\$25	\$0	\$1,925	\$100	\$70	05/08/21	NB	NB	NB							
5/11/2020	-\$25	\$40	\$0	\$2,640	\$0	\$70	05/15/21	NB	NB	NB							
5/31/2020	\$0	\$25	\$0	\$2,115	\$0	\$70	05/29/21	NB	NB	NB							

- Once the all renewals are finalized you will add the commission for the renewal to the commission column and total all commissions at the bottom and note the split per team member.

New Lease End Date	Service Request Letter Sent	Invitation w/ Offer Letter & Goodie	Renewal Door Hanger	Reminder Letter Sent	Reminder MTM Letter Sent	Visit Resident Avoid MTM Fees	Emailed Lease	Lease Signed	After Renewal Thank You Letter & Survey	After Review Thank You & Fuel Card	Notes	Commission Amount
05/08/21	NB	NB	NB	NB	NB	NB	NB	NB	NB	NB		80
05/22/21	NB	NB	NB	NB	NB	NB	NB	NB	NB	NB		40
05/08/21	NB	NB	NB	NB	NB	NB	NB	NB	NB	NB		80
05/08/21	NB	NB	NB	NB	NB	NB	NB	NB	NB	NB		80
05/22/21	NB	NB	NB	NB	NB	NB	NB	NB	NB	NB		0
05/08/21	NB	NB	NB	NB	NB	NB	NB	NB	NB	NB		80
05/15/21	NB	NB	NB	NB	NB	NB	NB	NB	NB	NB		0
05/08/21	NB	NB	NB	NB	NB	NB	NB	NB	NB	NB		0
05/15/21	NB	NB	NB	NB	NB	NB	NB	NB	NB	NB		40
05/29/21	NB	NB	NB	NB	NB	NB	NB	NB	NB	NB		80

Total	\$480
Total at 80%	\$384
Susan 50%	\$192
Karen 50%	\$192

- Once finished save as "Property Code Renewal Commissions Date" (HC Renewal Commissions 11-26-19) and save to commissions folder on the server.

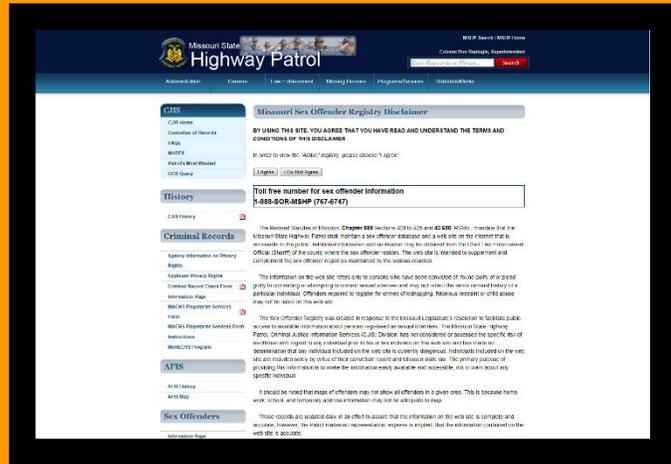
# Sex Offender Websites

Missouri

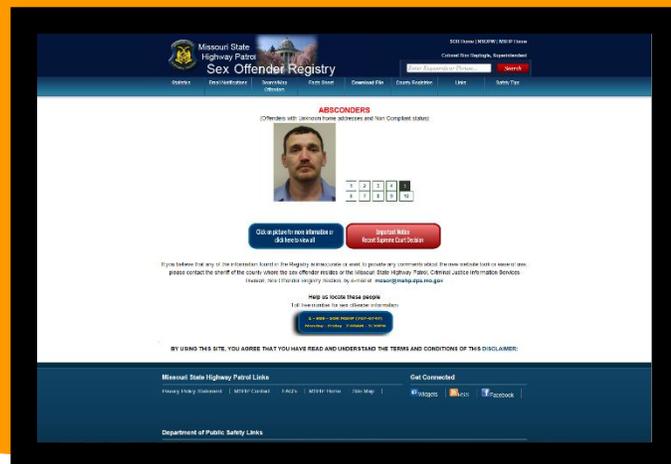
Website:

<http://www.mshp.dps.mo.gov/MSHPWeb/PatrolDivisions/CRID/SOR/SORPage.html>

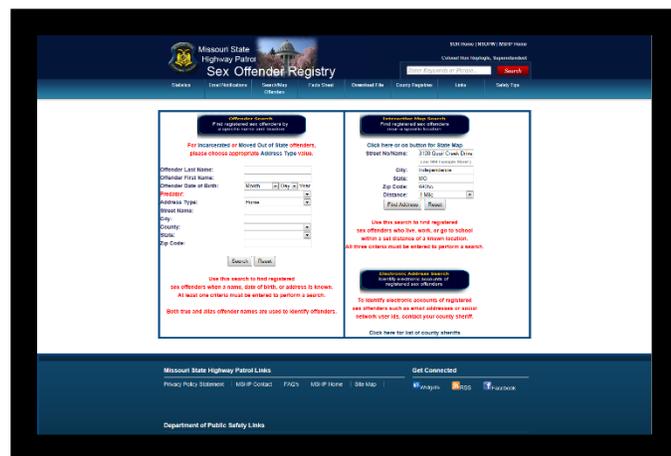
Click I agree:



Click search map offenders:

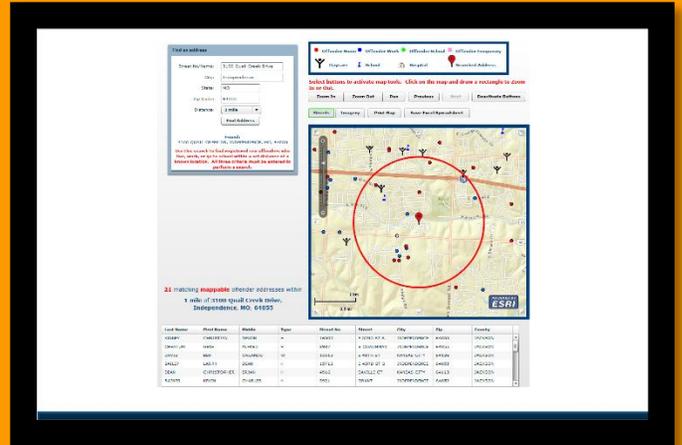


On the interactive map search on the right side input the property address, select the distance for the desired search, and click find address:



# Sex Offender Websites

A map and list will populate with the locations and names of sex offenders living and working within the searched radius:



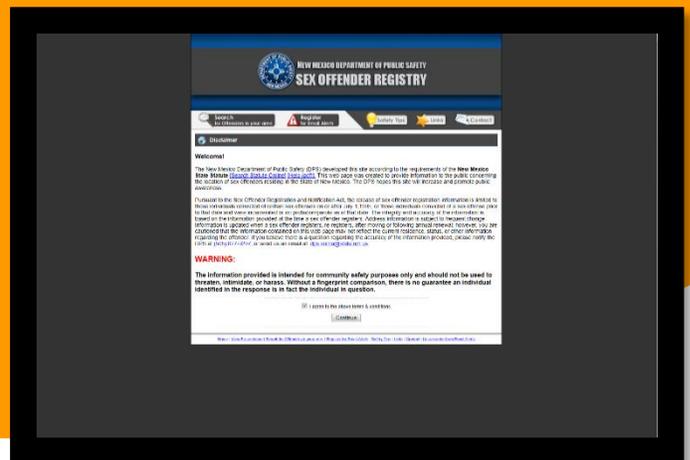
Click the buttons to navigate, save, or print the map.

## New Mexico

Website:

[http://sheriffalerts.com/cap\\_office\\_disclaimer.php?office=55290&wd=aHR0cDovL2NvbW11bml0eW5vdGlmaWNhdGlubi5jb20vY2FwX21haW4ucGhwP29mZmljZT01NTI5MA==](http://sheriffalerts.com/cap_office_disclaimer.php?office=55290&wd=aHR0cDovL2NvbW11bml0eW5vdGlmaWNhdGlubi5jb20vY2FwX21haW4ucGhwP29mZmljZT01NTI5MA==)

Check I agree to the above terms & conditions and click continue:

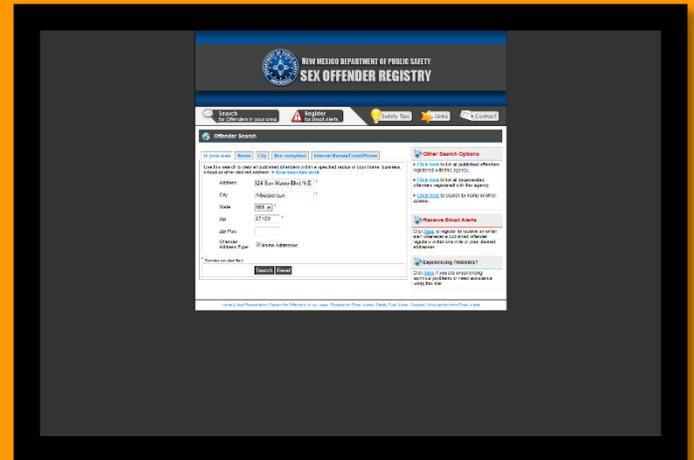


Click search offenders in your area:

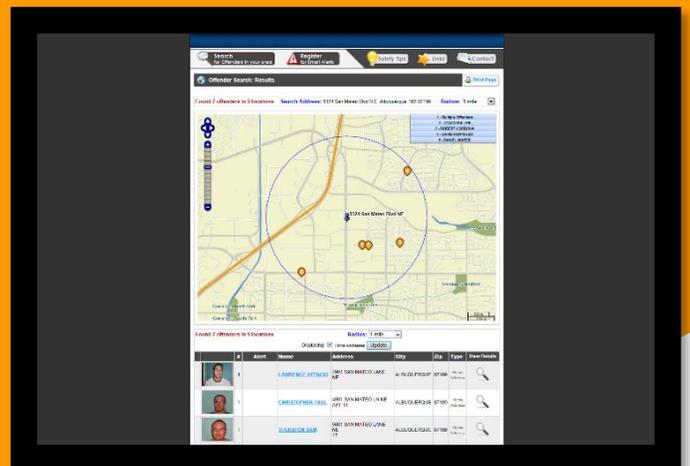


# Sex Offender Websites

On the in your area tab input the property address and click search:



A map and list will populate with the locations and names of sex offenders living and working within a one mile radius. Use the radius drop down menu to change the area searched:

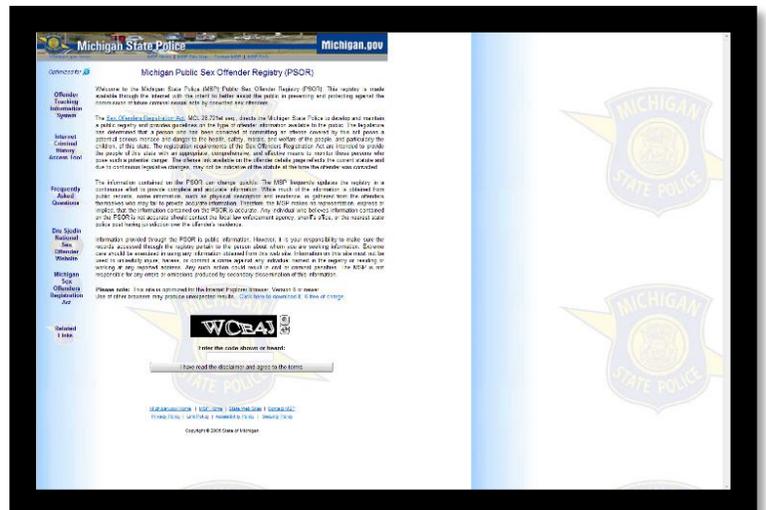


## Michigan

Website:

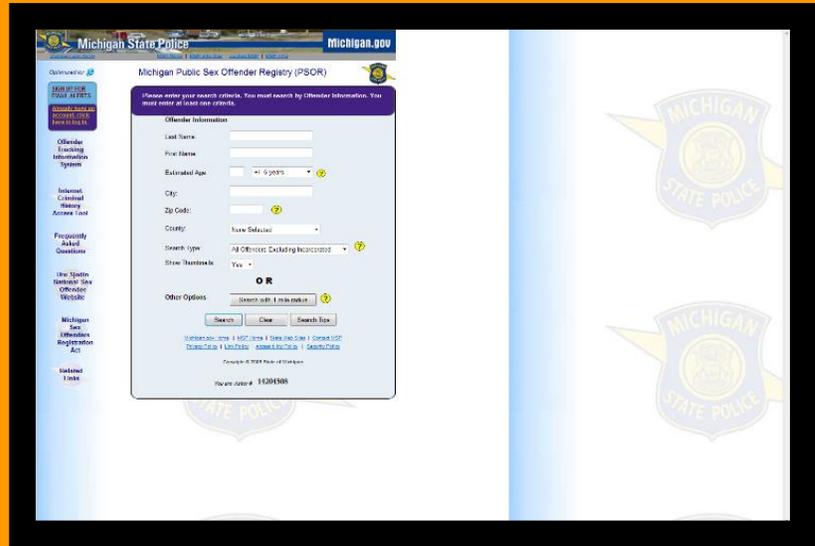
<http://www.mipsor.state.mi.us/>

Enter the code shown where specified at the bottom of the page and click I have read and agree to the terms:

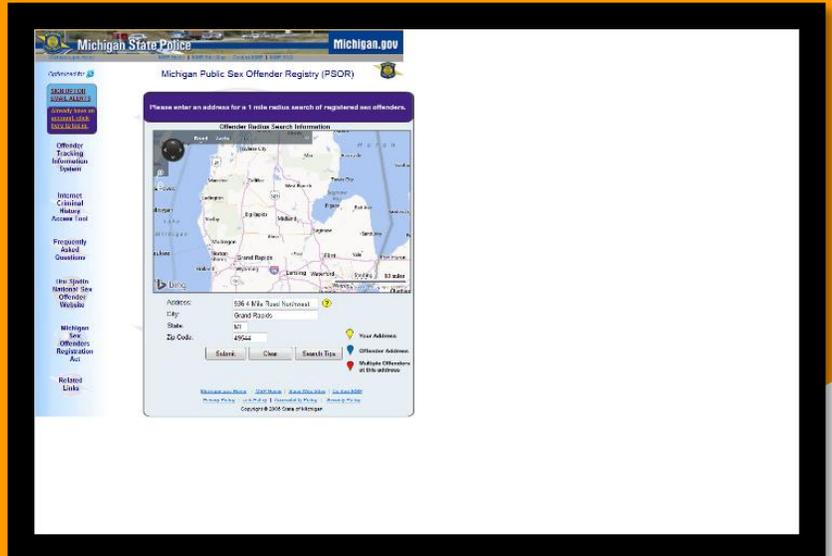


# Sex Offender Websites

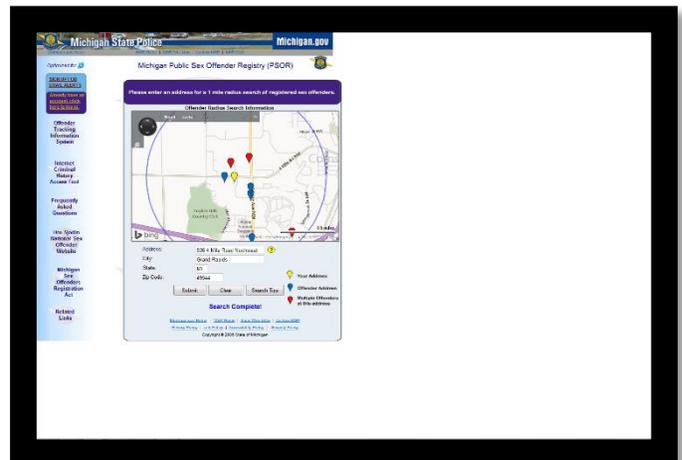
Click search within 1 mile radius:



Input the property address and click submit:

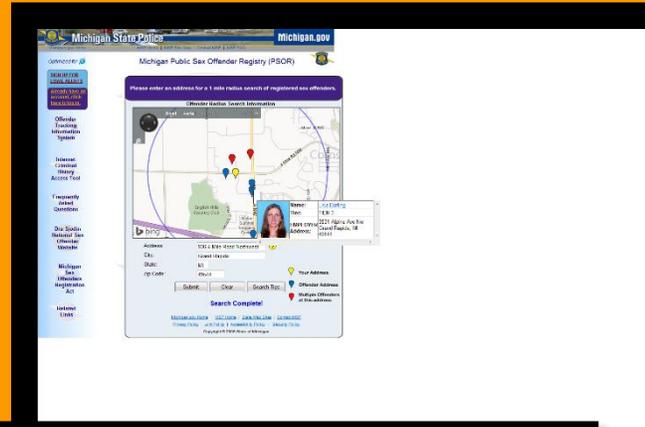


A map will populate with the locations of sex offenders living within a one mile radius:



# Sex Offender Websites

Hover over the blue and red address icons and a list of sex offenders at that address will appear:



## Ohio

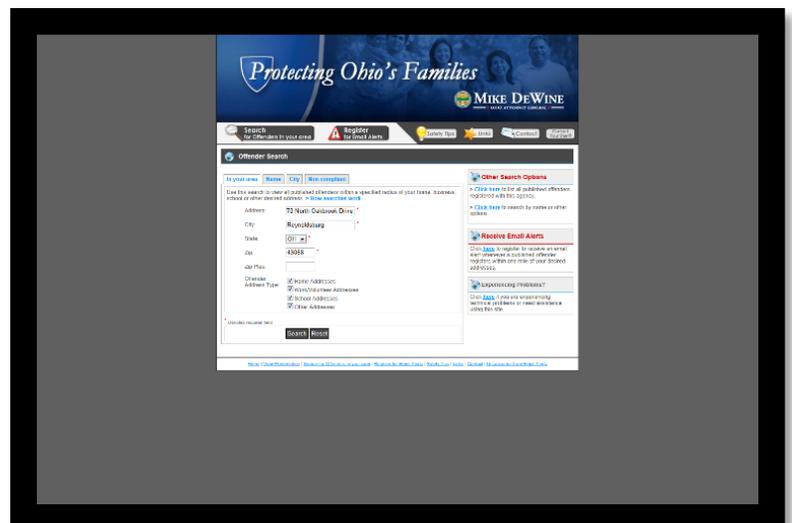
Website:

[http://sheriffalerts.com/cap\\_main.php?office=55149](http://sheriffalerts.com/cap_main.php?office=55149)

Click search for offenders in your area:



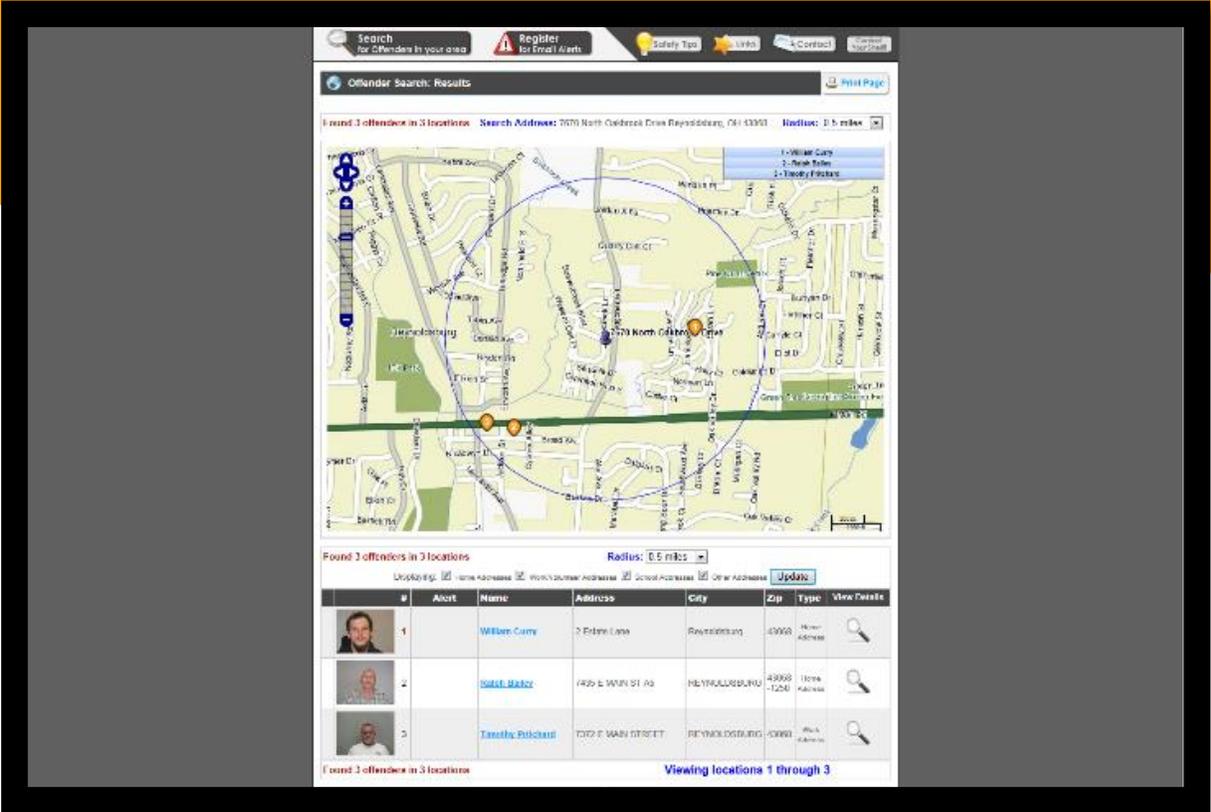
On the in your area tab input the property address, check all boxes for offender address type, and click search:



# Sex Offender Websites

A map and list will populate with the locations and names of sex offenders living and working within a half mile radius.

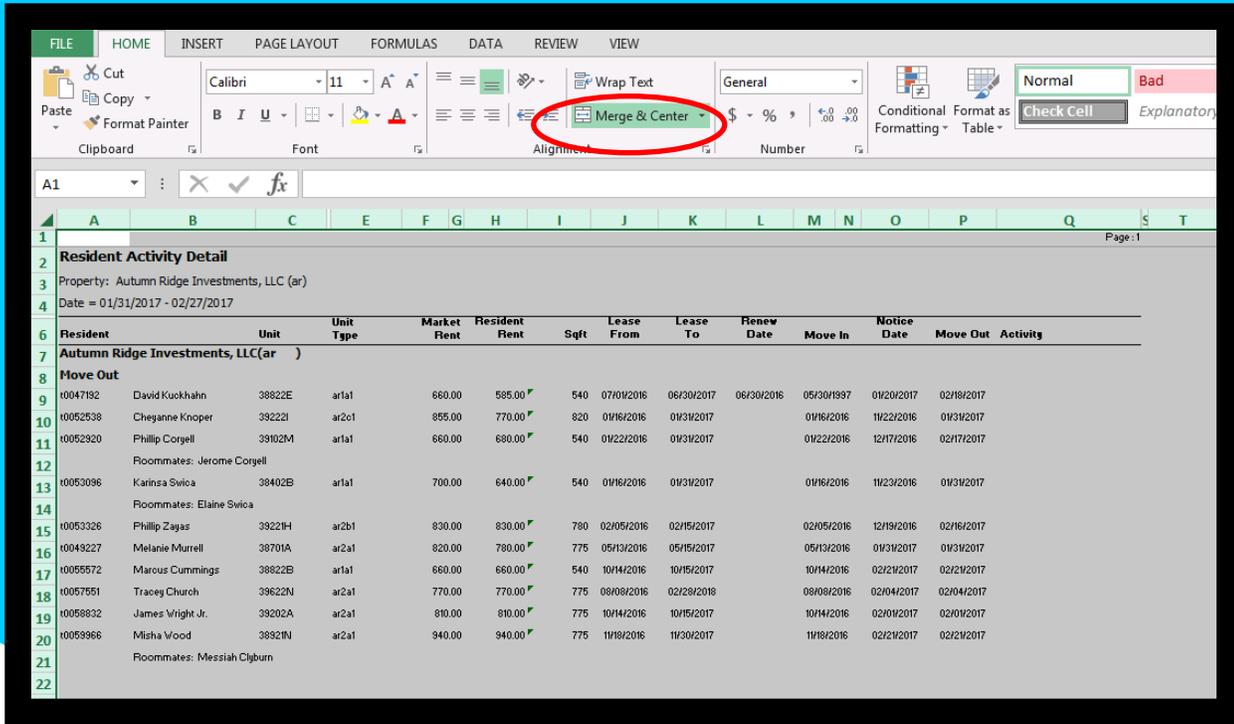
Use the radius drop down menu to change the area searched:



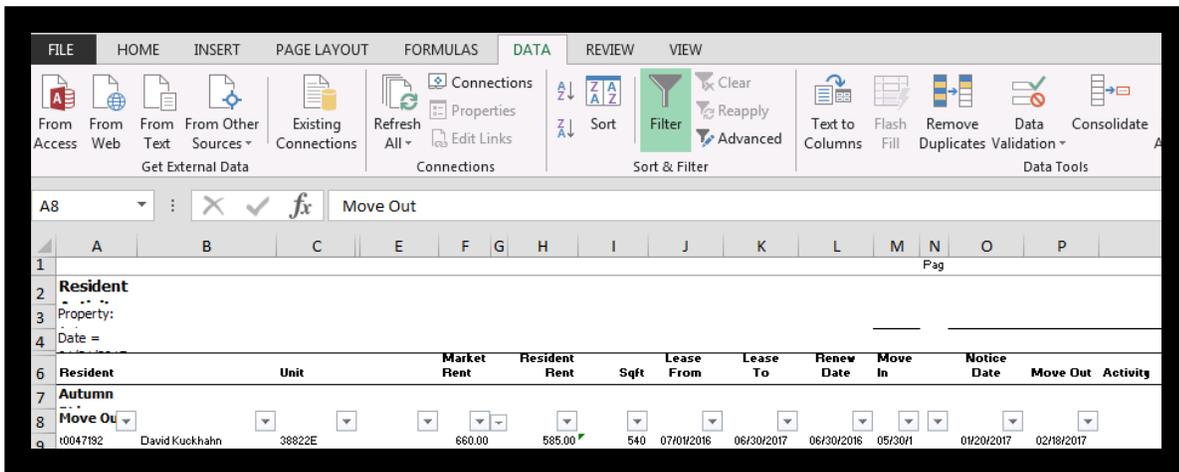
# Sorting In Excel

Many reports used daily or weekly are pulled from Yardi and can be exported to excel. The information in these reports can then be manipulated to make the contents more user friendly. The easiest way to manipulate the information into a more visually appealing way is to sort it. Sorting is an easy way to make the data appear by which ever grouping you need. Such as by last name, unit number, charge code, date, etc. To sort you simply:

- 1. Open in Excel
- 2. Highlight all and click MERGE & CENTER to unmerge all cells



- 3. Click on row 8 (the row above all info) then click the Data tab, and then click Filter



- 4. Click on the arrow at the top of the column you want to sort by (so column C to sort by unit) and chose sort A-Z

# Sending an Eblast

HOW-TO SEND AN EBLAST TO YOUR RESIDENTS

## 1. Log-In to RentCafe

## 2. Choose Your Property

The screenshot shows the RentCafe Site Manager interface. The top navigation bar includes 'Company', 'Properties', 'Leasing', 'Resident Services', and 'Reports'. The 'RentCafe REACH' logo is visible in the top right. The main content area is titled 'Property Search' and contains a table of properties. The first row, 'Accurat Ridge Apartment Homes', is highlighted with a red box. The table columns are: Name, Address, City, State, Published On ILS, and Published on Portal.

Name	Address	City	State	Published On ILS	Published on Portal
Accurat Ridge Apartment Homes	3902 Mayfield Ave NE	Grand Rapids	MI	Yes	Yes
Cedar Brook Apartments	3100 Quail Creek Drive	Independence	MO	Yes	Yes
Cedar Ridge Apartments & Townhomes	3100 Quail Creek Dr	Independence	MO	Yes	Yes

## 3. Navigate to "Marketing" in the Left Menu

The screenshot shows the RentCafe Site Manager interface for 'Property Information'. The left navigation menu is visible, with 'Marketing' highlighted by a red box. The main content area is titled 'Property Information' and includes a 'Publish Your Property' section with four green checkmarks: 'Property Website', 'RentCafe.com ILS', 'Corporate Listing', and 'Resident Portal'. Below this is the 'Property Details' section, which includes fields for 'Functionality Type', 'Marketing Type', 'Specialty Type', 'Country', 'Address', 'City', and 'State-Zip'.

**Property Information**

**Publish Your Property**

- Property Website
- RentCafe.com ILS
- Corporate Listing
- Resident Portal

**Property Details**

Functionality Type: Multi-Family

Marketing Type:  Apartment,  Condo,  Duplex/Triplex,  Home,  Loft,  Townhouse

Specialty Type:  Affordable,  Student

Country: United States

Address: 3902 Mayfield Ave NE

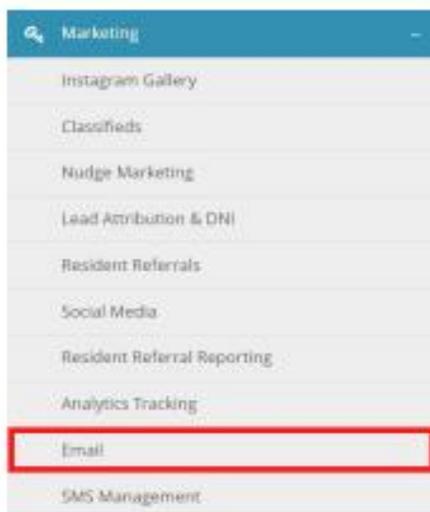
City: Grand Rapids

State-Zip: MI 49525

# Sending an EBlast

HOW-TO SEND AN EBLAST TO YOUR RESIDENTS

## 4. Click "Email" in the Drop-Down Menu



## 5. Click "Send Email"

Email

Send Email

### New Email Management

Welcome to the next version of Email Management. Here's how to get started:

- On the **Activity** tab, view and manage sent, scheduled, and draft emails.
- On the **Templates** tab, compose the content for emails that your company manually sends to users (e.g. event reminders, important announcements).
- On the **Audiences** tab, create rules that define the recipients of emails that your company manually sends to users.
- On the **Autoresponders** tab, compose the body content for emails that RentCafe automatically send when certain events occur (e.g. a prospect contacts a property, a resident makes a payment).
- On the **Autoresponder Templates** tab, customize the overall look and feel of autoresponder emails.

Activity Templates Audiences Autoresponders Autoresponder Templates

10 records per page

Search:

Campaign	Subject	Audience	Created / Updated By	Recipient Type	Schedule Type	Status	Actions
MAY RESIDENT GIVEAWAY	MAY RESIDENT GIVEAWAY		Dixie Malick on 5/3/2022	Resident	One-Time 5/3/2022 @11:18 AM CDT	Sent	   
Happy Easter!	Happy Easter!		Dixie Malick on 4/15/2022	Resident	One-Time 4/17/2022 @9:00 AM CDT	Sent	   

# Sending an EBlast

HOW-TO SEND AN EBLAST TO YOUR RESIDENTS

## 6. Create a New Audience, Then Click "Continue"

Create Email Email Management

1 Audience 2 Campaign

Select your audience below OR Create New Audience

Audience Name	Date Created	Recipient Type	Recipients	Audience Last Modified	Additional Conditions	Active Campaigns	Actions
Moved in today	1/21/2022	Resident	395	5/5/2022 09:00 AM CDT	Lease Status	0	<span>Select</span> <span>Edit &amp; Send</span>

Showing 1 of 1 of 1 entries Previous Next

Continue >

## 7. Choose the "Resident Template"

Create Email Email Management

1 Audience 2 Campaign

Search Templates

Select a Template for your campaign:



Default



Resident Template



COMPANY LEVEL TEMPLATE  
Resident Template

# Sending an EBlast

HOW-TO SEND AN EBLAST TO YOUR RESIDENTS

## 6. Create a New Audience, Then Click "Continue"

Create Email Email Management

1 Audience 2 Campaign

Select your audience below OR [Create New Audience](#)

10 records per page Search:

Audience Name	Date Created	Recipient Type	Recipients	Audience Last Modified	Additional Conditions	Active Campaigns	Actions
Moved in today	1/21/2022	Resident	395	5/5/2022 09:00 AM CDT	Lease Status	0	<a href="#">Select</a> <a href="#">Edit &amp; Send</a>

Showing 1 of 1 of 1 entries Previous Next

[Continue >](#)

## 7. Choose the "Resident Template"

Create Email Email Management

1 Audience 2 Campaign

Search Templates

Select a Template for your campaign:

Default Resident Template Resident Template

COMPANY LEVEL TEMPLATE  
Resident Template

# Sending an EBlast

HOW-TO SEND AN EBLAST TO YOUR RESIDENTS

## 8. Create Your Email

Email Subject:  
Enter Your Email Subject...

→ **Email Subject**

**Upload Image (Image Width is 540)**

Compose your email template. If you want to enter HTML, click Source. Preview

Source **B** *I* U **S**

Tokens - Styles - Format - Font - Size -

Autumn Ridge

Please enter plain text here only, do not add tokens within the campaign text box.

**Content**

Autumn Ridge Apartments  
3902 Mayfield Ave NE  
Grand Rapids, MI 49526  
(616) 364-9051 | autumnridge@fpacific.com  
Visit Us Online | Resident Services

f

Campaign Name:  
Name Your Email Campaign...

Sender Display Name: Sender Email Address:  
First Pacific Group noneplay@fpacific.com

BCC:  
skoo@domain.com

[Add Attachment](#)

Is this an important message for all recipients? (i.e. scheduled property maintenance, mandatory resident communication)  
Checking this box will ensure that ALL recipients receive the email, regardless of subscription status.

**SEND EMAIL** **SAVE DRAFT**

## 9. Send Now, Save Draft, or Schedule for Later

Send Now Schedule for Later

**SEND EMAIL** **SAVE DRAFT**

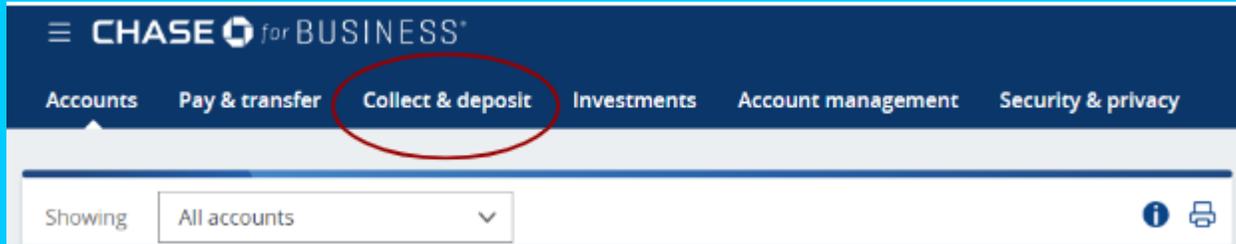
**DELETE EMAIL**

# Check Scan Procedures

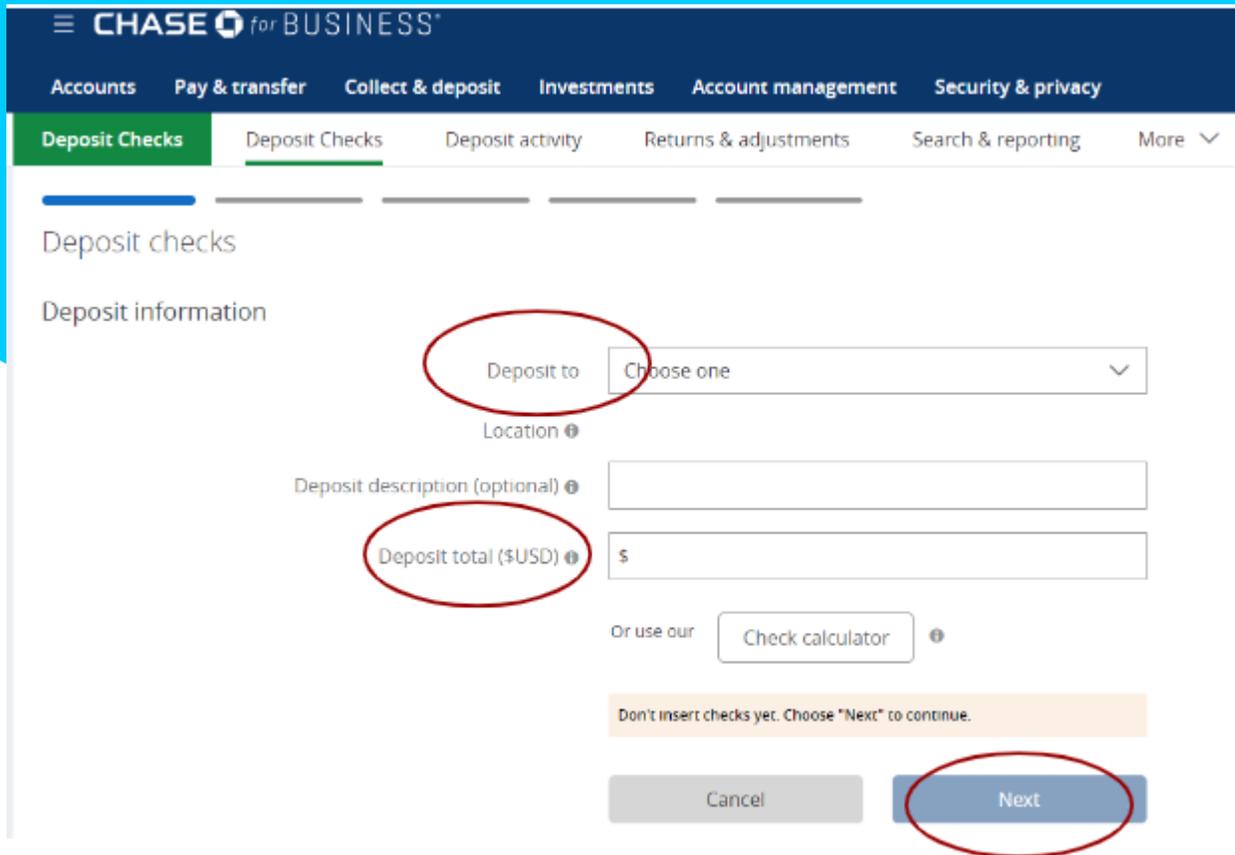
Scan Check Deposits into Chase using the new Panini ML: Deal Check Scanner

Log in to your Chase Account

Click “Collect & Deposit”



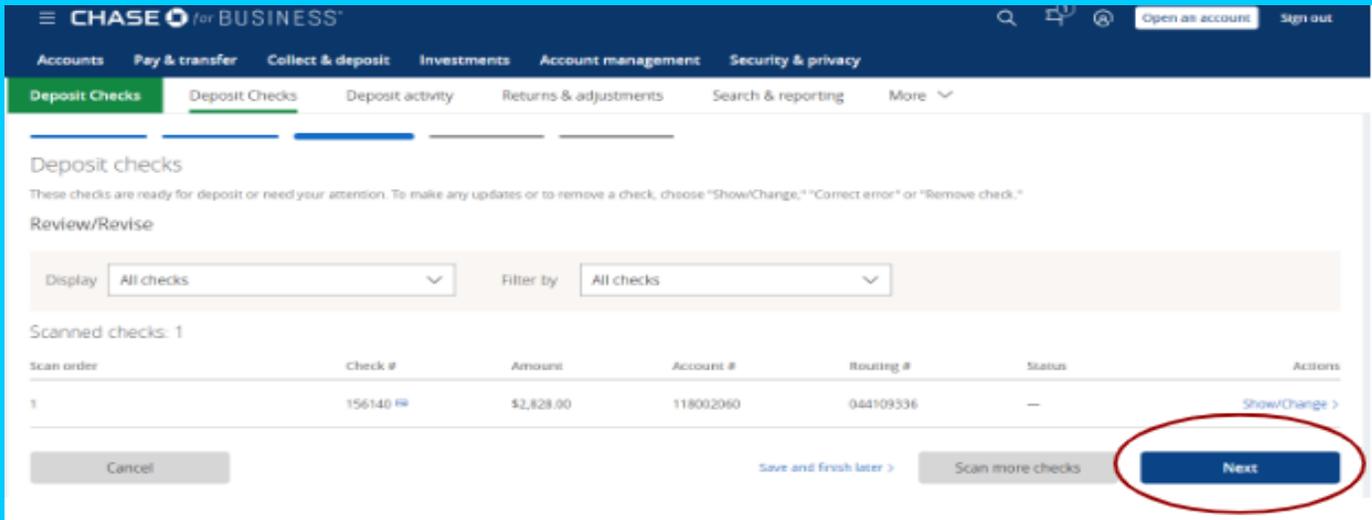
On the “Deposit Checks” tab, enter your Deposit to account, Deposit total, click Next



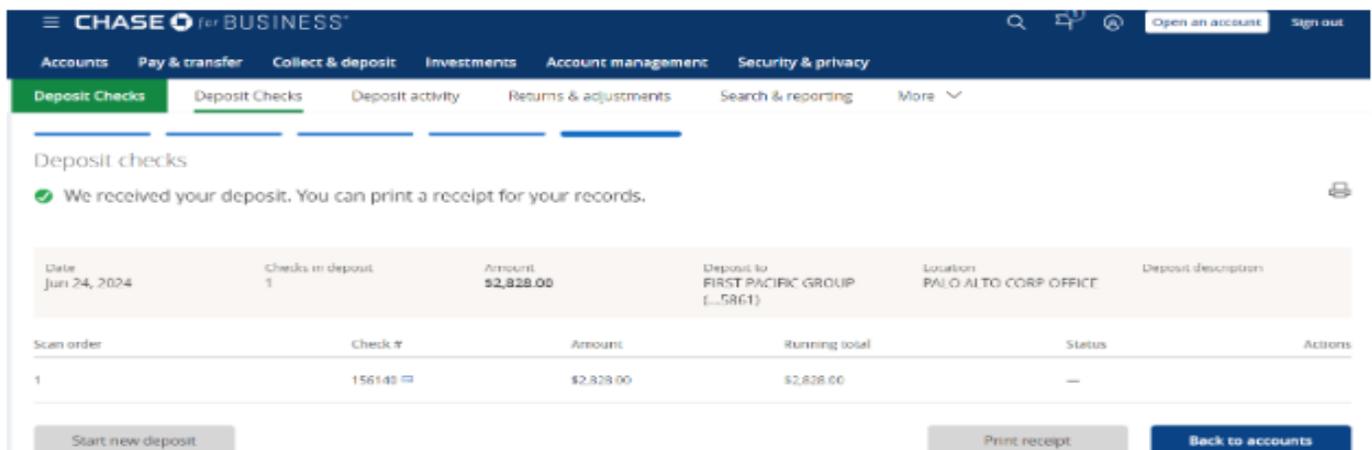
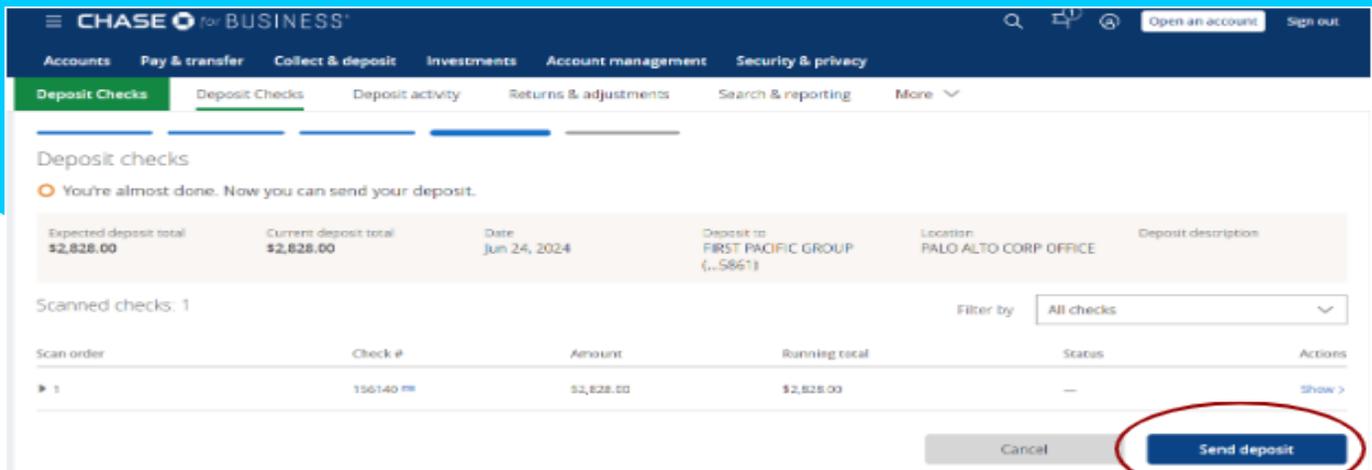
# Check Scan Procedures

Scan check. Face side up, with routing/account numbers on the right side.

Confirm all numbers are correct, and click Next



Click Send deposit





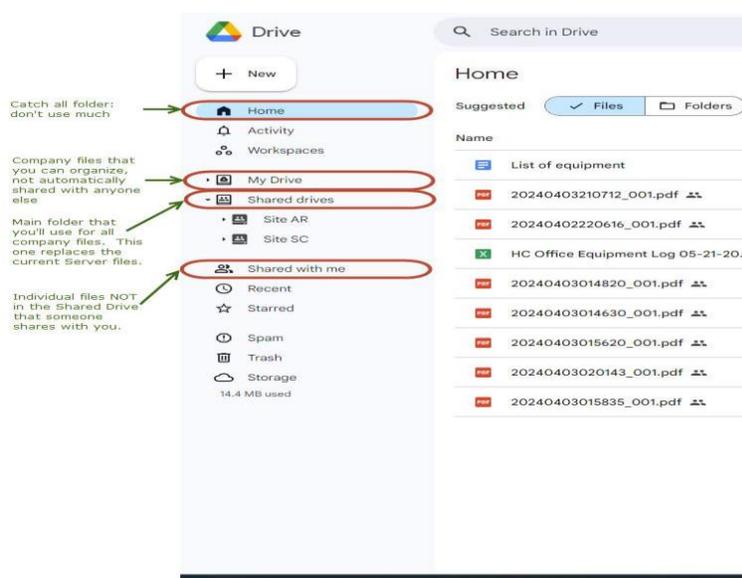
## Google Drive Folders

**-Home** shows you files that Drive thinks you'll want to use. This is based on various criteria like when you edit them, open them, uploaded them, when they were shared with you, or documents attached to upcoming Calendar events. You can generally ignore this folder.

**-My Drive** contains files and folders that you created outside of the Shared drive and you control access to. You are able to share access and permissions to these files and only the files you share from your My Drive will be accessible to others. To share files located in My Drive, right click on the file...

**-Shared Drive** is the primary folder in Google Drive that First Pacific uses to store and collaborate on files. Unlike in My Drive, Shared Drive and its contents are managed by the company, though employees have access to their property's files. Permission for these files include view only or write permissions. Within a single folder you may only have view access for a top level folder but then have write access as you drill down the folder hierarchy. Please notify your manager if you're unable to access a file you believe you should have access to. Once you are a member of a Shared Drive, the drive will appear below your "My Drive" and above "Shared with me" in your Google Drive in the sidebar.

**-Shared with me** is very different from Shared Drive. Shared with me generally are files that you only have access to because an individual shared them with you. The owner of those files has full control and can revoke access at any point. When someone shares a file from their "My Drive", it goes into the "Shared with me" section for whoever they are sharing with. You can create a shortcut of a file in Shared with me and move the shortcut to your My Drive or just leave it in Shared with me. Files in your Shared Drive will NOT also show up Shared with me.





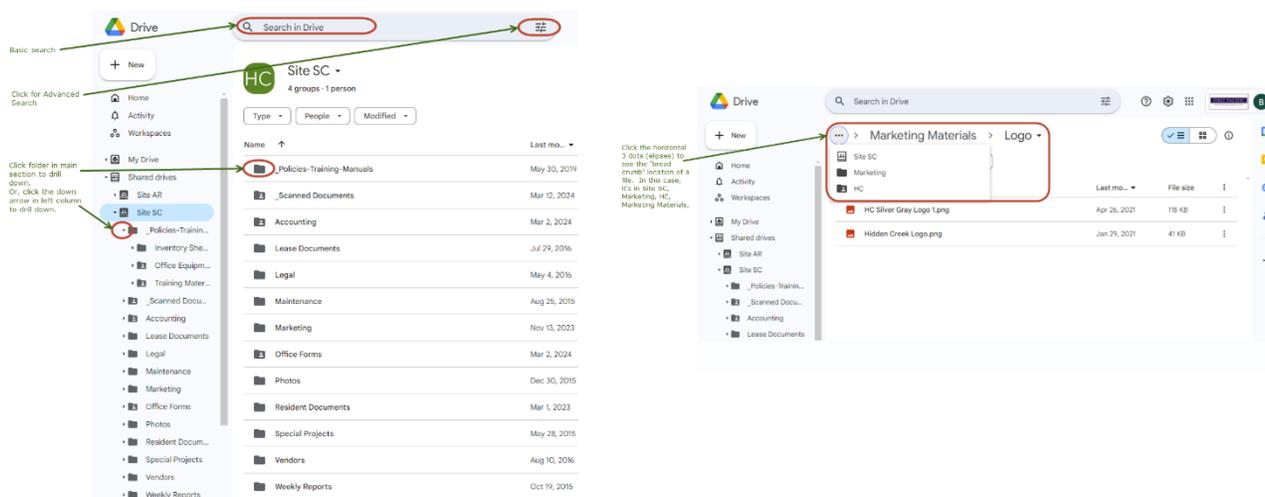
## Google Drive File Collaboration / Find Files

### Google Drive File Collaboration

- All file changes are automatically saved in real time so no need to save as you go.
- Permissions for a file can be edit, comment, or view so you can do certain things based on your permission.
- With Google Drive, version control isn't a problem. Generally, no more need for saving multiple versions of a file, except when doing so for specific reasons.
- Collaborating on a file now is a breeze. All of your coworkers can work on the same document, at the same time. You can always see in the upper right corner if someone else is working on the file.

### Finding Files

- Google is known for its search engine so the easiest way to find a file is just to type the name of the file in the search bar, or any word in the name. If you want a more refined search, click the Advanced Search icon on the right side of the search bar.
- Or, you can search manually by clicking through the folder hierarchy. You can see the folder structure in the left panel and in the main body.
- You can see the full breadcrumb list on the left by clicking the down arrows or double clicking the folder name to expand/collapse each folder. Note that individual files never show on the left panel, only in the main body.
- The breadcrumb list at the top of the main body only shows 2 or 3 folders so you need to click the horizontal ellipses to see the full path.



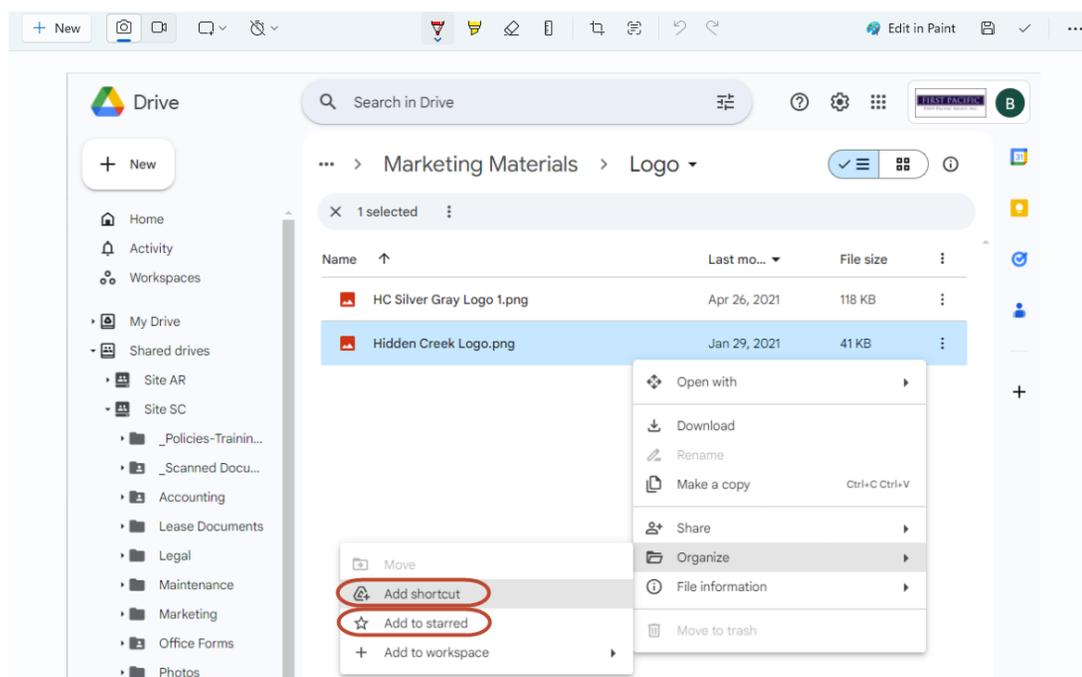
# Google Drive How-To's



## Organizing Shared Drive Files for easier access

### Organizing Shared Drive files for easier access

- You cannot move a file or folder out of Shared Drive into My Drive so to put something into another location outside of Shared Drive you need to create a shortcut to the original file. Right click on a file, select organize, select add shortcut, then select where you want the shortcut to go. Importantly, if you delete a shortcut it does NOT delete the original file. Also, you'll get a message that moving a file from one folder to another will lose the original permissioning and take on the permissioning of the destination folder.
- Starred: Helpful for starring favorite files/folders for easier access. You can't create your own folder structure like in My Drive so this is just a flat list of favorites. This simply saves a link to the original file itself. To remove an item from your starred list, right click the item, click organize, then click remove from starred. This only removes it from your starred list, it doesn't delete the original file.
- My Drive: Helpful for creating a file hierarchy for documents that are not shared with the team. For example, storing files/folders from the Shared Drive that you want easier access to. Remember that only shortcuts to Shared Drive files/folders can be placed here, not the original files/folders themselves.





## **Download Report From Yardi and Open/Save in Google Drive**

- Download report from Yardi and save into Download folder on computer (or any location you choose to put it).
- If you want to save in the Shared Folder in Google Drive, navigate to the destination folder in Google Drive. In upper left corner click the “+ New” button, select “file upload”, navigate to wherever you saved the file and double click the file.
- If you only want to open the file and NOT save it in the Shared Folder, follow the same steps as above but navigate/upload to your My Drive folder instead of the Shared Drive folder as the destination.

## **Create a New Version (Copy) of a Google Document/Spreadsheet**

- Right click on the file you want to save as a new version. Or click on the ellipses to the right of the file name. Select, “Make a copy”. Rename the copied file.
- Note: Make sure to create the new copy BEFORE you make any changes to the file since all changes are automatically saved in real time.

## **Share a Google Drive Document**

- Right click the document, or click the vertical ellipses next to the document.
- Click “Share”
- Type the email of the person you’re sharing with. Assign viewer/commenter/editor permissions.
- Click Done.
- Note that documents in the Shared Drives can’t be shared outside of First Pacific.

# Google Drive How-To's



## **Email a Google Drive Document**

- Create a new email in Gmail
- At the bottom of the email click the icon 
- Select whether you want to send as a link or an attachment in the bottom

right corner of the page

Insert as



Drive link



Attachment

- It's recommended to first share/permission the document with the recipient in Google Drive before sending a Google Drive link.

## **Manage PDF's in Google Drive**

- You must have an Adobe Acrobat license before being able to manage/edit PDF's in Google Drive. Contact your manager if you need a license.
- Once you have an Adobe Acrobat license, you need to connect your license to your Google Drive account by following the steps below:
  - Open Google Drive and click My Drive (the one right beneath the search bar)
  - Click More
  - Click Connect more apps
  - Click Search apps and type Adobe Acrobat
  - Click Adobe Acrobat and then Install
  - Click Continue and sign in with your Google account
  - Scroll down and click Continue
  - Click OK
  - You'll know it worked when you go to any pdf in Google Drive, right click on it, click "open with", and you should see Adobe Acrobat listed as one of the options.



# Google Drive How-To's

## **Google Drive Tips/Tricks**

- All documents/spreadsheets are collaborative, meaning multiple people can work on the same document/spreadsheet at the same time.
- You can see if someone else is in the document/spreadsheet by looking for a small thumbnail image in the upper right corner of the page.
- Remember to close documents when you're done working on them.
- Avoid having lots of documents/tabs open at the same time.
- If your internet speed seems slow and lagging, try running an internet speed test using this link: <https://fiber.google.com/speedtest/>.
- If you are creating a new version of a document, make sure to "create a copy" before you make any changes to the document.
- If you need assistance with anything related to Google Drive, please contact Adam at [ameyers@fpacific.com](mailto:ameyers@fpacific.com).

Please notify Haley Cornish at [hcornish@fpacific.com](mailto:hcornish@fpacific.com) with any content changes or updates.